The purpose and mandate of the **IT Division** is:

> The analysis of the technical specifications (specs), usually on the basis of the business specifications and requirements, as determined, of the design, development, installation and technical support of applications and IT technical equipment, either through Division personnel or through reviews by third parties, external associates (outsourcing).
> The study of new technologies in the field of IT, Telecommunications and, in general, Bank Technology, the preparation of feasibility studies and recommendations in respect of the points that are considered as potential choices of the Bank, that can influence its decisions, improve its existing infrastructures and operations, serve its Business Units.
> The collaboration with all Units of the Bank and the participation in all Projects concerning the implementation - promotion of the business choices of the Units and which require the implementation of Information & Telecommunications Technology.
> The responsibility of the Bank strategy in the field of IT and Telecommunications (applications, systems, architectural structures, collaborations with companies, selection of technological products, etc.), as well as recommendations to the Special IT Steering Committee concerning the formulation of the strategy for the use and exploitation of technology inside the Bank.
> The provision of advisory services, if requested, to the Management and the Units of the Bank in various Technology matters.
> The administration and operation of the infrastructure, applications, automations related to Information and Telecommunications Technology, mainly with a view to high level of automation, security and continuous and uninterrupted operation of the IT systems of the Bank.

The IT Division of the Bank:

> Is responsible for the design, development, support and operational coordination of all IT applications;
> Manages the relationship with third parties to which the development of such applications may have been assigned;
> Coordinates all work concerning the development and operation of applications in the central system;
> Is responsible for the development of various applications in the Modules of the Core Banking System of the Bank and exploitation of the APIs for the creation of special, separate applications;
> Continuously supports the operation of the core applications (Online, Batch) and the resolution of any problems;
> Responsible for the implementation of the operational specifications & business requirements;
> Manages the work concerning the delivery of a comprehensive analysis for development to the application development units;
> Prepares the necessary manuals concerning the operation of the applications;
> Manages the work concerning the integrated and complete review of the developed applications (QA);
> Participates in the technical support of developed applications;
> Coordinates and participates in matters pertaining to user training in the IT applications of the Bank and provides updates concerning all changes concerning the applications.