International Journal of Advanced Engineering Science and Information Technology (IJAESIT)

|ISSN 2349-3216| Volume 6, Issue 6, November-December 2023| Bimonthly, Peer Reviewed and Scholarly Indexed Journal|

DOI: 10.15662/IJAESIT.2023.0606009

Integrating Agentic AI and Generative AI into Cloud-Native DevOps Pipelines for Financial Payment Systems

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ABSTRACT: Modern financial systems deliver essential services in highly regulated, zero-failure environments. Yet unprecedented external pressures—geopolitical conflicts, economic instabilities, climate change, and the COVID-19 pandemic—have challenged the ability of financial regulators and institutions to maintain confidentiality, integrity, availability, and consistency of these systems. Financial services increasingly leverage automation enabled by Artificial Intelligence (AI) to enhance efficiency, manage demand, and mitigate risks, but in many deployments, the traditional risk-based approaches are no longer viable. Therefore, regulators and institutions are exploring the implications of automated operations.

The rationale is that AI-enabled automation and decision-making can be performed at greater velocity and scale than pure human workflows. However, the risk-management posture requires stringent governance. Financial institutions must clearly define and maintain human oversight in critical or harmful decision-making. For other responsibilities, the policy permitting automated decision-making needs to be captured, expressed, and securely stored in sources that can be read and interpreted by Generative AI for creating Operations Manuals and other organizational context documents, in order to enable LLMs to explain operations and processes, as well as to ensure that AI agents are trained in accordance with these policies.

KEYWORDS: Financial systems and automation are relevant: payments, DevOps, cloud-native, generative AI, agentic AI, automation, orchestration, settlements, supervision, security, compliance, privacy, fraud detection.

I. INTRODUCTION

Modern financial systems must be automated, intelligent, reliable, and built around sound governance. Supporting these objectives is the application of Cloud-Native techniques, including a DevOps approach. DevOps introduces Continuous Delivery practices and tools, enabling automated, agent-based execution of business Policies and Procedures. Development Stack automation improves resilience, maintaining high Availability and Meeting Service Level Agreements. Cloud-Native architectures support these objectives. Payments in-flight are processed through a distributed Event-Driven Processing Backbone quickly and at low cost, but even more important is the processing of Payment Settlement to Completion out of the sight of the customer. Advanced methods make Fraud Detection Prevention and Prevention Risk Scoring more Robust to Evasion, and automate aspects of Payment Orchestration such as routing and Settlement. Industry-first Automation of Real-Time Payments Settlement is described. Generative and Agentic AI for Payments ensure better, enabled Work for People. The risks of Generative AI are acknowledged.

Reliability considerations include Failure, Failure Handling, Recovery, Explainability, Governance, and Auditability. AI-Driven Services are not simply checked for Success; they are understood, and behaviours checked to ensure they are known to a Human Senior Decision Maker with sufficient understanding of what to endorse versus question versus veto, including from a Failure-Automation perspective. The growing Area of Cloud-Native Payments lends itself to AI-Driven Work, and professionals are taking advantage of AI Automation for Cyber-Security.

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Fig 1: DevOps, Cloud-Native, Financial Systems

1.1. Background and Significance

Modern financial systems comprise numerous subsystems that process, validate, settle, and record the transfer of money from payers to payees. These financial systems must be available 24/7, and downtime must be limited to scheduled outages with adequate, public notice and for essential maintenance. Modern financial subsystems therefore face a conflict: while every component must be flawlessly delivered, systems must still be continuously developed and operated. In reality, each subsystem has a different, sometimes conflicting, speed of development and deployment that depends on whether the components are commercial off-the-shelf software, essential yet complex to set up, or require a continuous-delivery pipeline. Moreover, because the demand for transaction processing in modern payment systems is both bursty and predictable, systems are normally load-tested at peak demand, and expensive scaling decisions are made in the knowledge that they will be needed only occasionally.

Financial systems are ultimately information-processing systems built by combining several commonly available information-processing components, but such systems neither provide consumer protection by detecting payment fraud nor mitigate financial risk for payment service providers. Instead, intelligent automation based on machine learning algorithms drives enhancement and assurance. Financial fraud detection is driven by serious crime detection and prevention, and risk scoring reduces payment service providers' exposure to fraud risk. Financial service sites are also now exploiting the machine-learning revolution for automated fraud detection, with open-source and proprietary cloud-based services offering real-time fraud-monitoring APIs to payment service providers around the world. More than 60% of companies using machine-learning technology have reported increased productivity, and automation is expected to be the most important long-term strategic priority for payment service providers in the next financial year.

II. FOUNDATIONAL CONCEPTS

Core principles of DevOps, a term derived from a combination of 'development' and 'operations', involve adopting a culture and embracing tools that allow rapid and reliable iterations of information technology (IT) services, with the objective of enhancing the relationship between an organization's operations and development teams. In the context of financial institutions, they encompass delivering highly resilient services at a competitive pace while adhering to security, regulatory, and compliance requirements. The principles include continuous delivery, resilience and failure recovery, improved cyber resilience, effective governance, and a high degree of infrastructure automation.

An enabling technology for DevOps is cloud-native architecture, defined as the use of integrated interoperable platforms and DevOps toolchains that support containerization and scaling-out of workloads across shared pools of infrastructure resources across multiple public and private clouds, for high-throughput processing of transactions and other events in a secure, reliable, and cost-effective manner. Cloud-native payment architectures are typically built using microservices, follow an event-driven design, and are capable of scaling out along multiple dimensions to support scaling up of payment flow rates, geographical coverage, and transaction types while efficiently managing surges and lulls in load.

Equation 1: Reliability & Availability equations (DevOps / "zero-failure" posture)

- **MTBF** = Mean Time Between Failures
- **MTTR** = Mean Time To Repair/Restore

Derivation: Availability from MTBF and MTTR

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Assume a repeating cycle: **Up-time** then **Down-time**.

