

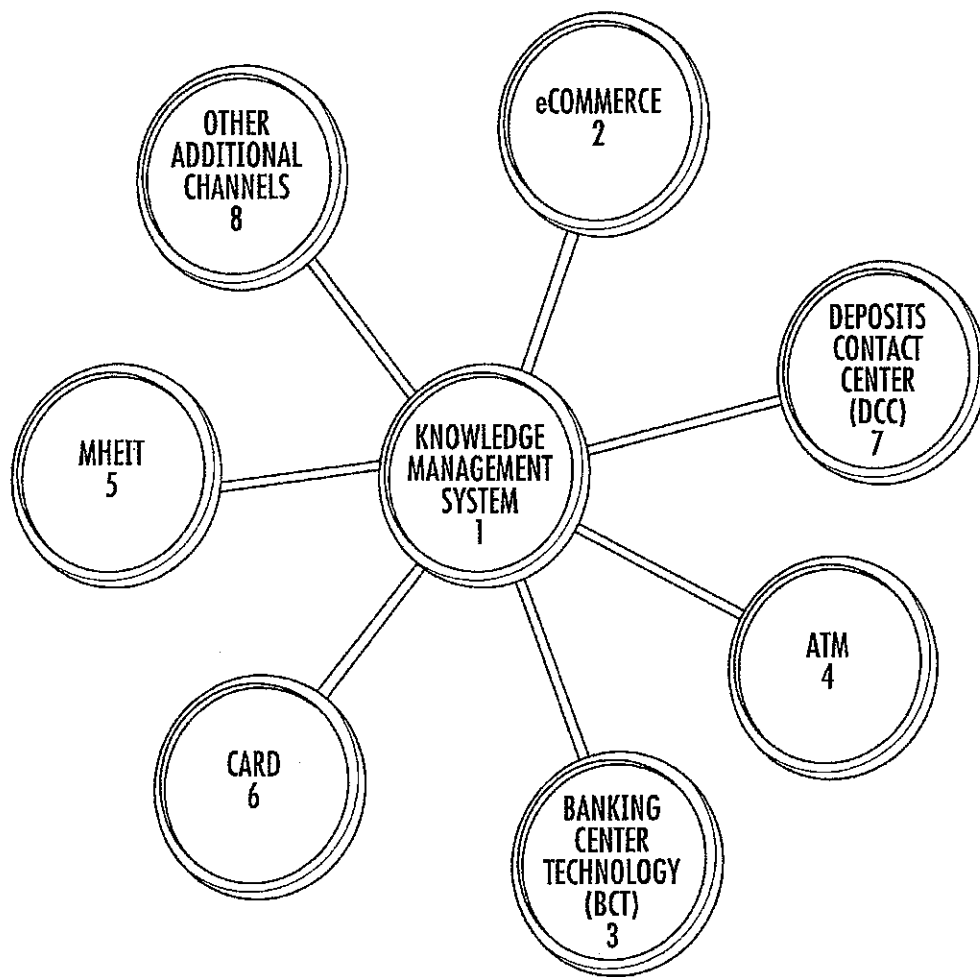


FIG. 1

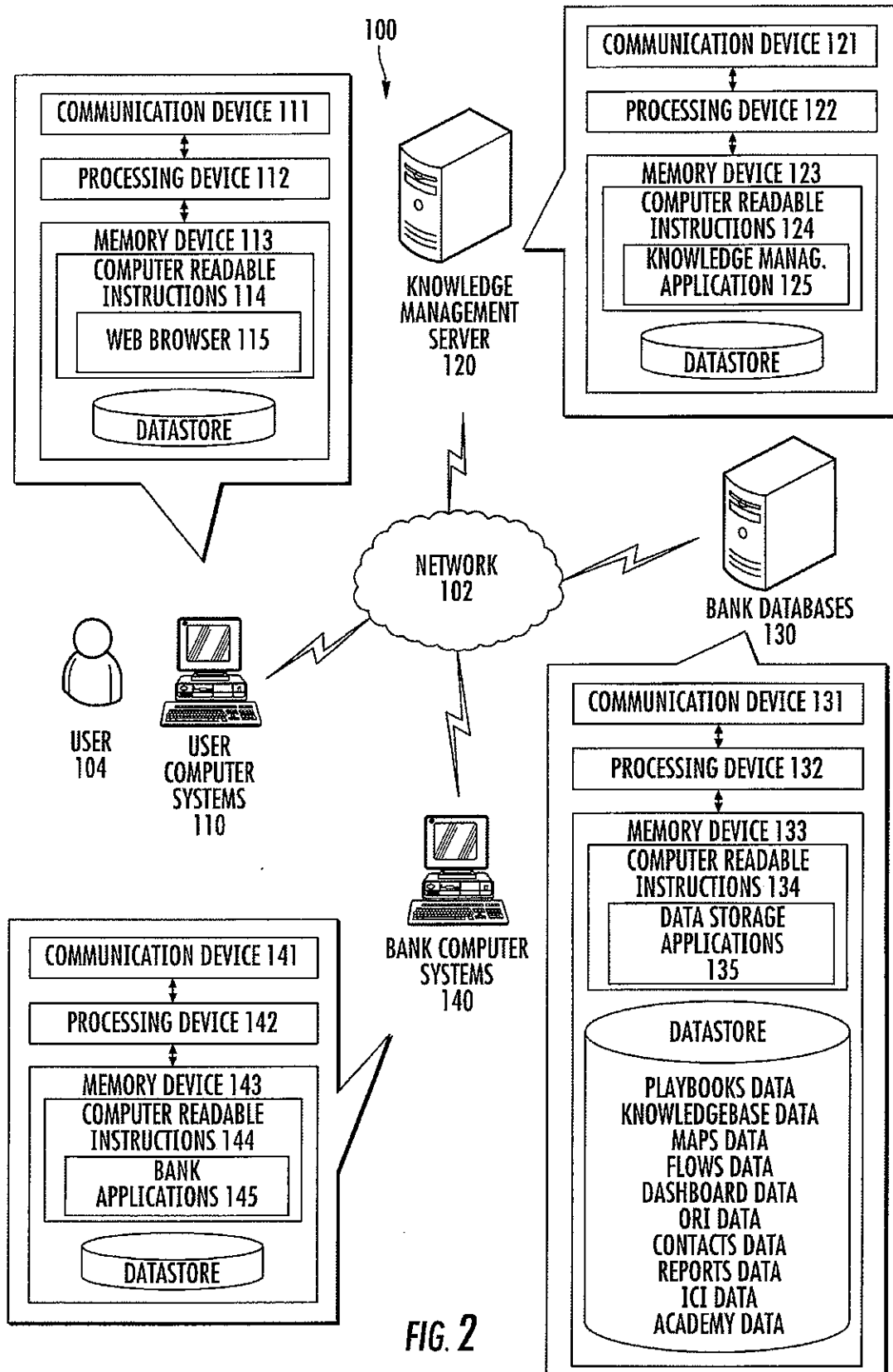
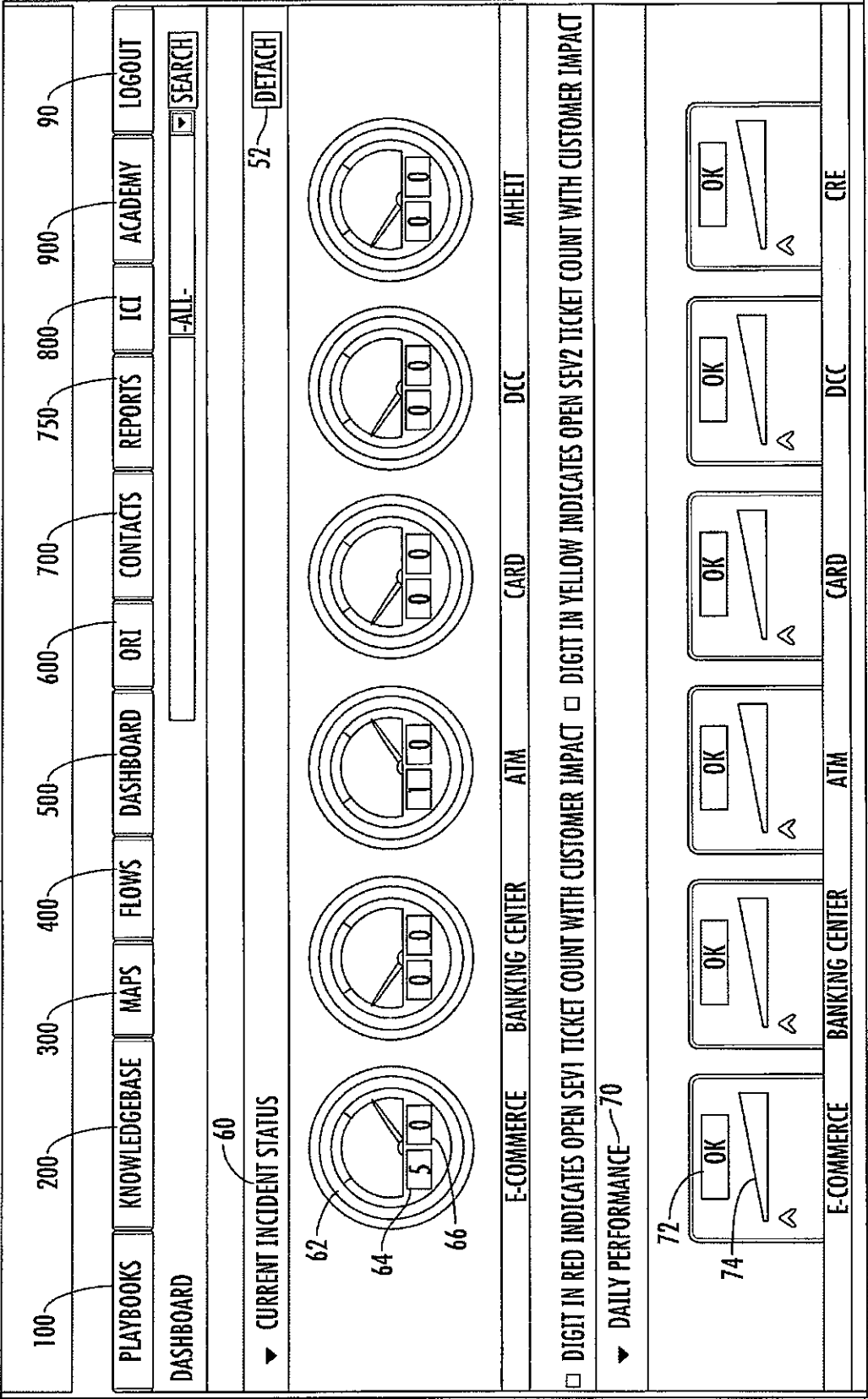
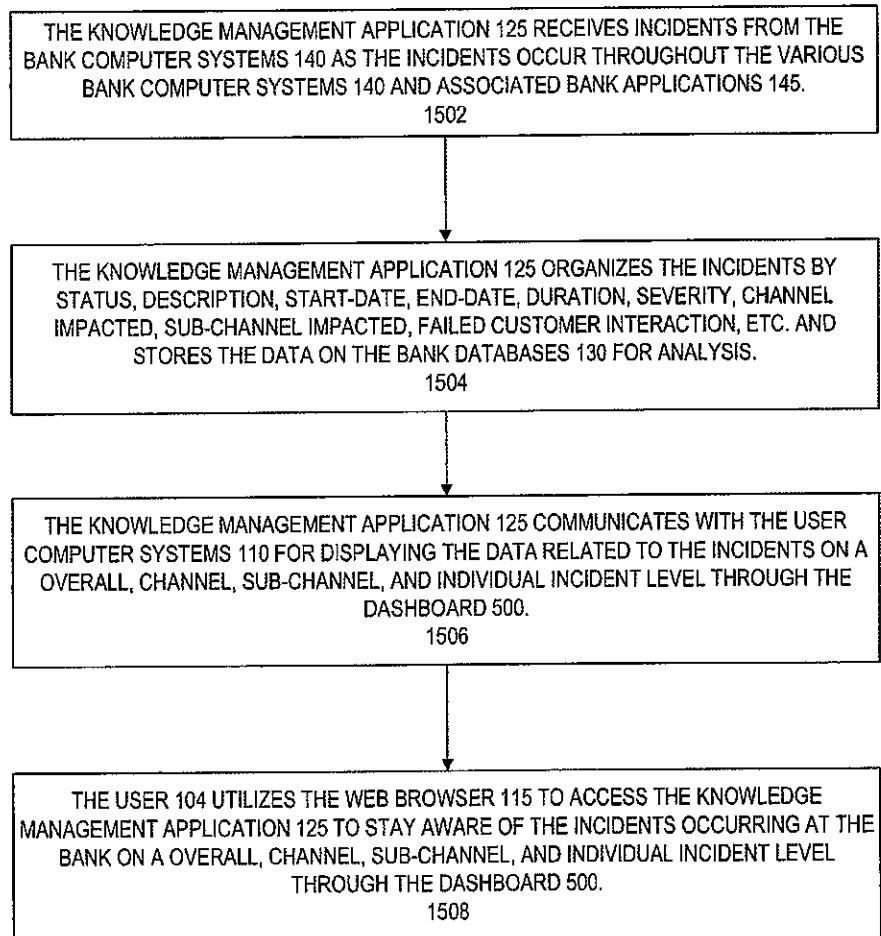


