Banking & Financial Markets Sector Overview

Quick Guide to the sector, roles, and resources to support your research

Overview of the Banking & Financial Markets Sector

Useful resources please note we are not responsible for 3rd party content and external sites

- CFI Interactive Careers Map https://corporatefinanceinstitute.com/resources/career-map/
- The Future of Banking: 2030 | Santander | FT Partner Content https://youtu.be/p8kNmtjyHgg
- How AI Is Powering the Future of Financial Services | JPMorgan Chase & Co. https://www.youtube.com/watch?v=KjvQqgMYQel
- HSBC Division Videos: https://www.hsbc.com/careers/students-and-graduates/graduate-opportunities?tab=Global%20Banking%20%26%20Markets
- Forage virtual internships https://www.theforage.com/course-catalog
- eFinancial Careers https://www.efinancialcareers.co.uk/news/student
- Bankers by Day https://www.bankersbyday.com/
- Deutsche Bank 'Unofficial Guide to Banking' https://unofficialguidetobanking.com/
- Investment Industry Career Paths (CFA) https://www.cfainstitute.org/en/programs/cfa/charterholder-careers/roles
- Investment banking product groups (Mergers & Inquisitions) https://mergersandinquisitions.com/investment-banking/product-groups/
- Financial Times League Tables: https://markets.ft.com/data/league-tables/tables-and-trends
- Search a range 'Day in the life' videos on YouTube from vloggers who work in industry
- What's an Investment Bank? How an Investment Bank Works https://www.efinancialcareers.co.uk/news/2023/05/whats-an-investment-bank
- Vault.com sector guides https://vault.com/ (the Careers Service provides subscription)
- Forage online virtual internships https://www.theforage.com/ (JP Morgan Chase, JP Morgan, PGIM, Citi, Goodbody, Bank of America, HSBC)
- A guide to graduate careers in financial technology https://targetjobs.co.uk/careers-advice/accountancy-banking-and-finance/what-fintech-guide-graduate-careers-financial-technology (TargetJobs)

All of these resources have been used to create this guide. You can access more useful guides from our Graduate Digital Publications pages https://www.careers.cam.ac.uk/graduate-digital-publications

Roles at a glance (see information on individual roles following the table)

Role	Starting/entry point (typical)	Working hours	Starting salary	Career progression example	Skills valued
Asset Management	Analyst or researcher	~50 + inc. weekends	£45 - £60k +bonus	Portfolio Manager	Critical thinking, commercial awareness, genuine market interest, teamwork, communication skills.
Capital Markets	Junior banker/analyst	12 -14 per day	£60k+ bonus	Industry specialist or Treasury roles (depending on market)	attention to detail, prioritisation, multitasking, resilience, ambitious, numeracy, interpersonal skills.
Hedge Funds	Junior Analyst or research associate	10 – 12 hours a day	£100k +bonus	Portfolio Manager	strong data and numerical skills, communication skills, creative thinking, and good intuition, courage in your convictions, a good teamwork ethic. Quants need related degrees.
Research	Analyst	10 – 14 hour day	£55k+ bonus	Hedge funds, buy-side roles, capital markets, M&A	ability to read, absorb and translate information quickly, spot themes and generate ideas, interpersonal skills, analytical skills, modelling, attention to detail
Risk	Analyst or associate	12 hour day	£40k - £50k +bonus	Risk Management	adaptability, process driven, commercial awareness, quantitative skills (statistics, econometrics), genuinely curious and interested in the markets, good relationship management.

Role	Starting/entry point (typical)	Working hours	Starting salary	Career progression example	Skills valued
Sales & Trading	Analyst	10 – 12 hours+ day	£60k+ bonus	Management, Family Firm, Private Wealth Management	accuracy and attention to detail. For sales roles you will need excellent relationship building, interpersonal and listening skills. Trading roles are more driven by electronic trading platforms and so learning how to code is encouraged – this is seeing the rise of algorithmic and quantitative 'quants' traders.
M&A	Analyst	~70 per week +	£70k +bonus	Private Equity, Hedge Fund, Director	analysis, financial modelling, presentation skills, accuracy, resilience, time management, organisation, communication, interpersonal skills, autonomy, commercial awareness, curiosity
Private Equity	Analyst with 2+ years experience	10 - 12 hours a day	£50k-£80k +bonus	Senior Associate, Managing Director	interpersonal skills, strong analytical skills, commercial awareness, persuasive and influential, ambitious, resilient, curious, and good at building relationships. Passion for the deal.
Quantitative Finance	Analyst or entry- level researcher, junior quant trader, junior developer	50 – 60 hours per week	£75k- £100k + bonus	Move into management or exit to industry, Consulting, FinTech	applied mathematics, advanced statistics, writing code, machine learning. You will need skills in particular coding languages: e.g. Python, C++, Java, C#, Julia, Kdb+/q. You will need to be collaborative, have strong project management skills and advocacy skills for your work.

