



ADIB



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الإسلامي

# IT Service Management Plan

## OPS-ITD-004

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## Version Control & Change Management

Version	Issue Date	Details of Change	Reason for change
2.0	30 <sup>th</sup> December, 2023	Align the document with current practice	Annual review
1.1	30 <sup>th</sup> December, 2022	Updated service management tool name	Align with current practice
1.0	28 <sup>th</sup> Feb, 2022	ISO 20000-1:2018 implementation	ISO 20000-1:2018 implementation

Prepared by	Approved by	Reviewed by
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## Contents

1. Purpose.....	4
2. Plan Owner .....	4
3. Scope .....	4
4. Defining IT Objectives.....	5
Methodology .....	5
ADIB Vision & Mission .....	6
Why do we exist? .....	6
What do we do? .....	6
What is our aim? .....	6
5. ITSM Goals and Objectives .....	6
6. IT Services .....	6
7. Service Management Framework .....	6
7.1 'Review' Phase.....	6
7.2 'Do' Phase.....	7
7.3 'Check' Phase.....	7
7.4 'Act' Phase .....	7
8. ITSM Governance .....	8
8.1 Process Owners .....	8
8.2 Policies & Procedures.....	8
9. Process and Technology Requirements.....	8
9.1 Technology Functions.....	8
9.2 Processes .....	9
9.3 ITSM Tools .....	10
10. Risk Management.....	10
11. Limitations .....	10

## 1. Purpose

The purpose of this Service Management plan is to document the roadmap for IT service management envisaged by ADIB for the year 2024

This Service Management Plan stipulates the ADIB technology department approach to develop, implement and manage the Service Management System (SMS) that would key requirement for the provision of IT services to Business.

## 2. Plan Owner

IT Change Manager

## 3. Scope

STD-ITD-551 Service Request Management Standard includes IT services provided to ADIB group users as a business enabler.

ADIB technology department provides IT services to Business comprising following functions:

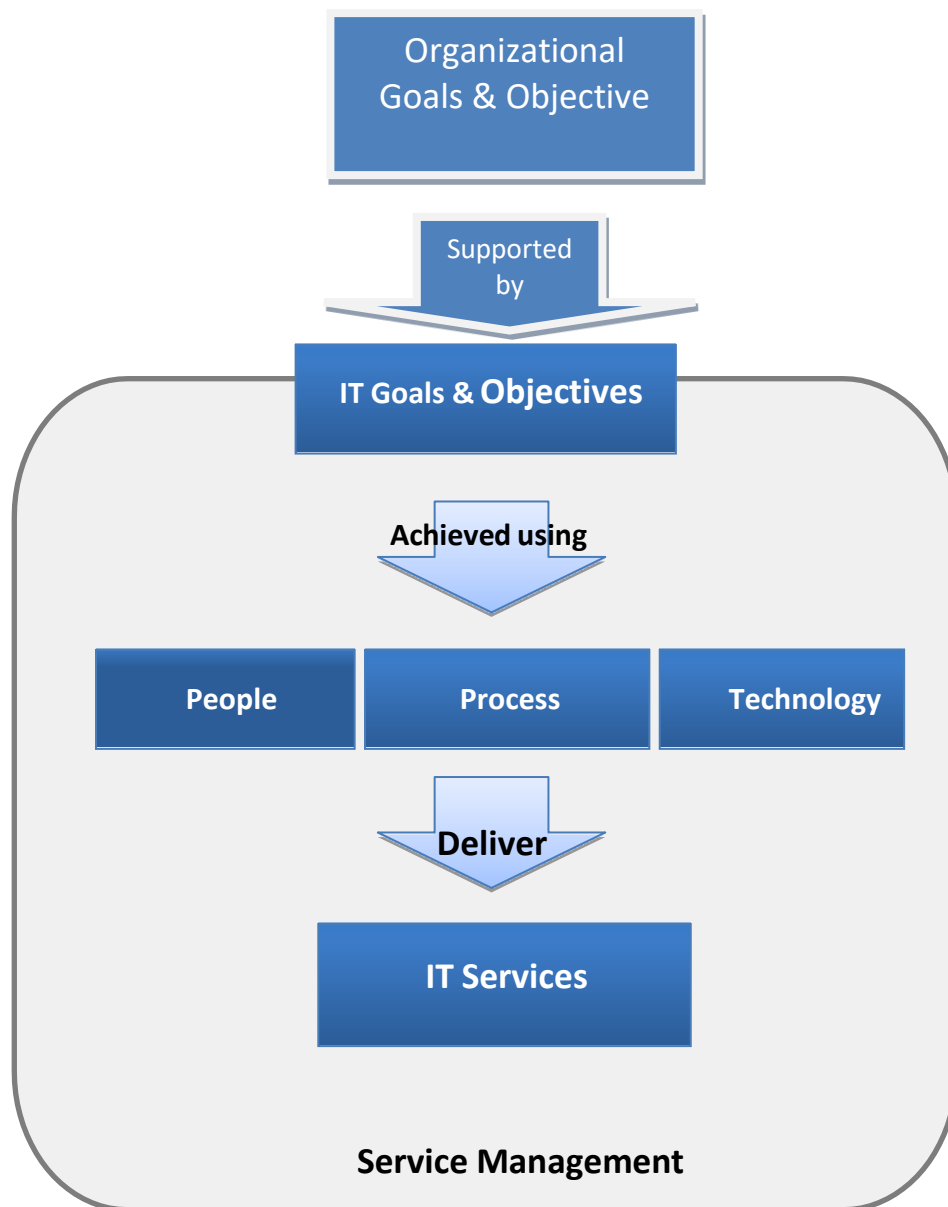
- Technology - Operations
- Technology – GRC
- Technology – Enterprise Architecture
- Technology – Regulatory Tech. & Operations Platforms
- Technology – Enterprise Solutions & Data Platforms
- Technology – Retail Banking Platforms
- Technology – WBG, Treasury & Risk Platforms
- Technology – Digital Banking Platforms



