

# Working Group: Bank Relations V09

## Overview Scope / Topic

The goal of the Working Group “Bank Relations” is to define the main Service Operations and Capabilities of the Service Domains that are listed in the appendix of this charter (the ‘in scope’ Service Domains)

Version	Status	Date	Decision
0.1	Draft	02/12/2017	Pending for review by WG Members and Program Manager
0.2	WG name changed in to “Bank Relations”	05/03/2018	Approved by WG
0.3	Text adjusted to the new scope and plan	18/03/2018	Approved by WG
0.4	Text adjustments to WG name and member list	22/03/2018	Approved by WG
0.5	For AC Approval	20/04/2018	Approved by AC
0.9	For Board Approval	02/05/2018	Approved by BIAN Board
0.9	Signature process		

## Authors involved in the creation of this document

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## Objectives

- To define and ratify the Service Domains listed in the appendix of this charter in terms of their key responsibilities (services offered) and capabilities, including services consumed
- To define responsibilities (services) expected to be exposed by Service Domains that are not in scope of this Working Group
- To take in requests from other Working Groups to define responsibilities (services) for the Service Domains in scope of this Working Group
- To define Service Connections, in order to clarify the business purpose of the ‘in scope’ Service Domains
- To define First Order Interactions based on the defined Service Connections
- To define examples end-to-end Business Scenarios as concatenations of First Order Interactions

- To define and ratify the focus object of each 'in scope' Service Domain and liaise with the Information Architecture Working Group to ensure correct inclusion into the BIAN object model
- To support the classification of identified Service Domains for their positioning within the BIAN Service Landscape
- To develop, review and approve within the Working Group, documentation covering all aspects of 'in scope' Service Domain design for submission to the central BIAN document and standards publishing mechanism

### **Starting points/input**

- Prior design, analysis and documentation
- Standard BIAN materials especially the BIAN How To Guide, BIAN Metamodel, the BIAN Service Landscape and documentation as currently available in the Workbench
- Submitted BIAN member documentation
- Selected public domain design and specification materials as appropriate
- Appropriate published standards materials from selected sources (including ISO 20022)

### **Working approach**

- The Working Group will use virtual facilities and physical meetings as appropriate and available to develop and review deliverables
- The Working Group will base its analysis on
  - Already available material from the previous Party Working Group
  - Material available from Bank and Consultant members
  - Requirements on Bank Relations-related services received from other Working Groups
  - The BIAN Object Model as managed by the Information Architecture Working Group
- The Working Group will follow a two-stage approach
  - In the initial stage, provisionally until May 2018, emphasis will be on capabilities associated with party life cycle management and the management of relations between parties in the various stages of their life cycles. This would include analyzing scenarios for party/customer onboarding, management, offboarding as well as management of party relations. The aim would be to get this into the 6.x release of the Landscape, which will be published in June 2018.
  - During the next stage the focus would shift to include capabilities in which the bank would play an active role, an area commonly referred to as Customer Relationship Management (CRM). Priorities and a plan for this stage will be published in May 2018.

### **Deliverables**

- Textual descriptions according to the BIAN standards of the in-scope Service Domains (Excel, to be uploaded into the MagicDraw model)
- Workbench entries of
  - Service Connections
  - First Order Interactions
  - Business Scenarios
- Descriptions of the parameters and other required attributes of the Service Connections (Excel, to be uploaded into the MagicDraw model)

- Input for the BIAN Object model as this is being managed by the Information Architecture Working Group
- Any free form explanatory documentation and/or reference material
- Responses to other Working Groups for information on Service Operations exposed by the Bank Relations-related Service Domains

### **Working Group members (March 2018)**

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# Signature Section

*Note: Signatures of individual members are collected centrally by the secretariat of BIAN.*

*Note: The signature has to be provided by the officially named Representative of a BIAN member!*

*Individual signatures by participants  
in a working group are not needed.*

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*(Name of the company)*

is participating in the Working Group under this charter. We participate according to the legal framework of BIAN including the membership agreement, the statutes and the IPR policy. This signature also confirms, that any participant we are sending to this working group or related BIAN events is aware of these rules.

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*(Name of the Representative)*

.....

*(Signature of the Representative)*

.....

*(Date and Location)*

## **Appendix**

### **Service Domains in scope**

If and when it becomes relevant the following Service Domains will be taken in

- Party Data Management
- Party Life Cycle Management
- Customer Profile
- Customer Relationship Management
- Customer Event History
- Customer Reference Data Management
- Customer Precedents
- Orchestrating Service Domains and supporting Service Domains as far as these participate in E2E Business Scenarios that are being used as bases

With the extension of the scope of the Working Group into Customer Relationship Management, this list may be extended.