

	Questions	Answers						
1	<b>Process Name</b>	Invoicing						
2	<b>Process Description</b>	Verification						
3	<b>What % of the process is based onshore and offshore?</b>	<table border="1"> <tr> <td>Onshore</td> <td>On tech team</td> </tr> <tr> <td>Offshore</td> <td>100%</td> </tr> </table>	Onshore	On tech team	Offshore	100%		
Onshore	On tech team							
Offshore	100%							
4	<b>Total number of FTE's involved in the process</b>	43 (31 FTE in Berlin 12 FTE in Singapore)						
5	<b>What is the Average Handling Time per case for the process (minutes)?</b>	~30 mins to 8 hours approximately						
6	<b>What percentage of the FTE's time is spent completing the process?</b>	100% including the Line managers						
7	<b>What are the average volumes: Daily/Monthly/Weekly</b>	<table border="1"> <tr> <td>Daily</td> <td>20</td> </tr> <tr> <td>Weekly</td> <td>50</td> </tr> <tr> <td>Monthly</td> <td>100</td> </tr> </table>	Daily	20	Weekly	50	Monthly	100
Daily	20							
Weekly	50							
Monthly	100							
8	<b>Do the process volumes increase during peak periods? Please provide details.</b>	Depend on the fallouts and errors						
9	<b>What is the exception rate in the process? (%)</b>	1% post report out						
10	<b>How are exceptions currently resolved during the process?</b>	Inputs from the London team to resolve the issue						
11	<b>Are there any specific financial, Regulatory or customer pain points within the process?</b>	Accuracy of the work processed						
12	<b>How much of the process is [in %]:</b>	<table border="1"> <tr> <td>1. Rules based with structured input (e.g. 50%)</td> <td>~100%</td> </tr> <tr> <td>2. Rules based with unstructured input (e.g. 30%)</td> <td>~90%</td> </tr> <tr> <td>3. Judgement based, research &amp; analysis (e.g. 20%)</td> <td>~10%</td> </tr> </table>	1. Rules based with structured input (e.g. 50%)	~100%	2. Rules based with unstructured input (e.g. 30%)	~90%	3. Judgement based, research & analysis (e.g. 20%)	~10%
1. Rules based with structured input (e.g. 50%)	~100%							
2. Rules based with unstructured input (e.g. 30%)	~90%							
3. Judgement based, research & analysis (e.g. 20%)	~10%							
13	<b>How complex is the process?</b>	Complex due to citrix access and multiple steps of >50 in each sub process						

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

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

Remarks
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*Please input more question*