



AGNL March Event

# Process Excellence

## ABN AMRO BANK

Gabriel Calamatta

March 2025



**ABN·AMRO**

# Agenda

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**1** **Background**  
What type of organization are we?

**2** **Process Framework & BPM Ecosystem**  
Process Framework and Different Structures

**3** **BPM Roles**  
Roles and Responsibilities

**4** **ARIS Modelling**  
Way of Working

**5** **ARIS Data Quality Dashboard**  
Track Data Quality in line with our Conventions and Framework

**6** **BPM Capability Dashboard**  
Bringing the Ecosystem together

Background

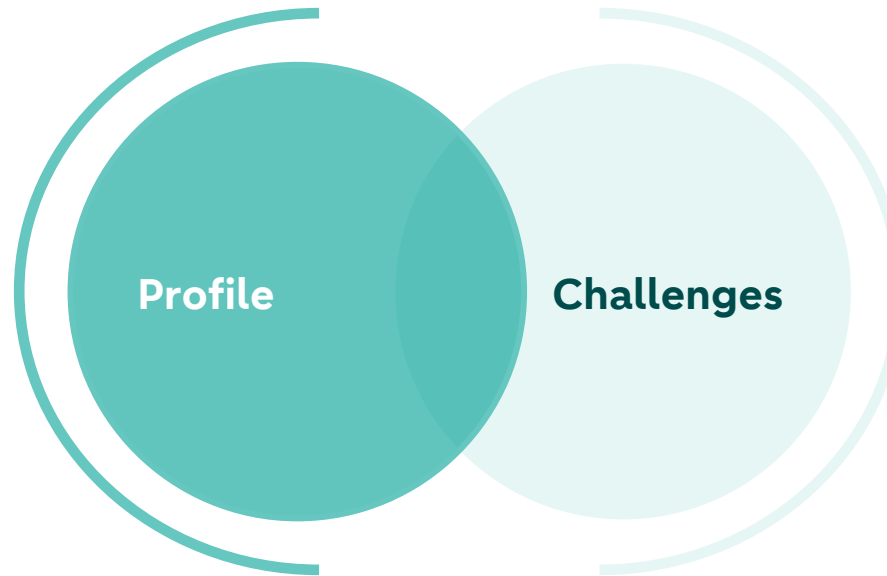
# Background | What type of organization are we?

Service industry : no physical products

40.5% owned by Dutch State

300 years of history: various acquisitions, mergers, split-ups

About 22.500 people, across multiple entities and countries



Highly Regulated

Increasingly Competitive Market

Risk & Control driven

# Process Framework

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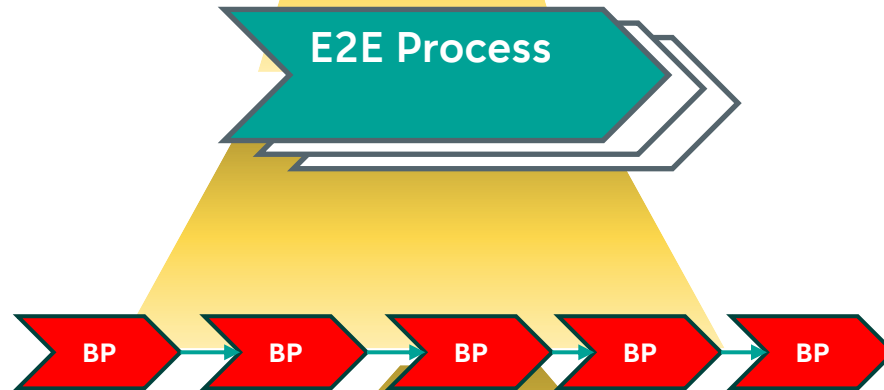
# The Process Framework

Conceptual



Value Streams group processes by purpose

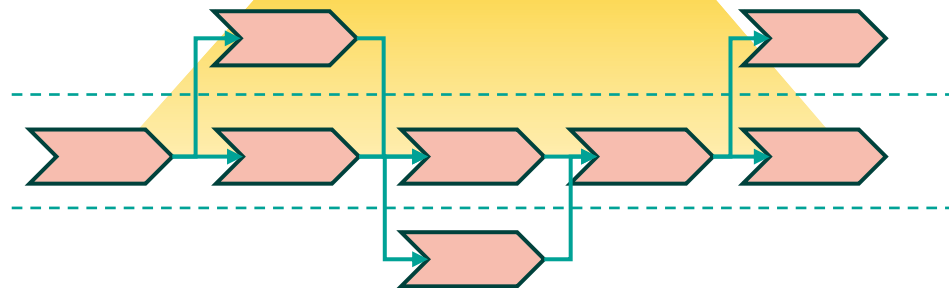
Real world abstraction



Processes are also grouped by ownership

Mandatory

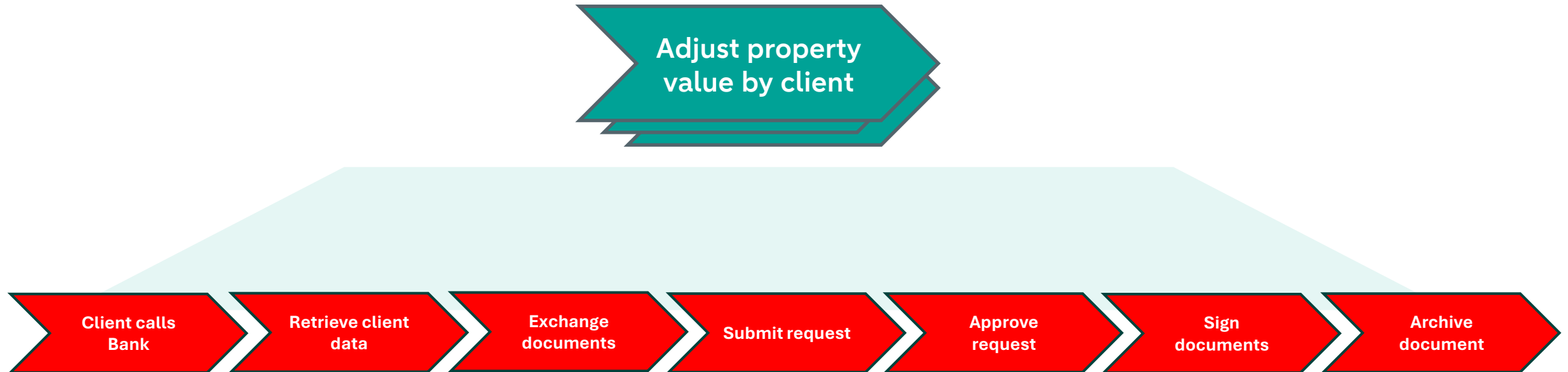
Optional



Detailed processes are optional

# Example of E2E & Business Process

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# Building the BPM Framework : Managing Perspectives

## Domain Structure

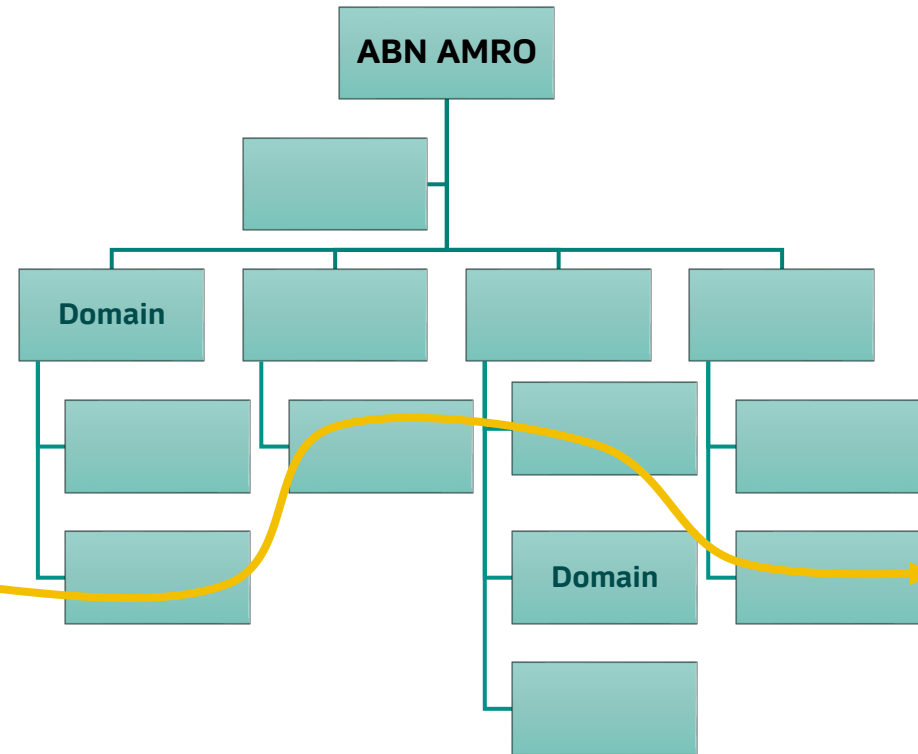
The domain structure is a **structure of ownership**.

