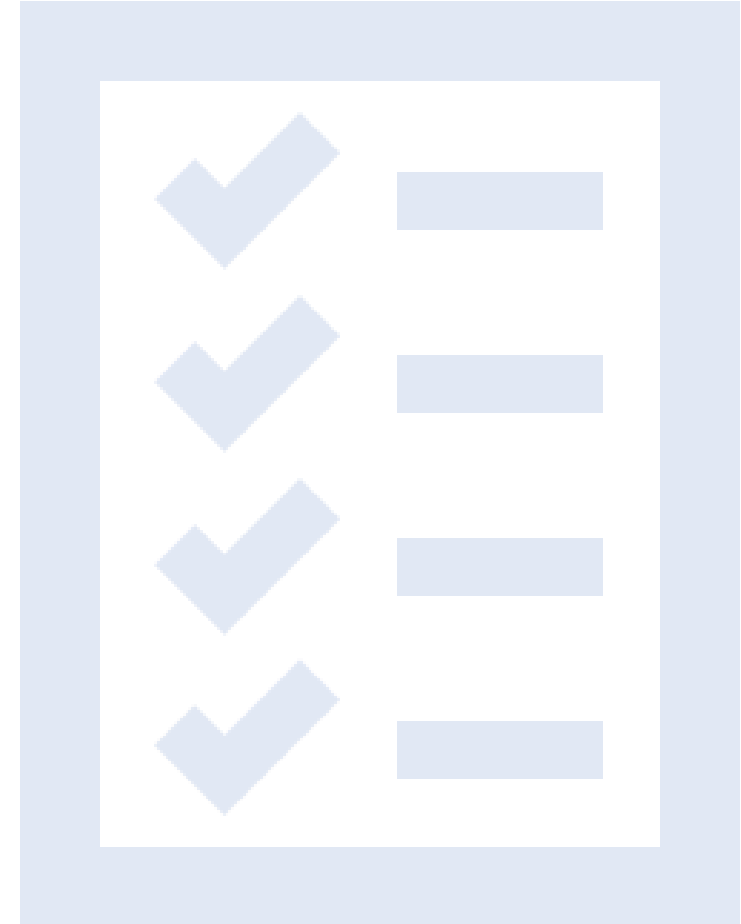




Developing & Implementing an Appropriate IT Plan

Gary Melvin



Introduction

- Technology is an integral part of the Credit Union and its ability to service its current and future members.
- Credit Unions are working to be more efficient and use technology to:
 - Offer more services to existing members
 - Attract new members
 - Reduce the time in approving services for members
 - Allow members transact securely 24/7 via web or mobile , self service or ATM
 - Use the data to generate business intelligence reports

A blue graphic consisting of a horizontal bar at the top, a larger rectangular box below it, and a small downward-pointing triangle at the bottom center of the larger box. The text "IT Plan" is centered in white within the larger box.

IT Plan

- The components of an effective IT Plan contains both strategic and operational objectives
 - Strategic – Strategic Objectives derived from the Credit Union Business plan that are detailed and lists what needs to get done, when it needs to be done with a business owner.
 - Operational - Operational objectives to keep things running with minimum down time, minimum risk and ensuring that data is safe, accessible and recoverable.
 - Appropriate Controls – For each project and operational item there will be controls required

Duration & Timelines

- The IT plan should run in parallel with the business plan and typically would run for 3 years with objectives broken out by year and by quarter.
- Each quarter would also have a list of operational items and asset replacement's.

Strategic Overview

Each credit union has a list of strategic objectives which can be documented or undocumented.

