

## PROJECT QUESTIONS

### 1. CREDIT CARD REGULATION CHANGES

#### VISA AND MASTERCARD EDIT PACKAGES

INTERCHANGE FORMATS  
 SETTLEMENT REPORTS  
 EMBOSSING  
 STATEMENTS  
 CERTIFICATION  
 RESTORATION/RERUNS  
 MIP/VAP UPGRADES  
     MEMBER INTERFACE PROCESSOR  
     VISANET ACCESS POINT

#### INTERFACING

CUSTOMER SERVICE  
 MERCHANT SERVICES  
 CREDIT SECURITY  
 AUTHORIZATIONS  
 BANKRUPTCY  
 RETENTION  
 REMITTANCE  
 CREDIT ADMINISTRATION  
 VISA/MASTERCARD

INTERCHANGE	ELECTRONIC FLOW OF TRANSACTION DATA BETWEEN ACQUIRERS AND ISSUERS
ACQUIRERS	ASSOCIATION MEMBERS THAT ACQUIRES DEPOSITS OF CREDIT FROM MERCHANTS
ISSUERS	ASSOCIATION MEMBERS THAT HAS ISSUED AN ACCOUNT OR CARD AND BILLS THE ACCOUNT HOLDER
INCOMING	TRANSACTIONS RECEIVED BY ISSUER FROM VISA/MC
OUTGOING	TRANSACTIONS SENT FROM ISSUER TO VISA/MC
CHARGEBACK	TRANSACTION GENERATED BY ISSUER RETURNING AN ORIGINAL OR REPRESENTATION BECAUSE OF A VIOLATION OF OPERATING PROCEDURES
REPRESENTMENTS	ACQUIRER RESUBMITS TO AN ISSUER A A REMEDIED TRANSACTION
INFINITY	NEW CARDHOLDER SYSTEM
SINCE 1993	FUTURIZING CREDIT CARD SYSTEM WORLD-CLASS, STATE-OF-THE-ART CARD PROCESSING/MIS SYSTEM
CYCLE BILLING NIGHT	20 MILLION C/H BILLING 3 HRS
TAKES DELAWARE 30 HOURS TO PRINT STATEMENTS	

## 2. YEAR 2000 COMPLIANCE

MS EXCEL SPREADSHEET TO DOCUMENT CHANGES

If YY > 68 then concat YYMMDD with 19 else concat with 20 exceptions birthdate

British Standards Institutions PD2000-1 definition of conformity requirements

Disaster recovery testing of year 2000

Algorithms or windowing (inferencing) rules

COMPLIANCE DEADLINE OF 12/31/98

## 3. MARKETING INITIATIVES

BARCODED RETURN ADDRESSES TO REDUCE THE PAYMENT COLLECTION PERIOD

OUTBOUND BARCODING AND ADJUSTED STATEMENT MESSAGES

COST \$119K  
SAVINGS FROM BUYING EQUIPMENT \$500K  
FIRST YEAR SAVINGS \$2 MILLION

BUSINESS CARD

STATEMENT AND INSERT FUNCTIONS

USING STATEMENTS AS A COMMUNICATION VEHICLE

ZIP+4 DATABASE AND SOFTWARE (LPC) FINALIST

CASS CODING ACCURACY SUPPORT SYSTEM QUALITY CERTIFICATION

FAVORABLE POSTAGE RATES FOR STATEMENTS AND EMBOSSING

## 4. DISASTER RECOVERY

SUNGARD, NORTHBROOK, HOT SITE IBM ES9000/962

FOUR TIMES A YEAR

CONTINGENCY/CONTINUITY PLANNING

MONITORED FILE RESTORATION

RESTORE MVS OPERATING SYSTEM WITH INITIAL PROG LOAD  
BRING UP NETWORK WITH NETWORK CONTROL PROGRAM (NCP)  
ESTABLISH CONNECTIVITY WITH ELGIN, NY, DELAWARE  
ESTABLISH CICS REGIONS  
TEST TRANSACTIONS  
TEST DAY ONE AND TWO BATCH  
TEST PAYMENT TRANSFERS/INTERCHANGE/SECURITIZATION

SCRIPTS

RESUMPTION PLAN UPDATES

INTERCHANGE TESTING

ON-SITE PROBLEM RESOLUTION AND PROJECT TEAM LEADERSHIP

ERROR RESOLUTION

SECURITIZATION REPORTING

ENSURE D/R BACKUP COMPLIANCE

## 5. PROJECT MANAGEMENT

BASELINE PLAN  
 CRITICAL PATH  
 FREE CLACK  
 PROJECT CALENDAR  
 WHAT IF ANALYSIS  
 RECURRING TASKS  
 PERT PROJECT EVALUATION AND REVIEW TECHNIQUES  
 WBS WORK BREAKDOWN STRUCTURE  
 RESOURCE ALLOCATION  
 REFERENCE POINT SYSTEM  
     GAP  
     SHORTFALL  
     RELEASE

