Process Improvement with a centralized database

Project Scope

Equipped with my knowledge of IT & banking, I was tasked to be part of the project team to create tools to improve the efficiency and effectiveness of existing business process for the Securities and Fiduciary Services Operation at DBS. The deliverables for this project is a centralized database on Microsoft Access which allows users access via Microsoft Excel Macros.

Methodology

Define Requirements → Development & Design → Testing → Implementation

This project for a centralize database was initiated by the higher level management. After the project was approved, I get started on this project. The approach adopted in this project was first to understand the process flow and requirements followed by detailed planning. It is important to not miss out any important requirements. The team have to ensure that existing data are not compromised. I was involved in all phases of the project lifecycle. The project was delivered with high quality.

Findings

The implementation of a centralized database has brought about improvements in efficiency and effectiveness of the business processes. The operation is able to do away with paper base storage. This has greatly reduced the amount of effort for information retrieval. On top of that, a real-time dashboard is developed which allow the team track, assesses and monitor important statuses.

Conclusion & Learning Experience

This internship has provided real life learning experience and I am able to make use of the practical and theoretical skills gained from School of InfoComm Technology in developing the deliverables. The project deliverables has allowed the operation to be more effective and efficient. Some of the skills acquired during this internship are:

- Able to analyse a problem and to provide solutions
- Being flexible and adaptable to changes and new environment
- Learnt a new programming language
- Learnt to communicate effectively
- Taking initiative to propose solutions and to provide suggestions
- Being effective in presentations