Al & Data in Banking & Financial Markets

Data and AI (Artificial Intelligence) are having an increasing impact on traditional banking services and financial processes. This includes an increase in cloud-based solutions, Natural Language Processing (NLP), the use of chatbots, fraud detection & prevention, predictive analytics, data visualisation, governance, blockchain, data management and edge computing. AI in financial services affects credit decisions, risk management, fraud prevention, trading, and personalised banking – making these processes easier, faster and more accurate and time sensitive.

This helps various types of financial services meet regulation, service their customers more effectively and streamline processes to make trading more efficient (and essentially help to make more money, more carefully. All is a big part of risk management where algorithms can analyse both the history of risk and signs of potential future issues and also in trading, where data can be processed in a fraction of the time a human would be able to do it. This ultimately means that job roles in various institutions are changing and keeping up with skills development in these areas will help your career.

Al & data science are creating new roles and new branches of banking & financial markets. It is creating new sectors too, such as FinTechs (Financial Technology companies) who automate financial services via software trading platforms, crypto currency trading, apps, digital payments, wealth planning and neo-banks (banks that are completely free of physical branches, running services through apps²) that have disrupted traditional infrastructures. Despite the fact that FinTechs are seen as disruptors to traditional institutions (like retail banks) many banks acquire FinTech services to improve their own operations.

Data science, Al and analytics roles are increasing in all types of financial institution and specific skills and roles in these areas – such as data scientists, machine learning, robotics, blockchain, big data management, software and systems engineers, quantitative strategists, cyber security specialists are recruited through specialist departments (see examples from JP Morgan, GoldmanSachs and Lloyds Banking Group). Of course, you can also look at working for a FinTech itself in a range of technical, engineering and business roles – these firms won't usually have graduate schemes, so you'll need to apply for direct entry roles. These roles can be very Lucrative. There are a range of useful articles on Al, Data and FinTechs to help start your research:

- The Future of Finance: Al's Impact on Banking and Investment via Medium
- The Growing Impact of AI in Financial Services: Six Examples via Medium
- The Future Of Data And Al In The Financial Services Industry- Forbes
- Data & FinTech in the Banking Sector -PwC
- How AI is transforming the financial services industry Deloitte

¹ The Growing impact of AI in Financial Services (2019) https://towardsdatascience.com/the-growing-impact-of-ai-in-financial-services-six-examples-da386c0301b2

² Forbes (2021) 'What is a Neobank?' https://www.forbes.com/advisor/banking/what-is-a-neobank/ and PA Consulting (no date) 'What are neobanks and how are they changing financial services?' https://www.paconsulting.com/insights/what-are-neobanks-and-how-are-they-changing-financial-services

Roles

Asset Management

- **Key features**: managing funds on behalf of others, having ideas and opinions to share, analytical skills and a unique interest in reports and industry insights.
- What does it involve? Some roles are client facing and some not and you will undertake different activities in each role. Investment roles are the most sought after, portfolio managers are those who manage large funds and use their experience and knowledge to do so specialising in an asset class (a grouping of investments). Ultimately, you will work on the 'buy-side' and buy investment products for your clients (individuals or institutions) to help them meet their financial goals. Until then you will need to develop expertise in studying company reports, financial statements and an sector insights to support recommendations.
- Other roles: There are also marketing (representing the fund manager and products at the firm to bring in clients), distribution (bringing in client money), product development (compliance, ensuring representation in the markets/asset classes), trading (executing trades as required by the portfolio manager, market timing and managing large trades an area being usurped by algorithms) or sales (building relationships with clients to maintain their investments, find out their needs and recommend products). There are also roles in compliance, IT and HR.
- Who are the key firms? Schroders, HSBC, Baillie Gifford, Prudential, Blackrock, Fidelity Investments, BNP Paribas, JP Morgan Chase
- Where do I start? Analyst or researcher
- **Skills needed:** critical thinking, commercial awareness, genuine market interest in sectors and how business works, teamwork, communication skills.
- Working hours: better than investment banking, but you will come in at around 50 hours a week, including some Saturdays
- Salary: starting at £45k £60k+bonus, you can work up to a Portfolio Manager starting on £120k+bonus (which can be half your salary again on top).
- Career progression: If you want to become a portfolio manager then you will start as an analyst and work your way up to making investment recommendations, before moving over to becoming a junior and then a manager.
- Other sources of research: The difference between asset management and wealth management (video) Bloomberg, Inside Asset Management—JP Morgan (playlist), What is asset management, and what do asset managers do? Investopedia, How to get a job in asset management (efinancialcareers)

