## This worksheet is designed to help you prioritize technologies in ***each*** channel, line of business, and platform and process for ***each*** phase of your roadmap. Score each technology by high, medium or low based on impact, feasibility, level of effort, risk, time cost and return on investment. Calculate the total to determine the overall score. Identify each technology’s success criteria, benefits, challenges, areas impacted, next steps for completion and key leaders. Use this information along with the overall score to complete an overall evaluation of each technology.

## **Phase 2**

## **Close Major Gaps**

## **6 – 12 Months**

|  |  |  |
| --- | --- | --- |
| **Channel: Voice Recognition** *Can replace password-based logins for mobile or telephone banking, reducing verification times while increasing security.* | | |
| **Customers Targeted** | This is targeted towards segment: <Millennials, Youth, mid-life, older, young, poor, rich, average people> | **H=3; M=2; L=1**  Impact: H,M,L  Feasiblity: H,M,L  Level of Effort: H,M,L  Risk: H,M,L  Time: H,M,L  Cost: H,M,L  ROI: H,M,L  **Total:** |
| **Overall Score:**  **Overall Evaluation**  **Pros:**  **Cons:** | High= Total is 17-21  Medium= Total is 12-16  Low= Total is 7-11  *Ex*. *Overall impact is extremely High and Feasible, this is a quick win.* |
| **Key Results - Success Criteria** | | |
| 1. How do we know we’ve been successful – when these happen 2. Metrics where possible | | |
| **Benefits & Outcomes** | | |
| 1. List benefits to bank 2. Why should we do this? *(Examples include: Efficiency, Revenue Generation, Expense Reduction, Risk Mitigation, Staying Competitive, Customer Service, Gain New Customers, etc.)* | | |
| **Challenges/Risks** | | |
| 1. Is success dependent on anything? 2. Potential for X mitigated by doing Y | | |
| **Areas Impacted** | | |
|  | | |
| **Next Steps** | | |
| 1. What are we going to do next? | | |
| **Key Leaders** | | |
| 1. Name 2. Name | | |

## **Phase 2**

## **Close Major Gaps**

## **6 – 12 Months**

|  |  |  |
| --- | --- | --- |
| **Channel: Mobile Imaging for Staff** *Allows branch staff and customers to capture documents, customer IDs photographs and any other paper-based item required for a customer to complete a bank process or transaction.* | | |
| **Customers Targeted** | This is targeted towards segment: <Millennials, Youth, mid-life, older, young, poor, rich, average people> | **H=3; M=2; L=1**  Impact: H,M,L  Feasiblity: H,M,L  Level of Effort: H,M,L  Risk: H,M,L  Time: H,M,L  Cost: H,M,L  ROI: H,M,L  **Total:** |
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## **Phase 2**

## **Close Major Gaps**

## **6 – 12 Months**

|  |  |  |
| --- | --- | --- |
| **Line of Business: Advanced Credit Analysis** *Enable financial institutions to improve underwriting decisions using new data sources and new technologies to make data from unconventional and unstructured sources.* | | |
| **Customers Targeted** | This is targeted towards segment: <Millennials, Youth, mid-life, older, young, poor, rich, average people> | **H=3; M=2; L=1**  Impact: H,M,L  Feasiblity: H,M,L  Level of Effort: H,M,L  Risk: H,M,L  Time: H,M,L  Cost: H,M,L  ROI: H,M,L  **Total:** |
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## **Phase 2**

## **Close Major Gaps**

## **6 – 12 Months**

|  |  |  |
| --- | --- | --- |
| **Line of Business: Customer Analytics** *Offers banks the opportunity to evolve marketing messages from broadcast to targeted through industrialized digital marketing approaches, which can drive up customer responses and conversion rates.* | | |
| **Customers Targeted** | This is targeted towards segment: <Millennials, Youth, mid-life, older, young, poor, rich, average people> | **H=3; M=2; L=1**  Impact: H,M,L  Feasiblity: H,M,L  Level of Effort: H,M,L  Risk: H,M,L  Time: H,M,L  Cost: H,M,L  ROI: H,M,L  **Total:** |
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## **Phase 2**

