

# GIBBSHYBRID

## UNSUPPORTED INFRASTRUCTURE

### UNSUPPORTED INFRASTRUCTURE & APPLICATIONS AND CONTROLS ISSUES – GLOBAL CARDS & BANKING BUSINESS

- The Unsupported Infrastructure and Applications (UIA) CIGLS remediation programme is to ensure that all business-critical services (BCM Tier 1 and Tier 2) are based on fully supported technology.
- Where unsupported components are identified, associated risks will be assessed and appropriate action plans determined and tracked. The central UIA programme will track remediation activities, manage central escalation and report on the extent of the unsupported infrastructure and applications across the Bank and assist the Business Units (BUs) in prioritising remediation.
- The scope of the control issue is split between Flow (introducing controls to prevent an increase in the UIA position) and Stock (remediating existing unsupported technology).

Gibbs were able to realise significant costs savings through initial incumbent supplier transitions, but also by providing bringing our own knowledge and Consultants to this programme. Since the initial successful conclusion of T1&2 services and applications.

Since 2011, Gibbs have continued to provide support and delivery of lower tier services and additional scopes of work to bring in line with our clients strategy and governance.

