



Technical Assistance Consultant's Report

Project Number: 46371
December 2016

Bhutan: Supporting Implementation of Strengthening Economic Management Program II (Financed by the Technical Assistance Special Fund and the Financial Sector Development Partnership Special Fund)

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Singapore

For Department of Public Accounts
Credit Information Bureau of Bhutan

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Asian Development Bank



SilverBlade™ 2.0: CIB

Final Report

Version 1.1



Revision Log

Version No.	Date	Prepared / Updated by	Significant Changes
1.0	15-11-2016	D&B	Initial version released to ADB
1.1	17-11-2016	D&B	Inclusion of Training Summary and MI Training attendance.



Table of Contents

- Revision Log.....2
- Table of Contents3
- 1. Purpose of Document.....5
- 2. Project Timelines6
 - 2.1. Project Plan.....6
 - 2.2. Weekly status Report 13
- 3. Activities Performed 17
 - 3.1. Business Consultancy 17
 - 3.2. Infrastructure..... 18
 - 3.3. Product Customization 18
- 4. UAT Sign off – Phase I 20
- 5. UAT Sign off – Phase II 27
- 6. Training Summary..... 31
 - 6.1. Phase I..... 31
 - 6.1.1. Training Period 31
 - 6.1.2. Training Attendees 31
 - 6.1.3. Training Scope 31
 - 6.2. Phase 2..... 32
 - 6.2.1. Training Period 32
 - 6.2.2. Training Attendees 32
 - 6.2.3. Training Scope 32
 - 6.3. Member Training:..... 33
 - 6.3.1. Training Period 33
 - 6.3.2. Training Attendees 33
 - 6.3.3. Training Scope 33
- 7. Task Completion Log..... 34
 - 7.1. Bureau Training Attendance – Phase I 34
 - 7.2. Member Institution – Training Attendance..... 37
 - 7.3. SilverBlade™ 2.0 Core – Bureau User Manual 40
 - 7.4. SilverBlade™ 2.0 Core - Subscriber User Manual..... 44
 - 7.5. SilverBlade™ 2.0 Core – DMM User Manual..... 47

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SilverBlade™ 2.0 CIB Implementation – Draft Final Report

7.6. SilverBlade™ 2.0 Core – Admin Operations Manual..... 49

7.7. SilverBlade™ 2.0 Core – Website Operations Manual 51

7.8. SilverBlade™ 2.0 Core – Engines Operations Manual 53

7.9. SilverBlade™ 2.0 Core – Engines Installation Manual 56

7.10. SilverBlade™ 2.0 VAPs – AMS Admin User Manual 58

7.11. SilverBlade™ 2.0 VAPs – AMS Website User Manual 60

7.12. SilverBlade™ 2.0 VAPs – AMS Admin Operations Manual..... 62

7.13. SilverBlade™ 2.0 VAPs – AMS Web Operations Manual..... 64

7.14. SilverBlade™ 2.0 VAPs – AMS Installation Manual 66

7.15. SilverBlade™ 2.0 VAPs – PMR User Manual..... 68

7.16. SilverBlade™ 2.0 VAPs – PMR Operations Manual 70

7.17. SilverBlade™ 2.0 VAPs – PMR Installation Manual 72

7.18. SilverBlade™ 2.0 Mobile App – SI User Manual..... 74

7.19. SilverBlade™ 2.0 Mobile App – EI User Manual..... 76

7.20. Infra Audit by D&B..... 78

8. Key Project Deliverables 79

 8.1. Deliverables 79

9. Project Risk & Dependencies 80

 9.1. Project Risks..... 80

 9.2. Project Dependencies..... 80

10. Abbreviations..... 81



1. Purpose of Document

D&B is providing its international expertise on credit bureau management consultancy and technology for facilitating credit bureau to be modernized in line with its IT strategy of leveraging scalable technologies and processes that improve core business processes.

This document outlines the scope of activities that were planned and executed. The key discussions with different stakeholders and the outcome of the discussions are also indicated for reference. Also it provides guidance to evaluation managers and evaluation consultants to mutually understand and agree on the plan of action, the project risks and dependencies in course of implementation of SilverBlade™2.0 solution.



2. Project Timelines

2.1. Project Plan

SB2@Bhutan_UpgradePlan_V1.5.mpp							
ID	Task Name	% Complete	Duration	Start	Finish	Predecessors	Resource Names
1	SB2-Bhutan Upgrade - Project Plan	100%	214	Wed 2/3/16	Wed		
2	Pre-initiation track - Core	100%	18 days	Wed 2/3/16	Fri 2/26/16		
3	Requirement Analysis	100%	8 days	Wed 2/3/16	Fri 2/12/16		
4	Identify gaps between SB2 and earlier CreditVerdict system at Bhutan	100%	3 days	Wed 2/3/16	Fri 2/5/16		D&B
5	Create System Upgrade Specifications document	100%	5 days	Mon 2/8/16	Fri 2/12/16	4	D&B
6	Infrastructure Pre-initiation	100%	2 days	Wed 2/3/16	Thu 2/4/16		
7	D&B to prepare the initial version of Infrastructure Design Document	100%	2 days	Wed 2/3/16	Thu 2/4/16		D&B
8	D&B to release the initial version of Infrastructure Design Document	100%	0 days	Thu 2/4/16	Thu 2/4/16	7	D&B
9	Development & Testing Environment set up	100%	4 days	Wed 2/3/16	Mon 2/8/16		
10	Provision the Development & Testing environment at Chennai	100%	2 days	Wed 2/3/16	Thu 2/4/16		D&B
11	Set up DB environment - Product Version and the base meta data for	100%	2 days	Fri 2/5/16	Mon 2/8/16	10,22	D&B
12	Base SB2 for Project	100%	14 days	Tue 2/9/16	Fri 2/26/16		
13	Migration Scripts Preparation	100%	9 days	Tue 2/9/16	Fri 2/19/16	11	D&B
14	Setup the Admin Application on the Migrated Platform	100%	3 days	Mon 2/22/16	Wed 2/24/16	13	D&B
15	Setup the engines to run on migrated data, with CIB related	100%	3 days	Mon 2/22/16	Wed 2/24/16	13	D&B
16	Setup the website, Web Request, Live Request and Bulk Request to	100%	5 days	Mon 2/22/16	Fri 2/26/16	13	D&B
17	Closure of Pre-Initiation Track - Core	100%	0 days	Fri 2/26/16	Fri 2/26/16	3,6,9,12	
18	Pre-initiation track - VAPs	100%	16 days	Wed 2/3/16	Wed 2/24/16		
19	Requirement Analysis	100%	8 days	Mon 2/15/16	Wed 2/24/16		
20	VAPS (AMS & PMR) - Analysis and Applicability of SB2 Core IFF Fields	100%	3 days	Mon 2/15/16	Wed 2/17/16	3	D&B
21	Create System Specifications document for AMS & PMR	100%	5 days	Thu 2/18/16	Wed 2/24/16	20	D&B
22	Provision the Development & Testing environment at Chennai	100%	1 day	Wed 2/3/16	Wed 2/3/16	10SS	D&B
23	Closure of Pre-Initiation Track - VAPs	100%	0 days	Wed 2/24/16	Wed 2/24/16	19,22	
24	Project Initiation & kick-off	100%	1 day	Mon 2/29/16	Mon 2/29/16		
25	Project Kick-off	100%	1 day	Mon 2/29/16	Mon 2/29/16	2	D&B,CIB
26	Business Consultancy Track - Core	100%	22 days	Mon 2/29/16	Tue 3/29/16		
27	Release System Upgrade Specification and CIR prototype for Bureau	100%	0 days	Mon 2/29/16	Mon 2/29/16	25	D&B
28	Walkthrough of System Upgrade Specifications with Bureau	100%	3 days	Mon 2/29/16	Wed 3/2/16	25SS	D&B,CIB
29	Incorporation of Feedback on System Upgrade Specifications	100%	2 days	Thu 3/3/16	Fri 3/4/16	28	D&B,CIB



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SB2@Bhutan_UpgradePlan_V1.4.mpp							
ID	Task Name	% Complete	Duration	Start	Finish	Predecessors	Resource Names
30	✓ Delivery of updated System Upgrade Specifications and CIR prototypes	100%	0 days	Fri 3/4/16	Fri 3/4/16	29	D&B
31	✓ Signoff on System Upgrade Specifications and CIR prototypes of Core	100%	2 days	Mon 3/7/16	Tue 3/8/16	30	CIB
32	✓ IFF Definition and Finalization for Alternate Data Source	100%	17 days	Mon 3/7/16	Tue 3/29/16		
33	✓ Discussions with other data providers (Telecom, Insurance, Electricity)	100%	5 days	Mon 3/7/16	Fri 3/11/16	29	D&B,CIB
34	✓ Update the IFF definition document for Telecom, Insurance and	100%	3 days	Mon 3/14/16	Wed 3/16/16	33	D&B
35	✓ Release the IFF of Alternate Data Source for review (both Consumer +	100%	0 days	Wed 3/16/16	Wed 3/16/16	34	D&B
36	✓ Review the IFF of Alternate Data Source (both Consumer +	100%	5 days	Thu 3/17/16	Wed 3/23/16	35	CIB
37	✓ Incorporate the review comments and finalize IFF for Alternate Data	100%	2 days	Thu 3/24/16	Fri 3/25/16	36	D&B,CIB
38	✓ Release the update IFF documents of Alternate Data Source for	100%	0 days	Fri 3/25/16	Fri 3/25/16	37	D&B
39	✓ Signoff the IFF Documents of Alternate Data Source (both Consumer +	100%	2 days	Mon 3/28/16	Tue 3/29/16	38	CIB
40	✓ Completion of IFF Definition and Finalization for Alternate Data Source	100%	0 days	Tue 3/29/16	Tue 3/29/16	39	
41	✓ Closure of Business Consultancy Track - Core	100%	0 days	Tue 3/29/16	Tue 3/29/16	40	
42	✓ Business Consultancy Track - VAPs	100%	4 days	Fri 3/25/16	Thu 3/31/16		
43	✓ Release System Specification for Bureau Review	100%	0 days	Fri 3/25/16	Fri 3/25/16	19	D&B
44	✓ Walkthrough of System Specifications with Bureau	100%	2 days	Mon 3/28/16	Tue 3/29/16	43	D&B,CIB
45	✓ Incorporation of Feedback on System Specifications	100%	1 day	Wed 3/30/16	Wed 3/30/16	44	D&B,CIB
46	✓ Delivery of updated System Specifications	100%	0 days	Wed 3/30/16	Wed 3/30/16	45	D&B
47	✓ Signoff on System Specifications and prototypes of VAPs	100%	1 day	Thu 3/31/16	Thu 3/31/16	46	CIB
48	✓ Closure of Business Consultancy Track - VAPs	100%	0 days	Thu 3/31/16	Thu 3/31/16	47	
49	✓ Infrastructure Track	100%	115	Thu 2/4/16	Fri 7/15/16		
50	✓ D&B to release the updated Infrastructure Design Document for its	100%	0 days	Thu 2/4/16	Thu 2/4/16	6	D&B
51	✓ Walkthrough and discussion with Bureau Infra team on the	100%	1 day	Thu 3/3/16	Thu 3/3/16	50,25FS+2	D&B
52	✓ D&B to incorporate the feedback (if any) from Bureau on Infrastructure	100%	1 day	Fri 3/4/16	Fri 3/4/16	51	D&B
53	✓ Bureau to signoff the Infrastructure Design Document	100%	1 day	Fri 3/4/16	Fri 3/4/16	52SS	CIB
54	✓ Bureau to procure the infrastructure components as needed	100%	33 days	Tue 5/10/16	Thu 6/23/16		CIB
55	✓ Based on the ordered / reuse components, D&B to prepare the	100%	5 days	Mon 3/7/16	Fri 3/11/16	53	D&B
56	✓ Bureau team to setup the new infrastructure components	100%	10 days	Fri 6/24/16	Thu 7/7/16	54,55	CIB
57	✓ D&B to audit the newly set up infrastructure for its configuration	100%	3 days	Fri 7/8/16	Tue 7/12/16	56	D&B
58	✓ Bureau team to configure the audit finding on new infrastructure	100%	3 days	Wed 7/13/16	Fri 7/15/16	57	CIB



SilverBlade™ 2.0 CIB Implementation – Draft Final Report

SB2@Bhutan_UpgradePlan_V1.4.mpp							
ID	Task Name	% Complete	Duration	Start	Finish	Predecessors	Resource Names
59	D&B to verify Audit Finding closure	100%	2 days	Thu 7/14/16	Fri 7/15/16	58FF	D&B
60	Bureau to declare datacenter readiness for SB2 - both UAT & Production	100%	0 days	Fri 7/15/16	Fri 7/15/16	59	CIB
61	Closure of Infrastructure Track	100%	0 days	Fri 7/15/16	Fri 7/15/16	60	
62	Product Customization Track	100%	164	Fri 2/26/16	Mon		
63	Requirement scope finalization dependency for SB 2 Core Customization	100%	0 days	Tue 3/8/16	Tue 3/8/16	31	
64	Finalization of IFF for Alternate Data Source	100%	0 days	Tue 3/29/16	Tue 3/29/16	40	
65	Phase 1 : SB2 Development (Core Product)	100%	101	Fri 2/26/16	Tue 7/19/16		
66	Base SB2 Set up readiness	100%	0 days	Fri 2/26/16	Fri 2/26/16	12	D&B
67	Customize the SB2 application (Core + Alternate Data Source)	100%	74 days	Wed 3/9/16	Tue 6/21/16	66,63	D&B
68	Use the IFF definition excel template to define the 6 new IFFs	100%	51 days	Wed 3/30/16	Tue 6/9/16	66,64	D&B
69	Import these 6 IFFs into system, and iterate on sample data loads	100%	5 days	Wed 6/22/16	Tue 6/28/16	68,67	D&B
70	Configure the necessary date validation and multi-condition validation	100%	5 days	Wed 6/29/16	Tue 7/5/16	69	D&B
71	Configure the Splitter, Router and IDS related configuration for the 6	100%	5 days	Wed 7/6/16	Tue 7/12/16	70	D&B
72	Iterate data loads to ensure correct behavior	100%	5 days	Wed 7/13/16	Tue 7/19/16	71	D&B
73	Phase 1 : Release to the internal testing team (Core Product)	100%	1 day	Wed 7/20/16	Wed 7/20/16	65	D&B
74	Phase 2 : SB2 Development (PMR, AMS & Mobile Apps)	100%	16 days	Thu 7/21/16	Thu 8/11/16		
75	Mobile App, PMR and AMS Customizations	100%	16 days	Thu 7/21/16	Thu 8/11/16	73	D&B
76	Phase 2 : Release to the internal testing team (PMR, AMS & Mobile	100%	1 day	Fri 8/12/16	Fri 8/12/16	74	D&B
77	Phase 1 : SB2 Functional Testing (Core Product)	100%	117	Wed 3/9/16	Mon 8/22/16		
78	Test Planning, Design & Preparation	100%	22 days	Wed 3/9/16	Thu 4/7/16	63	D&B
79	Module / Functional Testing	100%	15 days	Wed 7/20/16	Tue 8/9/16	78,65	D&B
80	Functional issue closure	100%	15 days	Mon 7/25/16	Fri 8/12/16	79SS+3	D&B
81	End-to-End Regression Testing	100%	5 days	Tue 8/16/16	Mon 8/22/16	80	D&B
82	Release of Scripts for meta data migration	100%	1 day	Fri 7/29/16	Fri 7/29/16	79SS+7 days	D&B
83	Release for UAT of Phase 1 deliverables	100%	1 day	Tue 8/23/16	Tue 8/23/16	77	D&B
84	Phase 2 : SB2 Functional Testing (PMR, AMS & Mobile App)	100%	45 days	Tue 8/16/16	Mon		
85	Module / Functional Testing	100%	25 days	Tue 8/16/16	Mon 9/19/16	76	D&B
86	Functional issue closure	100%	36 days	Thu 8/18/16	Thu 10/6/16	85SS+2 days	D&B
87	End-to-End Regression Testing	100%	7 days	Fri 10/7/16	Mon	86	D&B



SilverBlade™ 2.0 CIB Implementation – Draft Final Report

SB2@Bhutan_UpgradePlan_V1.4.mpp							
ID	Task Name	% Complete	Duration	Start	Finish	Predecessors	Resource Names
88	SB2 Core Non-Functional Testing	100%	15 days	Wed 8/24/16	Tue 9/13/16		
89	Performance Test environment setup	100%	2 days	Wed 8/24/16	Thu 8/25/16	83	D&B
90	Performance Testing	100%	10 days	Fri 8/26/16	Thu 9/8/16	89	D&B
91	Regression testing of changed / impacted functions	100%	3 days	Fri 9/9/16	Tue 9/13/16	90	D&B
92	Release of Phase 1 & Phase 2 deliverables after functional &	100%	0 days	Mon	Mon	88,84	D&B
93	Closure of Product Customization Track	100%	0 days	Mon	Mon	65,74,77,84	
94	Documentation track	100%	80 days	Tue 8/9/16	Wed		
95	Closure of dependencies to prepare for User documentation for Phase 1	100%	0 days	Tue 8/9/16	Tue 8/9/16	79	
96	Documentation Release 1.0 (for Phase 1 items)	100%	9 days	Wed 8/10/16	Tue 8/23/16		
97	Creation of Operation / User Manuals v1.0	100%	5 days	Wed 8/10/16	Wed 8/17/16	95	D&B
98	Review / Rework of Operation / User Manuals v1.0	100%	2 days	Thu 8/18/16	Fri 8/19/16	97	D&B
99	Creation of Installation & configurations manual	100%	1 day	Mon 8/22/16	Mon 8/22/16	98	D&B
100	Review / Rework of Installation & configurations manual	100%	1 day	Tue 8/23/16	Tue 8/23/16	99	D&B
101	Release of Operation / User, Installation Manuals V1.0 (in parallel to	100%	0 days	Tue 8/23/16	Tue 8/23/16	100	D&B
102	Closure of dependencies to prepare for User documentation for Phase 2	100%	0 days	Mon 9/19/16	Mon 9/19/16	85	D&B
103	Documentation Release 1.1 (for Phase 2 items)	100%	10 days	Tue 8/30/16	Mon 9/12/16		
104	Creation of Operation / User Manuals v1.0	100%	6 days	Tue 8/30/16	Tue 9/6/16	102	D&B
105	Review / Rework of Operation / User Manuals v1.0	100%	2 days	Wed 9/7/16	Thu 9/8/16	104	D&B
106	Creation of Installation & configurations manual	100%	1 day	Fri 9/9/16	Fri 9/9/16	105	D&B
107	Review / Rework of Installation & configurations manual	100%	1 day	Mon 9/12/16	Mon 9/12/16	106	D&B
108	Release of Operation / User, Installation Manuals V1.0 (in parallel to	100%	0 days	Mon 9/12/16	Mon 9/12/16	107	D&B
109	Documentation Release 1.2	100%	6 days	Tue 11/22/16	Wed		
110	Dependency closure for Finalizing Documents (UAT Signoff)	100%	0 days	Tue 11/22/16	Tue 11/22/16	165	
111	Updation / Review of Operation / User manual based on changes	100%	5 days	Wed	Tue 11/29/16	110	D&B
112	Updation / Review of Installation & Configuration manual based on	100%	1 day	Wed	Wed	111	D&B
113	Release of Operation / User, Installation Manuals v1.1	100%	0 days	Wed	Wed	111,112	D&B
114	Closure of Documentation Track	100%	0 days	Wed	Wed	109	
115	User Acceptance Track	100%	171	Tue 3/8/16	Mon 11/7/16		
116	User Acceptance Test Preparation	100%	121	Tue 3/8/16	Fri 8/26/16		