## **Close Major Gaps**

## **6 – 12 Months**

|  |  |  |
| --- | --- | --- |
| **Line of Business: Fintech-as-a-Service** *A pay-per-use pricing for services and capabilities in a white label model that is accomplished with less upfront capital costs and much faster implementations through API-enabled integration layer.* | | |
| **Customers Targeted** | This is targeted towards segment: <Millennials, Youth, mid-life, older, young, poor, rich, average people> | **H=3; M=2; L=1**  Impact: H,M,L  Feasiblity: H,M,L  Level of Effort: H,M,L  Risk: H,M,L  Time: H,M,L  Cost: H,M,L  ROI: H,M,L  **Total:** |
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## **Phase 2**

## **Close Major Gaps**

## **6 – 12 Months**

|  |  |  |
| --- | --- | --- |
| **Line of Business: Personal Finance Management (PFM)** *Tools to help customers better understand their finances and manage their money by aggregating transactions from multiple accounts.* | | |
| **Customers Targeted** | This is targeted towards segment: <Millennials, Youth, mid-life, older, young, poor, rich, average people> | **H=3; M=2; L=1**  Impact: H,M,L  Feasiblity: H,M,L  Level of Effort: H,M,L  Risk: H,M,L  Time: H,M,L  Cost: H,M,L  ROI: H,M,L  **Total:** |
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|  | | |
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## **Phase 2**

## **Close Major Gaps**

## **6 – 12 Months**

|  |  |  |
| --- | --- | --- |
| **Platform and Process: Cloud Computing** *Offers unlimited computing resources as a service on a pay-per-use basis.* | | |
| **Customers Targeted** | This is targeted towards segment: <Millennials, Youth, mid-life, older, young, poor, rich, average people> | **H=3; M=2; L=1**  Impact: H,M,L  Feasiblity: H,M,L  Level of Effort: H,M,L  Risk: H,M,L  Time: H,M,L  Cost: H,M,L  ROI: H,M,L  **Total:** |
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|  | | |
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| **Key Leaders** | | |
| 1. Name 2. Name | | |

## **Phase 2**

## **Close Major Gaps**

## **6 – 12 Months**

|  |  |  |
| --- | --- | --- |
| **Platform and Process: Robotics Process Automation** *Allows banks to automate tasks as if a real person was performing them across applications and systems.* | | |
| **Customers Targeted** | This is targeted towards segment: <Millennials, Youth, mid-life, older, young, poor, rich, average people> | **H=3; M=2; L=1**  Impact: H,M,L  Feasiblity: H,M,L  Level of Effort: H,M,L  Risk: H,M,L  Time: H,M,L  Cost: H,M,L  ROI: H,M,L  **Total:** |
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|  | | |
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| 1. Name 2. Name | | |

## **Phase 3**

## **Focus on Digital-Centric Customer**

## **12 – 24 Months**

|  |  |  |
| --- | --- | --- |
| **Channel: Biometric Authentication** *Can validate identification by measuring some intrinsic characteristic of that users. Ex. Fingerprints, retina scans, etc.* | | |
| **Customers Targeted** | This is targeted towards segment: <Millennials, Youth, mid-life, older, young, poor, rich, average people> | **H=3; M=2; L=1**  Impact: H,M,L  Feasiblity: H,M,L  Level of Effort: H,M,L  Risk: H,M,L  Time: H,M,L  Cost: H,M,L  ROI: H,M,L  **Total:** |
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| 1. Name 2. Name | | |

