

Vision

Our vision is to continuously deliver efficient and effective information technology that enables business excellence and outstanding client service, all within an acceptable risk tolerance.

Objectives

The bank strives to:

- Leverage Cloud Technologies:** Implement strategic roadmaps that integrate cloud solutions to enhance capacity, scalability, security, resilience, and robustness, while reducing reliance on legacy IT systems.
- Future-proof IT Development:** Embrace cloud-native development and implementation practices to support innovation and accelerate delivery.
- Drive Automation:** Utilize automation tools to minimize human error, enhance operational efficiency, and streamline processes.
- Standardize IT Architecture:** Continue to align IT architecture and standards across the bank to reduce technical complexity and leverage common functions and services, particularly in cloud environments.
- Enhance Monitoring:** Improve proactive monitoring of the IT environment, ensuring continual oversight of effectiveness and performance, particularly in cloud-based systems.
- Maintain IT Resilience:** Regularly test and maintain IT resilience capabilities to withstand failures and minimize service disruptions, with a focus on cloud infrastructure.

Governance

The board oversees technology governance within the bank, ensuring that information technology initiatives lead to business benefits and create value. The bank is committed to investing in digital and technology platforms, including cloud solutions, to remain competitive and deliver on its high-touch, high-tech value proposition to both corporate and private clients.

Risk Management

The bank, through its board and its committees, ensures that all IT risks, including those associated with cloud technologies, are identified in a timely manner and addressed through comprehensive risk management, monitoring, and assurance processes.

Policy Framework

The bank has adopted the Investec group Information and Technology Policy. The objective of this policy is to establish principles for the sound management of information and technology resources in a manner that meets the current and ongoing needs of the business, supports the group's strategic objectives, and is appropriate to the risks of the organization.

Review Process

This policy is reviewed annually and presented to the board for approval. The updated policy will reflect any changes in technology strategy, including advancements in cloud computing.

Accessibility

The policy is made available to all employees for consultation and compliance through the bank's intranet.

