

# Symphony Blueprinting for Core Banking Systems

Are your core banking systems full of unknowns?

Do your core banking systems support digital and market differentiating strategies?

Is most of your core banking system knowledge held by a handful of individuals?

Is understanding impacts to each regulatory compliance change more difficult than it should?



## When Core Systems Become Challenges & Impediments

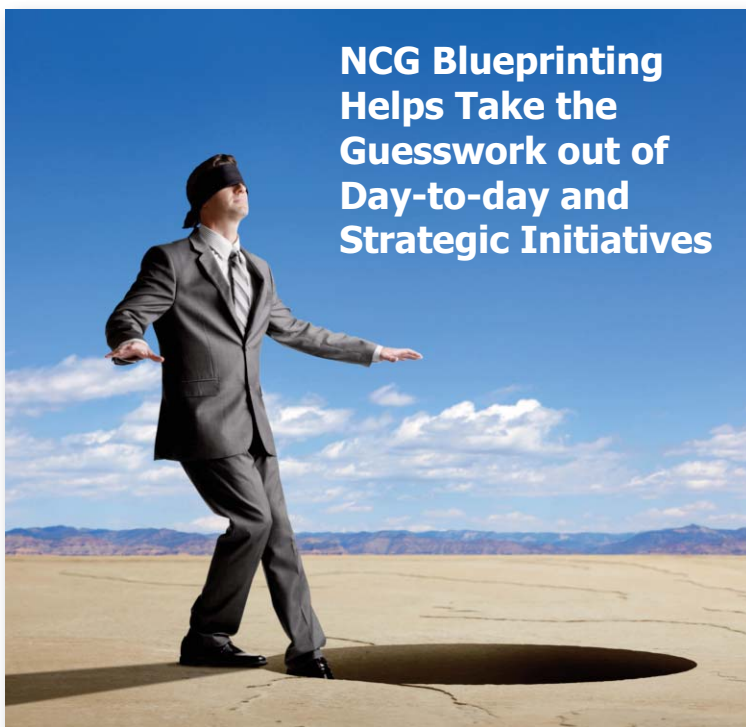
Banks are taking on digital strategies, core modernization/replacement, or similar foundational efforts to address challenging markets, evolving customer expectations, and a range of non-bank new entrants into areas such as payments and loans.

To be successful with these major initiatives, a solid core system and processing foundation is essential. Core banking systems need to support and enable the utility of your products and services. If your core is a black box of unknowns, it can be an operational variable or even an impediment to progress.

Core banking systems have evolved over many years. They have been patched and updated incorporating numerous changes, customizations, processes, and interfaces. The result is a complex and varied system of systems that is often not thoroughly modeled, documented, or fully understood by anyone.

Reliable information about how your systems process, interact, and how data flows through the enterprise helps mitigate the risk of unintended consequences or customer facing service impacts. To build an understanding of how your core actually works, you need to break it down into its component elements. Each of these elements has technical and application details as well as business process, infrastructure, compliance, and customer experience details.

NCG creates a detailed guide of a bank's core systems through a process called Blueprinting. The NCG Blueprinting process expands knowledge of how the enterprise works, focusing on the core and how it works with channels and up and down stream systems. The NCG Blueprinting process builds an enterprise-wide view of the bank; building from the most basic levels of system operation. NCG's experienced Team uses a proven approach for sifting through decades old core systems connected to layers of channels and other applications that deliver critical functions to customers and internal operations.



### The Blueprinting Value Proposition: Having a Complete Picture.

**Agility** to implement changes and new capabilities quickly and safely.

**Insight** to know the effects and impacts of changes.

**Discover** opportunities for improvements and cost savings.

**Enhance** your ability to connect systems and bring in new applications.

**Improve** your ability to adapt, recover and return to normalcy when issues arise.

**Progress** from *I think* to *I know*.

**Compliance** statements that show what the system is doing.

NCG Blueprinting provides the links between enterprise architecture concepts and your current business processes and automation infrastructure. This insight gives you data to forecast the impacts of proposed changes or to plan for future improvements and mitigate the risk of unforeseen impacts. Data-supported decision making helps you maintain compliance and effectively build differentiating value from your investments.

NCG's Blueprinting is a structured and standards based approach to collect and organize processing and procedural information. The Blueprinting effort is conducted by NCG core system experts and is supported by automation to make the data collected accessible and sustainable over time.

The NCG Blueprinting detail-focused methodology captures static functions and dynamic components that are driven by input variables or scheduling. The Blueprinting process captures application processing level details along with the manual processes conducted by front and back office personnel. This combination of information gives banks a powerful resource guide to support planning for future improvements and enhancements from the details to research questions and forecast impacts.