## **Phase 3**

## **Focus on Digital-Centric Customer**

## **12 – 24 Months**

|  |  |  |
| --- | --- | --- |
| **Channel: Application Programming Interfaces (APIs)** *Allow software components to communicate and exchange information.* | | |
| **Customers Targeted** | This is targeted towards segment: <Millennials, Youth, mid-life, older, young, poor, rich, average people> | **H=3; M=2; L=1**  Impact: H,M,L  Feasiblity: H,M,L  Level of Effort: H,M,L  Risk: H,M,L  Time: H,M,L  Cost: H,M,L  ROI: H,M,L  **Total:** |
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| **Areas Impacted** | | |
|  | | |
| **Next Steps** | | |
| 1. What are we going to do next? | | |
| **Key Leaders** | | |
| 1. Name 2. Name | | |

## **Phase 3**

## **Focus on Digital-Centric Customer**

## **12 – 24 Months**

|  |  |  |
| --- | --- | --- |
| **Line of Business: Robo-Advisory** *Offers automated investment portfolios through web-based and/or mobile platforms.* | | |
| **Customers Targeted** | This is targeted towards segment: <Millennials, Youth, mid-life, older, young, poor, rich, average people> | **H=3; M=2; L=1**  Impact: H,M,L  Feasiblity: H,M,L  Level of Effort: H,M,L  Risk: H,M,L  Time: H,M,L  Cost: H,M,L  ROI: H,M,L  **Total:** |
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|  | | |
| **Next Steps** | | |
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| 1. Name 2. Name | | |

## **Phase 3**

## **Focus on Digital-Centric Customer**

## **12 – 24 Months**

|  |  |  |
| --- | --- | --- |
| **Line of Business: Real-Time, Low-Value Payments** *Allow users to send and receive month with immediate available funds.* | | |
| **Customers Targeted** | This is targeted towards segment: <Millennials, Youth, mid-life, older, young, poor, rich, average people> | **H=3; M=2; L=1**  Impact: H,M,L  Feasiblity: H,M,L  Level of Effort: H,M,L  Risk: H,M,L  Time: H,M,L  Cost: H,M,L  ROI: H,M,L  **Total:** |
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|  | | |
| **Next Steps** | | |
| 1. What are we going to do next? | | |
| **Key Leaders** | | |
| 1. Name 2. Name | | |

## **Phase 4**

## **Drive Transformational Changes**

## **24 – 36 Months**

|  |  |  |
| --- | --- | --- |
| **Channel 1: Video-Based Advisors** *Provide information and guidance for customers by allowing them to speak and virtually see an expert in a branch or on a mobile device.* | | |
| **Customers Targeted** | This is targeted towards segment: <Millennials, Youth, mid-life, older, young, poor, rich, average people> | **H=3; M=2; L=1**  Impact: H,M,L  Feasiblity: H,M,L  Level of Effort: H,M,L  Risk: H,M,L  Time: H,M,L  Cost: H,M,L  ROI: H,M,L  **Total:** |
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|  | | |
| **Next Steps** | | |
| 1. What are we going to do next? | | |
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| 1. Name 2. Name | | |

## **Phase 4**

## **Drive Transformational Changes**

## **24 – 36 Months**

|  |  |  |
| --- | --- | --- |
| **Channel: Mobile Imaging for Customers** *Allows branch staff and customers* | | |
| **Customers Targeted** | This is targeted towards segment: <Millennials, Youth, mid-life, older, young, poor, rich, average people> | **H=3; M=2; L=1**  Impact: H,M,L  Feasiblity: H,M,L  Level of Effort: H,M,L  Risk: H,M,L  Time: H,M,L  Cost: H,M,L  ROI: H,M,L  **Total:** |
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|  | | |
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## **Phase 4**

## **Drive Transformational Changes**

## **24 – 36 Months**

|  |  |  |
| --- | --- | --- |
| **Channel: Chatbots** *Can perform various tasks via a messaging interface using artificial intelligence.* | | |
| **Customers Targeted** | This is targeted towards segment: <Millennials, Youth, mid-life, older, young, poor, rich, average people> | **H=3; M=2; L=1**  Impact: H,M,L  Feasiblity: H,M,L  Level of Effort: H,M,L  Risk: H,M,L  Time: H,M,L  Cost: H,M,L  ROI: H,M,L  **Total:** |
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| **Areas Impacted** | | |
|  | | |
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| **Key Leaders** | | |
| 1. Name 2. Name | | |

