

Abstract

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Abd El Aziz, R and Fady, R. (2012), 'Developing Business Process Architecture using Business Process Modelling: The ATM system in HSBC Egypt', International Journal of Modeling and Optimization (IJMO), Vol. 2, No. 3. pp. 284- 289.

As the user experience is an important prerequisite for the success of e-banking applications, the main subject of the research study reported here is the use of Automated Teller Machine (ATM) in Egypt. Data was collected using an unstructured interview with a senior staff member in HSBC Egypt. Data was then analyzed using process modelling. In this paper, we will develop an initial process architecture diagram but will not go on to depict the internal structure of individual processes. Some ATM problems in Egypt were discovered, which enabled the researchers to make recommendations to ATM decision makers in Egypt on ATMs.