Technology Approval Form

Project report submitted in partial fulfillment of the requirement for the degree of Bachelor of Technology

in

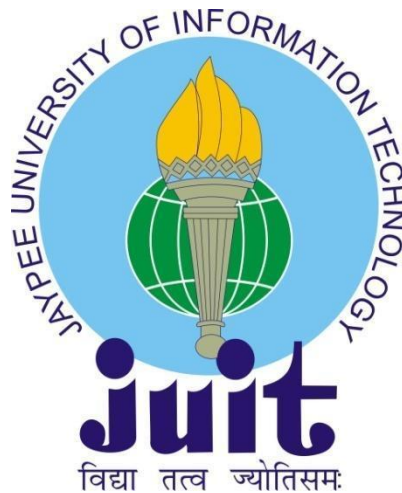## Computer Science and Engineering/Information Technology

By
Varun Mishra 191239

Under the supervision of

Mr. Prateek Thakral
to

Department of Computer Science & Engineering and Information Technology

Jaypee University of Information Technology Waknaghat, Solan-173234, Himachal Pradesh
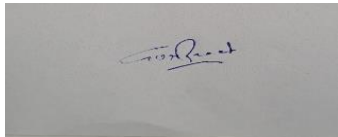
Candidate's Declaration

I hereby declare that the work presented in this report entitled **" Technology Approval Form"** in partial fulfillment of the requirements for the award of the degree of **Bachelor of Technology** in **Computer Science and Engineering** submitted in the department of Computer Science & Engineering and Information Technology, Jaypee University of Information Technology Waknaghat is an authentic record of my own work carried out over a period from January 2023 to May 2023 under the supervision of **(Mr. Prateek Thakral)** (Assistant Professor).

The matter embodied in the report has not been submitted for the award of any other degree or diploma.

Student Signature
Varun Mishra, 191239.

This is to certify that the above statement made by the candidate is true to the best of my knowledge.

Project Manager Signature
Manager Name – Mr. Gurpreet Singh

Supervisor Signature
Supervisor Name - Mr. Prateek Thakral
Designation - Assistant Professor
Department name – CSE
Dated: 15/05/2023

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT

PLAGIARISM VERIFICATION REPORT

Date: ……………………….

Type of Document (Tick): | PhD Thesis | | M.Tech Dissertation/ Report | | B.Tech Project Report | | Paper |

Name: _____ __Department: _____ Enrolment No _____

Contact No. _____E-mail. _____

Name of the Supervisor: _____

Title of the Thesis/Dissertation/Project Report/Paper (In Capital letters): _____

_____

_____

UNDERTAKING

I undertake that I am aware of the plagiarism related norms/ regulations, if I found guilty of any plagiarism and copyright violations in the above thesis/report even after award of degree, the University reserves the rights to withdraw/revoke my degree/report. Kindly allow me to avail Plagiarism verification report for the document mentioned above.

Complete Thesis/Report Pages Detail:
- Total No. of Pages =
- Total No. of Preliminary pages =
- Total No. of pages accommodate bibliography/references =

(Signature of Student)

FOR DEPARTMENT USE

We have checked the thesis/report as per norms and found **Similarity Index** at ………………..(%). Therefore, we are forwarding the complete thesis/report for final plagiarism check. The plagiarism verification report may be handed over to the candidate.

(Signature of Guide/Supervisor)   **Signature of HOD**

FOR LRC USE

The above document was scanned for plagiarism check. The outcome of the same is reported below:

Copy Received on	Excluded	Similarity Index (%)	Generated Plagiarism Report Details (Title, Abstract & Chapters)	
	• All Preliminary Pages • Bibliography/Images/Quotes • 14 Words String		Word Counts	
Report Generated on			Character Counts	
		Submission ID	Total Pages Scanned	
			File Size	

Checked by
Name & Signature   **Librarian**

……

Please send your complete thesis/report in (PDF) with Title Page, Abstract and Chapters in (Word File) through the supervisor at plagcheck.juit@gmail.com

I

ACKNOWLEDGEMENT

First, I express my heartiest thanks and gratefulness to Almighty God for His divine blessing to make it possible to complete the project work successfully.

I am really grateful and wish my profound indebtedness to Supervisor **Mr. Prateek Thakral, Assistant Professor ,** Department of CSE Jaypee University of Information Technology, Waknaghat. Her endless patience, scholarly guidance, continual encouragement, constant and energetic supervision, constructive criticism, valuable advice, and reading many inferior drafts and correcting them at all stages have made it possible to complete this project.

I would like to express my heartiest gratitude to **Mr. Prateek Thakral**, Department of CSE, for his kind help in finishing my project.

I would also generously welcome each one of those individuals who have helped me straightforwardly or in a roundabout way in making this project a win. In this unique situation, I might want to thank the various staff individuals, both educating and non- instructing, which have developed their convenient help and facilitated my undertaking.

Finally, I must acknowledge with due respect the constant support and patients of my parents.

Varun Mishra

191239

TABLE OF CONTENTS

List of Abbreviations

Sr. No.	Abbreviations	Full Form
1	SSFB	Shivalik Small Finance Bank
2	CRM	Customer Resource Management
3	ERM	Employee Resource Management
4	SQL	Structured Query Language
5	API	Application Programme Interface
6	FX	Formula eXperience
7	CRUD	Create Read Update Delete
8	UI	User Interface
9	MB	Mobile Banking
10	ITRM	Information Technology Risk Management

List Of Figures

Abstract

Shivalik Small Finance Bank (Shivalik) created a software programme called the Shivalik Helpdesk Technology Approval Form to organise and track employee assistance requests. The tool's functions include ticket generation, assignment, tracking, and reporting. It is based on Microsoft Power Apps. By offering prompt and effective service, the technology aims to increase client happiness while simplifying processes and cutting expenses for the bank.

The Shivalik Technology Approval Form is described in general terms in this paper, along with its features and functionalities, implementation procedure, monitoring and assessment, difficulties encountered and solutions, and possibilities for further development. The research also focuses on the advantages of the technology, such as raised client happiness, enhanced productivity, and cost savings.

The development and implementation process of the tool, including the choice of Microsoft Power Apps as the platform, the workflow, and the user interface design, are explained. A review of the literature on Technology Approval Forms and its advantages is also included in the paper.

Overall, Shivalik's employee service operations have improved thanks to the Shivalik Technology Approval Form, which has the potential to be developed further and integrated with other tools and systems. The technology has shown to be a useful asset for the bank by streamlining procedures, cutting expenses, and raising client happiness.

The team makes sure that the risks involved with introducing new technology are properly handled by using a standardized process to evaluate the possible impact of each change.

Chapter-1

INTRODUCTION

1.1 Introduction

The Shivalik Portal Technology Approval Form is an innovative software application developed by Shivalik Small Finance Bank (Shivalik) to streamline and automate employee service procedures. As the banking industry continues to evolve in today's dynamic landscape, the provision of prompt, efficient, and high-quality support to clients has become crucial. With this objective in mind, the Shivalik Portal Technology Approval Form has been meticulously designed to simplify the process of reporting issues with banking services and enhance the overall employee support experience.

This comprehensive project report aims to provide an in-depth overview of the Shivalik Portal Technology Approval Form, highlighting its key characteristics, advantages, and purpose. Through a thorough analysis, the report will delve into the technology's features, security and compliance considerations, operational aspects, vendor evaluation, implementation plan, cost analysis, and the approval process.

By leveraging the Shivalik Portal Technology Approval Form, employees gain the ability to report service-related issues efficiently, ensuring that customer needs are promptly addressed. Furthermore, the automation and streamlining of service procedures offered by the technology optimize internal processes, resulting in improved productivity and enhanced customer satisfaction.

The report will present a comprehensive analysis of the Shivalik Portal Technology Approval Form, covering various aspects such as its technical features, impact on existing infrastructure, scalability considerations, security features, and compliance with industry regulations. Additionally, it will outline a detailed implementation plan, providing step-by-step guidance on deploying

and integrating the technology, along with associated costs and potential return on investment.

The objective of this project report is to provide stakeholders with a comprehensive understanding of the Shivalik Portal Technology Approval Form and its value proposition within the context of Shivalik Small Finance Bank. It will serve as a valuable guide for decision-makers involved in the technology approval process, facilitating informed decision-making and ensuring the successful implementation of this transformative technology.

The Shivalik Portal Technology Approval Form represents a significant milestone in Shivalik Small Finance Bank's digital transformation journey, empowering the organization to deliver superior employee support and elevate customer satisfaction levels. Through this project report, our aim is to shed light on the various aspects of this technology and demonstrate its potential impact on the bank's operations..

1.1.1 IT RISK MANAGEMENT:

As banks primarily rely on technology to conduct their everyday business, IT risk management is a crucial task in the banking sector. The IT risk management team is in charge of locating, evaluating, and reducing risks connected to the bank's usage of technology.

Professionals with varied expertise in information technology, risk management, and audit often make up the IT risk management team. To guarantee the security and dependability of the bank's technological systems and processes, they collaborate closely with other departments within the organization, such as information security, compliance, and operations.

The team evaluates the possible risks connected to the bank's technological systems and procedures, including cybersecurity threats, system outages, and data security issues.

- **Risk mitigation:**

  The team creates and puts into action methods to lessen the risks that have been identified based on the risk assessment. This can entail putting security measures in place, creating plans for disaster recovery, and carrying out frequent audits and testing.

