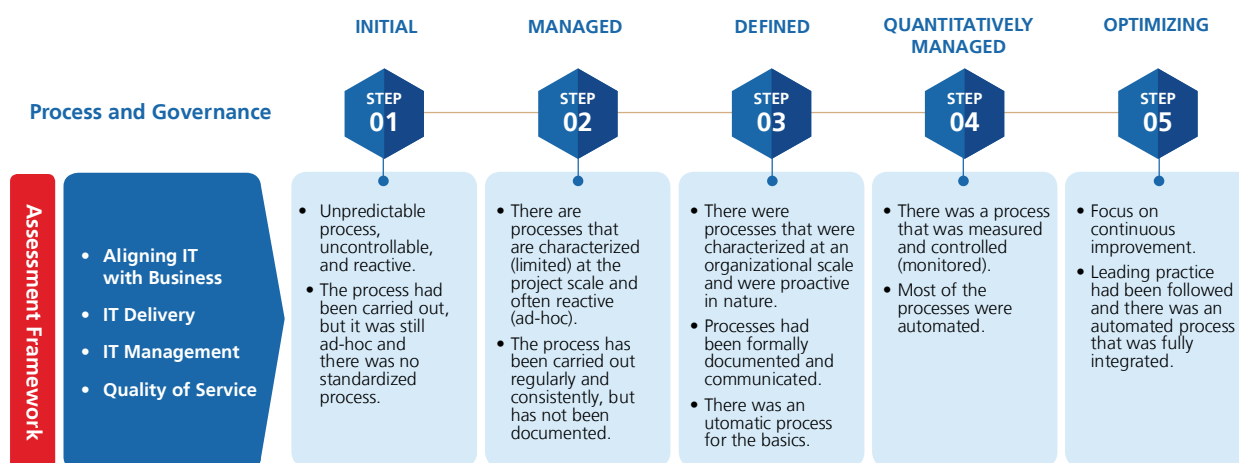


## IT Governance

There were 4 (four) domains of the Company IT governance process as written in the BTN Information Technology Strategic Plan (RSTI) 2019-2021. Preparation of the Company IT Process and Governance, namely:

1. Aligning IT With Business  
The function of planning, management, and monitoring the performance of an IT organization to ensure that its objectives were in line with the business vision, strategic direction and business needs.
2. IT Delivery  
Delivery and implementation of IT services to support business needs, both from a transformation and Business-As-Usual ("BAU") perspective, as well as management and implementation of day-to-day IT operations.
3. IT Management  
IT organization human resource management (hiring, deployment, staff development), vendor / supplier relationships, and IT finance (budget, expenses, asset management).
4. Quality of Service  
Management of the level of service quality and IT continuity in support of the business, internal customer support, IT security and risk management, and definitions of IT policies and guidelines.



In accordance with the process domain framework above, it is stated that there are 5 (five) methods used by the Company's management to assess the IT governance and processes of the Company, such as:

