

Skill with MICROSOFT EXCEL

Intermediate

- Learn the basics of macros, understanding the structure & ways to use it
- Recap the use of pivot table & useful features for reporting

Know the common conditional formatting features to get data insights

Sep 16, 2022 12 - 1.30 PM

Online (Details to be sent later)
Trainers: Gervais Chee

& Denise Ho

Secure your slot now via the voting button!



*This is the last session of the SkillUp! series.

INTRO TO

IBGO'S VISION





Over 2000 employees 14 locations



Key Products & Services

Key Client Segments

Payments & Remittances Trade Finance Corporate Loans Securities & Fiduciary Services

Corporations
Financial Institutions
Investment Managers
Private Sent Cients

Key Servicing Channels











Vision of Future of Ops - Robust, Reliable & Resilient Powered by OPPR 3.0



Digital Workforce

Francis Bands

Transformational Leadership Future Ready Workforce (FRW)

- 1. Drive Future Ready Workforce (FRW) & Strategic Workforce Planning (SWP) through Future Roles-Based Learning Roadmaps & IBGO Product Academies
- Drive Transformation Leadership through Tsprints, T-circles & HR leadership curriculum
- 3. Dial up Employee well-being, engagement, inclusive & culture

Digital Channel & Servicing

Digital Servicing Model

Customer & Employee Journeys

Demand Management

- Accelerate digital adoption for IDEAL products & ecosystems
- 2. Build New & Enhance PWEB Forms to drive self service adoption
- 3. Dial up Digital servicing & enhance Assisted (BusinessCare) customer servicing

IBPM



(Workflow, Workbench)

Platforms

Digitalisation

- Norkflow enablement of residual processes to increase STP
- 2. Workflow Interoperability & AI/ML (rule engine) to reduce employee toil
- 3. Build & enhance existing core capabilities (ITR, core system)

Regionalisation & Ops Maturity

- 1. Regionalisation & scaling of Workbench, C++ & PWEB forms
- 2. Scale a robust, effective & efficient cash and custodian FI network mgmt
- 3. Transform & transit the IBGO operating model into HO

*BPM : Intelligent Business Process Management

Institutional Banking Group Operations (IBGO) Team Structure

IBGO serves as a Centre of Excellence supporting IBG for delivery of institutional banking products and services to large corporates, as well as small and medium-sized enterprises (SMEs), across 6 core markets and 8 international centres.

Build VS Operate Model

Group Head, IBGO



Country Team "Operate"

Countries



- · Country Cash Ops*
- Country Trade Ops
- Country Corporate Services Ops
- Country Securities & Fiduciary Services Ops*
- Country BusinessCare*
 Not applicable to iCs

- Regional Cash
- Regional Trade
- · Regional Corporate Services
- Regional Securities & Fiduciary Services

Regional Team

"Budled"

- Regional BusinessCare
- Regional Digital Transformation & Data
- Regional Risk & Financial Management



*The Country Team performs day-to-day operations processing whereas the Regional Team does not.