NCG's data collection approach is designed to be efficient and build insight in an iterative fashion. Transaction history and job/application level data is reviewed together with manual processes and business functions. We look at how these all fit together in the bank's overall operations. With this detail-based approach, we can organize questions and follow-ups in a focused manner. As different pieces of information combine to build the blueprint, there is opportunity to identify potential improvements for consideration and target areas for more scrutiny. This approach for data collection is illustrated in the graphic below.

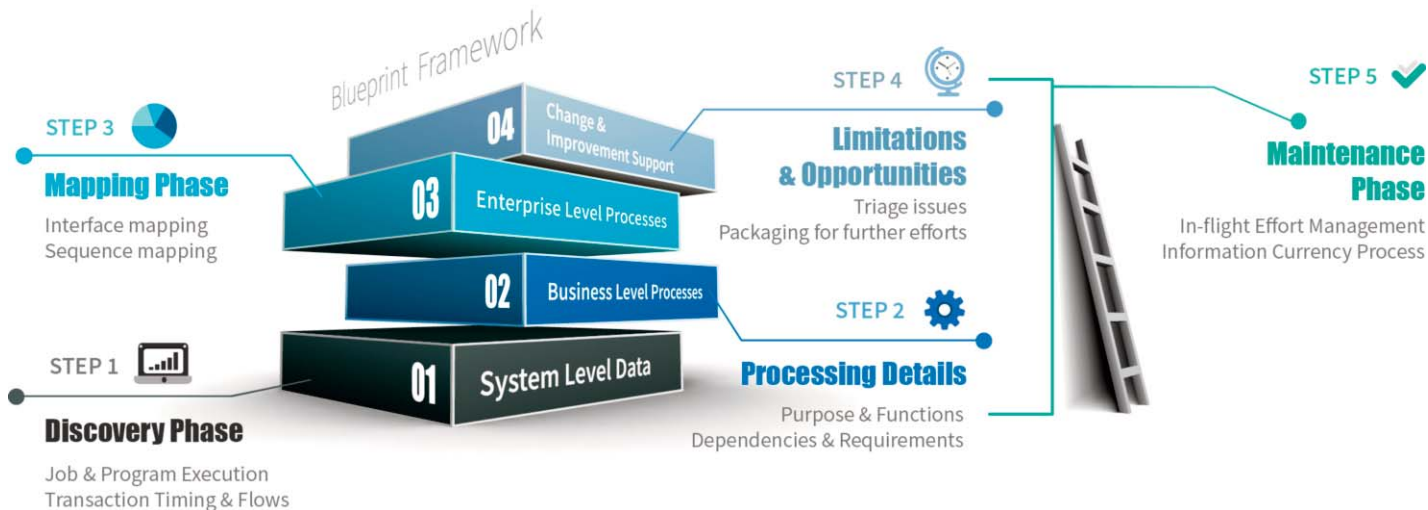
### Symphony Blueprinting Approach to Data Collection

NCG uses a structured process for data collection and organization that is exercised through the Blueprinting phases. This minimizes impacts and workload on key bank resources throughout the process.



# Blueprinting Methodology & Deliverables: 5 step process – Value in under 90 days

NCG Blueprinting is accomplished through five basic phases using our structured data collection process that iterates through each phase. NCG’s bottom-up approach starts with the technical details of how a bank’s core actually runs to ensure accuracy of the blueprint data.



The first phase is the **Discovery Phase**, which is focused on the technical details of system interfaces and transaction processing. The Discovery Phase uses operational data and scheduler information to map out data flows, up and down stream dependencies, and requirements of the bank’s core processing.

The second phase is the **Processing Details Phase**, which captures business processes both manual and automated. The Processing Detail Phase captures service levels and the composition of processing jobs and procedures and their effect on customer experience and internal operations.

The third phase is the **Mapping Phase**, which focuses on charting out enterprise-wide exchanges of data inclusive of third party processing in the blueprint. The Mapping Phase is based on the technical details captured in the Discovery and Processing Details Phases and accounting for variances based on specific timeframes or other reoccurring events.

The fourth phase is the **Limitations & Opportunities Phase**, which focuses on evaluating blueprint data to identify opportunities for processing improvements or enhancements. Details about how data flows across the enterprise provides powerful data for analysis and evaluation of steps that can identify significant value opportunities.

The fifth phase is the **Maintenance Phase**, which focuses on keeping blueprint data up to date. The Maintenance Phase implements mechanisms for incorporating changes and updates to core processing in the blueprint. This includes integration with the bank’s change and operations management processes.

## Standards Based Foundation BIAN Service Landscape

NCG uses BIAN Service Domains for organizing blueprint data. BIAN—Banking Industry Architecture Network ([www.bian.org](http://www.bian.org))—is an international standards organization that builds standards and service definitions for the banking industry.

BIAN Service Domains are used as the building blocks to represent discrete business capabilities aligned with industry standards used by major software vendors. The BIAN standards provide a common vocabulary between business and IT in a way to organize technical details with higher level business functions that can be readily used for many purposes.