FIG. 3



1500

FIG. 4a

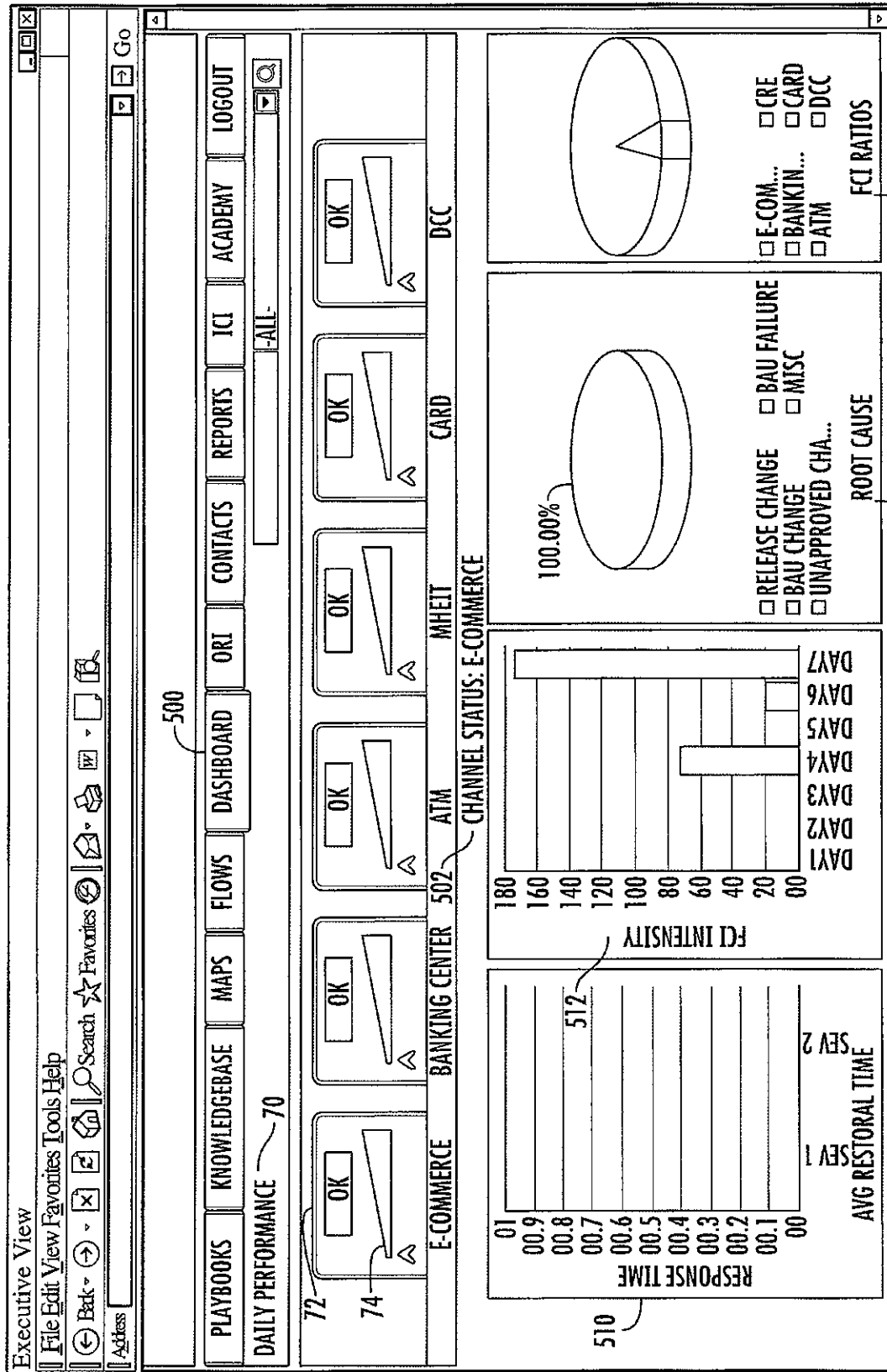


FIG. 4b

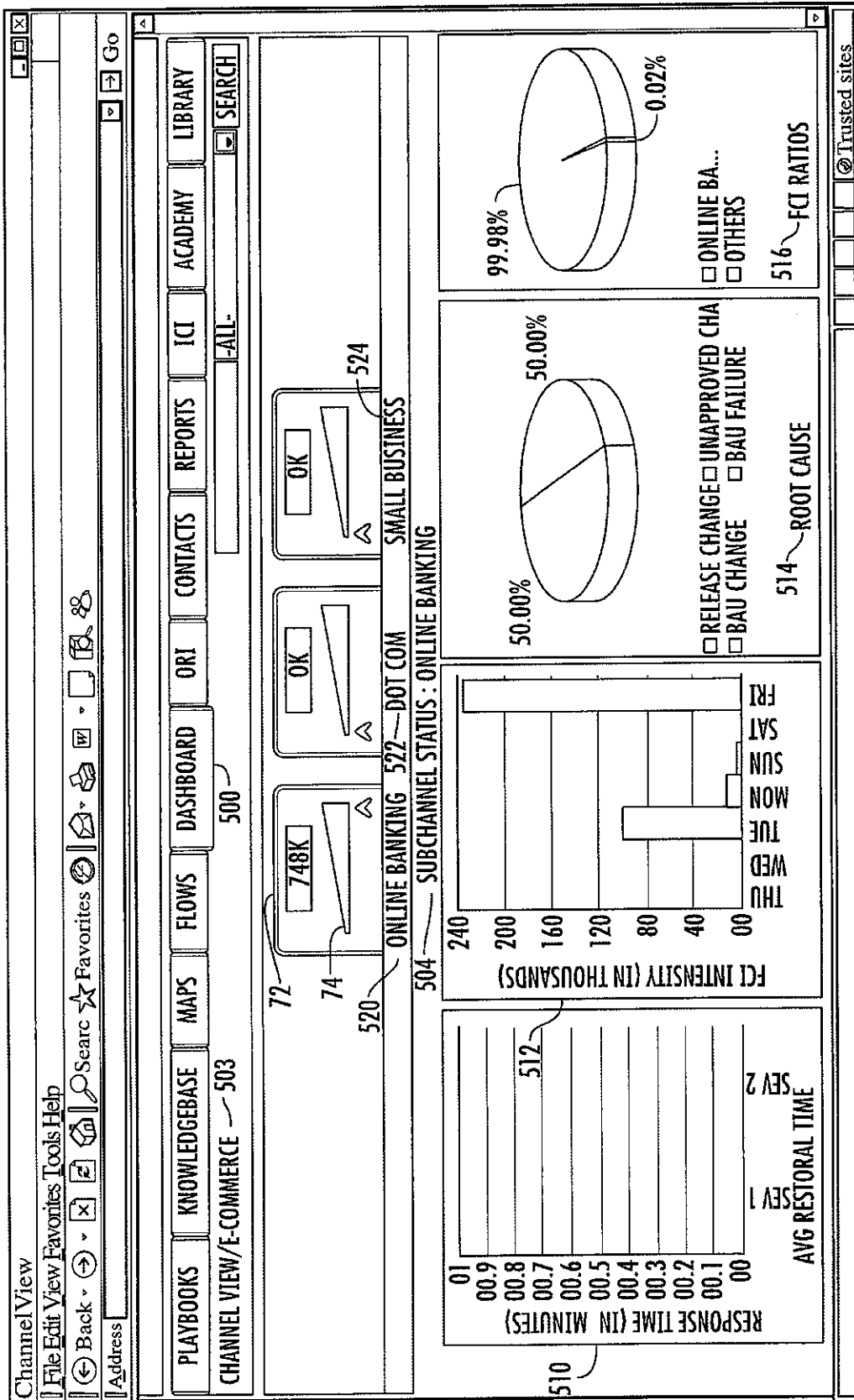


FIG. 5

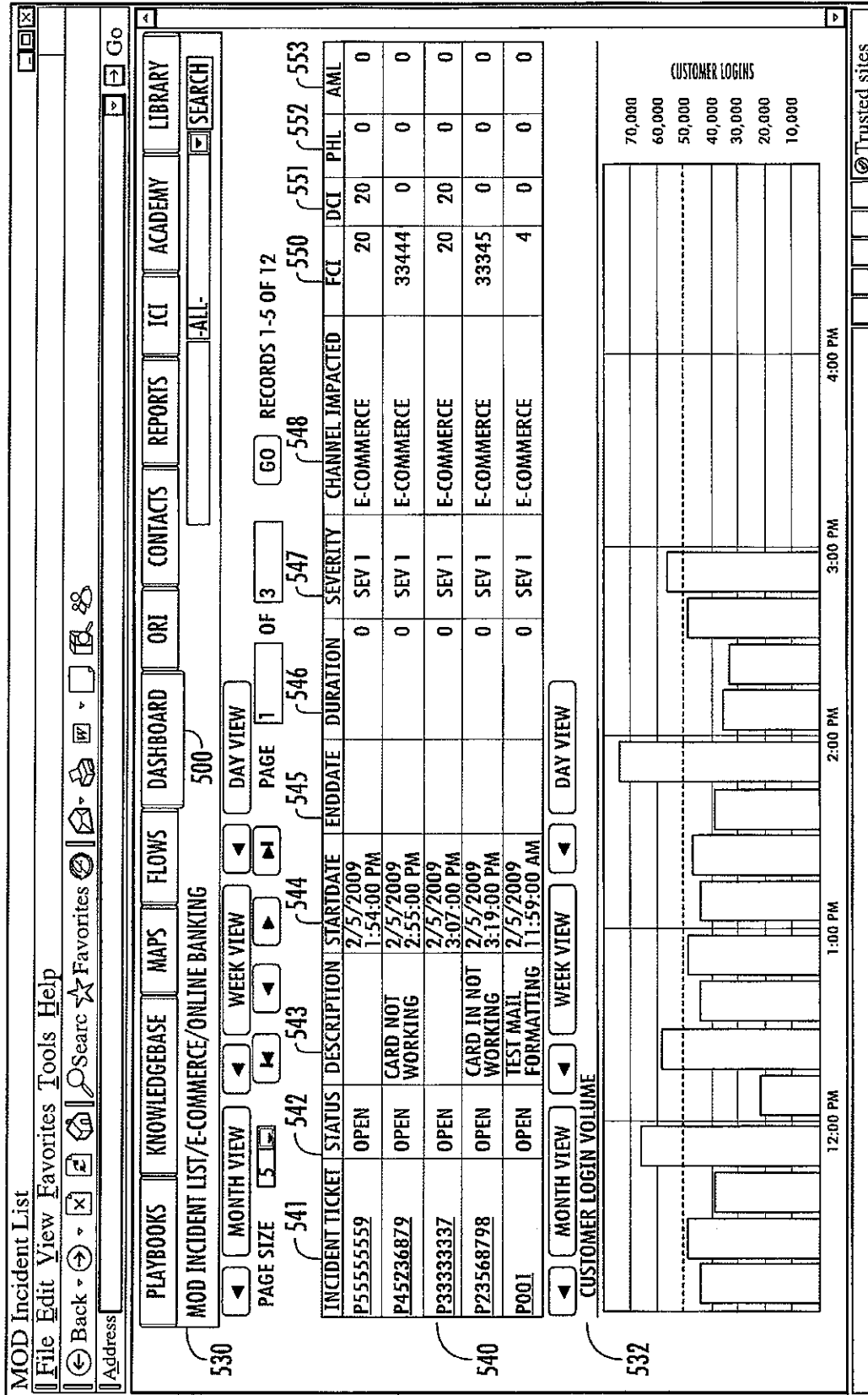


FIG. 6

Nitro Detail Report

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Address

Go

PLAYBOOKS KNOWLEDGEBASE MAPS FLOWS DASHBOARD ORI CONTACTS REPORTS ICI ACADEMY LIBRARY

500

DETAIL REPORT

560

DESCRIPTION : CARD IN NOT WORKING

START DATE : 2/5/2009 END DATE : DURATION : 0 ROOT CAUSE OWNER :

562 INCIDENT TICKET : P23568798 PROBLEM TICKET : SEVERITY : SEV 1 SLA MET :

RELATED PLAYBOOK : LAST UPDATE : 2/5/2009 4:51:00 AM

CASUAL INFORMATION

WHERE DID FAILURE ORIGINATE? SYSTEM:

WHAT EVENT CAUSED FAILURE? EVENT:

564 WHAT ISSUES COMPOUNDED THE IMPACT OF THE INITIAL FAILURE? IMPACT:

548 572 573 574 550 551 552 553

IMPACTED CHANNEL		IMPACTED TECHNICAL EXECUTIVE		IMPACTED SUB-CHANNEL		GEOGRAPHIC LOCATION		FCI		PHL		AML	
E-COMMERCE		DREW LOCKHART		ONLINE BANKING		CA		33345		0		0	
