IT STRATEGY

1 Introduction

Information Technology (IT) Strategy document describes and presents IT roadmap for the 2021-2022, looking into short and long-term business objectives, innovations, and technological advantages.

A document is tightly linked to the company current and all future goals and is integral part of a whole company strategy. Thereof, if a company targets and focus are changing, IT Strategy should be reviewed and aligned at least annually to avoid any possible gaps in the company Information Systems which could lead towards unpredictable results.

1.1 Executive Summary

This document defines the IT Strategy that must be followed within the COMPANY X IT unit from the date of approval until the end of the year 2018. The strategy is created in order to:

- ensure right IT direction of a just established company;
- secure efficient and cost-effective IT services in a long-run;
- provide possibilities to answer to constantly changing environment in which the business is increasingly depending on efficient and innovative IT services to expand its competitiveness and uniqueness on the market.

An assessment of the current situation and possibilities has been held to determine the best course of action. As a result, four primary objectives have been defined:

- Introduce new IT systems only when it is needed, re-use current systems and those functionalities as much as possible;
- Use cost-effective, but qualitative IT systems that will allow company to ensure reliable and fullness of IT Ecosystem;
- Outsource services which aren't core of the company and not adding value for the company and customers;
- Enrich the company services with new innovative and profitable offers.

The following vision and mission are set for the IT unit in accordance with response to fast-changing IT environment:

- Vision: The IT unit is the business partner for the COMPANY X company, giving the company a competitive advantage in the pursuing of its business goals.
- Mission: The IT unit fulfils the IT needs of the COMPANY X company by providing proven, high-quality, cost-effective services on a day-to-day operation with minimal disruption and ability for fast changes.

1.2 Authorization

This document is authorized and agreed by the following key executives and stakeholders:

Name	Position
	Shareholder
	CEO
	MLRO

1.3 Confidentiality

The IT strategy must be considered as confidential document and should be available for company employees only by authorization of two executives/ stakeholders, section 1.2.

2 Strategic Assessment

It is too early to perform detailed strategic assessment of the IT unit due to just established company. Nevertheless, below is some basic information, but it needs to be reviewed at least annually to have proper understanding of the IT in the organisation.

The IT function is an internal unit of COMPANY X and it needs to grow naturally with the grow of the business. The grow of IT unit needs to be in correlation with aim to cover main parts of the IT Infrastructure and to have in-house control and knowledge in regards of critical company information systems components. Simple and routine works should be considered to outsource to force internal resources to stick to analytical and added value tasks. Such approach will guarantee in a long run that IT staff will be an integral part of COMPANY X business and will bring overall awareness about IT trends and technologies to the whole company which would lead to innovative products development and better customer satisfaction.

3 IT Strategy

There are three forms on which the IT strategy is presented: perspective, position and plan. Guidance through them gives a total picture on IT.

3.1 Perspective

The perspective describes the vision and mission for IT. All decisions and ways of working in IT should be carefully aligned and looked through the vision and mission.

Vision: The IT unit is the business partner for the COMPANY X company, giving the company a competitive advantage in the pursuing of its business goals.

Mission: The IT unit fulfils the IT needs of the COMPANY X company by providing proven, high-quality, cost-effective services on a day-to-day operation with minimal disruption and ability for fast changes.

3.2 Position

From the start, it is obvious that a lot of learnings need to be done to build privileged knowledge of the business and specific systems. As the target for the IT unit of COMPANY X is to be an expert in the payment area which will allows us to identify

opportunities and work along with the company to offer a range of services in response to the customer's needs.

3.3 IT Strategy Plan

The following high-level, strategic plan must be followed to successfully achieve the strategic four primary objectives defined in section 1.1:

- Establish open and honest communication line with the business representatives to secure achieving a goal of a company's and its' competitiveness.
  - o Objectives for period: Q2-Q3 2025.
- Secure outsource agreements.
  - o Objectives for period: Q3-Q4 2025.
- Constantly monitor company's activities with aim to have operational expenses on low level.
  - o Objectives for period: Q2 2025 – Q4 2025.
- Ensure that core company system(s) are fully in-house together with required knowledge and resources for further support and development.
  - o Objectives for period: Q2 2025 – Q4 2025.