

2021

STANDARD OPERATING PROCEDURE (SOP) For End of Day (EOD)

[This document comprises of the Standard Operating Procedure of EOD. It is written to develop an understanding of the processes which will facilitate the users]



Table of Contents:

1. Approval	2
2. Overview:	3
3. EOD Work-flow:	4
3.1 Pricing:	4
3.2 Database Backup, EOD Scheduling and Execution:	5
3.3 Monitoring:	5
3.4 Completion:	5
3.5 EOD Hold Request:	5
3.6 EOD Delays:	6
4. List of ISF Conventional and ISF Takaful EODs batches: .	Error! Bookmark not defined.

1.Approval

Name	Department	Date	Signature

2. General:

End of day (EOD) processing is the last step in business day's operational work-flow and consists of batches for updating, verifying, and posting daily transactional information. This involves aggregation of raw transactions into meaningful business data to ensure that business and accounting rules are conformed to, before posting transactions as official business records.

Official Head Office Workdays are Monday through Friday as defined by Human Resource department. Holidays as communicated by HR (Monday through Friday) as excluded from Official Head Office Workdays.

Official Head Office Work Hours are 0900 HRS to 1730 HRS on Official Head Office Workdays.

Official Head Office Non-Workdays are Saturday and Sunday as defined by Human Resource department. Holidays, as communicated by HR (Monday through Friday), are included in Official Head Office Non-Workdays.

Day-End Systems are ISF Systems i.e., ISF Conventional, and ISF Takaful, and CLAS Systems i.e., CLAS Takaful, CLAS Group Life, and CLAS Conventional.

Routine Day-End Processes are day-end processes scheduled to be executed at 2200 HRS on Official Head Office Workdays for CLAS Group Life, CLAS Takaful, and CLAS Conventional.

For ISF Conventional Routine day-end processes scheduled to be executed at 2200 HRS daily.

For ISF Takaful Routine Day-end processes are scheduled to be executed at 2300 HRS daily.

Dayend Initiators is ISF Project Team which will initiate the request after liaison with Sales Coordination (Banca) or Agency Administration & Sales Coordination (DSF) or Underwriting & New Business sections initiate the request to ISF Project team.

Dayend Stakeholders

Finance & Accounts	Underwriting & New Business
Retail Distribution	Window Takaful
Sales Coordination (Banca)	Agency Administration & Sales Coordination (DSF)
Application Development	Digital Technology and Strategic Planning
Administration	Agency Administration (Banca)

Dayend-End Process Stakeholders distribution list

1 Technology & Project Management	9 DSF ops	17 Takaful Retails Operations
2 Risk Management	10 Group Life	18 Call Center
3 Compliance	11 Finance	19 Retails Operations Quality Assurance
4 PHS	12 Sales Coordination	20 Product Management
5 New Business & underwriting	13 Investment	21 Quality Assurance & Information Security
6 Actuarial	14 HR	22 Persistency Unit DSF
7 Agency	15 Retail Distribution Conventional	23 Persistency Unit Banca
8 Banca ops	16 Retail Distribution Takaful	24 Claims

Once the dayend initiator request for the dayend, EOD's component is executed in flow defined in EOD Workflow.

3. EOD Work-flow:

There are four main components of End of Day Procedure.

- Unit Pricing
- Database Backup, EOD Scheduling, and Execution
- Monitoring
- Completion

3.1 Pricing:

Pricing is a number defined as price per unit for available funds in insurance. Finance and Accounts Department update pricing in ISF Conventional and ISF Takaful applications for working days only. End of Day (EOD) process execute in weekends and public holidays without pricing.

F&A Department informs ISF Project Team once PRICING is done through email.

3.2 Database Backup, Dayend Scheduling and Execution:

ISF Project team will inform Data Management Team (DBAs) and Infrastructure Team to take backup and schedule dayend through email looping the dayend process distribution list for routine dayend processes. If there are any deviations in the routine dayend processes times, Data Management and Infrastructure Teams should be notified at least 3 hours prior to the execution time on official head office workdays, and at least 6 hours prior to the execution time on official head office non workdays.

The Data Management team will block application users before proceeding for backups and dayend of the Day-end Systems.

3.3 Monitoring:

DBA Team and Infra Team confirm through email on dayend distribution list once dayend of the day-end systems are scheduled.

ISF Project Team monitors the ISF Systems dayend processes for the successful completion or failure of dayend batches.

If any dayend process/batch fails, the ISF Project Team takes up with AETINS (ISF Software vendor) to debug and remove the error by providing the reason. After the resolution, ISF Project Team creates an RMS with Request type 'Dayend Issues' for Takaful and Individual life explicitly to execute the remaining batches of the dayend.

CLAS systems dayend executed through Operating system (AIX). They depend upon the AIX binaries. Which are monitored by Technology Applications Team in case of any error in dayend logs, Application team rectifies those errors before the next dayend.

3.4 Completion:

After the completion of dayend, application users are automatically unlocked, and the system date is automatically set to the current business date. After verification of the batches, the ISF Project team confirms completion of EODs through email to the dayend distribution list.

3.5 Dayend Hold Request:

- i. In case of delays in daily Unit Pricing by F&A department, ISF Project Team send email to DBA and Infra team to hold EOD. After receiving the Pricing email from the F&A department it is communicated to the DBA and Infra Team to execute/schedule the EODs.
- ii. For Business closings EOD will be held at the request of the NB department. EOD will be executed after providing email confirmation from the NB department.

- iii. Dayend notification method defined in section 3.2 Database Backup, Dayend Scheduling, and execution will be followed for dayend hold requests.

3.6 Dayend Delays:

It is not recommended to terminate dayend processes due to delays until it is fully completed. In case of any unpredictable situation (batch stuck / take more than the usual time) decision to terminate and re-execute will be taken after consulting with AETINS only for ISF System and Technology team will be handling the dayend delays of CLAS Systems.