

STAR #1 – Consumer Duty - Vulnerable Clients

Situation

A requirement was raised to add some UI to an existing application to assist with compliance with the Consumer Duty regulations from the Financial Conduct Authority (FCA) to manage and report on Vulnerable Clients. The request was originally to add one checkbox and one textbox to a current application.

The current application uses very old technology and is very hard to work with.

Task

Read up on the FCA's Consumer Duty requirements to familiarise myself with them.

Doing so made me realise that the UI requested was utterly inadequate for the recording of vulnerabilities in line with the FCA's requirements so I asked my boss for permission to prototype an application which would provide the necessary functionality. This was given.

Action

Liaise with the business – specifically the Compliance team – further to gather requirements and to understand how this was currently being managed in their team.

It transpired that they were using a spreadsheet to record this information but, as good as this spreadsheet was, it was not entirely fit for purpose. In addition to this it is obviously not ideal to have to try to produce reports from a spreadsheet.

Design and build an application which would meet or exceed their requirements.

Further mentor and upskill colleagues in the use of Blazor / .Net Core.

Result

I designed and built this Blazor application with little external input apart from encouragement and constructive comments from the business as to the functionality that was required.

I delivered this application and the stakeholders in the business were pleased and impressed with the result.

I further mentored and upskilled those colleagues who were interested in the project.