- **Reaction to incidents:**

  In the case of a security breach or other incident, the bank's reaction is coordinated by the IT risk management team. Investigating the occurrence, repairing the damage, and putting safety precautions in place are all part of this process.

- **Compliance:**

  The team makes sure that the bank's technological procedures and systems adhere to legal specifications including the Payment Card Industry Data Security Standard (PCI DSS) and the General Data Protection Regulation (GDPR).

IMPORTANCE OF ITRM TEAM IN BANKING ORGANIZATION:

It is impossible to exaggerate the value of an IT risk management team in a banking organization. In order to carry out their everyday operations, banks extensively rely on technology, and any disruptions or technological failures can have major repercussions, including monetary loss, reputational harm, and regulatory fines.

In banking, IT risk management is essential for the following reasons:

- **Protection from cyber threats**
- **Regulation compliance**
- **Operational risk reduction**
- **Protection of client data**

- **Protection from cyber threats:**

  Banks are a prominent target for hackers looking to steal sensitive financial data or disrupt operations, therefore cybersecurity is a primary issue for them. The task of detecting possible cyber dangers and creating preventative, detection, and response plans falls to an IT risk management team.

- **Regulation compliance:**

  The GDPR and PCI DSS are only two examples of the many regulations that apply to banks in the areas of technology and data security. In order to prevent costly fines and other penalties, an IT risk management team makes sure that the bank's technological systems and procedures comply with these standards.

- **Operational risk reduction:**

  A bank may have major operational and financial consequences as a result of technological failures or interruptions. System outages or data loss are examples of operational hazards connected to the usage of technology that an IT risk management team assists in identifying and mitigating.

- **Protection of client data:**

  Banks are a major target for data breaches because they contain sensitive financial inFormation about their employees.

  By creating security measures and making sure that the bank's systems and procedures are safe, an IT risk management team contributes to the protection of client data.

Business operations must remain uninterrupted in the digital age since disruptions in technology can have serious repercussions. Identifying and

reducing technology-related hazards is one way an IT risk management team contributes to maintaining the continuity of company operations.

In conclusion, an IT risk management team is essential to a financial organization's perFormance. The team works to safeguard the bank from cyber attacks, guarantee regulatory compliance, reduce operational risks, safeguard client data, and maintain business operations by discovering, evaluating, and mitigating technology-related hazards.

1.2 Problem Statement

In the dynamic and rapidly evolving banking industry, Shivalik Small Finance Bank (Shivalik) recognized the critical importance of delivering prompt, efficient, and high-quality support to its clients, thereby ensuring optimal customer satisfaction. However, the existing employee service procedures at Shivalik were primarily manual and time-consuming, leading to significant delays in issue resolution and adversely impacting the overall customer experience.

The absence of a streamlined and automated system for reporting issues related to banking services presented numerous challenges for Shivalik. Employees encountered difficulties in efficiently reporting service-related problems, resulting in extended response times and dissatisfied customers. Moreover, the lack of standardized processes caused inconsistencies in the handling of customer requests, ultimately hindering the bank's ability to provide seamless support.

To address these challenges and enhance the overall employee support experience, Shivalik identified the need for a comprehensive solution that would automate and streamline service procedures. The desired solution aimed to empower employees to easily report issues, ensuring timely and effective resolution of customer needs.

Consequently, the key problem at hand is the absence of an efficient system to report and manage service-related issues at Shivalik Small Finance Bank. The bank requires a technology solution that simplifies the reporting process, improves response times, standardizes service procedures, and ultimately enhances customer satisfaction.

In response to this problem, the Shivalik Portal Technology Approval Form has been developed as a software application. This project report endeavors to provide an in-depth analysis of the Shivalik Portal Technology Approval Form, emphasizing its distinctive characteristics, advantages, and purpose. Additionally, it aims to demonstrate how the technology effectively addresses the identified problem.

Through the implementation of the Shivalik Portal Technology Approval Form, Shivalik Small Finance Bank anticipates overcoming the challenges associated with manual service procedures. By streamlining operations and improving productivity, the bank aims to deliver superior employee support, ultimately resulting in heightened customer satisfaction levels.

1.3 Objectives

The objective of this project is to introduce and evaluate the Shivalik Portal Technology Approval Form, a software application designed to streamline and automate employee service procedures at Shivalik Small Finance Bank. The project encompasses the following specific objectives:

1. Simplify and Standardize Service Reporting: Implement a user-friendly system that simplifies the process of reporting issues with banking services, enabling employees to efficiently document and communicate service-related problems. The objective is to establish standardized procedures to enhance consistency and accuracy in service reporting.

2. Improve Response Times: Minimize the time required for issue resolution by leveraging the Shivalik Portal Technology Approval Form. By automating service procedures, the objective is to enable prompt identification, assignment, and tracking of reported issues, facilitating quicker resolution and increasing customer satisfaction.

3. Enhance Employee Support Experience: Provide Shivalik employees with a comprehensive and efficient tool for managing service-related issues. The objective is to improve the overall employee support experience by offering a user-friendly interface, streamlined processes, and effective communication channels.

4. Optimize Internal Processes: Streamline service procedures and eliminate manual, time-consuming tasks through automation. By implementing the Shivalik Portal Technology Approval Form, the objective is to enhance operational efficiency, reduce errors, and optimize resource utilization within the bank.

5. Ensure Compliance and Security: Evaluate the Shivalik Portal Technology Approval Form to ensure adherence to regulatory requirements and data security standards. The objective is to align the technology with industry best practices, safeguard sensitive customer information, and maintain data integrity.

6. Evaluate Cost-effectiveness: Conduct a comprehensive cost analysis of implementing and maintaining the Shivalik Portal Technology Approval Form. The objective is to assess the financial feasibility of the technology and determine its potential return on investment for Shivalik Small Finance Bank.

1.4 Methodology

To achieve the objectives outlined in this project, a systematic approach will be employed. The methodology consists of the following steps:

1. Requirement Gathering: Engage in interviews and discussions with key stakeholders, including bank employees, IT personnel, and management, to identify the specific requirements and challenges associated with employee service procedures. This process aims to gain insights into existing processes, pain points, and desired improvements to inform the development and implementation of the Shivalik Portal Technology Approval Form.

2. Technology Evaluation: Evaluate various technology solutions available in the market that cater to service management and issue reporting. Consider factors such as ease of use, scalability, security features, integration capabilities, and vendor reputation. Shortlist potential options that align with the bank's requirements and select the most suitable technology solution, specifically the Shivalik Portal Technology Approval Form.

3. System Design: Collaborate with IT professionals and software developers to design the system architecture and user interface of the Shivalik Portal Technology Approval Form. Define the modules, features, and workflows that will be incorporated into the application. Ensure that the design aligns with the identified requirements, addresses the challenges, and supports the desired objectives.

4. Prototype Development: Utilize an iterative approach to develop a functional prototype of the Shivalik Portal Technology Approval Form. This involves creating a minimum viable product (MVP) that

demonstrates the core functionalities and user interface. Gather feedback from stakeholders, conduct user testing, and make iterative improvements to refine the prototype.

5. Implementation and Integration: Once the prototype is validated, proceed with the full-scale implementation and integration of the Shivalik Portal Technology Approval Form within the bank's existing infrastructure. Collaborate with IT teams to ensure seamless integration with other systems and databases, such as the customer relationship management (CRM) platform and service management tools.

6. User Training and Change Management: Conduct training sessions and workshops to familiarize bank employees with the features, functionalities, and proper usage of the Shivalik Portal Technology Approval Form. Emphasize the benefits of the new system, address any concerns, and facilitate a smooth transition from manual processes to the automated system. Implement change management strategies to promote user adoption and minimize resistance.

7. Performance Testing and Quality Assurance: Conduct rigorous testing of the Shivalik Portal Technology Approval Form to ensure its performance, reliability, and security. Test various scenarios, simulate high user loads, and evaluate the system's response time and scalability. Address any issues or bugs discovered during testing and perform quality assurance checks to ensure that the application meets the desired standards.

8. Data Migration and System Rollout: Plan and execute the migration of existing data related to service requests and issue logs to the Shivalik Portal Technology Approval Form. Ensure data integrity and accuracy throughout the migration process. Develop a comprehensive rollout plan

to deploy the system across different departments and branches of Shivalik Small Finance Bank, minimizing disruptions to operations.

9. Monitoring and Evaluation: Establish mechanisms for ongoing monitoring and evaluation of the Shivalik Portal Technology Approval Form's performance and impact. Collect feedback from users and stakeholders to assess user satisfaction, system efficiency, and the achievement of objectives. Continuously refine and optimize the system based on the insights gained from monitoring and evaluation.

By following this methodology, the project aims to successfully introduce, implement, and evaluate the Shivalik Portal Technology Approval Form, ensuring its effectiveness in streamlining employee service procedures and enhancing customer support at Shivalik Small Finance Bank.

1.5 Organization

The bank's main office is located in Noida, Uttar Pradesh, India. Shivalik Small Finance Bank is promoted by Shivalik Mercantile Co-operative Bank Ltd. The co-operative bank has a significant presence in northern India and has been providing banking services to clients since 1970.

Shivalik Small Finance Bank provides its clients with a variety of goods and services, such as savings accounts, current accounts, fixed deposits, recurring deposits, loans, and online banking services. The bank also offers loans for two-wheelers, gold, agricultural, MSME, and personal use.