TOTALS:								33345		0		0	

570

RESTORAL CAUSE RESOLUTION

580

ISSUE IS ON GOING UNDER INVESTIGATION

Trusted sites

FIG 7

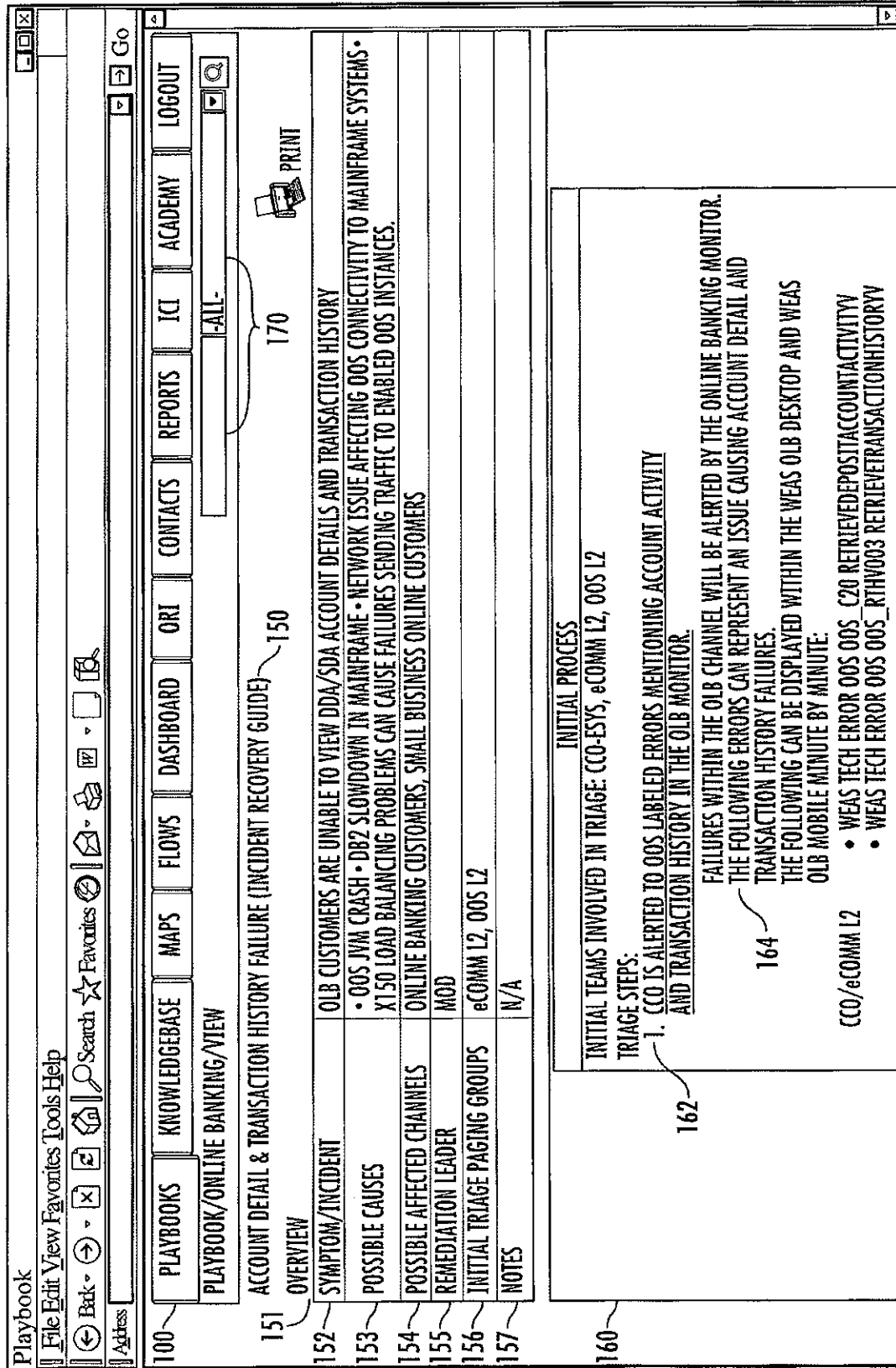


FIG. 8

Knowledge Base

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PLAYBOOKS KNOWLEDGEBASE MAPS FLOWS DASHBOARD ORI CONTACTS REPORTS ICI ACADEMY LOGOUT

KNOWLEDGEBASE 500

SEARCH

KEY WORD: NET

APPLICATION:

TICKET NUMBER:

DATE RANGE:

SEARCH CLEAR

SEARCH ALL

PAGE SIZE 5

PAGE 1 OF 1

GO RECORDS 1-1 OF 1

INCIDENT TICKET	START DATE	END DATE	ISSUE DESCRIPTION	CAUSE	RESOLUTION
P14585478	12/8/2008 1:30:00 AM	12/8/2008 2:26:00 AM	ONLINE BANKING MONITOR SHOWED THE NETACCESS SUCCESS RATE TO BE 85% AFTER THE NET DROP WINDOW. THE NET DROP WINDOW WAS SCHEDULED FROM 9:30PM ET TO 1:30AM ET.	THE ROOT CAUSE OF THE ISSUE WAS IDENTIFIED TO BE RELATED TO THE NETDROP WINDOW. DURING THE MAINTENANCE ACTIVITY, THE JAVA VIRTUAL MACHINES (JVMs) WERE NOT RECYCLED PROPERLY WHICH CAUSED THIS ISSUE.	