In BPM terms, a domain is a **collection of E2E- and Business Processes**, for which the ownership lies within the boundaries of a single department.

In practice, this means that the BPM Domain structure closely **aligns with the Organization structure of the bank**.

The processes within a domain may serve multiple purposes, and thus multiple value streams.

The domain structure **may change** as the organization changes.



## Value Stream Structure

The value stream structure is a **structure of purpose**.

In BPM terms, this means that a value stream or stage is a **collection of E2E- and Business Processes**, which serve a common goal, purpose or output.

In this way, the value stream structure describes the **interactions between different domains**.

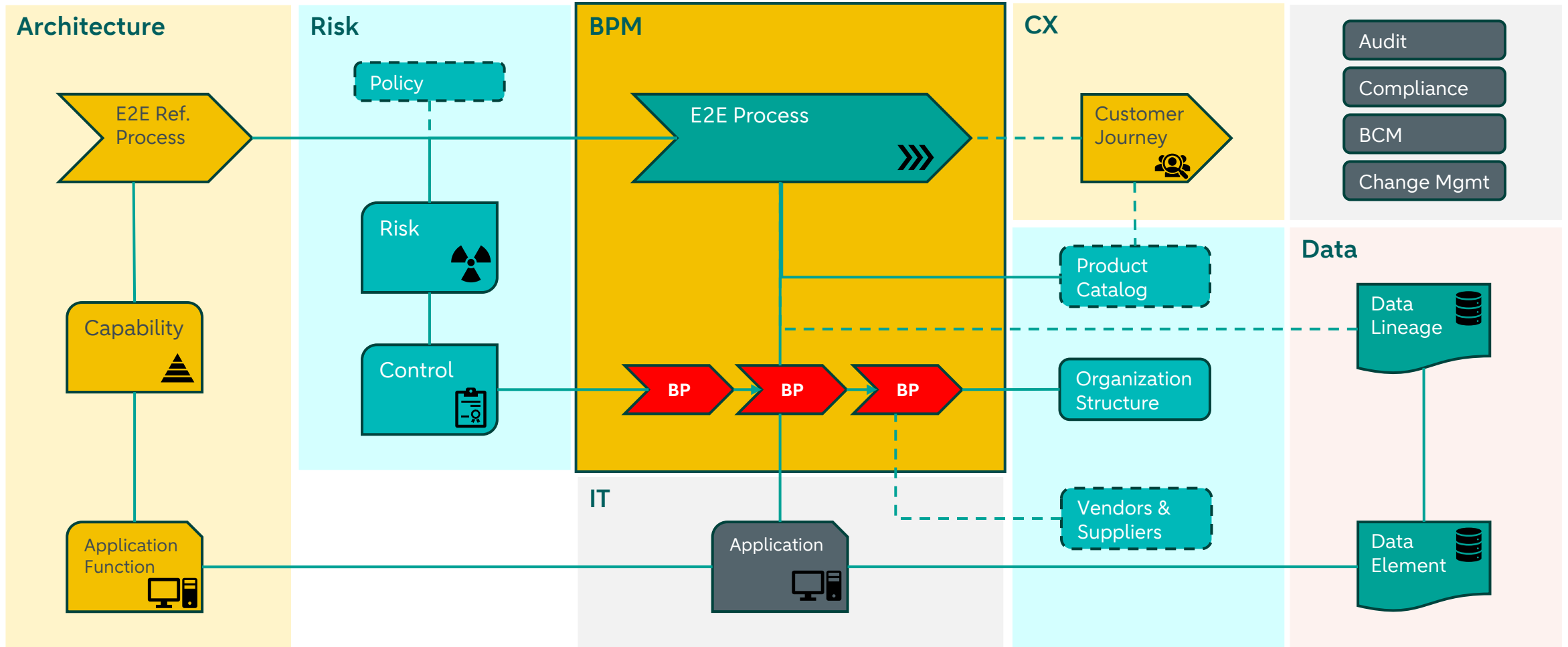
NB. Output and purpose may not always be the same thing for a given process.

The value stream structure is **stable**, and largely agnostic to change.

*NB. In **implementing Process Ownership**, it is important to ensure both these structures, of ownership and purpose, are considered. In practice, this means that (E2E) Process Ownership is assigned to the department that has **ownership of the purpose**, goal or output of the process.*



# The BPM Ecosystem



# BPM Roles

# The BPM Roles (overview)



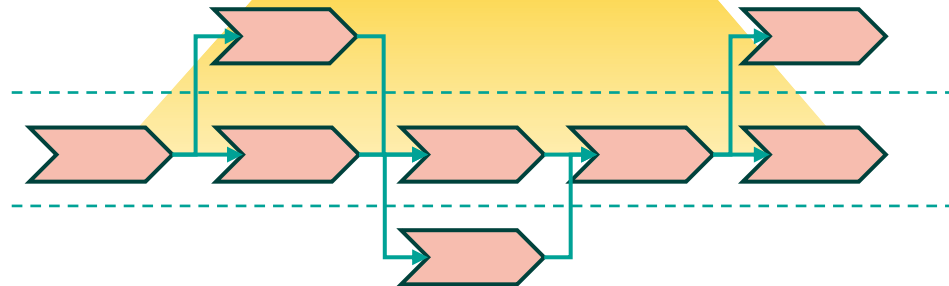
Method Owner	E2E Sponsor	E2E Director	BP Owner	Process Manager	Process Execution Lead	BP Steward
<ul style="list-style-type: none"> <li>• Owner of the process framework and associated roles Model</li> <li>• Sets the standards and guidelines for maintaining governance and conventions</li> </ul>	<ul style="list-style-type: none"> <li>• Senior Executive for one or more E2E process(es)</li> <li>• Empowers E2E thinking and embeds this at executive level</li> </ul>	<ul style="list-style-type: none"> <li>• Drives standardisation for a specific (set of) E2E process(es)</li> <li>• Orchestrates one or more E2E process(es)</li> </ul>	<ul style="list-style-type: none"> <li>• Owns business processes</li> <li>• Ensures optimal business process design, execution and Monitoring</li> </ul>	<ul style="list-style-type: none"> <li>• Supports E2E Director and/or BP Owner in the day-to-day execution of BPM activities</li> <li>• Models processes in the golden source</li> </ul>	<ul style="list-style-type: none"> <li>• Responsible for correct execution of the process, on behalf of the BP Owner</li> <li>• Ensures available knowledge to support execution (SOPs, WIs)</li> <li>• Steers, manages and plans required capacity to ensure optimal process Execution</li> </ul>	<ul style="list-style-type: none"> <li>• Gives full oversight of all business processes</li> <li>• Identifies business processes not compliant with the BPM Framework</li> </ul>
<p><b>CoE BPM</b></p>	<p><b>Head of Product Unit</b></p>	<p><b>Grid Owner</b></p>	<p><b>Product Owner</b></p>	<p><b>Business Developer</b></p>	<p><b>E.g. Operations</b></p>	<p><b>Processes &amp; Control (P&amp;C)</b></p>

# ARIS Modelling (*way of working*)

# Ownership on different levels

E2E Sponsor &  
E2E Director

Business  
Process Owner



Method Owner  
(CoE; BPM Team)

Process Managers

Process Managers

# Before Modelling in ARIS ...

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- **Modelling in ARIS is the last step of the process**
- **Before modelling in ARIS:**
  - Teams that are part of the implementation, have worked with the BPM Stewards
  - Processes are identified and mapped in line with the BPM Conventions & Framework
  - Process managers have been chosen
  - Roles, accountability, ownership and all mandatory fields are known

# Mandatory Fields for E2Es

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- Unique Name in English
- Process Description
- Accountability (Organization Unit)
- Process Users
- Reference E2E Process
- Roles (Name, surname & Email addresses)
  - E2E Directors
  - E2E Process Manager
  - E2E Sponsor
- Is the Process Decommissioned?