SilverBlade™ 2.0 CIB Implementation – Draft Final Report

SB2@Bhutan_UpgradePlan_V1.4.mpp							
ID	Task Name	% Complete	Duration	Start	Finish	Predecessors	Resource Names
117	Requirement scope finalization dependency for UAT Preparation	100%	0 days	Tue 3/8/16	Tue 3/8/16	31	
118	UAT Planning	100%	14 days	Wed 3/9/16	Mon 3/28/16		
119	Creation and Release of User Acceptance Test Plan	100%	5 days	Wed 3/9/16	Tue 3/15/16	117	D&B
120	Review of User Acceptance Test Plan	100%	5 days	Wed 3/16/16	Tue 3/22/16	119	CIB
121	Incorporation of Test Plan Feedback, if any	100%	2 days	Wed 3/23/16	Thu 3/24/16	120	D&B
122	Release of User Acceptance Test Plan after incorporation of review	100%	1 day	Fri 3/25/16	Fri 3/25/16	121	D&B
123	Signoff of User Acceptance Test Plan	100%	1 day	Mon 3/28/16	Mon 3/28/16	122	D&B,CIB
124	UAT Test case Readiness	100%	12 days	Wed 8/10/16	Fri 8/26/16		
125	Creation of UAT Test Cases & Submission of UAT Test cases	100%	6 days	Wed 8/10/16	Thu 8/18/16	79,118	D&B
126	Review of UAT Test Cases	100%	4 days	Fri 8/19/16	Wed 8/24/16	125	D&B
127	Incorporation of Feedback on Test cases, if any	100%	2 days	Thu 8/25/16	Fri 8/26/16	126	D&B
128	Release of UAT Test cases to Bureau	100%	0 days	Fri 8/26/16	Fri 8/26/16	127	
129	UAT Phase 1 : Core Product	100%	42 days	Fri 7/15/16	Wed 9/14/16		
130	Product Deployment at UAT-SB2 Environment	100%	32 days	Fri 7/15/16	Wed 8/31/16		
131	Environment readiness dependency at UAT-SB2 Environment	100%	0 days	Fri 7/15/16	Fri 7/15/16	49	
132	Build the Database with migrated Meta Data	100%	5 days	Mon 8/1/16	Fri 8/5/16		
133	Execute Meta Data Migration Scripts	100%	5 days	Mon 8/1/16	Fri 8/5/16	131,82	D&B
134	Solution Deployment at UAT-SB2 Environment	100%	13 days	Mon 8/8/16	Thu 8/25/16		
135	Solution Deployment for UAT	100%	5 days	Mon 8/8/16	Fri 8/12/16	79FF,132	D&B
136	Master Data Configuration in UAT	100%	2 days	Thu 8/11/16	Fri 8/12/16	135FF	D&B
137	Apply incremental patch after test certification	100%	2 days	Wed 8/24/16	Thu 8/25/16	135,83	D&B
138	Sanity Check & Signoff of UAT-SB2 (Phase 1)	100%	4 days	Fri 8/26/16	Wed 8/31/16		
139	Sanity testing of solution for UAT	100%	3 days	Fri 8/26/16	Tue 8/30/16	134	D&B
140	Backup of UAT environment for Training	100%	1 day	Wed 8/31/16	Wed 8/31/16	139	CIB
141	Release UAT-SB2 for Phase 1 Training & UAT Initial Round	100%	0 days	Wed 8/31/16	Wed 8/31/16	138	D&B
142	User Acceptance Test & Production Deployment Certification	100%	7 days	Tue 9/6/16	Wed 9/14/16		
143	Closure of dependencies for UAT start	100%	0 days	Tue 9/6/16	Tue 9/6/16	167	
144	Restore the backup for UAT start	100%	1 day	Wed 9/7/16	Wed 9/7/16	143	CIB
145	UAT Execution	100%	5 days	Thu 9/8/16	Wed 9/14/16		



SilverBlade™ 2.0 CIB Implementation – Draft Final Report

SB2@Bhutan_UpgradePlan_V1.4.mpp							
ID	Task Name	% Complete	Duration	Start	Finish	Predecessors	Resource Names
146	User acceptance test execution (Core Product)	100%	5 days	Thu 9/8/16	Wed 9/14/16	144	CIB
147	Sign-off on User Acceptance Test for Phase 1 (SB2 Core)	100%	0 days	Wed 9/14/16	Wed 9/14/16	145	
148	UAT Phase 2 : PMR, AMS & Mobile Apps	100%	37 days	Wed 9/14/16	Mon 11/7/16		
149	Product Deployment at UAT-SB2 Environment	100%	34 days	Wed 9/14/16	Tue 11/1/16		
150	Environment availability post Phase 1 UAT signoff	100%	0 days	Wed 9/14/16	Wed 9/14/16	129	
151	Application readiness for Training & UAT	100%	0 days	Mon	Mon	92	
152	Solution Deployment at UAT-SB2 Environment	100%	6 days	Tue 10/18/16	Tue 10/25/16		
153	Solution Deployment for UAT	100%	6 days	Tue 10/18/16	Tue 10/25/16	150,151	D&B
154	Master Data Configuration in UAT	100%	2 days	Mon	Tue 10/25/16	153FF	D&B
155	Sanity Check & Signoff of UAT-SB2 (Phase 2)	100%	5 days	Wed	Tue 11/1/16		
156	Sanity testing of solution for UAT	100%	5 days	Wed	Tue 11/1/16	152	D&B
157	Backup the UAT Phase 2 deployment for Training	100%	2 days	Mon	Tue 11/1/16	156FF	CIB
158	Release UAT-SB2 for Phase 2 Training & UAT Initial Round	100%	0 days	Tue 11/1/16	Tue 11/1/16	155	D&B
159	User Acceptance Test & Production Deployment Certification	100%	3 days	Wed 11/2/16	Mon 11/7/16		
160	Closure of dependencies for UAT start	100%	0 days	Wed 11/2/16	Wed 11/2/16	158,173	
161	Restore the backup for UAT start	100%	1 day	Wed 11/2/16	Wed 11/2/16	160,157	CIB
162	UAT Initial Round	100%	3 days	Wed 11/2/16	Mon 11/7/16		
163	User acceptance test execution (PMR, Mobile Apps & AMS)	100%	3 days	Wed 11/2/16	Fri 11/4/16	161	CIB
164	Sign-off on User Acceptance Test for Phase 2 (PMR, Mobile Apps)	100%	0 days	Mon 11/7/16	Mon 11/7/16		CIB
165	Closure of User Acceptance Track	100%	0 days	Mon 11/7/16	Mon 11/7/16	129,148	
166	Training Track	100%	52 days	Wed 8/31/16	Fri 11/11/16		
167	Phase 1 : Bureau User Training	100%	4 days	Wed 8/31/16	Tue 9/6/16		
168	Closure of training related dependencies	100%	0 days	Wed 8/31/16	Wed 8/31/16	96,141	
169	Bureau User training on SilverBlade Engines and IFF (Including	100%	1 day	Fri 9/2/16	Fri 9/2/16	168	D&B,CIB
170	Bureau User training on SilverBlade Admin	100%	2 days	Mon 9/5/16	Tue 9/6/16	169	D&B,CIB
171	Bureau User training on SilverBlade Website	100%	1 day	Tue 9/6/16	Tue 9/6/16	170	D&B,CIB
172	User training completion for UAT start of Phase 1	100%	0 days	Tue 9/6/16	Tue 9/6/16	171	
173	Phase 2 : Bureau User Training	100%	2 days	Tue 11/1/16	Thu 11/3/16		
174	Closure of training related dependencies	100%	0 days	Tue 11/1/16	Tue 11/1/16	103,158	



SilverBlade™ 2.0 CIB Implementation – Draft Final Report

SB2@Bhutan_UpgradePlan_V1.5.mpp							
ID	Task Name	% Complete	Duration	Start	Finish	Predecessors	Resource Names
175	Bureau User training on VAPS - AMS	100%	1 day	Wed 11/2/16	Wed 11/2/16	174	CIB,D&B
176	Bureau User training on VAPS - PMR	100%	1 day	Thu 11/3/16	Thu 11/3/16	175	CIB,D&B
177	Bureau User training on Mobile Apps	100%	1 day	Thu 11/3/16	Thu 11/3/16	175	CIB,D&B
178	User training completion for UAT start of Phase 2	100%	0 days	Thu 11/3/16	Thu 11/3/16	177	
179	Member User Training	100%	2 days	Thu 11/10/16	Fri 11/11/16		
180	Train the Trainer	100%	2 days	Thu 11/10/16	Fri 11/11/16	163	
181	Closure of Training Track	100%	0 days	Fri 11/11/16	Fri 11/11/16	167,173,175	
182	Production Deployment Track	100%	52 days	Wed 9/14/16	Thu 11/24/16		
183	Product Deployment at Production-SB2 Environment	100%	52 days	Wed 9/14/16	Thu 11/24/16		
184	Readiness of Application for Production Deployment	100%	0 days	Wed 9/14/16	Wed 9/14/16	147	D&B,CIB
185	Set up the Production Environment	100%	7 days	Thu 9/15/16	Fri 9/23/16		
186	Solution Deployment in Production	100%	4 days	Thu 9/15/16	Tue 9/20/16	129	D&B
187	Master Data Configuration in Production	100%	2 days	Mon 9/19/16	Tue 9/20/16	186FF	D&B
188	Apply Meta Data creation Scripts	100%	3 days	Fri 9/16/16	Tue 9/20/16	186FF	D&B
189	Sanity testing of solution in Production Environment	100%	3 days	Wed 9/21/16	Fri 9/23/16	188	D&B
190	Process Historical Files and Build Credit Repository	100%	15 days	Mon 9/26/16	Fri 10/14/16		
191	Process year-month wise submission of historical files	100%	15 days	Mon 9/26/16	Fri 10/14/16	185	D&B,CIB
192	Sync of the Admin Meta Data for any incremental Configurations	100%	2 days	Thu 10/13/16	Fri 10/14/16	191FF	D&B
193	Update Solution in Production Environment Post UAT Sign-off of	100%	8 days	Tue 11/15/16	Thu 11/24/16		
194	Update Solution in Production	100%	3 days	Tue 11/15/16	Thu 11/17/16		D&B
195	Master Data Configuration in Production	100%	1 day	Thu 11/17/16	Thu 11/17/16	194FF	D&B
196	Sanity testing of solution in Production Environment	100%	3 days	Fri 11/18/16	Tue 11/22/16	194,195	D&B
197	Sanity testing by CIB Team	100%	2 days	Wed	Thu 11/24/16	196	CIB
198	Closure of Production Deployment Track	100%	0 days	Thu 11/24/16	Thu 11/24/16	183	
199	Go-live	100%	1 day	Fri 11/25/16	Fri 11/25/16	198	CIB



2.2. Weekly status Report

Project Milestones – SilverBlade™ 2.0 Core & VAPs

MPP #	Project Phases	Planned		Actual		% Completed
		Start Date	Finish Date	Start Date	Finish Date	
1	SilverBlade™ 2.0 Core & VAPs Implementation	02/03/16	11/25/16	02/03/16	11/25/16	100
2	Pre-Initiation Track - Core	02/03/16	02/26/16	02/03/16	02/26/16	100
18	Pre-Initiation track – VAPs	02/03/16	02/24/16	02/03/16	02/24/16	100
24	Project Initiation & Kick-Off	02/29/16	02/29/16	02/29/16	02/29/16	100
26	Business Consultancy Track - Core	02/29/16	03/29/16	02/29/16	03/29/16	100
42	Business Consultancy Track -VAPs	02/25/16	03/31/16	02/25/16	03/31/16	100
49	Infrastructure Track	02/04/16	07/15/16	02/04/16	08/25/16	100
62	Product Customization Track	02/26/16	10/17/16	02/26/16	10/25/16	100
94	Documentation Track	08/09/16	11/30/16	08/09/16	11/16/16	100
115	User Acceptance Track	03/08/16	11/22/16	03/08/16	11/07/16	100
180	Training Track	08/31/16	11/11/16	08/31/16	11/10/16	100
196	Production Deployment Track	09/14/16	11/24/16	09/15/16	11/24/16	100
206	Go-Live	11/25/16	11/25/16	11/25/16	11/25/16	100

Completed
In Progress
Yet to Start
Delay
On Hold

Overall Project Status – SilverBlade™ 2.0 Core & VAPs

MPP #	Project Milestones	Planned		Actual		% Completed
		Start Date	Finish Date	Start Date	Finish Date	
2	Pre-Initiation Track	02/03/16	02/26/16	02/03/16	02/26/16	100
22	Pre-Initiation track - VAPs	02/29/16	02/29/16	02/29/16	02/29/16	100
24	Project Initiation & Kick-Off	02/29/16	02/29/16	03/16/16	03/16/16	100
26	Business Consultancy Track - Core	02/29/16	03/29/16	03/25/16	03/29/16	100
42	Business Consultancy Track -VAPs	05/09/16	05/09/16	05/09/16	05/09/16	100
49	Infrastructure Track	02/04/16	02/04/16	02/04/16	08/25/16	100
50	D&B to release the updated Infrastructure Design Document for its finalization	02/04/16	02/04/16	02/04/16	02/04/16	100
54	Bureau to procure the infrastructure components as needed	05/10/16	06/23/16	05/10/16	06/23/16	100
57	Bureau team to setup the new infrastructure components	06/24/16	07/07/16	06/24/16	07/13/16	100
58	D&B to audit the newly set up infrastructure for its configuration compliance	07/08/16	07/12/16	08/08/16	08/10/16	100
60	Bureau to declare datacenter readiness for SB2 - both UAT & Production environments	07/15/16	07/15/16	07/15/16	08/25/16	100
62	Product Customization Track	02/26/16	10/17/16	02/26/16	10/25/16	100
63	SB 2.0 Base setup & Functional Testing of Core & Alternate Data Source	02/26/16	02/26/16	02/26/16	02/26/16	100
65	Phase 1 : SB2 Development (Core Product)	02/26/16	07/19/16	02/26/16	07/19/16	100

Completed
In Progress
Yet to Start
Delay
On Hold



SilverBlade™ 2.0 CIB Implementation – Draft Final Report

Overall Project Status – SilverBlade™ 2.0 Core & VAPs contd...

MPP #	Project Milestones	Planned		Actual		% Completed
		Start Date	Finish Date	Start Date	Finish Date	
67	Customize the SB2 application (Core + Alternate Data Source) - All Applicable Modules including PMR	03/09/16	06/21/16	03/09/16	06/21/16	100
70	Configure the necessary date validation and multi-condition validation rules for the 5 IFFs	06/29/16	07/05/16	06/29/16	07/12/16	100
71	Configure the Splitter, Router and IDS related configuration for the 5 IFFs	07/06/16	07/12/16	07/05/16	07/10/16	100
73	Phase 1 : Release to the internal testing team (Core Product)	07/20/16	07/20/16	07/20/16	07/20/16	100
74	Phase 2 : SB2 Development (PMR, AMS & Mobile Apps)	07/21/16	08/11/16	07/21/16	08/16/16	100
75	Mobile App, PMR and AMS Customizations	07/21/16	08/11/16	07/05/16	08/12/16	100
76	Phase 2 : Release to the internal testing team (PMR, AMS & Mobile Apps)	08/12/16	08/12/16	08/11/16	08/16/16	100
77	Phase 1 : SB2 Functional Testing (Core Product)	03/09/16	08/22/16	03/09/16	08/31/16	100
78	Test Planning, Design & Preparation	03/09/16	04/07/16	03/09/16	04/07/16	100
79	Module / Functional Testing	07/20/16	08/09/16	07/20/16	08/09/16	100
80	Functional issue closure	07/25/16	08/12/16	07/25/16	08/22/16	100
81	End-to-End Regression Testing	08/16/16	08/22/16	08/16/16	08/31/16	100

Overall Project Status – SilverBlade™ 2.0 Core & VAPs contd...

MPP #	Project Milestones	Planned		Actual		% Completed
		Start Date	Finish Date	Start Date	Finish Date	
84	Phase 2 : SB2 Functional Testing (PMR, AMS & Mobile App)	08/16/16	10/17/16	08/16/16	10/25/16	100
85	Module / Functional Testing	08/16/16	09/19/16	08/16/16	10/18/16	100
86	Functional issue closure	08/18/16	09/19/16	08/18/16	10/22/16	100
87	End-to-End Regression Testing	10/07/16	10/17/16	10/07/16	10/25/16	100
88	SB 2.0 Non-Functional Testing	08/24/16	09/13/16	08/24/16	09/13/16	100
92	Release of Performance & VAPT certified solution for UAT regression	09/28/16	09/28/16	10/25/16	10/25/16	100
94	Documentation Track	08/09/16	11/30/16	08/10/16	11/16/16	100
101	Documentation Release 1.0	08/10/16	08/23/16	08/10/16	11/01/16	100
108	Documentation Release 1.1 (Release of Operation / User, Installation Manuals V1.0)	08/30/16	09/12/16	08/10/16	11/01/16	100
113	Documentation Release 1.2 (Release of Operation / User, Installation Manuals v1.1)	11/22/16	11/30/16	10/20/16	11/16/16	100



Overall Project Status – SilverBlade™ 2.0 Core & VAPs contd...

MPP #	Project Milestones	Planned		Actual		% Completed
		Start Date	Finish Date	Start Date	Finish Date	
115	User Acceptance Track	03/08/16	11/22/16	03/08/16	11/07/16	100
122	UAT Planning – Creation, release and review of test plan	03/09/16	3/28/16	03/09/16	03/28/16	100
124	UAT Test case Readiness - Release of UAT Test cases to Bureau	08/10/16	08/26/16	08/10/16	09/01/16	100
129	UAT-Phase 1 - Core Product	07/15/16	10/10/16	07/15/16	09/14/16	100
130	Product Deployment at UAT-SB2 Environment	07/15/16	08/31/16	08/25/16	08/31/16	100
142	User Acceptance Test & Production Deployment Certification	09/06/16	09/14/16	09/06/16	09/14/16	100
145	UAT Execution	09/08/16	09/14/16	09/08/16	09/14/16	100
147	Sign-off on User Acceptance Test for Phase 1 (Core Product)	09/14/16	09/14/16	09/14/16	09/14/16	100
148	UAT-Phase 2 - PMR, AMS & Mobile Apps	09/14/16	11/22/16	09/14/16	11/07/16	100
149	Product Deployment at UAT-SB2 Environment	09/14/16	11/01/16	09/28/16	11/01/16	100

Overall Project Status – SilverBlade™ 2.0 Core & VAPs contd...

MPP #	Project Milestones	Planned		Actual		% Completed
		Start Date	Finish Date	Start Date	Finish Date	
159	User Acceptance Test & Production Deployment Certification	11/03/16	11/22/16	11/02/16	11/07/16	100
162	UAT Initial Round	11/07/16	11/14/16	11/02/16	11/06/16	100
164	Sign-off on User Acceptance Test for Phase 2 (PMR, Mobile Apps & AMS)	11/22/16	11/22/16	11/07/16	11/07/16	100
166	Training Track	08/31/16	10/31/16	09/02/16	11/11/16	100
167	Phase 1 : Bureau User Training	09/02/16	09/06/16	09/02/16	09/06/16	100
173	Phase 2 : Bureau User Training	11/01/16	11/03/16	11/02/16	11/06/16	100
179	Member User Training	11/10/16	11/11/16	11/10/16	11/10/16	100
182	Production Deployment Track	09/14/16	11/24/16	09/14/16	11/24/16	100
184	Readiness of Application for Production Deployment	09/14/16	09/14/16	09/14/16	09/14/16	100
185	Set up the Production Environment	09/15/16	09/23/16	09/15/16	10/18/16	100
190	Process Historical Files and Build Credit Repository	09/26/16	10/14/16	11/15/16	10/14/16	100
193	Update Solution in Production Environment Post UAT Sign-off	11/15/16	11/24/16	11/07/16	11/24/16	100
199	Go-live	11/25/16	11/25/16	11/25/16	11/25/16	100



Project Risks and Dependencies

Risk No	Risk / Issue Description	Risk/ Issue	Risk Raised Date	Owner	Severity	Impact / Mitigation
1	Creating developer account for uploading Mobile app in app store	Risk	27/10/16	CIB	Critical	Unless an account is created in app store, it is not possible for intended users to download mobile app and start using the same.