Technology: The bank places a high priority on innovation and technology to give its clients a smooth banking experience. It features a strong digital banking infrastructure that enables users to log in and conduct transactions anytime, anywhere. Additionally, the bank provides its clients with online, mobile, and UPI-based payment services.

Shivalik Small Finance Bank received the Banking Frontiers Finnoviti Awards'
'Best Small Finance Bank' honour in 2021. The bank received praise for its
cutting-edge goods and services, client-focused philosophy, and impressive
financial results.

Fig 1.1 Logo

In recent times, venture capital firms Accel and Quona Capital led an equity
round of Rs 111 crores for the Noida-based Shivalik Small Finance Bank. In
the round, Bharti AXA Life Insurance also took part. The company stated that
it intended to use the funding to improve its tech stack, fortify its workforce,
and expand partnerships "as it moves to become the go-to bank for Indian
MSMEs."

Chapter-2

LITERATURE SURVEY

"The Role of Governance in IT Project Approval and Success" by Abdulrahman Alqahtani (2021)

This study examines the impact of governance on the approval process for IT projects in the banking industry. The author highlights the importance of clear policies and procedures, as well as the need for effective communication and collaboration between different stakeholders involved in the approval process.

"Managing IT Governance Risk in Banking: A Case Study of Technology Request Approval" by Khadija El Aroussi and Nada Alaoui (2020)

This case study explores the challenges faced by a large banking organization in managing IT governance risk during the technology request approval process. The authors identify key factors that can influence the success of the approval process, such as the alignment of business and IT objectives, stakeholder engagement, and risk management practices

"Improving Technology Request Management in Banks" by Ahmed Al-Rubaie and Ali Al-Rubaie (2019)

This article presents a framework for improving technology request management in banks, which includes steps such as identifying business needs, evaluating technology solutions, and prioritizing requests based on strategic alignment and ROI. The authors emphasize the importance of stakeholder involvement and communication throughout the request approval process.

"The Impact of Organizational Culture on IT Governance and Technology Request Approval" by Hassan Alqahtani (2019)

This study investigates the impact of organizational culture on IT governance and the technology request approval process in the banking industry. The author highlights the importance of cultural alignment between IT and business units, as well as the need for clear policies and procedures to ensure effective governance.

"Streamlining the Technology Request Approval Process in Banking" by Adil Al-Hammadi and Mohammed Al-Awfi (2018)

This article presents a case study of a large banking organization that implemented a new process for technology request approval, resulting in improved efficiency and better alignment with business goals. The authors highlight the importance of stakeholder involvement, process mapping, and continuous improvement in streamlining the approval process.

Chapter-3

SYSTEM DEVELOPMENT

3.1 Tools And Technology Used:

3.1.1 Power App:

You may easily develop and share reliable low-code apps using the Microsoft PowerApps programme. It is a set of tools, services, and data platforms that enables quick application development to provide distinctive software tailored to business requirements.

You can quickly create customised business apps that link to your company's data using Excel, Office 365, SharePoint, and other on-premises programmes as well as data platforms (common data sources for apps).

Power Apps is, at its heart, a platform as a service that enables you to create apps for any mobile platform or web browser. Power Apps were developed to let users create programmes with extra features without knowing how to code. Microsoft gloats over the early graphic design and drag-and-drop functionality of PowerApps.

Fig.3.1 Interface of PowerApp

- **Features of Microsoft PowerApps:**

You can build apps using Power Apps' capabilities without having any programming experience. The following list of Power Apps' outstanding features:

One of the key advantages of using Power Apps is the simplicity with which they can be connected to other Microsoft services, such as Excel, OneDrive, SharePoint, etc. User-Friendly Interface: Power Apps provide a user-friendly interface. With this, you can easily construct an app even if you have no prior experience with coding. Create CRUD-compatible application interfaces.

- **Two Suitable approaches to create a form in PowerBi**

1. **Using a canvas and a model-driven approach.**

Making an app only requires dragging and dropping elements into a canvas. The components you add determine and specify a substantial chunk of the layout in model-driven programmes..

2. **Cloud Connectivity:**

It's quite easy to connect to cloud services like SQL, Dropbox, Google Drive, etc. with Power Apps. Using a straightforward drag-and-drop interface, Creating and Disseminating applications helps the development of programmers. Sharing is easy with Power Apps with anybody you choose. Cost-effective: If you want to create sophisticated commercial apps but are unable to pay developers, start by utilising this fantastic Form. Power Apps are inexpensive. The Microsoft Power Platform is made up of Power BI, Power Apps, and Flow. These three services offer the data management Forms required by every corporate activity.

Fig No:3.2 Flow in PowerApp

Using Power BI, the data is presented and reviewed. The BI Form is interactive and real-time for data visualisation. PowerApps are used to alter data. Less code is used to swiftly construct apps for the web, Android, and iOS devices. Microsoft Flow is used to automate InFormation. It offers efficient workflow automation with a no-code approach and straightforward integration.

3.1.2 Microsoft Power Automate:

Microsoft Power Automate is a tool for connecting several platforms and applications in order to automate procedures and tasks. Users may connect to a large library of extra apps as well as to Microsoft Office 365 apps in both cloud and on-premises environments. Users who just have a basic grasp of Office 365 may quickly and easily build straightforward automations to streamline regular business procedures. Advanced users can create customised business processes using Power BI or Microsoft Power Apps.

Workflows, sometimes referred to as flows, allow users to quickly sketch how apps should connect with one another. Power Automate makes it simple to connect with other programmes or services by utilising connectors.

With the aid of the cloud service Power Automate, line-of-business users may develop workflows that automate time-consuming business activities and procedures across apps and services.

3.1.3 Microsoft SQL Server:

Like other RDBMS software, SQL Server is built on SQL, a widely used programming language for interacting with relational databases. SQL Server is connected to the Microsoft SQL implementation known as Transact-SQL, or T-SQL, which has a number of unique programming techniques.

SQL Server has only been used in the Windows environment for more than 20 years. In 2016, Microsoft made it accessible on Linux. The Windows and Linux-compatible SQL Server 2017 version become publicly available in October 2016.

- **Engine for databases:**

The major component of the SQL Server is the Database Engine. A relational engine for processing queries and a storage engine for managing database files, pages, indexes, etc. make up the database engine. Additionally, the database engine builds and uses stored procedures, views, and triggers. Database Engine: The Relational Engine contains the components that determine how to carry out a query. The relational engine is also known as the query processor. The relational engine queries the storage engine for data based on the input query, processes the information, and returns.

- **Forms and Services for SQL Server:**

Microsoft provides Forms, data management services, and BI in addition to SQL Server. The components of SQL Server used for data management include SSIS, SQL Server Data Quality Services, and SQL Server Master Data Services. For database creation, SQL Server provides SQL Server Data Forms, and for administering, deploying, and monitoring databases, SQL Server Management Studio (SSMS).

Functional Requirements:

REQ 1 : Computer(To Run The Application).

REQ 2 : Internet(To Connect To The PowerApps Software).

3.1.4 Finacle:

Finacle, a fundamental banking software system, was made by Infosys, a leading provider of technology and consulting services. It is intended to assist banks and other financial institutions in managing their business operations in a secure, efficient, and risk-averse way. A versatile piece of software, Finacle has a number of features that may be tailored to satisfy the various demands of financial institutions.

- **Features and Functions:**

A powerful and flexible banking application called Finacle may be tailored to meet the particular needs of different financial organisations.

- **Some of Finacle's primary attributes and capabilities include: Client Relationship Management (CRM):**

Banks may successfully manage their client relationships with Finacle's robust CRM feature. The CRM module helps banks collect and analyse employee data, keep track of employee interactions, and provide tailored services to clients.Banks may offer simplified and secure financial services to clients via a variety of channels, including as mobile, the internet, and social media, with the aid of Finacle. Digital payments, online banking, social media banking, and mobile banking are all examples of digital banking systems.

- **Payments and Transactions:**

  Banks can manage and carry out a range of transactions, including local and international payments, money transfers, and bill payments, thanks to Finacle's comprehensive payments and transactions module.

- **Benefits**:

  The adoption of Finacle has a number of advantages for banks and financial institutions, including: Finacle's employee relationship management and digital banking solutions for banks provide personalised and seamless client experiences across a variety of channels.

- **Enhanced Operational Efficiency:**

  The vast and flexible components of Finacle help banks increase productivity by simplifying operations and automating various monotonous tasks.

- **Improved Risk Management:**

  The capabilities of Finacle's compliance management and risk management help banks manage their regulatory requirements and dangers, reducing the risk of financial losses and reputational damage.

- **Conclusion**:

  Finacle is a complete and adaptable core banking software solution that aids banks and other financial institutions in effectively, securely, and risk-free management of their operations. It is a powerful tool for banks looking to improve employee experience, increase operational efficiency, improve risk management, and foster innovation thanks to its variety of features and modules, including employee relationship management, digital banking, payments and transactions, compliance management, analytics, and business intelligence.

- **Uses:**

Banks and other financial institutions may utilise Finacle in a number of ways to manage their business processes more successfully and effectively. One of Finacle's main applications is:

- **Employee Management:**

One of the primary applications of Finacle is employee management. The initiative provides banks with access to a powerful CRM module that enables them to gather and analyse client data, keep track of employee contacts, and provide consumers tailored services. This helps banks improve client engagement, loyalty, and retention in today's competitive banking climate.