## **Phase 4**

## **Drive Transformational Changes**

## **24 – 36 Months**

|  |  |  |
| --- | --- | --- |
| **Line of Business: Mobile Wallets** *Allow users to pay in store and online using their mobile phone as well as collect rewards points and manage their loyalty programs.* | | |
| **Customers Targeted** | This is targeted towards segment: <Millennials, Youth, mid-life, older, young, poor, rich, average people> | **H=3; M=2; L=1**  Impact: H,M,L  Feasiblity: H,M,L  Level of Effort: H,M,L  Risk: H,M,L  Time: H,M,L  Cost: H,M,L  ROI: H,M,L  **Total:** |
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## **Phase 4**

## **Drive Transformational Changes**

## **24 – 36 Months**

|  |  |  |
| --- | --- | --- |
| **Platform and Process: Core Payments Engine Renewal** *Consolidates and re-platforms payment systems to avoid the spaghetti architecture of duplicated systems, costly connections, abundance of manual payment processes, and slow and error-prone approvals.* | | |
| **Customers Targeted** | This is targeted towards segment: <Millennials, Youth, mid-life, older, young, poor, rich, average people> | **H=3; M=2; L=1**  Impact: H,M,L  Feasiblity: H,M,L  Level of Effort: H,M,L  Risk: H,M,L  Time: H,M,L  Cost: H,M,L  ROI: H,M,L  **Total:** |
| **Overall Score:**  **Overall Evaluation**  **Pros:**  **Cons:** | High= Total is 17-21  Medium= Total is 12-16  Low= Total is 7-11  *Ex*. *Overall impact is High, time for completion is High, cost is High. This is a long-term goal.* |
| **Key Results - Success Criteria** | | |
| 1. How do we know we’ve been successful – when these happen 2. Metrics where possible | | |
| **Benefits & Outcomes** | | |
| 1. List benefits to bank 2. Why should we do this? *(Examples include: Efficiency, Revenue Generation, Expense Reduction, Risk Mitigation, Staying Competitive, Customer Service, Gain New Customers, etc.)* | | |
| **Challenges/Risks** | | |
| 1. Is success dependent on anything? 2. Potential for X mitigated by doing Y | | |
| **Areas Impacted** | | |
|  | | |
| **Next Steps** | | |
| 1. What are we going to do next? | | |
| **Key Leaders** | | |
| 1. Name 2. Name | | |

## **Phase 4**

## **Drive Transformational Changes**

## **24 – 36 Months**

|  |  |  |
| --- | --- | --- |
| **Platform and Processes: Blockchain** *A ledger of transactions that is replicated on multiple servers, or nodes on the Internet, in a peer-to-peer mode without a central counterparty.* | | |
| **Customers Targeted** | This is targeted towards segment: <Millennials, Youth, mid-life, older, young, poor, rich, average people> | **H=3; M=2; L=1**  Impact: H,M,L  Feasiblity: H,M,L  Level of Effort: H,M,L  Risk: H,M,L  Time: H,M,L  Cost: H,M,L  ROI: H,M,L  **Total:** |
| **Overall Score:**  **Overall Evaluation**  **Pros:**  **Cons:** | High= Total is 17-21  Medium= Total is 12-16  Low= Total is 7-11  *Ex*. *Overall impact is High, time for completion is High, cost is High. This is a long-term goal.* |
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| 1. List benefits to bank 2. Why should we do this? *(Examples include: Efficiency, Revenue Generation, Expense Reduction, Risk Mitigation, Staying Competitive, Customer Service, Gain New Customers, etc.)* | | |
| **Challenges/Risks** | | |
| 1. Is success dependent on anything? 2. Potential for X mitigated by doing Y | | |
| **Areas Impacted** | | |
|  | | |
| **Next Steps** | | |
| 1. What are we going to do next? | | |
| **Key Leaders** | | |
| 1. Name 2. Name | | |