CBE Fraud Management system (Internal IS audit)

User Guide

Version1.0.0

Overview of the Fraud Management System

The objective of this requirement is to automate the Fraud Investigation department's task. Currently, the department performs all tasks manually using MS Word and the final report shall have the following detail.

The target audience of the user guide

The target audience of the user guide for the automated Fraud Investigation system will likely be the department's investigators, analysts, and managers who will be using the system regularly. These individuals may have varying levels of technical expertise, so the user guide should be written clearly and concisely so that is easily understood by all users. The guide should provide step-by-step instructions and include screenshots and visuals to help users navigate the system effectively. Additionally, the guide should cover the system's key features and functionalities, such as case management tools, data analysis tools, and reporting capabilities, to ensure that users can make the most of the system's capabilities. By tailoring the user guide to the needs of this target audience, the department can ensure that its personnel can use the system efficiently and effectively to carry out their investigative work.

Who accesses the system?

Any commercial Bank of Ethiopia employee under the internal audit department and the president for fraud management and any internal and external customer for whistle blower's module.
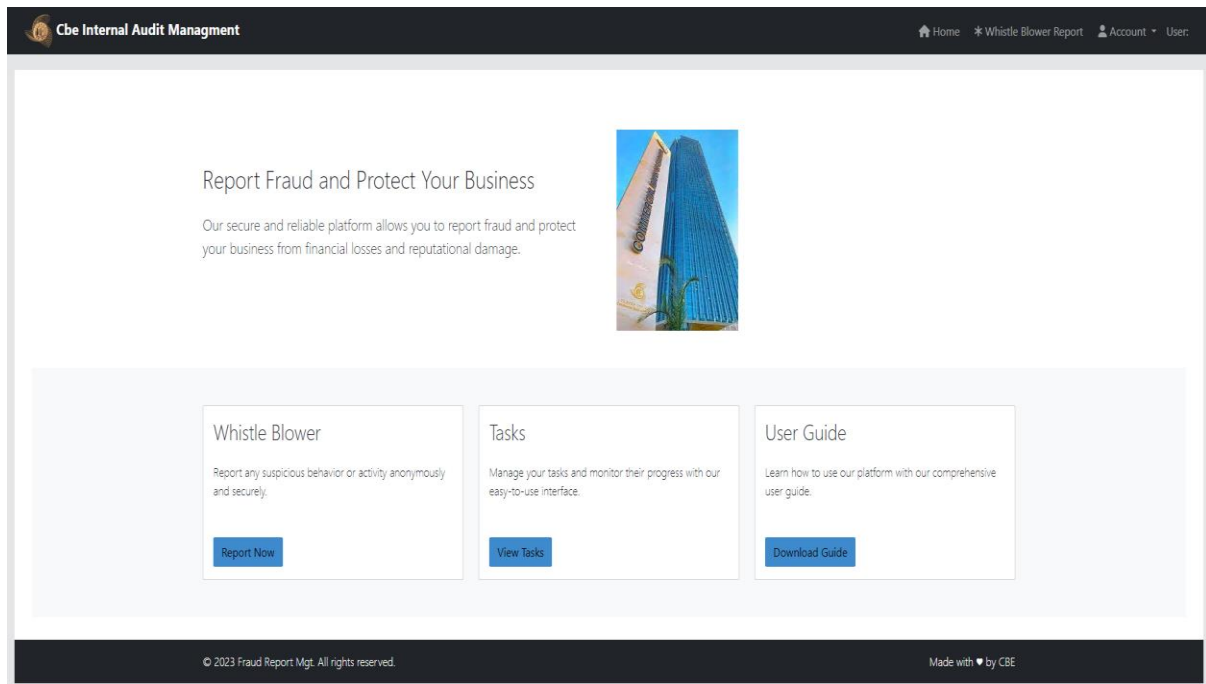
Here is the link to access the system

https://fraudmgt.cbe.com.et

Getting Started

Home page

Once you have successfully logged in to the automated Fraud Investigation system, you will typically be taken to the system's home page.

User Registration Page

The user registration page allows new users to create an account on the automated Fraud Investigation system. This page typically includes several fields for users to enter their personal and contact information, as well as create a username and password.

Steps:

1. Access the registration page
2. Choose a username
3. Enter your email
4. Choose a password
5. Confirm your password
6. Submit your registration form

Logging in to the system

Here the username and password are first created by the users of the system.

