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	Sommario/riassunto	This book starts with a look at the historical progression of project management processes but quickly focuses the material on project management processes for bankers, heavily leaning towards project managers in United States (U.S.) banks. The author also looks at the bank regulatory agencies that govern U.S. banks, regulations critical to the U.S banking system, and concludes with an overview of U.S. banking technologies and the management of a U.S. banking customer call center. This book provides a comprehensive perspective on the U.S. banking project management processes, the regulatory agencies that govern and influence those processes, how technology, and more specifically, the development and use of artificial intelligence, will create a shift in the evolutionary trajectory of U.S. banking practices,

and how U.S. banking project management practices will be at the core of how quickly and how successfully this evolution unfolds.