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From Michael Hall  
Director

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Ref Final Report

**Final Report  
Risk Management CBT  
SEGIR PCE-I-00-99-00006-00**

Scope of Work

The purpose of the task order was the development of individual Risk Management Computer-Based Training (CBT) programs for commercial banks and bank regulators. The programs were designed to be an introduction to the principles and practices of risk management within each context, i.e. commercial banking and commercial bank supervision.

Each program's development included content development, instructional design, graphics design, programming and beta testing in the countries targeted for initial program delivery. The final deliverable consisted of three (3) master sets of CD-ROMs with the program and installation/operating instructions.

Program Development

The programs were developed in three phases:

Phase One-Content Development

Individual Subject Matter Experts (SME) were contracted for each program to develop the program content. As content was developed, an instructional design process was incorporated so that the content was presented in a manner consistent with CBT and self-instruction. The content was supplemented with job aids, such as templates, checklists, glossary and calculators, to assist in the transition of the content to the work environment. The content was also enhanced by inclusion of examples, graphics and knowledge checks.

### Phase Two-Programming

The program was designed to require minimal computer literacy on the part of the end user. Extensive instruction on program use is included in both the program documentation and an embedded program tutorial. The programming also was designed to require minimal computer resources inasmuch as it was designed to be installed on a computer system consisting of a 486 processor; Windows 95; 8 MB. of RAM; 256 color display; and not more than 20 MB of free hard drive space.

### Phase Three-Beta Testing

The beta testing for the Risk Management computer-based training programs, both the commercial banking and regulatory, was performed in Poland and Romania. In Poland multiple installations were performed at the Warsaw Institute of Banking and the Risk Financial Department at BRE Bank SA. In addition, the regulatory program was reviewed with Piotr Bednarski of the On-Site Examination Division of the National Bank of Poland. In Romania, beta testing was performed at the National Bank of Romania and Raiffaisan Bank. No significant installation or operability problems were found in the beta testing. A report summarizing the findings from these tests and subsequent revisions was prepared and forwarded to the CTO.

### Program Deliverables

The final deliverable consisted of three (3) master sets of CD-ROMs of each program, "Introduction to Commercial Banking Risk Management" and "Introduction to Supervision by Risk Approach for Commercial Banking", and installation/operating instructions. CD-ROM sets were sent to the CTO, to USAID/G/EG and to CDIE.

Please contact me, 703-747-7552, if you have any questions.