# Mandatory Fields for BPs

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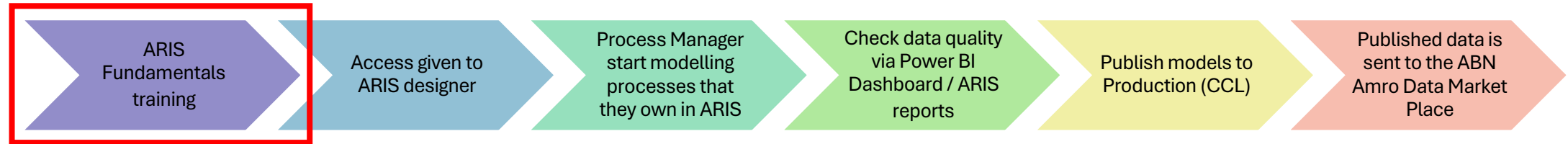
Business Process

- **Unique Name in English**
- **Process Description**
- **Accountability (Organization Unit)**
- **Responsibility (Organization Unit)**
- **Applications**
- **Roles (Name, surname & Email addresses)**
  - Business Process owners
  - Process Manager
- **Is the process decommissioned?**
- **Is it an external process?**
- **Does the process contain personal data?**



# Tooling (Training, Access & Modelling)

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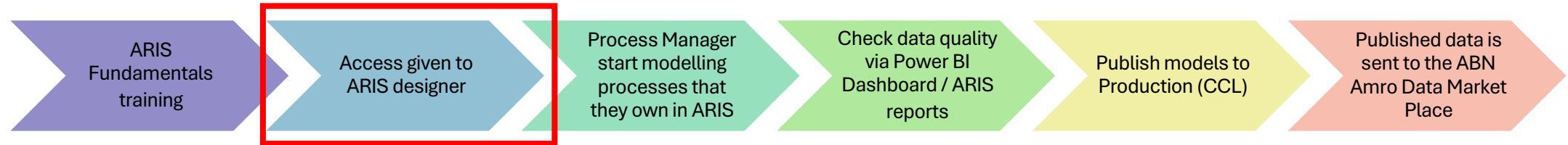


## Tooling

- ✓ ARIS Fundamentals Training:
  - Given only to (E2E) Process Managers
  - Physical & Onsite at AAB Head Quarters Amsterdam & Subsidiaries
  - Via SharePoint & Teams communities

# Tooling (Training, Access & Modelling)

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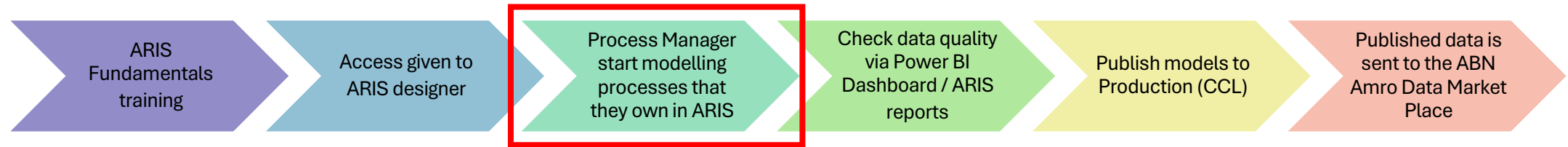


## ARIS Databases & Access

- ✓ ABN AMRO Repository **Development\_new**
  - Can be used by the Designers (*after being trained*)
  - Any changes to a process must be done here.
  - Upload other ABN AMRO golden source data (which are then connected to the processes)
- ✓ ABN AMRO Repository **Production\_new**
  - Can be used by both

# Tooling (Training, Access & Modelling)

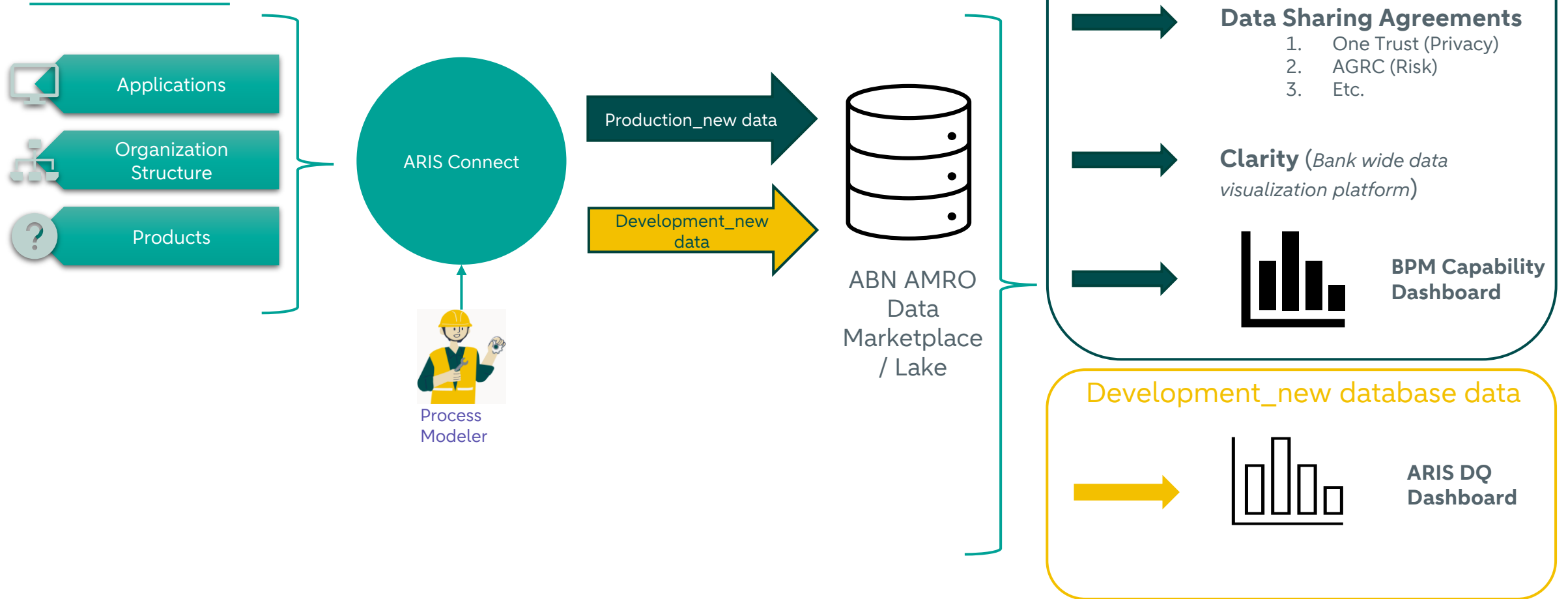
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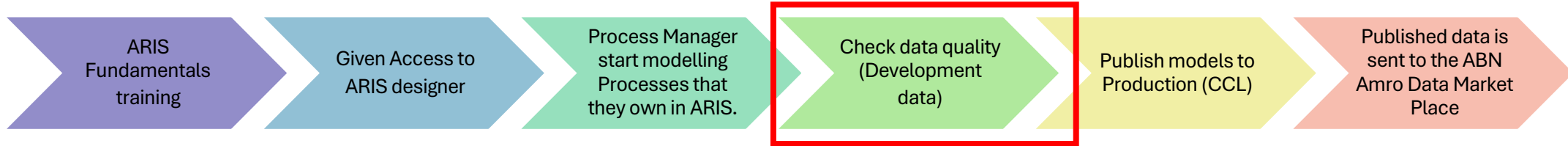
## Working in ARIS