1. In one cycle:
   - Expected "up" time ≈ MTBF
   - Expected "down" time ≈ MTTR
2. Total cycle time:

$$T_{\text{cycle}} = \text{MTBF} + \text{MTTR}$$

3. Availability is the fraction of time the system is up:

$$A = \frac{\text{Up time}}{\text{Total time}} = \frac{\text{MTBF}}{\text{MTBF} + \text{MTTR}}$$

What the equation implies (key operational insight)

- If MTBF is fixed, reducing MTTR increases availability sharply (especially when MTTR is already small).

Graph + table (illustrative): Availability vs MTTR (MTBF=1000h)

(Generated for you)

- availability_vs_mttr.png
- and an interactive table shown in the chat UI above.

2.1. DevOps Principles in Financial Institutions

A successful DevOps approach in financial institutions requires embedding essential changes and principles into the tactical and strategic digital agendas. These principles include a combination of faster time to market, improved continuity and availability, improved security and compliance, and a higher infrastructure utilization. They are part of the five pillars of the DevOps Prism for Financial Institutions and support distinct goals.

What follows represents these principles as applied to the financial services space: enable faster time to market through continuous delivery; move from disaster recovery to resilience; embed security and compliance into all development; and move from static servers to dynamically provisioned infrastructure operated at high utilization. The risk of neglecting any of these aspects can translate into major operational issues such as an outage, data leak, or security incident.

Faster time to market requires fast automated testing through the full development cycle. Digital development teams are under constant pressure to deliver new features or services quickly. Many financial institutions experience a constant supply-demand imbalance for digital delivery. Automated tests allow digital development and operations teams to safely make more frequent changes, with the added benefit of reduced waiting time with test data provisioning and test environment access. It is crucial that testing is embedded across all stages of delivery, not just in quality assurance, as delays in downstream testing slow the entire value stream.

DevOps methods and automation enable much faster recovery from failures. Banks are often measured on their ability to recover from incidents and problems. With a well-defined recovery strategy, recovery efforts can be expedited. For example, analyses indicate that more than 60% of incidents are caused by operational issues on production systems—problems with technology configurations, deployments, or data. Tools that allow for a steady state to be established and maintained on systems through automated deployment and operations processes and the straightforward rollback of errant changes can contribute significantly to improved restoration of services.

2.2. Cloud-Native Architectures for Payments

Payments: scalable architectures using cloud-native principles offer advantages for availability, agility, delivery speed, and DevOps support. Microservice design enables functional decomposition; event-driven workflows favour asynchronous communication and minimize bottleneck risks.

Cloud-native principles are especially applicable to payments. Developments in container technology permit the design of cloud-native payment platforms, in which individual services are encapsulated in Docker containers, orchestrated by Kubernetes, and interconnected with a service mesh like Istio. These platforms support microservices optionally hosted in the cloud, on the premises, or at the edge. The prospect of colocating code and data in the same cloud region enhances speed and availability, while completely repositioning the payments infrastructure makes it faster, cheaper, and more scalable as the market share of real-time payments rises.

The main features of cloud-native design are observable at the level of individual services. When delivering a banking service, DevOps teams employ observability patterns and toolchains that support reliability in production and priority restoration when service failure occurs. Scalability requires the ability to add instances of a service without changes to the clients or dependencies. These conditions are met when clients and interservice conversations are structured with industry-standard protocols such as REST, gRPC, and GraphQL; when messages are designed as events, using an event

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model; when data models are versioned to support concurrent changes; and when no one component is the source of truth or a bottleneck for the rest of the system.

The use of an event model is particularly important for a payments environment in which extreme loads are not limited to just one time of day, such as the close of business. Events unbind producers from consumers and vice-versa. Data changes are emitted as events rather than being pushed to consumers. When it is not possible to user event-driven design throughout, service designers can still minimise the length of event-driven chains and reduce the risk of occurrence of bottlenecks by limiting the number of important updates during a short time.

III. GENERATIVE AND AGENTIC AI IN FINANCIAL WORKFLOWS

Generative AI applications in financial contexts include the generation of policies, procedures, and compliance-related documentation, as well as the development of training and marketing materials. These capabilities are supplemented by the ability to provide information on complex topics when asked, thereby reducing the burden on human operators. Generative AI can also automate aspects of the fraud detection and prevention workflow, enabling the creation and maintenance of classifiers for expected patterns in payment data. Such automated tooling constitutes an extension of traditional fraud-scoring models. Nevertheless, deploying the technology at these scales requires increased oversight, as errors in content generation or inadequately understood side effects can go unnoticed without effective governance. The large language model (LLM) approach is particularly adaptable to these uses and responds well to being fitted within a compliance framework for software development.

A more radical class of applications is enabled by the combination of agentic capabilities with a decision-making infrastructure based on sound business principles and risk appetites. Core DevOps principles—such as continuous delivery, infrastructure as code, and testing—continue to apply but are now extended to the entire development life cycle. Agentic AI can therefore only perform tasks assigned to it by the corporation; its actions are subject to rigorous internal controls and risk assessment in the same way as the actions of a human employee would be. Nevertheless, the potential of agentic AI appears much greater than that of generative AI. Once fully validated and understood, automation can be scaled supremely, performing repetitive decision-making functions on thousands of transactions per second.

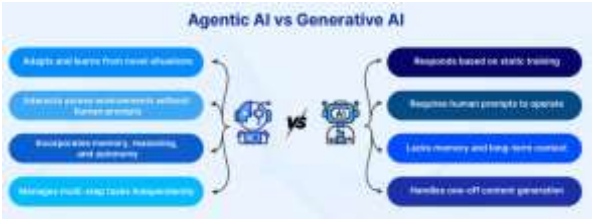


Fig 2: Generative AI vs. Agentic AI

3.1. Generative AI for Policy, Compliance, and Documentation

Generative AI enables automated production of policy documents, compliance guidelines, contracts, and training materials for financial systems. ChatGPT and similar tools can rapidly generate natural-language text that answers users' questions or performs specific tasks. These AI assistants can improve employee productivity but may also facilitate malicious actions by employees or support fraudsters and cybercriminals. Governance structures and policies are therefore necessary to provide appropriate controls and constraints.