FIG. 9

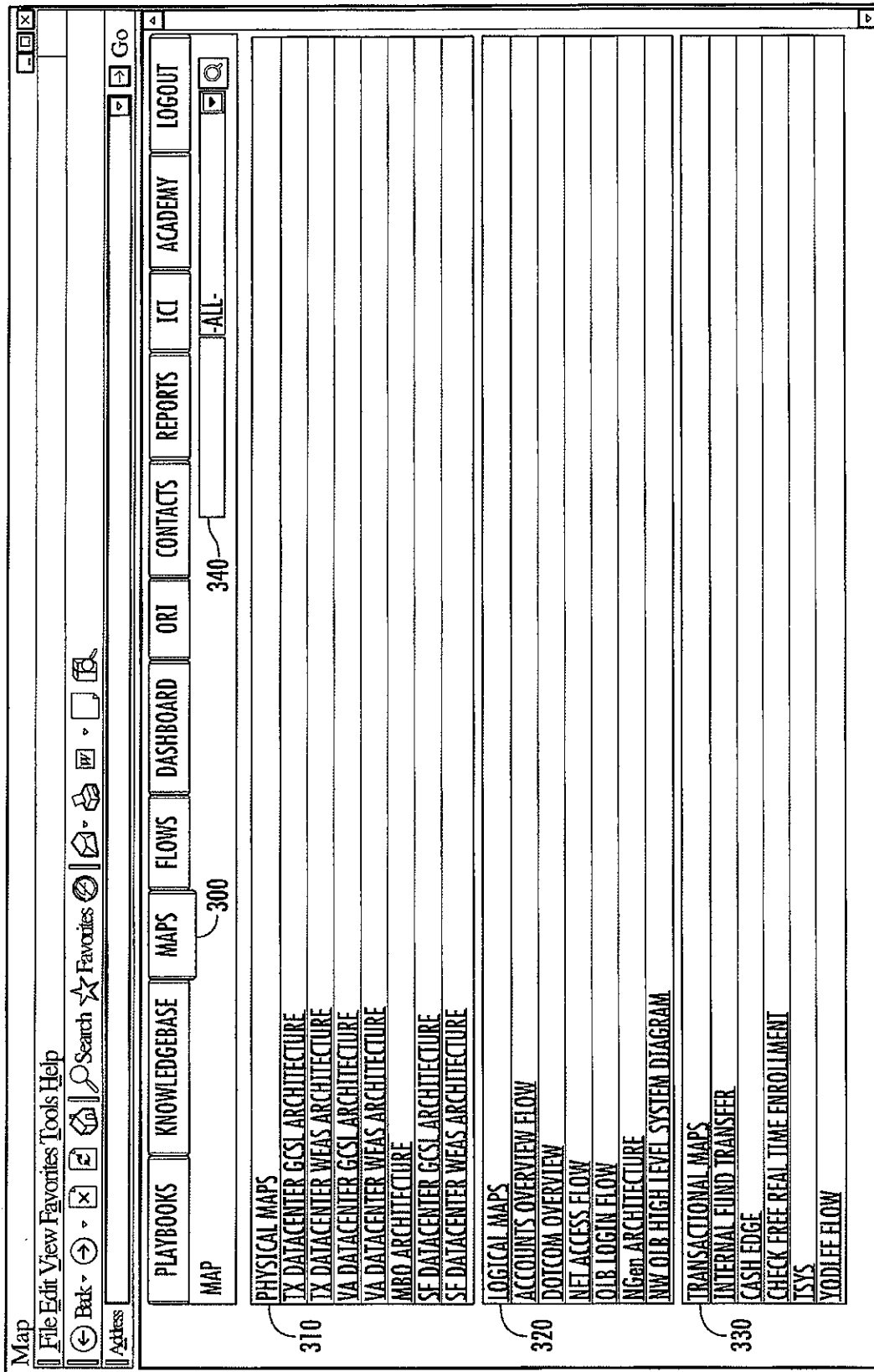


FIG. 10

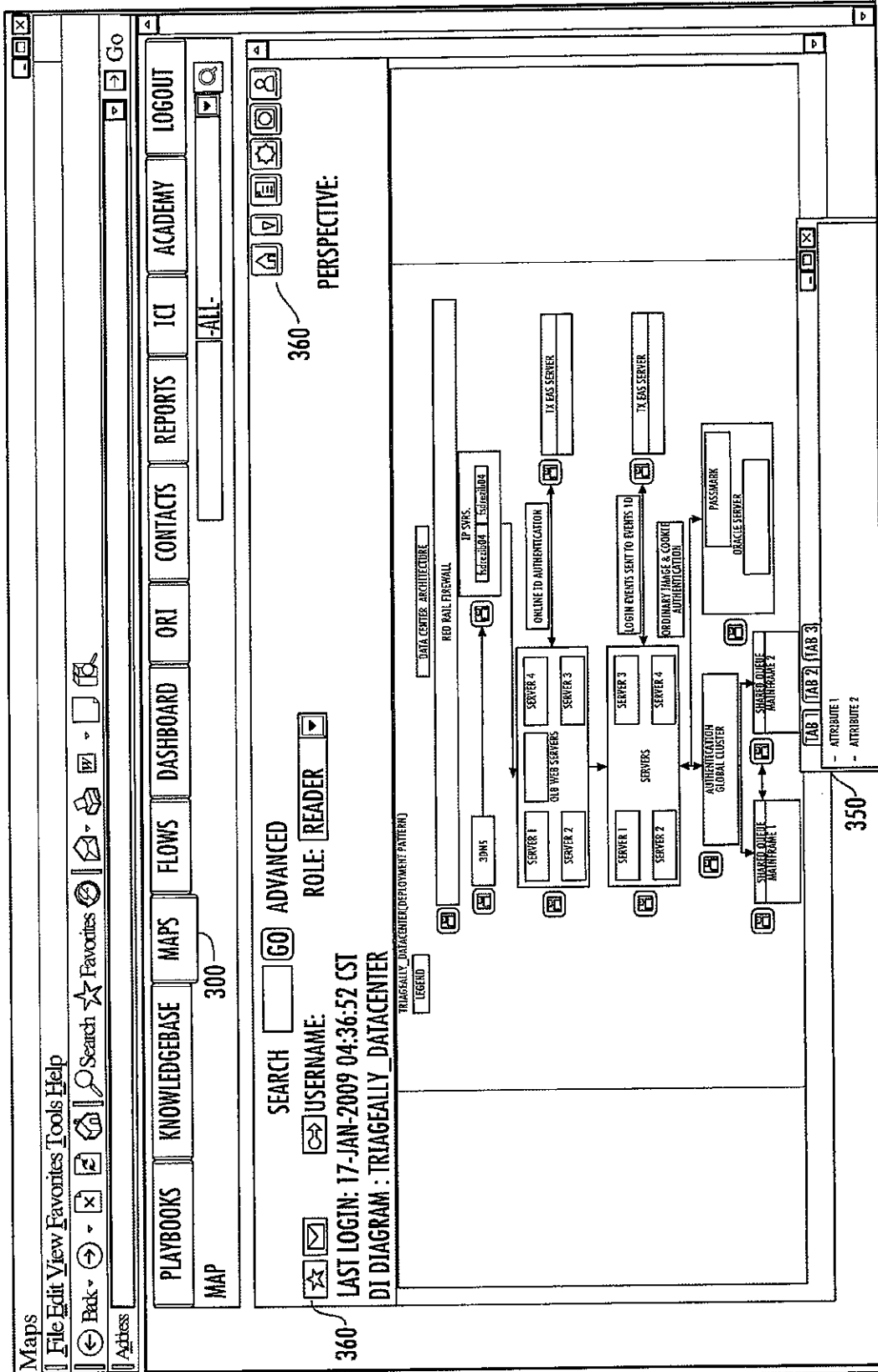


FIG. 11

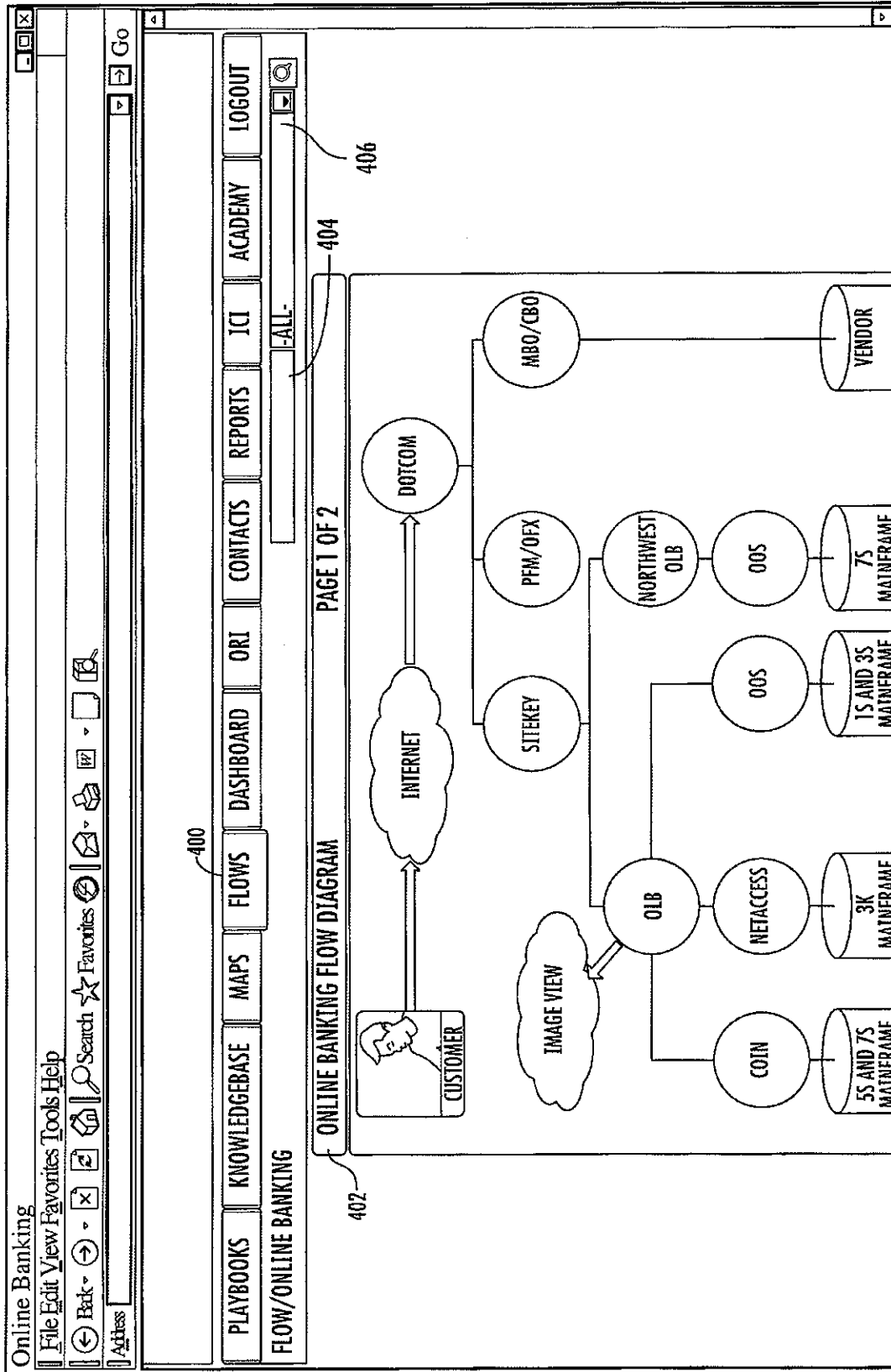
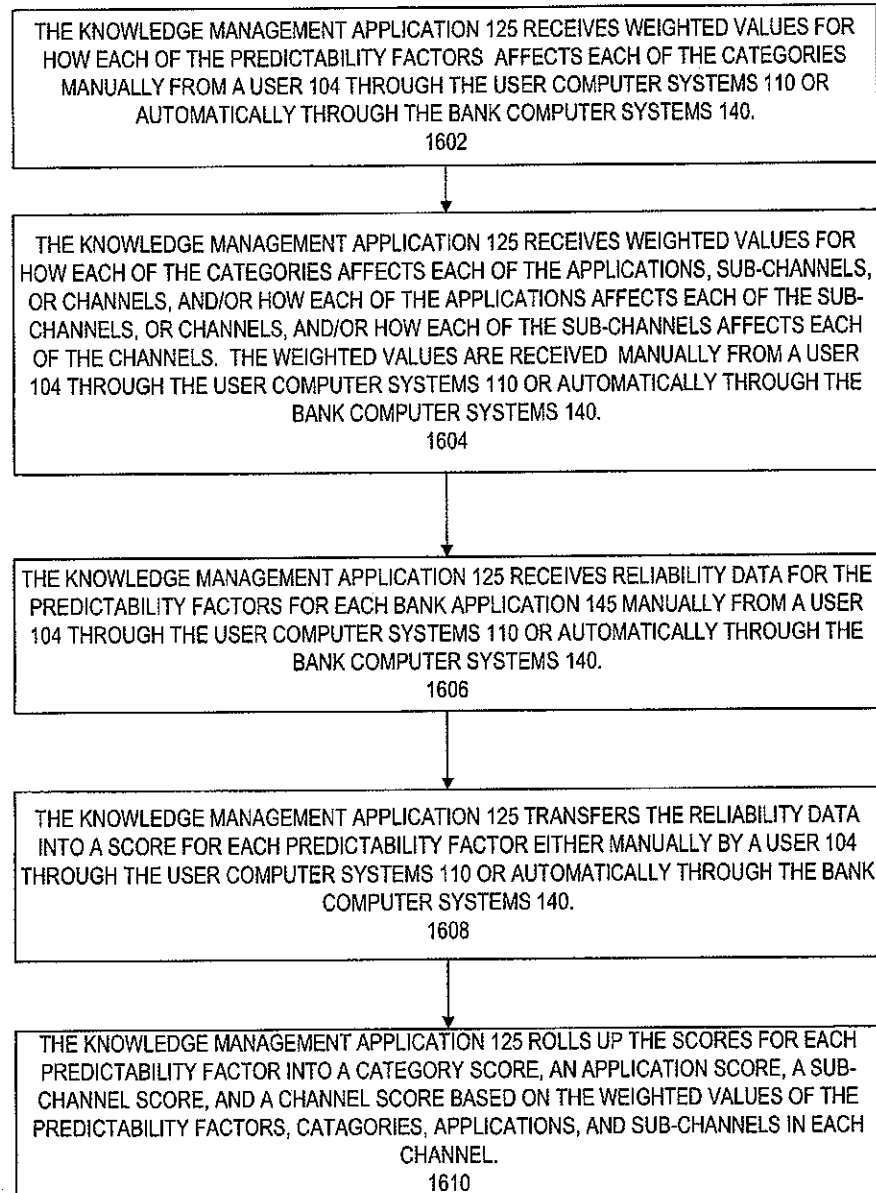