- ✓ Process modelling is done by the business (Process Managers).
- ✓ **Maintenance of the higher level's models, upload of bank-wide golden source data and publication of Value Stream and Value stages is done by the Method Owner.**

# How the data flows in/out of ARIS & BPM Dashboards



# Data Quality Checks and analysis on Development Data



## ARIS Overview Reports (ADG)

1. Can be run from multiple models
2. Can be from Dev or Prod databases
3. Only accessible to viewers & modellers
4. Process Flow is exported as a graphic on the report
5. **It does not highlight the missing nor the incorrect data. It is a simple extraction.**

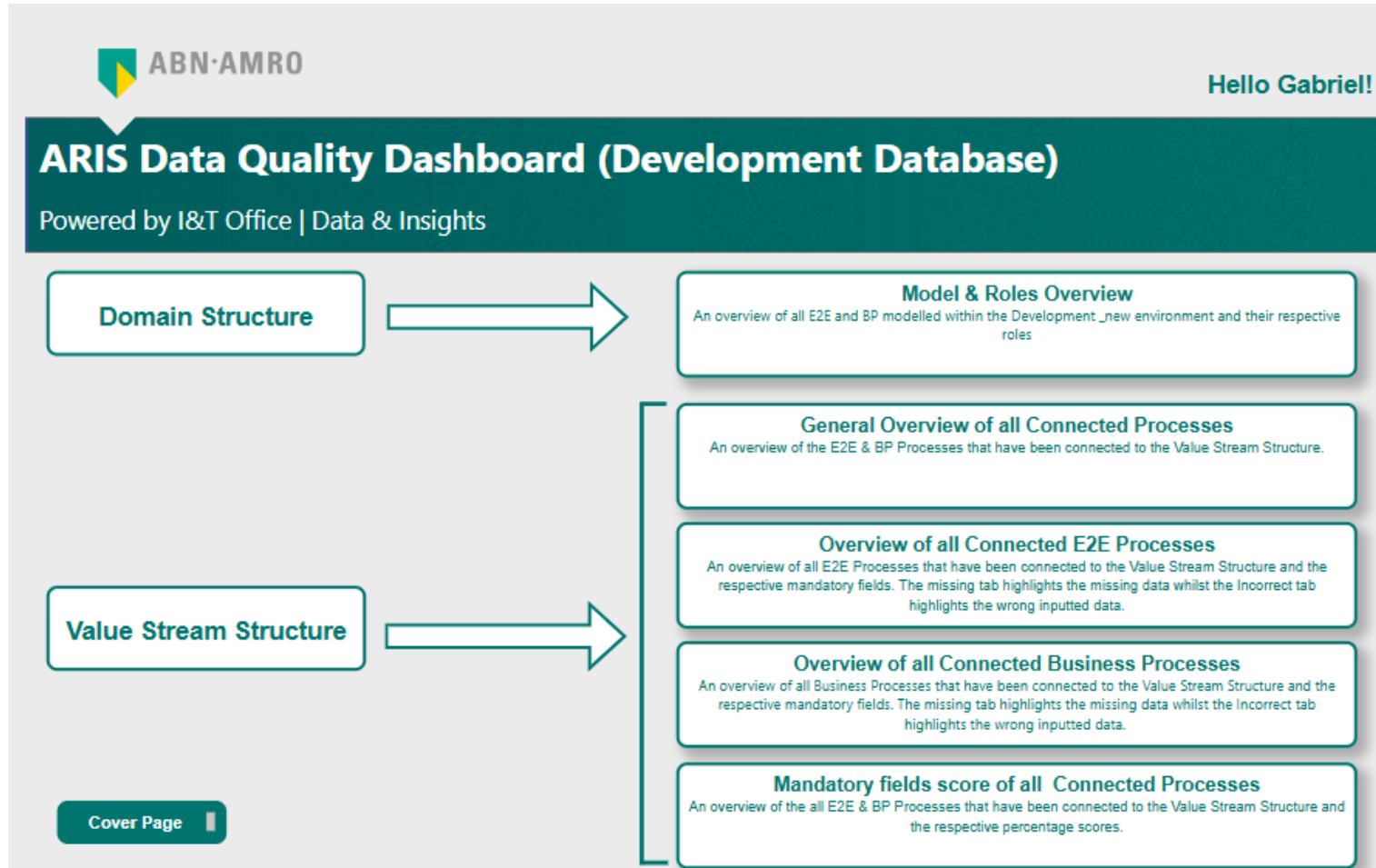
## ARIS Data Quality Dashboard (PowerBI)

1. Accessible to anyone within ABN AMRO
2. Highlights both missing and incorrect data in line with our conventions.
3. Gives an overview of all Processes\*
4. Target Audience : Process Managers, Method owner & BPM Stewards.

# ARIS Data Quality Dashboard

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# Landing Page



# Model and Roles Overview

ABN·AMRO Hello Gabriel!

## ARIS Data Quality Dashboard (Development Database)

Data as seen on: 28/02/2025

### Models & Roles Overview of all E2E Processes

**Total E2E**  
**1659**

Value Stream Structure: All | Name of PDL: All | Name of E2E: All | E2E Process Manager: All | E2E Sponsor: All

**Business Process data**

Name of E2E	E2E Sponsor	E2E Director	E2E Process Manager	Name of PDL	Count PDL	PDL Status	Name of E2E FAD	E2E FAD Count	Value Stream Structure	Last Updated By	Last Updated Date
Design/Change Data Request								0	Connected		20/04/2023
Establish Data Request Objectives								0	Connected		20/04/2023
Implement Data Request Design								0	Connected		20/04/2023
Specials Consumer Credits ABN AMRO								0	Connected		11/06/2024
Acquiring terminal							Acquiring terminal	1	Connected		08/05/2023
Change Accountnumber							Change Accountnumber	1	Connected		09/11/2022
Check of incomplete mortgage application (daily) AAHG							Check of incomplete mortgage application (daily) AAHG	1	Connected		13/11/2024
Compensation Client Commercial reason							Compensation Client Commercial reason	1	Connected		30/03/2023
Compensation Client Correction Interest Rate & Provision (CRP)							Compensation Client Correction Interest Rate & Provision (CRP)	1	Connected		31/05/2023
Compensation Client Operation Loss, Time Loss & Fraud							Compensation Client Operation Loss, Time Loss & Fraud	1	Connected		30/03/2023
Compensation Client Small Fees (KKV)							Compensation Client Small Fees (KKV)	1	Connected		13/06/2023
Develop & maintain IM360 (CRM & site) AAHG							Develop & maintain IM360 (CRM & site) AAHG	1	Connected		28/10/2024
Develop & maintain intermediary app AAHG							Develop & maintain intermediary app AAHG	1	Connected		28/10/2024
Execute Granular Reporting activities CRMI DDM							E2E Execute Granular Internal Reporting activities CRMI DDM	1	Connected		13/11/2024
Execute Granular Regulatory Reporting AnaCredit, CRE, RRE, SHS-G (Reporting Agent - Fin FA REP)							E2E Execute Granular Regulatory Reporting activities AnaCredit, CRE, RRE, SHS	1	Connected		26/11/2024



# Overview of all Connected E2E Processes – Missing Information

**ARIS Data Quality Dashboard (Development Database)** Additional filters ▾ Data as seen on: 28/02/2025

**Overview of all Connected E2E Processes** Total E2E **1056**

**Checks for missing data**

[Switch to checks for filling in incorrectly data](#)

