**SYSTEMISATION / AUTOMATION**

**DATA TARGET PROGRAMME**

This programme is aimed at automating the collection of key data to enable a firm to

* Report relevantly
* Work efficiently
* Reduce costs
* Have timely, accurate data
* Analyse business risks
* Demonstrate regulatory corporate governance

| **Output required** | **Why** | **Input to deliver output** | **Data delivery vehicle** |
| --- | --- | --- | --- |
| **NEW BUSINESS** |
| New business report  | Regulation, business growth, Consumer Duty | New business written |  |
| High risk business per adviser | Risk management | High risk business per transaction |  |
| Clients per adviser | Productivity, capacity | Client allocated to (adviser) |  |
| Client fee list | Regulation | Ongoing Client fee |  |
| Client profitability list | Adviser / firm efficiency, profitability | Client profitability |  |
| Product spread per adviser | Adviser licencing, competence, regulation, Consumer Duty | Product type |  |
| Complaints by type per adviser | Risk management, adviser competence, regulation, Consumer Duty | Complaint – allocated against adviser |  |
| Complaints upheld per adviser | Risk management, adviser competence, regulation, Consumer Duty | Complaint upheld - allocated against adviser |  |
| Source of new funds | Risk management, regulation | Source of funds |  |
| Source of new clients | Business development, profitability, marketing | Where a new client comes from |  |
| **ANNUAL REVIEWS** |
| Review frequency of client list | Adviser / firm efficiency, profitability, adherence to mandate, regulation | Review frequency of client |  |
| Annual review completion rate per adviser | Adherence to mandate, regulation, Consumer Duty | Date of next review per client |  |
| Date of completion of annual review |  |
| Ongoing service mandate client list | Ongoing service fee per client |  |
| **NEW CLIENT ADVICE PROCESS (per client)** |
| Audit report assessing adviser adherence to process | Process and Chronology of on-boarding, regulation | Date of consent / privacy statement |  |
| Date of AML check |  |
| AML result (CDD) |  |
| Date of TOB to client |  |
| Date of Engagement / fee agreement |  |
| **NEW BUSINESS ADVICE PROCESS** |
| Audit report assessing adviser adherence to process | Process and Chronology of new business advice process, regulation | Date of FF |  |
| Cash flow completed |  |
| Stress tested cash flow completed |  |
| Date of risk profile |  |
| Risk profile result |  |
| Date of ceding scheme illustration |  |
| Date of Illustration |  |
| Date of SL |  |
| Date of application |  |
| **ANNUAL REVIEW ADVICE PROCESS** |
| Audit report assessing adviser adherence to process | Process and Chronology of annual review advice process, regulation | Date pre-meeting letter sent |  |
| Date data updated |  |
| Date cash flow updated |  |
| Date post meeting letter sent |  |
| **INVESTMENT PROCESS** |
| List of funds / DFMs and when reviewed | Process and Chronology of investment process, regulation | Date funds reviewed |  |
| Audit of fund switch / rebalance process | Date of fund switch / rebalance letter (per client) |  |
| Date fund switch letter returned |  |
| Date of order to platform |  |
| Date trade executed |  |
| Product Due Diligence  | Suitability of product, Regulation, Consumer Duty | Date DD completed |  |
| High risk business per adviser | Risk management, Consumer Duty | High risk business per transaction |  |
| Clients drawing assets from investments | Risk management, regulation, Consumer Duty | Annual review register |  |