**GenAI Operating Model for Barclays Finance and Collaborative Programs**

**1. Introduction**

* **Purpose: Establish a scalable, governed operating model to build, manage, and consume GenAI applications across Finance and collaborating programs (e.g., Impairment, Treasury, Liquidity).**
* **Objectives:**
  + **Streamline onboarding of new use cases and teams.**
  + **Provide clear governance, roles, and decision rights.**
  + **Ensure compliance with CSO, CDO, Legal, MRM, Compliance, GAIGC.**
  + **Promote reuse of established GenAI Patterns and applications.**

**2. Scope & Patterns**

* **Scope: All GenAI initiatives under Finance and collaborating programs across Barclays.**
* **Core Patterns:**
  1. **Translate (e.g., TranslateX)**
  2. **Search / Generate / Summarize / Assistant (e.g., DocGen & Assistant)**
  3. **Agentic AI Workflows**

**3. Governance Framework**

* **Steering Committee: Senior representatives from Finance GenAI Team.**
  + **Review use cases and business benefits, and approve overall strategy, budgets, high-risk/high-priority projects with significant business impact.**
  + **Advise program teams on securing approval from the GenAI champion for POCs.**
  + **Guide program teams to collaborate and ensure compliance with CSO, CDO, Legal, MRM, Compliance, GAIGC for Pilot and Production.**
* **GenAI Center of Excellence (CoE): Finance GenAI team as CoE.**
  + **Define standards, patterns, toolkits, and best practices.**
  + **Own common services (knowledgebase, security, logging, etc.).**
* **Program Councils: Each collaborating program forms a council with Finance CoE managers.**
  + **Review new use cases, resource allocation, and compliance checks.**

**4. Organizational Roles & Responsibilities**

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| **Role** | **Responsibilities** |
| **Finance GenAI Sponsor** | **Ensures funding is secured by program teams, evangelizes strategy, chairs Steering Committee.** |
| **CoE Lead & Architects** | **Define patterns, maintain reference architectures, and drive technical standards.** |
| **Finance Risk Manager** | **Coordinates reviews with CSO, CDO, MRM, Legal, Compliance, ARB, GAIGC, etc.** |
| **Program Manager** | **Represents a business program, manages local IT delivery and priorities.** |
| **Data Steward** | **Manages data ingestion, quality, metadata standards, etc.** |
| **DevOps / Cloud Ops Lead** | **Manages CI/CD, monitoring, and production support in AWS.** |
| **Business Owner** | **Defines requirements, validates outputs, and owns adoption metrics.** |

**5. Engagement & Contribution Models**

* **Scenario A: Reuse Existing Apps**
  1. **Business Identifies Need → Contact CoE Service Desk**
  2. **CoE assesses fit to existing TranslateX, DocGen & Assistant, Agentic Workflows**
  3. **Onboarding sessions scheduled**
* **Scenario B: New Build**
  1. **Program Manager submits use case via standardized intake form**
  2. **CoE and Program Council perform feasibility, pattern alignment, and compliance checks**
  3. **Joint delivery team formed (CoE + Program IT)**
  4. **Follow lifecycle stages (Design → Build → Test → Review → Deploy)**

**6. Delivery Lifecycle & Processes**

1. **Intake & Prioritization: Quarterly review by Program Councils against strategic KPIs.**
2. **Design & Architecture: Use CoE reference architecture; pattern selection and compliance gating.**
3. **Development & Testing: Code repositories (Common Code Base), IaC templates, automated security scans.**
4. **Compliance & Approval: Pre-production review by Finance Risk Manager; generate artifacts for CSO/CDO/GAIGC.**
5. **Production Rollout: Standardized deployment pipelines; runbooks for Ops.**
6. **Support & Operations: 24x7 monitoring, SLAs, incident management.**
7. **Continuous Improvement: Post implementation reviews, pattern updates, community of practice.**

**7. Standards, Tooling & Platform**

* **Cloud Platform: AWS shared landing zone, IAM standards, network segmentation.**
* **Common Services: Knowledgebase (OpenSearch), RAG services, PII redaction service.**
* **DevOps Toolchain: CloudFormation, CloudWatch, GitLab, Nexus 3, Sonar, Veracode, etc.**
* **Security & Compliance: Guardrails with AWS Config, Security Hub, encryption, audit logging.**
* **Reusable Infrastructure Templates: Pre-built CloudFormation modules for RAG, CloudWatch, BAM authentication, Guardrails, GitLab pipelines, EKS clusters, and Data Ingestion, etc.**
* **Common Code Base (CCB) Strategy: All GenAI application code is centralized in a shared repository. Teams fork or branch for feature work, with every change subject to strict version control, automated testing, and formal review/approval by Finance GenAI CoE SMEs to prevent divergence and ensure traceability.**

**8. Metrics & Reporting**

* **Adoption Metrics: # of programs onboarded; # of use cases delivered.**
* **Performance Metrics: Latency, error rates, cost per request.**
* **Business Impact: Time saved, accuracy improvements, cost savings.**
* **Compliance Metrics: # of reviews passed; # of audit findings.**

**9. Communication & Community**

* **GenAI Community of Practice: Monthly forums for knowledge sharing, pattern showcase.**
* **Documentation Portal: Central source for architecture docs, templates, runbooks.**
* **Training & Enablement: Workshops, hands-on labs for new program teams.**

**10. Roadmap & Continuous Evolution**

* **Pattern Enhancements: Add new patterns (e.g., multimodal, Analytics, Recon, etc.).**
* **Platform Upgrades: Evaluate emerging AWS services, LLM improvements.**
* **Process Optimization: Automate compliance gating, enhance observability.**