

Due Dilligence

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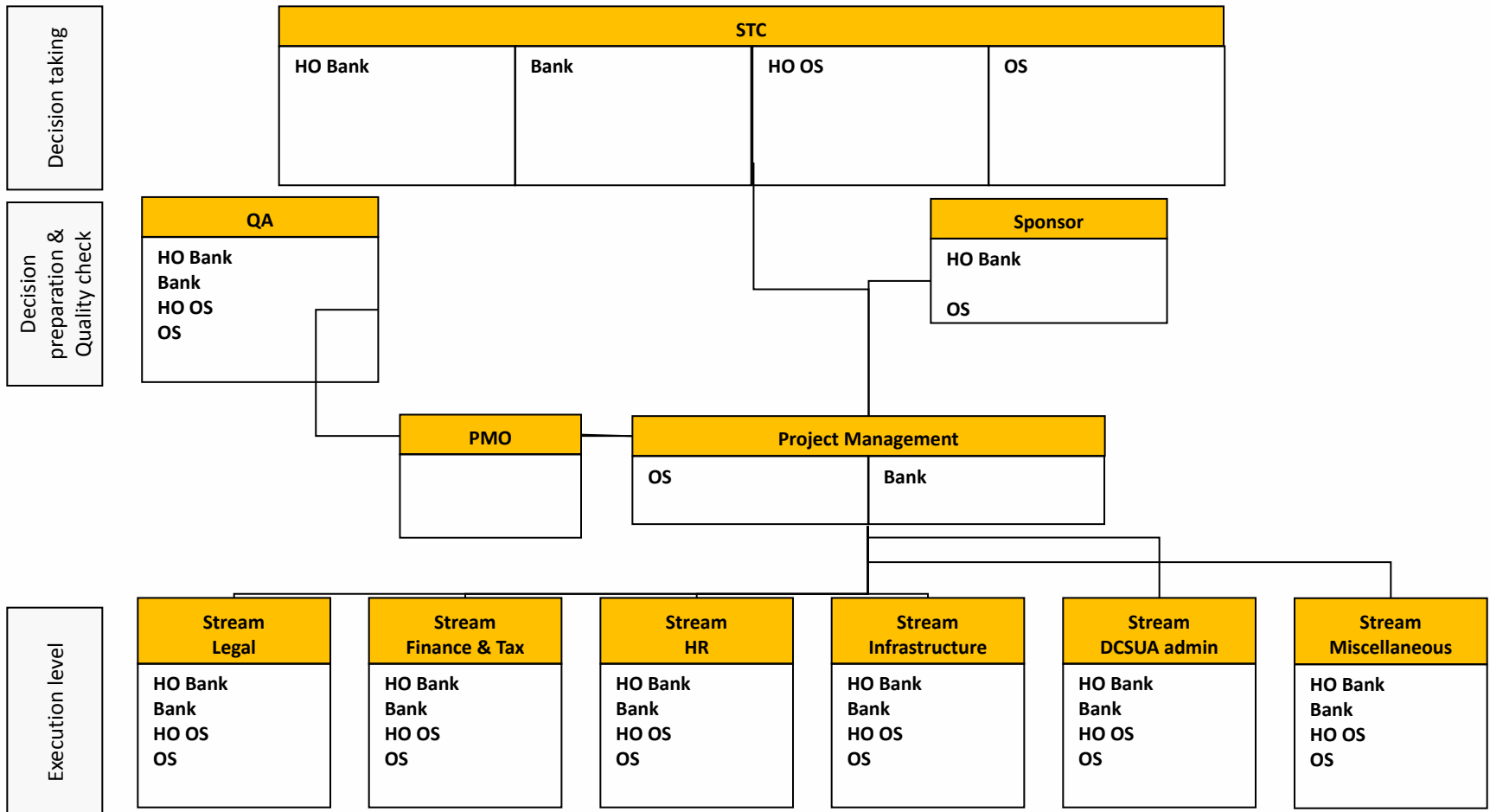
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Typical deliverables of a Due Diligence:

- Risk-management
- Business case
- Tax analyses (Vat in focus)
- Performance assessment, duty and task analyses
- Organisational analyses
- Decision process analyses, KPI analyses
- IT functions, support analyses
- Balance sheet

Operations Management – Project Management

Project organisation



HO Bank = Head Office of the Bank
HO OS = Head office of Outsourcing Company

Bank = organisation which wants to outsource functions
OS = Outsourcing company which will take over functions from the Bank

Role: Project Manager

Main tasks / duties

1. Escalation body & decision making on Project level in alignment with dedicated Project Manager and other Line Managers
2. Coaching and challenging PM in a collaborative style, collaboration with all PMs and Stream Leads and Team Leads
3. Overall Project planning & controlling focusing on milestones and critical path
4. Overall Project Resource Management (e.g. consultants, open positions, vacations, etc.)
5. Overall Project Quality, processes, Issues & Risk Management
6. Overall Budget Management
7. Representative of the Project, STC preparation, execution and post-activities
8. Relationship Management to key stakeholders related to the Project and bridging Project interests and escalations with related bodies
9. Collaboration with Project Office and Planning & Control Group

Role: Project Manager in Project Office

Main tasks / duties

1. Curatorship for the Stream
 1. Escalation body & decision making on Stream level in alignment with dedicated Stream Manager and other Line Managers
 2. Coaching and challenging Stream Lead in a collaborative style
 3. Support Stream and team planning as well as re-planning sessions of the Master plan
 4. Identify, challenging, tracking and drive solving of Stream Issues & Risk Management
 5. Stream Resource Management
2. Duties in Project Office
 1. Define Strategic directions of Project quality, processes and dependencies as well as solving overall Project risks
 2. Identify, Steer, controlling & tracking of interdependencies between Streams
 3. Representative of Stream in the Sponsor JF and STC, support Sponsor and STC preparation and post-activities
 4. Relationship Management to key stakeholders related to the Stream and bridging Stream interests and escalations with related bodies
 5. Collaboration with Planning & Control Group

