

# Group Information Services

The primary focus of Group Information Services (GIS) for the fiscal year was on delivering against our IT mission and vision. Towards the end of the year, GIS has worked on aligning the overall IT strategy to the recently announced business strategy. GIS has continued to partner with our stakeholders to play our role as an enabler and catalyst for change and improvements within AmBank Group.

## Investments In IT Facilities And Infrastructure

Over the past year, the Group has invested in the establishment of a new, highly reliable and secure data centre with state-of-the-art technology and equipment. The programme to refresh our IT facilities and infrastructure comprises several major work streams:

- Establishment of a tier-3 data centre with N+1 data centre facilities redundancy
- Implementation of Next-Generation Computing and Infrastructure Platforms
- Migration of live systems into the newly established Production Data Centre
- Implementation of a Tier-3 Disaster Recovery Data Centre

The programme involved migrating and consolidating production applications, servers and core infrastructure from seven Data Centre into the New Production Data Centre. This migration was successfully completed on October 2015.

The successful rollout has resulted in higher business continuity, improved IT service availability, and better cost efficiency in the long run. The outcomes achieved include:

- Regulatory compliance data centre with power and cooling efficiency
- Lights out data centre operations
- Speedy IT service provisioning
- Faster disaster recovery
- Improved IT security
- Technology consolidation and standardisation

Activities are in progress to complete the implementation of the Disaster Recovery Centre, which is planned to be fully completed by this year.

## Ongoing Digital Innovation Initiatives And Digital Enablers

The Group has continued to invest and keep pace with digital innovation to meet the needs of both our customers and internal stakeholders.

From our customers' perspective, we have continued to develop and enhance our digitally enabled crowdsourcing community platform, TRUE Lab. This crowdsourcing platform, targeted at young professionals as well as young-at-heart digital customers, continues to be one of the key avenues for the Group to engage and obtain valuable insights from our customers.

Our ongoing digital platform modernisation to transform our online and mobile banking applications is in progress with the key objective of ensuring a better overall experience for our customers. As part of this initiative, we have started to adopt more agile approaches for the development of these capabilities.

For our internal stakeholders, the AmBank Group new intranet portal, Connected 2.0, was successfully launched early in the year. The new portal provides advanced features, appealing designs, improved information searches, enhanced site speed, and useful application links. We are pleased to note that almost all stakeholders have provided positive feedback on the overall usability and functionality of the new portal.

The new Connected 2.0 portal has enabled better communication and collaboration among AmBank employees in supporting the bank's transformation and cultural programme agenda.

## Information Security And Technology Risk Management

The objective of information security and technology risk management is to minimise the risk of loss, be it financial or otherwise, through the protection of the AmBank Group's assets including our internal information as well customer information. The Group has implemented strong security policies and controls, coupled with a risk management framework that provides a holistic approach that enables staff to understand and to manage security and technology risks systematically. The key elements include:

- Adoption of an IT governance model, which includes regular reviews of controls and reporting to senior management
- Formulation of an IT security strategy that is reviewed annually to ensure continuous improvement in controls to address new and developing threats
- Formulation and adoption of disaster recovery procedures and facilities for critical business systems that are tested on a regular basis
- Conduct of regular key control tests and audits to ensure that appropriate mechanisms are in place and are being practised for IT security and controls
- Adoption of an IT risk assessment and risk treatment model to monitor and manage the risks of critical information systems

With the objective of infusing a security and risk culture in all staff and to have continuous improvement in these areas, the bank is ISO 27001:2013 certified in the following areas:

- IT risk and information security services
- Network administration services
- System administration services
- Storage management and backup services
- Database administration services
- Data centre management services
- Workspace management services

## People Development, Retention And Employee Engagement

GIS has continued to invest in our human capital with a specific focus on technical skills and in the areas of leadership development. In addition to the technical competency training curriculum that has been rolled out over the last few years, additional developmental initiatives have targeted managerial and soft skills training.

Of note was the Coaching for High Performance programme where the entire GIS management team including unit heads attended a two-day instructor-led training on how to better coach staff for higher performance. Following the training, participants were encouraged to apply the knowledge gained in the workplace. There were post-training sessions for participants to share experiences with peers and obtain feedback on areas of improvement.

To bring members of the GIS family together, a Leadership Summit covering all GIS members was organised. The key objective of the summit was to engage all GIS staff to build better self-awareness, reinforce team cohesiveness and build strong comradeship, translating to higher levels of performance necessary for driving the IT strategy.

We will continue to focus on developing our people and are constantly on the lookout for high calibre, enthusiastic talent who can contribute to both GIS and AmBank Group's success. With our strong, committed leadership team and effective employee engagement, GIS is well placed to continue to assist in achieving the Group's strategy.