Investment Banking Division

Capital Markets

- Key features: competitive roles, long hours, people focussed, high salary especially for deal originators and client onboarding.
- What does it involve? Support a client to raise money by selling debt (Debt Capital Markets DCM) or equity (Equity Capital Markets- ECM) to investors. Liaising between advisory bankers to understand a companies' money-raising needs and the sales & trading division of the bank to understand investors' buying intentions. Responsible for managing the raising of funds, collating documentation, compliance with regulations and hiring legal professionals.
- Who are the key firms? Goldman Sachs, JP Morgan, Deutsche Bank, Morgan Stanley, Citi
- Where do I start? Depending on your market you will using spreadsheets, making financial models, create profiles of payments and debts, creating pitchbooks in PowerPoint and/or managing deal execution.
- **Skills needed:** attention to detail, prioritisation, multitasking, resilience, ambitious, numeracy, interpersonal skills.
- Working hours: working hours are long depending on how many deals you are managing, expect 12 14 hours a day
- Salary: £60k +bonus rising to £70k +bonus after 3 years
- Career progression: from ECM: industry specialist, investor relations, hedge-fund but exit opportunities are less clear than other IB roles. From DCM corporate banking, credit research, internal movement within the bank, treasury roles. Neither suitable for a move to Private Equity.
- Other sources of research: Mergers & Inquisitions (ECM) and (DCM), Investopedia (ECM), CFI (DCM), efinancial careers (capital markets jobs)

Hedge funds buy-side

- **Key features:** highly competitive entry, high salary with strong performance bonus, research, and analysis of markets to make recommendations, devise trading strategies. You might instead be a 'quant' or a 'technologist' see our sections on these roles in the guide.
- What does it involve? As an analyst or researcher, you will spend most of your time analysing the financial statements of products the firm invests in you will make actionable recommendations to portfolio managers to inform decisions about how to invest client money profitably. You will keep up to date with what happens in other markets, read research, and keep up to date with corporate announcements or M&A deals in the news. This will include attending meetings with traders and economists at your firm. You will need to have certainty in your recommendations to win trust and a good reputation. As you become more experienced you may also need to build relationships with clients, attending industry events and meetings. Other roles include: traders, sales and marketing, quants and support roles, such as operations, legal, risk and compliance.
- Who are the key firms? Man Group, Citadel, Point72 Asset Management, Millennium Management, DE Shaw & Co

- Where do I start? You can enter a Hedge Fund as a junior analyst or research associate after a couple of years as an analyst or equity researcher with an Investment Bank or analyst at an asset management firm or, increasingly, get direct entry with a Hedge Fund on an internship or graduate programme. Be prepared for a very competitive experience.
- **Skills needed:** You will need strong data and numerical skills, but don't feel you have to have a mathematical degree –'soft skills' such as communication skills, creative thinking, and good intuition are vital too. You will need to have courage in your convictions and a good teamwork ethic. If you work in quantitative roles, you will need a degree in a related field.
- Working hours: 10 12 hours a day
- Salary: £100k+bonus, which can be very lucrative and double your salary critically salary/bonus depends on the size of the firm's portfolio and its performance.
- Career progression: you will start as a junior analyst/researcher, move up to analyst, senior analyst and then portfolio manager (titles can change). Exit opportunities are more limited you might move to an industry role as a strategist, another hedge fund, consulting, start a firm or undertake an MBA, perhaps.
- Other sources of research: What is a Hedge Fund? (Investopedia), Citadel: Ben's Accelerated Career Journey (example of a career path, use firm websites to research more about the experiences available), The Hedge Funds hiring graduates and interns (efinancial careers)

