

7 Information Technology Developments

7.1 Overview

Information Technology has proved instrumental in transforming SBP into a dynamic institution by introducing best IT practices, minimizing manual work, providing information timely online, having centralized data repository to help make informed decisions and offering advanced analytics & visualizations for analysis and forecasting. The information management technology advancement pioneered by SBP has been a trendsetter for domestic financial market and government institutions. Rapid infrastructural improvements have been witnessed in the banking industry improving services for the end consumer.

During the year 2007-08, Information Systems & Technology Department (ISTD) devised a strategy to align information technology with business objectives of the bank. We established Information Technology Security Framework for ensuring protection of information assets of SBP. Active role of ISTD in IT and Security components of Branchless Banking Guidelines resulted in timely issuance of this important document for the outreach of financial services to rural areas. Specific developments during the year under review are given here:

7.2 Globus Banking & Currency Solutions

This was the third successive year of annual closing of accounts at SBP and BSC through the Globus Banking application. This not only shows that SBP business processes rely on IT, but also reflect the trust of business users on automated systems.

The most significant development in the outgoing financial year was the starting of live operations of RTGS that has real time interface with Globus. This interface was a joint effort by Temenos, CMA, RTGS and Globus team. Globus team also walked an extra mile to rollout the currency issue system to 16 BSC offices after incorporation of new denominations with their limited technical resources. This was third enhancement in currency issue system since its live operations started in year 2005. FX back office testing is completed and its live operations are starting up. This functionality will enable our front and back office to manage their Foreign Exchange reserves in most efficient manner and will have most reliable and efficient MIS through Globus.

Globus upgrade assessment was carried out during this period and upgrading is planned during financial year 2008-09. Enhancing Globus functionality, printing of all types of instruments like Payment Order, Bank Draft and Government Draft are now carried out through Globus. This has minimized the risk of duplicate Drafts as Globus will not allow printing the duplicate draft. Risk of human errors in writing these drafts has also been addressed. The Long Term Export Oriented scheme issued by SBP to provide subsidized loans was also automated on Globus and system was rolled out successfully to BSC offices. Implementation of Globus in BSC Head office is in progress that will consolidate all BSC offices functions eliminating the laborious work of compiling the data of all BSC offices at Head office currently being done manually.

The Globus team has developed a number of reports for Finance Department resulting in reliable and accurate MIS through Globus. In addition to large rollouts and functionalities, various new reports and customization were done during the year 2007-08 to keep enhancing the utility of Globus System for users of the system throughout the country.

7.3 Oracle ERP

Enterprise Resources Planning (ERP) of ISTD has also completed several tasks during the year starting with rollout of Oracle Cash Management in 15 BSC offices; this system was implemented in SBP, BSC HOK and BSC Karachi office last year to automate the process of reconciliation of Intercompany Accounts. The much sought after Capital Budgeting system was implemented for Finance Department, this year relieving them from the mental stress and saving their precious time performing unerringly. Another important milestone was achieved through implementation of transaction calendar in ERP to prevent backdated entries which ensured and enhanced integrity of the financial systems. ERP team also installed and tested the latest R12 of Oracle for research and development purposes. The system at SBP will be upgraded to R12 in due course.

A big challenge for ERP team of ISTD was the not so efficient performance of Medical Services System. ERP team in association with infrastructure teams improved the system to the required level. In addition, Online Branch Management System for BPRD that automates the whole licensing processes for branch opening, Litigation Cases Information System for General Counsel Office that automates tracking of cases including, hearings, follow ups, and details, Asset Tagging and Capitalization system, for Asset Management, Enforcement Support System for OSED, Complaint Management System for BPRD and Agriculture Credit Department, for online data acquisition an Export Overdue System for FEOD is developed, phase-1 of automation of Employees Welfare Trust and rollout of Letter Management System in 23 entities and offices of SBP and SBP BSC are some of the major automation endeavors that ERP took up this year. Another milestone towards self-services approach, online leave status information is provided to all officers of SBP. Another important front was FBR Tax Collection system's up-gradation in all BSC offices; ERP team successfully completed this task in time. To strengthen the security measures to access the systems, new password policy has been deployed in this year

7.4 Data Warehouse

Apart from its development routine, Data Warehouse team completed development of new reporting system for Payment Systems Department which generates a quarterly report. A Price Trends Upgrade for Research Cluster and Implementation of RCOA Annexure A-05 (Deposit Distribution by Deposit-Holders) upgrade for Statistics & DW were also completed this year.