Steps to follow:

1. Navigate to the login page
2. Enter your username
3. Enter your password
4. Click sign in

Create or edit user and access privilege

Steps:

1. Select User Management from Administration
2. Select Create a new user button
3. Insert Login name
4. Insert first name and last name
5. Enter the company email of the user
6. Select the role of the user
7. Select the save button to save

Team

To register a Team go to settings -> Team -> Create a new Team
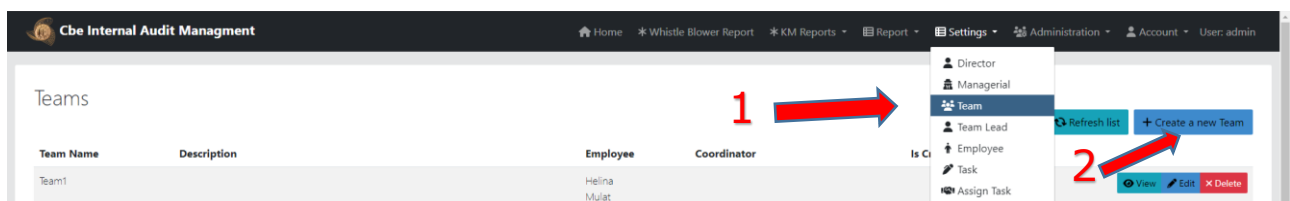
Then Fill in the fields

Steps:

1. Enter the Team Name
2. Enter Description
3. Select Multiple Employees from the list
4. Select a coordinator from the list
5. Save

Register Tasks

To register a task, navigate go to Settings -> select the Task tab -> create a new Task.

Create or edit a Task

Steps:

1. Go to settings and click on the task menu
2. Enter a case title
3. Select the necessary fields
4. Save

Assign new tasks

To assign a new task you can either select the assign button from the registered tasks list or go to settings -> Assign Task -> Create a new Assign Task

Steps:

1. Select the task from the task dropdown
2. Select Task Assignment Date, Task Start Date, and Task End Date
3. Add an attachment
4. Enter Description
5. Save

Fraud investigation Report

To add a fraud investigation report go to report -> Fraud investigation report -> Create a New Fraud Investigation Report

Create or edit Fraud Investigation Report

Choose File No file chosen

Finding And Analysis

Add Finding And Analysis

Finding And Analysis Annex
Choose File No file chosen

Conclusion

Conclusion Annex
Choose File No file chosen

Recommendation

Recommendation Annex
Choose File No file chosen

Name Of Members

Signature

References
Choose File No file chosen

Publication Date
07/15/2023 12:02 PM

Author

Team

Task

🚫 Cancel 💾 Save

Fill in the fields (mainly required fields) to save the report form.

Fraud knowledge management

To add a Fraud Knowledge Management, go to report -> Fraud Knowledge Management -> Create a New Fraud Knowledge Management