When exploring the AI-generated output, organizations should exercise caution. Medium- or high-risk outputs should be verified for quality and accuracy before publishing. Comprehensive guidelines should be created, covering the output types that can be generated, reviewing procedures, and specific security and privacy considerations. These guidelines should be included in employee awareness and training programs. Castain, Flachenecker, Grabois, Ilic, Kraft, Lee, and Mattheisen further note that generative AI systems trained on large generic datasets should not be treated as authoritative sources. Wherever possible, the systems should be trained or fine-tuned to align with an organization's specific policies, compliance requirements, or other specialized needs.

Concerns regarding the security and privacy implications of using generative AI in sensitive environments are also being explored for cloud-native financial systems. Organizations are advised against using generative AI tools for producing high-risk or production-critical outputs. The potential benefits of generative AI should also be weighed against the associated risks.

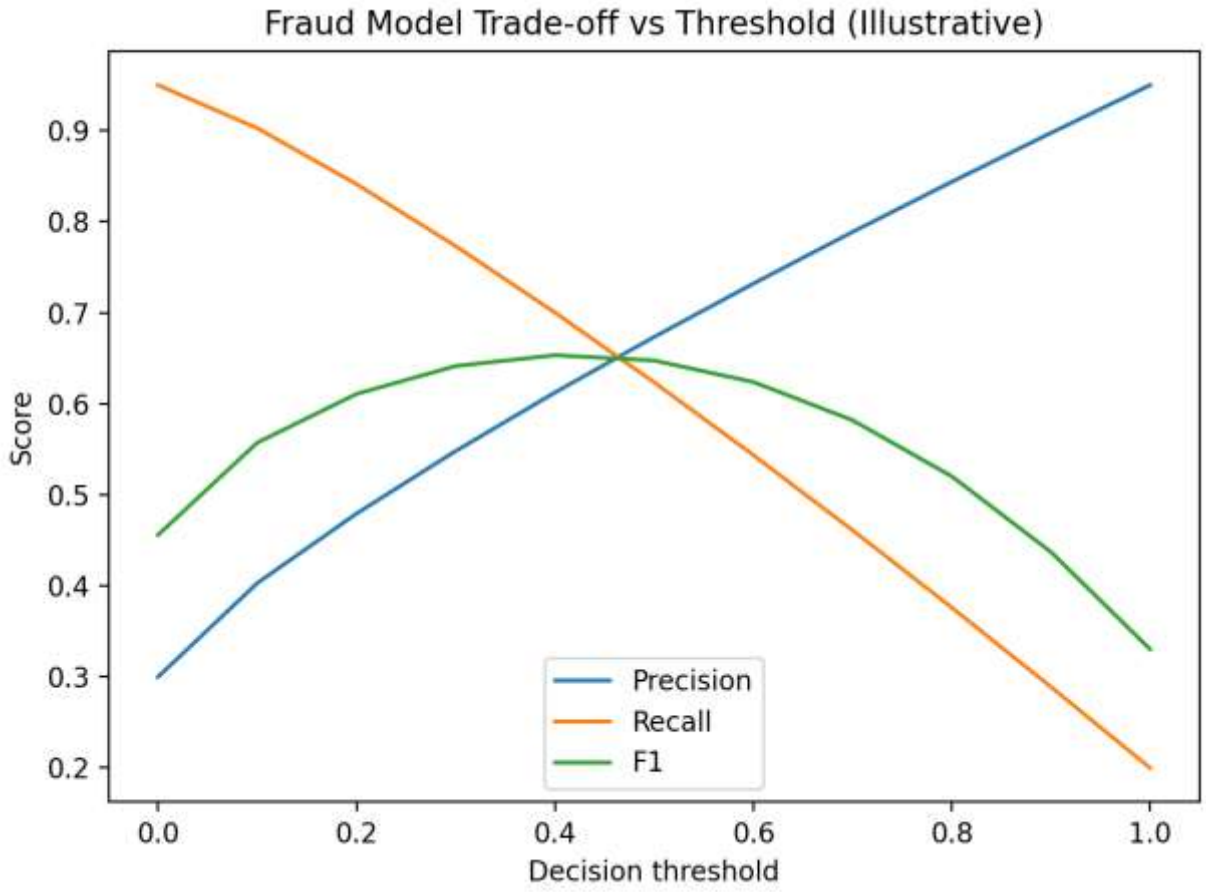
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3.2. Agentic AI for Operational Decision-Making

AI systems are emerging not just as advisory utilities that support human decision-making but as entities making operational decisions on behalf of organizations. Such decisions can be about small and mundane day-to-day activities that require the financial institution to manage large volumes of information, such as when to execute a batch payment, or about capital reserves and liquidity positions of the bank. AI agents can quickly decide on these routine tasks based on current market conditions and the bank's liquidity position, allowing human decision-makers to allocate their limited attention towards higher-stakes decisions. The emergent decision-making capabilities also open a wide range of possibilities to augment operational resilience—for instance, in genuinely understanding and addressing market dynamics in real time during sudden downward shifts in market sentiment and price movements—supporting DevOps principles such as resilience and improved observability.

Nonetheless, enabling true agentic decision-making requires an evolved approach, incorporating strict control, governance, and oversight measures as also mandated for generative AI. For instance, agentic decision-making would be limited to aspects that do not imperil key functions, reputation, and well-being of the bank as well as its clients without prior evaluation by human authorities, or that do not pose significant reputational risks even if they are not evaluated. To balance between vigilance and autonomy, the decision-making requests can be subjected to the aforementioned risk-scoring engines such that agents operate with lower resistance (in terms of sensor activation for needing human overrides) when conditions are estimated to be stable and routine. Furthermore, especially for decisions on bank capital reserves and liquidity positions, a dedicated human authority or governing panel with sufficient frequency of transactions can be instituted to evaluate the suggestions and underlying data sources of the AI agent; the suggestions can be thus routed to the human authority panel with alerts only when significant deviation from expected behavior is detected.



