



# IT Policy POL-ITD-001

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ADIB - Policy

United Arab Emirates



مصرف أبوظبي الإسلامي - السياسات

الإمارات العربية المتحدة



## Table of Contents

|   |          |
|---|----------|
| <b>OBJECTIVE.....</b>                                   | <b>3</b> |
| <b>SCOPE .....</b>                                      | <b>3</b> |
| <b>POLICY STATEMENTS .....</b>                          | <b>3</b> |
| TECHNOLOGY DEPARTMENT INTEGRATED MANAGEMENT SYSTEM..... | 3        |
| <i>Vision .....</i>                                     | <i>3</i> |
| <i>Mission .....</i>                                    | <i>3</i> |
| <i>IT Strategy .....</i>                                | <i>3</i> |
| <i>Management System Policy .....</i>                   | <i>4</i> |
| <i>Technology Department Leadership Policy .....</i>    | <i>4</i> |
| <i>Business Alignment Policy .....</i>                  | <i>4</i> |
| <i>IT Security Policy.....</i>                          | <i>4</i> |
| <i>IT Business Continuity.....</i>                      | <i>4</i> |
| <i>Resource Management Policy.....</i>                  | <i>4</i> |
| <i>Compliance Policy.....</i>                           | <i>4</i> |
| <i>Technology Department Committees.....</i>            | <i>5</i> |
| <i>Technology Hardware Procurement.....</i>             | <i>5</i> |
| <i>IT Asset and Software License Management .....</i>   | <i>5</i> |
| <i>Bring Your Own Device (BYOD).....</i>                | <i>5</i> |
| <i>Technology Access.....</i>                           | <i>5</i> |
| <i>Service Management Policy .....</i>                  | <i>5</i> |
| <i>Service Level Agreements .....</i>                   | <i>5</i> |
| <i>Website Registration .....</i>                       | <i>5</i> |
| <i>Policies at Functional Level.....</i>                | <i>5</i> |
| POLICY IMPLEMENTATION .....                             | 5        |
| ROLES AND RESPONSIBILITY.....                           | 6        |
| EXCEPTION.....  | 6        |

## **Objective**

The Information Technology Department (ITD) policy has the following objectives:

- Alignment of IT and business strategy.
- IT compliance and support for business compliance with external laws and regulations.
- Optimization of IT assets, resources, and capabilities.
- Competent and motivated IT personnel.

## **Scope**

This policy is applicable to Technology Department functions and their activities across the UAE, international sites,

The functions are:

- Technology – GRC
- Technology – Cloud Centre of Excellence (CCoE)
- Technology – Operations
- Technology – Enterprise Architecture
- Technology – Regulatory Tech. & Operations Platforms
- Technology – Retail Banking Platforms
- Technology – WBG, Treasury & Risk Platforms

## **Policy Statements**

### ***Technology Department Integrated Management System***

#### **Vision**

- Implement and Maintain Processes and technologies to support ADIB objectives.

#### **Mission**

- Provide a consistent management approach to enable ADIB requirements to be met, covering management processes, organizational structures, roles and responsibilities, reliable and repeatable activities, and skills and competencies.

#### **IT Strategy**

- Build best in class Technology organization, working on 3 key elements, viz., Optimize organization Structure to enable Agile way of working, insource critical competencies, while leveraging the vendors for commoditized tasks and Onboard new skills and promote Agile culture.
- Aim IT process re-engineering to fulfill key objectives like Reduce to Market, Increased Operational Efficiency, Reduced Cost to Serve Customers and enhance customer experience.
- Enable digital initiatives as per envisioned tenure to plug gaps
- Adopt application rationalization by replacing or retiring existing applications
- Ensure IT Controls in place to ensure a seamless transformation journey
- Pave cloud migration journey; ensure seamless delivery
- Adopt cloud services with a cloud-first approach for new projects and migrate existing workloads into the cloud
- Ensure below cloud strategic objectives are followed to achieve scalable, innovative, and elastic infrastructure and technology platform
  - Business Agility
  - Innovation & new ways of working
  - Brand Image
  - Global Reach
  - Operational Efficiency
  - Cost Control

#### Management System Policy

- Technology Department is committed to deliver creative and efficient technology and process automation solutions and support services to achieve the Technology Department Vision and Mission aligned to ADIB Business Objectives.
- Technology Department shall strive to continually improve service quality & security, rewarding and developing skilled, vigilant and motivated team.
- Technology Department shall align to relevant global frameworks while defining above
- IMS documents shall be accessible to all users and stakeholders based on the need to know. Responsibility to understand and comply with lies with individual users.

