

### Business Analysis

#### BA services

##### Business Operations

- GAP analysis
- Business Requirements Analysis (BRA/ BRDs)
- Functional Description Specifications (FDSs)
- Technical Design Specifications (TDSs)
- Use cases
- User stories
- Performance optimization and process automation
- Market research and software evaluation

##### Data Analysis

- Entity modeling
- Design of Information Architectural Diagrams
- Analysis of AS-IS Process Map and definition of TO-BE Process Map
- Data simulation process
- Data collection and analysis techniques
- Dynamic models creation
- Business research methods
- Data migration

#### Industries and Sectors

##### Banking

- Customer 360 – KYC/ KYB
- Online portals
- Cards/ accounts
- Deposits
- Payments
- Mortgages
- Loans
- Investment banking
- Transactions

##### Insurance

- Property and Casualty (P&C)
- Life and Savings (L&S)
- Claims/ e-Claims
- Client Portals
- Pricing and Commissions engine
- Collections engine
- Loyalty programs

##### Payments

- Direct Credits/ Debits - SWIFT/ S€PA/ ACH
- Real Time Payments (FPS, IRIS, Osco, etc.)
- Recurring Payments
- Bill Payments and Mandates

##### Treasury

- Asset and Liability Management (ALM)
- Capital and Reserve Requirements
- Liasioning with Regulatory Bodies
- Liquid Investments in Government Securities
- Disaster management
- Back office operation

##### GRC

- Governance
- Risk
- Compliance

### Software Quality Assurance

#### Activities

##### Quality Assurance

- Test plan creation
- Test strategy consideration
- Effort and time estimation
- Testing schedule elaboration
- Risk assessment
- Tools selection
- Contact quality management process
- Training process creation

##### Software Testing

- Test scenarios
- Exit criteria
- Defect management
- Agile Test Management
- Manual and Automated testing services
- API testing
- Web and Mobile testing
- Integrations

#### V-Model QA activities