- **Digital Banking:**

Another important application of Finacle is for online banking. Banks may provide streamlined and secure banking services to employees over a range of channels, such as mobile, the internet, and social media, by using the software. Digital banking solutions, such as mobile banking, internet banking, social media banking, and digital payments, are on the rise as employees want more specialised and practical financial services.

- **Payments and Transactions:**

The Finacle payments and transactions module is another essential application of the programme. Bill payments, money transfers, and domestic and international payments are just a few of the transactions that banks can manage and monitor because to this technology. By providing banks with real-time access into their payment and transaction processes, the module enables them to identify and promptly address any issues.

- **Compliance Management:**

  Finacle's compliance management features are a crucial application. Among the many regulatory requirements that apply to banks and other financial companies are AML and KYC compliance, regulatory reporting, and risk management. Finacle's compliance management solutions help banks handle their regulatory duties effectively and efficiently while reducing the risk of financial loss and brand damage.

- **Analytics and Business Intelligence:**

  Finacle's analytics and business intelligence capabilities are an additional crucial use. The programme offers real-time dashboards, reports, and visualisations that assist banks in keeping track of important indicators, identifying trends, and monitoring their overall performance. This supports data-driven decision-making for banks, enhancing their operational effectiveness and financial success.

- **Core Banking Operations**:

  Finacle is a core banking software solution that is primarily made to handle all of the crucial banking operations of a financial institution. This includes managing employee accounts, loans, deposits, payments, and transactions. Because it provides a comprehensive and scalable solution for all essential banking activities, the programme is an essential Form for banks and other financial businesses.

- **Risk Management:**

  One further important use of the programmes is in the risk management Forms in Finacle. Banks and other financial companies face several risks, including credit risk, operational risk, and market risk. Finacle's risk management skills help banks discover, assess, and minimise these risks, therefore reducing the likelihood of financial losses and reputational damage.

- **Importance:**

  For banks and other financial companies, Finacle is a complete and adaptable core banking software system with a variety of applications. Thanks to its capabilities in employee management, digital banking, payments and transactions, compliance management, analytics and business intelligence, and core banking operations, it is a useful tool for banks looking to improve employee experience, increase operational efficiency, strengthen risk management, and foster innovation.

3.1.5 Connection Code for Power Bi and Sharepoint (Local DB):

```
If(!IsBlankOrError(DataCardValue8)&&!IsBlankOrError(DataCardValue41)
&&
!IsBlankOrError(DataCardValue42)&&!IsBlankOrError(DataCardValue43)&
&
!IsBlankOrError(DataCardValue44)&&!IsBlankOrError(DataCardValue45)&
&
!IsBlankOrError(DataCardValue46)&&!IsBlankOrError(DataCardValue11)&
&
!IsBlankOrError(DataCardValue10)&&!IsBlankOrError(DataCardValue16)&
&
!IsBlankOrError(DataCardValue17)&&!IsBlankOrError(DataCardValue51)&
&
!IsBlankOrError(DataCardValue7)&&!IsBlankOrError(DataCardValue12)&&
!IsBlankOrError(DataCardKey13)&&!IsBlankOrError(DataCardKey14)&&
!IsBlankOrError(DataCardValue9),SubmitForm(Form2)&&Notify("TicketAd
ded   Successfully",NotificationType.Success)&&   ResetForm(Form2)   &&
NewForm(Form2));
```

3.1.6 Overview of the shivalik portal Technology approval Form:

The shivalik portal Technology approval Form was developed by Shivalik Small Finance Bank (shivalik) as a piece of software to streamline and automate its employee service procedures. The application is designed to make it simpler for users to report issues with their banking services, helping the bank provide clients with prompt, efficient, and high-quality employee support. The shivalik portal Technology approval Form will be thoroughly introduced in this part, along with its major characteristics, advantages, and purpose.

Purpose of the shivalik portal Technology approval Form:

The primary goal of the Shivalik site Technology approval Form is to provide a consolidated platform for managing and following up on employee support requests and concerns. This gives the bank the ability to guarantee that all client issues are resolved quickly, efficiently, and to the employees' satisfaction.

Key Features of the shivalik portal Technology approval Form:

The shivalik portal Technology approval Form has several key features that make it an effective Form for managing employee service requests. These include:

1. Form Creation and Assignment:

employees can create and submit Forms using the Form for banking-related issues they are experiencing. These requests are then automatically assigned to the employee service representative in charge of fixing the issue.

2. Form Tracking:

employees and employee care agents may both view the current status of their Forms using the Form. employees can track the development of their problem thanks to this, and it also helps employee care professionals make sure that all issues are handled quickly.

3. Escalation Management:

When Forms are not resolved within a predetermined amount of time, the Form has an integrated escalation management system that automatically raises them to higher-level employees. This guarantees that urgent problems are resolved right away and that clients are not kept waiting for a response.

4. Reporting and Analytics:

The bank may track and evaluate employee service metrics including response times, Form volume, and employee satisfaction levels with the aid of the platForm. Additionally, the Form has advanced reporting and analytics features. This information may be used to identify issue areas and enhance the bank's employee service operations.

Benefits of the shivalik portal Technology approval Form:

The shivalik portal Technology approval Form offers several benefits to both the bank and its employees. These include:

1. Improved Employee Satisfaction:

The Form helps to increase employee satisfaction and loyalty by offering a quick, effective, and high-quality employee service experience.

2. Increased Efficiency:

The Form automates and streamlines a number of employee service procedures, lightening the strain on employee care agents and allowing them to handle more Forms in a shorter amount of time.

3. Enhanced Data and Analytics:

To pinpoint problem areas and streamline the bank's operations, the Form gives insightful data and insights on employee service performance.

4. Reduced Costs:

The Form can assist cut expenses and boost the bank's bottom line by automating numerous steps in the employee service process and allowing personnel to handle more Forms in less time.

Conclusion:

Overall, the shivalik portal Technology approval Form, a powerful piece of software, may significantly improve the employee service operations of Shivalik Small Finance Bank. Because of its primary functions, such as Form generation and assignment, Form tracking, escalation management, reporting, and analytics, it is an effective Form for managing employee support requests and ensuring employee satisfaction. It is a key asset for the operations of the bank due to its benefits, which include greater data and analytics, cost reductions, and higher efficiency.

Importance of the Form for inhouse installation:

The shivalik portal Technology approval Form is a crucial asset for Shivalik Small Finance Bank's employee service operations. In this section, we will explore the importance of the Form for employee service in detail.

1. Centralized PlatForm for employee Support:

The Shivalik portal Technology approval Form provides a consolidated platform for monitoring and managing employee support inquiries and concerns. By doing this, the bank is able to ensure that all client issues are dealt with swiftly, efficiently, and that employees are satisfied with the level of support they get. employees may easily use the programme to report concerns with their banking services, and it provides employee support representatives with a central spot to track and manage these issues. No query or issue from a consumer will go unanswered or neglected with a centralised approach to employee service.

2. Increased Efficiency:

The shivalik portal Technology approval Form streamlines and automates a number of phases in the employee service procedure. The ability to create Forms and allocate them immediately assigns Forms to the employee service representative in charge of addressing the issue. Using the Form's Form tracking function, employees and employee service agents can both keep tabs on the progress of their Forms in real-time.

3. Improved employee Satisfaction:

The shivalik portal Technology approval Form helps to increase employee satisfaction by providing timely, efficient, and high-quality employee care. The system provides a consolidated platform for handling employee service requests and complaints, ensuring that employees receive prompt and trustworthy response. Additionally, the Form's Form tracking tool lets consumers know how their issue is progressing, which helps relieve their frustration and worry. The application's escalation management feature also ensures that important issues are treated swiftly, helping to prevent employees from being dissatisfied with the bank's service.

4. Enhanced Data and Analytics:

The shivalik site Technology clearance Form provides illuminating data and insights on the potency of employee support. Thanks to the Form's reporting and analytics tools, the bank can gauge and examine employee service parameters such as response times, Form volume, and employee satisfaction levels. This information may be used to identify issue areas and enhance the bank's employee service operations. For instance, if the technology reveals that a certain type of issue is frequently taking longer to address than others, the bank may investigate the underlying cause and take action to fix the problem. This could improve overall employee service performance and client happiness.

5. Reduced Costs:

The shivalik portal Technology approval Form can assist save costs by automating several processes in the employee care process and enabling staff to handle more problems in less time. The bottom line of the bank might benefit, and personnel requirements could be decreased as a result. Additionally, by identifying chances for improvement using the Form's reporting and analytics capabilities, the bank may optimise its operations and reduce spending in other areas.

Background:

a description of the employee service policies of Shivalik. Shivalik Small Finance Bank (shivalik), a top financial organisation in India, provides a range of banking services to employees all throughout the country. In 2017, the Reserve Bank of India (RBI) granted the bank a licence to conduct business as a small finance bank. The bank was founded in 2006 as a non-banking finance company (NBFC). Since then, the bank has operated as a small financing bank with an emphasis on providing financial services to Indian communities who are underserved and unbanked.

Shivalik aims to provide affordable banking services to all socioeconomic groups with a concentration on rural and semi-urban locations. The bank operates with a employee-centric attitude in an effort to provide the best possible employee service.

To accomplish this, Shivalik has created a stringent employee care plan to satisfy the various needs and desires of its clients. The bank's employee service efforts aim to give clients timely, effective help, rapidly address problems and concerns, and deliver a satisfying employee experience. The bank's employee care operations are founded on a number of crucial components, including:

1. Employee Relationship Management (ERM):

The purpose of Shivalik's ERM strategy is to assist the bank in developing durable relationships with its clients. To gather client input, pinpoint possible issue areas, and create plans for boosting employee happiness, the bank use a range of forms and procedures. Shivalik also maintains a sizable employee database to track employee interactions and make sure employee service agents have access to the data they need to offer first-rate support.

