

# Group Information Services

**With the successful implementation of our new core banking system and enterprise datawarehouse towards the end of 2013, Group Information Services (“GIS”) will now shift to leveraging on our capabilities to focus on our customers with new value propositions. At the same time, our IT facilities will be upgraded to support business growth and our applications will be enhanced to achieve GST readiness.**

Our new core banking system went live successfully in November 2013 and transitioned smoothly to support in March 2014, as scheduled. We now have a scalable and robust platform for growth as well as improved customer service and business transformation initiatives.

## DIGITAL STRATEGY

The new core banking system will give a boost to the Group’s Digital Strategy and our efforts to provide a more engaging digital experience to our customers through a modern multi-device frontend platform.

## RELIABILITY

The reliability of our systems is of paramount importance to the Group. Our plans to renew and relocate our data centres are at an advanced stage and execution will start in 2014.

As part of this modernisation exercise, we will be accelerating the consolidation and virtualisation of our infrastructure to reduce cost, improve agility and enhance reliability.

## SIMPLIFICATION

The consolidation of systems with our acquired entities achieved several milestones and will be completed in 2014. This has enabled better integration of processes and data, and enabled greater efficiency.

There are ongoing activities to review and simplify business processes throughout the Group and GIS will provide this enablement through workflow, collaboration and document management solutions.

## INSIGHTS

With the successful implementation of the first phase of our enterprise datawarehouse, we are now in a strong position to support business decision making processes that require deeper insights in a shorter time-frame. We will continue to improve the quality and scope of the data in the warehouse and simplify the data analysis process for end-users.

## RISK AND COMPLIANCE

GIS plays a significant role in supporting the business to achieve regulatory compliance and enhance risk management. In 2014, we will be enhancing a large number of applications to achieve GST readiness by 1 April 2015.

We achieved a renewal of our ISO/IEC 27001:2005 standard for Information Security Management Systems certification and will extend the scope of its coverage gradually over time.

## PROCESS-CENTRIC COLLABORATIVE IT SUPPORT MODEL

The delivery of our infrastructure services has been streamlined in line with IT Infrastructure Library (“ITIL”) principles, with encouraging initial feedback from end-users on improvement in service quality and incident resolution elapsed time. GIS plans to extend this practice to include our application delivery service teams.

The Technical Competency framework for GIS staff, based on our identified training needs and development opportunities, was successfully rolled out. Training courses for the first five core skills have been conducted and will be extended to more skills in the coming year.