



Focus. Flexibility. Crystal Clear Results.

IBM Mortgage Processing *Compliance Procedures and Online Help*

THE CLIENT

IBM was offering mortgage processing “back office” services to clients, including credit unions and nationwide mortgage services companies.

THE CHALLENGE

IBM had contracted with clients to provide the new mortgage processing system and needed system procedures documented for the first client’s rollout of the system. IBM needed specific procedures for all employees to follow to meet the federal mortgage regulatory and compliance requirements. Procedures also had to comply with the PATRIOT Act and other federal security regulations. In addition, procedures had to cover all areas of mortgage processing including loan set-up, underwriting, closing, funding, post closing, imaging and indexing, and all loan documents.

THE SOLUTION

VisionCor assigned a team of technical writers and a project manager to the project. They determined the information mapping format for all procedures and created a standard template suitable for presenting the procedures on a web site. The team developed, formatted, and converted to .html format approximately 300 separate procedures. When IBM then determined that their available resources were inadequate to maintain a web site and to support the frequent updates necessary to meet regulatory and compliance standards, the VisionCor team transferred all procedures to a Lotus Notes database. All IBM mortgage processing employees were trained to use the database for accessing procedures as well as how to use the database to communicate with the procedures writing team with suggestions for new or improved procedures. Additionally, VisionCor developed a weekly newsletter, distributed through e-mail, to alert the mortgage team of any new or revised procedures that they should review on the database.

THE RESULTS

VisionCor delivered approximately 300 procedures, including online help on time for day one mortgage processing for IBM’s client. Employees were trained to access the procedures as part of their daily mortgage processing operations.

VISIONCOR’S ROLE

- Determined information mapping format for all procedures.
- Developed standard template for procedures.
- Met with SMEs and process owners to determine best practices for procedures.
- Wrote approximately 300 procedures.
- Submitted all procedures for review and approval by the SMEs and the IBM compliance team.
- Converted all procedures to .html format for posting on web site.

- Loaded all procedures to alternative site using a Lotus Notes database.
- Maintained and revised all procedures as new clients were added and new software releases were available.
- Worked with the software development team to write periodic release notes to alert the IBM mortgage team of new features available with each new release.
- Write and distribute weekly newsletter to alert the team of significant changes to any procedure.

ABOUT VISIONCOR

Founded in 1990, VisionCor is a workforce learning, talent management, performance improvement, and documentation firm. VisionCor provides customized solutions and staff augmentation services to clients ranging from Fortune 500 corporations to small and mid-sized businesses. VisionCor's services include training, talent management, performance improvement, documentation, and project management to help companies implement organizational change initiatives and address their ever-changing workforce needs. Contact VisionCor at 888.299.8267, <http://www.visioncor.com>, or email at info@visioncor.com.