S.No	Dependency Description	Raised Date	Owner	Status



3. Activities Performed

The key activities that were performed till date in course of implementing the SilverBlade™2.0 credit bureau solution were;

3.1. Business Consultancy

- Identify gaps between SilverBlade™ 2.0 and earlier CreditVerdict system at Bhutan
- Project Initiation and Kick off meeting with CIB team
- Weekly and monthly status review calls
- Data quality analysis of Telecom and Electricity data
- Walkthrough and Sign off of below mentioned artefacts with the concurrence of respective stakeholders
 - Project Plan, Schedule and Timelines
 - Functional Specifications Document - SilverBlade™ 2.0
 - Functional Specifications Document - Account Monitoring Solution
 - AMS Alert criteria List and Console Dimensions
 - Functional Specifications Document - Portfolio Monitoring Reports
 - PMR report prototypes
 - Input File Format for Telecom Data sources
 - Input File Format for Electricity Data sources
 - CIR Proto (Consumer & Commercial) for Banks
 - SIR Proto (Consumer & Commercial)
 - CIR Proto (Consumer & Commercial) for Telecom
- User Acceptance Test Plan for SilverBlade™2.0 and VAPS implementation
- Release of the User Manuals
- Creation of the below mentioned product support documents is also completed:
 - Operation Manual
 - Installation and Configuration Manual
- Trained the Bureau Users on the SilverBlade™ 2.0 core application.
- Trained the Bureau Users on the SilverBlade™ 2.0 VAPs and Mobile App application.
- UAT execution for SilverBlade™ 2.0 core application is completed and certified by CIB.



SilverBlade™ 2.0 CIB Implementation – Draft Final Report

- UAT execution for SilverBlade™ 2.0 VAPs application is completed and certified by CIB.
- UAT execution for SilverBlade™ 2.0 Mobile App is completed and certified by CIB.
- Trained the Member Institution Users on the SilverBlade™ 2.0 core application.
- Trained the Member Institution Users on the SilverBlade™ 2.0 VAPs & Mobile applications.

3.2. Infrastructure

- Infrastructure Design Document is signed off.
- D&B proposed recommendation on reusing existing components
- Bureau procured the infrastructure components as needed
- Bureau team has finished setting up the new infrastructure components
- D&B completed the audit of the newly set up infrastructure for its configuration compliance

3.3. Product Customization

- Completed setting up DB environment - Product Version and the base meta data for migration
- Finished setting up the SilverBlade™2.0 Admin , Website and Engines base version for CIB
- Customization of SilverBlade™2.0 application (Core + Alternate Data Source) to manage the IFFs agreed for banks and different alternate data sources, is completed and quality certified.
- Configured the necessary rules applicable for the signed IFFs
- Preparation of test plan and test design for core SilverBlade™2.0 application is completed.
- Creation of UAT Test Cases for core SilverBlade™2.0 application is completed and released for UAT execution.
- Execution of functional testing and certification of the developed SilverBlade™2.0 core application is completed and certified.
- Configuration of the necessary engines for AMS, PMR and Mobile application is completed. Customizations is also done.
- Core SilverBlade™2.0 application has been deployed in the UAT environment and the sanity of the same has been completed by D&B
- UAT execution for SilverBlade™ 2.0 core application is completed and certified by CIB.
- Preparation of test design, test plan for AMS, PMR, and Mobile application is completed.
- Creation of UAT Test Cases for AMS, PMR & Mobile application is completed.



SilverBlade™ 2.0 CIB Implementation – Draft Final Report

- Execution of functional testing and certification of the developed SilverBlade™2.0 VAPs application is completed and certified.
- Execution of functional testing and certification of the developed SilverBlade™2.0 Mobile App is completed and certified.
- SilverBlade™2.0 VAPs application has been deployed in the UAT environment and the sanity of the same has been completed by D&B
- UAT execution for SilverBlade™ 2.0 VAPs application is completed and certified by CIB.
- SilverBlade™2.0 Mobile App has been deployed in the UAT environment and the sanity of the same has been completed by D&B
- UAT execution for SilverBlade™ 2.0 Mobile App is completed and certified by CIB.
- D&B completed solution deployment in the production environment.
- Sanity testing of solution in Production Environment was completed by D&B team.
- Processing of historical files was successfully done by the D&B team in the new production environment
- CIB Team has done the Sanity testing by in the production environment with the historical data and has confirmed the same.
- Warranty has commenced after UAT sign off and SilverBlade™ 2.0 system has been completely handed over to CIB per the project plan milestones



4. UAT Sign off – Phase I




SD 2.0 CIB Implementation – UAT Sign-Off Form

1. Sign-Off

Pursuant to Contract entered into between **Dun & Bradstreet Credit Bureaus Limited** and **Credit Information Bureau of Bhutan** (hereafter referred as CIB) relating to **Silverblade Upgrade Implementation**, we hereby notify you that the User Acceptance Testing is successfully completed for Phase 1 modules as specified in the project plan of the Contract - **TA-8901 BHU: Strengthening Economic Management Program II - 3 Enhancing Credit Information Bureau in Bhutan (46371-002)**.

User Acceptance Date: 14-Sep-2016

For and on behalf of the CIB:

Signature: 

Name: Nawang Gyetse

Designation: Chief Executive Officer - CIB

Date: 14-Sep-2016

Place: Thimphu, Bhutan

CIB Seal:





2. Appendix

2.1. Module Level Testing Details

The following are the list of modules that has been tested as part of UAT execution performed by the CIB:

2.1.1. Admin

Sub Module	Functionality	Tested and Signed Off
Member	Institution Management	Yes
	Submission Frequency	Yes
	Product Offering	Yes
	Branch Management	Yes
	Manage Users	Yes
	Manage Role	Yes
	Manage Admin Users	Yes
	Transfer User	Yes
	Upload	Yes
Profile	Login	Yes
	Forgot Password	Yes
	Change Password	Yes
	Force Change Password	Yes
	Recent Menu	Yes
	Inbox	Yes
	Admin Dashboard	Yes
Settings	Product Master	Yes
	Product Group Master	Yes



SilverBlade™ 2.0 CIB Implementation – Draft Final Report

Sub Module	Functionality	Tested and Signed Off
	Catalogue Master	Yes
	Pricing Scheme	Yes
	Reset Password	Yes
	Unlock User	Yes
	Manage Alerts	Yes
	View Baseline Rules	Yes
	Manage Rules – Business	Yes
	Manage Rules – Date	Yes
	Engine Cockpit	Yes
	Bureau News Feed	Yes
	Manage Service Configuration	Yes
MIS	File Upload Rejection	Yes
	Data Quality Analysis	Yes
	Data Files Loading Status	Yes
	Data Trace Log	Yes
	User Report	Yes
	User Transfer Log	Yes
	Audit Trail Log	Yes
	Security Violation Report	Yes
	Subject Merge And Demerge Log	Yes
	Suppression Log Report	Yes
	Month-Wise Invoice Detail Report	Yes
	Invoice Log	Yes



SilverBlade™ 2.0 CIB Implementation – Draft Final Report

Sub Module	Functionality	Tested and Signed Off
	Monthly Invoice Summary with Comparison	Yes
	File Non Submission Log	Yes
	Alert Log	Yes
	Database Utilization Report	Yes
	Overall Count Statistics	Yes
	Data Correction Summary Report	Yes
	Product Usage Report	Yes
	Product Usage Trend Report	Yes
	Search and Report Performance	Yes
	Bulk Request Status Log	Yes
	Live Request Status Log	Yes
Data	Subject Suppression	Yes
	Merge/ De-Merge	Yes
	Credit Line Suppression	Yes
	File rollback	Yes
	Purging & Archiving	Yes
	Manage Purging & Archiving	Yes
Invoice	Generate Invoice	Yes
	Credit/ Debit Notes	Yes
	Manage Credit/ Debit Notes	Yes
	Ad-hoc Invoice	Yes
	Manage Invoice	Yes
	Dispute	Yes



SilverBlade™ 2.0 CIB Implementation – Draft Final Report


Sub Module	Functionality	Tested and Signed Off
Data (DMM)	Non-Dispute	Yes

2.1.2. Website

Sub Module	Functionality	Tested and Signed Off
Profile	Web Login	Yes
	Change Password	Yes
	Forgot Password	Yes
	Force Change Password	Yes
	Recent Menu	Yes
	Web Dashboard	Yes
Member	Manage Branch	Yes
	Manage Users	Yes
	Transfer User	Yes
Reports	Error Log Download	Yes
	Derogatory Report	Yes
	My Usage Report	Yes
	View Report by Ticket ID	Yes
DIR	Consumer Comprehensive	Yes
	Commercial Comprehensive	Yes
	Consumer Summary	Yes
	Commercial Summary	Yes
	Consumer SIR	Yes



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SB 2.0 CIB Implementation – UAT Sign-Off form


Sub Module	Functionality	Tested and Signed Off
	Commercial SIR	Yes
	Telecom CIR Consumer	Yes
	Telecom CIR Commercial	Yes
	CIR Business Rules	Yes
	Interactive CIR	Yes
Settings	Role Product Mapping	Yes
	CIR Widget Mapping	Yes
Invoice	Manage Invoice	Yes
Live	Live Request	Yes
Bulk	Bulk Request	Yes

2.1.3. Engines

Modules	Tested and Signed Off
Splitter	Yes
Router	Yes
Validator	Yes
Matcher	Yes
Loader	Yes
Consolidator	Yes

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2.2. Overall Test Results

The below table is summarized based on detailed testing results available in Section 2.1.

Modules	Severity			
	Critical	High	Medium	Low
Engines	0	0	0	0
Admin	0	0	0	0
Website	0	0	0	0
TOTAL	0	0	0	0
Acceptance Criteria	0	0	<25	<45
Actual Count	0	0	0	0
Acceptance Status	PASS	PASS	PASS	PASS

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5. UAT Sign off – Phase II



1. Sign-Off

Pursuant to Contract entered into between **Dun & Bradstreet Credit Bureaus Limited** and **Credit Information Bureau of Bhutan** (hereafter referred as CIB) relating to **SilverBlade Upgrade Implementation**, we hereby notify you that the User Acceptance Testing is successfully completed for **Phase 2** modules as specified in the project plan of the Contract - **TA-8901 BHU: Strengthening Economic Management Program II - 3 Enhancing Credit Information Bureau in Bhutan (46371-002)**.

User Acceptance Date: 6th November 2016

For and on behalf of the CIB

Signature: 

Name: Nawang Gyetse

Designation: Chief Executive Officer - CIB

Date: 07-NOV-2016

Place: Thimphu, Bhutan

CIB Seal: 

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2. Appendix

2.1. Module Level Testing Details

The following are the list of modules that has been tested as part of Phase 2 UAT execution performed by the CIB.

2.1.1. AMS

Sub Module	Functionality	Tested and Signed Off
AMS Admin	Manage Event	Yes
	Institution to Event Mapping	Yes
	Workspace Publisher	Yes
	MIS – Event Report	Yes
	MIS – Subject Watchlist Report	Yes
	MIS – Batch File Submission Report	Yes
AMS Website	Watchlist Management	Yes
	Batchlist Management	Yes
	Watchlist Console	Yes
	Alert Review Console	Yes
AMS Engines	AMS Data Preparatory Engines	Yes



2.1.2. PMR

Sub Module	Functionality	Tested and Signed Off
PMR Admin	Product Offering	Yes
	Pricing Schema	Yes
	Product Master	Yes
PMR Website	Delinquency Analysis Report	Yes





SilverBlade™ 2.0 CIB Implementation – Draft Final Report

SilverBlade™ 2.0 CIB Implementation – UAT Sign-Off Form – Phase II



Sub Module	Functionality	Tested and Signed Off
	Customer Loyalty Report	Yes
	Market Share Analysis Report	Yes
	Product Cross Sales Report	Yes
	Security Coverage Report	Yes
	Product Wise Risk Report	Yes
	Portfolio Status Report	Yes
PMR Engines	PMR Data Preparatory Engines	Yes

2.1.3. Mobile Apps

Sub Module	Functionality	Tested and Signed Off
Self-Inquiry	Consumer Registration	Yes
	Commercial Registration	Yes
	Consumer CIR	Yes
	Commercial CIR	Yes
	Mobile Number Change	Yes
	Email CIR	Yes
Easy Inquiry	Consumer Search	Yes
	Commercial Search	Yes
	Consumer CIR	Yes
	Commercial CIR	Yes
	Email CIR	Yes
	Archival Search	Yes

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Page 5 of 6

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2.2. Overall Test Results

The below table is summarized based on detailed testing results available in Section 2.1.

2.2.1. AMS

Modules	Severity			
	Critical	High	Medium	Low
Admin	0	0	0	0
Website	0	0	0	0
Engines	0	0	0	0
TOTAL	0	0	0	0
Acceptance Criteria	0	0	<25	<45
Actual Count	0	0	0	0
Acceptance Status	PASS	PASS	PASS	PASS

2.2.2. PMR

Modules	Severity			
	Critical	High	Medium	Low
Admin	0	0	0	0
Website	0	0	0	0
Engines	0	0	0	0
TOTAL	0	0	0	0
Acceptance Criteria	0	0	<25	<45
Actual Count	0	0	0	0
Acceptance Status	PASS	PASS	PASS	PASS

2.2.3. Mobile App

Modules	Severity			
	Critical	High	Medium	Low
Admin	0	0	0	0
Website	0	0	0	0
Engines	0	0	0	0
TOTAL	0	0	0	0
Acceptance Criteria	0	0	<25	<45
Actual Count	0	0	0	0
Acceptance Status	PASS	PASS	PASS	PASS





6. Training Summary

6.1. Phase I

6.1.1. Training Period

Phase 1 UAT was conducted for a period of three days in the month for September 2016. The training dates were:

September 02, 2016

September 05, 2016

September 06, 2016

6.1.2. Training Attendees

S. No	Participant Name	Participant's Designation
1	Tenzin Ihadon	IT Officer, DBA
2	Kaka	IT Officer
3	Ugyen Tshering	Dy. General Manager
4	Sangay Chodon	Assistant Finance Officer
5	Sonam Chophel	IT Officer
6	Kinley Wangdi	Marketing Officer

6.1.3. Training Scope

The training provided during Phase 1 covered SilverBlade™ 2.0 Core application. The team had hands-on during the UAT as well. The high level modules covered include:

Admin Application	Subscriber/Website Application	Data Processing Engines
Member Management	Member Management	Splitter
Invoice	CIR Reports	Router
MIS Reports	MIS Reports	Validator
Settings	Profile	Matcher
Data Management	Settings	Loader
Data Correction	Invoice	Consolidator
Profile	Live	
	Bulk	

Note: The low level details are available as part of the UAT sign off form.



6.2. Phase 2

6.2.1. Training Period

Phase 2 UAT was conducted for a period of three days in the month for November 2016. The training dates were:

November 02, 2016

November 03, 2016

November 06, 2016

6.2.2. Training Attendees

S. No	Participant Name	Participant's Designation
1	Tenzin Ihadon	IT Officer, DBA
2	Kaka	IT Officer
3	Ugyen Tshering	Dy. General Manager
4	Sangay Chodon	Assistant Finance Officer
5	Sonam Chophel	IT Officer
6	Kinley Wangdi	Marketing Officer

6.2.3. Training Scope

The training provided during Phase 2 covered SilverBlade™ 2.0 VAPs (Value Added Products – AMS & VAPS) along with Mobile App. The team had hands-on during the UAT as well. The modules covered include;

AMS Application	PMR Application	Mobile App
Manage Event	Pricing Schema	Easy Inquiry - Consumer
MIS Reports	Delinquency Analysis Report	Easy Inquiry - Consumer
Watchlist Management	Customer Loyalty Report	Self-Inquiry - Consumer
Batchlist Management	Market Share Analysis Report	Self-Inquiry - Consumer
Watchlist Console	Product Cross Sales Report	
Alert Review Console	Security Coverage Report	
AMS Data Preparatory Engines	Product Wise Risk Report	
	Portfolio Status Report	
	PMR Data Preparatory Engines	

Note: The low level details are available as part of the UAT sign off form.



6.3. Member Training:

6.3.1. Training Period

Training to the Member Institutions were provided on the 10th day of November 2016.

6.3.2. Training Attendees

As part of the training provided to the Member Institutions, over sixty representatives from Banks, Financial Institutions, Insurance, Telecom, Electricity and NGOs participated. Details of the participants is available as part of the section 7.2

6.3.3. Training Scope

Subscriber / Website application of SilverBlade™ 2.0 Core, VAPs and Mobile Apps were covered as part of the MI training.



Subscriber/Website Application	AMS Application	PMR Application
Member Management	Watchlist Management	Delinquency Analysis Report
CIR Reports	Batchlist Management	Customer Loyalty Report
MIS Reports	Watchlist Console	Market Share Analysis Report
Profile	Alert Review Console	Product Cross Sales Report
Settings		Security Coverage Report
Invoice		Product Wise Risk Report
Live		Portfolio Status Report
Bulk		
	Mobile App	
	Easy Inquiry - Consumer	
	Easy Inquiry - Consumer	
	Self-Inquiry - Consumer	
	Self-Inquiry - Consumer	

Note: The low level details are available as part of the UAT sign off form.



7. Task Completion Log

7.1. Bureau Training Attendance – Phase I

Credit Information Bureau of Bhutan – Training Attendance Sheet

Training Topics: Silver Blade 2 – Overview, Data Processing, Admin – Member Management & Sellings

Trainer Name: Mr. Sunil Rao Date: Friday, 2nd September 2016

Sr. No.	Participant Name	Participant's Designation	Signature
1.	Tenzin Chodon	IT Officer, DBA	<i>[Signature]</i>
2.	Kalka	IS Officer	<i>[Signature]</i>
3.	Ugyen Phung	Dy. General Manager	<i>[Signature]</i>
4.	Sangay Chodon	Asstt. Finance Officer	<i>[Signature]</i>
5.	Sonam Chopel	IT Officer	<i>[Signature]</i>
6.			
7.			



Credit Information Bureau of Bhutan – Training Attendance Sheet

Training Topics: Silver Blade 2 – Entire Admin Module excluding Invoice & Dispute, Entire Website Module including Reports

Trainer Name: Mr. Sunil Rao & Mr. S Ranganathan

Date: Monday, 5th September 2016

Sr. No.	Participant Name	Participant's Designation	Signature
1.	Tulay Wangdi	Liaison/Marketing Officer	
2.	Sangay Chodon	Asst. Finance Officer	
3.	Ugyen Phewang	Dy. General Manager	
4.	Keka	IT Officer	
5.	Tenzin Medon	IT Officer	
6.	Sonam Chopel	IT Officer	
7.			



Credit Information Bureau of Bhutan – Training Attendance Sheet

Training Topics: Silver Blade 2 – Data Correction (Dispute & Non Dispute), Invoicing

Trainer Name: Mr. Sunil Rao

Date: Tuesday, 6th September 2016

Sr. No.	Participant Name	Participant's Designation	Signature
1.	TENZIN LHADON	IT OFFICER	
2.	KAKA	IT OFFICER	
3.	UGYEN PAHERING	DY. GENERAL MANAGER	
4.	Sangay Chodon	AFO	
5.	Souren Chophel	IT OFFICER	
6.			
7.			



