Exception Management Time

... hypothesis statement

- **presumed relationship** *"The time required to manage exceptions in fund oversight processes (dependent variable) increases with the greater amount of manual effort involved to clear such exceptions, which was indicated by previous attempts for such tasks by users (in dependent variables)."*
- **anticipated change** *"If the user behavioural data change, the time required to manage exceptions will change as well."*
- **example** *"The fund will have estimated long time for managing its exceptions when users have previously took long time to clear similar exceptions on that same (or similar) fund."*

Exception Management

phenomenon	observation	data	approach

estimation of manual effort	• user experience
	  • estimating the effort required to manage exceptions early in the oversight process reduces the probability of completing the oversight process outside SLA times
	  • for instance, calculating and predicting the number of required resources and indicating the health of processes can be an early warning signal for the oversight team
	  • higher numbers of exceptions require an increased level of user interaction within pControl during the overall end-to-end oversight process
	  • for instance, higher number of non- automatically cleared exceptions requires more time to manage
	• commercial use
	  • this will reduce process sensitivity to market volatility (number of exceptions) and allow more focus on the resolution of real exceptions (reducing the likelihood of human error due to time compression) in fund oversight
	  • input to man power management and pre-notification of stress on the system during that day
	  • identifying sources of additional work (few factors that drive work during the day or early in the day)
	  • rebalancing events
	  • data conditions (volume, volatility, arrival, quality)
	  • this will be a signal and later on operational management tool (knowing the number of resources and their work specific performances to help business users with such tasks, NAV Control shops)
			• *What is the point we start tracking the progress on exception management by users?*
			  • from the exception occurring (thrown by validation process) and then we start counting until it is resolved
			  • or from the user login to the system (assuming they see it) or from the time user makes any specific action (commentary)
			• *What is the point we stop tracking the progress on exception management by users and can conclude the exception is solved?*
			  • Is there some approval data field we can use for this?