These may include:

- Offering addition services throughout branch network
- Self Service and ATM facilities 24/7
- Online loan applications and automated approval in principle
- Card Services
- Mortgage or longer term lending facilities
- Updated Web Presence
- Online marketing & member communications
- Community events and activities
- Staff and Board Member Training

Operational Overview

- Policies & Registers
 - Information Security
 - Disaster Recovery
 - Change Management
 - Asset Management
 - Asset Register
 - Risk Register
- SLA with vendors aligned to CU policy
- Control reports to easily review items in the SLA
- Pre scheduled quarterly review meetings with set agenda

Sample Schedule of Activity for Year

- Policy Review's and Updates Q1
- SLA Review Q1
- Quarterly Recurring Items
 - Update to Asset Register Q1
 - Update to Risk Register Q1
 - Scheduled Supplier meeting Q1
 - Control reports reviewed and actions assigned and tracked Q1
- Strategic Project Q1
- Independent Internal and External Security Assessments Q2
- Disaster Recovery Testing Q3
- Scheduled larger Asset Replacement Q4 [Production Servers] [Firewall] [Switching and Wireless] [UPS & Power protection] [Backup & Recovery]

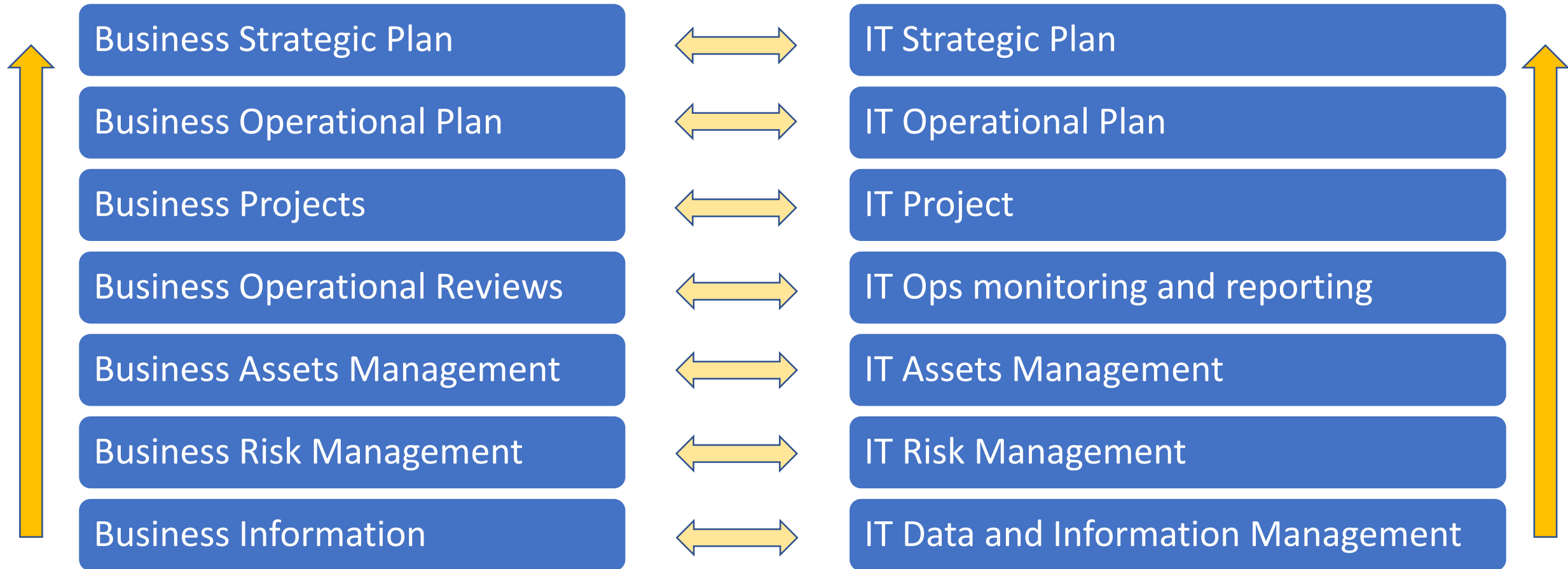


Oversight & Control Reports

Some sample reports aligned with Asset Register

- Service Tickets
- Anti-Virus
- Patch Management
- Backup and Replication
- Firewall & Security

Putting it all together





Questions ?