INFORMATION TECHNOLOGY GOVERNANCE

In the continuously evolving digital era, Bank Mandiri recognizes that sound Information Technology governance is one of the key foundations for delivering reliable and innovative IT services. Therefore, Bank Mandiri's IT governance is supported by a governance structure (Committees and Cross-Functional Forums) for strategic decision-making, an organizational framework, and talent development to drive digital transformation. In addition, IT policy implementation serves as the rules of the game for IT processes, ensuring adaptability to the latest technology trends and regular evaluation. The key aspects are explained as follows:

A. Governance Structure

To ensure prudent IT-related decision-making involving stakeholders across business units, IT Bank Mandiri is supported by committee and forum mechanisms, including the following:

1. IT & Digital Banking Committee (ITDC), chaired by the President Director and comprising the IT Director, Risk Management Director, Directors/SEVPs representing IT user units, SEVP IT, and the Compliance and Human Resources Director. ITDC has the authority to approve the IT Strategic Plan, strategic IT initiatives with specific investment values, IT development plans, and other related matters.

2. Project & Change Steering Committee, comprising Directors/SEVPs from project owner units, the IT Director/SEVP, and the Compliance & Human Resources Director. This committee is responsible for discussing and making decisions on IT initiatives at the planning and development stages.

3. Release Control Board (RCB), comprising the IT Director/SEVP, Risk Management Director/SEVP, and the Compliance and Human Resources Director (for initiatives related to Bank Product Implementation). This forum is responsible for ensuring a smooth migration process into the Bank Mandiri IT production environment.

B. Digital Organization and Talent Development

An adaptive organization and continuous talent development are key aspects in driving digital transformation. Bank Mandiri's IT organization is designed and continuously developed to remain relevant to evolving business needs. This is reflected in the IT Directorate, which includes functions for digital product development supported by data analytics, end-to-end IT management, and IT operational risk management.

In addition, the fulfillment of digital talent capacity in the IT Directorate is carried out through the My Digital Academy program, which equips selected digital talents from reputable universities in Indonesia during final year of study, to become a pipeline Officer Development Program (ODP). Meanwhile, capability development is carried out through globally recognized training and certifications, as well as a rotation program to enrich employee exposure.

C. IT Policy

IT Bank Mandiri manages and implements IT Policy as the rule of the game for IT operations across the following areas:

- IT Planning, including the formulation of the IT Strategic Plan, IT project portfolio aligned with the Bank's strategy, technology standards as a development reference, and others.
- IT Development, including the Software Development Lifecycle process using waterfall, agile, and DevSecOps methodologies for intensive collaboration.
- IT Operations, covering all activities to ensure IT systems perform efficiently, including the management of data centers (DC) and disaster recovery centers (DRC), systems, backup and restore processes, networks, and IT system monitoring.
- IT Security, encompassing security mechanisms within the cybersecurity framework, which includes aspects of governance, protection, and operations.

INFORMATION TECHNOLOGY GOVERNANCE

Bank Mandiri IT also maintains the quality of IT services by adhering to best practice standards in quality management, such as:

a. ISO 9001:2015 for the operation and development of data centers, disaster recovery centers (DRC), and IT infrastructure.
b. ISO 20000-1:2018 for IT service management.
c. ISO/IEC 27001:2022 for the provision and development of infrastructure and operational data centers (DC) and disaster recovery centers (DRC).

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