Name of E2E	Local P Name	Description	Reference E2E Process	E2E sponsor	E2E Director	E2E Process Manager	Accountable	Process user	Decommissioned Indicator	Last updated by	Last updated date
Change Password Mijn-Omgeving Pre Sign On FI&My	Wachtwoord Mijn-Omgeving aanpassen voor inlog	Before logging in to the Mijn-omgeving, the user can change the password by means of 'forgotten password'. An email will then be sent to reset the password.	Maintain Customer Data				P&BB; Home Financing	ABN AMRO Hypotheken Groep	false		22/10/2024
Process Advances On Mortgage Debtor Account	Voorstanden op debiteurenrekening hypotheek - hypotheek in beheer	This is the process of Process advances on mortgage debtor account.	Execute Product Transaction				P&BB; Home Financing	ABN AMRO Hypotheken Groep/ABN AMRO NL			22/08/2023
Process Excessive Payment FI&My	Voorstanden hypotheek	If the customer transfers too much or transfers funds without a clear destination, these will not be processed automatically. Customer contact is then necessary to find out what should be done with the funds.	Execute Product Transaction				P&BB; Home Financing	ABN AMRO Hypotheken Groep	false		22/10/2024
Submit Fiat To Mid Office Aahg	Voorleggen fiat aan Mid Office AAHG	Optional process for estimation feasibility, in regard to process Provide new mortgage 1/2.	Provide Mortgage Services Product to Customer				P&BB; Home Financing	ABN AMRO Hypotheken Groep/ABN AMRO NL	false		07/05/2024
Prevent Payment Arrears And Bkr Registration For Frozen Aab Bank Account	Vorkomen betalingsachterstand en BKR-registratie bij geblokkeerde AAB-incassorekening	This is the process of Prevent payment arrears and BKR registration for frozen AAB bank account.	Handle Financial Difficulties				P&BB; Home Financing	ABN AMRO Hypotheken Groep/ABN AMRO NL			22/08/2023
Request For Consent To Let In Case Of Double Housing Costs	Verzoek tot toestemming voor tijdelijke verhuur bij dubbele woonlasten	This is the process of Request for consent to let in case of double housing costs.	Handle Product Incident				P&BB; Home Financing	ABN AMRO Hypotheken Groep/ABN AMRO NL			22/08/2023
Request For Consent To Sell The Property Whilst Negative Home Equity (Including Nhg)	Verzoek tot toestemming verkoop woning met (fictieve) restschuld met en zonder NHG	This is the process of Request for consent to sell the property whilst negative home equity.	Handle Product Incident				P&BB; Home Financing	ABN AMRO Hypotheken Groep/ABN AMRO NL			27/01/2025
Request Discharge Of Fine	Verzoek tot boetekwijting	The use of fine discharge as a prevention measure.	Handle Customer Complaint				P&BB; Home Financing	ABN AMRO Hypotheken Groep/ABN AMRO NL			22/08/2023
Send Vouchers For Energy Labels Aahg	Verzenden energielabels (in ieder geval tot 1-1-2025)	ABN AMRO has a temporary offer for customers who are transforming their house to a more sustainable one, so that it is more environmentally friendly. If they do so, they can	[Ref] Marketing & Sales				P&BB; Home Financing	ABN AMRO Hypotheken Groep	false		28/10/2024

# Overview of all Connected E2E Processes – Wrong Information

**ARIS Data Quality Dashboard (Development Database)**

Overview of all Connected E2E Processes  
Checks for filling in incorrectly data

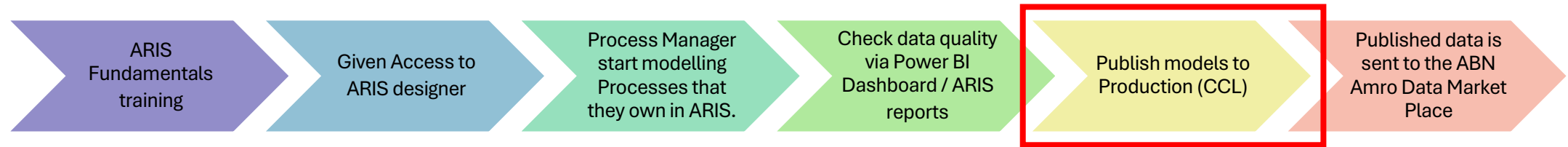
Additional filters ▾ Data as seen on: 28/02/2025

Total E2E **476**

Back to checks for missing data

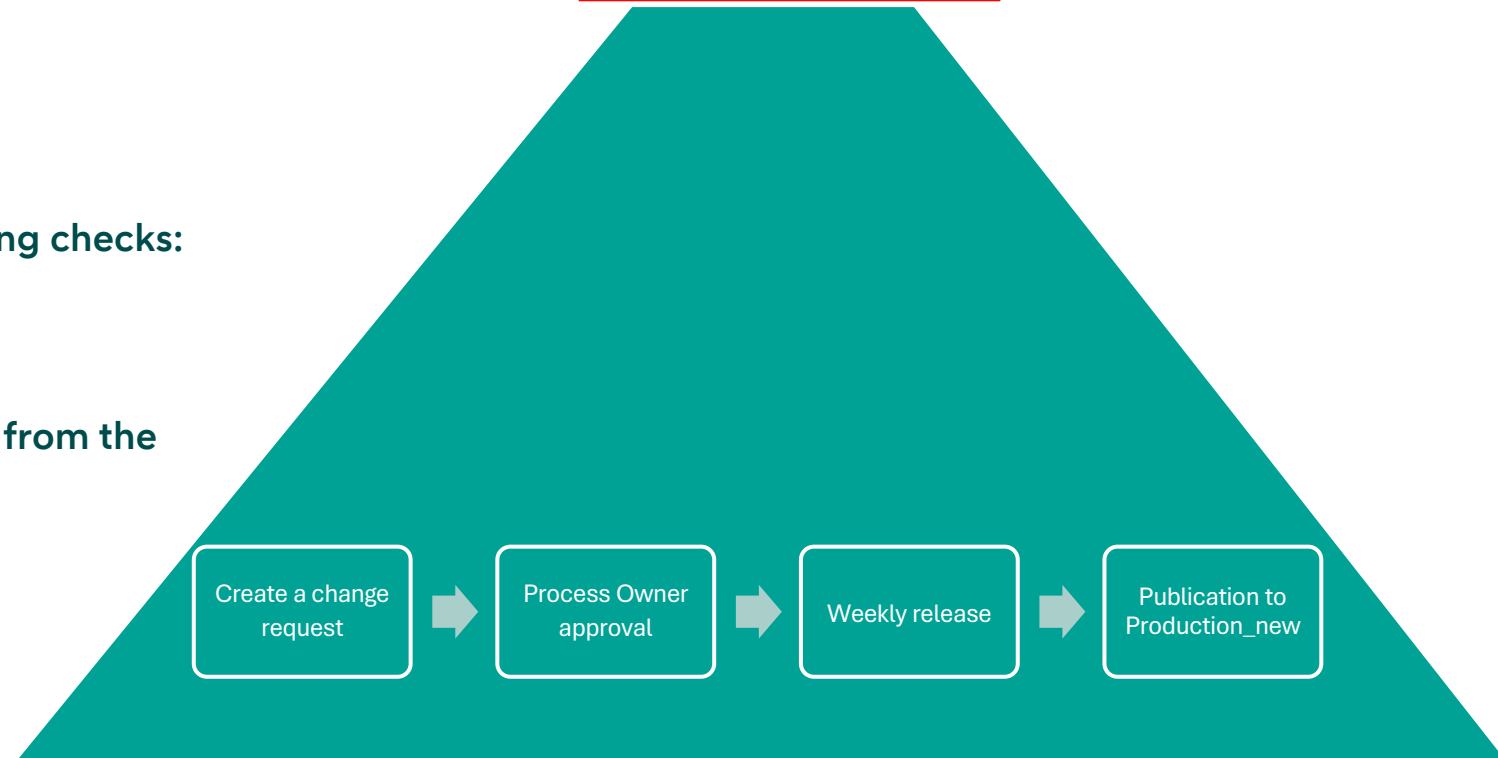
Name of E2E	Local P Name	Description	E2E with multiple Guides	Reference E2E Process	E2E sponsor	E2E Director	E2E Process Manager	Accountable	Process user	Decommissioned Indicator	Last updated by	Last updated date
Originate Credit Rapid Germany		Coming to a Credit Contract between customer and bank	Yes	Monitor Risk or Risk Mitigation				CB; FS; LT; C&CLG; Current Cred Origination	Bethmann Bank/Germany (CB)/Germany (ICS)/Germany (Transaction Banking Hub)	false		05/12/2024
Perform Annual Credit Review Germany		Yearly review of the loans.	No	Monitor Risk or Risk Mitigation				Enterprise Risk Management	Bethmann Bank/Germany (CB)/Germany (ICS)/Germany (Transaction Banking Hub)	false		05/12/2024
Perform Financial Restructuring Recovery Intake Germany		Transferring normal credit clients to FR&R	No	Monitor Risk or Risk Mitigation				Enterprise Risk Management	Bethmann Bank/Germany (CB)/Germany (ICS)/Germany (Transaction Banking Hub)	false		05/12/2024
Perform Financial Restructuring Recovery Review Germany		Yearly review of the loans, which are handled in FR&R	No	Monitor Risk or Risk Mitigation				Enterprise Risk Management	Bethmann Bank/Germany (CB)/Germany (ICS)/Germany (Transaction Banking Hub)	false		05/12/2024
Perform Inflow Monitoring (Lombard) Germany		Monitoring of new AR for the Lombard portfolio	No	Monitor Risk or Risk Mitigation				Enterprise Risk Management	Bethmann Bank/Germany (CB)/Germany (ICS)/Germany (Transaction Banking Hub)	false		18/11/2024
Administer Bu Client Group Table In Bedrijfsrekening Stelsel (Bs)		Process to administer, change the BU Client group table and authorizing this.	No	No reference				P&BB; TB; Core Transactions/P&BB; TB; Core Transactions	ABN AMRO NL			11/11/2024
Administer General Ledger Accounts In Bedrijfsrekening Stelsel (Bs)		This is the process to administer general ledger accounts in Bedrijfsrekening Stelsel (BS)	No	No reference				Core Transactions	ABN AMRO NL			22/08/2024
Arrange Eftp		Arrange EFRP	No	No reference				CB; MKTS; S&BD; GGM; Credit & Rates	Corporate & Institutional	false		28/11/2024