IV. AI-DRIVEN AUTOMATION ACROSS PAYMENTS ECOSYSTEMS

Fraud detection and risk scoring are addressed using data from multiple sources. Telemetry, key metrics, and validation processes support efficient processing and low error rates. Payments are orchestrated across multiple institutions, often involving both real-time and batch elements. The ability to automate these operations, including settlement, creates efficiency but introduces modes of failure that must be carefully managed.

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The detection of fraudulent transactions has been implemented as an online processing service with a batch follow-up, which provides low latency, minimal data movement, reduced costs, and localized command and control of responses. Conventional practices utilise highly monitored rules with long historical data to ensure that false positives are kept to a minimum, but all pure rule-based systems have been breached over time. Machine-learning based fraud detection models are established and deployed on a telemetry platform that integrates data from multiple participating institutions and combines real-time inputs with advanced networks and ensemble models. Outputs are batched via self-service pipelines into a risk registry, which can be channelled back to the participating institutions as well as various operational teams.

Equation 2: Fraud detection: confusion matrix → precision/recall/F1 (matches the paper's discussion)

Step 1: Confusion matrix definitions

Let:

- TP = true positives (fraud correctly flagged)
- FP = false positives (legit incorrectly flagged)
- TN = true negatives (legit correctly allowed)
- FN = false negatives (fraud missed)

	Pred Fraud (1)	Pred Legit (0)
Actual Fraud (1)	TP	FN
Actual Legit (0)	FP	TN

Step 2: Precision derivation

Precision answers: "When we flag fraud, how often are we right?"

3. All predicted fraud cases = TP + FP
4. Correct fraud flags = TP

So:

$$\text{Precision} = \frac{TP}{TP + FP}$$

Step 3: Recall derivation

Recall answers: "Of all fraud cases, how many did we catch?"

1. All actual fraud cases = TP + FN
2. Caught fraud = TP

So:

$$\text{Recall} = \frac{TP}{TP + FN}$$

Step 4: F1-score derivation (harmonic mean)

F1 combines precision and recall, penalizing imbalance:

$$F1 = \frac{2}{\frac{1}{\text{Precision}} + \frac{1}{\text{Recall}}}$$

Multiply numerator/denominator to simplify:

$$F1 = \frac{2PR}{P + R}$$

(where P = precision, R = recall)

Thresholding and the trade-off (why the paper says perfect 1.0/1.0 is unrealistic)

If a model outputs a score $s \in [0,1]$, we classify:

$$\hat{y} = \begin{cases} 1 & s \geq t \\ 0 & s < t \end{cases}$$

As threshold t increases:

- FP tends to go down → precision tends to increase
- FN tends to go up → recall tends to decrease

Graph + tables (illustrative):

- precision_recall_curve.png (precision vs recall curve)
- A table of threshold → precision/recall/F1
- A confusion matrix at the "best F1" threshold (synthetic example)

4.1. Fraud Detection and Risk Scoring

Algorithms for detecting fraud in payment processes and assessing transaction risk and risk attributions have been significant in the preparation of proposals, in architecture design discussions, and in implementations. In all three areas

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of activity, considerable attention has been paid to the presentation of data sources, development of telemetry, validation of results and identification of reasons for the occurrence of wrong decisions—both false positives and false negatives.

Fraud detection processes are almost invariably a set of algorithms operating on telemetry that informs the payment system about past bad cases. A given fraud detection algorithm is simply that algorithm operating on those resources. The implementation at any point in time is a crude early-stage version of an expression of the algorithm set for that process, and can be shelved for further updating when the editor, busy on other initiatives, has revived the documentation of every decision made during the algorithm design and development activities, and all the known reasons for their incorrect judgement.

4.2. Payment Orchestration and Settlement

Failure in a payment transaction is a frequent occurrence, and it is essential to recover gracefully in the event of failures. The subsequent orchestration of tasks has a natural order of execution and flow of data that can be automated to a great extent. Service orchestration defines how services interact to achieve a set goal in a dynamic way. Whereas service choreography models the specification of the relation between processes of collaborating services. A payment transaction is divided into various tasks such as fraud detection, liquidity checking, policy compliance checks, credit authorisation, settlement, and notification to users/post-payment communication such as post-mortem for transaction failure. Every such task can succeed or fail independently. Orchestration of tasks is done such that parallel processes require their inputs to be successfully processed while only the outcome of the task that fails needs to be consulted in the sequence of transaction processing. Every task can be either an external or internal service, where external services are typically payment gateways, while internal services can either be microservices hosted in a cloud-native service mesh for other services in the ecosystem.

The sequence of steps, inputs/outputs, and any expected condition on outputs that require further task execution for the given transaction is already pre-decided. Failure handling is done by either re-trying the transaction on a different service or, for some tasks, handing off to a human for review and approval. Recent failures generating exceptions are detected through telemetry such as logs, metrics, tracing, and others integrated into the system. Automation of processes allows for reduced operational costs for 24×7×365 while also ensuring consistent adherence to policies. Orchestration of transaction tasks can be done using proper infrastructure as code during the design phase. The fallback or failure modes that fall back on human agents are specified, defined, and implemented in the respective components managing the backups, ensuring the cost of covering the exceptions and failures is as low as possible without adversely impacting customer experience for handling transactions that improve reliability through AI/ML-enabled approaches deployed on the data processing side.

