

# Project Handbook Table of Contents

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# Project Governance

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# Project Requirements: Core & Origination

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## 1.0 Sales and Marketing

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- 3.1.3 Manual Review

### 3.2 Disbursements

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- 3.2.4 Split Disbursements

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- 7.1.3 Configurable Placement Term
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- 7.2.1 Outbound to Experian
- 7.2.2 Inbound (from Experian)
- 7.2.3 Inbound formatting; Experian (High Level)
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- 7.2.5 Process Results
- 7.2.6 Technical formatting Experian; (Solution)

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- 7.3.3 Disposition Definitions

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- 7.4.4 Rebating of Discounts and Reserves

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- 7.5.2 Collection Queueing
- 7.5.3 Customer Communications
- 7.5.4 Mass Maintenance
- 7.5.5 Reporting and Operational Efficiency

## **8.0 Data Management**

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- 9.1.1 Conversion from Legacy
- 9.1.2 Archival of Legacy
- 9.1.3 Active/Charge-off
- 9.1.4 Inactive Charge-off

## **10.0 Customer Communications**

### **10.1 Communications Engine**

- 10.1.1 Acquisition: Triggered Communications
- 10.1.2 Collections: Triggered Communications
- 10.1.3 Account Management: Communications



- 10.1.4 Content Management & Distribution
- 10.1.5 SMS/Email Permission (Opt-In)
- 10.1.6 Marketing Solicitation Lists
- 10.1.7 IVR Functionality
- 10.1.8 Chat
- 10.1.9 Mobile App Integration
- 10.1.10 Communication Matrix

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# Test Strategy

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## Introduction

- Quality Objectives
- Dependencies
- Risk and Contingencies

## Test Scope and Approach

- Methodology for Developing Tests
- Requirements Based Testing Overview
- Validation Testing

## Test Process Overview

- Testing must be timely
- Testing must be effective
- Testing must be efficient
- Testing must be manageable
- Test Milestones

- Test Strategy Sign-off
- Purchaser Sign-off
- Compliance Sign-off
- Test Strategy Change Log

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# Test Plan

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## Introduction

- Quality Objective
- Quality Assurance

## Test Themes

- Sales & Marketing
- Technology
- Origination
- Core
- Customer Service
- General Ledger
- Collections
- Data Management
- Communications

## Scope of testing

- Schedule

## Pre-Test Preparation

- Test Documentation
- Testing Process Overview; I&I and the Modified Waterfall

## Types of Users

- User
- Consumer
- Dealer(s)
- Data

## Test Environment

## Testing Support

- Test Data
- Test Areas
- Performance
- Functional
- Requirement

## Test Roles

- Test Manager:
- Functional Test Lead
- Requirements Test Lead
- Performance Test Lead
- Underwriting Test Lead
- Tester (SME)

Tester (End User)

## Testing

UAT I

Working with Jira

UAT II (Room)

## Signoff and Deploy

### Building a post Go-Live test plan

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# Training

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## Introduction

### Purpose

### Scope

- a. Vendor Provided
- b. Internal Processes

### Objectives

- a. BAI
- b. Ownership

### Training Approach

- a. Training Requirements
  - a. Skills
  - b. Groups
  - c. Individuals
    - i. User
    - ii. Super User
    - iii. Leadership
  - d. Timeframe
- b. Roles & Responsibilities
  - a. Delivery
  - b. Development
  - c. Coordination
  - d. Certification
- c. Training Tools & Techniques
  - a. On-site (vendor)
  - b. CBT
  - c. Instructor led
  - d. Materials
    - i. Connectivity
    - ii. Manuals
- d. Schedule
  - a. Course Content
  - b. Duration
  - c. Dates
    - i. Train the Trainer

- ii. Department Heads
      - iii. Functional Teams
    - d. Ongoing Needs
  - e. Curriculum
    - a. Core
    - b. Origination
    - c. DM
    - d. Prologue
  - f. Training Environment
    - i. Room setup
    - ii. Systems setup

### **Training Evaluation**

- a. Feedback
  - a. Surveys
  - b. Evaluations
- b. Analysis
  - a. Objective Review
  - b. Executive Summary

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