2. Employee Service Channels:

Shivalik provides a number of employee care avenues so that clients can easily get in touch with the bank and obtain prompt assistance. Some of these channels include phone assistance, email support, social media support, and in-person support at the bank's branches. Because the bank's employee service team is trained to address queries and issues across all of these channels, employees receive consistent and effective support regardless of the channel they choose.

3. Portal Technology approval Form:

The site Technology approval Form is one of the most important tools Shivalik uses to handle employee support concerns and problems. A consolidated platform for managing and tracking client support forms is offered by this Microsoft Power App. The portal Technology approval Form automatically prepares a Form and delivers it to a employee service agent when a client submits a request or reports a problem. The agent may then keep track of the Form's development, interact with the client, and escalate the problem as needed.

4. Training and Development:

Shivalik places a lot of emphasis on the education and training of its employee care representatives. The bank provides rigorous training to all new hires, which include lessons in employee service techniques, communication techniques, and banking products and services. The bank furthermore provides ongoing training

and development opportunities to ensure that its representatives have the skills and knowledge required to provide clients with efficient assistance.

5. Quality Assurance:

Shivalik periodically evaluates the effectiveness of its employee care operations to make sure the bank is giving the best level of service possible. The bank makes use of a range of tools and methods, such as mystery shopping, employee surveys, and comments from social media platforms, to gauge client satisfaction. In order to pinpoint areas for development and create strategies for boosting the employee support experience, Shivalik also periodically assesses its employee service operations.

A software programme called a portal Technology clearance Form helps companies and organisations to handle internal IT issues and employee assistance requests in an efficient and well-organized way.

A Form that contains all pertinent information about the request or issue, including the nature of the issue, the priority level, and any pertinent history or background, is prepared when a client or employee makes a request or an issue. There are several benefits of using a portal Technology approval Form, including:

1. Improved Communication:

A centralised platform for handling employee support inquiries and IT concerns is provided via a portal technology clearance form. This minimises the possibility of misunderstandings and guarantees that all pertinent parties are kept informed of the request or issue's progress. It also ensures that all requests and issues are monitored and managed in a uniform and organised way.

2. Increased Efficiency:

employee support requests and IT issues may be managed more efficiently and with less time and effort by using a portal technology clearance form. Requests and issues may be automatically sent to the right support agent using a portal

Technology approval Form, freeing them up to focus on fixing the problem rather than wasting time looking for information or collaborating with other team members.

3. Enhanced employee Service:

The employee service experience may be greatly enhanced by using a portal Technology approval Form to make sure that all support requests are handled quickly and efficiently. employees can make requests through a variety of methods, including phone or email, and can follow the development of their request in real-time by using a portal Technology approval Form. This can boost client loyalty and satisfaction while also fostering a sense of trust and confidence in the company or organisation.

4. Improved Data Management:

It is simpler to gather and analyse data linked to these requests and issues with the help of a portal Technology approval Form, which offers a centralised platform for handling employee support requests and IT issues. This information may be utilised to spot patterns and trends, as well as to create plans for enhancing employee service or resolving persistent IT problems.

5. Better Accountability:

A portal Technology approval Form offers an accurate and transparent record of all IT and employee support issues, including who is in charge of resolving each request or issue and its current progress. As a result, it is simpler to hold teams and individuals responsible for their job and to guarantee that all requests and concerns are handled promptly and effectively.

 Microsoft Power Apps have been chosen as the form's platform:

The success of the Form and the organisation depends on the choice of platForm for a portal Technology approval Form. It might be difficult to choose the best platForm with so many possibilities available.

Microsoft Power Apps was selected as the preferred platform for the Shivalik Portal Technology Approval Form for a number of reasons. Without the need for in-depth coding knowledge, companies and organisations can create unique apps quickly and easily with the help of Microsoft Power Apps. The platForm has several features and capabilities that make it the best choice for creating a portal technology approval form, such as:

1. Easy to Use:

Users with little to no coding knowledge may still utilise Microsoft Power Apps because of its user-friendly design. Without the requirement for in-depth coding knowledge, the platForm's drag-and-drop interface enables users to rapidly and simply construct customised apps. It is therefore perfect for companies and other organisations who wish to create unique apps rapidly and effectively.

2. Flexible:

Microsoft Power Apps is a versatile platform that enables users to build personalised apps that are tailored to their unique requirements. The platForm provides a broad variety of pre-built components and templates that may be altered to create a unique application that satisfies the unique requirements of the organisation.

3. Integration:

Microsoft Teams, Microsoft Dynamics 365, Microsoft SharePoint, and other Microsoft services and products may all be integrated with Microsoft Power Apps. This lowers the danger of data silos and increases overall efficiency by making it simple to link the portal Technology approval Form with other systems and procedures within the organisation.

4. Scalability:

Scalable platform Microsoft Power Apps may expand with the company. The platform is perfect for enterprises and organisations who want to develop and expand in the future since it can manage enormous amounts of data and support a high number of users.

5. Security:

The data in the Form is secure and secured thanks to Microsoft Power Apps' strong security measures. Data encryption, access management, and authentication are just a few of the built-in security measures that the platForm has to assist guard against unauthorised access and safeguard important information.

Form Features: Overview of the features and functionality of the Form :

A unique programme developed on the Microsoft Power Apps platform, the Shivalik site Technology clearance Form offers a wealth of features and capabilities to aid in effectively managing employee support queries. Power BI, Power FX, Power Automate, and SQL Server are just a few of the extra tools that make the Form a strong and effective solution in addition to its fundamental capabilities.

3.2 Power BI:

Power BI's business analytics Form provides dynamic visualisations and business intelligence capabilities with a user-friendly and highly customisable interface. The shivalik portal Technology approval Form uses Power BI to deliver insights about employee support requests, including the number of open Forms, Form resolutions, and the average time to handle a Form. Using the Power BI dashboard, managers and team leaders can quickly examine and understand the data to make informed choices.
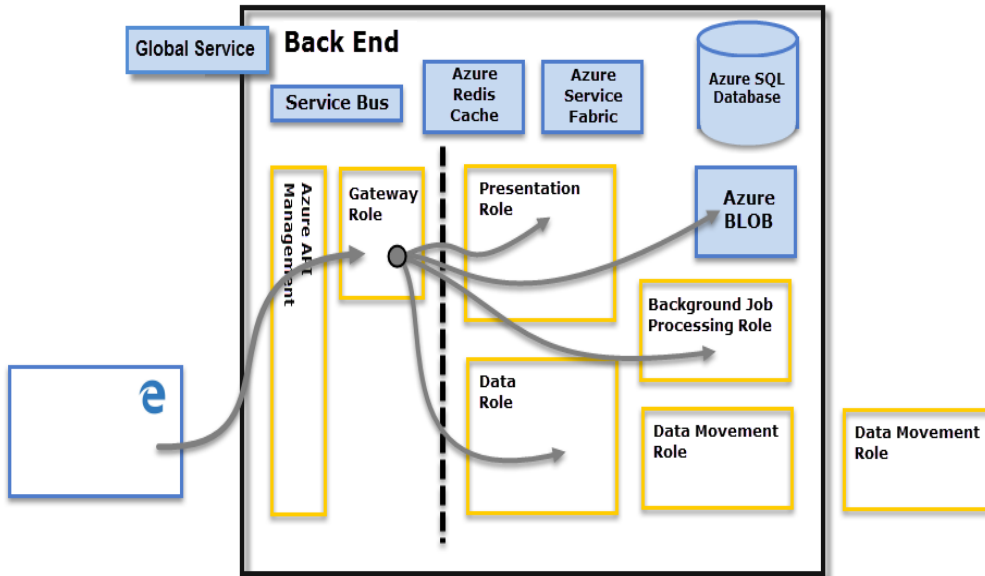
Fig.3.3 Flow of PowerBI

3.3 Power FX:

The low-code language Power FX is used to build formulas in Power Apps, Power Automate, and Power Virtual Agents. Power FX is used in the shivalik portal Technology clearance Form to develop custom Formulas that automate a range of procedures, such as emailing employees when a Form is produced or updating a Form's status when a specified condition is met.