Investment Banking Division, Asset Management, Private Equity

M&A Sell-side & Buy-side

- **Key features**: high-profile and competitive role, high salary, good career progression, long hours
- What does it involve? Working on excel models and pitchbooks to support advising on deals. Working with corporates (large companies) on how best to position themselves. M&A bankers advise clients to merge with another company, buy another company or sell a part of their own company.
- Who are the key firms? Goldman Sachs, JP Morgan and Morgan Stanley are the largest, but there are mid-size and boutique firms who have been set up by industry seniors leaving to start their own ventures.
- Where do I start? You will normally start as an analyst, working on multiple live projects at a time, focusing on the financial analysis that informs an M&A deal.
- **Skills needed:** analysis, financial modelling, presentation skills, accuracy, resilience, time management, organisation, communication, interpersonal skills, autonomy, commercial awareness, curiosity.
- Working hours: working hours in M&A are some of the highest in the sector, upwards of 70 per week
- **Salary**: Starting salary at a large firm or prestigious boutique is (moderate view) ~£60 70k +bonus and rises into £100k-200k+ after 3-4 years and exponentially as you reach senior management.

- Career progression: If you stay in M&A you can move up to associate, then vice president keeping on the promotion track within your firm to Director-level. If you exit you are well positioned to enter lucrative roles in other banks, funds and firms (private equity, hedge funds) or change into consulting.
- Other sources of research: Is M&A a good career path? (<u>Forage</u>), Career Paths in M&A (<u>efinancialcareers</u>), Career Guide M&A (<u>BankersbyDay</u>)

Private Equity Buy-side

- **Key features**: highly, desirable roles and highly competitive, direct deal making (eventually), good salary, long working hours, client-facing role.
- What does it involve? Detailed analysis of large amounts of data, cash flows and business models to support a deal and financial modelling, before moving on to deal-making and being directly involved in buyouts etc. You will work on multiple projects, take meetings, phone calls, construct draft models and materials and writing memos. If being a deal-professional isn't for you, you can also become a fund investor, helping wealthy clients decide where to invest. You could also consider working in Venture Capital, investing in smaller companies to help them reach their potential usually in technology, media and telecoms (TMT) or another specialist market.
- Who are the key firms? Blackstone, KKR & Co. Inc, CVC Capital Partners, Thoma Bravo, Bain Capital
- Where do I start? You will usually be recruited from an investment bank after completing a couple of years in an entry-level/ graduate role, as an analyst or associate. People tend to move from M&A in an investment bank. It is rare but a firm might take you on as a direct-entry trainee you can expect the competition to be enormous.
- **Skills needed:** interpersonal skills, strong analytical skills, commercial awareness, persuasive and influential, ambitious, resilient, curious, and good at building relationships. Passion for the deal.
- Working hours: 10 12-hour days, occasional weekend but not as many hours as M&A
- Salary: starting salary is £50k up to £85k depending on the size of the firm, plus bonuses and any recruitment bonuses for joining and staying at a firm. As you become more senior you will get a share of profits, which can be very lucrative (into the £100ks), but you need to remain at a firm until deal-exit, so it can take a few years.
- Career progression: You will begin as an analyst or an associate if you have a few more years' experience, you will then work up to senior associate on to principle; managing director. That journey can take around 10 15 years. It's at these latter stages you originate deals and earn lucrative interest on deals. You may undertake an MBA in this period.
- Other sources of research: Investment Banking v Private Equity (Investopedia), What does a career in Private Equity look like? (CFA Institute), Private Equity Careers (Mergers & Inquisitions), How to get a job in Private Equity (efinancialcareers)

Quantitative Finance

You will find quantitative roles across a wide range of sectors across banking & financial markets, including some of those already discussed, such as portfolio management, hedge funds, asset management and private equity – in all of which, roles are increasingly quantitative or have specific roles for quants. Roles are available in portfolio management, quant strategies and research, technology, risk management, data science, machine learning and quant trading. Below we focus on roles in investment and trading but suggest further areas to explore. For financial technology, see the section on FinTech.