#### 4. Defining IT Objectives

##### Methodology

The IT objectives stated in this plan have been arrived at after analyzing ADIB's Vision, Mission and Values. IT objectives were then derived to support the IT strategic goals.





## ADIB Vision & Mission

### ADIB Vision

To be the world's most innovative and trusted Islamic financial institution

### ADIB Mission

Every day, simple banking empowered by people –centric innovation

## Why do we exist?

Implement and Maintain service management Processes and tools to support ADIB objectives

## What do we do?

Provide a consistent management approach to enable ADIB requirements to be met, covering listed service management processes, roles, and responsibilities.

## What is our aim?

Improve technology service management processes and enhance ADIB Technology Control environment.

## 5. ITSM Goals and Objectives

IT Goals	IT Objectives
IT Process implementation and improvement	<ul style="list-style-type: none"><li>Create and/or review all IT processes documentation. Identify and assign processowners.</li><li>Conduct Technology service management process awareness session</li></ul>
Improve IT Service Monitoring and Support	<ul style="list-style-type: none"><li>Upgrade IT Service Desk Tool and monitoring Tool.</li><li>Establish and monitor KPIs for Incident and Request Fulfilment processes.</li></ul>
Improve Service Delivery	<ul style="list-style-type: none"><li>Enhance a comprehensive Service</li><li>Maintain &amp; Manage Service Level Agreement for all offered support services</li></ul>
Improve customer satisfaction	<ul style="list-style-type: none"><li>Achieve customer satisfaction by 80%</li></ul>

## 6. IT Services

ADIB maintains service management catalogues (STD-ITD-551 Service Request Management Standard) of support services offered to ADIB users.

IT services provided by technology department are listed in service catalogues available on iServer portal.

## 7. Service Management Framework

The effective provisioning of IT services requires a robust framework to help achieve the IT objectives as set forth in the previous sections. The Plan-Do-Check-Act (PDCA) cycle provides a reliable framework to plan, implement, operate, monitor, review and improve the IT services on a continuous basis.

### 7.1 'Review' Phase

As part of the Plan phase, technology department would identify the objectives for the plan period. Once the plan objectives are identified, the next task would be to decide on the activities required to achieve those objectives. This is followed by the identification of appropriate policies and procedures needed for effective execution.

Following are the milestones identified as part of the plan phase for the Service Management plan.



Sr. No.	Tasks	Deadline for Documentation & Review/Approval
1	Review IT Service Catalog for the plan period	1 <sup>st</sup> Quarter 2023
2	Review IT Service policies and procedures	1 <sup>st</sup> Quarter 2023
3	Measure and report KPIs	3 <sup>rd</sup> Quarter 2023

## 7.2 'Do' Phase

As part of the 'Do' phase of the PDCA cycle, technology department would leverage its capabilities for delivering services based on the published Service catalogue. The policies and procedures identified as a part of the Plan phase are reviewed or implemented during this phase.

Following are the milestones identified as part of the Do phase for the Service Management plan.

Sr. No	Tasks	Deadline for Review
1	Measure and report KPIs	2 <sup>nd</sup> Quarter 2023
2	Plan and conduct ITSM awareness session	2 <sup>nd</sup> Quarter 2023
3	IT Service Catalog for the plan period where applicable	4 <sup>th</sup> Quarter 2023
4	Update the IT Service policies and procedures and update where applicable	4 <sup>th</sup> Quarter 2023

## 7.3 'Check' Phase

As part of the Check phase of the PDCA cycle, technology department would review progress made through Internal/External Audits and Management Reviews. Following are the milestones identified as part of the Check phase for the Service Management plan.