NCG is a member of BIAN and one of the organizing members of the BIAN North American Chapter. Using the BIAN standards helps ensure that the Blueprint information is in a format that can be easily used by vendors and service partners across the financial services industry now and in the future.



NCG Blueprinting connects technical and business details of how systems work. This connection helps manage risk and improve agility for changes and improvements.

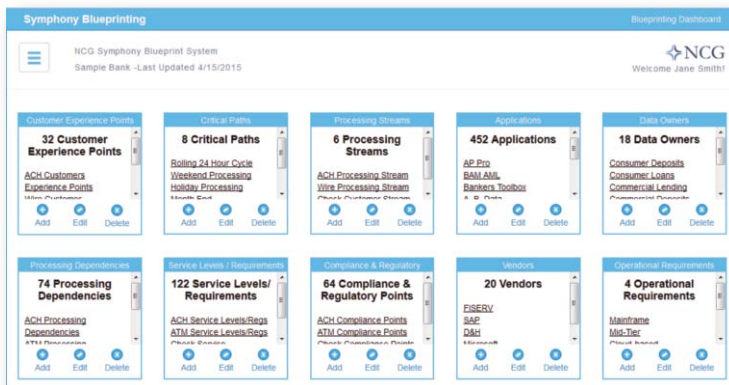
## Institutionalizing and Operationalizing Blueprinting Value

While Blueprinting provides valuable point-in-time insight, maintaining the currency of Blueprint data is essential. NCG's Symphony Blueprint System (SBS) provides a holistic, user friendly interface and database to use and update Blueprint data. The SBS can be connected to change management systems and solution delivery systems to capture changes over time. This connection can also help avoid deployment and production issues by understanding dependencies and functional relationships.

The SBS puts the power of the Blueprint data and information into the hands of people across the bank ranging from administrative to management personnel. Data and reports can be extracted to support development efforts with third parties or internal development groups. SBS users can use timeline views that show single transaction sets or processing streams, or look across all transactions and streams. Critical paths and other workflows are graphically depicted to support research and what-if analysis for a number of purposes. Detailed views of data and information can be accessed directly or through drill-down from the various views. The SBS can be hosted securely from NCG's private cloud eliminating the need to provide infrastructure and administration to leverage its data and functions.

## Symphony Blueprint System: Secure & Easy Access to Blueprint Data

With options for local or secure cloud based hosting, the Symphony Blueprinting System (SBS) provides simple interfaces to add and view data. Built on a response design standard, intuitive screens can be securely accessed via computer or tablet seamlessly.



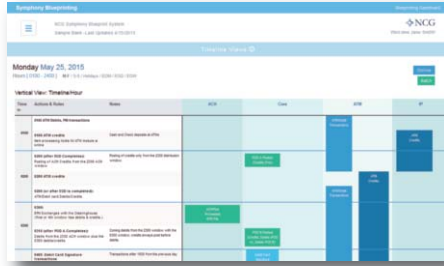
The SBS dashboard provides a high-level view of all the data and information in the blueprint. Drill down access to details, as well as quick links to make updates and corrections are available.

# Symphony Blueprinting System SBS: Simple, Yet Powerful Tools For Using Blueprint Data Across the Bank

## Purpose

## SBS Screens & Functions

### Cross Processing Stream Transaction Views



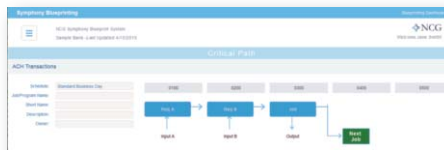
- Step through transaction processing by streams: ACH, ATM, Card, Check, Wire, etc.
- Compare events across streams by timeframe
- View manual actions and business rules
- Compare batch, online, and manual steps

### Timeline Views with Processing Variations



- Follow a rolling 24 hour standard weekday processing view
- Toggle to compare holiday, weekend, month end, quarter end, or year end processing
- Isolate or compare processing streams

### Critical Path - Dependencies & Requirements



- Critical path and other workflow data can be viewed graphically
- Drill down into job dependency and requirement information
- Follow data across automated and manual steps

### Data Organization & Update



- Simple data collection, update, and organization
- Data collection dashboard with direct access to processes, organizational, operational, infrastructure, and measures data

### BIAN Service Landscape Based Data Organization



- BIAN Service Landscape view
- Industry standard BIAN Service Domains provide easy alignment with banking software vendors

The Northcross Group (NCG) provides business system, security, and technology services in the banking industry. NCG works to ensure that technology serves banking needs, allowing banks to meet business goals, gain competitive advantage, enhance security, implement governance, ensure compliance, and stabilize operations.

NCG uses disciplined processes, refined from decades of experience. Flexibility is a cornerstone of our industry-tested methodologies—giving NCG the ability to adapt to changing environment, technology, and needs.

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