

Group Information Services

Information Technology has always featured prominently in the AmBank Group's ("the Group") business agenda and FY2011, AmBank Group Information Services ("Group IS") will continue to enable the Group's business strategies through the alignment of technologies and best practices. This is also in line with the Group IS mission to partner with the business to achieve the Group's strategic objectives and to create a performance-driven and cost effective Information Services Organisation.

ALIGNMENT WITH THE GROUP'S STRATEGIC OBJECTIVES

There will be a collaborative focus by Group IS with the business to ensure the success of the Group's strategic objectives with the rollout and deployment of the appropriate and relevant applications and technologies.

Group IS has outlined the key objectives and deliverables to align with the Group's business strategies in the following areas:

OPERATIONALISATION OF AN EFFECTIVE INFORMATION SECURITY FRAMEWORK

Risk management remains a key focus area of Group IS. The mitigation of potential unauthorised access, use, disclosure, disruption, modification or destruction of the Group's information is under constant monitoring, evaluation and improvement. In line with effective and proactive risk management, Group IS obtained the ISO27001 certification in January 2010 for two of its data centres covering information security management practices. The quest of the ISO27001 certification is to instill risk awareness and a compliance culture as well as to institute risk management practices for all staff within Group IS and eventually the rest of the Group.

Risk profiling will also provide a framework for Group IS to manage information security risks more effectively through the proactive assessment of risk in the various domains such as hardware, software, data,

networks, as well as other areas and to implement risk treatment plans to enable the effective mitigation of such risks within the shortest possible time frame.

IT GOVERNANCE IMPROVEMENTS AROUND STRATEGIC SOURCING AND VENDOR MANAGEMENT

Strategic sourcing and vendor management has been introduced as part of the continuous improvement of our IT governance. Business contact with vendors may potentially subject the institution to risks and these risks have to be identified and mitigated as effectively as possible. Group IS is fully aware that working with vendors makes it very critical to ensure that vendor management programmes are implemented to protect and mitigate identified risks effectively.

Group IS set up a unit in 2009 to focus specifically on the due diligence processes in the selection and management of vendors. The processes cover the areas of administration, monitoring the service



level performance of the vendors and also the review and management of the agreements and contracts executed between Group IS and the respective vendors. This vigilance on the vendors will ensure that risks that may arise as a result of business transactions with vendors will be effectively identified and mitigated.

SERVICE DELIVERY PROCESS IMPROVEMENTS

Group IS is in the process of improving the management of the Group's service level quality via the adoption and implementation of IT Service Management. IT Service Management will be able to provide improved transparency in various areas such as managing the quality of services against pre-agreed service level agreements. This will result in improved service delivery.

A ROBUST AND FLEXIBLE INFRASTRUCTURE

To support the Service Delivery Process Improvements, emphasis will also be given to the improvement and the delivery of a more robust and flexible IT infrastructure. A robust and flexible infrastructure will be able to support the business units within the Group more effectively and to also be able to meet compliance requirements from the various regulatory bodies concerned. Through the implementation of the IT Asset Life Cycle Management framework, Group IS will be able to keep abreast with changes in the environment and be able to comply with the security guidelines and policies effected. IT Asset Life Cycle Management will also enable Group IS to constantly monitor the Group's IT Infrastructure including items such as personal computers, notebooks, printers and other IT peripherals are kept current. This is also part of the strategic IT planning cycle. In addition, capabilities to support both disaster recovery and business continuity have been enhanced.

MIS CAPABILITY ENHANCEMENT

To support the Group in terms of its ability to mine and analyse business data in order for the various business units within the group to enhance business decisions, Group IS will invest in the implementation of business intelligence and reporting tools. These will assist in producing analytical reports and predictive reports to the Management team.

SERVICE ORIENTED ARCHITECTURE ("SOA") IMPLEMENTATION

Group IS is adopting a Service Oriented Architecture ("SOA") approach. Simply put, this means the implementation of a flexible set of design principles used from creation to the deployment of a system. Group IS is working on the implementation of this architecture to effectively standardise the integration of the Group's software applications. The benefits arising from the implementation of SOA will enable the business units in the Group to respond more quickly and cost effectively to changing market conditions as it simplifies integration and usage of existing IT assets and software applications.

IT RESOURCE DEVELOPMENT STRATEGY

Moving forward, Group IS will also continue to engage in efforts to manage, improve and strengthen the IS staff's skills and competencies. In addition to the Group's Human Resources Department's on boarding procedures for new staff to the Group, Group IS has also initiated its own induction programme for new IS staff to enable them to assimilate quickly and effectively into Group IS and also to forge closer teamwork amongst the various sub-units within Group IS.



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