7.2. Member Institution – Training Attendance

List of participants for Credit Bureau System Training						
Sl.No	Name	Designation	Department/Division	Contact Number	Email ID	Signature
Bank of Bhutan Limited						
1	Mr. Ashok Rai		IT	17648969	ashok.raie@bob.bt	
2	Ms. Passang Tamang		IT	17466699	passangtamang@bob.bt	
3	Mr. Dependra Rai		Loan Section	17619150	dependra.raie@bob.bt	
4	Ms. Kalapana Sunwar		Loan Section	17819884	Kalpansunwar@bob.bt	
5	Ms. Thinley Wangmo		CPBD	17580932	thinley.wangmo@bob.bt	
6	Mr. Til Bdr Gurung		Loan Section, P/ing	17212685	til.bhadur@bob.bt	
Bhutan National Bank Limited						
7	Mr. Barun Lama	IT OFFICER	IT	17679223	barun.lama@bnb.bt	
8	Mr. Lobzang Dendup	Credit Officer	Credit	17115515	lobzang@bnb.bt	
9	Ms. Lhaki Wangmo	In-Charge	Credit	17118775	lhaki.wangmo@bnb.bt	
10	Ms. Kezang Wangmo	Credit Officer	Credit	17112222	kezangwangmo@bnb.bt	
11	Ms. Samten Wangmo	Credit Officer	Credit	17130301	Samten@bnb.bt	
Druk PNB Bank Limited						
12	Mr. Yonten Dorji	Senior Executive	Credit	17636834	yontendorji@dpnb.bt	
13	Mr. Namgay	Senior Executive II	Credit	77398996	namgay@dpnb.bt	
14	Mr. Prabhat Limbu	Senior Executive II	Credit	17607954	prabhat.limbu@dpnb.bt	
16	Mr. Sherab Gyeltshen	Senior Executive I	Credit	17161177	Sherabgyeltshen@dpnb.bt	
T Bank Limited						
16	Mr. Leki Tshering	Senior Manager	Credit	2210667	lekitshering@tbank.bt	
17	Mr. Purna Singh Alley	IT Officer	IT	17277857	pnungar@tbank.bt	
18	Ms. Kinzang Choden	Credit Officer	Credit	1759633	kinzang@tbank.com	



SilverBlade™ 2.0 CIB Implementation – Draft Final Report

List of participants for Credit Bureau System Training

Sl.No	Name	Designation	Department/Division	Contact Number	Email ID	Signature
Bhutan Development Bank Limited						
19	Ms. Sonam Pelden	Manager	Main Branch	17941252	sonam.pelden20@bdb.bt	[Signature]
20	Mr. Samdrup Kinley	Manager	Credit			
21	Ms. Tashi Yangtsho	Project Officer	Credit	16911656	tashi.yangtsho@bdb.bt	[Signature]
22	Mr. Samten Wangchuk	Project Officer	Credit, Main Branch	14125088	Samten.wangchuk@bdb.bt	[Signature]
23	Ms. Namgay Wangmo	MIS Officer	IT/MIS	17942538	namgay.wangmo@bdb.bt	[Signature]
24	Mr. Loday Phuntsho	MIS Officer	IT/MIS	17624379	loday.phuntsho@bdb.bt	[Signature]
National Pension & Provident Fund						
25	Mr. Dechen Tshering	Compliance Officer	NPPF	17810119	dechen.tshering@nppf.org.bt	[Signature]
26	Mr. Tashi Wangyel		Credit Review Unit	17608921	tashi.wangyel@nppf.org.bt	[Signature]
27	Mr. Tsheten Tamang	Asst. Manager	ICT	17124673	tsheten.tamang@gmail.com	[Signature]
28	Mr. Sonam		Customer Care Centre	1734668	sonam@nppf.org.bt	[Signature]
29	Ms. Kunta Devi Ghalley		Membership Loans	17345720	kuntadevi.ghalley@nppf.org.bt	[Signature]
30	Ms. Dechen Choden		Membership Loans	17330987	dechen.choden@nppf.org.bt	[Signature]
31	Ms. Rinchen Dema		Customer Care Centre	17968834	rinchen.dema@nppf.org.bt	[Signature]
Royal Insurance Corporation of Bhutan Limited						
32	Mr. Jigme Namgyal	Assistant Manager	Credit & Investment	17620765	jigme-namgyal@ricb.com.bt	[Signature]
33	Ms. Padma Chhetri	Assistant Manager	IT	17326668	padma.chhetri@ricb.com.bt	[Signature]
Bhutan Insurance Limited						
34	Mr. Rinzin Dorji	Asstt. Manager	claims	17645317	rinzinporji@gmail.com	[Signature]
35	Ms. Dawa Choden	Asstt. Manager	underwriting	17641085	sheringdawa@gmail.com	[Signature]
Rural Enterprise Development Corporation Limited						
36	Mrs. Dema Yangzom	Asstt. Manager	LEDCL/IT	17659784	dema.yangzom@gmail.com	[Signature]
37	Mr. Siddhart Lama	Project Analyst	Main Branch	16912517	tsisitt@gmail.com	[Signature]
38	Ms. Choney	Project Analyst	"	17691913	choney.bt@gmail.com	[Signature]
39	Mr. Sonam Tobgay	IT Officer	Main Branch	17347652	kravay@gmail.com	[Signature]



SilverBlade™ 2.0 CIB Implementation – Draft Final Report

List of participants for Credit Bureau System Training						
SL.No	Name	Designation	Department/Division	Contact Number	Email ID	Signature
Bhutan Power Corporation Limited						
40	Mr. Ugyen Dorji	Assistant IT Officer	IT D	17711188	ugyen@bpc.bt	<i>[Signature]</i>
41	Ms. Pema Lhaden	Assistant IT Officer	IT b	+9753921 72811332	sonam-chendup@bpc.bt	<i>[Signature]</i>
Bhutan Telecom Limited						
42	Ms. Thinley Zangmo	Credit Control Officer		17113188	thinley.zangmo@bt.bt	<i>[Signature]</i>
Tashi Cell						
43	Yeshi Norbu	IT Officer	MIS	77107009	yeshi.norbu@tashicell.com	<i>[Signature]</i>
44	Pema Gyeltshen	CBS Engineer	MIS	77400828	pema.gyeltshen@tashicell.com	<i>[Signature]</i>
45	Ms. Prema Ghalley	Accounts Officer	Finance	77141113	prema.ghalley@tashicell.com	<i>[Signature]</i>
Tarayana Foundation						
46	Mr. Dendup Tshering	Programmer	Tarayana	17405151	dendup@tarayana.com	<i>[Signature]</i>
RENEW						
47	Mr. Bernd Baehr	Project Director		77107771	bernd.baehr@SBFIC.de	<i>[Signature]</i>
48	Mr. Sonam Wangchuk	IT and Adm. Officer		17766223	Wangchuk86@gmail.com	<i>[Signature]</i>
49	Ms. Pema Lhamo	Internal Audit Officer		17362260	Pema.Lhamo1987@gmail.com	<i>[Signature]</i>
Credit Information Bureau of Bhutan						
50	Mr. Nawang Gyetse	CEO				<i>[Signature]</i>
51	Mr. Ugyen Tshering	Dy. General Manager	CIB	1888444	Ugyen.Tshering@CIB.bt	<i>[Signature]</i>
52	Mr. Sonam chopel	IT Officer				<i>[Signature]</i>
53	Mr. Kinley Wangdi	MLO				<i>[Signature]</i>
54	Ms. Tenzin Lhadon	IT Officer	CIB	77260143	tenzin.lhadon@CIB.bt	<i>[Signature]</i>
55	Ms. Sanga Choden					<i>[Signature]</i>
56	Ms. Sangay Chodon	AFO				<i>[Signature]</i>
D&B and Consultants						
57	Mr. Sunil Rao					<i>[Signature]</i>
58	Mr. Satish Metha					<i>[Signature]</i>
59	Ms. Lyatri					<i>[Signature]</i>



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7.3. SilverBlade™ 2.0 Core – Bureau User Manual

The image shows the cover and a revision log page of the SilverBlade™ 2.0 CIB Administrative User Manual. The cover is blue and white, featuring the Dun & Bradstreet logo and the CIB logo. The title is "SilverBlade™ 2.0: CIB Administrative User Manual" and it is "For Credit Bureau Users Version 1.0". The revision log table is as follows:

Version No	Date	Prepared / Updated by	Significant Changes
1.0	19-08-2016	D&B	Initial version

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SilverBlade™ 2.0 CIB Implementation – Administrative User Guide for Bureau Users		SilverBlade™ 2.0 CIB Implementation – Administrative User Guide for Bureau Users	
Table of Contents			
Revision Log.....	2	5.2. Manage Branches.....	42
Table of Contents.....	3	5.2.1. Create New Branch.....	43
1. Introduction.....	9	5.2.2. Search Branch.....	44
1.1. Intended Audience.....	9	5.2.3. Edit Branch.....	45
1.2. Browser Compatibility.....	10	5.3. Manage Users.....	46
1.3. Application Presentation Model.....	10	5.3.1. Create New User.....	47
1.4. Document Map.....	10	5.3.2. Search User.....	48
2. Acronyms and Abbreviations.....	12	5.3.3. Edit User.....	49
3. Getting Started.....	13	5.4. Upload.....	50
3.1. Login Screen.....	13	5.5. Manage Admin Users.....	53
3.1.1. Login Details.....	13	5.5.1. Create New Admin User.....	54
3.1.2. Forgot Password.....	14	5.5.2. Search Admin Users.....	55
3.1.3. First time Login.....	15	5.5.3. Edit Admin User.....	56
3.2. Home Page.....	16	5.6. Manage Roles.....	57
3.2.1. Main Menu Bar.....	17	5.6.1. Create New Role.....	58
4. Dashboard.....	19	5.6.2. Search Role.....	60
4.1. Dashboard for IT Users.....	19	5.6.3. Edit Role.....	60
4.2. Dashboard for Operations Users.....	22	5.7. Transfer Users.....	61
4.3. Dashboard for Accountants.....	25	6. Data.....	64
5. Member.....	29	6.1. Manage Subject Merge.....	64
5.1. Manage Institutions.....	29	6.1.1. New Subject Merge.....	65
5.1.1. Create New Institution.....	31	6.1.2. Search Merged Subjects.....	69
5.1.2. Updating an Institution with Additional Details.....	32	6.1.3. Add New Entity.....	72
5.1.2.1. Adding/Editing Branches.....	33	6.1.4. Subject Demerge.....	73
5.1.2.2. Adding/Editing Users.....	33	6.2. Subject Suppression.....	73
5.1.2.3. Adding/Editing Submission Frequency.....	33	6.2.1. New Subject Suppression.....	76
5.1.2.4. Mapping/Un-mapping Product offering.....	36	6.2.2. Revoke Subject Suppression.....	79
5.1.3. Search Institution.....	40	6.3. Credit Line Suppression.....	79
5.1.4. Edit Institution.....	40	6.3.1. New Credit Line Suppression.....	81
		6.3.2. Revoke Credit Line Suppression.....	83
		6.4. Manage File Rollback.....	83
		6.4.1. File Rollback.....	84
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SilverBlade™ 2.0 CIB Implementation – Draft Final Report

SilverBlade™ 2.0 CIB Implementation – Administrative User Guide for Bureau Users		SilverBlade™ 2.0 CIB Implementation – Administrative User Guide for Bureau Users	
6.4.2. Approving the File Rollback	86	8.1.8. User Report	128
6.5. Data Purge and Archiving	87	8.1.9. Live Request Status Log Report	130
6.5.1. Creating Data Purge and Archiving	88	8.1.10. Suppression Log Report	131
6.5.2. Searching Policy	90	8.1.11. User Transfer Log	133
6.5.3. Editing Data Purge and Archiving	91	8.1.12. Search and Reports Performance Report	134
6.6. Manage Data Purge	92	8.1.13. Data Correction Summary Report	135
6.6.1. Scheduling Data Purging/Archiving	94	8.2. Input and Processing Based Reports	137
7. Invoice	95	8.2.1. File Upload Rejection Report	137
7.1. Generate Invoices	96	8.2.2. Data Quality Analysis Report	138
7.2. Manage Invoices	97	8.2.3. Data File Loading Status Report	140
7.2.1. Manage Invoices by an Initiator	97	8.2.4. Data Load Trace Log	141
7.2.1.1. Submission of Invoice(s) for Approval	99	8.3. Database Utilization Report	143
7.2.1.2. Modification and Submission for Validation	99	8.3.1. Database Utilization Report	143
7.2.2. Manage Invoices by a Validator	102	8.3.2. Overall Count Statistics Report	144
7.2.2.1. Invoice Validation	103	8.4. Subscription Based Reports	145
7.2.3. Manage Invoices by an Approver	105	8.4.1. Product Usage Report	145
7.2.3.1. Invoice Approval	106	8.4.2. Product Usage Trend Report	147
7.3. Generate Credit and Debit Note	108	8.5. Financial Reports	149
7.4. Manage Credit and Debit Notes	111	8.5.1. Month Wise Invoice Details Report	149
7.4.1. Manage Credit and Debit Notes by an Initiator	111	8.5.2. Invoice Log Report	150
7.4.2. Manage Credit and Debit Notes by a Validator	113	8.5.3. Monthly Invoice Summary with Comparison and YTD Report	151
7.4.3. Manage Credit and Debit Notes by an Approver	115	9. Settings	153
7.5. Adhoc Invoices	116	9.1. Bureau News Feed	154
8. Report	119	9.1.1. Create New Bureau Feed	154
8.1. System Based Reports	120	9.1.2. Search Bureau News Feeds	155
8.1.1. Bulk Request Status Log	120	9.1.3. Edit Bureau News Feed	156
8.1.2. Health Check Monitoring Log	121	9.2. Bureau PKI Key	157
8.1.3. File Non Submission Log	123	9.2.1. Create New Bureau Key	158
8.1.4. Alert Log	124	9.2.2. Search Bureau Key	159
8.1.5. Security Violation Report	125	9.2.3. Edit Bureau Key	160
8.1.6. Audit Trail Log Report	126	9.3. Engine Cockpit	161
8.1.7. Subject Merge and Demerge Log	127	9.4. Manage Alerts	163



SilverBlade™ 2.0 CIB Implementation – Draft Final Report

SilverBlade™ 2.0 CIB Implementation – Administrative User Guide for Bureau Users		SilverBlade™ 2.0 CIB Implementation – Administrative User Guide for Bureau Users	
9.4.1. Search an Alert	163	10. Recent Menu	202
9.4.2. Edit an Alert.....	164	11. Inbox	203
9.5. Manage Catalogue.....	166	12. Profile	204
9.5.1. Create New Catalogue.....	167	12.1. Logout and Viewing User details.....	204
9.5.1.1. Adding/Editing Configuration.....	167	12.2. Change password	204
9.5.1.2. Adding/Editing Catalogue Mapping	169		
9.5.2. Search Catalogue.....	172		
9.5.3. Edit a Catalogue.....	173		
9.6. Manage Service Configuration.....	174		
9.6.1. Create New Service Configuration.....	175		
9.6.2. Search Service Configuration.....	176		
9.6.3. Edit Service Configuration.....	176		
9.7. Pricing Scheme	177		
9.7.1. Create New Pricing Scheme.....	178		
9.7.2. Search Pricing Scheme.....	182		
9.7.3. Edit Pricing Scheme.....	182		
9.7.4. Publish Pricing Scheme.....	184		
9.8. Product Master.....	185		
9.8.1. Create Product.....	186		
9.8.2. Search Product.....	188		
9.8.3. Edit Product.....	188		
9.8.4. Product Master - Pricing Scheme.....	190		
9.8.5. Publish Product.....	191		
9.9. Product Group Master.....	192		
9.9.1. Create Product Group.....	192		
9.9.2. Search Product Group.....	194		
9.9.3. Edit Product Group.....	194		
9.9.4. Product Group's Pricing Scheme.....	196		
9.9.5. Publish Product Group.....	197		
9.10. Reset Password.....	198		
9.11. Unlock User.....	199		
9.12. View Baseline Rules.....	200		



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7.4. SilverBlade™ 2.0 Core - Subscriber User Manual

The image shows the cover and a revision log for the SilverBlade™ 2.0 CIB Website User Manual. The cover is blue and white, featuring the Dun & Bradstreet logo and the CIB logo. The title is "SilverBlade™ 2.0: CIB Website User Manual" and it is intended for "Member Institution and Credit Bureau Users" at "Version 1.0".

The revision log table is as follows:

Version No.	Date	Prepared / Updated by	Significant Changes
1.0	21-07-2016	D&B	Initial version

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SilverBlade™ 2.0 CIB Implementation – Draft Final Report

SilverBlade™ 2.0 CIB Implementation – Website User Guide		SilverBlade™ 2.0 CIB Implementation – Website User Guide	
Table of Contents			
Revision Log.....	2	5.3. Transfer Users.....	31
Table of Contents.....	3	6. Credit Reports.....	34
1. Introduction.....	6	6.1. Manage Inquiries.....	34
1.1. Intended Audience.....	6	6.1.1. New Inquiry.....	35
1.2. Browser Compatibility.....	6	6.1.1.1. Searching a Subject.....	35
1.3. Application Presentation Model.....	7	6.1.1.2. Report Generation.....	38
1.4. Document Map.....	7	6.1.1.3. Viewing Already Generated CIR.....	39
2. Acronyms and Abbreviations.....	9	6.1.2. Search Inquiries.....	40
3. Getting Started.....	10	6.2. Reports in Detail.....	41
3.1. Login Screen.....	10	6.2.1. CIR Reports.....	41
3.1.1. Login Details.....	10	6.2.1.1. Consumer Comprehensive CIR.....	42
3.1.2. Forgot Password.....	11	6.2.1.2. Comprehensive CIR Commercial.....	45
3.1.3. First time Login.....	13	6.2.1.3. Consumer Summary CIR.....	48
3.2. Home Page.....	14	6.2.1.4. Commercial Summary CIR.....	49
3.2.1. Main Menu Bar.....	15	6.2.1.5. Telecom CIR.....	51
4. Dashboard.....	16	6.2.2. Widget Based Report.....	52
4.1. Dashboard – MI Users.....	16	7. Reports.....	55
4.1.1. Dashboard Widgets.....	16	7.1. Error Log.....	55
4.2. Dashboard – CSE Users.....	20	7.2. My Usage Report.....	57
4.2.1. Dashboard Widgets.....	20	7.3. Derogatory MIS Report.....	59
5. Member.....	24	8. Business Rules.....	61
5.1. Manage Branches.....	24	8.1. Master.....	61
5.1.1. Create New Branch.....	25	8.1.1. Create New Business Rule.....	62
5.1.2. Search Branch.....	26	8.1.1.1. Application Viability Grade.....	64
5.1.3. Edit Branch.....	27	8.1.1.2. Creating Rule – Rule Set.....	65
5.2. Manage Users.....	27	8.1.2. Search Business Rule.....	69
5.2.1. Create New User.....	28	8.2. Checker.....	70
5.2.2. Search User.....	29	8.2.1. Search Business Rule.....	70
5.2.3. Edit User.....	30	8.2.2. Change the Rule Status.....	71
		8.2.3. Verify Business Rule.....	73
		9. Self Inquiry.....	75
		9.1. Generating Self Inquiry Report.....	76



SilverBlade™ 2.0 CIB Implementation – Draft Final Report

SilverBlade™ 2.0 CIB Implementation – Website User Guide		SilverBlade™ 2.0 CIB Implementation – Website User Guide	
9.1.1. New Inquiry.....	76	1. Introduction	
9.1.2. Search Inquiry.....	80	The SilverBlade™ 2.0 Website Application – A Credit Bureau software facilitates the collection of data from Member institutions (i.e. regular data submission through secure FTP) and automated aggregation of such collected credit information on subjects, with no manual intervention. The aggregated information will be rendered as online credit reports to its subscribers.	
10. Invoice	81	The Software has been developed after extensive research and analysis of the Credit Bureau and Member institution's functionality, study of the existing technology landscape and taking into account the future technological advancement.	
10.1. Searching an Invoice.....	82	The SilverBlade™ 2.0 Website module will be accessible to authorized Member institutions (Banks, Financial institutions, Telecom, Insurance, and Electricity companies) and Credit Bureau users. The Website application of SilverBlade™ 2.0, enables the Member Institution users to perform the below listed actions:	
10.1.1. Sample of a Downloaded Invoice Item.....	82	1. Member Management includes:	
10.1.2. Sample of a Downloaded Credit Note.....	83	▪ Managing branches of an institution	
10.1.3. Sample of a Downloaded Debit Note.....	83	▪ Managing users associated with a branch	
11. Settings	84	▪ Transferring the users	
11.1. CIR Widget Mapping.....	84	2. Managing Inquiry and generate credit reports.	
11.2. Role Product Mapping.....	85	3. Creating and approving business rules.	
12. Recent Menu	87	4. Generating reports - My usage report and Error Log Report.	
13. Inbox	88	5. Downloading the invoices and credit/debit memo raised against the institution.	
14. Profile	89	6. Settings –Role product mapping and CIR widget mapping.	
14.1. Logout and Viewing User Details.....	89		
14.2. Change Password.....	89	1.1. Intended Audience	
		This user guide is intended for the Member Institution users and Credit Bureau CSE users who have access rights to SilverBlade™ 2.0 Website application.	
		1.2. Browser Compatibility	
		The SilverBlade™ 2.0 Website application is compatible with IE 10.0 and above, Chrome, Mozilla. This application will be best viewed in IE version 10.0 with 1366 X 766 resolutions.	
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7.5. SilverBlade™ 2.0 Core – DMM User Manual

Revision Log

Version No.	Date	Prepared / Updated by	Significant Changes
1.0	22-Aug-2016	D&B	Initial Version to CIB

