**Main Branch**

* **Executive Management Department** – 5 employees

**1 printer, 1 Wi-Fi, 1 IoT, 1 projector**

* + **1 CEO (Chief Executive Officer)**
    - 1 workstation (PC, dual monitors, 1 phone. Access to all corporate data and communication systems.
  + **1 COO (Chief Operating Officer)**
    - 1 workstation (PC, 1 phone). Access to operational and logistics systems. Reasons: To ensure operational efficiency across the bank and support branch managers in their daily operations.
  + **1 CFO (Chief Financial Officer)**
    - 1 workstation (PC, dual monitors for financial management, 1 phone. Access to financial systems and analytics tools. Reasons: To manage the bank's finances, including budgeting and financial planning.
  + **1 CTO (Chief Technology Officer)**
    - 1 workstation (PC, dual monitors), 1 phone. Access to IT infrastructure and digital banking platforms. Reasons: To lead the development and maintenance of technology solutions.
  + **1 CISO (Chief Information Security Officer)**
    - 1 workstation: PC, 1 phone and cybersecurity software tools.
    - Access to the bank’s entire cybersecurity infrastructure. Reasons: To oversee and manage the organization's information security strategy. To maintain swift communication with IT security teams, external security partners, and to respond promptly to security incidents. To conduct continuous risk assessments, monitor security controls, and implement necessary security measures.
* **IT & Digital Banking Department** – 21 employees
  + **5 Software Developers**
    - Each with **1 workstation** (PC, dual monitors for coding efficiency), access to cloud-based development environments. Reasons: Development and maintenance of mobile banking app and other digital banking solutions.
  + **5 User Experience Designers**
    - Each with **1 workstation** (PC, dual monitors for design work), access to design software. Reasons: Designing intuitive user interfaces for digital banking platforms.
  + **5 IT Support Specialists**
    - Each with **1 workstation** (PC), **1 phone** for communication with other departments and branches, access to remote desktop software. Reasons: Assisting all branches with hardware or software problems and maintaining the bank’s servers.
  + **1 Project Manager**
    - **1 workstation** (**laptop** with project management software), **1 phone**. Reasons: Overseeing digital banking projects.
  + **5 Quality Assurance Testers**
    - Each with 1 workstation (PC, dual monitors for testing environments), access to testing and bug tracking software. Reasons: They test digital banking solutions for bugs and ensure high-quality user experiences.
* **VIP Customer Service Department** – 23 employees

**1 printer, 1 Wi-Fi, 1 IoT** (enabled queue management system to optimize customer service by monitoring and managing customer queues in real-time. These system include sensors to detect customer presence, digital signage for displaying queue information, and mobile apps for virtual queuing and appointment scheduling)

* + **15 VIP Account Managers**
    - Each with **1 workstation** (PC, 1 tablet). Reasons: To manage relationships with high-value clients and companies, enhancing client satisfaction and retention.
  + **3 Business Development Officers**
    - Each with **1 workstation** (PC), **1 phone**, access to CRM. Reasons: To attract B2B leads and manage partnerships with companies.
  + **5 VIP Sales Representatives**
    - Each with **1 workstation** (PC), 1 tablet,1 phone, access to CRM. Reasons: Managing relationships with high-value leads that show up at the branch physical location and pursuing sales opportunities.
* **Compliance and Risk Management Department** – 16 employees

**1 printer**

* + **5 Compliance Officers**
    - Each with **1 workstation** (PC). Reasons: To monitor regulatory changes and ensure the bank operates within legal and regulatory frameworks.
  + **3 Risk Analysts**
    - Each with **1 workstation** (PC), access to risk assessment tools. Reasons: To perform risk assessments and contribute to the bank’s risk management strategies.
  + **8 Accountants**
    - Each with 1 workstation (PC, phone, access to financial software and **databases.**  Reasons: To handle day-to-day transactions, maintain accurate financial records, and ensure compliance with accounting standards and practices.
* **Marketing Department** – 12 employees

**1 printer**

* + **4 Marketing Specialists**
    - Each with **1 workstation** (PC), access to digital marketing tools. Reasons: To manage advertising campaigns and social media.
  + **4 Content Creators**
    - Each with **1 workstation** (PC), access to content creation software. Reasons: To create engaging content for campaigns and online platforms.
  + **2 Data Analysts**
    - Each with **1 workstation** (PC), access to customer data analytics tools. Reasons: To analyze market trends and customer behavior.
  + **1 Marketing Manager**
    - Each with **1 workstation** (PC), **1 phone**. Reasons: To oversee the marketing department and strategize marketing goals.
  + **1 Assistant Manager**
    - Each with **1 workstation** (PC). Reasons: To assist in daily operations and campaign management.
* **Human Resources** – 13 employees

**1 printer**

* + **1 HR Director**
    - Each with 1 workstation (PC, phone), access to HR management software, and secure file storage. Reasons: Oversees the HR department, policy creation, and strategic HR planning.
  + **1 HR Managers**
    - Each with 1 workstation (PC, phone), access to HR software for recruitment, training, and employee performance management.
  + **3 Recruiters**
    - Each with 1 workstation (PC, phone), access to online recruitment platforms, and social media tools.
  + **8 Training Specialists**
    - Each with 1 workstation (PC, tablet for remote access), access to e-learning platforms, and presentation tools.
* **Customer Support Department** (Calls Handling) – 15 employees

**2 pcs**

* + **15 Call Center Representatives**
    - Each with **1 workstation** (**tablet, phone & headset for call handling**), access to CRM. Reasons: Handling customer calls, inquiries and issues.

**North Branch & South Branch (For each branch)**

* **Customer Support Department** (Physical Client Handling) – 5 employees

**1 pc, 1 Wi**-Fi (both shared with the sales department)

* + **5 Customer Service Representatives**
    - Workstation: PC, **1 tablet** for customer use during in-person consultations. Reasons: To assist customers issues through client login.
* **Sales Department** – 10 employees (per branch)
  + **7 Sales Representatives**
    - Each with **1 workstation** (PC, 1 tablet). Reasons: Opening new client accounts and pursuing sales opportunities.
  + **2 Business Development Managers**
    - Each with **1 workstation** (PC), **1 phone** for external communication. Reasons: Focusing on acquiring new business clients and strategic partnerships.
  + **1 Department Head**
    - Each with **1 workstation** (PC), **1 phone**. Reasons: Overseeing sales department, strategizing sales goals.
* **Operations and Logistics Department** – 8 employees (per branch)

**1 printer**

* + **6 Operations Staff**
    - Each with **1 workstation** (PC) where necessary for operational tasks. Reasons: Managing daily operations, compliance checks.
  + **1 Branch Manager**
    - Each with **1 workstation** (PC), **1 phone**. Reasons: Overseeing branch operations, including customer support department, ensuring efficiency and compliance and reporting to the Main Branch.
  + **1 Operations Manager**
    - Each with 1 workstation (PC), 1 phone. Reasons: Oversees back-office operations, including transaction processing, account maintenance, and regulatory compliance. Identifies opportunities for process improvement.