WORK REQUEST TEMPLATE	
Work Request Title	**SPECTA CHECKA-Process Optimization**
Date of Request:	18/04/2023
SWR Description:	This is a request to optimize the Remita settlement function on Specta Checka
SWR Initiator/User Group:	Benjamin Ohimamoje /Product Organization
BA:	Ibukunoluwa Lawal

1. BACKGROUND AND PURPOSE

One of the functions of the Specta Checka platform is to link the Remita Mandate reference and debit reference to the customer's settlement account so that loan repayments are automatically credited into the customer's settlement account.

Here, at the first customer loan repayment, the admin manually links the Remita mandate reference and the first debit reference to the customer settlement account so that loan repayments are successfully credited automatically for subsequent months.

2. 'AS – IS' DEFINITION

Currently, the system batches transaction settlement in a batch of 100 per time every 1 hour to settle. However, out of the batch of 100 picked, not all of them are successfully processed/settled due to manual resolution of some transaction settlements

3. 'TO – BE' DEFINITION

The request is to make the selection of number of batches editable/modifiable on the app settings such that Apps Management team/admin are able to configure the number of batches per time/request to drive process optimization

4. BENEFITS

- To improve on customer experience
- To reduce the number of complaints received
- For settlement optimization

5. REQUIREMENTS

FUNCTIONAL REQUIREMENTS

S/NO	REQUIREMENTS	M	D	O	COMMENTS		
1	Same as existing						

SECURITY REQUIREMENTS

S/NO	REQUIREMENTS	M	D	O	COMMENTS
1	Implement 2FA for login to the Specta Checka platform				
2	Implement API authentication and authorization using OAuth.				
3	All APIs should use and require HTTPS.				
4	Design the APIs to apply rate limits, a way to control the number of requests to the API server at any given time.				
5	All network traffic should be encrypted, particularly the API requests and responses.				
6	Log all API activity.				
7	Implement maker/checker mechanism for admin related activities on the platform.				
8	API secrets should be stored and retrieved in a secure manner.				
9	A notification should be sent to the users profiled email for all user				

	induced request.				
10	The process should be fully automated, if possible placed on a load balancer for enhanced efficiency				

AVAILABILITY REQUIREMENTS

REQUIREMENTS	M	D	O	COMMENTS
Same as existing				

REPORTING REQUIREMENTS

REQUIREMENTS	M	D	O	COMMENTS
Same as existing				

CONCURRENCE

S/N	Name	Department	Role	Signature	Date
1.	Benjamin Ohimamoje	Product Organisation	Head, Customer Success Digital Products		
2.	Busola Awosile	Product Organisation	GH, Digital Product Operations		
3.	Oluwafunmilayo Oke	Product Organisation	PM, Specta		
4.	Mustapha Otaru	Product Organisation	Chief Product Officer		
5.	Pelumi Alli	Digital & Operational Risk Management	Head, Digital & Operational Risk Management		
6.	Wunmi Faiga	ISO	CISO		
7.	Oyewole Giwa	Conduct & Compliance	GH, Conduct & Compliance		
8.	Ibukunoluwa Lawal	Digital Organization	Business Analyst		
9.	Abimbola Babalola	Digital Organization	Head, The Agile Solutions Practice Centre		

APPROVAL BY THE CDO:

Comments

CDO's Signature_____ Date _____