Version 1.0

Version 1.0 © Dun & Bradstreet Page 2 of 60

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SilverBlade™ 2.0 CIB Implementation – Draft Final Report

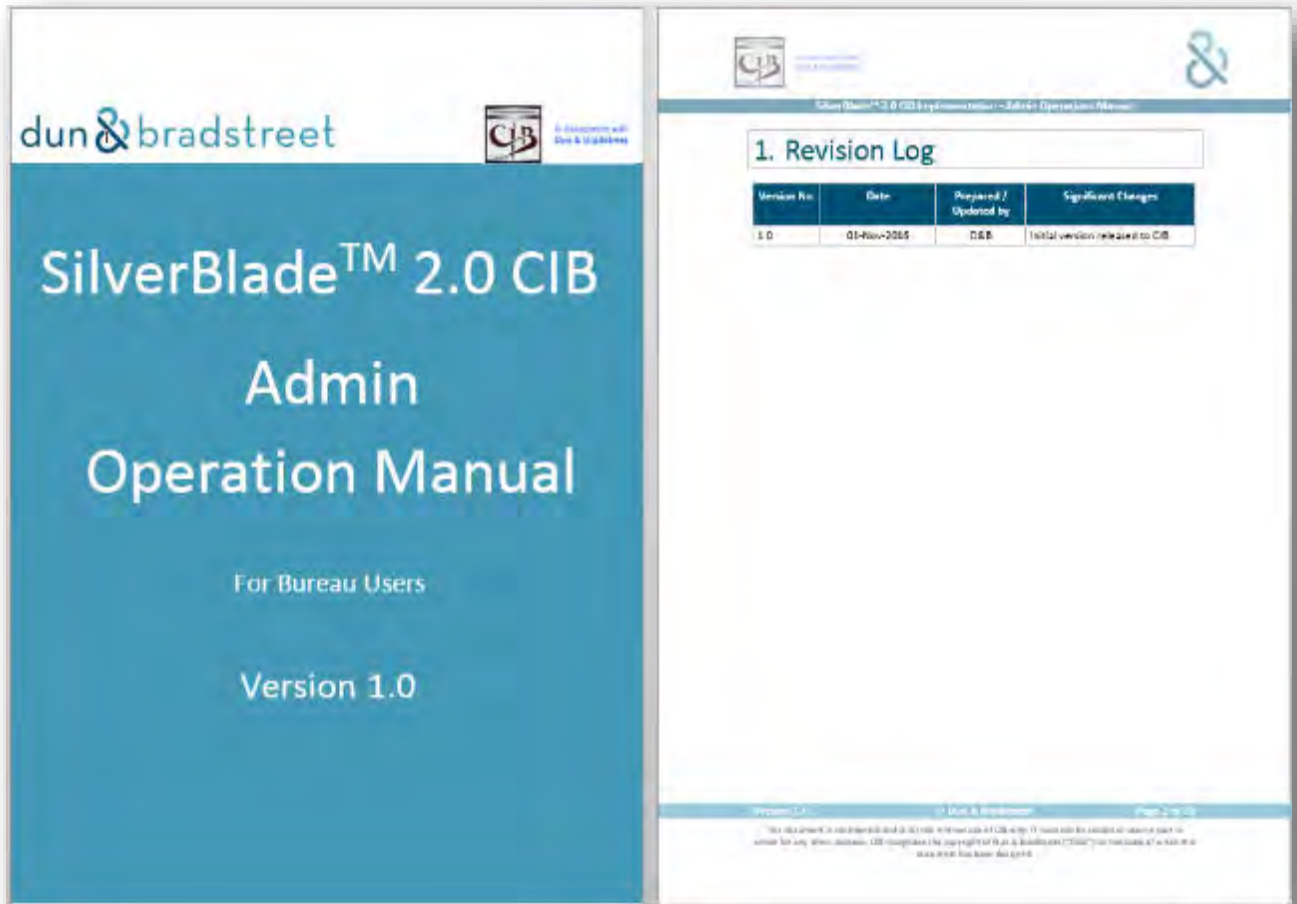
SilverBlade™ 2.0 CIB Implementation – Data Correction User Manual		SilverBlade™ 2.0 CIB Implementation – Data Correction User Manual	
Table of Contents			
Revision Log.....	2	3.5. Bureau Maker – Corrective Action.....	30
Table of Contents.....	3	3.5.1. Rejecting the Request.....	32
1. Introduction.....	5	3.5.2. Accepting the Request and Routing to Checker.....	33
1.1. Data Correction.....	5	3.6. Bureau Checker – Request Approval.....	33
1.2. DMM Application.....	5	3.6.1. Rejecting the Request.....	33
1.3. Intended Users.....	5	3.6.2. Sending the Request for Rework.....	35
1.4. Browser Compatibility.....	6	3.6.3. Approving the Request.....	36
1.5. Application Presentation Model.....	6	3.7. Super Administrator – Action on Escalated Request.....	36
1.6. Document Map.....	7	3.7.1. Rejecting the Request.....	38
1.7. Document Reference.....	7	3.7.2. Routing the Dispute Request.....	38
2. Getting Started.....	8	3.8. An Overview on Data Correction View Request.....	39
2.1. Login Screen.....	8	3.9. Correction Verification - Dispute.....	41
2.1.1. Login Details.....	8	3.9.1. Notification and SLAs.....	41
2.1.2. Forgot Password.....	9	4. Non-Dispute Based Data Correction.....	42
2.1.3. First time Login.....	10	4.1. Process flow.....	42
3. Dispute Based Data Correction.....	12	4.2. Dispute Recorder - Raising Request.....	43
3.1. Process Flow.....	12	4.3. Bureau Validator - Request Registration.....	43
3.2. Dispute Recorder - Request Registration.....	13	4.3.1. Viewing the Request.....	44
3.2.1. Subject Search.....	14	4.3.2. Subject Search.....	45
3.2.2. Register New Dispute.....	17	4.3.3. Register New Dispute.....	47
3.2.3. Dispute Cart.....	19	4.3.4. Dispute Cart.....	49
3.2.4. Dispute Log.....	22	4.3.5. Dispute Log.....	53
3.3. Bureau Validator – Validating and Routing.....	24	4.4. Bureau Maker – Corrective Action.....	54
3.3.1. Rejecting the Request.....	25	4.4.1. Rejecting the Request.....	56
3.3.2. Routing Request to Bureau Maker/Member Maker.....	26	4.4.2. Accepting the Request and Routing to Checker.....	56
3.3.3. Routing Request to Super Administrator.....	26	4.5. Bureau Checker – Request Approval.....	56
3.4. Member Maker – Request Correction and Routing.....	27	4.5.1. Rejecting the Request.....	58
3.4.1. Rejecting the Request.....	29	4.5.2. Sending the Request for Rework.....	59
3.4.2. Accepting the Request and Routing to Checker.....	30	4.5.3. Approving the Request.....	59
		4.6. Correction Verification – Non-Dispute.....	60
		4.6.1. Notification and SLAs.....	60



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7.6. SilverBlade™ 2.0 Core – Admin Operations Manual





SilverBlade™ 2.0 CIB Implementation—Admin Operations Manual

Table of Contents

1. Revision Log	2
Table of Contents	3
2. Introduction	4
2.1. Scope of the Document	4
2.2. Intended Audience	4
3. Acronyms and Abbreviations	5
4. Server Details	6
4.1. UAT Environment (User Acceptance Testing)	6
4.2. Production Environment	6
5. Shutting down the Admin Application	7
6. Restarting the Admin Application	10
7. Sanity Check	13
8. Admin Configuration Path Details	15
9. Admin Log File Path Details	16
10. Clearing Log Files in Servers	17
10.1. Clearing the Log Folders	17
10.2. Running a Search to locate Log Folders for Deletion	17
11. Disabling Admin Application Access for Maintenance	20

Version 1.1 © Dun & Bradstreet Page 3 of 10

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7.7. SilverBlade™ 2.0 Core – Website Operations Manual

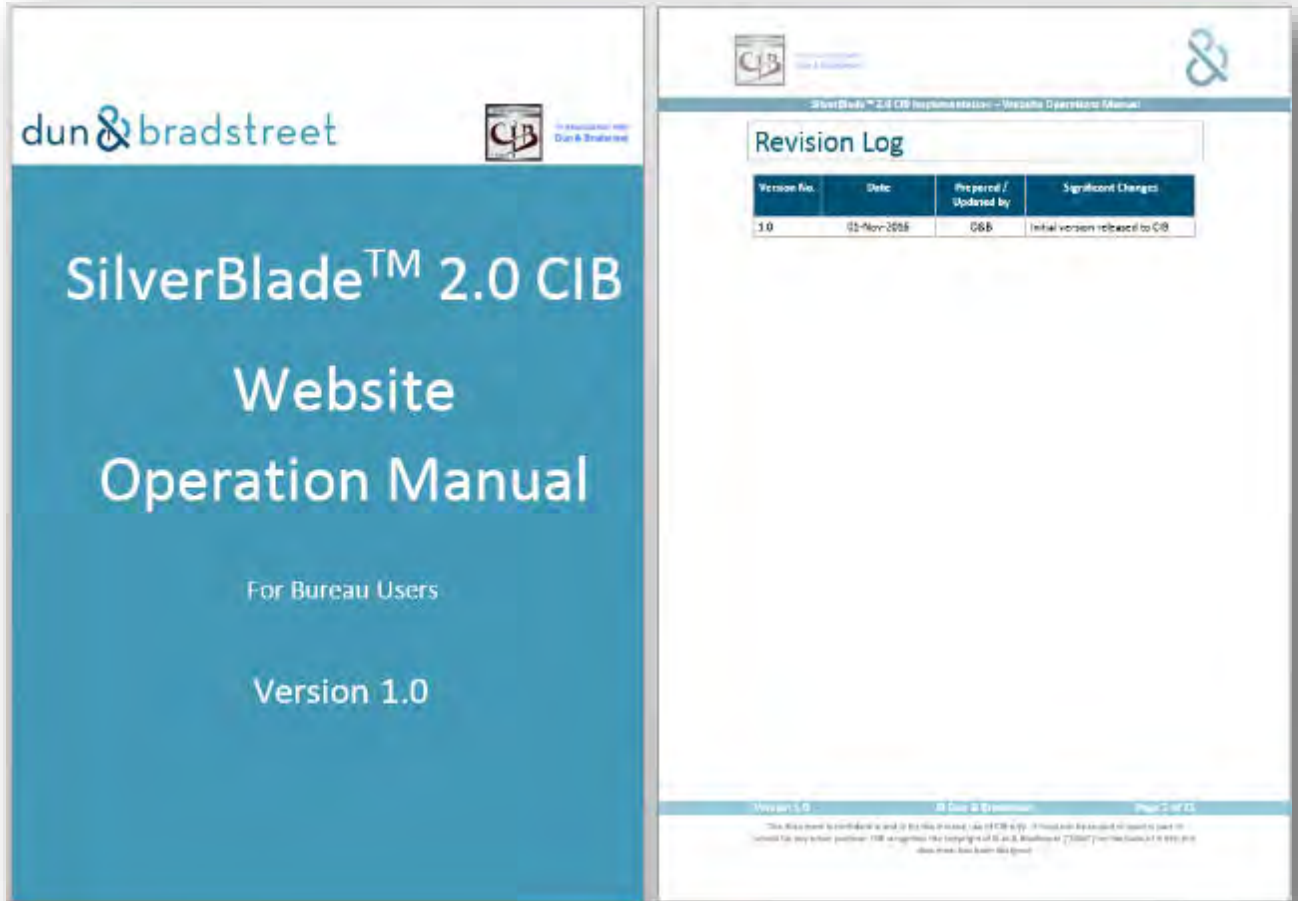




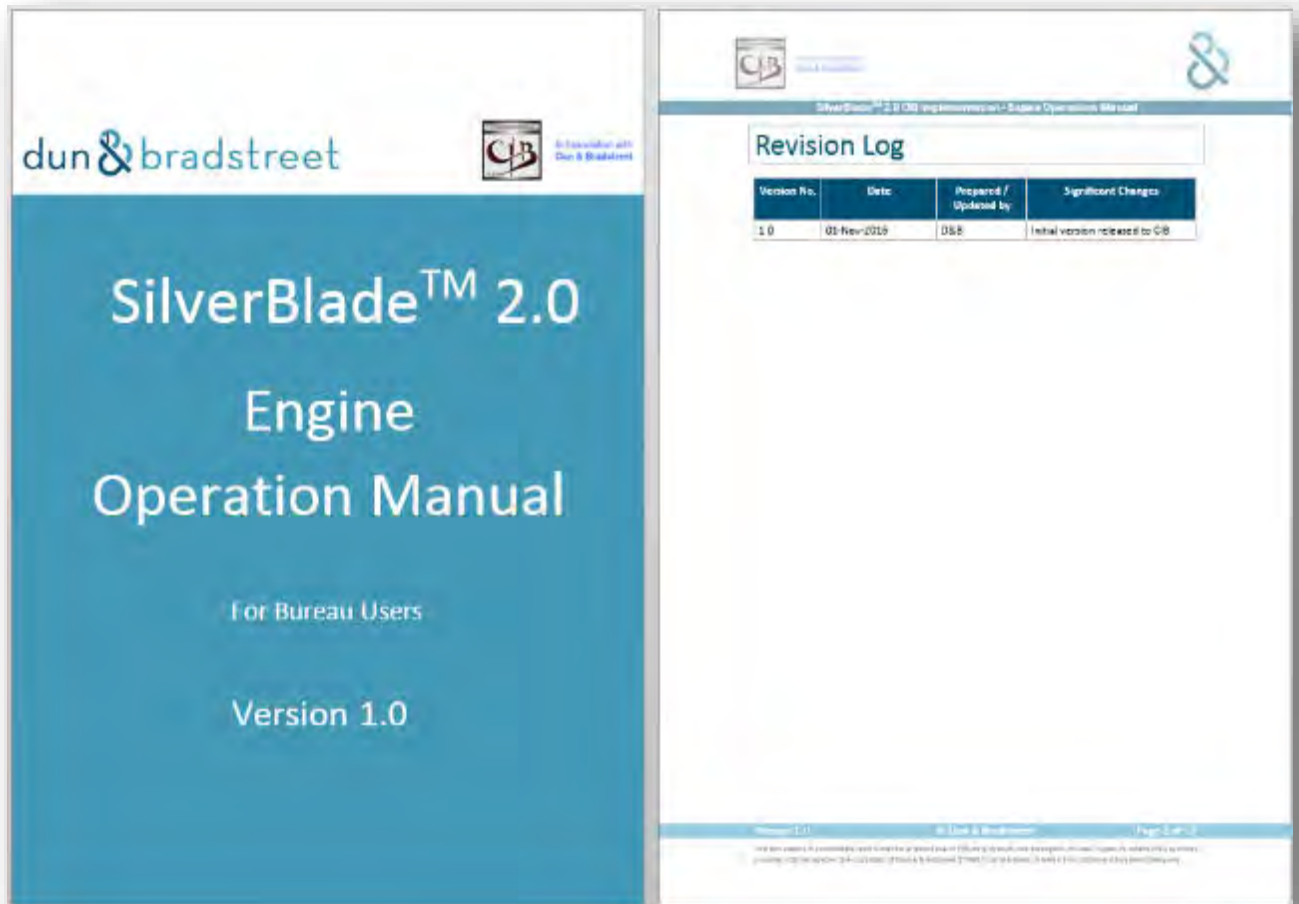
Table of Contents	
Revision Log	2
Table of Contents	3
1. Introduction	4
1.1. Scope of the Document	4
1.2. Intended Audience	4
2. Acronyms and Abbreviations	5
3. Server Details	6
3.1. UAT Environment (User Acceptance Testing)	6
3.2. Production Environment	6
4. Restarting the IIS	8
5. Shutting down the web site hosted in IIS	10
6. Starting the SilverBlade™ 2.0 Website	13
7. Restarting the AppFabric Service	16
8. Sanity Check	17
9. Website Configuration Path Details	19
10. Website Log File Path Details	20
11. Periodical Clearing Log Files in Servers	21
11.1. Clearing the Log Folders	21
11.2. Locating a Log Folders for Deletion	21
12. Disabling Website Application Access for Maintenance	23



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7.8. SilverBlade™ 2.0 Core – Engines Operations Manual





SilverBlade™ 2.0 CIB Implementation – Draft Final Report

SilverBlade™ 2.0 CIB Implementation – Engine Operations Manual

Table of Contents

- Revision Log 2
- Table of Contents 3
- 1. Introduction 6
 - 1.1. Scope 6
 - 1.2. Intended Audience 6
 - 1.3. Prerequisites 6
- 2. Key Tasks Performed by SilverBlade™ 2.0 Engines 7
 - 2.1. Splitter 7
 - 2.2. Record Router 7
 - 2.3. Validator 8
 - 2.4. Matching Engines (IDS & IRCS) 8
 - 2.5. Loader 8
- 3. Splitter Engine 10
 - 3.1. Process Overview 10
 - 3.1.1. Checks Performed 10
 - 3.2. Operating the Splitter Engine 11
 - 3.3. Troubleshooting the Splitter Engine 12
- 4. Record Router Engine 14
 - 4.1. Process Overview 14
 - 4.1.1. Checks and Actions Performed 14
 - 4.2. Operating the Record Router Engine 16
 - 4.3. Troubleshooting the Record Router Engine 17
- 5. Validator Engine 18
 - 5.1. Process Overview 18
 - 5.2. Operating the Validator Engine 18
 - 5.3. Troubleshooting the Validator Engine 20
- 6. Matching Engine – IDS/IRCS 21
 - 6.1. Process Overview 21
 - 6.1.1. Functionality and Checks Performed 21

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SilverBlade™ 2.0 CIB Implementation – Engine Operations Manual

- 6.2. Operating the IDS Engine 23
- 6.3. Operating the IRCS Engine 24
- 6.4. Troubleshooting the IRCS Engine 25
- 6.5. Troubleshooting the IDS Engine 26
- 7. Loader Engine 28
 - 7.1. Process Overview 28
 - 7.1.1. Functionality and Checks Performed 28
 - 7.2. Troubleshooting the Loader Engine Service 29
 - 7.3. Loader Configurations 29
 - 7.4. Loader Record Movement Status Check 30
- 8. Consolidator Engine 31
 - 8.1. Process Overview 31
 - 8.2. Functionality of Consolidator Engine 31
 - 8.3. Operating the Consolidator Engine 31
 - 8.4. Troubleshooting the Consolidator Engine 32
- 9. Monitoring Engine 34
 - 9.1. Process Overview 34
 - 9.2. Monitoring Scenarios 34
 - 9.2.1. Database Monitoring 34
 - 9.2.2. File Location Access Monitor 34
 - 9.2.3. Disk space Monitor (warning level check/ threshold level check) 34
 - 9.2.4. Table space Monitor (warning level check/ threshold level check) 35
 - 9.2.5. Heartbeat Monitor 35
 - 9.2.6. Performance Monitor 35
 - 9.2.7. Web Application Monitor 35
 - 9.2.8. IRCS Monitor (Multiple IRCS check/ No IRCS check) 35
 - 9.2.9. Exception Log Monitor 35
 - 9.3. Operating the Monitoring Engine 36
 - 9.4. Troubleshooting the Monitoring Engine 37
- 10. Master Monitoring Engine 40
 - 10.1. Process Overview 40
 - 10.2. Preconditions to Start & Stop the Master Monitoring Engine 40