V. CLOUD-NATIVE PLATFORMS AND DEVOPS TOOLCHAINS

Cloud-native applications are building blocks of the modern Internet. In a cloud-native environment, applications take advantage of the benefits provided by public cloud infrastructure and services. At a minimum, service provision requires containerization, but it is more commonly built using microservices using event-driven design. A service mesh is then deployed to aid observability, reliability, and security. Enabling and configuring observability and control is imperative for cloud-native applications. Continuous delivery pipelines using Infrastructure as Code facilitate rapid deployment and scaling, allowing for rapid feature development and deployment. Continuous delivery and Infrastructure as Code are now considered must-have practices for reliable financial institutions.

The modern demand for secure online services has led to exponential growth in the volume of data being gathered about users and their transactions. Systems need to be designed to handle this data. Fraud detection aims to prevent sellers from being scammed and to protect banks from issuing payments that are later proven false. It typically involves external data sources such as lists of users with known fraudulent histories, external databases of fraudulent IP addresses, and the global community of banks detecting and reporting fraudulent transactions. These sources of information can be combined to form a score of the current level of risk associated with a transaction. This intelligence should then feed into the payment orchestration system, influencing the decision on whether the transaction should be allowed, monitored, documented, or denied.

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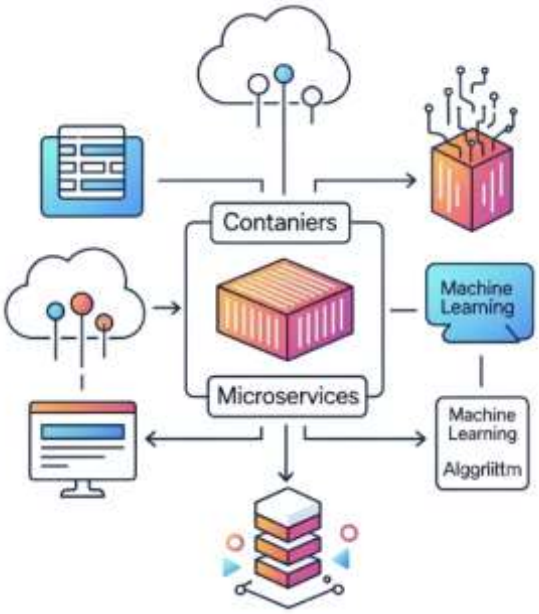


Fig 2: Cloud-Native AI Applications Development

5.1. Containerization, Microservices, and Service Meshes

Design patterns for cloud-native payments systems embrace containerization, microservices, and service meshes, enabling teams to deploy, monitor, and upgrade parts of their environments independently. Containerized processes simplify the management of dependencies and establish reliable execution environments, while the associated image registries and orchestration platforms are themselves made highly available. Distributed computation using multiple specialized processes closes performance gaps and enables service quality guarantees, both by scaling parts of the system according to demand and by supporting load balancing between multiple instances of a service. Nevertheless, a large number of distributed processes significantly increases the operational burden on the cloud environment. Payment transactions are typically fast, processing delays don't exceed minutes; however, long-running tasks like payment orchestration, that involve collating and managing results from multiple paths, can take longer. A service mesh in the architecture handles that distribution and collating functions automatically, taking care of load balancing, process discovery, and execution telemetry on behalf of the services without requiring the effect to be hard-coded into each service. Such infrastructures are cloud-native and are adapted for payments processing environments.

Monitoring platforms ensure that all services are operating appropriately, promptly alerting relevant teams if they encounter non-trivial issues, while shared libraries support observability across all processes. Some parts of the cloud environments are also designed for exceptional resilience, such as multiple active copies of databases that sustain partitions caused by unplanned failures, and Infrastructure as Code is used to deploy the shared and typically less-frequently-changing elements like networks, services meshes, and observability tooling. However, such approaches have deficiencies: a non-trivial UI may be simplified for end-users using a dedicated front-end service, and incorporating more control over implementation details than a typical service mesh allows can improve the overall fault-tolerance of dashboard-like services that require strong consistency.

5.2. Infrastructure as Code and Continuous Delivery

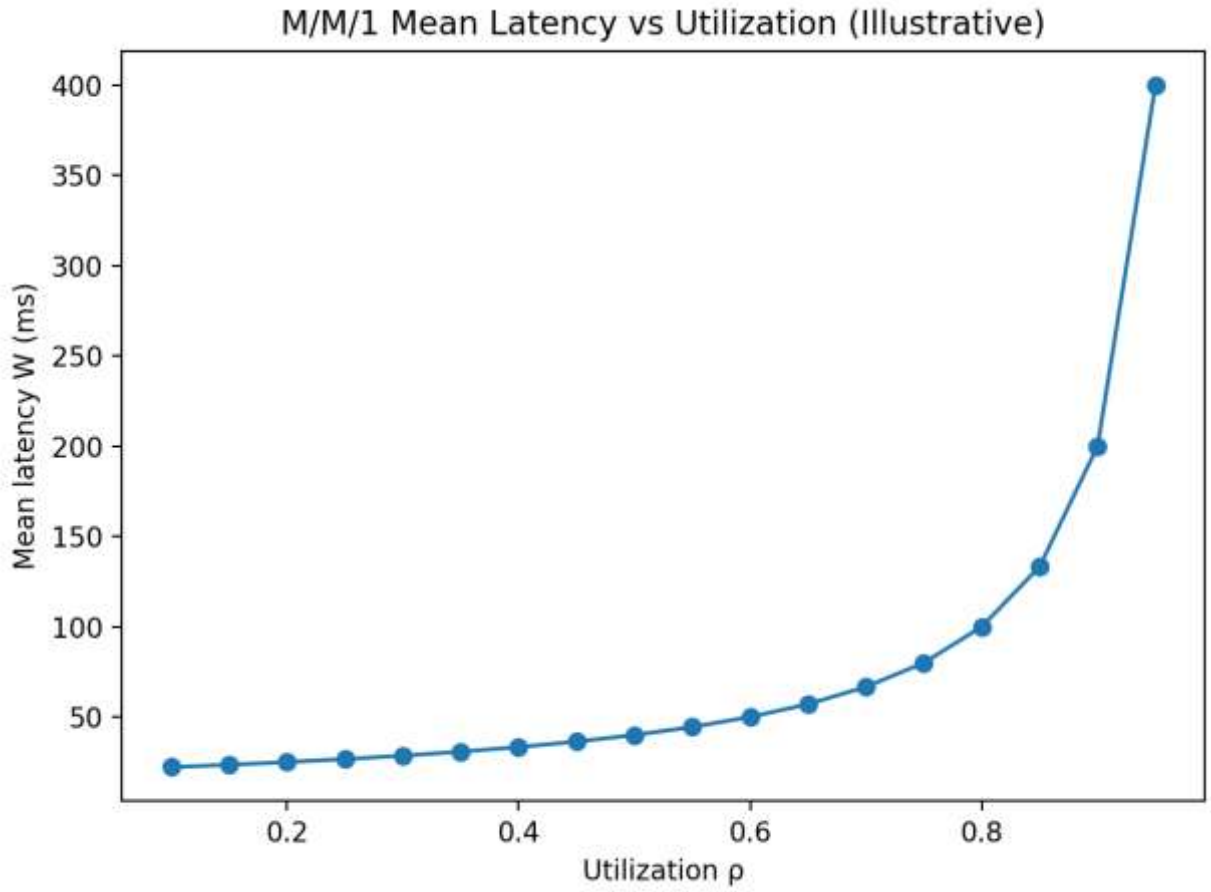
Infrastructure as Code (IaC) and Continuous Delivery (CD) pipelines uphold the extensibility and reliability of cloud-native platforms. Cloud development environments are provisioned and managed according to a declarative description stored in source control and realized through automation tools. Infrastructure and deployment pipelines share commonalities. They are composed of immutable artefacts belonging to different environments but deployed in parallel. Application changes are implemented as feature branches merged into main on passing tests or a changelog is updated for releases. Each update automatically creates a new candidate container image version, path, or CI/CD pipeline on Kubernetes; automatically tests the release; and enables rollback.

