

# Fidelity Bank Online MEMO

MEMO ID: 2152

MEMO Date: 20-08-2025 07:01

From: Asare Adu

Department/Branch: Technology, Head Office

To: Atta Yeboah Gyan

Stakeholders: Asare Adu, Fraser Agyare, Benjamin Adatsi, Abu Yahaya, Emmanuel Turkson, Atta Yeboah Gyan

CC: Benjamin Adatsi -Admin, Asare Adu

Status: Approved

## Memo-Offsite ATMs and 3rd Party Firewall

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### Introduction

To ensure continued compliance with regulatory standards and maintain optimal operational performance, all IT infrastructure must meet the organization's required levels of protection, functionality, and vendor support. As part of our asset lifecycle review, several critical components have been identified as approaching or exceeding their End-of-Life (EOL) or End-of-Support (EOS) status. These assets pose significant risks to service continuity, data integrity, and regulatory compliance, and require timely remediation.

### Current Infrastructure Overview and Risk Assessment

#### 1. Off-site ATM Routers

The off-site ATM routers, deployed in 2018, are no longer supported by the original equipment manufacturer (OEM). The bank has continued to operate these devices beyond their recommended lifecycle, effectively 'sweating' the assets. This extended usage introduces several risks, including:

- Increased likelihood of hardware failure
- Lack of access to firmware updates and security patches
- Potential non-compliance with regulatory standards
- Limited support in the event of operational issues or vulnerabilities

These factors collectively pose a threat to service continuity, data security, and overall network reliability.

#### 2. Third-Party Firewall

Similarly, the third-party firewall, also deployed in 2018, has reached its End-of-Life (EOL). This firewall currently manages critical connections, including those with the Bank of Ghana (BOG), GHIPSS, card transaction systems, and other sensitive platforms. Its EOL status means it no longer receives security updates, vendor support, or patches. This exposes the bank to serious risks, including:

- Compromised data integrity
- Heightened vulnerability to cyber threats
- Regulatory non-compliance
- Potential disruption of essential services

This exposure has been formally documented in the bank's risk register.

## Proposed Action

We propose the **immediate replacement** of:

- The 34 affected routers with supported models
- The third-party firewall with a modern, vendor-supported solution

Deployment will be phased to minimize service disruption.

## Benefits

- Closure of high-priority risk items
- Improved network reliability and performance
- Enhanced security posture
- Compliance with IT governance and audit standards

## Financials

This section provides a summary of the proposed expenditures and the budget line in the technology cost budget to fund this renewal we are seeking approval for

we	Cost (Inc tax)	Budget Line
34 Off-site ATM routers Replacement	<b>USD 129,934.47</b>	T063 - ROUTERS AND SWITCHES - SPARES/NEW BRANCHES/REPLACEMENT OF EOL EQUIPMENT
3 <sup>rd</sup> Party Firewall	<b>USD 13, 463.61</b>	T0678 - REPLACEMENT OF EXTRANET FIREWALL- 3 <sup>rd</sup> Party Firewall

## Approval Request

Kindly grant your approval for a total of **USD 143,398.08** (tax inclusive) for the purchase of:

- Thirty-Four (34) Cisco routers for our offsite ATMs
- Two (2) 3rd Party Firewall

Note: The cost for the ATM routers required SteerCo approval, which has already been obtained and attached.

Amount Involved: USD 143398.08

## Approvals

Approver	Response	TAT	Request Date	Response Date
Asare Adu	Approve	30:16:06:41	20-08-2025 07:01	21-08-2025 11:08
Fraser Agyare	Approve	30:00:04:55	21-08-2025 11:08	21-08-2025 11:13
Benjamin Adatsi	Approve	30:00:01:38	21-08-2025 11:13	21-08-2025 11:15
Abu Yahaya	Approve	30:03:32:56	21-08-2025 11:15	21-08-2025 02:47
Emmanuel Turkson	Approve	30:04:15:22	21-08-2025 02:47	21-08-2025 07:03
Atta Yeboah Gyan	Approve	05:20:58:32	21-08-2025 07:03	28-08-2025 04:01

## Comments

From	Comment	Date
Asare Adu	Supported for approval	21-08-2025 11:08
Fraser Agyare	Supported	21-08-2025 11:13
Benjamin Adatsi	Approved	21-08-2025 11:15
Abu Yahaya	Supported.	21-08-2025 02:47
Emmanuel Turkson	Total budget allocated: \$95k	21-08-2025 07:03
Atta Yeboah Gyan	Approved	28-08-2025 04:01