THE
SHOW-ME
BANKER

40TH ANNUAL
CONVENTION
& EXHIBITION
September 11-13, 2017

WELCOME TO *Fabulous* LAKE OF THE OZARKS MISSOURI

MIBA | MISSOURI INDEPENDENT BANKERS ASSOCIATION

40th Annual Convention & Exhibition

55

Technology Questions to Answer When Approaching Your Bank's Annual Planning & Budgeting

By Todd Nielsen, JMARK

That time of year when many banks are about to begin budgeting and planning is quickly approaching. With rapid changes in regulations, expanding markets and ever-increasing competitive pressure, it is critical to properly evaluate your IT and make plans to get the most value from your systems and practices. This includes looking at technology from a standpoint of agility, risk mitigation, compliance, competitive advantage and much more.

The following questions are ones you should keep in mind at all times, but especially during annual planning, to ensure that you are getting the best value from your IT and that technology is an asset that will help your organization grow and be successful.

1. How does our bank comply with the latest IT security standards, regulations and compliance?

2. How are the skills needed to perform IT compliance and security identified, and how do we fill those roles?

3. To what extent, and in what areas, have we or should we adopt cloud technology?

4. What is our plan for mitigating reputational damage?

5. What will our customers expect in the near future, and what will it take to deliver on their expectations from an IT perspective?

6. Who is being held responsible for delivering business value from IT?

7. Who is being held responsible for overseeing IT risk?

8. Do we have a comprehensive understanding of the IT risks we face?

9. To what extent does our bank comply with technology standards to become more efficient and secure?

10. How do we budget for IT expenses?

11. Is the person/vendor responsible for IT being held accountable and properly evaluated for performance?

12. What is our model for IT, and is it aligned with our bank's priorities?

13. Do we have the capabilities needed to derive full value from our IT systems/software?

14. How do our bank's IT plans measure up with that of our competitors?

15. Do our IT plans increase our ability to operate and innovate with agility?

16. Will our plans for technology investments mitigate threats?

17. Do our business plans reveal the full potential of technology to improve our performance?

18. Are we using technology to enable us to enter new markets?

19. How is technology helping us win against competitor banks, whether new or traditional?

20. How will IT change the nature of competition in our industry and markets?

21. How are IT service requests, technology change requests, and IT projects documented? Does this system need to be updated?

22. How strong is our supply of next-generation IT talent?

23. How efficient is the bank at rolling out technologies/systems and achieving desired results?

24. What value is the bank getting from its most important IT projects?

25. How well does technology enable the core business of the bank?

26. What is our current cybersecurity posture?

44. Is behavioral logging being performed to accomplish security and compliance objectives?

34. Does IT contribute to, or frustrate, the performance of the bank's employees?

35. Does IT contribute to the culture of the bank?

36. Does our bank have an up-to-date incident response process in place and have employees been trained to use it?

37. Are systems and software protected by 2-factor authentication or other mechanisms to ensure access is secure?

38. Does our bank have up-to-date, documented IT security policies that are reviewed at least annually by employees?

45. Has a business risk analysis been performed?

46. Has a comprehensive backup and disaster recovery plan been created, and have key employees been trained on it?

47. Are backup systems able to handle recovery time objectives?

48. How is IT minimizing risk and liability for the bank?

49. How is IT supporting revenue growth and opening new business opportunities for the bank?

50. How regularly does the organization hold IT business planning and IT operational review meetings?

51. How does the bank manage IT vendors?

52. What are the focus areas and contribution levels of the top IT and compliance roles in the organization?

53. How do we document and train employees on IT operating processes?

54. Do we have the right IT policies in place, along with a method of managing them to keep them up-to-date and relevant?

55. Do we need help evaluating our current IT environment to help us plan for the future? ■

27. Do we have IT systems in place that will ensure data quality, guarantee entitlements and reduce risk?

28. Do we understand current banking regulations and how they relate to the data, systems, and policies we have?

29. Have we established a technology/compliance/security blueprint for the role that data will play in our bank?

30. How is our bank preparing for digitization?

31. How are we fostering innovation through the use of data and technology?

32. How does our bank train our employees on the technology they use in their job duties?

33. What is the bank's strategy for using its data to better service, cross-sell and retain its customers?

39. Do the bank's IT control (governance, data access, quality, security, identity, uptime, SLAs) meet internal business requirements, and compliance standards?

40. Are we prioritizing the prospective value of our data while balancing the risk connected with maintaining that information?

41. Is sufficient redundancy in place to meet uptime objectives?

42. Do our network infrastructure, software, and systems meet employee and customer demands?

43. Do we have security training and testing to minimize the chance of an employee causing a security breach?

Have any more questions that you'd ask? Need finding the right answers these questions? Please email Todd Nielsen at tnielsen@jmark.com. He would love to be of assistance.