3.4 Power Automate:

Users of the cloud-based Form Power Automate may design automated workflows across different applications and services. Power Automate is used by the Shivalik site Technology approval Form to automate a number of processes, including the creation of a new Form whenever an email is received in a certain inbox and the notification of a team member when a Form is assigned to them.
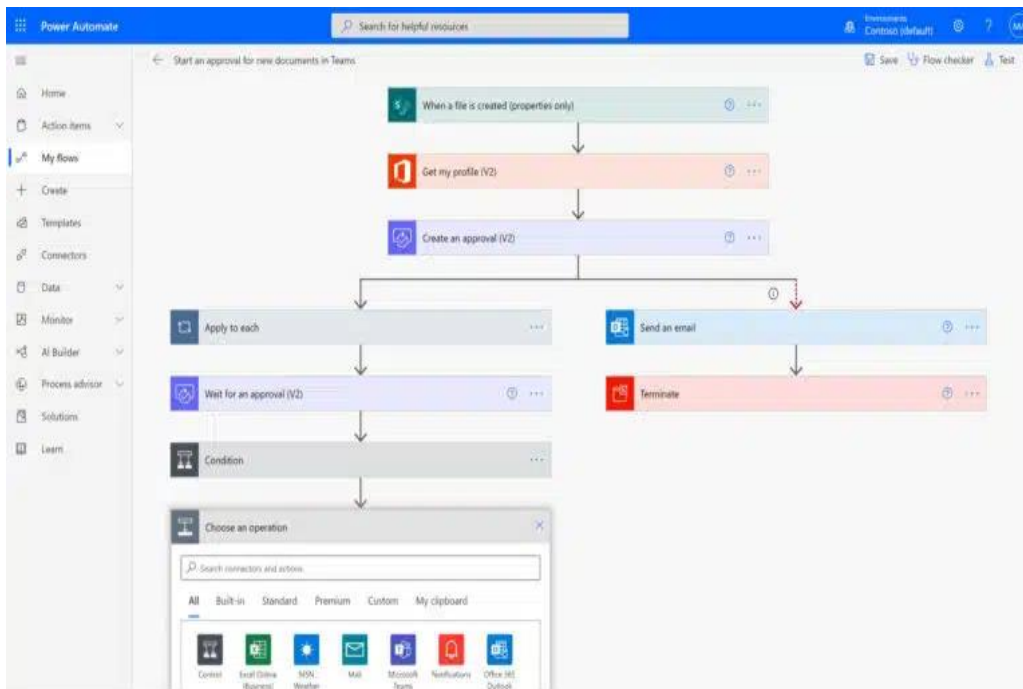
Fig. 3.4 Connection dots of Power Automation

3.5 SQL Server:

Microsoft created the relational database management system known as SQL Server. All information pertaining to employee support requests, including Form inFormation, employee inFormation, and support team member inFormation, is kept in the SQL Server database for the shivalik portal Technology approval Form. Because of its robust security features and ability to handle massive volumes of data, SQL Server is the best option for a portal technology approval application. We believe that this application will manage a substantial volume of employee help requests.

How Form is Created and Assigned:

Employee support requests must be addressed swiftly and effectively, thus the development and assignment of Forms via the Shivalik portal Technology approval Form is crucial. Three essential steps in this process are the development, assignment, and update of Forms.

Form Creation:

The first step in creating the Form is for the client to submit a support request. There are several ways to submit this request, including chat, phone, and email. The Shivalik portal Technology approval form creates a new Form in the system when the employee submits their request.

During the construction of the form, crucial data about the client and their support request is gathered, including the client's name, contact information, and a full description of their issue. A priority level, which the client can designate or which is decided automatically based on the kind of request, might also be included in the form.
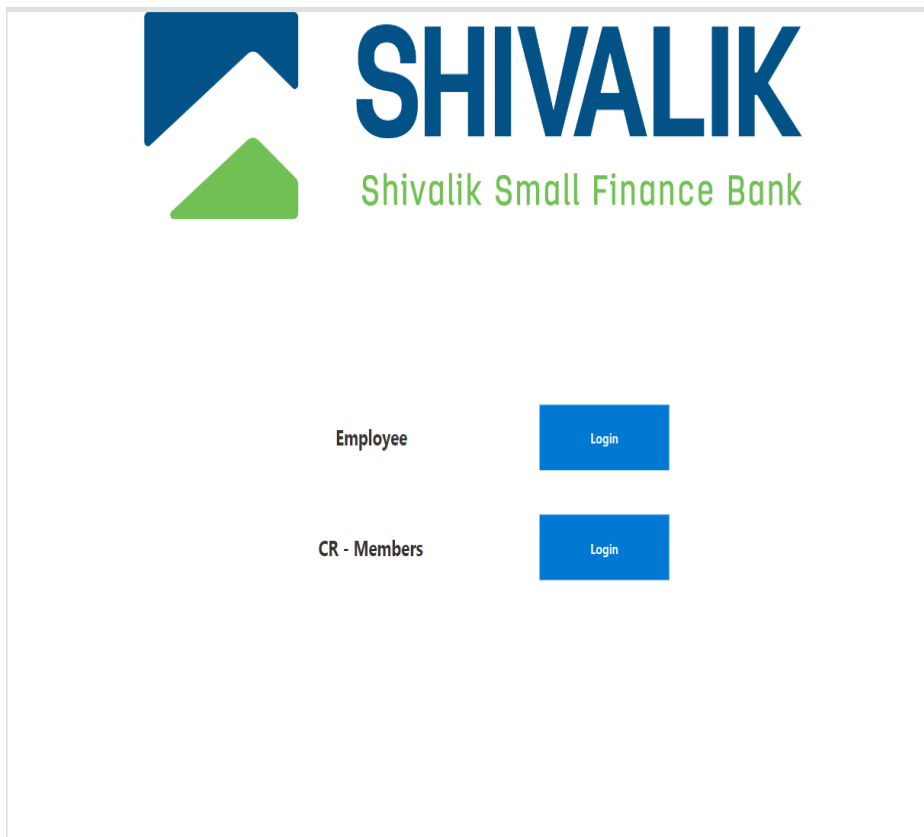
Fig 3.5 Front page of approval form

Fig. 3.6 Components of Approval form

Fig 3.7 Employee Request Frontend
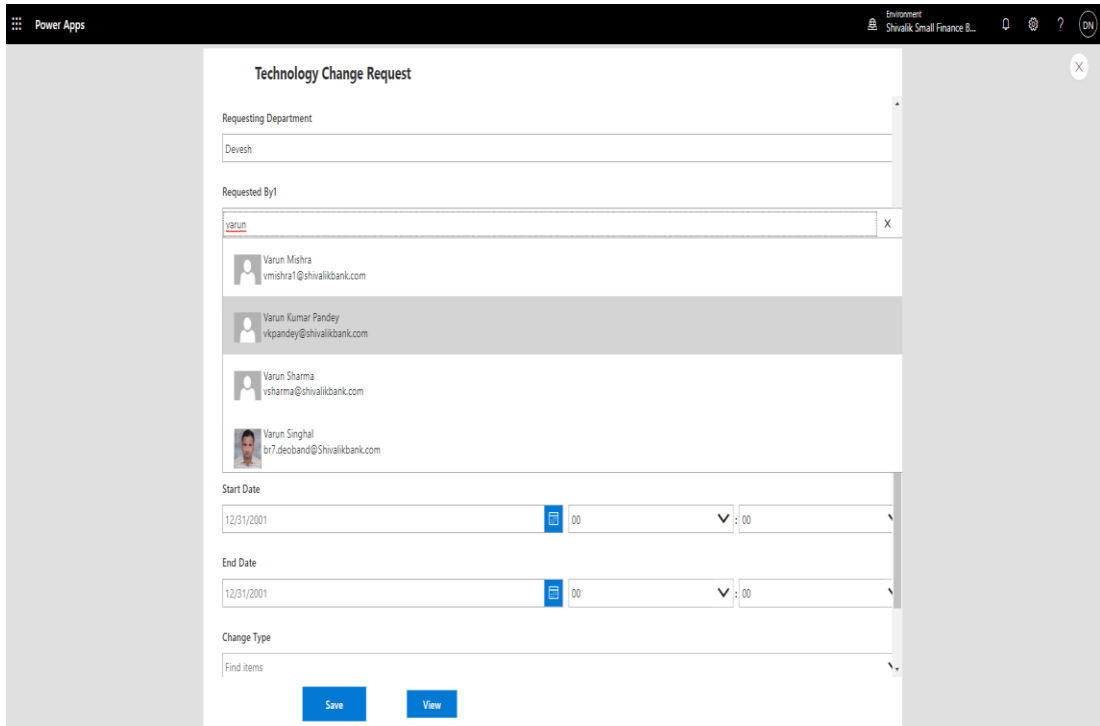
Fig. 3.8 Dropdown view of connected sharepoint (Local DB)

Fig. 3.9 Urgency Dropdown

Fig 3.10 Status check of approval

Form Assignment:

A member of the support team is tasked with fixing the client's issue as soon as a Form is created. A team lead or manager frequently keeps an eye on the assignment procedure. They analyse the Form and choose the best support team member for the project based on their qualifications and availabilities.

Team leads or managers may examine each support team member's workload on the Shivalik Portal Technology Approval Form and assign forms as necessary. With the use of this function, the support team's duty is evenly split, and each person gets Forms according to their level of expertise.

Some Previous Approaches that were operational in banking infra:

Fig.3.11 Some Previous approaches

Fig.3.12 Some Previous approaches

Fig.3.13 Some Previous approaches

Form Updates:

A support representative gets started on the client's problem as soon as they get a Form. To keep the employee updated on the status of their request, the support staff member will frequently update the Form. A form is updated by altering its status, providing details about the actions taken to fix the problem, and contacting the client using the form's message feature. The messaging system, which keeps all communication organised and accessible, enables members of the support staff to speak with employees directly through the application.

Tracking Form status and resolution:

Any portal Technology approval Form, including the Shivalik portal Technology approval Form, must have the capacity to track Form status and resolution. Each Form's progress is tracked during this procedure to guarantee that it is dealt with effectively and quickly. Updates on Form status, monitoring of Form resolution, and reporting on metrics related to Form resolution are some of the crucial elements of this tracking process.

Form Status Updates:

One of the most important aspects of tracking Form progress is keeping the Form updated with the most recent inFormation. A Form's designated support team members should update it often with details on how the Form is being handled. This updating process makes sure that everyone involved in resolving the Form is up to date with the most recent inFormation and allows the client to track the progress of their request.