# Tooling (Publishing to Production via CCL)

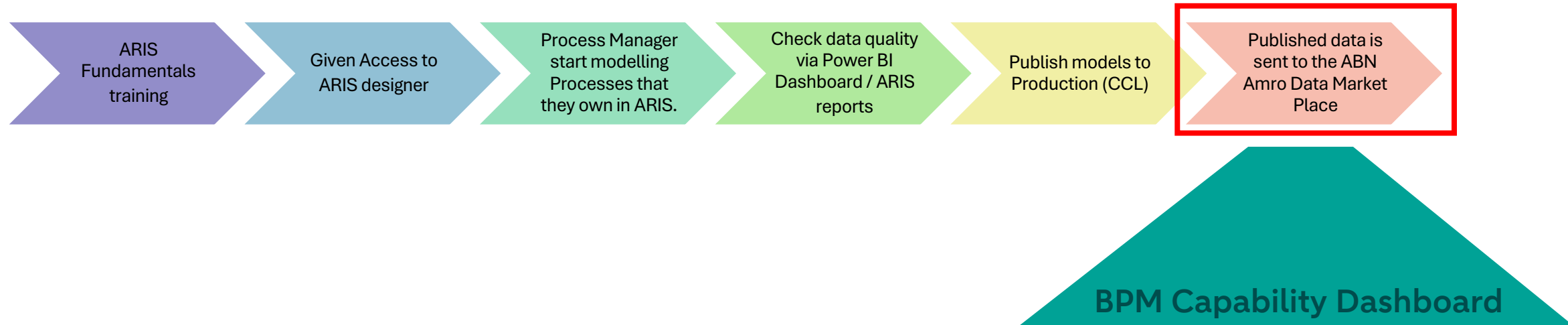


Controlled Content Lifecycle (CCL) runs the following checks:

1. Are you publishing an allowed model?
2. Is the data connected to your processes reused from the Centralized Catalogue?



# Data Quality Checks and analysis on published data



1. The General page is accessible to anyone within ABN AMRO
2. Check data quality on published processes based on the accountable party (**Restricted Access**)
3. Shows data that has been modelled, connected to our Value Stream Structure and published
4. Target Audience : Process Owners, E2E Directors, Method owner, Privacy, Risk & BPM Stewards

# BPM Capability Dashboard

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# General Overview

ABN-AMRO
Hello Gabriel!

**BPM Capability**
Total unique E2E Processes **1012**
Total unique Business Processes **3001**
Data as seen on: 28/02/2025

**General Overview**

**General filters**

Value Stream: All

Value Stage: All

E2E Process: All

Business Process: All

E2E Local P Name: All

BP Local P Name: All

**E2E Process filters**

E2E Sponsor: All

E2E Director: All

E2E Process Manager: All

Process User: All

E2E Accountable: All

Reference E2E Process: All

E2E first publishing date: All

**Business Process filters**

BP Owner: All

Application: All

Responsible: All

BP Manager: All

BP Accountable: All

BP Execution Lead: All

Personal Data Indicator: All

External Process: All

BP first publishing date: All

**E2E Processes :**

**Total E2E Processes by Team / department**

Processes that do not have an accountable party, will not be visible here.

**Details :**

Value Stream	Value Stage	E2E Sponsor	E2E Director	E2E Process	Reference E2E Process	E2E Local P Name	E2E Process Manager	Business Process	BP Local P Name	BP Owner	BP Manager
Customer & Contract	04, Execute (Product) Operations			Unblock Debitcard via Internet Banking (IB)				No Business_Process_Objects			
Customer & Contract	04, Execute (Product) Operations			Unblock Debitcard via Internet Banking (IB)				Unblock Debitcard			
Customer & Contract	04, Execute (Product) Operations			(un)lock a Savings account by Bank Employee				No Business_Process_Objects			
Customer & Contract	04, Execute (Product) Operations			(un)lock a Savings account by Bank Employee				Open Centrale Toepassingen			
Customer & Contract	04, Execute (Product) Operations			(un)lock a Savings account by Bank Employee				Register client request in MSD			
Customer & Contract	04, Execute (Product) Operations			(un)lock a Savings account by using a Savings Lock in Internet Banking /MB App				Bankmail is stored in Concord			
Customer & Contract	04, Execute (Product) Operations			(un)lock a Savings account by using a Savings Lock in Internet Banking /MB App				Client moves slider Savings Lock to on or off			
Customer & Contract	04, Execute (Product) Operations			(un)lock a Savings account by using a Savings Lock in Internet Banking /MB App				client selects Savings account			
Customer & Contract	04, Execute (Product) Operations			(un)lock a Savings account by using a Savings Lock in Internet Banking /MB App				Client selects Self Service			
Customer & Contract	04, Execute (Product) Operations			(un)lock a Savings account by using a Savings Lock in Internet Banking /MB App				Client selects set Savings Lock			
Customer & Contract	05, Provide Service / Support to Customer			Activate account Mijn-Omgeving FL&MY		Account activeren		Approve request without documents FL&MY	Accorderen verzoek zonder documenten		
Customer & Contract	05, Provide Service / Support to Customer			Activate account Mijn-Omgeving FL&MY		Account activeren		Approve via collection feature FL&MY	Accordeer met proceskostenmerk		
Customer & Contract	05, Provide Service / Support to Customer			Activate account Mijn-Omgeving FL&MY		Account activeren		Approve via iDIN FL&MY	Accordeer met iDIN		
Customer & Contract	05, Provide Service / Support to Customer			Activate account Mijn-Omgeving FL&MY		Account activeren		Approve via personal code FL&MY	Accordeer met persoonlijke code		
Customer & Contract	05, Provide Service / Support to Customer			Activate account Mijn-Omgeving FL&MY		Account activeren		Approve via SMS FL&MY	Accordeer per SMS		
Customer & Contract	05, Provide Service / Support to Customer			Activate account Mijn-Omgeving FL&MY		Account activeren		Facilitate and maintain website FL&MY	Faciliteer website		
Customer & Contract	05, Provide Service / Support to Customer			Activate account Mijn-Omgeving FL&MY		Account activeren		Facilitate form via website FL&MY	Faciliteer formulier via de website		
Customer & Contract	05, Provide Service / Support to Customer			Activate account Mijn-Omgeving FL&MY		Account activeren		Facilitate mortgage via Mijn-Omgeving FL&MY	Faciliteer hypotheek via Mijn-Omgeving		

**Business Processes :**

**Total Business Processes by Team / department**

Processes that do not have an accountable party, will not be visible here.