Version 1.1 © Dun & Bradstreet Page 8 of 51

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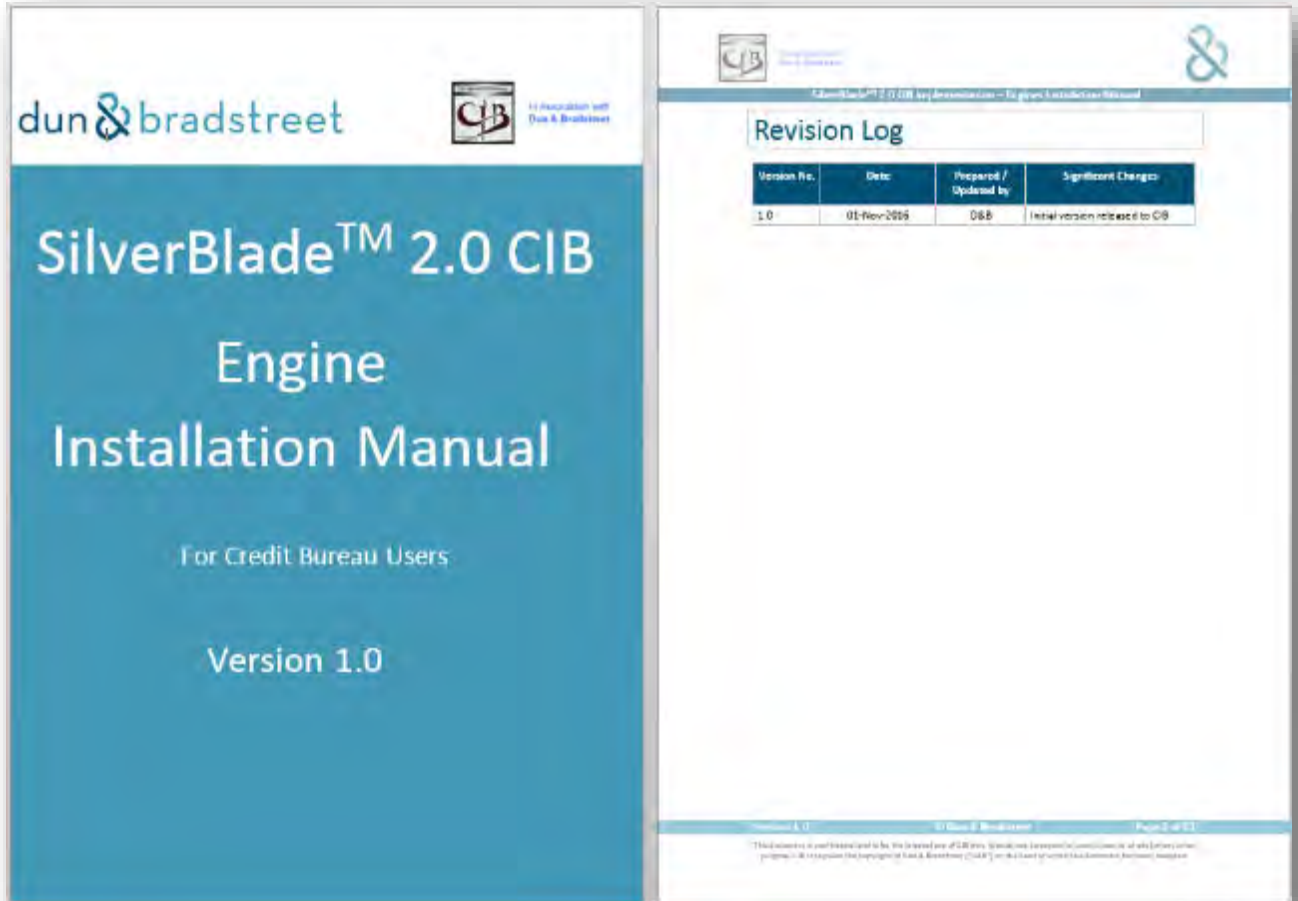
SilverBlade™ 2.0 CIB Implementation - Engine Operations Manual	
10.3. Operating the Master Monitoring Engine	40
11. Broadcast Engine	42
11.1. Process Overview	42
11.2. Operating the Broadcast Engine	42
11.3. Troubleshooting the Broadcast Engine	43
12. Scheduler Engine	45
12.1. Process Overview	45
12.2. Preconditions to Start & Stop the Scheduler Engine	45
12.3. Operating the Scheduler Engine	45
12.4. Checking Scheduler Engine	46
12.5. Troubleshooting the Scheduler Engine	46
13. Validator Interface Service	48
13.1. Process Overview	48
13.2. Operating the Validator Interface	48
13.3. Troubleshooting the Validator Interface Engine	49
14. Bulk Engine	51
14.1. Process Overview	51
14.2. Preconditions to Start & Stop the Bulk Engine	51
14.2.1. User Authentication	52
14.2.2. Input file availability	52
14.3. Operating the Bulk Engine	52
14.4. Troubleshooting the Bulk Engine	53
15. Email Engine	54
15.1. Process Overview	54
15.2. Preconditions to Start & Stop the Email Engine	54
15.3. Operating the Email Engine	54
15.4. Troubleshooting the Email Engine	55
16. Purging of Logs	56
16.1. Archiving File Vault	56



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7.9. SilverBlade™ 2.0 Core – Engines Installation Manual





SilverBlade™ 2.0 CIB Implementation – Draft Final Report

SilverBlade™ 2.0 CIB Implementation – Engines Installation Manual

Table of Contents

- Revision Log 2
- Table of Contents 3
- 1. Introduction 5
 - 1.1. Scope 5
 - 1.2. Intended Audience 5
 - 1.3. System Requirements 5
- 2. Splitter Engine 7
 - 2.1. Installation Steps 7
 - 2.2. Uninstallation Steps 13
- 3. Record Router Engine 15
 - 3.1. Installation Steps 15
 - 3.2. Uninstallation Steps 18
 - 3.3. Configuration Keys 19
- 4. Validator Engine 20
 - 4.1. Installation Steps 20
 - 4.2. Uninstallation Steps 25
 - 4.3. Configuration Keys 26
- 5. IDS Engine 27
 - 5.1. Installation Steps 27
 - 5.2. Uninstallation Steps 30
 - 5.3. Configuration Keys 31
- 6. IRCS Engine 32
 - 6.1. Installation Steps 32
 - 6.2. Uninstallation Steps 36
- 7. Non-Premium Engines 38
 - 7.1. Consolidator Engine 38
 - 7.1.1. Installation Steps 38
 - 7.1.2. Uninstallation Steps 44
 - 7.2. Health Check Monitoring Engine 45
 - 7.2.1. Installation Steps 45

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SilverBlade™ 2.0 CIB Implementation – Engines Installation Manual

- 7.2.2. Uninstallation Steps 47
- 7.3. Master Health Check Engine 48
 - 7.3.1. Installation Steps 48
 - 7.3.2. Uninstallation Steps 50
- 7.4. Scheduler Engine 51
 - 7.4.1. Installation Steps 51
 - 7.4.2. Uninstallation Steps 54
- 7.5. Broadcast Engine 55
- 7.6. Email Sender Engine 55
 - 7.6.1. Installation Steps 55
 - 7.6.2. Uninstallation Steps 58
- 7.7. Bulk Engine 59
 - 7.7.1. Installation Steps 59
 - 7.7.2. Uninstallation Steps 62

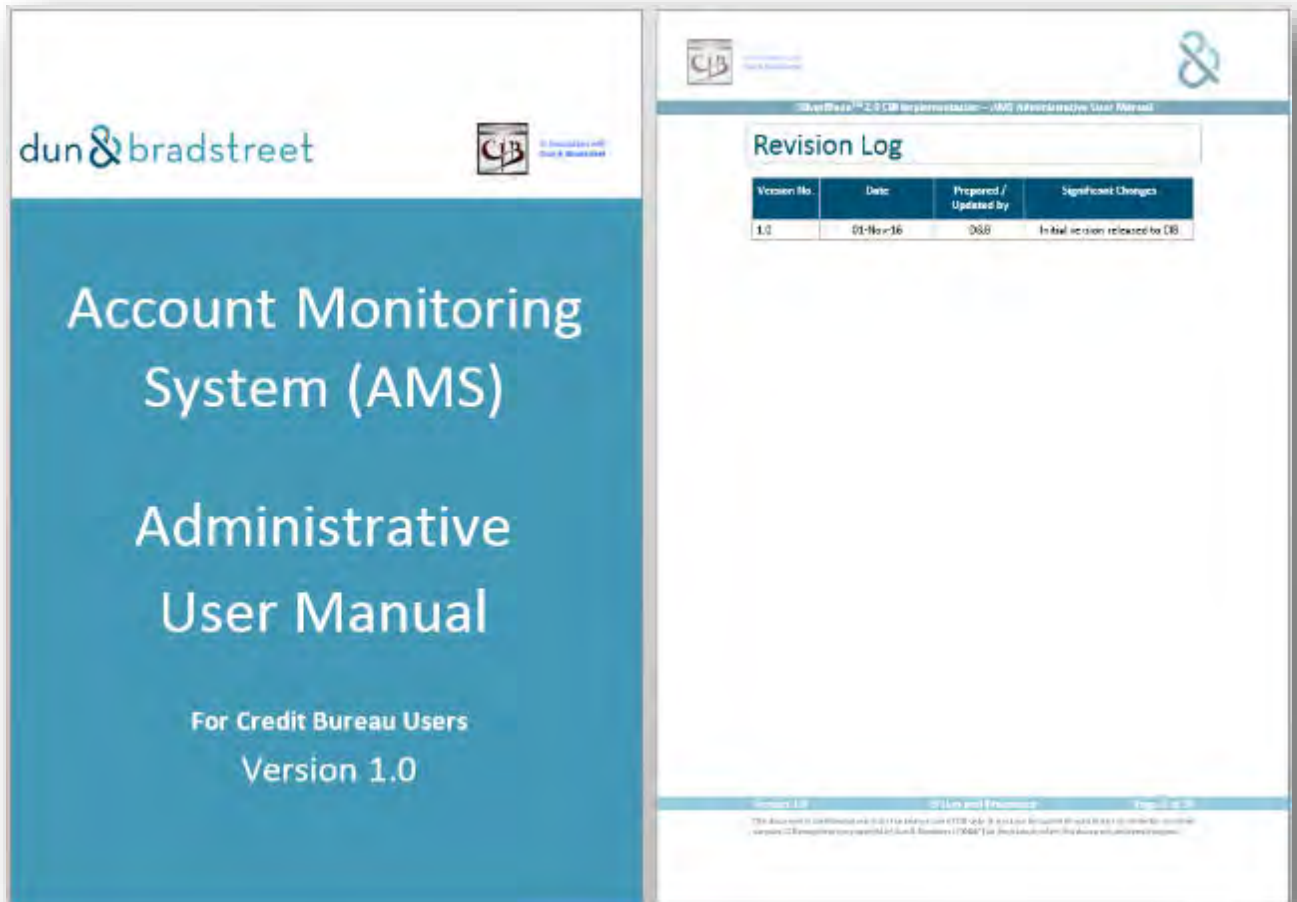
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7.10. SilverBlade™ 2.0 VAPs – AMS Admin User Manual





SilverBlade™ 2.0 CIB Implementation – AMS Administrative User Manual

Table of Contents

Revision Log	2
Table of Contents	3
1. Introduction	4
1.1. Account Monitoring System	4
1.2. Intended Users	4
1.3. Browser Compatibility	4
1.4. Application Presentation Model	5
1.5. Document Map	5
1.6. Document Reference	6
2. Getting Started	7
2.1. Login Screen	7
2.1.1. Login Details	7
3. Account Monitoring System	9
3.1. Manage Event	9
3.1.1. Creating an Event	10
3.1.2. Searching an Event	13
3.1.3. Editing an Event	13
3.2. Institution Event Mapping	14
3.2.1. Mapping Events to an Institution	16
3.3. Workspace Publisher	16
3.3.1. Publishing Workspace	17
3.4. MIS Report	18
3.4.1. Event Report	19
3.4.2. Subject Watchlist Report	21
3.4.3. Batch File Submission Report	23

Version 1.1 © Dun & Bradstreet Page 3 of 24

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7.11. SilverBlade™ 2.0 VAPs – AMS Website User Manual

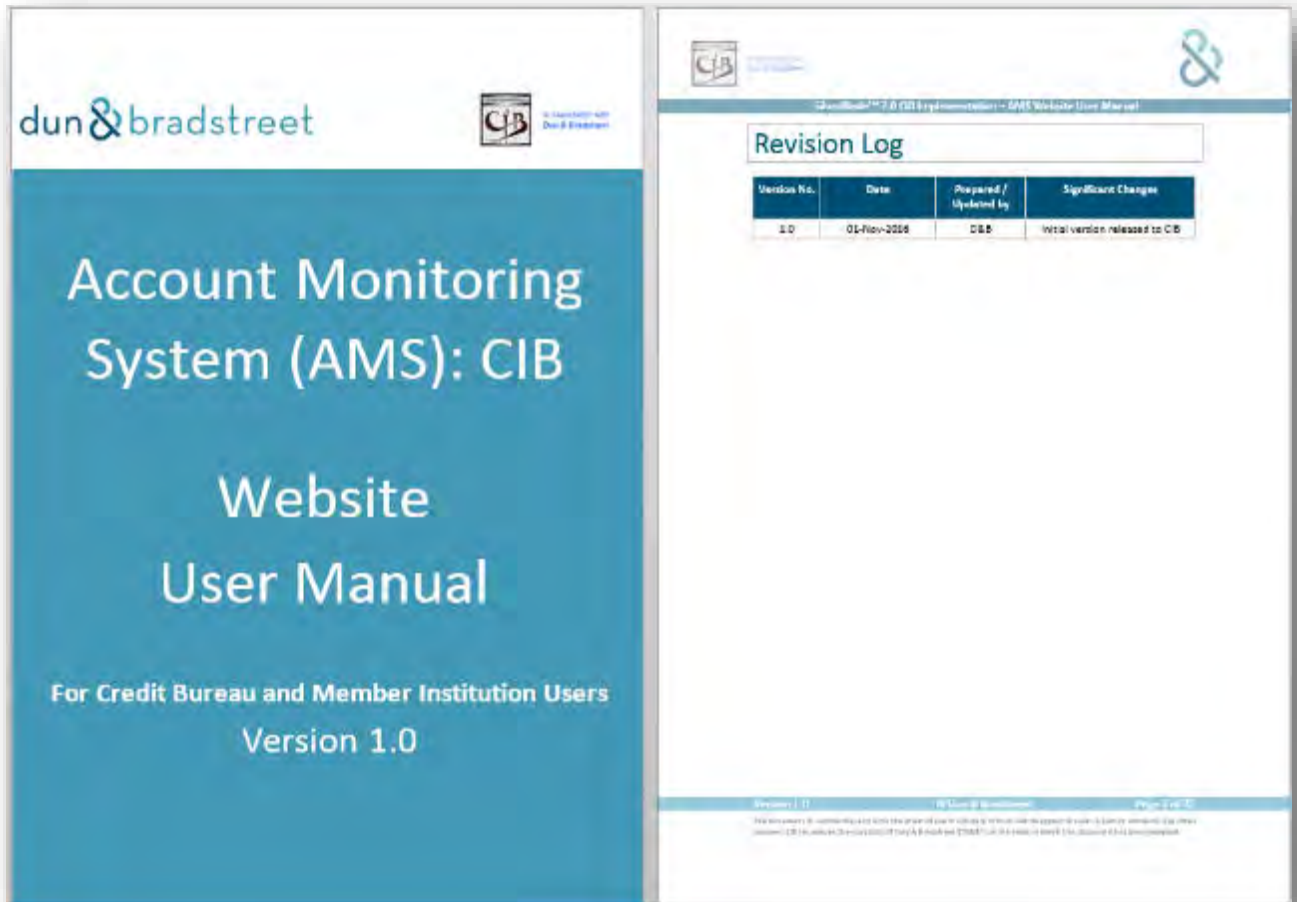




Table of Contents	
Revision Log	2
Table of Contents	3
1. Introduction	4
1.1. Account Monitoring System	4
1.2. Intended Users	4
1.3. Browser Compatibility	5
1.4. Application Presentation Model	5
1.5. Document Map	5
1.6. Document Reference	6
2. Getting Started	7
2.1. Login Screen	7
2.1.1. Login Details	7
3. Account Monitoring System	9
3.1. Subscription via CIR	9
3.2. Watchlist Management	16
3.2.1. Updating the Watchlist	17
3.2.2. Searching a Subject	19
3.3. Batchlist Management	19
3.3.1. Batchlist Monitoring and Subscription	20
3.3.2. Updating the Batchlist	23
3.3.3. Searching a Batch	25
3.4. Watchlist Console	25
3.4.1. Viewing Events	27
3.4.2. Search Events	28
3.5. Alert Review Console	29