Reporting capabilities:

Any portal Technology approval Form, including the Shivalik portal Technology approval Form, must include reporting capabilities. These capabilities give the support staff insights on its performance, assist pinpoint areas for development, and guarantee that the team is adhering to its service

level agreements (SLAs). Support team leads and managers have access to a variety of reporting tools through the Shivalik portal Technology clearance Form to monitor the performance of the support staff.

Customizable Reports:

One of the main benefits of the Shivalik site Technology clearance Form is the ability to offer customizable reports. These reports can be modified to meet the specific needs of the managers and support team leads. For example, the reports may be made to include specific metrics such as the number of Forms that are resolved each day, the average time to resolution, and the number of Forms that are reopened after being resolved. The customization options of the Shivalik portal Technology clearance Form allow support team leads and managers to build reports that are specific to their needs. This guarantees that the reports provide the necessary context for comprehending the performance of the support team, helping managers and leads of the support team discover areas for improvement,

Real-Time Reporting:

The shivalik site Technology clearance Form's capacity to provide real-time reports is another important aspect. This implies that managers and support team leads may always provide reports on the performance of the support team. Support team managers and leaders can keep a close eye on the performance of the support team and act decisively right away thanks to real-time information.

Implementation:

1.Define Requirements

2.Design the Form

3.Build the Approval Workflow

4.Integrate with Power BI

5.Test and Deploy

6.Continuous Improvement

Requirements and Objectives:

The design and execution of the Form will be more likely to fulfil the needs of the support team and be in line with organisational goals if requirements and objectives are clearly defined. Additionally, it offers a methodology for assessing the Form's effectiveness following use. The organisation may ensure that the Form is generated and used in a way that satisfies their specific requirements and helps to the overall success of the organisation by carefully outlining criteria and objectives.

On the other hand, objectives call for figuring out what the instrument's intended results will be. These can include raising team productivity, improving employee satisfaction, and speeding up response times from the support staff. Setting targets must take into mind the larger organisational goals in order to ensure that the Form is consistent with the organization's overall strategy.

Workflow and User Interface:

The workflow of a new Form is started when it is created. When a consumer files a support request, the employee support team creates a new Form in the system.

Information about the client, the problem, and the priority level are all included in the form. The program's user interface was designed to be straightforward and easy to use. It offers a variety of features, including a dashboard that provides an overview of all open forms, a queue for assigned forms that the support agent can simply access and work on, and a reporting section that provides details about the performance of the support team.

Fig. 3.14 User Interface

Deploy the Form and Train Users:

The technology clearance form for the Shivalik portal underwent extensive development and testing to make sure it was completely functioning and satisfied all the criteria set out in the project scope. The architecture and user interface of the Form were designed as the initial phase in the development process. To make sure that the Form's features and functionality matched the specifications and goals, the development team collaborated closely with the project's stakeholders. The development team started developing the Form after the design was approved using Microsoft Power Apps, Power BI, Power FX, Power Automate, and SQL Server.

The team ran a pilot test to assess the Form's performance in a real-world setting once it had been built and tested. During the pilot test, a small number of support agents were required to utilise the Form to handle support Forms for a certain amount of time. The features and functionality of the Form were adjusted based

on input from the pilot test to make sure they were adequately optimised for usage in a production setting.

To ensuring that the Technology Approval Form for the Shivalik Portal was completely functioning and satisfied all the goals and objectives specified in the project scope.

Monitor and Evaluate Performance:

Monitoring and assessing a portal technology's performance is crucial to ensuring that it is successful in offering clients prompt and accurate service. There are several ways to monitor and evaluate the efficacy of the Technology Approval Form for Shivalik Portal. A key aspect of perFormance assessment is soliciting feedback from the support team and consumers. employees may provide informative comments on their experiences using the Form, including how easy it is to use, how fast issues are resolved, and how pleased they are with the level of service they get.

Challenges encountered and solutions:

Implementing a portal technology clearance form can be challenging in a variety of ways. The following are some of the issues that were had with the shivalik portal Technology approval Form and how they were fixed. Resistance to Change: During implementation, one of the biggest obstacles was resistance to change.

Many members of the support staff were reluctant to embrace a new Form since they were accustomed to utilising the old method. The solution to this problem involved considerable training and communication. The staff received sufficient training on the new Form's features and operation, emphasising its advantages and how it will simplify and speed up their job. Additionally, management emphasised to staff the new Form's significance in enhancing employee happiness, which inspired.

Inadequate Training:

The support team members needed substantial training to learn how to utilise the new Form because of its complexity. A thorough training programme that includes both classroom and on-the-job training was created to address this difficulty. Before the Form was deployed, the team members had enough time to practise using it.

Lack of User Adoption:

Lack of user uptake throughout installation was another problem. Even after receiving thorough training, some team members were still utilising the Form improperly, which caused delays in Form response and decreased employee satisfaction. Regular follow-up meetings were held with the support staff to give continuing assistance and promote proper Form usage in order to remedy this issue.

Key milestones and timeline for implementation :

A timeline and a number of significant milestones were needed for the deployment of the Shivalik Portal Technology Approval Form in order to assure its successful launch. The following is a summary of the timeline and significant checkpoints for the Form's implementation:

1. Requirement Gathering:

The employee service team, IT team, and senior management all provided requirements for the product at this first stage of the implementation process. There were around two weeks in all.

2. Platform and Form Selection:

The second part involved selecting the appropriate platform and form for the support desk technology approval form. The decision to use Microsoft Power Apps was taken in around three weeks..

3. Design and Development:

During the roughly eight-week design and development phase, the required functionality and features were developed, the workflow and user interface were designed, and the Form was tested to ensure that it adhered to the requirements.

4. Testing and Quality Assurance:

At this step, the Form underwent a rigorous testing procedure to ensure that it met the necessary standards for quality and functioned as intended. There were around two weeks in all.

5. Implementation and Deployment:

The deployment of the Form into the live environment and instruction of the employee care staff in its use made up this step of the implementation procedure. About two weeks passed during this time.

Impact and Benefits:

Increased productivity and efficiency for employee care agents. The shivalik site Technology approval Form has made it feasible for employee service representatives (CSRs) to increase productivity and efficiency.

In the methods listed below, the Form has assisted with this:

1. Simplified Form generation and assignment:

The generation and assignment of forms has been made simpler by the Form, allowing CSRs to respond to client requests more swiftly and effectively. Production has grown as a result, and response times have accelerated.

2. Automated workflows:

Due to the solution's automation of many workflows, such as email notifications and status updates, CSRs now perform less manual tasks. This has improved their efficiency and production by allowing them to focus on more demanding tasks.

3. Centralised communication:

The Form provides CSRs with a platform for Centralised Communication to handle employee requirements by removing the need to switch between many programmes or platforms. Production has increased as a result, and resolution times have accelerated.

4. Improved teamwork:

Because of the technology, CSRs may collaborate and share information with other team members, improving communication and reducing effort duplication. As a result of CSRs being able to work together more successfully to handle complex client problems, efficiency and productivity have increased.

In the following ways, the Form has been helpful:

1. Because the Form automates a number of processes, such as form development, assignment, and notification, less manual labour is needed. Because fewer hours are required to meet employee requests as a result, there have been considerable cost reductions.

2. The Form's reporting and analytics tools, which provide insights into employee behaviour and request trends, make efficient resource allocation feasible. Costs have been reduced as a result of less idle time and better resource utilisation.

3. **Greater scalability and avoid latency:**

The bank has been able to grow its employee service operations with the use of the platForm. With the Form's centralised communication and automated procedures, the bank can handle a larger volume of consumer demands without significantly increasing expenses or operating overheads.

4. **Enhanced teamwork:**

The technology enables CSRs to collaborate and share information with other team members, improving coordination and reducing effort duplication. As a result, employee service is now more efficient and straightforward, which cuts costs and prices associated with operations.

Success stories and illustrations of the Form's practical application.

Various real-world situations have made use of the Shivalik site Technology clearance Form to enhance employee service and streamline processes. The following success stories and applications of the Form are provided:

1. **Internal Team's issue resolution:**

One of the Form's primary use cases is for resolving employee concerns. The Form's automated workflows and centralised communication allow employee service representatives to quickly generate, assign, and track Forms, ensuring that client concerns are resolved quickly and efficiently. For instance, a client may use the Form to make a Form if they had an issue with a transaction, and a employee service person would be contacted right away. Because the agent was able to check into the issue straight quickly and offer a remedy, the client received a satisfied response.

2. Proactive communication:

The notification and communication features of the Form have allowed the bank to reach out to consumers in a proactive manner. For instance, the bank was able to immediately write a message and send it to all impacted clients using the Form during a service outage, keeping them informed and lowering the volume of client enquiries.

3. Resource optimisation:

The reporting and analytics capabilities of the Form have allowed the bank to efficiently use its resources. For instance, by examining Form data, the bank was able to identify a significant amount of demand for a specific product. The bank was able to handle these requests with more staff as a consequence, which reduced the backlog and improved response times.

4. Escalation management:

Thanks to the Form's escalation management features, the bank has been able to quickly escalate high-priority issues to senior employee support representatives or management. For instance, if a employee issue is not resolved within a certain length of time, the system can automatically escalate it to a senior representative for further investigation and resolution.

