

Online Banking Services Process Organizer

3.1 Business Development

- 3.1.1 Perform Market Research
- 3.1.2 Demonstrate Products Capabilities
- 3.1.3 Develop Sales Proposals
- 3.1.4 Develop Sales Literature and User Manual
- 3.1.5 Manage Pricing

3.2 Customer Installation

- 3.2.1 Contract with Customer
- 3.2.2 Verify Readiness of Customer's Infrastructure
- 3.2.3 Set Up Customer
- 3.2.4 Set Up Customer's System
- 3.2.5 Train Customer
- 3.2.6 Monitor Customer's Implementation

3.3 Customer Servicing

- 3.3.1 Resolve Inquiries and Problems
- 3.3.2 Manage Systems Upgrades
- 3.3.3 Update Customer Data
- 3.3.4 Maintain Legal Compliance

3.4 Product Development

- 3.4.1 Develop Prototype
- 3.4.2 Test New Builds or Versions
- 3.4.3 Implement Enhancements

3.5 Systems Maintenance

- 3.5.1 Manage Server Operation
- 3.5.2 Manage Change Requirement
- 3.5.3 Maintain Systems Documentation
- 3.5.4 Update Systems Tables
- 3.5.5 Manage Licenses

3.6 Business Management

- 3.6.1 Develop Business Strategy
- 3.6.2 Assess Performance
- 3.6.3 Manage Vendors
- 3.6.4 Manage Records
- 3.6.5 Bill Customers

*For illustrative purposes only.
Generally requires customization for use in a specific organization.*