7.12. SilverBlade™ 2.0 VAPs – AMS Admin Operations Manual

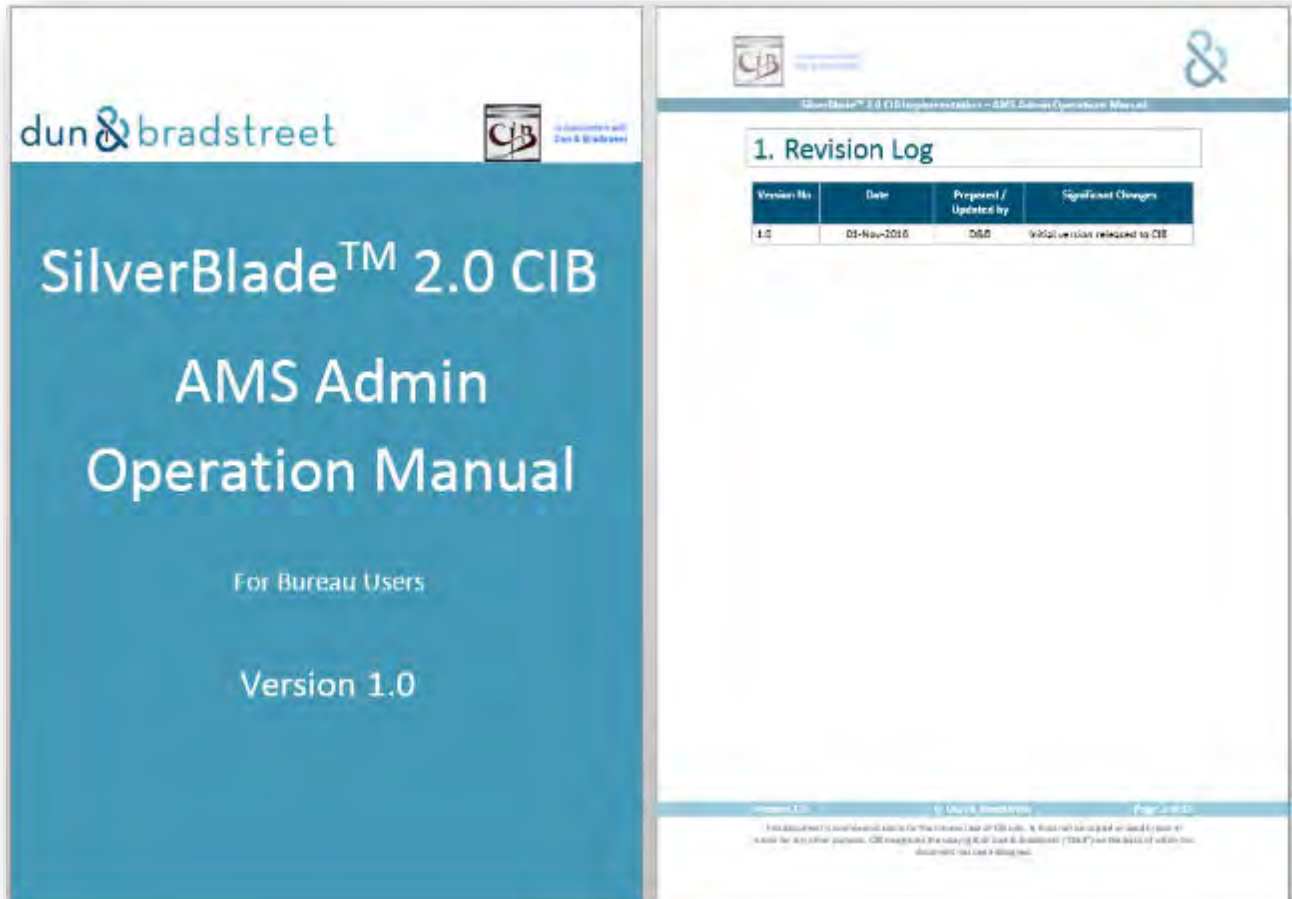




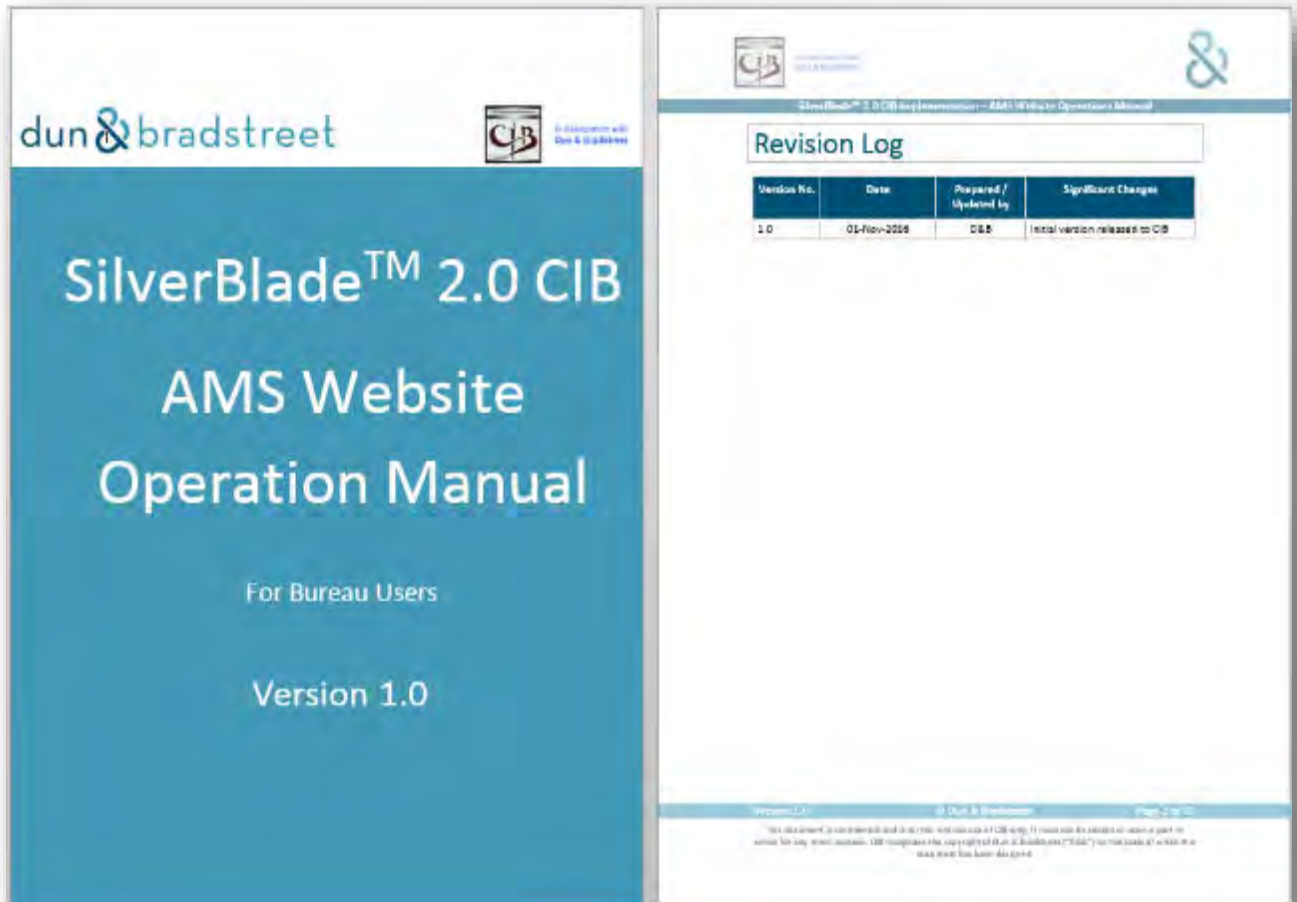
Table of Contents	
1. Revision Log	2
Table of Contents	3
2. Introduction	4
2.1. Scope of the Document	4
2.2. Intended Audience	4
3. Acronyms and Abbreviations	5
4. Server Details	6
4.1. UAT Environment (User Acceptance Testing)	6
4.2. Production Environment	6
5. Shutting down the Admin Application	7
6. Restarting the Admin Application	10
7. Sanity Check	13
8. Admin Configuration Path Details	15
9. Admin Log File Path Details	16
10. Clearing Log Files in Servers	17
10.1. Clearing the Log Folders	17
10.2. Running a Search to locate Log Folders for Deletion	17
11. Disabling Admin Application Access for Maintenance	19



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7.13. SilverBlade™ 2.0 VAPs – AMS Web Operations Manual





SilverBlade™ 2.0 CIB Implementation – AMS Website Operations Manual

Table of Contents

Revision Log	2
Table of Contents	3
1. Introduction	4
1.1. Scope of the Document.....	4
1.2. Intended Audience.....	4
2. Acronyms and Abbreviations	5
3. Server Details	6
3.1. UAT Environment (User Acceptance Testing)	6
3.2. Production Environment.....	6
4. Restarting the IIS.....	7
5. Shutting down the web site hosted in IIS.....	9
6. Starting the SilverBlade™ 2.0 Website	12
7. Sanity Check.....	15
8. Website Configuration Path Details	17
9. Website Log File Path Details.....	18
10. Periodical Clearing Log Files in Servers.....	19
10.1. Clearing the Log Folders.....	19
10.2. Locating a Log Folders for Deletion.....	19
11. Disabling Website Application Access for Maintenance.....	21

Version 1.1 © Dun & Bradstreet Page 3 of 21

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7.14. SilverBlade™ 2.0 VAPs – AMS Installation Manual

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Version No.	Date	Prepared / Updated by	Significant Changes
1.0	08-Nov-2016	D&B	Initial version released to CIB

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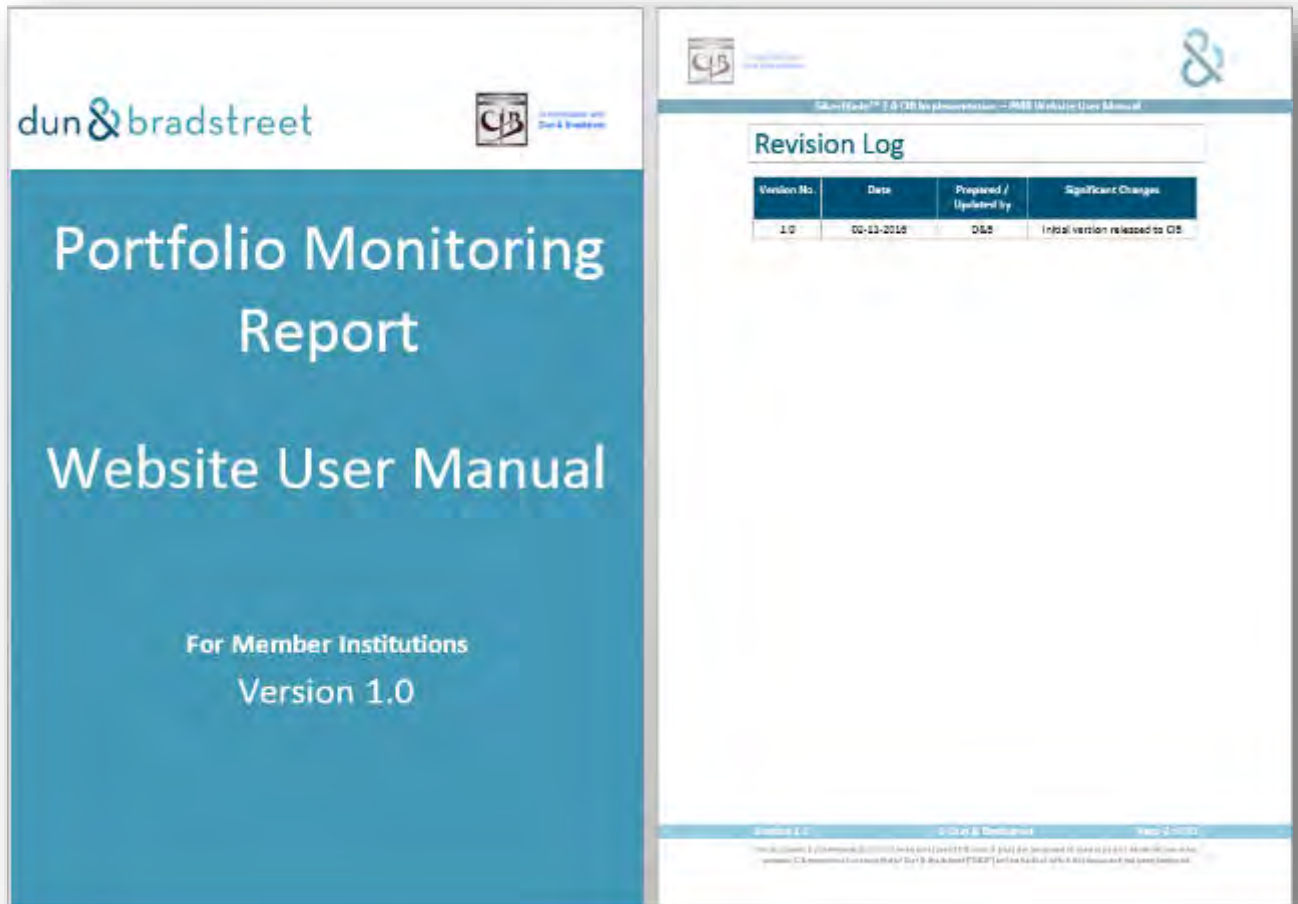
SilverBlade™ 2.0 CIB Implementation – AMS Installation Manual		SilverBlade™ 2.0 CIB Implementation – AMS Installation Manual	
Table of Contents			
Revision Log	2	9. Composite Synthesizer	50
Table of Contents	3	9.1. Installation Steps	50
1. Introduction	5	9.2. Uninstallation Steps	52
1.1. Scope	5	10. Loader	54
1.2. Intended Audience	5	10.1. Installation Steps	54
1.3. System Requirements	5	10.2. Uninstallation Steps	57
2. VAPS Observer Engine	7	11. Event Generator	58
2.1. Installation Steps	7	11.1. Installation Steps	58
2.2. Uninstallation Steps	13	11.2. Uninstallation Steps	61
3. VAPS Extractor Engine	15	12. Batch Subscription Processor	62
3.1. Installation Steps	15	12.1. Installation Steps	62
3.2. Uninstallation Steps	18	12.2. Uninstallation Steps	65
3.3. Configuration Keys	19	13. Alert Review Cache	67
4. Event Scanner	20	13.1. Installation Steps	67
4.1. Installation Steps	20	13.2. Uninstallation Steps	67
4.2. Uninstallation Steps	25		
4.3. Configuration Keys	26		
5. Aggregate Event Filter	27		
5.1. Installation Steps	27		
5.2. Uninstallation Steps	30		
5.3. Configuration Keys	31		
6. Aggregate Event Scanner	32		
6.1. Installation Steps	32		
6.2. Uninstallation Steps	36		
7. WatchList Synthesizer	38		
7.1. Installation Steps	38		
7.2. Uninstallation Steps	44		
8. Batch list Synthesizer	46		
8.1. Installation Steps	46		
8.2. Uninstallation Steps	48		



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7.15. SilverBlade™ 2.0 VAPs – PMR User Manual





SilverBlade™ 2.0 CIB Implementation – Draft Final Report

SilverBlade™ 2.0 CIB Implementation – PMR Website User Manual

Table of Contents

Revision Log	2
Table of Contents	3
1. Introduction	5
1.1. Portfolio Monitoring Reports	5
1.2. Intended Audience	5
1.3. Browser Compatibility	5
1.4. Document Map	5
1.5. Document Reference	6
2. Getting Started	7
2.1. Login Screen	7
2.1.1. Login Details	7
2.1.2. Main Menu Bar	8
3. PMR Overview	10
3.1. Subscription Management	10
3.2. Features	11
3.2.1. Filtering	11
3.2.2. Viewing Sub Reports	11
3.2.2.1. Demographic Report	12
3.2.2.2. Business Trend Sub Report	13
3.2.3. Exporting a Report	14
3.2.4. Viewing Section Details	15
3.3. Report Layout	15
3.4. List of Reports	16
3.4.1. Customer Loyalty Analysis Report	16
3.4.1.1. Overview	16
3.4.1.2. Sample Customer Loyalty Analysis Report	17
3.4.2. Product Cross Sales Report	17
3.4.2.1. Overview	17
3.4.2.2. Sample Product Cross Sales Report	18

Version: 1.0 | © Dun & Bradstreet | Page 1 of 81

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SilverBlade™ 2.0 CIB Implementation – PMR Website User Manual

3.4.3. Portfolio Status Report	18
3.4.3.1. Overview	18
3.4.3.2. Sample Portfolio Analysis Report	20
3.4.4. Market Share Analysis Report	21
3.4.4.1. Overview	21
3.4.4.2. Sample Market Share Analysis Report	22
3.4.5. Delinquency Analysis Report	23
3.4.5.1. Overview	23
3.4.5.2. Sample Delinquency Analysis Report	25
3.4.6. Product Group Wise Risk Analysis Report	25
3.4.6.1. Overview	25
3.4.6.2. Sample Product Wise Risk Analysis Report	27
3.4.7. Security Coverage Report	28
3.4.7.1. Overview	28
3.4.7.2. Sample Security Coverage Report	29

Version: 1.0 | © Dun & Bradstreet | Page 4 of 81

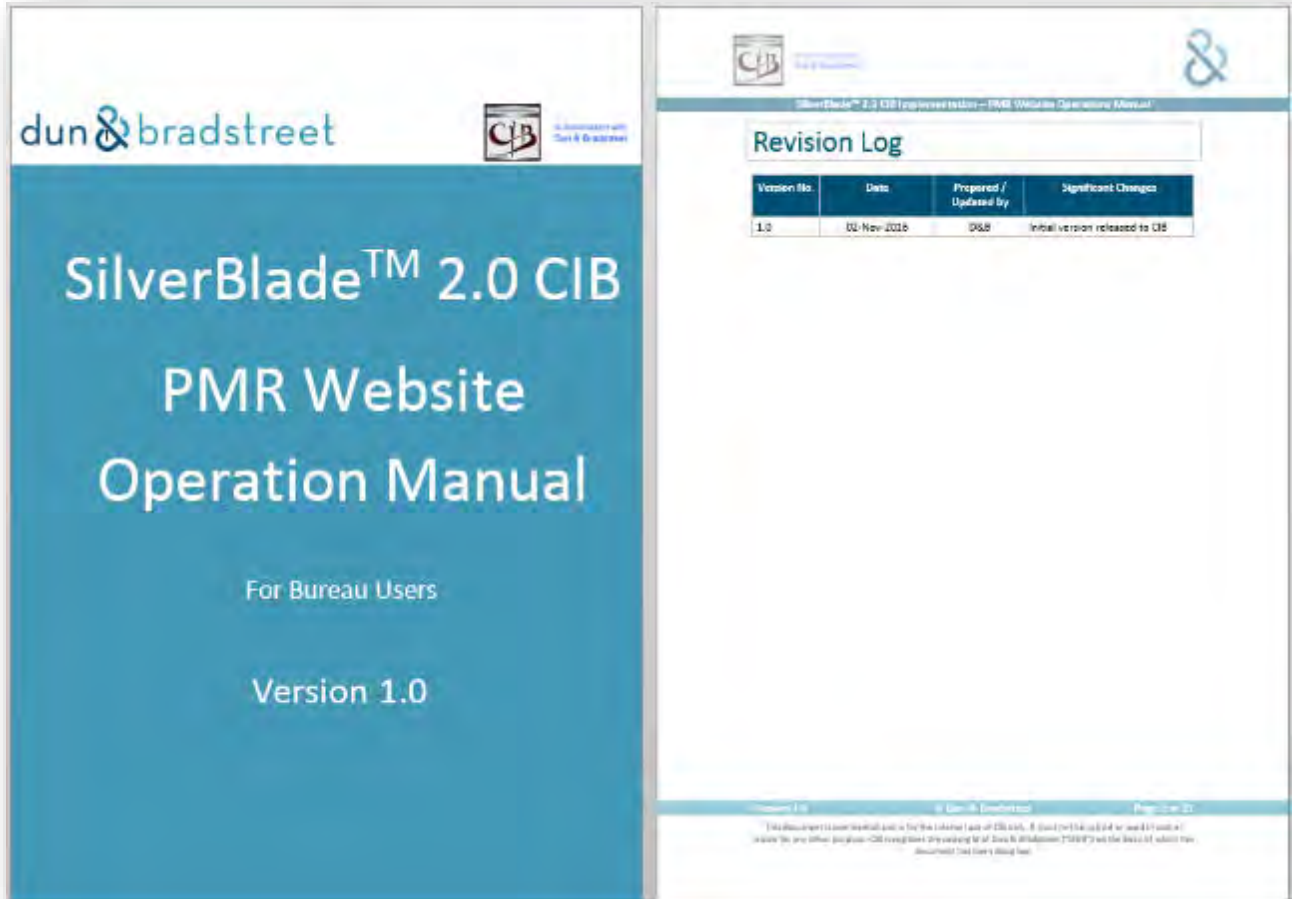
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7.16. SilverBlade™ 2.0 VAPs – PMR Operations Manual





SilverBlade™ 2.0 CIB Implementation – Draft Final Report

SilverBlade™ 2.0 CIB Implementation – PMR Website Operations Manual

Table of Contents

Revision Log	2
Table of Contents	3
1. Introduction	4
1.1. Scope of the Document	4
1.2. Intended Audience	4
2. Acronyms and Abbreviations	5
3. Server Details	6
3.1. UAT Environment (User Acceptance Testing)	6
3.2. Production Environment	6
4. Restarting the IIS	7
5. Shutting down the web site hosted in IIS	9
6. Starting the SilverBlade™ 2.0 Website	12
7. Sanity Check	15
8. Website Configuration Path Details	17
9. Website Log File Path Details	18
10. Periodical Clearing Log Files in Servers	19
10.1. Clearing the Log Folders	19
10.2. Locating a Log Folders for Deletion	19
11. Disabling Website Application Access for Maintenance	21

Version 1.1 © Dun & Bradstreet Page 3 of 21

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SilverBlade™ 2.0 CIB Implementation – PMR Website Operations Manual

1. Introduction

The Website operation manual covers the procedures to be followed by the CSE users to perform the PMR website application server maintenance activities. The maintenance activity is essential as the periodic maintenance on the server allows smooth functioning of the SilverBlade™ 2.0 PMR website application.

1.1. Scope of the Document

The scope of this manual is to provide necessary information for operation and maintenance of SilverBlade™ 2.0 PMR Website application. This document addresses the following tasks performed by the CSE Users:

1. Steps to shut down and restart the PMR Website application server
2. Configuration and Log file path details
3. Steps to clear the Log Files in servers periodically
4. Steps to disable the PMR Website application access during Maintenance

1.2. Intended Audience

The manual is intended for the Credit Bureau users (mainly the IT department) for performing operation and maintenance activities on the SilverBlade™ 2.0 PMR Website Application.

