

# INFORMATION TECHNOLOGY GOVERNANCE

In executing IT initiatives, Bank Mandiri places strong emphasis on Information Technology Governance as the fundamental foundation for IT operations. Accordingly, Bank Mandiri's IT governance is supported by a governance structure comprising committees and cross-functional forums that facilitate strategic decision-making. It also includes the implementation of IT policies as guiding references for IT implementation processes, which are regularly evaluated, while ensuring the quality of IT support through compliance with applicable national regulatory requirements and the adoption of international best practices. By delivering reliable and secure technology services, Bank Mandiri implements an IT governance framework with the following explanations:

## 1. Governance Structure

As part of implementing sound IT Governance, Bank Mandiri has established the IT & Digital Banking Committee (ITDC), which performs the function of an IT Steering Committee with a scope of authority that includes matters related to IT strategy and IT policies. In addition, several cross-functional forums have been established to support decision-making related to IT initiatives. These include the Project & Change Steering Committee, which decides on the planning and development of IT initiatives in the form of projects, including requests for changes in development scope; the Data Governance Body, which makes decisions on data governance from strategic to operational levels; the Release Control Board (RCB), which determines the implementation of migration to the production environment; and the Enterprise Architecture Forum, which decides on IT solutions and architectural designs at the early stages of IT initiative development.

## 2. IT Policy

Policies governing the implementation of Information Technology (IT) to support the Bank's strategy are regulated in an end-to-end manner, with the following scope:

### a. IT Planning

Elaborating the regulation of processes related to the formulation of objectives, strategies, architectures, and initiatives involving the use of information technology to support operations and business growth.

This includes, among others, the process of preparing the IT Strategic Plan, planning IT strategic initiatives, managing IT standards, and managing IT Architecture.

### b. IT Development

Elaborating the regulation of processes related to the design, development, testing, and implementation of information technology-based solutions. This includes, among others, the development of IT initiatives, the development framework (SDLC), and the use of IT service providers.

### c. IT Operational

Elaborating the regulation of processes to maintain the continuity of IT services in supporting the Bank's operations and business activities. This includes, among others, System Operations Management, System Maintenance, Service Management, Capacity Management, and the Provision of IT Services by the Bank.

### d. IT Security

Elaborating the regulation of the implementation of information technology security and cybersecurity, including the minimum requirements for safeguarding data and information technology, as well as end-to-end security controls. The security mechanisms established are based on a cybersecurity framework.

With regard to the adequacy of policies on data management and privacy protection, the Bank has accommodated these aspects within the end-to-end data management framework and personal data processing arrangements. Furthermore, Bank Mandiri continuously updates its internal IT-related policies by taking into account regulatory developments to ensure the adequacy of policies, standards, and procedures governing the implementation of IT.

In addition, Bank Mandiri's IT function continues to maintain the quality of IT services through the application of standard best practices in quality management, such as:



ISO 9001:2015 for Operation and Development of Data Center, DRC & IT Infrastructure



ISO 20000-1:2018 for IT Service Management



ISO 27001 for Provision and Development of Infrastructure and Operational DC, DRC, and Command Center