DISHANTRA

FREE PRACTICE PREVIEW

BANKING OPERATIONS ANALYST

The Data Doesn't Agree

A practical interview-style case preview

Reconcile / Analyse / Defend

Tap a topic below to explore the sample

01 The assignment

Understand the manager's decision request.

02 The evidence

See why four source files disagree.

03 Analyst method

Check KPI definitions and audit logic.

04 What buyers receive

Review the complete eight-stage offer.

01 / THE ASSIGNMENT

The executive request

A fictional retail bank has an unreliable onboarding dashboard. Three branches report different patterns. The head of operations asks you to verify October figures and advise whether the problem is staffing capacity, process quality, or both.

B02 branch manager

Requests two additional permanent staff.

B03 quality lead

Suspects a document-processing or scanning problem.

Reporting team

Warns that exported events and status snapshots may contain duplicates.

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Your job: identify what the evidence establishes before recommending an expensive permanent change. None of the competing explanations has been proved.

01 / GROUND RULES

Your role and the case clock

Reporting cutoff

20 October 2026, 00:00 India Standard Time (IST).

Fictional service target

First valid completion within 24 hours of the original application submission.

Overdue pending cases

An application still pending beyond 24 hours at the cutoff counts as an SLA miss under this exercise.

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You are an analyst, not the policy owner. Present defensible evidence and proportionate actions; do not claim a causal experiment has been run.

01 / ASSIGNMENT OUTPUTS

What you must deliver

Reconciliation

Explain the right unit of analysis. Identify repeated event IDs, orphan records, stale snapshots and overdue pending applications.

Branch-month KPI table

For B01, B02 and B03 in September and October, report applications, 24-hour SLA rate, rework and applications per staffed full-time equivalent (FTE).

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Decision and defence

Give a prioritized recommendation, evidence gaps, owners, seven-day actions, 30-day outcomes and explicit limitations. Update it when evidence changes.

02 / UNDERSTAND THE EVIDENCE

Four sources, four grains

01 Applications

One submitted application per ID. Defines the authoritative cohort and application denominator.

02 Status events

One exported event record per row. Event IDs can repeat and an application can have many events. Deduplicate first.

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03 Operations snapshots

One observed operational status at a particular moment. These can be stale or repeated; do not use them as the population.

04 Branch capacity

One branch-month staffing observation. Use staffed FTE to calculate demand intensity, not actual staff utilization.

02 / DATA-QUALITY TRAPS

Why the extracts disagree

Duplicated exports

The same event ID may appear more than once in an export. Repeating it must not count as additional customer activity.

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Orphan events

Some event records can refer to application IDs outside the authoritative cohort. Flag them rather than inventing new applications.

Stale snapshots

A snapshot can say PENDING even if a valid later event shows COMPLETED. Reconcile chronology, not just latest file delivery.

Incompatible joins

One application with three event rows and two snapshots can produce six joined rows. Do not equate joined rows with six applications.

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03 / ANALYST METHOD

Define metrics before formulas

Applications and completed

Applications = distinct submitted IDs in the branch-month cohort. Completed = cases with a valid first completion at or before cutoff.

SLA met and SLA percentage

Met = completed within 24 hours of original submission. SLA % = 100 × SLA-met applications / all applications in the cohort.

Document rework

Rework % = 100 × distinct applications with any DOC_REJECTED event / all cohort applications.

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Applications per FTE

Applications divided by staffed FTE for that branch-month. This is a demand-intensity proxy, not a utilization measure.

03 / PAUSE BEFORE CALCULATING

A three-minute framing exercise

Before opening any CSV, write down what each source can establish and what it cannot establish by itself.

Question 1

Which source defines the population you should count?

Question 2

Which events identify the first valid completion?

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Question 3

What evidence would you need before approving permanent staffing changes?

Analyst check: separate an observed number from a hypothesis, the evidence still needed, and a reversible action.

03 / CONTROLS WORTH RECORDING

Build the audit register first

Repeated event IDs

Raw exported event rows minus distinct event IDs. Keep one ID for KPI logic; log the duplicate count.

Orphan event records

List event application IDs absent from the authoritative application cohort. Investigate and exclude from cohort KPIs.

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Repeated snapshots

Count snapshot rows beyond distinct application IDs. Use snapshots to identify exceptions, not to inflate the denominator.

Overdue pending

Flag open applications more than 24 hours old at cutoff. Count them as SLA misses under the fictional rule.

03 / RECONCILIATION PRACTICE

Excel checks to start with

In the full product, source files can be imported as named Excel Tables. These are examples from the existing guided method, not answers to the complete case.

Count imported applications

=COUNTA(Applications[application_id])

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Count distinct applications

```
=ROWS(UNIQUE(Applications[application_id]))
```

Count raw event rows

```
=ROWS(Events[event_id])
```

Count unique event IDs

```
=ROWS(UNIQUE(Events[event_id]))
```

Repeated event IDs = raw event rows minus unique event IDs. Modern Excel supports UNIQUE; older editions can use Power Query Group By or a PivotTable.

03 / REPRODUCIBLE STEPS

Excel workflow: clean then compare

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1 Import the four CSVs

Excel → Data → Get Data → From Text/CSV. Inspect the columns before loading.

2 Assign types explicitly

Preserve IDs as text, timestamps as Date/Time and staffed FTE as numeric.

3 Keep raw inputs intact

Create derived Power Query references for transformations, so source records remain available for audit.

4 Reduce before joining

Deduplicate events; roll records up to one application before KPI-level joins. Reconcile any exceptions.

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The complete lab also includes SQL reference methods and a verified completed analyst dashboard.

04 / COMPLETE PRODUCT

What comes in the full Case Lab

The paid Dishantra experience is **one connected, eight-stage simulation**, not a collection of unrelated practice PDFs.

01–02 Understand & investigate

Assignment inbox and Source room.

03–04 Analyse & decide

Reconcile data, calculate KPIs and prioritize evidence.

05–06 Submit & defend

Write a management brief and respond to interview-style questions.

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07–08 Revise & debrief

Interpret new evidence, check calculations, compare reasoning and improve.

04 / BUYER EXPECTATIONS

Included and not included

Full customer files

Eight-stage offline browser app; synthetic extracts covering 156 applications; Excel analysis workbench and completed dashboard; reproducible SQL; six supporting PDFs totalling 47 pages.

Checks and learning

Deterministic numeric checks and guided self-review of management writing. Worked answers are available after independent practice.

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Not included

No live instructor, personalized human marking, employer affiliation, certificate or guarantee of hiring.

The bank and 24-hour SLA are fictional. Skills are transferable, but this exercise is not regulatory or professional advice.

04 / OFFICIAL WEBSITE

Continue with Dishantra

This sample is designed to show the assignment and analytical approach without revealing the complete datasets, scoring journey or worked solutions.

The complete paid experience has its own product page. This sample is a review asset; its final product checkout link will be added once the release has been approved and published.

Open Dishantra.com

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