



AIB & IT Capability Maturity Framework (CMF)

AIB – Group Technology Services (GTS) - Ambition



That AIB is recognised as having the best technology function of any European Bank

Base lining our Capability Maturity score and developing improvement plans is seen as a key driver in achieving our ambition

Why IT – CMF?



GTS has undergone significant change over the past year both in how it operates internally and also how it provides services to the wider Bank

These changes have involved the outsourcing of services and the build out of new team structures and reporting lines

This in turn has led to increased emphasis on efficiencies and cost reductions / given the extent of these changes now is seen as an appropriate time to reassess and measure the organisations capability maturity

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Why IT – CMF?



Group Technology Services is undertaking this capability maturity assessment process to ensure that we can meet both our strategic and operational plans now and into the future

We are conducting this assessment to:

- 1 • Understand the current and desired capability maturity of GTS
- 2 • Identify the key business and technology drivers required to deliver improvement
- 3 • Systematically develop and manage targeted capabilities aimed at improving GTS capability
- 4 • This output will also provide AIB with a benchmark which it can be measured against its peers / competitors

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Summary – Key Learnings



Key Learnings

- CIO Sponsorship is critical
- Communication across the organisation as to the rationale behind the initiative and expected outcomes is key
- Senior management team buy-in and engagement is essential to overall success
- Administration of the initiative and its impact on peoples time should not be underestimated
- Very important that the organisation is made aware of the time commitment both in attending training and allowing time for completion of the actual survey itself when combined with follow up interviews (small sample usually taken)

Next Steps - Short to Medium Term

- Establish GTS CMF baseline score before 2016 year end
- Discuss and understand key findings and outcomes
- Agree next steps which capabilities require focus
- Leverage results to drive organisational change incorporating IVI training where appropriate

Next Steps - Long Term (by end of 2017)

- Revisit IT CMF Survey process to assess new IT CMF score as a measure against expected outcomes

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Wrap Up



Q&A