Role: Stream Manager

Main tasks / duties

1. Escalation body & decision taking on Stream level in alignment with dedicated team Leads
2. Driving and challenging Team Lead in a collaborative style
3. Drive Stream planning and planning reviews
4. Identify, steer controlling & tracking of critical path, milestones, dependencies and key Stream tasks
5. Identify, challenging, tracking and drive solving of Stream issues, Risk & Task Management
6. Support PM Jour Fixe preparation and post-activities
7. Support Project Office as well as Planning & Control Group on demand
8. Relationship Management to key stakeholders related to the Stream and bridging Stream interests and escalations with related bodies

Role: Team Manager

Main tasks / duties

1. Escalation body & decision taking on Team level in alignment with dedicated team member
2. Driving and challenging Team member in a collaborative style
3. Drive Team planning and planning reviews
4. Identify and manage dependencies related to the Team deliverables
5. Steering, controlling & tracking of critical path, milestones and key team tasks
6. Identify, challenging, tracking and drive solving of Team issues, Risk & Task Management
7. Relationship Management to key stakeholders related to the team and bridging Team interests with related bodies
8. Collaboration with all relevant bodies (e.g. other Stream leads, Experts, Planning & Control Group)
9. Support other Teams based on clear request

Role: UAT Manager

Main tasks / duties

1. Escalation body & decision taking for UAT in alignment with dedicated Stream Lead/PM
2. Driving and challenging UAT “Coordinators” in a collaborative style
3. Drive UAT planning and planning reviews
4. Plan topics and activities according to the UAT Strategy
5. Identify and manage dependencies related to UAT and each single deliverable
6. Steering, controlling & tracking of critical path, milestones and UAT tasks
7. Identify, challenging, tracking and drive solving of UAT issues, Risk & Task Management
8. Support STC preparation and post-activities
9. Relationship Management to key stakeholders related to UAT and bridging UAT interests and escalations with related bodies

Role: Training Coordinator

Main tasks / duties

1. Escalation body & decision taking for Training in alignment with dedicated Stream Lead/PM
2. Driving and challenging Training “Coordinators” in a collaborative style
3. Drive Training planning and planning reviews
4. Plan topics and activities according to the Training Strategy
5. Identify and manage dependencies related to Training and each single deliverable
6. Steering, controlling & tracking of critical path, milestones and Training tasks
7. Identify, challenging, tracking and drive solving of Training issues, Risk & Task Management
8. Support STC preparation and post-activities
9. Relationship Management to key stakeholders related to Training and bridging Training interests and escalations with related bodies

Role: Communication Coordinator

Main tasks / duties

1. Plan topics and activities according to the Communication approach (e.g. events, come together parties, team building, sport activities, on boarding of new staff, info-events)
2. Set up and execute Communication plan
3. Identify and solve Communication needs, issues and mitigate risks
4. Collect data and information in a collaborative style
5. Set up and maintain File server
6. Relationship Management to key stakeholders related to Communication topics
7. Status & progress reporting regarding knowledge transfer
8. Support definition and elaboration of knowledge transfer approach

Role: Planning & Controlling PM

Main tasks / duties

1. Driving Master plan set up and monthly Master plan review sessions a collaborative style
2. Conducts Master plan workshops with each Team in each Stream
3. Challenges planning for each deliverable
4. Identification of critical path in Teams on single deliverable level
5. Updating MS Project document
6. Support STC preparation and post-activities
7. Relationship Management to key stakeholders related to UAT and bridging Training interests and escalations with related bodies

Role: Issue & risk log administrator

Main tasks / duties

1. Implement issue and risk tools (e.g. risk assessment, issue and risk tracking)
2. Controlling of open issues and risk
3. Conduct regular meeting with Team Leader to identify new issues and risks
4. Conduct regular meeting with Team Leader to check status and progress of issue and risk solving
5. Support Stream Leaders and PMs in tracking issues and risks
6. Maintenance of issue and risk LOG
7. Support STC preparation and post-activities
8. Relationship Management to key stakeholders related to UAT and bridging Training interests and escalations with related bodies

Balk Plan

Work Packages

Finance	H&R	IT	Legislation
<ul style="list-style-type: none">- Tax analysis- Service price calculation- Risk management- Performance analysis	<ul style="list-style-type: none">- HR labor law and basic staff analyses	<ul style="list-style-type: none">- IT Asset analysis- IT hardware and software contract analyses- HW and SW optimization- Software Development and testing	<ul style="list-style-type: none">- Outsourcing legal analysis

Work Packages

- HR labor law and basic staff analyses
- Accounting and Tax consultancy and funding
- Outsourcing legal analyses
- IT Asset analyses (asset inventory verification, documentation, valuation)
- IT hardware and software contract analyses
- Identification of Bank Business critical applications
- Identification of HW and SW optimization
- Concept for saving areas (e.g. branch virtualization)
- Concept for usage of HO OS infrastructure equipment (e.g. for testing) by OS
- Concept for usage of HO OS Software development units by OS
- OS purchase and vendor strategy
- Concept for System- and solution architecture
- Definition of SLAs and Service price calculation
- Real estate
- Security

**Thank you
for your Attention!**