Business Requirement Document

For

Compliance Ticket Tool

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# Summary

It has been identified that a tracking tool has to be developed that will help capture changes in the Altisource Field Services (AFS) business unit. These changes could be a part of Process Update/Changes, System Changes, technical issues, procedural gaps, etc. and could be across various business sub-functions/clients. It has been observed in many cases that the current process being followed for process updates, changes etc. does not have a centralized tracking system, which can lead to information asymmetry.

# Business Objective

The objective of this is to establish a single portal that will consolidate, document & categorize all the changes that are going to be incorporated, including the ones that do not flow through the current process of the Change Control Board. This ticketing tool would be able to capture any break down with applications, procedures which caused risk of non-compliance

1. Business requirement

## Existing System

In the existing tickets, Individual users raise tickets on the VMS support portal and are provided with a ticket number. The status of the ticket cannot be tracked without knowing the ticket number- i.e. search functionality by user name or subject is not available. Also, many approvals and changes are received in the mailbox of respective users, which leads to difficulties in dissemination and accessibility for other users.

## Proposed System

The proposed tool will be a dedicated portal, where users will raise tickets related to system/process changes or updates. These tickets will be searchable by user and category/sub-category, which will be an improvement over the existing VMS support portal.

## Scope

The category or the root directory will be “Compliance”. Under this, there will be several subcategories. Each of the subcategories has been assigned with a SPOC, who will receive notifications about any tickets raised in that category and will be the nodal person for that subcategory.

1. Category
2. Compliance
3. Sub Categories

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| --- | --- | --- | --- |
| S.No | Sub Categories | Primary POC | Secondary POC |
| 1 | Real Resolution Technical/Integration Issue | Kevin | Susangita Haldar |
| 2 | Real Remit Technical/Integration Issue | Girish Gowda | Anil Inapa |
| 3 | REALServicing Technical/Integration Issue | Manasa Naik | Chandra M |
| 4 | XactPRM Technical/Integration Issue | Rohit Kumar | Vishal Vijayan |
| 5 | Client Obser. (Ocwen OLSR & OMS) | Kevin | Susangita Haldar |
| 6 | Client Obser. (Ocwen PFC) | Manasa Naik | Chandra M |
| 7 | Client Obser. (Third party clients) | Chandra M | Manasa Naik |
| 8 | Internal Audit Obser. (Ocwen OLSR) | Kevin | Lakshmi |
| 9 | Internal Audit Obser. (OMS) | Kevin | Lakshmi |
| 10 | Internal Audit Obser. (Ocwen PFC) | Manasa Naik | Lakshmi |
| 11 | Internal Audit Obser. (Third party clients) | Chandra M | Lakshmi |
| 12 | QC & Audit (Compliance) | Amrit | Kevin |
| 13 | QA Obser. (Ocwen OLSR & OMS) | Kevin | Susangita Haldar |
| 14 | QA Obser. (Ocwen PFC) | Manasa Naik | Lakshmi |
| 15 | QA Obser. (Third party clients) | Chandra M | Lakshmi |
| 16 | LRL updates | Akshay Cheluvaraju | Chandra M |
| 17 | Regulatory updates | Kevin | Lakshmi |
| 18 | Indemnification Obser. | Manasa Naik | Susangita Haldar |

# Business Impact

These changes will help to streamline various system and process related changes/updates as well as ensuring a higher level of compliance, in addition to assisting in audit related activities.

# Approvals

By signing below, I acknowledge that the details specified about the requirement brings benefit to the business, and is ready for development efforts. For any change in the requirement, the same should be communicated within 5 days from the date of receipt of the document.

This document deems to be auto approved/auto rejected with full authorization lying with the document owner/initiator, if not approved within 10 days from the date of receipt.

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Document Change Tracker

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