#### Technology Department Leadership Policy

- Technology Department is committed to deliver quality services, Innovative technology solutions, and effective process automation; in order to achieve ADIB objectives and support ADIB growth both locally and in the international markets

#### Business Alignment Policy

- Technology Department shall ensure business alignment by ensuring Technology Department objectives are aligned to ADIB business objectives.
- Technology Department progress reports to business shall use the Balanced Scorecard method for transparency and alignment.

#### IT Security Policy

- Technology Department shall review the technical aspect of IS policies and provides recommended improvements.
- Technology Department implement appropriate controls on a continuous basis to manage risks. IT Department must implement measures, monitoring and reporting to provide oversight to the necessary executive or senior leadership
- Technology Department shall implement proper security measures (Not limited to segregation, secure authentication, secure access, single function per server, policies, accurate timestamps, and patching etc.) to secure the servers.
- Technology Department shall secure the network infrastructure, public websites or any online services against intrusions and network failures
- Technology Department shall segregate the entire internal infrastructure from external networks and ensure there is multi-layered security architecture is deployed, subjective to risk assessments, review and audit.
- Application or any software developed (in-house or purchased) shall follow secure coding standards, and SDLC procedures.
- Change control procedures shall be implemented for any changes to ensure security was not compromised.
- Technology Department shall maintain list of software allowed to be installed on ADIB machines.

#### IT Business Continuity

- ITSC framework shall be defined and Disaster Recovery arrangements shall be implemented to support business processes.

#### Resource Management Policy

- Technology Department Leadership shall ensure the availability of competent and trained human resources
- Ensure optimization of IT resources through knowledge sharing and improved infrastructure

#### Compliance Policy

- Policy by definition is management's intent and directive to follow and comply with. Compliances to the policies and sub policies are mandatory. Instances of non-compliance shall be detected through audits and corrective actions initiated, which may include training,

awareness, counselling and disciplinary action in cases of persistent and willful non compliances

- Technology Department information security and Technology compliance shall be aligned with applicable government and central bank regulations and compliance to security requirements shall be reviewed periodically

#### **Technology Department Committees**

- Technology Department Committee and other committees shall be formed at different level as per the ADIB Technology Department compliance requirement.

#### **Technology Hardware Procurement**

- Technology Department shall comply with VMCP procurement policies for purchase of technology hardware.

#### **IT Asset and Software License Management**

- Technology Department shall have asset management procedure aligned with ADIB Asset management policy
- Software License management procedure shall be defined to keep track of asset licensing, ensuring compliance with all relevant agreements, law and regulations.

#### **Bring Your Own Device (BYOD)**

- Technology Department shall have configuration guidelines on configuration of “Bring Your Own Device”

#### **Technology Access**

- Technology Department shall define a mechanism to issue unique identification code for each employee to access ADIB technology and set password to access it.

#### **Service Management Policy**

- Technology Department shall define responsibilities and methods for measurement regarding whether the process objectives have been achieved specified in SMS manual and plan.
- Technology Department shall be responsible to review objectives of SMS once a year to ensure that goals have been reviewed and updated.
- Technology Department shall communicate SMS Policy and objectives to relevant stakeholders

#### **Service Level Agreements**

- Service level agreement (SLA) should be agreed and measured for technology department services for assessing vendor performance to SLA.

#### **Website Registration**

- Assessment, acquisition, configuration and installation, review and monitoring of security certificates and domains shall be managed.

#### **Policies at Functional Level**

- Each of the functions coming under Technology Department shall develop function specific standards and procedures and supporting sub policies as relevant to their roles and processes coming under their function as part of its QMS documents

#### **Policy Implementation**

- All management strategies shall be implemented through Policies rolled out by ITD.
- For the deployment of policies, Standards and Procedures shall be defined for each Technology Department process area with corresponding evidence generation in the form of records.
- To carry out continual improvement, all deployed processes shall be measured, reviewed for their performance and corrective actions shall be taken as necessary to assure relevance to the current and changing business requirements



- IT Policy document shall be reviewed and updated on annual basis and or based on any changes in IT Strategy or IT organization structure.

***Roles and Responsibility***

- Technology Department policy shall be implemented after approval by CIO
- Policy Implementation shall be done by leaders, managers and/or team leads at each functional level.
- Compliance verification to the defined IT standards and procedures shall be done by IT GRC

***Exception***

- Any exception or exclusion to this Policy requires permission from CIO. Any non-compliance to this Policy shall be considered for corrective actions and corresponding corrective action / exception must be maintained by the IT GRM.