

Questions		Answers
1	Process Name	Invoicing
2	Process Description	Verification
3	What % of the process is based onshore and offshore?	Onshore
		Offshore
4	Total number of FTE's involved in the process	43 (31 FTE in Berlin 12 FTE in Singapore)
5	What is the Average Handling Time per case for the process (minutes)?	~30 mins to 8 hours approximately
6	What percentage of the FTE's time is spent completing the process?	100% including the Line managers
7	What are the average volumes: Daily/Monthly/Weekly	Daily
		Weekly
		Monthly
8	Do the process volumes increase during peak periods? Please provide details.	Depend on the fallouts and errors
9	What is the exception rate in the process? (%)	1% post report out
10	How are exceptions currently resolved during the process?	Inputs from the London team to resolve the issue
11	Are there any specific financial. Regulatory or customer pain points within the process?	Accuracy of the work processed
12	How much of the process is [in %]:	1. Rules based with structured input (e.g.50%)
		2. Rules based with unstructured input (e.g. 30%)
		3. Judgement based, research & analysis (e.g. 20%)
13	How complex is the process?	Complex due to citrix access and multiple steps of >50 in each sub process

Questions		Answers
14	How many systems and applications interact with the process?	8 system
15	Which systems and applications are used within the process? Please list system names and type i.e. Citrix, Mainframe, Java, Browser	Mainframe/Workflow, Outlook & Excel, TBA, Workbench, Maestro-PM tool, ATE-Advance Payback editor (Front End)
16	If answered 'Other' above, please specify the system(s) used.	Citibank sites, E-fulfillment, Control ID, PSS
17	Please name all systems, applications and environments touched by this process.	Mainframe/Workflow, Outlook & Excel, TBA, Workbench, Maestro-PM tool, ATE-Advance payable edition (Front end) No test scenario & Data available
18	Is the process triggered by (inputs), or does it interact with: - Paper (letters, cheques, etc.), - Digital (email, work, queue, etc.),	Digital 100% in form of excel and Mainframe DBMS which can be converted into text file and Excel file for processing
19	How many times during the process are steps/outputs:	1. Standardized letters or email ~80%
		2. Personalized letters/emails, phone call etc. NA
		3. Digitalized report ~20%
		4. Other (please specify) NA
20	What % of the process involves: Paper, Digital, Voice	99% through Maestro and 1% through email
21	What is the average number of process steps?	>30 steps for all 21
22	To what extent is process documentation available?	SOP's, Process Maps and Volume data
23	In %, how much of the process requires human thinking/ interpretation/ calculation/decision making/ validation?	10% - 20% to eyeball and decided basis the cheque info and variable from TBA & Mainframe
24	Does this process exist in the other geographies?	No

	Questions	Answers
25	If answered Yes to above please specify.	NA
26	Is a new system or major change initiative due to be implemented in the foreseeable future which will affect this process?	NA
27	Please provide a description of the key steps required to complete the process.	Verification & Reconciliation for all sub process variables

Remarks
<p style="text-align: center;"><i>Please input more question</i></p>