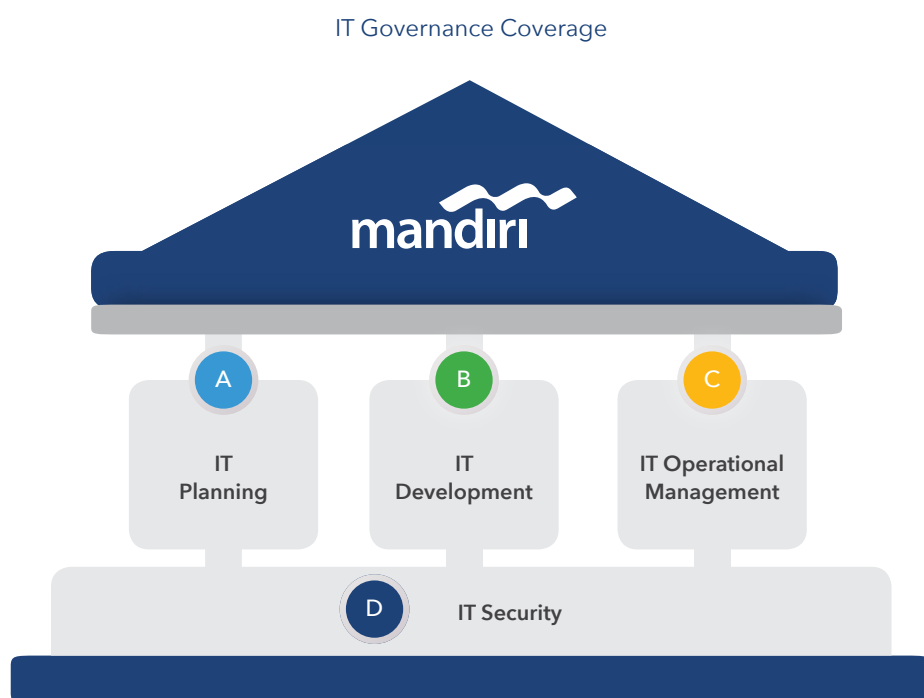


# INFORMATION TECHNOLOGY GOVERNANCE

Broadly speaking, IT governance is divided into 4 (four) processes, namely Planning, Development, Operational Management and IT Security, as follows:



## IT Planning

IT planning includes several IT strategic processes as follows:

- Preparation and review of IT Strategy and Execution Plan as a long-term IT strategic plan based on Bank Mandiri's Corporate Plan.
- Planning an annual IT initiative to compile a portfolio of IT projects in the current year based on the needs of the work unit and adapted to the Bank's Business Plan.
- Management of IT standards as a reference for IT development

that includes application, data, infrastructure and security domains.

- IT strategic research and review for optimization of application utilization, IT infrastructure and adoption of new technologies/ business processes that have competitive value for the Bank.

## IT Development

IT development governance includes an end-to-end IT development process starting from the stages of defining the needs,

design, to testing and deployment. Bank Mandiri adopts a waterfall and agile System Development Life Cycle (SDLC) development methodology that is tailored to the resource readiness and character of project needs. Bank Mandiri also applies the DevSecOps method, which is an intensive collaboration of each role (product, development, security, risk management, and operation) in the team, which is supported by the use of tools.

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## Operational Management

IT Operational Management includes activities to ensure that Bank Mandiri's IT system operations are carried out properly. This includes managing system operations, managing backups & restores, managing networks, maintaining systems and managing IT infrastructure.

## IT Security

The IT security process is embedded to each process end-to-

end, from planning, development, to managing IT operations. IT security governance focuses on a cybersecurity framework consisting of three pillars of execution (Governance, Protection, and Operations). Each pillar has the following aspects:

- Governance: includes, among others, security awareness, security standards and organizational adequacy
- Protection: includes, among others, defense mechanisms, penetration testing and user access management.
- Operation: includes, among

others, the 24x7 Security Operation Center, threat intelligence, and vendor security assessment.

Bank Mandiri has conducted an IT Maturity Level assessment using the COBIT 2019 framework that indicating the assessment results of very good maturity level of IT governance implementation. This reflects that the processes related to the use of technology at Bank Mandiri have been standardized, well documented, and can be measured in performance and compliancy.