

Arvin -Expert

Contextual Inquiry

Arvin is currently a part of experts team in clearing team along with three other expert folks.

We started our interviews with Arvin, as he has an in depth macro level understanding of the process.

Role:

Experts team

Responsibilities:

1. Regulatory project
2. Up gradation project: Operational and Technical
3. Expert support for projects like special initiatives

About Products

Shashank-Oper(APAC)

Contextual Inquiry

Shashank is currently part of APAC clearing team, which also acts as the TSU team. Shashank works in rotating shifts along with Nandini and other team members. Shashank has been serving clearing team from more than 6 years.

Further, We identified that Shashank and his team would be the apt persona to study as they are the one who are actually involved in clearing process.

Role and Responsibilities

Closing all top day clearing
Act as TSU (Trade support Unit)
Creating New CB rules

Deva-Expert

Contextual Inquiry

Deva is also part of expert team and is one of major stakeholder .

Functional expert, Chennai
Roles and Responsibilities:

Manage projects, fragments and complex changes in the market handling team (expert team) : challenge existing process to streamline process and to handle external changes for e.g. Brexit

17-18 people in Clearing team

APAC - Topday clearing + TSU -> same EMEA and AMER - Different teams for Topday clearing and TSU -> mode of

Purvwa-IT

Contextual Inquiry

Purwa is part of ITEC team and her team mostly takes care of catering change requests for different requirements. She acts as a devops and involved in development and supporting activities related to Clear Vision, Nvision and other internal application.

PRD team
ITRS monitoring, DR, BCP, upgrades, regular production support

New clear is a matching engine
NCL : top day reconciliation

Types of Businesses

Nandini is a team and w top day cle

4 years with OPS Lead APAC/AMEI APAC -Singa AMER-US Onshore/o —We ser on top day Vydehi and

Nandini— Rubiques te ops team. My team ca We want to

Nandini-Oper(APAC)

Contextual Inquiry

an Ops lead with APAC clearing works with Shashank to support caring for the APAC Market.

h SG

R
apore

ffshore/ binod/ hari/David Rivas
nd reports of particular markets
via email.

l Krishna priya, Shashank,

team task are also taken care by

an directly reach out to client
o reach out to client early as

Hema-Oper(EMEA)

Contextual Inquiry

Role: 80% Top Day clearing+ 20 %
Management
Bangalore- EMEA Market Support

Tasks:

Rectifying NVision breaks
Clearing of trades in CV
Chase clients with TSU
Feeding and checking data in GMI
Reconciliation (GMI-Vs-Exchange)

CV Specific Capabilities
Manual re-allocation only allowed from
CV
Connecting and writing back to client

NVision Challenges

Lack of user friendly filters-Drag and

CB rules - written, updated, stored in NV and are synced with CV

NV - 1st source of the message

CAA - client allocation adapter

Client allocation - different formats -
read through FTP

trade clearing type : 10% CB([Disputed](#)) ,
89% FTP allocation, 1% manual
allocation via emails/calls

This interview gave us a broad idea of
the process from the expert point of
view.

Creating new rule/ new accounts

Closing breaks from yesterday

mailbox management, client contract
for manual allocations

Critical months - March, June,
September, December - expiry months
--> high volumes

Consequences of Removing CB:

- Anticipates a lot of manual work, if
CB is removed

How do you manage extra work during
these months: Extra efforts]

Responsibilities:

No email format for manual allocation

communication : Skype, email, group chat, emails

effects of removal of CB:

increase in checkpoints for top day clearing and TSU teams

workload for these 2 teams will increase

- Execution
- Clearing
- Full Service

Team role

- Monitoring tool : ITRS
- Resolved incidents occurred
- Daily Exception: once in two weeks exception
- Development and deployment

Take up: Only clearing business not execution

- Give up: Only execution not clearing

Building Nvision Capabilities

- Write back rectification
- Build api and writing back system

possible.
In EMEA and connect to 10% manual
For Sydney US is the cr response fr Mail box is sends trade CB Reference 16k total— At least 3 se Nvision new For mail an Keep subje generally

and AMER separate team will chase clients.
al client chase
y and Japan its difficult to chase critical client if we do not get any from client
critical as few client directly e economics in mailbox

message involves Client account —6k allocated by Carte Blanc screens are always open wclear and CV
nd manual chases cts same and send screen

Each user interface filters Drag and Drop filter
Case sensitive
NVision can show only 1000 lines of trades

Ideally, We should be checking with client for [each and every trade](#) and check corresponding allocation with client
Some market are connected through CV and some are through NV like NV is used for EEX , ICE and CV is used for others

CV and NV are always [synced](#)