**BP by BP Owner**

**BP by Application**

# Example – From a Privacy Perspective

ABN-AMRO Hello Gabriel!

## BPM Capability

### General Overview

Total unique E2E Processes
Total unique Business Processes

607
1113

Data as seen on: 28/02/2025

**General filters**

Value Stream: All | Value Stage: All | E2E Process: All | Business Process: All | E2E Local P Name: All | BP Local P Name: All

**E2E Process filters**

E2E Sponsor: All | E2E Director: All | E2E Process Manager: All | Process User: All | E2E Accountable: All | Reference E2E Process: All | E2E first publishing date: All

**Business Process filters**

BP Owner: All | Application: All | Responsible: All | BP Manager: All | BP Accountable: All | BP Execution Lead: All | Personal Data Indicator:  Select all |  False | External Process: All | BP first publishing date: All

**E2E Processes :**

Total E2E Processes by Team / department

**Details :**

Value Stream	Value Stage	E2E Sponsor	E2E Director	E2E Process	Reference E2E Process	E2E Local P Name	E2E Process Manager	Local P Name	BP Owner	BP Manager	BP Execution Lead
Standards & Policies	04. Maintain & Monitor Policy / Standard			Collateral valuation activities (incl. Calceasa backtest)							
Standards & Policies	04. Maintain & Monitor Policy / Standard			Collateral valuation activities (incl. Calceasa backtest)				Source data output F&R (AAHG)			
Standards & Policies	04. Maintain & Monitor Policy / Standard			Collateral valuation activities (incl. Calceasa backtest)				Validate functional aspects risk domain (AAHG)			
Standards & Policies	04. Maintain & Monitor Policy / Standard			Create 4/30 Reporting	Monitor Risk or Risk Mitigation			Create 4/30 Reporting and check reasoning of RM Germany			
Standards & Policies	04. Maintain & Monitor Policy / Standard			Create 4/30 Reporting				Distribute final 4/30 Reporting Germany			
Standards & Policies	04. Maintain & Monitor Policy / Standard			Create 4/30 Reporting				Gather additional reasoning RM (if applicable) for 4/30 Reporting Germany			
Standards & Policies	04. Maintain & Monitor Policy / Standard			Create 4/30 Reporting				Initiate 4/30 Reporting approval process Germany			
Standards & Policies	04. Maintain & Monitor Policy / Standard			Create 4/30 Reporting				Monitor action point tracking implementations (if applicable) for 4/30 Reporting Germany			
Standards & Policies	04. Maintain & Monitor Policy / Standard			Create 4/30 Reporting				Save signed 4/30 Reporting Germany			
Standards & Policies	04. Maintain & Monitor Policy / Standard			Create 4/30 Reporting				Update and finalize 4/30 Reporting for EWMCC Germany			
Standards & Policies	04. Maintain & Monitor Policy / Standard			Create EERM Reporting	Monitor Risk or Risk Mitigation			Create and fill EERM report (incl. transfer to Powerpoint) Germany			
Standards & Policies	04. Maintain & Monitor Policy / Standard			Create EERM Reporting				Create final version of EERM Reporting by Central Risk Management Germany			
Standards & Policies	04. Maintain & Monitor Policy / Standard			Create EERM Reporting				Distribute EERM report to EERC/CMT Germany			
Standards & Policies	04. Maintain & Monitor Policy / Standard			Create EERM Reporting				Initiate EERM Reporting approval process Germany			
Standards & Policies	04. Maintain & Monitor Policy / Standard			Create EERM Reporting				Monitor action point tracking implementations (if applicable) for EERM Reporting Germany			
Standards & Policies	04. Maintain & Monitor Policy / Standard			Create EERM Reporting				Send EERM Reporting and Review by CRO Germany			

**Business Processes :**

Total Business Processes by Team / department

# Data Quality Score

ABN-AMRO
Hello Gabriel!

**BPM Capability**
Total unique E2E Processes: **1012**
Total unique Business Processes: **3001**
Data as seen on: 28/02/2025

DQ Score on Mandatory Fields

- These lists only show data when an Accountable party is listed. Processes which do not have an Accountable party linked to them, they will not be shown in this overview.  
 - For more information about which fields are wrong/missing, kindly refer to the [ARIS Data Quality dashboard](#). Note that data in the dev & Prod might not be aligned.

**General filters**

E2E Accountable: All
E2E Director: All
E2E Sponsor: All

E2E Accountable Unit	Accountable ID	% Quality
CB; ABF; RM; Credit Risk Management	800027040	100%
CB; FS; LT; Credit Capabilities Grid	803607180	100%
Corporate Banking	800016460	100%
Fin; CC; P&BB; Finance Hypotheken	800097780	100%
Fin; FA; ACC; P2P; Accounts Payable and Receivable	803416650	100%
P&BB; BC&E; New10; ENG; Business Admin Domain	800017710	100%
P&BB; BC&E; New10; ENG; CRM Domain	803891120	100%
P&BB; BC&E; New10; ENG; Loan Administration Domain	803432460	100%
P&BB; BC&E; New10; ENG; Sales Domain	800030830	100%
P&BB; BC&E; New10; ENG; Support Domain	800056740	100%
P&BB; BC&E; New10; R&PL; Non-Financial Risk	804815810	100%
P&BB; TB; DB; Payment Accounts & Packages	803605150	100%
P&BB; TB; ICS; F&C; A&R; Accounting DNU	800048340	100%
P&BB; TB; ICS; F&C; Controlling	800060800	100%
P&BB; TB; ICS; F&C; Procurement, Accounting & Payments	805235860	100%
P&BB; TB; ICS; F&C; Reporting & Balance Sheet Mgmt	800048330	100%
P&BB; TB; ICS; IT; DM&A; IT - Data Analytics	803693420	100%
P&BB; TB; ICS; OPS; A&C; Comm Onboarding & Collectns	803693500	100%
P&BB; TB; ICS; OPS; A&C; Cons Collections Bijz Beh	800059970	100%
P&BB; TB; ICS; OPS; A&C; Consumer Onboarding	800009950	100%
P&BB; TB; ICS; OPS; Acceptatie & Collections	800098750	100%
P&BB; TB; ICS; OPS; CCC; Supporting Services	800061130	100%
P&BB; TB; ICS; Ops; Client Contact Center	800035710	100%
P&BB; TB; ICS; PS&C; Generic Processes	805236050	100%
P&BB; TB; ICS; PS&C; Products	805235960	100%
P&BB; TB; ICS; Risk; Non Financial Risk	805075120	100%
P&BB; TB; ICS; S&M; Int Sales & Marketing	803607070	100%
P&BB; TB; ICS; Sales & Marketing	800010090	100%
RM; Financial Restructuring & Recovery	800008100	100%
P&BB; BC&E; New10; R&PL; Risk	800069090	99%
P&BB; BC&E; New10; F&D; Finance & Process Management	804951770	99%
P&BB; TB; TS; Trade Finance	803605260	99%
COO; CDS; GCP; Onboarding Processes	804951910	99%