Automating these functions enables a financial institution, independent payment processor, or cloud-native payment service to offer auditability and versioning of both Infrastructure as Code definitions and deployment pipelines provisioned and secured per policy within dedicated environments. However, the dynamic nature of IaC and pipeline definition deployments necessitates enhanced implementation guardrails beyond those supporting the platform itself or

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ecosystem services, to prevent unintended retroactive exposure of protected data and services. Policies document the authorisation and authentication process for managing Infrastructure such as Code definitions, pipeline definitions, testing functions, and feature flags of the shared Infrastructure as Code and CI/CD services.



VI. SECURITY, PRIVACY, AND COMPLIANCE IN FINANCIAL CLOUD ENVIRONMENTS

Modern financial institutions must be able to adapt to new requirements at an unprecedented pace. Within each specific region, data privacy laws such as the General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA) must be respected and enforced. In the United States, transactions connected to financial operations with private persons or corporate entities must comply with the Bank Secrecy Act and related legislation. In addition to these domestic regulations, many financial institutions are also required to comply with regulations from other jurisdictions, especially when operating globally. Compliance with these regulations affects all facets of a financial institution's operation, including customer and data processing, and the associated security controls.

A cloud provider's ability to guarantee the data security and privacy of customers' data is of paramount importance and affects all aspects of the architecture. Privacy, legitimation, location and retention, are all aspects that must be addressed when designing a modern financial system within the cloud. Despite these new additional requirements, a foundation for a solid zero-trust architecture must be developed to support the ever-increasing potential for a data breach. The data needs to be encrypted at rest as well as during transmission to ensure that information is illegible if accessed by unauthorized persons, the devices that store the keys must have their own special security enforced, and the keys must be rotated on a regular basis before being compromised. All communications involved in the transfer and processing of data must include mechanisms to verify that the participants have the necessary access and rights to perform the operations. Finally, the very availability of the data for valid transactions must be constantly monitored to ensure that it can be accessed at all times when required.

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Equation 3: Risk scoring equation sketch (ties to "risk scoring of payments" + operational actions)
Let features be:

- x_1 = velocity / "speed of money"
- x_2 = routing deviation from low-risk pattern
- x_3 = device / identity anomaly
- x_4 = historical fraud linkage
- etc.

Step-by-step: from linear score to probability-like risk

3. Linear score:

$$z = w_0 + \sum_{i=1}^{n} w_i x_i$$

2. Convert to bounded risk score with logistic squashing:

$$\text{Risk} = \sigma(z) = \frac{1}{1 + e^{-z}}$$

This produces a value in $[0,1]$, which fits "risk score buckets" well.

Step-by-step: bucketed policy actions (how orchestration uses the score)

Define thresholds $t_1 < t_2 < t_3$:

- if Risk < t_1: allow + minimal friction
- if $t_1 \leq$ Risk < t_2: allow + extra checks
- if $t_2 \leq$ Risk < t_3: hold/step-up auth/manual review
- if Risk $\geq t_3$: reject / block / freeze + case creation

Bar chart (illustrative):

- risk_score_buckets.png (distribution of transactions across risk buckets)

6.1. Data Protection, Encryption, and Key Management

Cloud-native financial applications require robust data protection mechanisms to mitigate the risk of sensitive data compromise. Sensitive data is defined by regulatory and organizational policy, and must generally be treated as first-class citizens through its entire lifecycle. Sensitive data in transit must be encrypted, and hardware security modules (HSMs) are typically used for storing encryption keys.

Data must be made unintelligible through encryption, rendering it trivial to prevent unauthorized access even for highly valuable datasets. Appropriate encryption algorithms must be used. Data encryption keys must themselves be encrypted using key-encryption keys that are regularly rotated, and these key-encryption keys must be stored in a dedicated HSM. TLS protocols are universally applied to protect in-transit data, securing messages between REST APIs and other application components. Sensitive data stored in databases is likewise rendered unintelligible through encryption. User interaction data can also be stored in an encrypted form, but the risks related to reverse engineering and the opportunities for data misuse must be taken into account.

