

2016 m-Enabling Summit

Renaissance Arlington Capitol View Hotel,
Washington DC,
USA

June 13th & 14th 2016

"Infrastructure and Services - Financial services
Accessibility"

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Compliance - Auditing

- Internal Technology Auditors
- Internal Financial Auditors
- Irish Central Bank
- European Central bank
- Basel Agreement on liquidity
- Sarbanes-Oxley Act (SoX) on responsibility and transparency

Compliance - Staff

- Anti Money Laundering
- Code of Conduct
- Data Protection
- Financial Cybercrime
- Information Security
- Operational Risk

Compliance - Design and Development

- External Coding and Style approaches
- Internal Coding and Style Approaches
- Agile Approach to Development
- Testing Approaches including Personas
- Change Introduction Process
- Information Technology Infrastructure Library (ITIL) Management

Customer Experience

- Services Delivered via Web and Apps
- Branches Centres of Device and Advice
- Customer Experience increasingly Self-Service

Who to Convince - Old

- 10 or maybe 15 Years ago
- Most Design, Development and Testing Done Internally
- Identify Sponsor at Executive level
- Training for Designers/Developers/Testers
- W3C and Universal Design Training

Who to Convince - Now

- Convince Internal Management and Staff as Before
- Out sourcing and Consultancy on New Technologies
- Convince External Management and Staff
- Influence Contracts and Service Level Agreements

Conclusion

- Compliance Requirements far more Stringent
- Design, Development and Testing far more complicated
- Customer Experience Increasingly Self-Service
- Demonstrating Economic Benefits of Accessibility more Important than Ever

Thank you

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