

Memo

To: Bank Line of Business Management

From: Debi Gupta, EVP, Chief Technology Officer

cc: IT Operations Management, IT Change Management

Date: February 9, 2022

Re: Technology Change Management Process and LOB Requirements

As the Bank continues to grow, our IT processes continue to mature to manage our risk in-line with the Bank's appetite and to ensure appropriate regulatory compliance. Over the past year, we have enhanced several processes to assist with this to include IT Asset Management and Technology Change Management. These Bank-wide processes require that changes to assets (hardware, software and related systems) be managed centrally, with the appropriate level of communication, scheduling, testing and tracking. It is imperative that these processes are applied to all technological changes, to include those initiated by 3rd party service providers/vendors which may have a potential impact to other Bank technology assets.

To assist the lines of business with compliance, IT has implemented the ServiceNow Change Management tool and the Change Advisory Board (CAB), and is moving to expand their use outside of IT. By the end of June, the Corporate Learning & Development Group will roll out an ABLE course to expand awareness of the process and detailed requirements. But, there is no need to wait! If you have technology changes on the horizon and are not already working with IT to move them through the appropriate process, or if you need help to determine if a change qualifies, please reach out to Joseph Armenti to get the ball rolling. The recently-approved Technology Change Management Policy and Procedures are linked below for your reference.

/DG

Technology Change Management Policy:

<http://applenet/policies/files/Information%20Technology/Polices/Technology%20Change%20Management%20Policy.pdf>

Technology Change Management Procedures:

<http://applenet/policies/files/Information%20Technology/Procedures/Technology%20Change%20Management%20Procedures.pdf>

Fwd: Memo from the Office of the CTO - please read carefully. It is NOT a phishing exercise

1 message

Anthony Scarola <ascarola@applebank.com>
To: IT GRC Team <itgrc@applebank.com>

Wed, Feb 9, 2022 at 2:07 PM

FYI

----- Forwarded message -----

From: **Debi Gupta** <dgupta@applebank.com>
Date: Wed, Feb 9, 2022 at 2:02 PM
Subject: Memo from the Office of the CTO - please read carefully. It is NOT a phishing exercise
To: departments <departments@applebank.com>
Cc: Anthony Scarola <ascarola@applebank.com>, Joseph Armenti <jarmenti@applebank.com>

Good Afternoon everyone,

I am reaching out to everyone to bring your attention to the Change Management Process that Information Technology has implemented and will continue to refine and update. In addition to industry standard best practices, this is also something very important for risk management purposes - since changes in the IT environment are considered inherently high-risk and need to be managed and monitored - but is also a regulatory mandate.

To that effect, I am taking the liberty of providing you with some guidelines that we are asking all departments to follow. Please see the attached memo - which also includes the links to the appropriate Bank-approved Change Management Policy and Procedure.

Please feel free to reach out to Anthony Scarola, Joseph Armenti or myself with any questions or concerns.


As always, we are here to support you.

Regards

Debi

Debi P Gupta
EVP & Chief Technology Officer
Apple Bank for Savings
122 East 42nd. Street
New York, NY, 10168
Ph: 212-299-8130
Ph: 929-529-8623

--
Anthony Scarola | FVP, IT GRC & Change Management Officer
Apple Bank | Desk 929-474-6743 | Cell 757-418-0082
122 E 42nd Street, New York, NY, 10168

 **Memo from the office of the CTO regarding IT Change Management Process.pdf**
211K