GEM SYSTEM

Volkswagen Financial Services – Target
Centrac system and business analysis services

CUSTOMER: Volkswagen Financial Services (VWFS)

DATE AND PLACE OF EXECUTION: from 11/2021 – to date, Prague

Project description:

- The project of Volkswagen Financial Services (VWFS) aims to provide system and business analysis services. This represents a significant saving of internal resources allocated to these activities for the VWFS client.
- The project involves GEM System team members in the positions of Systems Analyst and Business Analyst.
- The system and business analysis services are provided for the Target Centrac system (the core system of the VWFS client).
- After initial training, the agenda and tasks related to system and business analysis are gradually transferred to the GEM System team. Our staff follow established procedures and follow the VWFS client's rules and regulations. VWFS continues to oversee the entire solution with respect to the complexity of the core system and maintaining the overall know-how of the core application.
- The project uses all tools in accordance with the client's requirements.

GEM COLLABORATES TO ENSURE THE DEVELOPMENT OF THE CORE OPERATING PLATFORM THAT DIRECTLY ACTS IN ALL VWFS CORE BUSINESS PROCESSES:

- such as vehicle ownership records,
- its financing, insurance,
- creation of the payment schedule, etc.

GEM HAS TWO KEY ROLES ON THE PROJECT:

- Business analysis.
- System analysis

BUSINESS ANALYSIS

GEM System fully processes internal requirements for change management.
The following activities are covered within the business analysis:

- COLLECTION OF USER REQUIREMENTS AND THEIR DOCUMENTATION.
- COORDINATING AND CONDUCTING WORKSHOPS WITH ALL STAKEHOLDERS.
- PROPOSAL FOR PRIORITIZATION OF REQUIREMENTS TO BE ADDRESSED.
- PREPARATION OF A DETAILED BUSINESS ANALYSIS AND ITS SUBMISSION FOR SYSTEM ANALYSIS.
- PREPARATION OF TEST SCENARIOS.
- PARTICIPATION IN TESTING OF PROPOSED CHANGES.
- MANAGING AND COORDINATING ALL ACTIVITIES FROM REQUIREMENTS GATHERING, TO DEPLOYMENT IN PRODUCTION ENVIRONMENT TO ENSURE ON-TIME DELIVERY.
- INCIDENT RESOLUTION (TEST AND PRODUCTION ENVIRONMENTS)

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VOLKSWAGEN FINANCIAL SERVICES

THE KEY TO MOBILITY

Implemented change procedures in the project for 2022:

- Expansion of attributes for reporting client insurance claims.
- Assignment of service drawdown entitlements for clients' pre-paid service contracts.
- Sending termination letters via email to clients.
- Modifying AML (anti-money laundering) algorithm checks for automated suspicious person detection.
- Implementation of changes resulting from the amendment to the Road Traffic Act.

SYSTEM ANALYSIS:

- THE OUTPUT OF THE PROJECT IS THE PREPARATION OF SYSTEM DOCUMENTATION.
- COLLABORATION WITH BUSINESS ANALYSTS, EXTERNAL DEVELOPMENT AND TESTERS.
- PARTICIPATION IN TESTING OF PROPOSED CHANGES.
- INCIDENT RESOLUTION (TEST AND PRODUCTION ENVIRONMENTS).

As part of the system analysis, the Target Centrac system is being developed and is one of the main VWFS business systems. The requirements addressed include both incremental business development and modifications resulting from legislative changes. The system analysis covers the extraction of detailed requirements, the design of the system solution with respect to the existing architecture and environment, including conducting consultations with the software vendor, and the output is a developed catalogue of requirements and other complementary analytical views and structures, which we use as a basis for development by a third-party vendor. Systems Analysis is also involved in the development of delivery records and related operational tasks. The system analysis role is also involved in testing major conceptual changes requiring more detailed knowledge of the actual system and in organizational support for these tests.

Technology used:

THE IBM AS/400 (APPLICATION SYSTEM/400) FOR TARGET CENTRAC

Tools used:

ATLASSIAN JIRA, MICROSOFT TEAMS, SPARX ENTERPRISE ARCHITECT

Project methodology:

The basis is the "Waterfall" model of workflow management according to the classical division of project activities into linear sequential phases so that they are passed one after another. Each phase depends on the outputs of the previous phase and corresponds to the specialization of the tasks. At the same time, small elements from agility are included to increase delivery efficiency.

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