COST BENEFIT/INTERNAL RATE OF RETURN/PAYBACK PERIOD  
 RECOGNITION/EMPLOYEE DEVELOPMENT  
 RESOURCE CONTROL  
 TEAM DYNAMICS  
 ENERGIZING  
 MOTIVATING  
 FEEDBACK STRATEGIES  
 RAD RAPID APPLICATION DEVELOPMENT  
 STRUCTURED PROGRAMMING  
 EGOLESS PROGRAMMING  
 WALKTRHUS  
 END-TO-END PLANNING  
 INDEPENT VERIFICATION AND VALIDATION IVV  
 CASE COMPUTER AIDED SOFTWARE ENGINEERING  
 MODULERIZATION  
 CLEAN ROOMS  
 ALIGN STAFF WITH IFE CYCLE  
 RECRUTINGMENT AND RETENTION  
 e&y AND IBM CONSULTANTS  
 CREATIVE STAFF ALIGNMENTS  
 PHASED APPROACH  
 PROJECT OFFICE  
 TOP-END WORK PLANS  
 NOT A FAN OF OVERLY DETAILED WORK-PLANS  
 PEOPLE DON'T CARE HOW MUCH YOU KNOW UNTIL THEY KNOW HOW MUCH  
     THEY CARE  
 NOT A WEEKEND PERSONB  
 DISCIPLINED TESTING USING REUSABLE SCRIPTS  
 MODEL OFFICE FOR PILOTING RELEASDES-- SAFETY NET FOR MANAING  
     DEVELOPMENT RISKS  
 EXECUTIVE SPONSORSHIP  
 CUSOMER PARTNERSHIP  
 RELEASE STRAGETY  
 PARS PROJECT ANALYSIS REVIEW SYSTEM  
 ADDING LAYERS OF FUNCTIONALITY  
 ADEQUATE FUNDING- STRETCHED NOT STRAPPED  
 LESSONS LEARNED  
 SYSTEM ASSUMRANCE LABORATORIES ADVANCED VISION CENTER  
 PROTOTYPING  
 DEFECT TRACKING  
 PROCESS MANAGEMENT  
 COMMITMENT TO METHODOLOGY  
 COMMITMENT TO FLEXIBILITY  
 MS PROJECT  
 GANTT

## 6. FRAUD/AUTHORIZATIONS

LOST/STOLEN

COUNTERFEIT  
 TRACKING/ANALYSIS  
 CREDIT BUREAUS  
     TU  
     TRW  
     CBI  
 MERCHANT PROCESSING  
 CREDIT/BEHAVIOR SCORING  
 PORTFOLIO ANALYSIS  
     DELIQUENCY PATTERNS  
     FORCASTING

## 7. TANDEM

OLTP ONLINE TRANSFER PROCESSING  
 FAULT TOLERATION  
 DUPLICATED CRITICAL COMPONENTS, MULTI-CPU

## 8. IMAGE PROCESSING

FILENET

## 9. NEURAL NETWORK/BEHAVIOR SCORING

SIMULATES BRAIN NEURONS TAUGHT TO PRODUCE OUTPUTS  
 BY ADJUSTING PARAMETERS

FUZZY LOGIC/PSEUDO-BOOLIAN

FALCON

PATTERN RECOGNITION

## 10. MS ACCESS/VISUAL BASIC

WINDOW-BASED RDBMS FILTERS QUERIES UNION/JOINS  
 REFERENTIAL INTEGRITY

VISUAL BASIC                      4GL TOOL

BASED ON BASIC PROGRAMMING LANGUAGE  
 PROGRAMMING IN VISUAL BASIC IS DESIGNED AROUND AN EVENT-DRIVEN  
 PROGRAMMING MODEL WHICH PROGRAMS ESSENTIALLY DO NOTHING BUT  
 EXECUTE IN A LOOP UNTIL THE USER PERFORMS AN ACTION

TAKES CARE OF THE PROGRAMMING MINUTIA SUCH AS WINDOW  
 INTERFACING AND MESSAGE DISPATCH LOOPS

CAN ACCESS ALMOST ALL OF THE WINDOWS API FUNCTIONS EXCEPT  
 THOSE INVOLVING CALL BACKS

## 11. JAD/RAD/SDLC/JRP

JOINT APPLICATION DEVELOPMENT  
 SYSTEM DEVELOPMENT LIFE CYCLE  
 RAPID APPLICATION DEVELOPMENT  
 JOINT REQUIREMENT PLANNING

## 12. ACRONYMS

ACB	APPLICATION CONTROL BLOCK
AOI	AUTOMATED OPERATOR INSTRUCTION
API	APPLICATION PROGRAMMER INTERFACE
BMP	BATCH MESSAGE PROCESSING
CUA	COMMON USER ACCESS
DCE	DISTRIBUTED COMPUTING ENVIRONMENT
DBRC	DAT BASE RECOVERY CONTROL
ESA	ENTERPRISE SYSTEM ARCHITECTURE
GUI	GRAPHICAL USER INTERFACE
IEF	INFORMATION ENGINEERING FACILITY
SQA	SOFTWARE QUALITY ASSURANCE
XA	EXTENDED ARCHITECTURE