- **Key features**: a wide range of roles and specialisms, good salaries, especially when working directly in profit and loss activities. You will make use of specific skills gained on your degree, masters or PhD you will likely be coming from a background in applied mathematics, physics, computational finance, data science, engineering, AI or quantitative finance programmes/departments.
- What does it involve? This really depends on the role you could be working is roles that use financial engineering, financial modelling, economics, mathematical methods of finance, and statistical finance. You could work more generally, in portfolio management, pricing, risk management or trading- to name a few. Quant jobs can involve rigorous quantitative research, hypothesis development and testing, creating new products, creating trading strategies, validating existing models and strategies, and trading.
- Trading roles for quants can vary from being responsible for developing trading strategies that are simply executed by a trader to pricing and writing software. Investment roles are closer to the profits and these portfolio managers who use quantitative methods will also be considered 'quants'. These portfolio managers (PM) can also be supported by quant researcher, know as a 'desk quant', who will sit in the middle of the action with the PM, performing analysis to inform investment decisions but not actually making them. A quant with a strategic role in an organisation is sometimes called a strategic analyst.
- Quantitative developers will be focused on creating and implementing algorithmic trading strategies through software engineering and code to exacting standards.
- Risk roles are central to a bank/fund due to an appetite to avoid devastating crashes that come from risky investment strategies. Managing risk is at the core of financial services and product offerings. You will use knowledge of markets how the markets operate, key products, the main risk drivers, and gain knowledge of pricing models, and risk modelling techniques. You will be performing independent reviews, assessing model limitations, and advising the stakeholders about the level of model risk resulting from the various research methods used and much more. It's your role to keep the risk to the organisation grounded. See more about Risk roles in 'Risk Management'.
- Who are the key firms? Renaissance Technologies (New York), Hudson River Trading, Two Sigma, Jane Street, D.E Shaw, AQR. You will also find roles in the leading investment banks.
- Where do I start? Analyst or entry-level researcher, junior quant trader, junior quant developer.
- **Skills needed:** applied mathematics, advanced statistics, writing code, machine learning. You will need skills in particular coding languages for specific roles and tasks: e.g. Python, C++, Java, C#, Julia, Kdb+/q. You will need to be collaborative, have strong project management skills and advocacy skills for your work. It is usual for those with postgraduate education or PhDs to be working in the advanced areas of this field. Academics might also work in this field alongside teaching/research.

- Working hours: 50 60 hours, with occasional spikes for project deadlines
- **Salary**: £75k £100k+bonus, depending on the type of institution (IB, hedge fund, trading firm and by performance). Variable also depending on your proximity to income generation. If you are generating income directly from your work, you will be compensated more like a trader or investor salary and bonus declines the further away you get from that 'front office' role (though you'll not ever be poorly off!). You will need to factor in the cost of your PhD/postgraduate study likely needed for a role too.
- Career progression: you can stay in your role and progress in seniority or move out into another industry, like Management Consulting, FinTech or a leading technology firm.
- Other sources of research: <u>The CQF Careers Guide to Quantitative Finance 2023</u> (CQF) (you will need to enter in your information to download), <u>Career paths in Quantitative Finance</u> (University of Chicago), <u>Career Guide Quants and Financial Engineering</u> (BankersbyDay), <u>Pay as a Quant in a bank vs hedge fund</u> (efinancialcareers), <u>What does a Quantitative Analyst Do</u>? (Video, Investopedia)

Investment Banking Division

Can also be found in: Private wealth, commercial banking, hedge funds, corporate finance, quantitative investing

Research

- **Key features**: Industry and company analysis, writing engaging reports, building trust and getting ahead on big themes in finance making *successful* recommendations. You will not generate revenue directly, but this is not an isolated role, you will need to liaise and present to colleagues and clients.
- What does it involve? Understanding the reasons behind valuations, support bankers to understand their clients' business and make the best pitch possible. Comment on price movements and issue recommendations. You will work in either equity, debt or cross-assets (both) or economic research. You will need and expert grasp on issues that impact business. Your team will likely focus on a particular sector and/or geography. You will read a lot of company accounts and economic data, write reports, translate research, and disseminate key findings.
- What roles are there? Usually called 'analysts', 'Fixed income analyst', 'equity research analyst', 'deal research analysts'
- **Skills needed:** ability to read, absorb and translate information quickly, spot themes and generate ideas, interpersonal skills, analytical skills, modelling, attention to detail
- Working hours: 10 14-hour days, depending on the workload
- Salary: £55k +bonus rising exponentially on performance (success of recommendations)
- Career progression: hedge funds, buy-side roles, capital markets, M&A advisory
- Other sources of research: Careers service blog: <u>From architecture to research analyst</u> (Careers Service), Careers Service, hear from people working in research roles within the sector on our panel 'Research Careers in Banking, Finance and Consulting Panel (March 2022)' via our <u>Catch up on past talks: Banking</u> (requires CRSID). Inside Careers 'Research Analyst', <u>efinancial careers</u> and CFA 'What are research analysts?', LinkedIn article on Equity Research (2015)