Create or edit a Fraud Knowledge Management

Report Number

Cast Title

Fraud Incident

District/Department/Unit

Incident Date

07/15/2023 12:06 PM

Date Of Detection

07/15/2023 12:06 PM

Reason For Delay

Project Creation Date

Report Date

Suspected Fraudster

Financial Loss Amount

Actual Fraud Amount

Debit Account

Credit Account

Techniques and Technologies Used

Cause For An Incident

System And Procedural Loophole

Effect

Recommendations Drawn

Recommendations Drawn

Employees Involved on the Transaction

Position JG

Name Id No

Action Involved

Ng Screener Report

Committee Decision

Measure Taken

Fraud Amount Recovered

Fraud Amount Written Off

Previously Held For Fraud Outstanding

Employee

Fraud Type

Bank Account

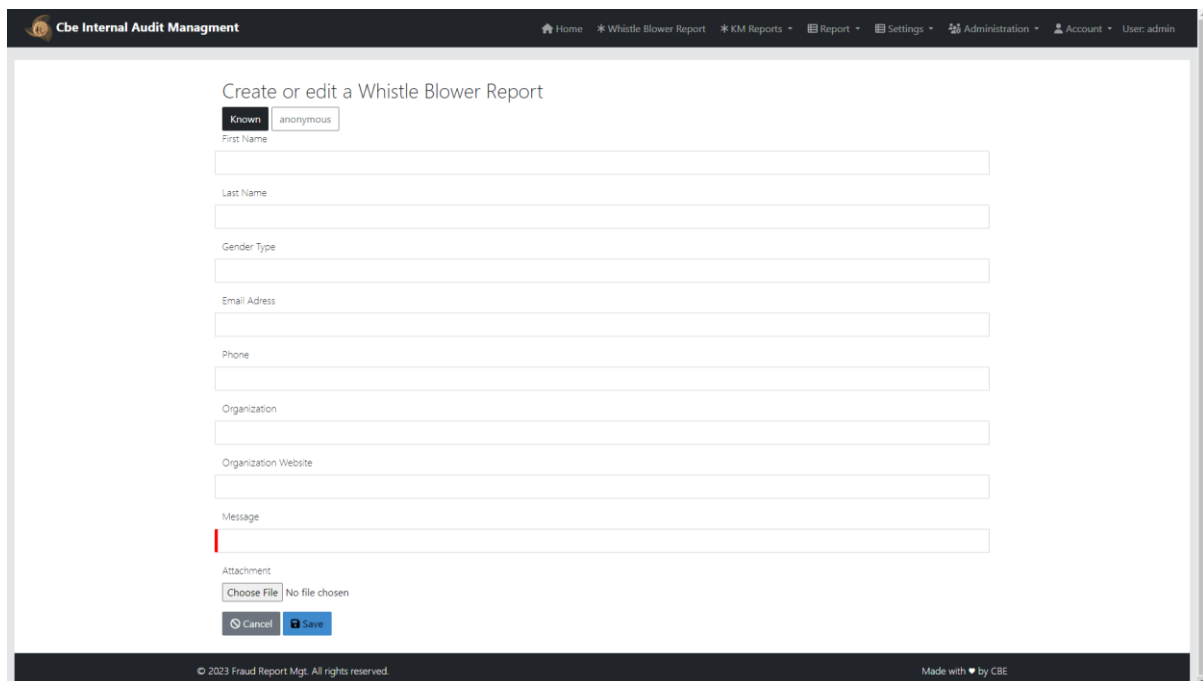Bank Service

⊘ Cancel   🖫 Save

Fill in the fields (mainly required fields) to save the report form.

Whistleblowers page

To create a whistle blow it is available before logging in to the system, on the Home page. Or system user can also create a whistleblow after logging in to the system.

Go to Home Page -> select Report Now Button from dashboard / Whistle Blower Report from Navigation menu -> create a new Whistle Blower Report -> Choose and select between Known or Anonymous

If known

Use the above whistle-blower reporting page to report any fraudulent activity for a responsible person by identifying your identity.

Steps:

1. Choose and select between Known or Anonymous
2. If known, enter First name and last name
3. Enter gender type
4. Enter your email address and phone number
5. Enter the name of the organization
6. Enter the organization's email
7. Enter the message
8. Attach file
9. Save

If Anonymous
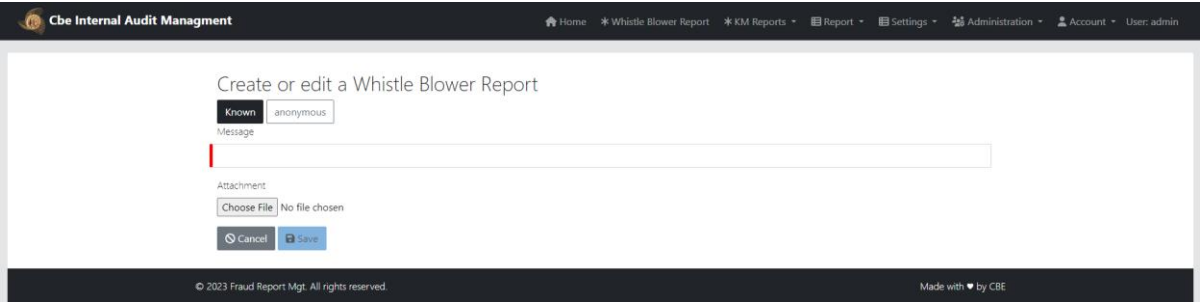
Use the above whistle-blower reporting page to report any fraudulent activity for the responsible person anonymously.
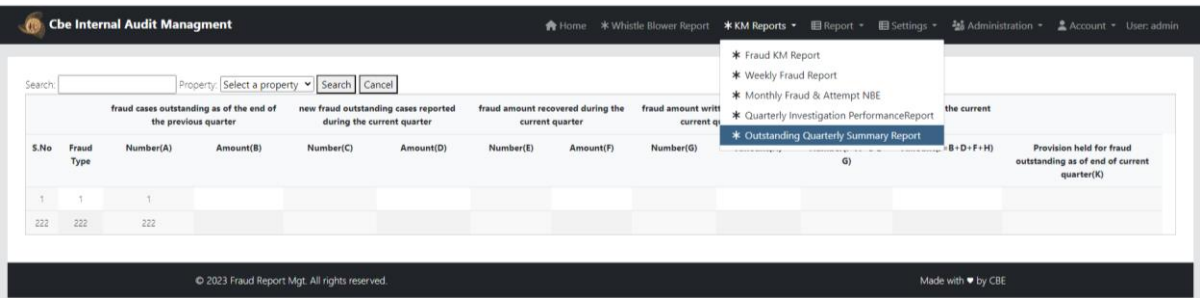
Steps:

1. Enter the message
2. Attach file
3. Save

Generate Reports

To generate a report, go to KM Reports and select the report type you want to generate.

In the diagram below, there are lists of reports in the KM reports navigation menu for example outstanding quarterly summary report.

THANK YOU.