



JULY 16, 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 ✕ Technology ✕ 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.