Risk Management

- **Key features**: good for those attracted to processes, are genuinely interested in the markets, products and the way companies work you'll also do well with core quantitative skills. You (generally) expect more stable working hours and career stability in this area, depending on your firm.
- What does it involve? Your job is to protect the firm from risks that could destabilise the business through significant financial losses or reputationally. You will be critical to keep management informed of their risk profile and protecting the organisation from exposure to losses (market risk, credit risk). In those roles you will be reporting on the findings risk models across the firm's activity and/or working on specific trading desks, monitoring markets and the associated risks you might do analysis of financial statements and report on exposure. You will need to undertake daily reading on the risks you monitor, update valuations, assess new clients, take calls with funds or salespeople and write presentations/reports. You might focus on operational risk the emphasis here is on the control over the internal environment and the damage that comes from inadequate internal processes (and people) and external events (cyber security risk environmental and climate risk). If you work in liquidity risk, you will be focussed on the measuring and monitoring the firm's ability to meet responsibilities to its creditors. Here, you'll be looking at analysing and managing balance sheets, reverse/repurchase agreements, and reporting.
- Who are the key firms? HSBC, Citigroup, KPMG, Deutsch Bank, UBS, PWC, major investment banks. You can work in investment firms, funds, insurance companies, banks; asset management firms.
- Where do I start? Analyst or associate
- **Skills needed:** adaptability, process driven, commercial awareness, quantitative skills (statistics, econometrics), genuinely curious and interested in the markets, good relationship management.
- Working hours:
- Salary: Starting at £40-50k+ bonus, up to the £100k £300k+bonus for more senior roles as your career progresses.
- Career progression: it can take 5 10 years to enter into risk management from an analyst position, an advanced degree may help.
- Other sources of research: Working in Credit Risk (Careers in Risk), Risk Career Blog (GARP), How to get a risk management job in the finance industry (efinancialcareers), Risk Management (JP Morgan example divisions of where you can work).

Investment Banking Division

Sales & Trading

- **Key features**: results focussed role, reliant on performance, competitive role, uncertain career progression if you do not move to a noteworthy fund, good salary, quick promotion based on performance
- What does it involve? Buying and selling financial products or physical commodities in the market, connecting buyers with sellers, market making and executing trades. Sales roles involve liaising with the client on the market deals available and takes the order; the trader completes the transaction at the best price. Sales roles are relationship driven and rely on you understanding the bigger economic picture and market trends. Trading roles require you to understand supply and demand in the moment.
- Who are the key firms? JP Morgan, Goldman Sachs, Citi, BNP Paribas
- Where do I start? You will start as an analyst
- **Skills needed:** accuracy and attention to detail. For sales roles you will need excellent relationship building, interpersonal and listening skills. Trading roles are becoming more driven by electronic trading platforms and so learning how to code is encouraged this is seeing the rise of algorithmic traders and quantitative 'quants' traders.
- Working hours: early mornings to meet the markets when they open, 10 12+ hours per day.
- Salary: starting at around £60k +bonus
- Career progression: promotion to vice president, senior management internally or laterally, hedge fund, family firm, private wealth management advisory firm- can be less clear if you do not perform well.
- Other sources of research: Careers service blog: <u>Q&A with Ethan Ren: graduate trader programme</u> (Careers Service), <u>Financial Trader job profile</u> (Prospects), <u>A Career in Sales & Trading</u> (CFA), <u>Career Path in Sales & Trading</u> (WallStreetPrep).

Other career areas to research: Fintech & Crypto, Compliance, Global Custody, Operations

This document was last updated August 2023