FIG. 12

1600

FIG. 13a

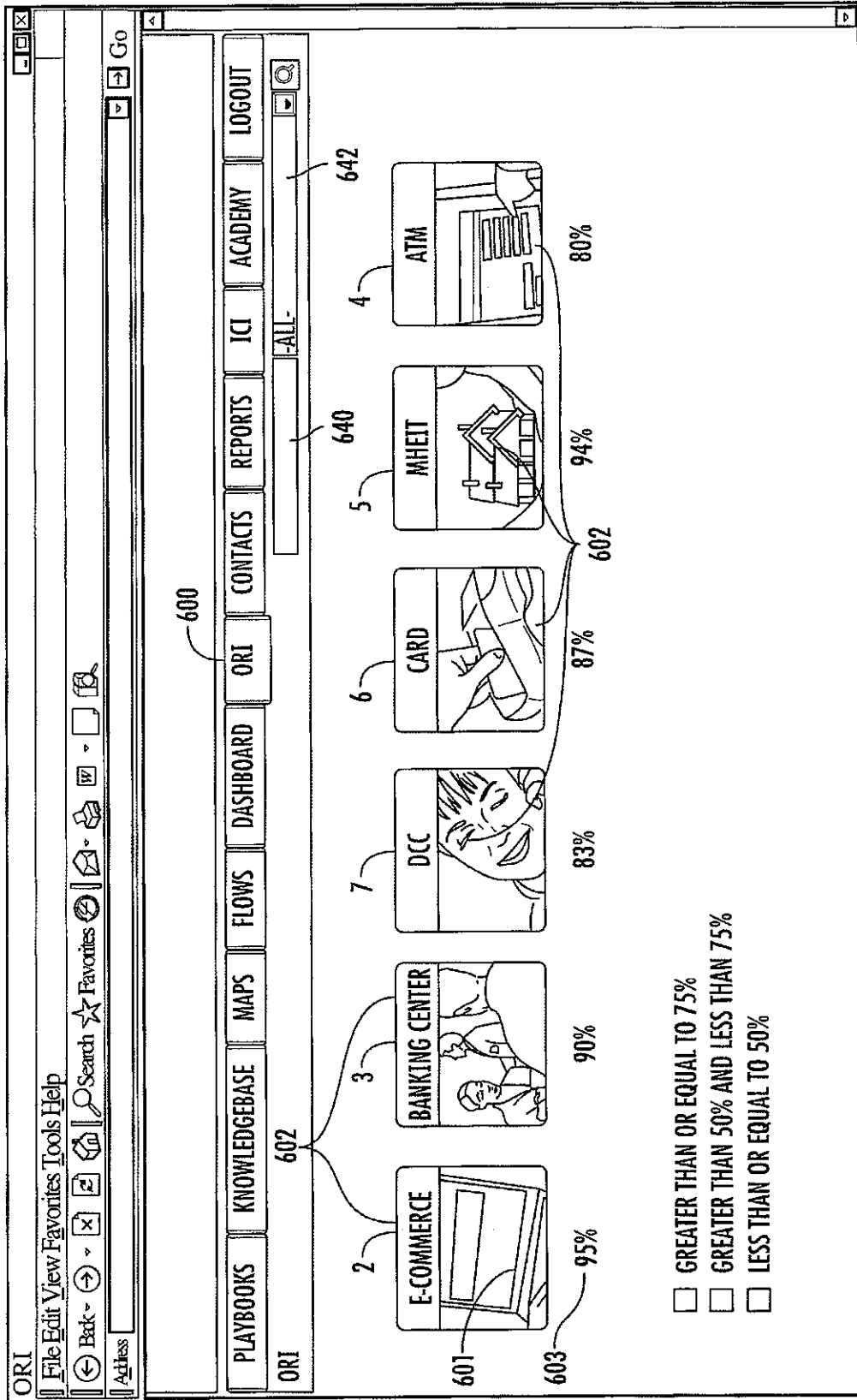


FIG. 13b

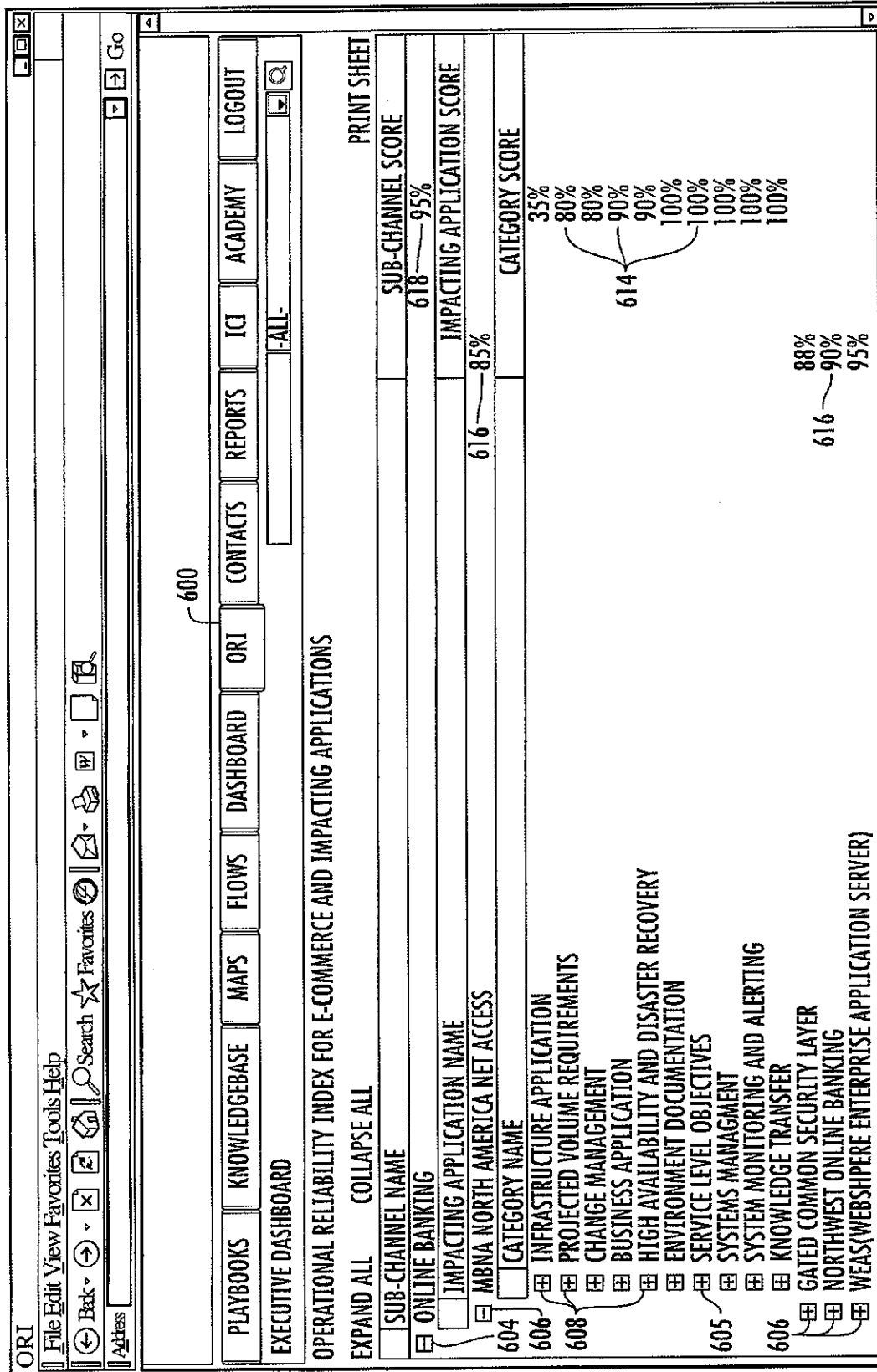


FIG. 14a

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FIG. 14b

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TRIAGE ALLY - OPERATIONAL RELIABILITY INDEX QUESTIONNAIRE

CATEGORY	FCI PREDICTABILITY FACTORS	ANSWER	SUB CATEGORY WEIGHTING	SOURCE	FORMAT	SCALE	CATEGORY WEIGHTING					
							E-COMM.	BCT	IDCC	CARD	CRE	ATM
							25%	20%	25%	25%	30%	10%
CHANGE MANAGEMENT 611	ARE THE PROCEDURES FOR INITIATING, APPROVING, VERIFYING AND SCHEDULING CHANGES ALWAYS ADHERED TO?		30%	APPLICATION MANAGER	YES/NO							
	IS THERE A CLEAR DISTINCTION BETWEEN A CHANGE REQUEST (e.g. UPGRADE APPLICATION, CHANGE ROUTER CONFIGURATION, UPDATE FIREWALL POLICIES, ETC) AND A SERVICE REQUEST (e.g. RESETTING A PASSWORD)?		15%	APPLICATION MANAGER	YES/NO	1 (LOWEST)-10						
	ARE THERE REGULAR REVIEW (ex. AT LEAST QUARTERLY) ON PERFORMANCE OF CHANGES IMPLEMENTED AGAINST DOCUMENTED KEY PERFORMANCE INDICATORS (KPI's) FOR THIS APPLICATION?		15%	APPLICATION MANAGER	YES/NO							
	ARE MULTIPLE RELATED CHANGES GROUPED AND THEN PROPERLY SCHEDULED AND COMMUNICATED TO MINIMIZE THE IMPACT TO THE BUSINESS USERS INCLUDING LAST MINUTE SCHEDULE CHANGES (FOR EXAMPLE, UNFORSEEN DELAYS DURING IMPLEMENTATION)?		40%	APPLICATION MANAGER	YES/NO							
	ARE THERE ANY SINGLE POINTS OF FAILURE (IF NOT KNOWN, PLEASE ANSWER YES)?		30%	APPLICATION MANAGER	YES/NO (NO = 30%)	NO = 50%	15%	20%	15%	15%	10%	20%
AVAILABILITY MANAGEMENT 612	IF YES, CRITICALITY TO ENV OF SPOF?			APPLICATION MANAGER	1 - 5	YES = 5						
	ARE AVAILABILITY IMPACT INFORMATION (INCLUDING THE DETAIL OF THE IMPACT OF PROPOSED CHANGES) COMMUNICATED TO THE CHANGE MANAGEMENT PROCESS AREA?		10%	APPLICATION MANAGER								
	IS THERE A REGULAR (ex. AT LEAST EVERY 6-MONTHS) REVIEW OF CURRENT INFRASTRUCTURE AGAINST REQUIRED AVAILABILITY		15%	APPLICATION MANAGER								
	1. WITH A VIEW TO IDENTIFY SPOF?											
	2. WITH A VIEW TO OPTIMIZING EQUIPMENT (LOWERING COST)?											
	DO YOU HAVE PROCEDURES FOR MONITORING, ANALYZING, AND FORECASTING SERVICE AVAILABILITY?		5%	APPLICATION MANAGER								
	ARE THERE AUDIT PROCEDURES IN PLACE TO VALIDATE THE ONGOING ACCURACY AND APPROPRIATENESS OF THE MONITORING AND FORECASTING PROCEDURES?		15%									
	DO YOU HAVE DEFINED TARGETS FOR THE AVAILABILITY, RELIABILITY AND MAINTAINABILITY OF IT INFRASTRUCTURE COMPONENTS (INCLUDING 3RD PARTY VENDORS) RELIED UPON BY THE APPLICATION?		10%	APPLICATION MANAGER								
	DO YOU CARRY OUT MONITORING AND TREND ANALYSIS OF THE AVAILABILITY, RELIABILITY AND MAINTAINABILITY OF IT INFRASTRUCTURE COMPONENTS (INCLUDING 3RD PARTY VENDORS) TO HELP IDENTIFY POTENTIAL FUTURE BOTTLENECKS?		15%	APPLICATION MANAGER								

