

DIGITAL TRANSFORMATION IN BANKING



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TRAINING CENTER



Introduction

The Digital Transformation in Banking Training Course prepares banking professionals to lead technology-driven change across products, channels, and operations. Digital transformation in banking is not a single project but a sustained shift in how value is delivered. It touches customer journeys, core systems, data, and the operating model at once. This course connects digital strategy with the delivery discipline that makes it real. It covers customer journeys, cloud and core modernisation, data platforms, and open banking. Furthermore, it addresses regulation, risk, and change management. As a result, participants learn to sequence transformation and prove its value.

Digital Transformation in Banking Course Objectives

- Explain the drivers, economics, and stages of banking transformation.
- Apply digital maturity models and transformation frameworks to institutions.
- Redesign customer journeys and measure digital adoption.
- Assess core banking modernisation, cloud migration, and API strategies.
- Apply open banking, embedded finance, and partnership models.
- Evaluate data platforms, analytics, and AI for banking use cases.
- Apply digital regulation, outsourcing, and cloud risk requirements.
- Build a transformation roadmap with governance and decision gates.
- Design an agile operating model, product teams, and capability plans.
- Measure transformation value through KPIs and benefits tracking.

Course Methodology

- Interactive lectures with real bank transformation case studies.
- Workshops on customer journey redesign and maturity assessment.
- Business case, roadmap, and prioritisation exercises.

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- Simulation of partnership and governance decisions.
- Structured peer discussion with facilitator feedback on transformation plans.

Who Should Take This Course

- Digital transformation and innovation managers in banks.
- Product owners and channel managers.
- Technology and architecture leaders.
- Operations and service managers.
- Risk, compliance, and audit staff covering digital change.
- Consultants supporting banking transformation programmes.

Digital Transformation in Banking Course Outlines

Day 1: Foundations of Banking Digital Transformation

- Drivers: customer expectations, competition, cost, and regulation.
- Digital maturity models and transformation frameworks.
- Digital-first customer behaviour and channel shifts.
- Economics of transformation: cost-to-serve and revenue impact.
- Vision, strategy, and transformation governance structures.
- Common failure patterns and how to avoid them.
- Case study: a bank's multi-year transformation journey.

Day 2: Customer Journeys and Digital Channels

- Journey mapping, pain point analysis, and service design.
- Onboarding, servicing, and lending journey digitisation.



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- Mobile, web, and branch channel integration.
- Digital adoption metrics and activation campaigns.
- Personalisation and next-best-action in banking.
- Accessibility and inclusion in digital channels.
- Workshop: redesigning a customer journey end to end.

Day 3: Core, Cloud, and Platform Modernisation

- Core banking modernisation approaches and trade-offs.
- Cloud migration models: public, private, and hybrid.
- API strategy, microservices, and platform architecture.
- Open banking, PSD2-style frameworks, and embedded finance.
- Partnership and build-versus-buy decisions with FinTech firms.
- Resilience, availability, and disaster recovery requirements.
- Workshop: designing an API and platform strategy.

Day 4: Data, Analytics, and AI in Banking

- Data platforms, data governance, and quality management.
- Analytics use cases: credit, fraud, pricing, and retention.
- Machine learning deployment and model governance basics.
- RegTech and automation of compliance processes.
- Cybersecurity and data protection in digital banking.
- Third-party, cloud, and outsourcing risk management.
- Workshop: building a data and AI use case portfolio.

Day 5: Delivery, Operating Model, and Value Tracking



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- Agile delivery, product teams, and scaling practices.
- Operating model design and capability building.
- Change management and culture in digital transformation.
- Business case, funding, and investment prioritisation.
- KPI frameworks, benefits tracking, and governance reporting.
- Building a phased transformation roadmap with decision gates.
- Course review, assessment, and action planning.

Conclusion

By successfully completing Digital Transformation in Banking, participants will gain a thorough understanding of transformation strategy, customer journey design, core and cloud modernisation, data and AI application, and delivery governance. They will also acquire practical skills in roadmap design, business case building, operating model change, and value measurement. In addition, the course prepares them to lead transformation with confidence. Gentex Training Center delivers this programme with a strong focus on real banking practice and measurable transformation results.

FAQs for Digital Transformation in Banking course

Q1 What is the "Digital Transformation in Banking" course about?

It is a five-day programme on leading digital change in banks. It covers transformation drivers and maturity models, customer journey redesign, core and cloud modernisation, open banking and APIs, data and AI use cases, digital risk and regulation, agile delivery, and value tracking.





Q2 What are the key benefits of the "Digital Transformation in Banking" course?

Participants gain a sequenced approach instead of a scatter of digital projects. The course improves business case quality, raises digital adoption and customer satisfaction, lowers cost-to-serve, strengthens control over cloud and third-party risk, and gives leadership clear metrics to judge progress and funding.

Q3 What skills will I gain from the "Digital Transformation in Banking" course?

Participants gain digital maturity assessment and transformation strategy design, customer journey and channel design, core, cloud and open banking platform strategy, and data and AI use case evaluation with roadmap delivery and value measurement. These four skills cover the path from strategy to delivered change.

Q4 What tools, methods, or standards are covered in the "Digital Transformation in Banking" course?

The course covers digital maturity models and transformation frameworks, customer journey mapping and service design, cost-to-serve analysis, core banking modernisation approaches, cloud migration models, API strategy and microservices architecture, open banking and embedded finance frameworks, data governance and quality management, machine learning and model governance basics, RegTech solutions, cloud and outsourcing risk requirements, agile delivery and product team practices, benefits tracking and KPI frameworks, and phased roadmap design with decision gates.



Q5 How is the "Digital Transformation in Banking" course applied in real-world practice?

Participants apply the frameworks inside their own institutions. They assess maturity, redesign journeys, build business cases, sequence roadmap phases, define governance gates, select partners, and set KPI tracking. Many leave with a prioritised transformation roadmap and a benefits-tracking framework ready for management review.