

Project Startup Report

Presented to the IT Committee October 09, 2012

Project Name: CASHplus Upgrade Project

Agency: Bank of North Dakota

Business Unit/Program Area: Operations

Project Sponsor: Joe Herslip

Project Manager: Mark Hawks

Project Description

For the past couple of years, Accounting/Treasury Services has been working with IT to finalize the Fed Funds Sweep service that BND wants to provide to our partner Banks. The idea behind this service is that the banks could enter a target balance in the system, and their fed funds transaction (either purchase or sell) would automatically be made each day after all activity is posted so that they attain that desired balance.

In addition, Operations wants to provide better service through the CASHPlus system by making modifications so financial institutions can make on-line participation payments. This enhancement includes: adding 3 new fields on the Paydown screen; allow for backdating of payments; and create an output file based on a scheduled event.

In order to accomplish the above described enhancements Fundtech needs to upgrade the current system from 3.6 to 3.84.

Business Needs and Problems

The business needs to be addressed by this project include:

1. Providing better customer service for our commercial loan and fed fund sweep customers by allowing online access to manage accounts.
2. Remaining competitive and maintaining our current market share in the Fed Funds and Commercial Loan Services area.
3. Creating more efficient use of employee time by decreases time needed to serve customer requests via the phone.

Key Metrics

Project Start Date	Project End Date	Original Baseline Budget
08/09/2012	04/11/2013	\$459,900

Business Need Addressed	Objectives	
	Project Objectives	Measurement
Provide better customer service for our commercial loan and fed fund sweep customers by allowing online access to manage accounts.	Provide enhanced functionality in the commercial loan and fed funds services areas.	<ul style="list-style-type: none"> By 4/15/13 the CASHplus upgrade and the installation of the commercial loan and Fed fund sweep modules will be implemented after user acceptance testing has been approved with no priority 1 problems.
Remain competitive with other Correspondence Banks and maintain BND's customer base.	Provide enhanced functionality in the commercial loan and fed funds services areas.	<ul style="list-style-type: none"> Enrollment for the commercial loan automated features increased by 20 of our 90 customers within 3 months of implementation and by 40 within 1 year. Enrollment for the Automated Fed Fund Sweep Feature increased by 25 of our 110 customers within 3 months of implementation and by 50 within 1 year.

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Improve work force efficiency	Automate commercial loan and fed fund services	<ul style="list-style-type: none">• Today the bank is processing an average of 50 customer commercial loan transactions via the phone per day. Within 3 months of the implementation of the commercial loan module 15% of all transaction will be done online. In 12 months 25% of all transaction will be done online.• Today the bank is processing an average of 30 customers fed fund transactions via the phone per day. Within 3 months of the implementation of the commercial loan module 15% of all transaction will be done online. In 12 months 25% of all transaction will be done online.
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Cost/Benefit Analysis

1. **Customer service** will be greatly enhanced with the implementation of this project. Customers will have the capability to service commercial loans and establish Fed Funds Sweep targets electronically instead of a phone call to a service agent.
2. A **more efficient work force** will be achieved with this enhanced functionality. The need to work customer orders via the phone will decrease allowing a more efficient user of employee time.

Key Constraints or Risks

- Limited BND staff available for the project due to operations requirements
- Fundtech availability for the project activities
- Fundtech delivery of product and updates
- Cost, Schedule, Scope and Quality are often in conflict during projects. The Sponsor elected to prioritize as follows:
 1. Quality
 2. Schedule
 3. Scope
 4. Cost