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FIG. 14b

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FIG. 14c

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OPERATIONAL RELIABILITY INDEX QUESTIONNAIRE											
CATEGORY	FCI PREDICTABILITY FACTORS	ANSWER	SUB CATEGORY WEIGHTING	SOURCE	FORMAT	SCALE	CATEGORY WEIGHTING				
							E-COMM	BCT	DCC	CARD	MHEI
			10%	15%	20%	20%	10%	10%	10%	20%	
SERVICE CONTINUITY MANAGEMENT 613	BUSINESS CONTINUITY PLAN IN STANDARD FORMAT?		30%	AIT	YES/NO	NO=0% <1 YR 30%					
	DATE OF LAST TEST		1-2-YEARS	AIT							
	HAVE ALL OUTSTANDING ISSUES IDENTIFIED AS A RESULT OF TESTING BEEN RESOLVED OR IS AN APPROVED BUSINESS CONTINUITY REMEDIATION PLAN IN PLACE?		15%	AIT	YES/NO						
	IS THERE A DOCUMENTED AND KNOWN RECOVERY PLAN IN PLACE FOR EACH SERVICE AREA, IN THE EVENT OF AN UNFORESEEN ISSUE?		5%	AIT							
	ARE THERE REGULAR BACKUPS OF CRITICAL DATA TAKEN AND STORED SECURELY?		30%								
	ARE CRITICAL BACKUPS OF INFORMATION TESTED ON A REGULAR BASIS?		10%								
KNOWLEDGE TRANSFER MANAGEMENT 614	IS TESTING PERFORMED FOR QUALITY ATTRIBUTES SUCH AS RELIABILITY, USABILITY, AND MAINTAINABILITY?		10%								
	HAS HANDOVER/TAKEOVER MEETING CONDUCTED WITH INITIAL TEAM?		10%	APPLICATION MANAGER	YES/NO	YES=10% NO=0%	5%	5%	5%	5%	5%
	HAS NECESSARY DOCUMENTATION BEEN COMPLETED		30%	APPLICATION MANAGER	YES/NO	YES=30% NO=0%					
	RATE THE QUALITY OF ONBOARDING NEW RESOURCES (BANK AND STRATEGIC PARTNER)		20%	APPLICATION MANAGER	1-5 WITH 5 BEING BEST QUALITY	5=20% 4=15% 3=10% 2=5% 1=0%					
	RATE THE QUALITY OF TRAINING DOCUMENTATION AND SCHEDULES		20%	APPLICATION MANAGER	1-5 WITH 5 BEING BEST QUALITY	5=20% 4=15% 3=10% 2=5% 1=0%					
	ARE WORKAROUNDS DOCUMENTED/NEW CHANGES TESTED WITH WORKAROUNDS IN PLACE?		20%	APPLICATION MANAGER							

622 FIG. 14d

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622 FIG 14e TRIAGE ALLY - OPERATIONAL RELIABILITY INDEX QUESTIONNAIRE											
CATEGORY	FCI PREDICTABILITY FACTORS	ANSWER	SUB CATEGORY WEIGHTING	SOURCE	FORMAT	SCALE	CATEGORY WEIGHTING				
							E-COMM	BCT	DCC	CARD/MHEIT	ATM
							10%	10%	5%	10%	
612 SERVICE LEVEL MANAGEMENT	DO SERVICE LEVEL AGREEMENTS EXIST BETWEEN LOB AND GTS&P?		20%	ATT	YES/NO	YES=20%;NO=0%					
	IS RISK RATING ASSIGNED BY LOB?		20%	ATT	YES/NO	YES=20%;NO=0%					
	DOES THE CURRENT APPLICATION DESIGN SUPPORT THE LOB RISK RATING/SLA?		20%	APPLICATION MANAGER	YES/NO	YES=20%;NO=0%					
	ARE AGREEMENTS WITH VENDORS DOCUMENTED AND REFLECTED IN THE SLA'S?		20%	APPLICATION MANAGER							
	DOES THE SLA STRUCTURE INCLUDE FEATURES SUCH AS RELIABILITY, SECURITY, SERVICE HOURS, SUPPORT, RESPONSE TIMES, TURNAROUND TIMES, PERFORMANCE CRITERIA?		10%	APPLICATION MANAGER							
618 SYSTEMS MANAGEMENT	ARE THERE MECHANISMS IN PLACE TO MONITOR AND MEASURE ALL ITEMS IN EXISTING SLA'S?		5%	APPLICATION MANAGER							
	DO SLA'S HAVE CLEARLY IDENTIFIED KEY TARGETS FOR SERVICE HOURS, AVAILABILITY, RELIABILITY, SUPPORT, RESPONSE TIMES AND CHANGE HANDLING?		5%	APPLICATION MANAGER			15%	10%	10%	15%	
	ARE TOOLS AND PROCESSES IN PLACE TO AUTOMATE OR QUICKLY REACT TO CUSTOMER/AGENT IMPACTING EVENTS TO PROVIDE OPERATIONAL RELIEF?		35%	APPLICATION MANAGER							
	ARE COMPONENT BASED TECHNOLOGY MONITORING TOOLS AVAILABLE? EXAMPLE: INTROSCOPE, PERFORM, NETSCOUT, SITESCOPE, MOQUEDE COMMAND CENTER, etc.		15%	APPLICATION MANAGER							
	IS THE OPERATING SYSTEM (ON WHICH THE APPLICATION COMPONENTS ARE INSTALLED) MONITORED ON SERVER AND CLIENT MACHINES (CPU LOAD, MEMORY USAGE, DIRECTORY SPACE)?		10%	APPLICATION MANAGER							
	IS THE OPERATING SYSTEM (ON WHICH THE APPLICATION COMPONENTS ARE INSTALLED) MONITORED ON SERVER AND CLIENT MACHINES (PAGING, FILE I/O, NETWORK I/O, LOCAL DISK I/O, REMOTE DISK I/O)?		5%	APPLICATION MANAGER							
	ARE APPLICATION PERFORMANCE TRENDS MONITORED AND PROJECTED FORWARD TO INDICATE WHEN THRESHOLDS WILL BREAK AND PROJECTED BREAKS THAT ARE ALERTED WITH SUFFICIENT TIME TO ALTER THE APPLICATION/SYSTEM TO AVOID SERVICE BREAKS FROM HAPPENING?		15%	APPLICATION MANAGER							
	ARE COMPONENT/APPLICATION INTERFACES MONITORED (ALL COMPONENT BOUNDARIES, FRAMEWORK INTERFACES)?		5%	APPLICATION MANAGER							
	ARE CUSTOMER EXPERIENCE MONITORING TOOLS AVAILABLE? EXAMPLE: TOPAZ, ONLINE BANKING MONITOR, COMPUWARE VANTAGE AGENTLESS MONITORING (MEASURE TRANSACTION RESPONSE TIME, TRANSACTION VOLUME)?		15%	APPLICATION MANAGER							
								100%	100%	100%	100%

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INCIDENT INFORMATION — 751

752 TITLE:			
754 START DATE:		756 END DATE:	
DURATION:		763 SEVERITY:	--PLEASE SELECT--
760 INCIDENT TICKET:		762 PROBLEM TICKET:	
764 STATUS:	--PLEASE SELECT--	RESTORAL SLA MET:	
766 ROOT CAUSE OWNER:	--PLEASE SELECT--	SHOW ON DAILY REPORT:	☒
768 C&ST ASSIGNEE:	--PLEASE SELECT--		

1 2 3 4

CONTINUE >

HOME INITIATIVES ANALYTICS GLOBAL FUNCTIONS FEEDBACK CONTACT US ADMIN

Local intranet

FIG. 16

770

DAILY REPORT

772

DESCRIPTION: HYDERABAD AND GURGAON AGENTS EXPERIENCING LATENCY WITHIN SALES AND FULFILLMENT SYSTEM (SFS) APPLICATION

START DATE: 12/9/2008 1:10:00 AM END DATE: 12/9/2008 5:28:00 AM DURATION: 258 ROOT CAUSE OWNER: LEVEL 2 PROD SUPT

INCIDENT TICKET: P14594336 PROBLEM TICKET: PM010391 SEVERITY: 2 SIA MET:

PPR RECORD: CAR: 780 CAUSAL INFORMATION

WHERE DID FAILURE ORIGINATE? SYSTEM: 781 APPLICATION DCC/DEPOSITS SFS

WHAT EVENT CAUSED FAILURE? EVENT: 782

WHAT ISSUES COMPOUNDED THE IMPACT OF THE INITIAL FAILURE? IMPACT: 783

791 IMPACTED CHANNEL 792 IMP TECH EXEC 793 IMP SUB-CHANNEL 790 GEOGRAPHIC LOCATION 795 FCI 796 DCI 797 PHL AML 798

DCC SESEE DEPOSIT CONTACT CENTERS MULTIPLE 0 0 0 0 8240

784 TOTAL 0 0 0 0 8240

785 ISSUE: STARTING FROM 8TH DEC, 2008 AT 10:00PM ET, AGENTS IN HYDERABAD AND GURGAON WERE EXPERIENCING 3 TO 5 MINUTES LATENCY WITHIN THE SALES AND FULFILLMENT SYSTEM (SFS) APPLICATION. THIS INCIDENT WAS UPGRADED TO SEVERITY 2 AT 1:10AM ET AS THE ISSUE WAS ONGOING FOR MORE THAN 3 HOURS.

786 CUSTOMER: AGENTS IN HYDERABAD AND GURGAON EXPERIENCED LATENCY OF 3 TO 5 MINUTES IN THE SFS APPLICATION WHEN CLICKING THE 'UPDATE' AND 'UPDATE FINAL' FUNCTIONS. 92 AGENTS WERE IMPACTED.

787 RESTORAL: SERVICE WAS RESTORED AT 5:28AM ET WITHOUT ANY INTERVENTION.

788 CAUSE: TECHNICAL TEAMS ARE ENGAGED TO DETERMINE WHAT CAUSED THE SFS APPLICATION LATENCY.

RESOLUTION:

FIG. 17



FIG. 18

ICI

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INCIDENT COMMUNICATIONS INTERFACE

SEARCH

☐ DATE RANGE
 ☐ PERIOD
 ☒ SEVERITY

24 HOURS

SELECT

TICKET NO

P

SEARCH

802

803

804

805

806

807

808

PAGE SIZE 5 PAGE 1 OF 7 GO

RECORDS 1-5 OF 33

INCIDENT TICKET	ISSUE DESCRIPTION	SEVERITY
P35576Z	CARD NOT WORKING	2
P870980	ATM CARD NOT WORKING	1
P7623	TEST FINAL	2
P45634	TEST	2
P45	TEST	1

801

NEW INCIDENT

FIG. 19

MOD - COMM Incident Report

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MOD - COMM INCIDENT REPORT/VIEW

EDIT INCIDENT CANCEL

NOTE: DATE AND TIME ARE MENTIONED IN EASTERN TIME ZONE.