The Data Warehouse team developed the server application of International Transaction Reporting System for Statistics & Data Warehouse Department whereas its client application was also upgraded. For Agricultural Credit Department, an Agricultural Credit Reporting system has been implemented. This system generates monthly, half yearly and yearly reports. MFSM-SBP sectoral balance sheet was also upgraded

7.5 Web

While SBP website continued to serve as a source of information for public, SBP web team remained on toes to upgrade SBP website. To streamline the SBP website update operations, web team successfully completed phase 2 of the website dynamic update system. This system will speed up the content update process and serve the website visitors with latest contents in minimum possible time. Following the tradition of introducing modern concepts for SBP website, Google custom search engine has been successfully incorporated in SBP website. The new search facility is expected to substantially enhance and speed up the accessibility of information available on the SBP website.

To further facilitate visitors of SBP website and Electronic Notice Board (ENB), real time updates facility i.e. RSS News Feed engine has been introduced at the SBP website & ENB. Moreover, web team in association with HRD, has developed a section at ENB for listing of

HRD circulars and circular letters. For convenience of its users, the references are also placed adjacent to the circulars/letters. In addition to this a web based TNA survey was developed for SBP and BSC to facilitate the TDD to analyze and fulfill the training requirements of SBP and BSC officers.

7.6 Infrastructure

On the data communication side, ISTD completed the SWIFT hardware upgrade and Application Migration projects. To strengthen the uninterrupted electrical supply to entire IT setup, UPS cluster and alternate power backbone project Phase-I has been completed in which one cluster at Ground Floor has been established and now is in operations. The 2nd UPS cluster at 6th floor is currently under way. Similar setup for both Data Centers will be built in Phase-III of this project next year. Intranet Bandwidths between 5 SBP BSC offices to Main Data center have been doubled to eradicate the slowness of access speed. Network Operation Center project that will provide a central Management and Monitoring platform for the entire IT setup is in finalization of procurement stage. Similarly Private VSAT based network project for all countrywide SBP offices is also in the final stage of procurement. Several LAN requirements coming from different SBP departments and BSC offices have also been fulfilled. Video Conferencing setup has also been completed in LRC. Countrywide LAN & WAN connectivity operations for Globus, ERP and Intranet based email and related services, e-CIB, Data Acquisition Gateway setup for submission of periodic reports by the Banks and financial institutions through Reporting Chart Accounts, Corporate Internet connectivity and RTGS implementation are also supported by a dedicated team of Infrastructure & Telecom Division of ISTD.

Keeping in view the importance of information security, Windows Administration team carried out upgrade of Antivirus system. This new End Point Protection system will provide additional security features on top of virus protection functionality. Windows team re-designed the SBP Internet Proxy Server infrastructure to provide better performance and availability to the internet users in SBP. Another significant achievement was the pilot project for Proof of Concept of Outlook Access on Windows Mobile devices. In this regard ISTD is now technically ready to meet any business needs for accessing SBP official emails on mobile devices. Upgrade to System Center Configuration Manager is another major milestone achieved during this year. This has improved the reliability and monitoring of Windows Software updates on all computers of SBP and SBP BSC in addition to hardware and software inventory of those systems.

Similarly, many Security enhancements and Audit compliance were implemented i.e. Email Disclaimer for outgoing emails, Logon Warning Notice, Hiding Username when user is prompted to logon and Password protected screen saver.