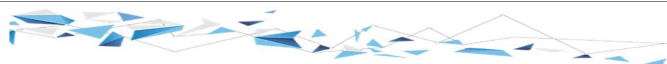ADIB – Procedure
(All ADIB International Branches)

Internal and External Communication Procedure
PRC-ITD- 023

Date: 30th April 2022
Version:9.0

Version Control & Change Management

Version	Issue Date	Details of Change	Reason for change
9.0	30th April 2022	Updated frequency of conducting IMS review to "Annual review"	Align with Current practices
8.0	30th April 2021	Modified Audience, Owner & frequency of communication channels	As per current practices
7.0	May, 2020	Modified document ownership	To align with organization structure
6.1	Publishing Date	Annual Review	Annual Review and concurrences
6.0	Publishing Date	Modified frequency of "Integrated Management (IMS) Review Meeting" Scheduled twice a year	Document review as per GARR recommendations
5.0	Publishing Date	Amended & dropped tasks. KPI's introduced	Reviewed and amended tasks as per current practices. KPI's introduced for performance measurement.
4.0	Publishing Date	New Template Document renamed	Moved to a new approved Template to maintain uniformity of all documents Renamed the document to make it more relevant to the content.
3.0	Publishing Date	NESA related controls added	NESA regulatory controls
2.4	Publishing Date	Minor changes done - document references corrected; spot check replaced with IT Controls Assurance	Spot check procedure and standard was withdrawn and replaced with IT Controls Assurance Standard
2.3	Publishing Date	Minor change – formatting changes only	New procedure template being practiced

Commented [RJY1]: This needs to be updated in the IMSM-ITD-001

Prepared by	Approved by	Reviewed by
Governance Team	Head of OCIO	IT Governance ~~Specialist~~Manager

Document Contents

Internal

1. Purpose and Scope

The objective of this procedure is to identify the communication channels available for IT Departments for carrying out the operational activities. This procedure is applicable to all ITD.

2. Process Owner

Head of OCIO

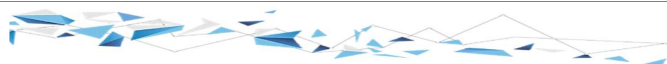## 3. Other stakeholders

ITD Leaders and ADIB ITD

4. Process Steps

4.1 Process Description

- ITD Management ensures that all ITD staff is aware of the mechanisms available to communicate within ITD and how to communicate with the external parties related to specific ITD Management initiatives.
- Various communication channels have been defined, each for a specific purpose as defined in the matrix below:

4.2 Communication Plan: reporting, review & action Matrix

Communication Channel	Audience	Frequency	Owner	Purpose & Record maintenance
Integrated Management (IMS) Review Meeting	ITD Managers, ITD Leaders, & CIO Designate/any other invitee	Annual / or on demand	Head of OCIO/ Designate	Monitoring the effectiveness of the Integrated Management System (IMS) Refer PRC-ITD-112 Integrated Management Review Meeting Procedure for further details Minutes of meeting will be recorded, circulated to the attendees, and saved in the department shared folder
Technology Management Meetings	ITD Leaders / CIO/Designate/any other invitee	Monthly	Head of OCIO/Designate	To identify and discuss improvement activities within ITD and define actions
ITD Internal Meetings	ITD staff /any other invitee	Monthly / or on demand	ITD Leaders/Designate	To discuss departmental initiatives, actions required, improvements, obtain feedback Minutes of meeting will be recorded, circulated to the attendees (if applicable as decided by the Owner) and saved in the departmental folder
E-mail Announcements	ADIB ITD / ADIB Staff (where required)	On demand	ITD Managers	Initiated by ITD Managers on demand and announcement shall be made by E-mail Announcements
Internal Awareness Presentations /	ADIB ITD / ADIB Staff (where required)	Planned / or on Demand	Head of OCIO/Designate	IT Governance team plan and ~~conduct~~ facilitate internal awareness sessions to be presented by the process

Communication Channel	Audience	Frequency	Owner	Purpose & Record maintenance
Orientation sessions				owner/delegate. Induction or orientation sessions are also held on demand.
Internal Review Reports	ADIB ITD	Planned / or on Demand Internal reviews are conducted	Head of IT GRC	To report findings and documented corrective or preventive actions. KRIs, Minutes of meeting will be recorded, circulated to the attendees
Surveys	ITD / ADIB Users (where required)	Upon ticket closure / and /or annually	ITD Service Desk	To assess employee and user (customer) satisfaction through surveys during ticket closure or periodically. Survey results are communicated to the management
External Entities	Other associations, organizations (where required)	As per requirement	Through ADIB Group designate.	To share priority information for sector / national context to enable other community members to avoid or minimize similar undesirable events.

5. Key Performance Indicator (KPI)

Following are the key performance indicators to measure the effectiveness and efficiency of the Knowledge Management process.

Sr. No.	KPI	Target	Frequency	Source	Reporting to Whom	Formula
1	Review meeting of IMS is conducted	100%	Annually	Minutes of Meeting	ITD Leaders	Nos. of IMS meeting held for the year >=1
2	Technology Management Meetings	100%	Monthly	Email Circulated to ITD Leaders/ CIO	CIO	~~12~~ Nos. of Departmental meetings held >=~~3~~ 12

> Commented [RJY2]: ?!!

6. Risks and Controls

Risk	Controls	Reference (section number in the procedure)
Risk of non-conformance to IMS (Integrated Management System) requirements, due to lack of identification and	Integrated Management Review Meeting is conducted annually with ITD Managers & CIO Designate to monitor~~ing~~ the effectiveness of the Integrated Management System (IMS).	4.2 Communication Plan: reporting, review & action Matrix

awareness of communication channels/ mechanisms within ITD and with the external parties.	Management Review Meetings are conducted quarterly with ITD Leaders / CIO/Designate to define improvement activities within ITD and define actions	4.2 Communication Plan: reporting, review & action Matrix

Commented [RJY3]: Let's discuss with the Risk Team

7. Appendixes

Appendix I: References

Doc. Ref. No.	Name	Type of Document (Policy / Standard)
IMSM-ITD-001	IMS Manual	Manual

Internal