

# Group Information Services

One of the key objectives of the Group Information Services (“Group IS”) Department is to provide the best possible support to all AmBank Group users to ensure that they in turn are able to achieve their strategic and business goals. As the AmBank Group today operates in a highly competitive landscape, Group IS is transforming to be more service oriented and agile. Some of the initiatives are complex and challenging but are necessary to position AmBank Group for today’s and tomorrow’s competitive financial services platform.

## COLLABORATION WITH AmBANK GROUP’S USERS

Group IS initiatives are constantly aligned to that of AmBank Group’s strategic objectives and these initiatives are carried out through the rollout and deployment of appropriate and relevant technologies and applications. Some of the key initiatives and deliverables to be deployed include:

### Continuous Improvements in IT Risk Management

The renewal of the ISO27001 certification covering information security management practices in 2010 for two of its data centres reflects Group IS’ focus on constantly reviewing, evaluating and improving its processes and procedures to mitigate potential unauthorised access to, use, disclosure, disruption, modification or destruction of the Group’s information. With this certification, Group IS has continued to instill risk awareness and a compliance culture through its implementation of risk management practices for all employees within Group IS. Group IS’ strategic IT priorities will continue to ensure that AmBank Group is positioned with the latest best practices in IT risk management to prepare for changing market environments. This includes the introduction of new hardware, software and information security policies to effectively mitigates such risks.

## Empowerment via Technology

Group IS is taking actions to further empower its internal customers, the end-users. One of the projects undertaken by Group IS is to implement applications which will allow access to the departments within the AmBank Group to specific systems and thus empowering these users with the responsibility of keeping their employees’ information up-to-date. This will also allow them to better manage the security access to these systems based on the latest available information.

### Collaboration via the Group Enterprise Portal – Corporate Website and Employee Portal

To improve collaboration amongst the various people within and outside the AmBank Group, Group IS will deliver an improved and more sophisticated Group Enterprise Portal. With the improvements to the Group Enterprise Portal, Group IS aims to allow AmBank Group’s employees, customers, vendors and business partners to directly access relevant business information and conduct business transactions via the internet. This cost-effective connectivity will result in costs savings and faster turnaround time.

## Commitment to Deliver Innovative Products and Solutions

Group IS fully supports AmBank Group’s commitment to the delivery of innovative products and solutions to its customers. With the introduction and the roll out of the Wireless ATMs and Cash Deposit Machines (“CDM”) which ride on the Secured Wireless Connectivity, AmBank is the first bank in Malaysia to provide its customers with a large scale wireless access. One key benefit is the ability to provide ATM/CDM access to remote areas where terrestrial based telecommunication is not easily available. The implementation of this wireless access has also allowed AmBank Group to better manage its overhead costs significantly. These savings will be translated to more innovative products and solutions for AmBank Group’s customers.

## IT Resource Development Strategy

Group IS will continue to engage in its effort to manage, improve and strengthen the IS employee’s skills and competencies. The Group IS Induction Programme, designed to complement the Group’s Human Resources on-boarding procedures for new employee, is constantly being reviewed and improved.