

Group Information Services

The primary focus of Group Information Services (“Group IS”) is to partner with the business to achieve the AmBank Group’s strategic objectives, and to create a performance driven and cost effective service organisation. Over the past year, Group IS has continued to focus on delivering agile and robust services to our internal and external stakeholders by collaborating and aligning with our business users.

Collaboration and Business Alignment

The AmHorizon Replacing AmBank’s Core Engine (RACE) project was launched on 19 September 2011 with the goal of supporting the Bank to build new core capabilities to operationalise initiatives in achieving a customer experience-focused organisation. In addition, the new Core Banking solution will act as a catalyst in our business transformation through rationalising the Core Applications and Delivery Channels. This ambitious project to provide a robust and future focused technology foundation is progressing on schedule. We have completed the evaluation and selection of our core technology partners and are in the process of designing and building the new Core Engine for the AmBank Group.

Over the last year, we have had several successful major and notable business application launches including the rollout of our new Wealth Platform, major enhancements to our Markets Division trading platforms and the launch of AmFamily Takaful systems.

Groupwide Integration and Collaboration

Group IS will continue to enhance Groupwide integration to improve collaboration amongst the various players and stakeholders within the AmBank Group. One of the many initiatives to improve overall integration and collaboration is the Messaging Hub & Payments Solution, which was

successfully implemented to support our payments capabilities as part of a multi-phase rollout across the Group. This initiative will improve our ability to service our customers by providing a payments platform to support straight-through processing capability. In addition, we have also implemented e-sourcing and e-procurement initiatives which connect the Group with our vendors and suppliers.

Effective and Reliable IT Risk Management and Information Security

One of the objectives of Group IS is to continuously improve AmBank Group’s IT Risk Management capability through the implementation of sound processes and controls aligned with leading technologies for the control of information security. Group IS has been certified on the ISO/IEC 27001:2005 (Information Technology - Security Techniques & Information Security Management Systems - Requirements) covering information security management practices for two of its data centres since 2010. We will continue to extend this certification to cover additional areas and plan to include Desktop Support in the near future. New technologies are also constantly being considered and evaluated to ensure security and protection of data and information at AmBank Group, as the information security threats develop.

Efficient and Secure Infrastructure Management

Group IS will focus on investing and deploying new technologies to enable an

improvement in the efficiency and security in the management of the AmBank Group’s infrastructure. This will cover areas including remote access to the Group’s networks, more efficient provisioning of service resources leading to a shorter time to go-to-market, which is one of the crucial success factors for the Group. In addition, we will be focusing on enhancing our existing IT Service Management framework and processes to better support provision of services to our stakeholders.

IT Resource Development Strategy

People development remains a major Group IS key focus, with a series of programmes to engage our staff and ensure that their skills are constantly improved and strengthened. We have also launched a series of IS Technical Competencies as the basis for the training and development of our personnel. Plans are underway to ensure that training frameworks are aligned with these new technical competencies and cater for the specialisation of skills required for IS staff.