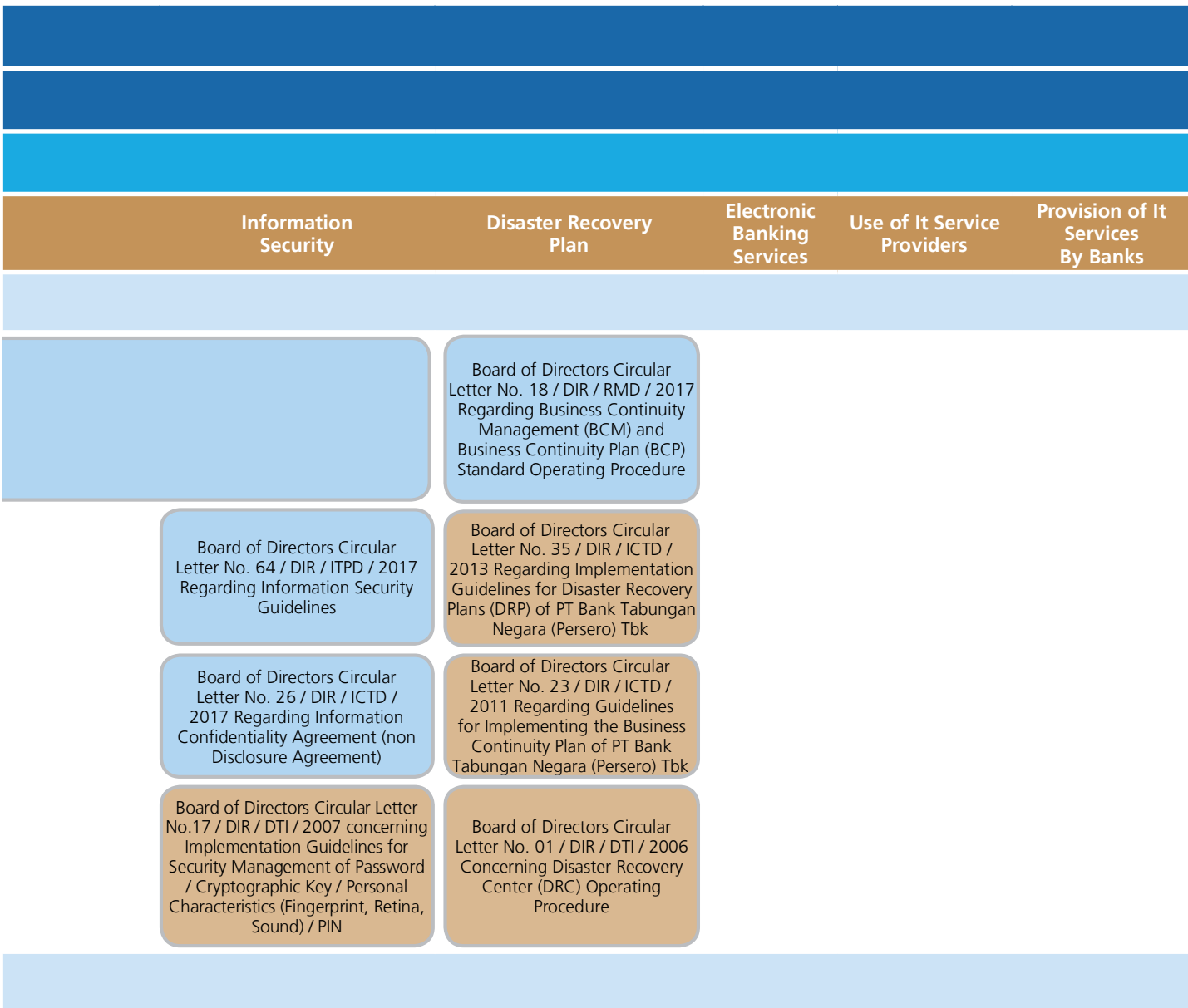
- Initial
  - Unpredictable process, uncontrollable, and reactive.
  - The process had been carried out, but it was still ad-hoc and there was no standardized process.
- Managed
  - There are processes that are characterized (limited) at the project scale and often reactive (ad-hoc).
  - The process has been carried out regularly and consistently, but has not been documented.
- Defined
  - There were processes that were characterized at an organizational scale and were proactive in nature.
  - Processes had been formally documented and communicated.
  - There was an automatic process for the basics.
- Quantitatively Managed
  - There was a process that was measured and controlled (monitored).
  - Most of the processes were automated.

- Optimizing
  - Focus on continuous improvement.
  - Leading practice had been followed and there was an automated process that was fully integrated.

In addition to developing, managing and operating business, the Company also continued to implement Information Technology Governance for all lines of Information Technology Organization Structure. The policy framework that formed the basis of Information Technology governance had been adjusted to regulatory policies by adopting regulations from the Financial Services Authority, Bank Indonesia, and International Best Practices. The goal was to mitigate risks and new threats based on developments in information technology.

The IT Strategic Planning & Development Division (ITPD) ensured that all components and lines of the IT organizational structure comply with and were guided by applicable policies. The list and components of the Company's IT policies that were still in effect are presented as follows:

POJK 38/POJK.03/2016 Regarding Implementation of Risk Management in the Use of Information Technology by Commercial Banks			
SEOJK No. 21/SEOJK.30/2017 Regarding Implementation of Risk Management in the Use of Information Technology by Commercial banks			
PKTKP 01/dIR/Kd/PPd/2018 Regarding Corporate Governance Guidelines (PKTKP)			
Management	Development and Procurement	Operasional Teknologi Informasi	Jaringan Komunikasi
Domain	<b>PMS TI 01/PD/DIR/PPD/2019 Regarding Information Technology Policy Guidelines</b>		
	Board of Directors Circular Letter No.41/ DIR/ICTD/2011 on Implementation Policy of IT Risk Management and Attachment	SE No. 59/DIR/ITPD/2017 Regarding Information Technology System Standardization	
		SE No. 02/DIR/ ICTD/2014 Regarding Master Error Report Settlement Operational Instructions  SE No. 05/DIR/ DTI/1999 Regarding PT Bank Tabungan Negara (Persero) Tbk Data Backup Operational Guidelines  SE No. 04/DIR/ DTI/1999 Regarding Mortgage (KPR) Application Operational Guidelines	
<b>Board of Directors Letter No. 33/ DIR/ICTD /2011 Regarding Information Technology Standard Operating Procedure (SOP) of PT Bank Tabungan Negara (Persero) Tbk</b>			
	SK DIR No. 27/SK/DIR/ ITPD/2019 Regarding Information Technology Strategic Plan 2019-2021		
	SK DIR No.01/SK/DIR/ ITPD/2019 Regarding IT Steering Committee		



## Future Information Technology Strategies —

1. Reprioritization was aligned with the corporate plan.
2. Strengthening internal capabilities through additional resources & IT sourcing strategy.
3. Adjustment of IT Organizational Structure and improve governance according to best practices.