



APRIL 08, 2026 **9:00 AM - 5:00 PM** **NIBAF, PAKISTAN (KARACHI)**

DIGITAL TRANSFORMATION :ADOPTION TOWARDS THE DIGITAL SHIFT

COURSE CONTENTS

- Why Digital Fluency Matters in Banking
- Icebreaker: Identifying Daily Friction Points
- Introduction to the "Process Detective" Framework (Process x Technology x Value)
- Technology Through Everyday Analogies (UI & UX, Apps, API, Low/No-Code, Chatbots, RPA, ML, GenAI, etc.)
- The Art of Investigation: Mapping & Evaluating a Process
- Group Workshop: Deconstructing a Common Banking Process
- Identifying the Clues: Where is it Slow, Repetitive, or Error-Prone?
- Banking Case Studies: From Problem to Proposed Solution
- Swimlane Mapping, Spotting Pain Points, Matching Tech to Tasks
- Limitations, Risks, Oversight
- Create ONE Automation Idea per Group
- Hands-On Process Sketching and Gamification
- AI & Generative AI in Banking: Beyond the Hype
- Group Case Study – "The Paper Loan File"
- Planning Closed-Loop Pilots / Pilot One-Pager (Problem, Metrics, Scope, Timeline)

FACILITATOR:

Mr. Fouz Altaf is a dynamic, creative trainer and Senior Product Leader with extensive experience and a strong blend of technology and business expertise. He delivers exceptional results in Digital Transformation, Digital Financial Services, Lending, and Payments, with a focus on user-centric products across both Islamic and conventional banking.

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