INCIDENT TICKET

PROBLEM TICKET: P355767

MASTER TICKET: P IF AVAILABLE

SEVERITY: SEVERITY2

CLIENT IMPACT: PM IF AVAILABLE

STATUS: OPEN

START TIME: 05-FEB-2009 20:01

L2 AWARENESS: MOD ENGAGED

MOD ENGAGED

RESTORED

RESTORED

CLOSE

CLICK THE FOLLOWING BUTTONS TO INSERT THE RESPECTIVE TIMESTAMPS: START

LAST SEVERITY UPGRADE/DOWNGRADE DETAILS (IF ANY):

SEVERITY UPGRADE/DOWNGRADE HISTORY:

BRIEF DESCRIPTION:

CARD NOT WORKING

Local intranet

FIG. 20

MOD - COMM Incident Report

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Go

822

BRIEF DESCRIPTION:

823

CARD NOT WORKING

PROBLEM DESCRIPTION.*

CARD NOT WORKING

830

ARE CUSTOMERS/ASSOCIATES IMPACTED.* YES

831

▼ INCIDENT IMPACT

☒ ECOMMERCE ☐ ATM ☐ BANKING CENTER ☐ DCC ☐ CARDS ☐ MHETI ☐ SMALL BUSINESS ☐ GWIM ☐ GCIB ☐ OTHERS ☐ ALL

832

CLICK TO ENTER SUB CHANNEL IMPACT

ECOMMERCE

FCIs

23434

DCIs

0

833

FCI-DCI BREAKOUT:

CONSUMER FCIs - 23434, CONSUMER DCIs - 0, SMALL BUSINESS FCIs - 0, MILITARY BANKING ONLINE FCIs - 0, MILITARY BANKING ONLINE DCIs - 0

834

AFFECTED APPLICATION/FUNCTIONALITY:

E-STATEMENT ERRORS

CUSTOMER EXPERIENCE:

835

SOME CUSTOMERS WILL NOT BE ABLE TO ACCESS THEIR E-STATEMENTS.

Local intranet

FIG. 21

MOD - COMM Incident Report

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Go

SOME CUSTOMERS WILL NOT BE ABLE TO ACCESS THEIR E-STATEMENTS.

836 GEOGRAPHICAL LOCATION --SELECT--

837 TOTAL INCIDENT IMPACT

FCIs 23434

DCIs 0

AML 0

PHL 0

840 GET TOTAL

▼ DESCRIPTION

841 COMMDETAILS[UPDATE# 1] DESCRIPTION

842 COMMDETAILS INCIDENTDETAILS

843 EDIT DELETE NEW ADD NEW COMMUNICATION

844 WORK AROUND: 832

NO WORK AROUND AVAILABLE

RESTORAL/RESOLUTION: ISSUE IS ON GOING

ROOT CAUSE DESCRIPTION: UNDER INVESTIGATION

Local intranet

FIG. 22

MOD - COMM Incident Report

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845 ROOT CAUSE DESCRIPTION:
846 UNDER INVESTIGATION

847 CHANGE NUMBER ASSOCIATED (IF ANY): RFC# 0

848 INCIDENT DURATION: 0 HOURS 0 MINUTES
LINK TO SERVICE CENTER TICKET
MANAGER ON DUTY CONTACT# (469) 201-7272

850 OTHER DETAILS

851 PROBLEM SUMMARY:

852 TICKET ASSIGNMENT:

853 PERMANENT RESOLUTION:
0

WHAT TOOLS DID YOU USE TO TRIAGE THIS ISSUE?

Local intranet

FIG. 23

MOD - COMM Incident Report

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Local intranet

PERMANENT RESOLUTION:

0

WHAT TOOLS DID YOU USE TO TRIAGE THIS ISSUE?

MILITARY BANKING ONLINE TRANSACTIONAL FAILURES
MOBILE BANKING LOGIN OR BILLPAY FAILURES
ACCOUNT DETAIL & TRANSACTION HISTORY FAILURE
CUSTOMER EXPERIENCE PAGE DEPLOYMENT - OMC AND DOT COM THROTTLE TOOL

PLAY BOOK DETAILS:

KNOWLEDGE BASE: NO

ATTACH FILES IF ANY: BROWSE...

▼ ROOT CAUSE

CASUAL/FAILURE DETAILS:

WHERE DID THE FAILURE ORIGINATE? - SYSTEM: 864

INITIAL POINT OF FAILURE --SELECT--

SECOND POINT OF FAILURE --SELECT--

FINAL POINT OF FAILURE --SELECT--

WHAT EVENT CAUSED THE FAILURE? - EVENT/CAUSE CODE DETAILS:

CAUSE 868 --SELECT--

EVENT 869 --SELECT--

DESCRIPTION

ROOT CAUSE FOR THIS ISSUE HAS NOT BEEN IDENTIFIED AT THIS TIME

FIG. 24

MOD - COMM Incident Report
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Local intranet

WHAT EVENT CAUSED THE FAILURE? -EVENT/CAUSE CODE DETAILS:

CAUSE

--SELECT--

EVENT

--SELECT--

DESCRIPTION

ROOT CAUSE FOR THIS ISSUE HAS NOT BEEN IDENTIFIED AT THIS TIME.

870

WHAT ISSUES COMPOUNDED THE IMPACT OF THE INITIAL FAILURE?

871

IMPACT

--SELECT--

872

ROOT CAUSE OWNER

--SELECT--

873

C&CST ASSIGNEE

--SELECT--

880

▼ ACTION ITEMS

ACTION ITEMS:

890

▼ COMMUNICATION HISTORY

COMMUNICATION HISTORY:

COMMUNICATION TYPE	TIME
NEW	2/5/2009 9:33:24 AM

EDIT INCIDENT

CANCEL

FIG. 25

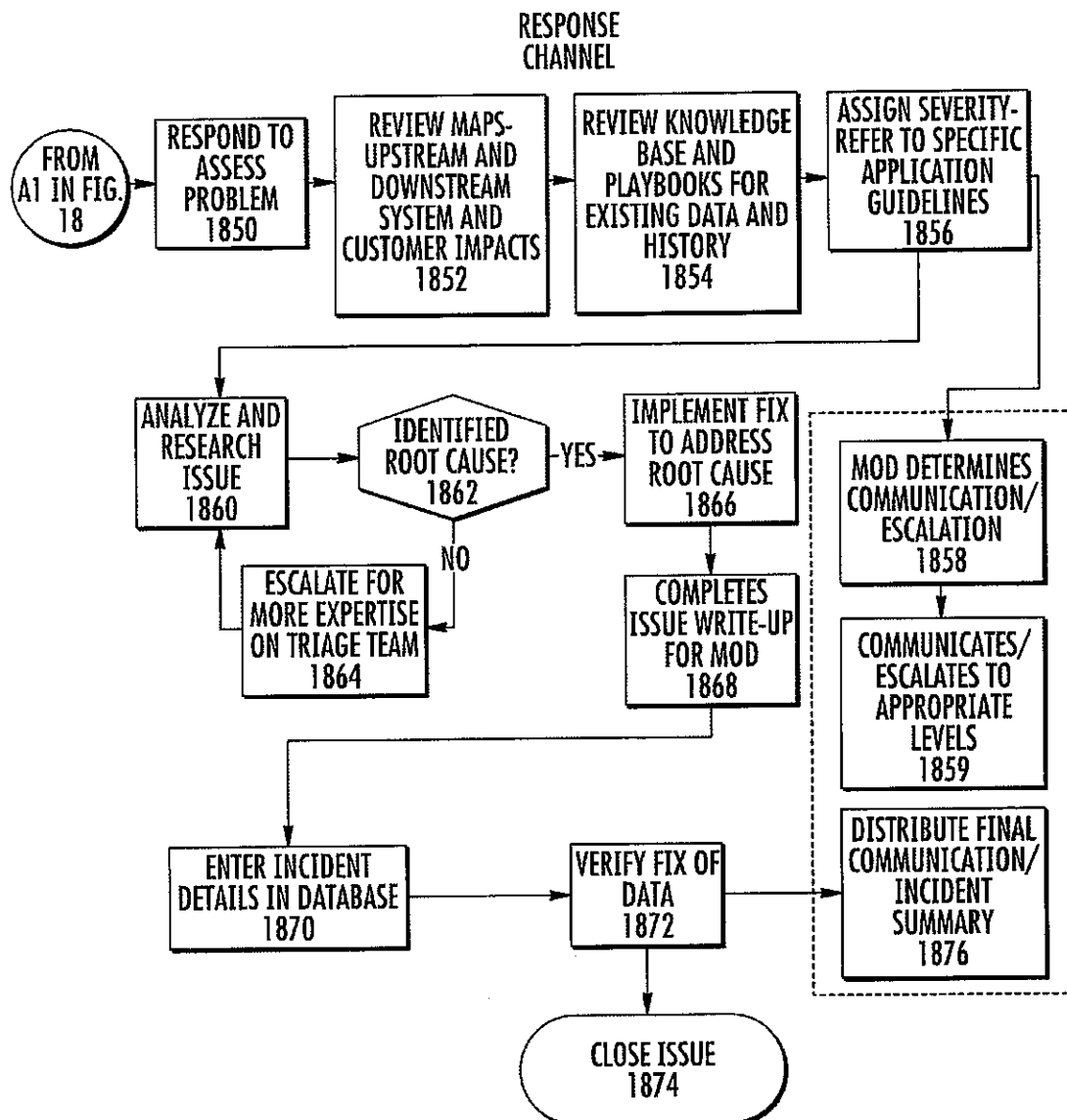


FIG. 26

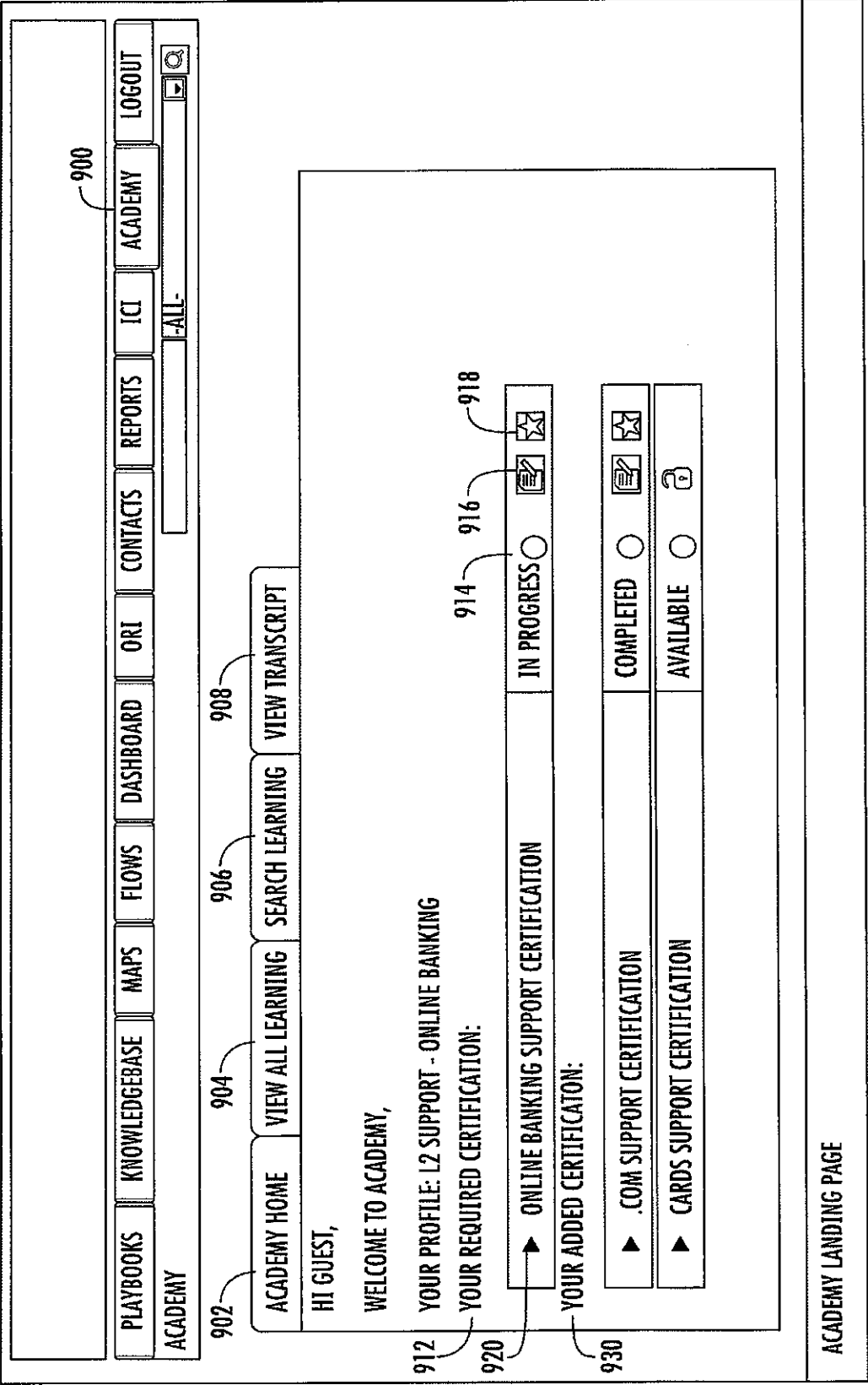


FIG. 27

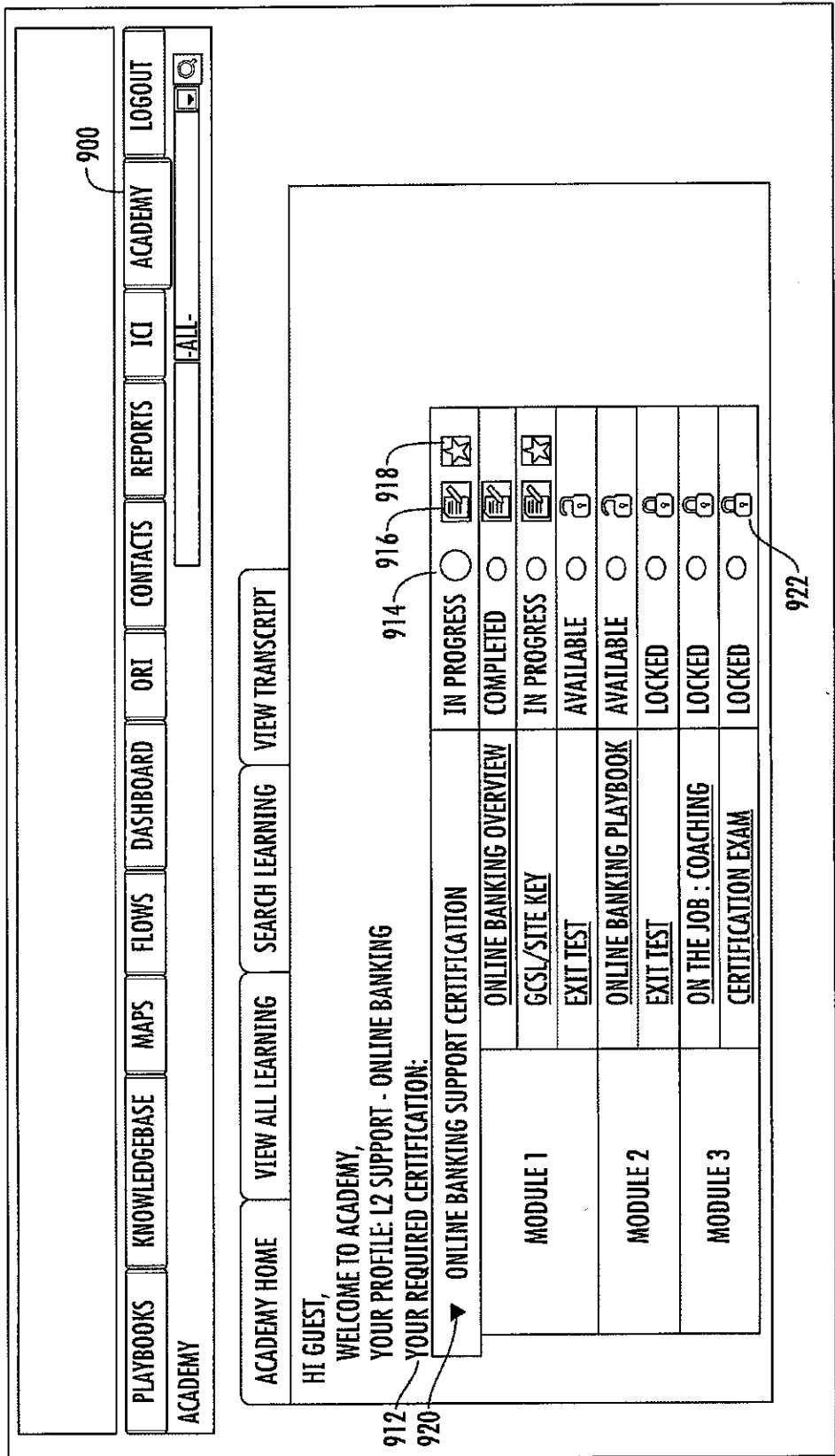


FIG. 28

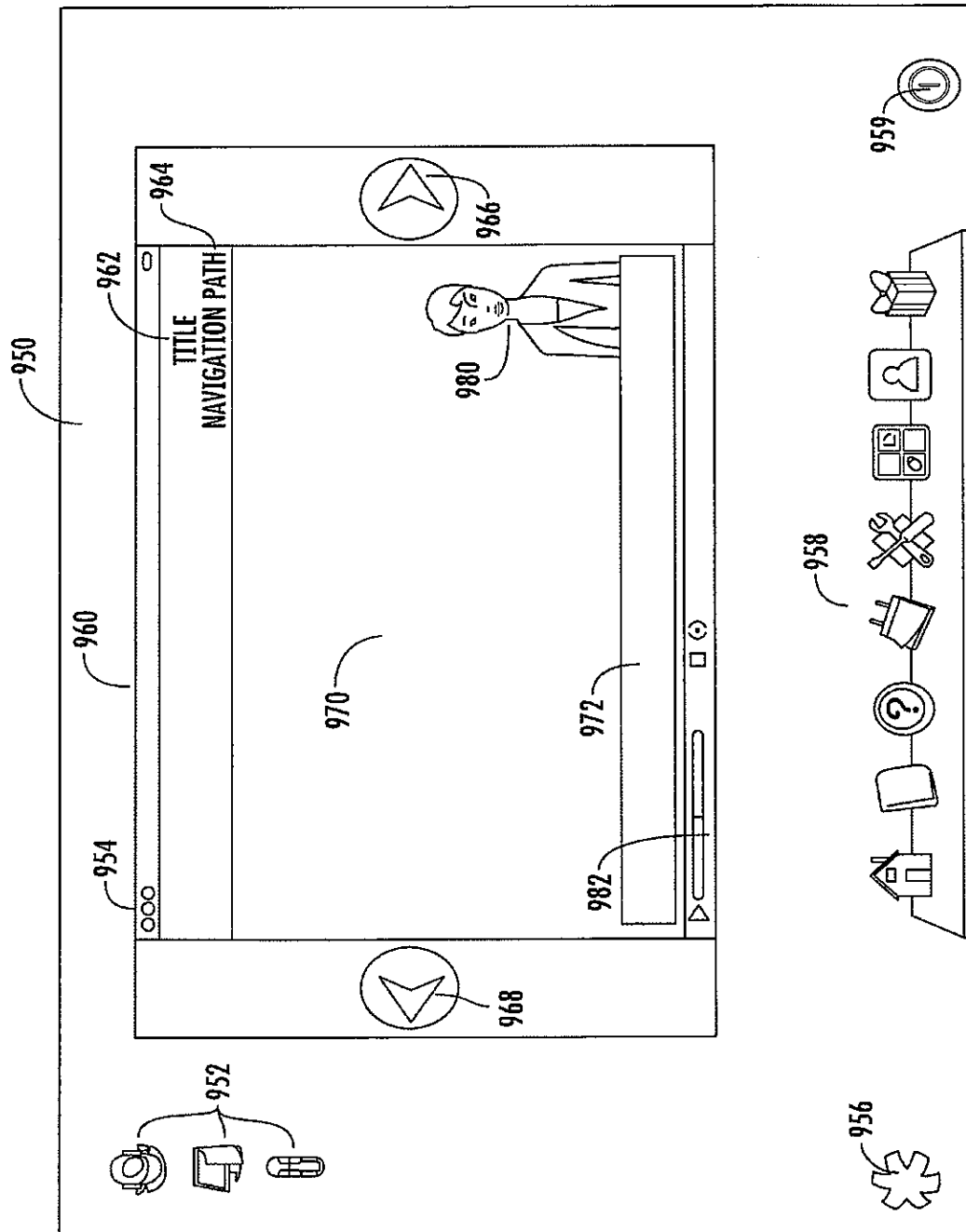


FIG. 29

1900

FIG. 30

THE KNOWLEDGE MANAGEMENT APPLICATION 125 RECEIVES TRAINING MODULES AND CERTIFICATION PROGRAMS, ALONG WITH THE ASSOCIATED TESTS, QUIZZES, VIDEO FILES, AUDIO FILES, ETC. FROM A USER 104 THROUGH THE USER COMPUTER SYSTEMS 110 OR AUTOMATICALLY THROUGH THE BANK COMPUTER SYSTEMS 140 AND STORES THEM IN THE BANK DATABASES 130.

1902

WHEN A USER 104 SELECTS A TRAINING MODULE OR CERTIFICATION PROGRAM THROUGH THE USER COMPUTER SYSTEM 110 THE KNOWLEDGE MANAGEMENT APPLICATION 125 ALLOWS THE USER 104 ACCESS TO THAT MODULE OR CERTIFICATION PROGRAM.

1904

AS THE USER 104 COMPLETES THE TRAINING MODULES OR CERTIFICATION PROGRAMS AND THE ASSOCIATED TESTS, QUIZZES, ETC. THE KNOWLEDGE MANAGEMENT APPLICATION 125 RECEIVES THE NOTIFICATION OF COMPLETION FROM THE USER COMPUTER SYSTEMS 110 AND STORES THE PROGRESS IN THE BANK DATABASES 130.

1906

AS THE USER 104 COMPLETES THE TRAINING MODULES OR CERTIFICATION PROGRAMS THE KNOWLEDGE MANAGEMENT APPLICATION 125 UNLOCKS ADDITIONAL TRAINING MODULES OR CERTIFICATION PROGRAMS FOR THE USER 104.

1908

THE KNOWLEDGE MANAGEMENT APPLICATION 125 ALSO TRACKS AND STORES THE RESULTS OF ANY TESTS, QUIZZES, TRAINING MODULES, OR CERTIFICATION PROGRAMS IN A TRANSCRIPT SECTION IN THE BANK DATABASES.

1910