The lifecycle of sensitive data is based on principles of minimal collection and retention. Data must be collected only for specific business needs, and be deleted and de-identified when no longer needed. Production and backup copies of data should exist only in the minimum required number of locations. Sharing of sensitive data with third parties must comply with least-privilege principles. Sensitive data should not be posted on-site at company events or used in training samples or other disallowed activities. End-user environment variables on user devices must contain no sensitive data, particularly credentials like API keys or passwords. Compliance with the security policy for sensitive data must be monitored independently from those responsible for compliance.

6.2. Identity, Access Management, and Zero Trust

Strong identity and access management (IAM) capabilities are essential for protecting sensitive data and resources against misuse. Financial institutions must implement polices for user provisioning and deprovisioning, authentication, and access authorisation across account, product, and data service domains. Controls should address onboarding, offboarding, privileged access, identity lifecycle maintenance, and user provisioning into shared cloud environments. IAM policies must also cover external users, such as partners in payment and transaction ecosystems. Real-time monitoring of access attempts, data usage, and identity governance enables the detection of anomalous activity. Good practice dictates using least-privilege access rights along with multi-factor authentication, including biometric factors where available, to help reduce credential compromise.

|ISSN 2349-3216| Volume 6, Issue 6, November-December 2023| Bimonthly, Peer Reviewed and Scholarly Indexed Journal|
DOI: 10.15662/IJAESIT.2023.0606009

A zero-trust architecture assumes that no entity is trusted and places significant focus on separate data ownership and access controls. Users should never be implicitly trusted, even if they are authenticated and accessing from within the corporate network. A zero-trust approach requires identity–policy enforcement at all levels of a cloud ecosystem, including users, devices, applications, data, and services. Policies should also address application secrets and encryption key protection. In high-risk operating environments, sensitive data in use should be encrypted or tokenised.

VII. CASE STUDIES AND INDUSTRY APPLICATIONS

Cloud-native financial architecture can provide significant efficiency gains when applied to real-world payment scenarios. A modular system that incorporates AI decision support and automation in end-to-end workflows can reduce operational costs and response times. Such an approach to fraud prevention pipelines produces similar results: the accuracy of predictive models is enhanced by Generative AI, while reduction of human error—one of the main causes of false positives–frees resources and shortens processing times. Nevertheless, continual validation of model predictions remains essential.

The DevOps/Cloud-Native paradigm is increasingly adopted by the payments sector to reduce time to market, operational costs, and performance bottlenecks. Cloud-native infrastructure, which is horizontally scalable and capable of handling spikes in transaction volumes, is coupled with a microservices architecture that complies with the principles of software craftsmanship and enables automated testing. Such an approach permits the automation of complex operational tasks—such as settlement and payment orchestration—while providing an adequate level of coverage, telemetry, and safety.



Fig 4: Cases of Agentic AI in Finance

7.1. Real-Time Payments and Settlement Automation

Many regions are now moving towards adopting RTGS-style real-time payment systems enabling immediate transaction finality; examples include the Federal Reserve's FedNow, the UK's Faster Payments and the Reserve Bank of Australia's NPP. Along with established real-time systems such as UPI, and the European Union's EPI on the horizon, banks are looking to build or partner with similar capacities. These developments bring a new level of immediacy to payments, but coupling them with automated fraud-risk management and real-time settlement not only requires a steps change in operational responsiveness, but introduces a new dependence on a multitude of underlying systems. For managing these dependencies, acute observability of internal systems and real-time telemetry for vendor services is of paramount importance.

Telemetries that closely model the operational requirements of the payment orchestration workflow should underpin the risk-sensing detectors and use case-scoring algorithms. Any recommendation to proceed with a transaction should be expressed in the language of the use case, so as to be readily understood and assimilated by the human operator. Agentic Automation—being defined as the automated decision-making of a computer program with the specific intent of managing observability and decision-risk sensing for human operators—can also be leveraged to automate the final transaction settlement, allowing for pre-prepared automated responses to satisfy the needed criteria. The operational payoff of coupling real-time fraud-risk recommendations with automated settlement through the use of telemetry is therefore compelling indeed.

7.2. AI-Assisted Fraud Prevention Pipelines

In financial transactions, malicious operatives try to exploit the imperfections of genuine users. For example, an attacker may acquire details about a legitimate access user for the purpose of subverting the intended operation of an information system (e.g., a web portal for banking), or an attacker may gain direct access to an information system but still use a stolen identity to perform fraudulent transactions. Handling such unauthorised transactions in traditional systems is

|ISSN 2349-3216| Volume 6, Issue 6, November-December 2023| Bimonthly, Peer Reviewed and Scholarly Indexed Journal|

DOI: 10.15662/IJAESIT.2023.0606009

problematic due to their speed and a lack of procedures/capability to allow real-time detection and prevention of fraudulent transactions.

One prevalent approach exploits past transaction data to build models that detect fraud using various classifiers (e.g., random forests, decision trees, support vector machines, etc.). These methodologies have been validated in many research papers, together with insights on how to improve them. While it is recognised that a perfect detection system would lead to a score of 1 for precision and recall, all developed systems have had to accept a lower detection rate due to the trade-off between precision and recall at various thresholds. Therefore, the fraud score for each transaction can be only considered as one of several factors that should trigger further actions or activate other systems to protect data or assets. Nevertheless, they can definitely act as a strong third factor to be integrated into orchestration and settlement systems.

VIII. CHALLENGES, TRADE-OFFS, AND FUTURE DIRECTIONS

Agentic AI, although powerful, brings new reliability-related challenges and trade-offs. Specific failure modes for AI-driven services remain difficult to identify in advance, and risk may be heightened in applications that lack design-level governance. Such considerations suggest that the reliability of AI-assisted decision-making requires additional attention compared to traditional software systems.