Average Percentage for Selected E2E Accountable Unit/s : 93.90%

BP Accountable: All
BP Owner: All

BP Accountable Unit	Accountable ID	% Quality
CB; ABF; BC; Risk Measurement & Modelling	803575000	100%
CB; ABF; II&O; Value Team Regulatory, Data & CRM	802341730	100%
CB; ABF; RM; Asset Valuation	800078090	100%
CB; ABF; RM; ERT0 Office	803782710	100%
CB; FS; LT; C&CLG; Balcol Programme	804935710	100%
CB; FS; LT; CCG; Distressed Client Management	803714820	100%
COO; DFC; GRID; Client Acceptance	800095620	100%
COO; DFC; Ops; GrCDD; CARC & Exit	800712260	100%
Fin; CC; CIB; ABF; Data Reporting & Analytics	800002430	100%
Fin; CC; CIB; ABF; Finance Accounting	800002420	100%
Fin; CC; P&BB; HYP; A&R; Accounting	800533770	100%
Fin; CC; P&BB; HYP; A&R; Reporting	800533780	100%
Fin; CC; P&BB; HYP; FRIS; CoE Data Intelligence	800533830	100%
Fin; CC; P&BB; HYP; Performance Management	803765940	100%
Fin; FRBG; Finance Grid	804308370	100%
I&T; COO&F; F&R; Finance 1	800067570	100%
I&T; P&T; Data & Analytics Platform	804497700	100%
P&BB; BC&E; New10; ENG; Support Domain	800056740	100%
P&BB; BC&E; New10; ENG; Data	801641610	100%
P&BB; BC&E; New10; S&M; CusOp; Customer Services	800056720	100%
P&BB; BC&E; New10; TECH; Platform Domain	800017700	100%
P&BB; Home Financing	800021390	100%
P&BB; TB; ALFAM; Wally	803539800	100%
P&BB; TB; ICS; F&C; A&R; Accounting DNU	800048340	100%
P&BB; TB; ICS; OPS; A&C; Cons Collections Bijz Beh	800059970	100%
P&BB; TB; ICS; OPS; A&C; Consumer Collections	800035850	100%
P&BB; TB; ICS; OPS; A&C; Consumer Onboarding	800009950	100%
P&BB; TB; ICS; Ops; CCC; Team Ondersteuning	800035760	100%
P&BB; TB; ICS; OPS; DFC KYC	804142100	100%
P&BB; TB; ICS; OPS; DFC TM & Fraud Operations	804800130	100%
Risk Management	800097640	100%
RM; CR; CPA; Portfolio Analysis	804952020	100%
RM; CR; Credit Portfolio Analysis	800069620	100%

Average Percentage for Selected BP Accountable Unit/s : 77.67%



# Link BPM/ARIS data to other golden sources

ABN-AMRO
Hello Gabriel!

BPM Capability
Total OAR **142**    Data as seen on: 28/02/2025

General Overview

**filters**

E2E Process: All

E2E\_Process\_Object: All

**Process User**: All

**E2E Director**: All

**E2E Director**: All

**Business Process**: All

**Business Process**: All

**BP Owner**: All

**BP Owner**: All

**PDI**: All

**Application Name**: All

**Application Name**: All

**Application status**: All

**CIA Personal Data**: All

**CIA**: All

**CIA Privacy Rating**: All

**RTO**: All

**Details :**

E2E Process	E2E Process User	E2E Director	Business Process	BP Owner	Application Name	OAR ID	Application Status	Application Owner	CIA	RTO	RPO
Request proforma mortgage repayment note by advisor FL&MY			Intermediary/notary FL&MY		Microsoft Outlook	AAB.SYS.13514	In Use		1-1-1	0-2 hrs	No data loss
Claim Bank Guarantee	Belgium (CB Coverage)		AAHQ receives request via email from intermediary/notary FL&MY		IBAS NGS - Core	FNL.SYS.10892	In Use		1-1-1	0-2 hrs	No data loss
FX Channel Onboarding (MDP)	Banque Neufize OBC		Accept client request for onboarding		Microsoft Outlook	AAB.SYS.13514	In Use		1-1-1	0-2 hrs	No data loss
Amend Cobra users BE			Activate and deliver token and user ID BE		T24 Model Bank	FNL.SYS.10934	In Use		1-1-1	0-2 hrs	No data loss
Onboard Cobra users BE			Activate and deliver token and user ID BE		T24 Model Bank	FNL.SYS.10934	In Use		1-1-1	0-2 hrs	No data loss
Verification Open Banking TPP	Affluent Clients (NL)		Activate contract for TPP verification		Third Party Contract Service	AAB.SYS.12607	In Use		1-1-1	2-4 hrs	No data loss
Add collateral client in Cobra & T24 BE			Add & update Cobra client BE		T24 Model Bank	FNL.SYS.10934	In Use		1-1-1	0-2 hrs	No data loss
Add collateral client in Cobra & T24 BE			Add Cobra debtor BE		T24 Model Bank	FNL.SYS.10934	In Use		1-1-1	0-2 hrs	No data loss
Add collateral client in Cobra & T24 BE			Add or update Cobra party BE		T24 Model Bank	FNL.SYS.10934	In Use		1-1-1	0-2 hrs	No data loss
Process collateral in Cobra BE			Add or update invoice details BE		T24 Model Bank	FNL.SYS.10934	In Use		1-1-1	0-2 hrs	No data loss

**Details :**

E2E Process	E2E Director	Business Process	BP Owner	PDI	Application Name	OAR ID	CIA Personal Data	CIA Privacy Rating
Activate account Mijn-Omgeving FL&MY		Approve request without documents FL&MY		1	ISHS/HYARCHIS	AAB.SYS.1354	true	2
Activate account Mijn-Omgeving FL&MY		Approve via collection feature FL&MY		1	Estate	AAB.SYS.12410	true	2
Activate account Mijn-Omgeving FL&MY		Approve via collection feature FL&MY		1	ISHS/HYARCHIS	AAB.SYS.1354	true	2
Activate account Mijn-Omgeving FL&MY		Receive identity via IDIN FL&MY		1	Estate	AAB.SYS.12410	true	2
Activate Apple Pay		Manage Payment Tokens (DPI)		0	Payment Tokens	AAB.SYS.12418	true	3
Activate Apple Pay		Manual activation Digital Debit Card		0	Payment Tokens	AAB.SYS.12418	true	3
Activate Debitcard with retained pin code by POS/ATM		Capture activation Debitcard via POS/ ATM		0	Base24-eps	AAB.SYS.11848	true	2
Activate Google Pay		Manage Payment Tokens (DPI)		0	Payment Tokens	AAB.SYS.12418	true	3
Activate Google Pay		Manual activation Digital Debit Card		0	Payment Tokens	AAB.SYS.12418	true	3
Activate IDEAL Acquiring		Archive document in Base via Concord		0	Base retention	AAB.SYS.12823	false	2
Activate IDEAL Acquiring		Archive document in Base via Concord		0	ECM Concord	AAB.SYS.12629	true	2
Activate IDEAL Acquiring		Sign IDEAL contract		0	ECM Concord	AAB.SYS.12829	true	2
Activate IDIN Acquiring		Archive document in Base via Concord		0	Base retention	AAB.SYS.12823	false	2
Activate IDIN Acquiring		Archive document in Base via Concord		0	ECM Concord	AAB.SYS.12829	true	2
Activate IDIN Acquiring		Sign IDIN contract		0	ECM Concord	AAB.SYS.12829	true	2
Add a new debtor (partner) - by intermediary		AAHQ creates bank guarantee form for intermediary		1	Estate	AAB.SYS.12410	true	2

**Total OAR per Status**

Status	Count	Percentage
In Use	142	29%
(Blank)	294	60%
Pending Retirement	26	5%
Retired	18	3%
End of Support	9	2%

## Connect & reach out :

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