Version 1.1 © Dun & Bradstreet Page 6 of 21

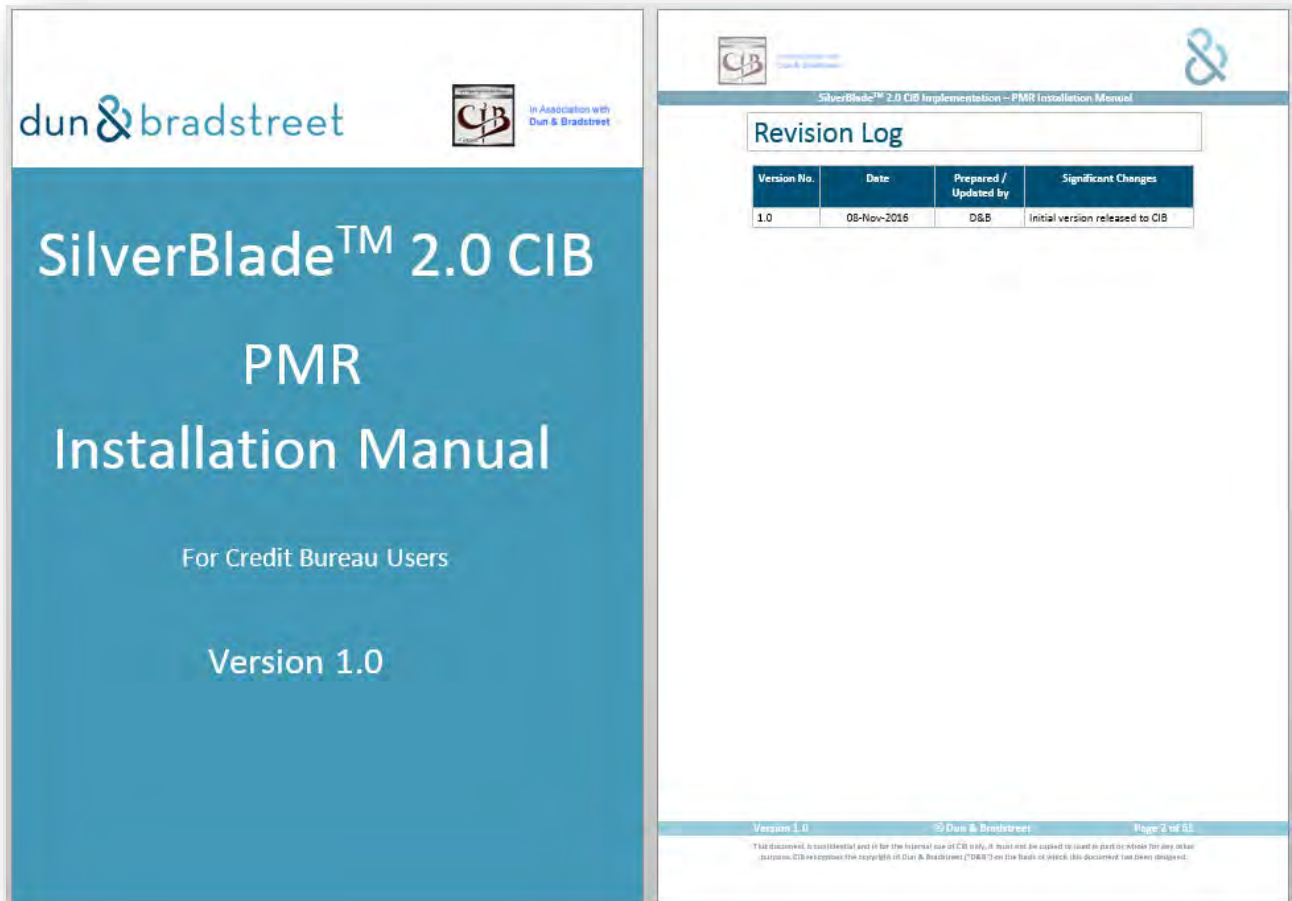
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7.17. SilverBlade™ 2.0 VAPs – PMR Installation Manual





SilverBlade™ 2.0 CIB Implementation – Draft Final Report

Table of Contents

Revision Log.....	2
Table of Contents.....	3
1. Introduction.....	5
1.1. Scope.....	5
1.2. Intended Audience.....	5
1.3. System Requirements.....	5
2. VAPS Observer Engine.....	7
2.1. Installation Steps.....	7
2.2. Uninstallation Steps.....	13
3. VAPS Extractor Engine.....	15
3.1. Installation Steps.....	15
3.2. Uninstallation Steps.....	18
3.3. Configuration Keys.....	19
4. Subject Attribute Builder.....	20
4.1. Installation Steps.....	20
4.2. Uninstallation Steps.....	25
4.3. Configuration Keys.....	26
5. Router.....	27
5.1. Installation Steps.....	27
5.2. Uninstallation Steps.....	30
5.3. Configuration Keys.....	31
6. Subject Measure Builder.....	32
6.1. Installation Steps.....	32
6.2. Uninstallation Steps.....	36
7. Domain Measure Builder.....	38
7.1. Installation Steps.....	38
7.2. Uninstallation Steps.....	44
8. SMB Initiator.....	46
8.1. Installation Steps.....	46
8.2. Uninstallation Steps.....	48

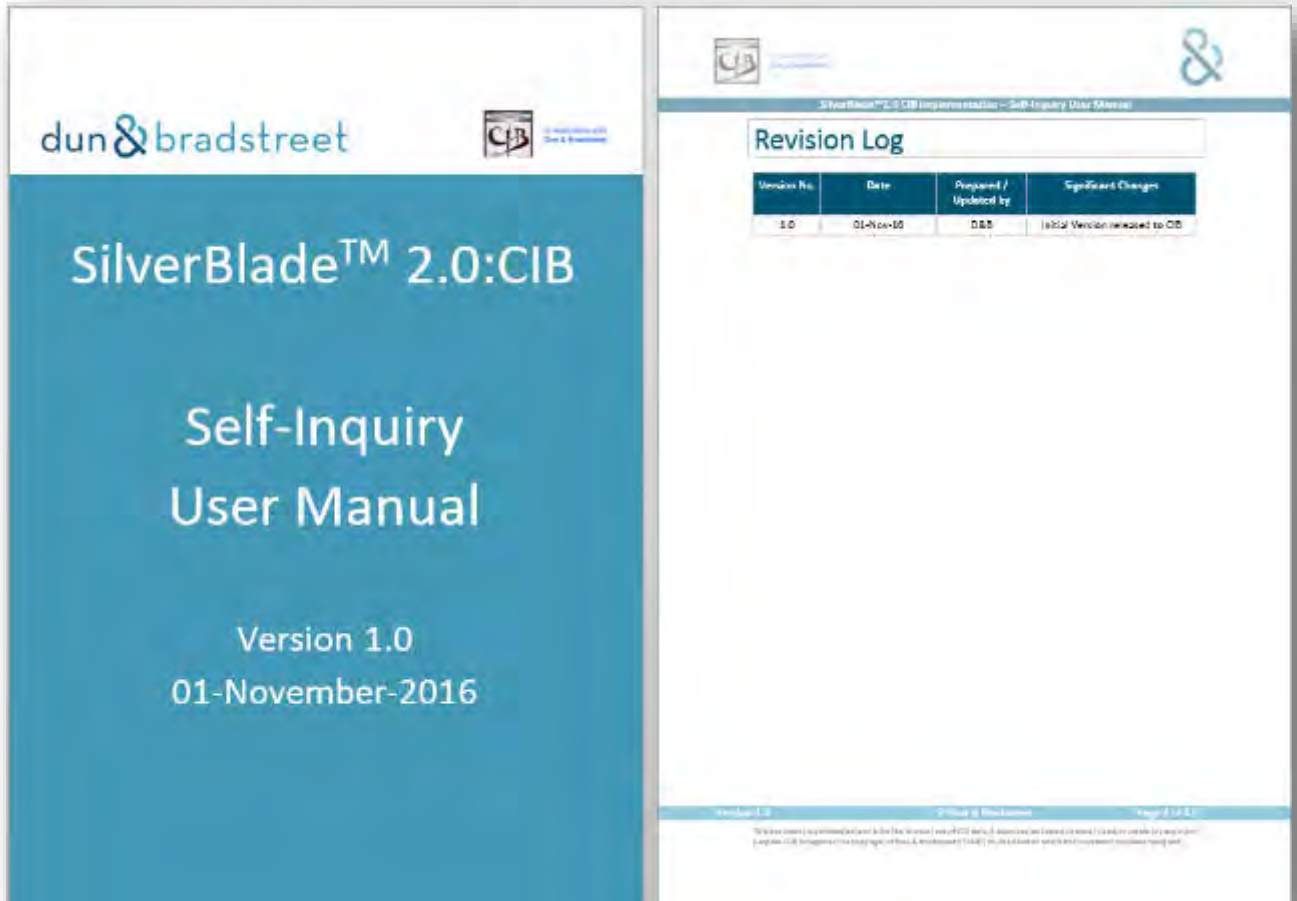
9. DMB Loader.....	50
9.1. Installation Steps.....	50
9.2. Uninstallation Steps.....	52
10. Cube Measure Builder.....	54
10.1. Installation Steps.....	54
10.2. Uninstallation Steps.....	57
11. Cube Loader.....	58
11.1. Installation Steps.....	58
11.2. Uninstallation Steps.....	61



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7.18. SilverBlade™ 2.0 Mobile App – SI User Manual





SilverBlade™ 2.0 CIB Implementation – Draft Final Report

SilverBlade™ 2.0 CIB Implementation – Self-Inquiry User Manual

Table of Contents

Revision Log	2
Table of Contents	3
1. Introduction	5
1.1 Self Inquiry	5
2. Basic UI Elements	6
2.1 Form Fields	6
2.1.1. Element Details	7
2.2. Menu	8
2.2.1. Elements Details	8
2.3. Options Filter	10
2.3.1. Element Details	10
3. Login	11
3.1.1. Element Details	11
4. New User Registration	15
4.1. New User Registration	15
4.1.1. Element Details	15
4.2. Basic Details Consumer Screen	16
4.2.1. Element Details	16
4.3. Basic Details Commercial Screen	17
4.3.1. Element Details	17
4.4. Security Questions Screen	19
4.4.1. Element Details	19
4.5. Identity Details Screen	21
4.5.1. Element Details	21
4.6. Success Screen	23
4.6.1. Element Details	23
5. Change Mobile Number	24
5.1. Change Mobile Number Screen 1	24
5.1.1. Element Details	24
5.2. Change Mobile Number Screen 2	25

Version 1.1 | © Dun & Bradstreet | Page 3 of 42

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SilverBlade™ 2.0 CIB Implementation – Self-Inquiry User Manual

5.2.1. Element Details	25
5.3. Success Screen	27
5.3.1. Element Details	27
6. OTP Verification	28
6.1.1. Element Details	28
7. Credit Summary	29
7.1.1. Element Details	30
8. Accounts	31
8.1.1. Element Details	31
9. Guaranteed Loans	33
9.1.1. Element Details	33
10. Suits Filed	34
10.1.1. Element Details	34
11. Email CIR	36
11.1. Email CIR Screen	36
11.1.1. Element Details	36
11.2. Success Screen	37
11.2.1. Element Details	37
12. Settings	38
12.1. Settings Screen	38
12.1.1. Element Details	38
12.2. Success Screen	39
12.2.1. Element Details	39
13. Contact Us	40
13.1.1. Element Details	40
14. Logout	42
14.1.1. Element Details	42

Version 1.1 | © Dun & Bradstreet | Page 8 of 42

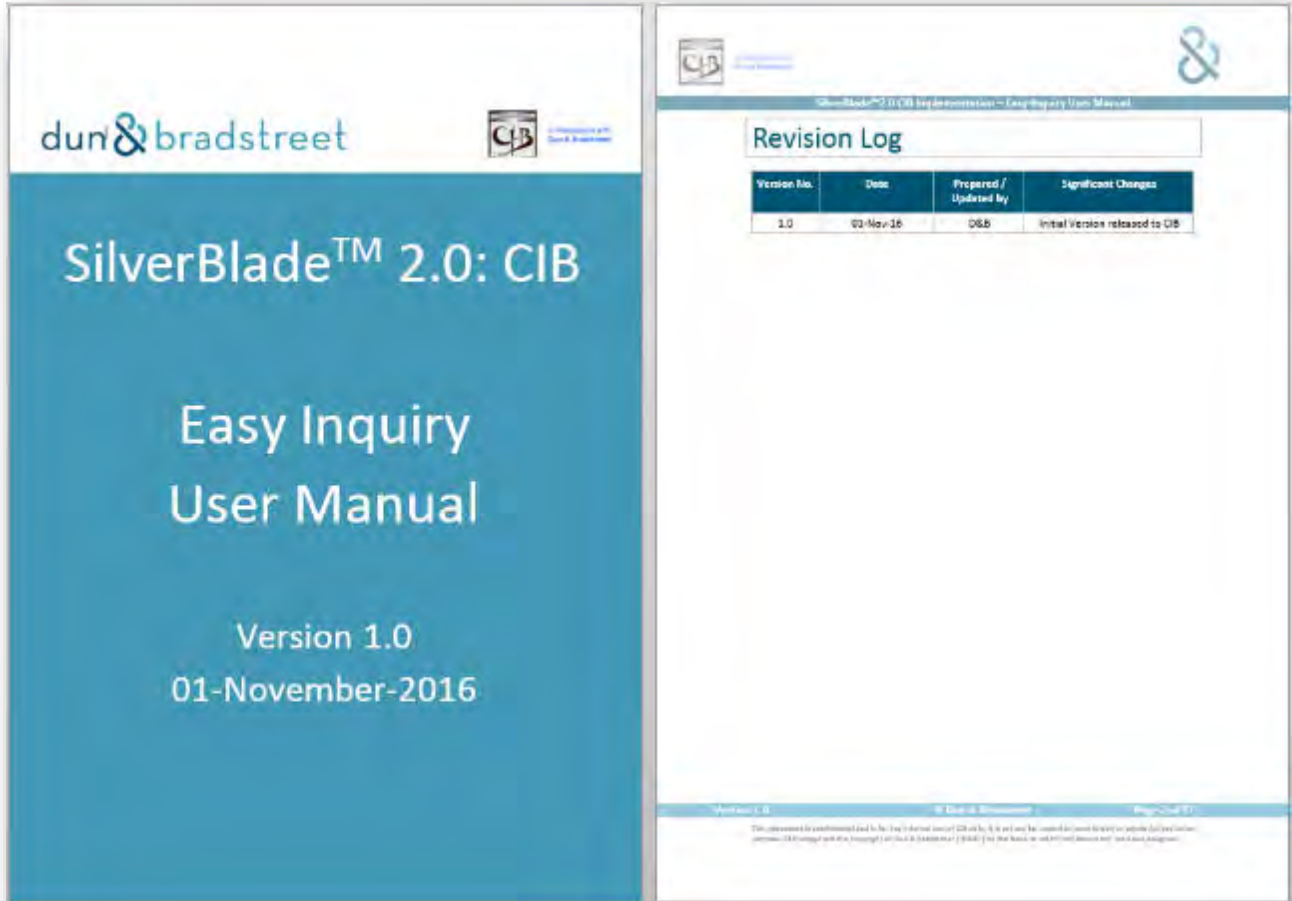
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7.19. SilverBlade™ 2.0 Mobile App – EI User Manual





SilverBlade™ 2.0 CIB Implementation – Draft Final Report

SilverBlade™ 2.0 CIB Implementation – Easy-Inquiry User Manual

Table of Contents

- Revision Log 2
- Table of Contents 3
- 1. Introduction 5
 - 1.1. Easy Inquiry 5
- 2. Basic UI Elements 6
 - 2.1. Form Fields 6
 - 2.1.1. Element Details 7
 - 2.2. Menu 8
 - 2.2.1. Element Details 8
 - 2.3. Application Drawer 9
 - 2.3.1. Element Details 9
 - 2.4. Options Filter 10
 - 2.4.1. Element Details 10
- 3. Login 12
 - 3.1. Login 12
 - 3.1.1. Element Details 12
- 4. Subject Search 14
 - 4.1. Consumer Subject Search Screen 14
 - 4.1.1. Element Details 15
 - 4.2. Consumer Subject Search Results Screen 16
 - 4.2.1. Element Details 16
 - 4.3. Commercial Subject Search Screen 16
 - 4.3.1. Element Details 17
 - 4.4. Commercial Subject Search Results Screen 19
 - 4.4.1. Element Details 19
- 5. Credit Summary 20
 - 5.1.1. Element Details 21
- 6. Accounts 22
 - 6.1. Account Screen 22
 - 6.1.1. Element Details 23

Version 1.0 | © Dun & Bradstreet | Page 3 of 37

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SilverBlade™ 2.0 CIB Implementation – Easy-Inquiry User Manual

- 6.2. Credit Utilization Trend Screen 24
 - 6.2.1. Element Details 24
- 6.3. Days Past Due Screen 25
 - 6.3.1. Element Details 26
- 7. Guaranteed Loans 27
 - 7.1.1. Element Details 27
- 8. Suits Filed 28
 - 8.1.1. Element Details 28
- 9. Email CIR 30
 - 9.1. Email CIR Screen 30
 - 9.1.1. Element Details 30
 - 9.2. Success Screen 31
 - 9.2.1. Element Details 31
- 10. CIR Archive Search 32
 - 10.1. CIR Archive Search Screen 32
 - 10.1.1. Element Details 32
 - 10.2. CIR Archive Search Results Screen 33
 - 10.2.1. Element Details 34
- 11. Contact Us 35
 - 11.1.1. Element Details 35
- 12. Logout 37
 - 12.1.1. Element Details 37

Version 1.0 | © Dun & Bradstreet | Page 4 of 37

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7.20. Infra Audit by D&B

From: SATHYA [<mailto:sathyanarayanan.varadharajan@precisionit.co.in>]

Sent: 09 August 2016 16:05

To: Sunil Rao

Cc: 'Aarthi Ramachandran'; 'SONAM CHOPHEL'; 'Balasubramanian Shanmugavel'; 'Jeyahar Sathiadhas'; 'Arunkumar Chandrasekaran'

Subject: RE: Reg Infra Audit

Dear Sunil,

The infrastructure components which are dependent on Vendor got completed.

The load balancer configuration is pending and will be taken care by the vendor when the application installation gets completed.

Apart from this on the server side, all the OS and Antivirus installations are completed. Access to server environment across VLAN's are currently enabled.

Active Directory & Exchange configuration are yet to get completed. This will be taken care by Sonam and doesn't have any vendor dependencies.

For AD and Exchange the domain details which needs to be maintained to be factored and the configuration can be carried on.

On the VPN configuration, the configuration and connection were tested and seems to be working fine.

Sonam is working on creating user credentials for Chennai team and the same will be shared with the server details before EOD.

Oracle installation got completed and for testing purpose a test database been created and tested.

Chennai team can start accessing the environment from tomorrow. In parallel AD and Exchange activity will be carried by Sonam by tomorrow.

Thanks

Sathya

From: SONAM CHOPHEL [<mailto:sonam.chophel@cib.bt>]

Sent: 10 August 2016 18:56

To: 'SATHYA'; Balasubramanian Shanmugavel; Sunil Rao; Aarthi Ramachandran

Cc: 'Aarthi Ramachandran'; 'Balasubramanian Shanmugavel'; 'Jeyahar Sathiadhas'; 'Arunkumar Chandrasekaran'

Subject: RE: Reg Infra Audit

Dear Sathya and Bala

Now you can access test database. You have to user the Linux user id "oracle". Password: RMAcib123

The testdb01 has been now created in the Test environment.

Regards

Sonam

CIB



8. Key Project Deliverables

8.1. Deliverables

S.No	Deliverable Name	Month of Delivery	Status
1	Project Management Plan	Mar 2016	Delivered
2	Project Schedule & Timeline	Mar 2016	Delivered
3	Infrastructure Design Document	Mar 2016	Delivered
4	System Upgrade Specifications & CIR proto	Mar 2016	Delivered
5	Alternate Data Sources IFF & CIR proto	Mar 2016	Delivered
6	UAT Plan	May 2016	Delivered
6	UAT Test Cases for SilverBlade™ 2.0 core application	September 2016	Delivered
7	Executable (Engines / Admin / Website application)	September 2016	Delivered
8	User Manuals for SilverBlade™ 2.0 core application	September 2016	Delivered
10	Installation Manual for SilverBlade™ 2.0 core application	October 2016	Delivered
11	Operations Manual for SilverBlade™ 2.0 core application	October 2016	Delivered
12	UAT Test Cases SilverBlade™ 2.0 VAPs	October 2016	Delivered
13	Executable (VAPs)	October 2016	Delivered
14	User Manuals for SilverBlade™ 2.0 VAPS	November 2016	Delivered
15	Installation Manual for SilverBlade™ 2.0 VAPS	November 2016	Delivered
16	Operations Manual for SilverBlade™ 2.0 VAPS	November 2016	Delivered



9. Project Risk & Dependencies

9.1. Project Risks

Risk No	Risk / Issue Description	Owner	Severity	Impact / Mitigation
1	Creating developer account for uploading Mobile app in app store	CIB	Critical	Unless an account is created in app store, it is not possible for intended users to download mobile app and start using the same.

9.2. Project Dependencies

S.No	Dependency Description	Owner	Status
1			
2			



10. Abbreviations

Abbreviation	Description
D&B	Dun & Bradstreet
CIB	CIB Bhutan
IFF	Input File Format
AMS	Account Monitoring Solution
PMR	Portfolio Monitoring Reports
CIR	Credit Information Report
SIR	Self-Inquiry Report
VAPs	Value Added Products
UAT	User Acceptance Test