Sr. No	Tasks	Deadline
1	Perform Internal/External Audit	As per agreed plan
2	Management Review	As per agreed plan

The Review Frequency of some of the Key Tasks is outlined below:

Sr. No	Tasks	Frequency
1	Internal Audit	Once a year
2	Service Management Plan review	Once a year

## 7.4 'Act' Phase

As part of the Act phase of the PDCA cycle, improvement actions identified during the Management Review, Internal Audit cycle or Performance Review are implemented. Following are the tasks identified as part of the Act phase for the Service Management plan.

Sr. No	Tasks
1	Close audit non-conformities
2	Identify Root Cause and Implement corrective and preventive actions.
3	Implement Management Review action points



## 8. ITSM Governance

### 8.1 Process Owners

Governance is one of the key aspects for the success of the Service Management System. For an effective implementation of the Service Management processes, each process has been assigned a process owner. The Designation of the Process Owners are provided below:

SR. No:	IT Process	Process Owner
1.	Incident Management	Samer Mohammad Suleiman
2.	Service Request Management	Rola Sami Khalil
3.	Configuration Management	Samer Mohammad Suleiman
4.	Release Management	Samer Mohammad Suleiman
5.	Testing Management	Najib H.N Hamdan
6.	Service Level Management	Mohammad Ahmad Salman
7.	Problem Management	Samer Mohammad Suleiman
8.	Change Management	Samer Mohammad Suleiman
9.	Knowledge Management	Samer Mohammad Suleiman

### 8.2 Policies & Procedures

The following policies have been enforced for effective Service Management within ADIB:

Policy Name	Policy Name
POL-ITD-001 IT Policy	STD-ITD-536 Command Centre-Event Management Standard
IMSM-ITD-001 IMS Manual	STD-ITD-537 Change Management Standard
STD-ITD-575 Service & Operational Level Management	STD-ITD-542 Incident Management Standard
STD-ITD-001 ITD Document Change Control Standard	STD-ITD-551 Service Request Management Standard
STD-ITD-002 SDLC Standard	STD-ITD-546 Configuration Management Standard
STD-ITD-005 Testing Standard	STD-ITD-569 Release Management Standard
STD-ITD-010 Problem Management Standard	

## 9. Process and Technology Requirements

The effective implementation and operation of the PDCA framework entails manpower, process, and technology requirements. The requirements of the Technology department with respect to these three areas are detailed in the below sections.

### 9.1 Technology Functions

Area
Technology Digital Banking
Technology Enterprise Architecture
Technology Enterprise Solutions & Data
Technology GRC



Technology Operations
Technology Reg & Ops
Technology Retail Banking
Technology WBG, Treasury & Risk

## 9.2 Processes

The following key ITSM process ensures the effective support and delivery of services provided.

- a) **Incident Management:** Incident is defined as any unplanned interruption or reduction in quality of an IT service. The process of incident management is responsible for effective management of all incidents until closure. The primary objective of incident management is to return the IT service to Business as quickly as possible.
- b) **Service Request Management:** The purpose of Service Request Management Standard is to specify the requirements and considerations for the design and implementation of service request management process for assisting users, and for coordinating with IT Support Groups.
- c) **Problem Management:** A problem is the underlying root cause of repeating incidents. The primary objective of problem management is to prevent incidents from occurring and to minimize the impact of incidents that cannot be prevented.
- d) **Change Management:** The process of change management is responsible for controlling the lifecycle of all changes. The primary objective of change management is to enable beneficial changes to be made, with minimum disruption to the services. Change management authorizes the approval for new or changed services.
- e) **Release Management:** The process of release management is responsible for planning, scheduling, and controlling movement of releases to test and live environments. The primary objective of release management is to ensure that integrity of live environment is protected and that correct components are released. Release management also ensures that the introduction of new services or changes to existing services is managed effectively.
- f) **Configuration Management:** A configuration item is defined as any component that needs to be managed to deliver an IT service. The process of configuration management is responsible for maintaining information about configuration items required to deliver IT services and their relationships.
- g) **Service Level Management:** The process of Service Level Management is responsible for negotiating Service Level Agreements and ensuring that the service levels agreed are met.



### 9.3 ITSM Tools

The following tools are in place to support the SMS of ADIB:

Tool	Purpose	Process Area
OBM, OMI Dashboard, ServiceNow, Dyna Trace	IT Infrastructure Monitoring Tool	Availability Management, IT Operations Management.
ServiceNow	Service Desk Tool	Incident Management, Request Fulfilment, Problem management, Change management

## 10. Risk Management

- IT Risks Management Process plays a key role in the ADIB's ability to meet Business expectations in Service Provisioning.
- IT Risk Management and Risk Treatment will be done in-line with information security requirements of the organization.
- IT Risk Assessment and Mitigation Plan is maintained up to date to provide visibility to identified Risks and their mitigation and/or acceptance as residual risks by the organization.

## 11. Limitations

Limitations that can impact services management system are listed below:

- for vendor related services Technology department is dependent on VMCP,
- for information security services Technology department is dependent on GISD
- For access control related services Technology department is dependent on ICS