

## Information and technology

Information remains the foundation for business management and timely decisions. Changes in how we use and process information more effectively are driven by the increase in the amount of data available and the rapid pace of technological advancement.

Maturing information management and investment in appropriate technology solutions are increasingly integrated into the SARB's business strategies and objectives. As technology advances, so does our need for greater agility while maintaining sound governance.

The I&T strategy is designed to be adaptive so that it continues to align and support the strategy of the SARB. Performance is measured against the I&T scorecard, focusing on:

the delivery of large transformational programmes that support the SARB's SFAs and EFAs, together with the execution of tactical projects and enhancement initiatives;

process maturity with effective governance, risk and compliance management; and

key system stability, performance availability and continuity measures.

## The performance highlights for 2023/24 against key objectives are:

01

### To successfully deliver the SARB's Digital Transformation strategy

#### Execution of strategic projects

Strategic business transformation projects, made possible through I&T, were delivered on in business areas including the PA, financial surveillance, national cash management and human capital management.

02

### To secure, enable, sustain and support business systems and processes

#### Availability of mission-critical business applications

- Proactive maintenance and monitoring have improved the stability of mission-critical business applications, achieving an uptime of 99.89%.
- The IT systems' resilience was enhanced through the execution of infrastructure initiatives, particularly the redesign of our data centres, network modernisation and a new storage and mainframe infrastructure.
- IT System Recovery tests were successfully completed, providing assurance in restoring systems within required time periods.

03

### To develop the SARB's data assets through effectively embedding information management

- Information management and governance have improved significantly in the core departments with the implementation of industry-standard data taxonomies in the collection and storage of information.
- The building of data assets to support business functions were improved through transformational programmes.
- The first phase of a data virtualisation platform was implemented to allow multiple departments to access each other's data.
- The SARB's ongoing work to digitise its physical records continues, with the set targets met for 2023/24.

04

### I&T governance and controls

- The alignment to *King IV™* confirmed the adequacy of our executive structures for the governance and management of I&T.
- The overall I&T control environment remains adequate and effective, with a continued focus on training and awareness.

05

### To continuously future-proof the business workforce

- The capability of the cyber team is being strengthened to build local and regional resilience to cyber incidents.
- The strategy and overall security approach incorporates lessons from potential risks, improving our operating model and responsiveness.

## Looking *ahead*

The 2025 I&T strategy will be reviewed. Looking to 2030, crisis resilient network connectivity across the financial sector will be a key focus as well as advanced cybersecurity resilience. Governance, risk and compliance will be strengthened through the introduction of adaptive governance for business-led cloud solutions. The execution of transformational business solutions and strategic initiatives will continue, as will the focus on skills attraction and development.