5. Performance tracking:

Thanks to the Form's reporting and analytics capabilities, the bank has been able to evaluate its performance and identify areas that need to be improved. For instance, by examining Form data, the bank was able to identify a persistent issue with a certain product. Due to the bank's ability to address the issue and take corrective action, there were less employee complaints and more satisfied employees overall.

3.6 Future Improvements:

Future directions for the Form's growth and enhancement include:

There is always potential for improvement and expansion, even though the shivalik site Technology approval Form has been successful in improving employee support operations. There is a list of potential development regions, including:

1. System integration:

The shivalik portal Technology approval Form may be further improved to interface with other internal systems used by the bank, such as the employee relationship management (CRM) system, to offer a more thorough picture of client interactions and history.

2. AI-powered features:

Artificial intelligence (AI) is used to spot patterns in employee complaints and proactively prevent problems, as well as to automate some operations and give wise suggestions for resolving problems.

3. Mobile accessibility:

To enable employee service representatives to access the Form while they are on the move and respond to inquiries and issues from clients from any place, it may be designed as a mobile app.

4. Real-time reporting and analytics:

For information on employee concerns, the number of Forms, and the turnaround time for their resolution, real-time statistics and analytics may be set up. Shivalik can locate growth prospects by making decisions on data. Future potential upgrades and functional improvements.

The Shivalik Portal Technology Approval Form could be updated with the upcoming features and capabilities listed below:

1. Employee self-service portal:

A employee self-service site might be included to allow consumers to autonomously submit Forms and check on their progress. employee support staff would have less work to accomplish while employees would benefit from a more simplified experience.

2. Chatbot integration:

It would be feasible to automate first client encounters, react to frequent questions, and provide quick and easy employee service by integrating a chatbot into the technological approval system.

3. Social media integration:

Combining the Technology Approval Form with Social Media Platform Forms might make it simpler for employee care representatives to respond to queries and problems posted on social media, which is becoming an increasingly important channel for employee assistance.

4. Knowledge base management:

The Form might benefit from the addition of a knowledge base management system, which would provide employee service representatives fast access to a library of useful information and resources to help them address client issues more quickly.

5. Automated workflow management:

By automatically assigning issues to the appropriate teams or individuals based on their urgency or category, this functionality might be added to the platForm to speed up the handling of issues.

Possibilities for future system or form integration:

Shivalik Portal Technology Approval Form may also be integrated with a wide range of applications or hardware. Here are a few examples:

1. Integration with email and calendar systems:

employee service representatives may find it simpler to organise their schedules and prioritise their duties if they use the Technology Approval Form in conjunction with their email and calendaring programmes. The system may, for instance, automatically schedule employee appointments or alert users to unfinished Forms.

2. Integration with analytics and reporting Forms:

The Technology Approval Form may be integrated with analytics and reporting tools to provide users with more information about the efficacy and satisfaction of their employee service. This would let the bank to track crucial parameters including Form volume, response times, and resolution rates and identify potential improvement areas.

3. Integration with a payment gateway:

The Technology Approval Form could be connected to a payment gateway if the bank offers financial products or services so that employees can initiate transactions or pay bills directly from the Form. employees would benefit from a more seamless experience and would not need to switch between several platforms or systems as frequently as they currently do.

5. Mobile app integration:

To give users a more practical and accessible way to submit and follow up on their Forms, the Technology approval Form could be coupled with a mobile app.

Chapter-4

EXPERIMENT & RESULT ANALYSIS

1. Response Time Analysis:

- Define a metric for response time, such as the duration between issue submission and the initial response from the support team.
- Measure and record the response time for a representative sample of service requests using the Shivalik Portal Technology Approval Form.
- Calculate the average, minimum, and maximum response times to assess the system's responsiveness.
- Compare these metrics with the previous manual process to determine if the system has improved response times.

2. Issue Resolution Time:

- Track the time taken to resolve issues reported through the Shivalik Portal Technology Approval Form.
- Record the start and end time for each reported issue and calculate the duration of resolution.
- Analyze the data to identify any bottlenecks or delays in the resolution process.
- Compare the average issue resolution time with the previous manual process to evaluate the system's efficiency.

3.User Satisfaction Survey:

- Develop a survey questionnaire to gather feedback from employees who have utilized the Shivalik Portal Technology Approval Form.
- Include questions about the user interface, ease of use, system performance, and overall satisfaction.
- Analyze the survey responses to identify strengths and areas for improvement in the system.
- Consider conducting follow-up interviews or focus groups to gather more detailed insights and suggestions.

4. Error Rate and Bug Tracking:

- Implement a system for tracking and documenting errors and bugs encountered in the Shivalik Portal Technology Approval Form.
- Assign a unique identifier to each reported issue or bug for easy reference and tracking.
- Monitor the frequency and severity of reported issues and track their resolution progress.
- Categorize the issues based on their impact and prioritize them for resolution.

5. System Scalability Testing:

- Design and execute scalability tests to assess the system's performance under increased workloads.
- Gradually increase the number of simulated users or concurrent requests to observe the system's response.
- Measure response times, resource utilization, and system stability under various load scenarios.

6. Comparative Analysis:

- Collect data on response times, issue resolution times, and overall efficiency from both the previous manual process and the Shivalik Portal Technology Approval Form.
- Analyze the data to quantify the improvements achieved with the system's implementation.
- Present the results using visualizations or comparative metrics to clearly illustrate the advantages of the new system.

By conducting these analyses, we can evaluate the system's performance, identify areas for enhancement, and make data-driven decisions to improve the Shivalik Portal Technology Approval Form.

Chapter-5

CONCLUSION

5.1 Conclusions

In conclusion, the shivalik portal Technology approval Form is a strong and effective method for handling support Forms and employee service requests. The Form offers a powerful platform for tracking, allocating, and addressing client inquiries quickly and effectively by utilising Microsoft Power Apps, Power BI, Power FX, and Power Automate. employee happiness, response times, and operational effectiveness have all significantly increased as a result of the Form's implementation. By automating many of the manual procedures that were previously performed by employee service professionals, the Form has also decreased expenses and streamlined operations. Although the Form has been successful, there is still room for growth and development. For instance, more features and functionality might be introduced to increase the Form's functionality and interface with other systems, or Forms could be enhanced to further speed up the approval process for technological advancements. Overall, the shivalik portal Technology clearance Form is a great illustration of how technology can be used to enhance operations and employee service. The Form's great features and usefulness have allowed Shivalik to provide better service to its clients and forge closer ties with them., network I/O, programming language and frameworks, and algorithmic efficiency.

5.2 Future Scope

The future scope of the Shivalik Portal Technology Approval Form includes various potential areas for expansion and improvement. Some key aspects for future development are:

- **Integration with Additional Systems:**
  The Shivalik Portal Technology Approval Form can be further integrated with various existing systems within Shivalik Small Finance Bank, such as the customer relationship management (CRM) platform, document management systems, or internal communication tools. This integration would facilitate seamless data exchange and improve overall operational efficiency.

- **Mobile Application Development:**
  Developing a mobile application version of the Shivalik Portal Technology Approval Form would offer employees greater convenience and accessibility. It would enable them to report service-related issues using their mobile devices while on the move. Adapting the user interface and functionality to mobile platforms would be necessary for this expansion.

- **Advanced Analytics and Reporting:**
  Enhancing the system with advanced analytics capabilities would provide valuable insights from the data collected through the application. By leveraging data analytics and visualization tools, Shivalik Small Finance Bank could generate reports, perform trend analysis, and identify service patterns, areas for improvement, and decision-making support.

- **Artificial Intelligence and Natural Language Processing:** Introducing artificial intelligence (AI) and natural language processing (NLP) capabilities can enhance the functionality of the Shivalik Portal Technology Approval Form. AI-powered chatbots or virtual assistants could be integrated to automate responses to common service requests.

- **Continuous Improvement and Feedback Mechanisms:** Establish mechanisms for continuous improvement and gather feedback from users regularly. Encourage employees to provide suggestions, report issues, or propose enhancements through the system. Actively listen to their feedback, prioritize their needs, and implement iterative updates to address any identified pain points or areas for improvement.

REFERENCES

[1] 1.D. Du, "A Technology Acceptance Model for Mobile Banking: A Case of China," IEEE Access, vol. 9, pp. 54591-54603, 2021.

[2]. M. A. Rahman, M. H. Ullah, and M. R. Kabir, "Investigating the Effect of Attitude on the Intention to Use Mobile Banking: Evidence from Bangladesh," IEEE Access, vol. 9, pp. 32276-32291, 2021.

[3]. R. Prakash, M. K. Tiwari, and R. N. Mandal, "Information Technology Acceptance in the Indian Banking Sector: An Analysis of Determinants and Barriers," IEEE Transactions on Engineering Management, vol. 68, no. 1, pp. 158-173, Feb. 2021.

[4]. R. Garg and P. K. Choudhary, "Analysis of Information Technology (IT) Investment in Indian Banking Industry: An Interpretive Structural Modeling (ISM) Approach," IEEE Access, vol. 8, pp. 104216-104225, 2020.

[5]. S. Berkun, "The Art of Project Management," IEEE Software, vol. 19, no. 6, pp. 99-101, Nov./Dec. 2002.

[6]. N. B. Singh, K. Singh, and D. K. Singh, "Banking Technology Innovations and Its Impact on Customer Satisfaction: A Study of Indian Public Sector Banks," in Proceedings of the 2020 11th International Conference on Computing, Communication and Networking Technologies (ICCCNT), pp. 1-7, Jul. 2020..