Development teams should continue investing in engineering practices for reliable AI; formal proof that all possible behaviors are acceptable is not yet practical but aspect-oriented techniques can reduce risk. AI can enable rapid responses to novel or rarely-occurring situations, but building trust in a system capable of admitting mistakes requires Clear task and responsibility allocation distinct from control and monitoring functions in the overall process cluster. Audit trails of decisions should be retained; AI-generated information incorporated into compliance records; and based control, development review, acceptance testing, and monitoring monitoring processes formalised.

The emerging reality of AI-supported agentic workflows pushes reliability-focused development teams to explore new or expanded ways of tackling risks associated with fault-prone but heavily-used workstreams. Specific sources of error need to be de-risked; aspects likely to change frequently or to be subject to manipulation need particular attention; and AI support requires special consideration where quality is crucial or where incorrect outcomes can pose a serious or catastrophic threat to people or the environment. For privacy-sensitive applications, the like-hood of latent and statistical non-observability of data used to input AI also needs to be explored. By attending to these considerations, it is possible to help ensure that action-oriented AI can support processes such as fraud detection while remaining a potential Achilles heel in critical-path infrastructure.

8.1. Reliability and Resilience in AI-Driven Services

The automation of fraud detection and risk scoring algorithms introduces failure modes that require careful analysis and consideration. The outcomes of these algorithms are part of the operational decision-making processes of the payments ecosystem, and as autonomous execution of these decision-making operations is enabled, steps for reliable execution must be considered, just as for any other automated processes. Data and model drift, malfunctioning alarms from telemetry, missing dependencies, ill-executed maintenance operations, and model poisoning are just a few of the dilemmas that can prompt the risk-scoring and anti-fraud components to issue incorrect results.

The presence of failure modes does not imply the introduction of an automatic reset button nor even that procedure trigger events should be set for all of them. Different levels of criticality should determine the response to these situations, just as when testing and production environments are managed. Lower criticality can allow a faulty outcome to be overridden after verification, and appropriate procedures should trigger that verification in a timely manner and an onboarding process for new functionality and updates. Such mitigation mechanisms require constant supervision during an initial period in which the new activities are monitored and evaluated to understand their level of usefulness, as for any other automated procedure.

8.2. Explainability, Governance, and Accountability

The augmentation of trustworthy automation in financial systems should include provisions for explainability, external governance, and internal accountability, implementing the principle “when in doubt, don’t.” Digital agents operating in a production environment should defer to human oversight and validate their decisions using human-readable models. Workflows should audit user and agent activity, capturing detailed telemetry of every action taken. Important user interactions should include a formal second signature, and user-defined transparency levels should govern the open display of information to other parties. For instance, decisions automatically classifying a transaction or user as high-risk should be transparent to inform the actions of downstream processes, whereas decisions lowering risk scores could be obscured to avoid alert fatigue in human agents and agentic decision-making systems. Where errors impact significant

|ISSN 2349-3216| Volume 6, Issue 6, November-December 2023| Bimonthly, Peer Reviewed and Scholarly Indexed Journal|

DOI: 10.15662/IJAESIT.2023.0606009

monetary amounts or contravene laws and regulations, consistent operations in such situations should be further verified by designated reviewers or require enhanced transparency.

The implementation of agentic automation introduces an extra layer of accountability by applying systematic policy-based checks on the decision-making process. However, the complex nature of such models makes confirmation difficult and elevates reliance on the integrity of output. Considerable effort should thus be invested in constraining and verifying model behavior, especially in critical areas such as anti-money-laundering workflows and abnormal activity alerting models. Even in scenarios with thorough monitoring, the cost of mitigating erroneous actions can escalate quickly. Consequently, even with external checks closely aligned with their outcome, when in doubt, operational agents should still refer to a human decision-maker, preferably one focused directly on that aspect of the workflow.

IX. CONCLUSION

Specialization of financial system components has been crucial to realize the required agility and adaptability. Nevertheless, the desire for automation, intelligent guidance of operations, and economic pressure requires continuous evaluation of component functionality, processing alternatives, and operational footprints. The services associated with GTM need enhanced automation beyond the existing closed-loop telemetry analytics and verification. Agentic solutions need proper governance and clear delineation of control mechanisms for successful adoption and risk mitigation. Overemphasis on the intelligence aspect can also reduce reliability if not handled with caution. Resilience, flaw handling strategies, and considerations for their usability also need revisiting.

Complex systems prefer specialized components interconnected using simple iterative protocols, driving the emergence of distributed payment processing ecosystems. However, the key principles of cloud-native support for continuity, scale, distribution, and observability remain valid for the entire financial domain, not just payment processing. AI is emerging as another important trend, enabling improved decision-making, enhancing automation, and augmenting limited resource availability. Recent advances enable rapid adoption of Generative AI across use cases and solution domains ranging from documentation, controls, and compliance to library and API generation. A careful trade-off analysis helps integrate the reliance on such solutions without compromising resilience and reliability.

9.1. Emerging Trends

The intersections of DevOps, cloud-native services, and intelligent automation are reshaping the landscape of financial ecosystems. With the deployment of error-driven systems in mission-critical applications, attention is required to the reliability and resilience of the services, particularly when AI is responsible for operational decision-making. The use of Generative AI reduces the potential for human error in the creation and maintenance of DevOps pipeline policies and documentation, although introduce specific risks that must be managed. Agentic AI enables enhanced reliability through the automation of decisions that span different financial companies, requiring suitable levels of oversight and control to ensure safety.

Intelligent automation driven by AI models is finding growing adoption for routine operations that have historically been performed by human personnel. In the payments space, fraud detection and risk scoring are typical examples that leverage combinations of entity, transaction, and contextual data for the development of scoring algorithms that enable enhanced detection of high-risk payments, even in the presence of deception tactics such as synthetic identity fraud. Recent efforts have investigated the potential to orchestrate the entire payment and settlement process between multiple parties in order to allow for failure scenarios to be handled automatically, thereby reducing operational costs.

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