

Training Statistics

	2002				2001			
	Number of participants	Percentage of participants	Number of programs	Percentage of programs	Number of participants	Percentage of participants	Number of programs	Percentage of programs
Technical	8,361	72.35	401	56.24	3,247	52.78	235	57.60
Management	232	2.01	16	2.25	519	8.44	32	7.84
Personal development	1,575	13.63	43	6.03	1,995	32.43	106	25.98
Other	1,388	12.01	253	35.48	391	6.35	35	8.58
Total	11,556	100	713	100	6,152	100	408	100



The IT Audit Unit conducts the review of the Bank's information systems through extensive use of software tools; it has full access to the IT facilities of the Bank.

INFORMATION TECHNOLOGY

Aware that success in modern banking relies heavily on a well-designed IT infrastructure, Dışbank has invested continuously in this area and has developed a network of IT-based means to reach a wider customer base.

Employing a well-trained team of dynamic IT professionals, Dışbank is capable of rapidly developing the majority of its application software needs in-house. The IT Department responds quickly to the needs of all units within the Bank offering solutions that use state-of-the-art hardware and software technology.

A high level of cooperation between the IT Department and the business units ensures flawless performance of banking operations that go beyond mere cash-based transactions. The software developed in-house includes the most sophisticated treasury instruments and tools that provide customers remote access to the Bank's systems. Experienced in web-based banking applications, the IT team at Dışbank will develop additional remotely accessible banking services capitalizing on the Bank's up-to-date IT infrastructure.

The IT Department at Dışbank is made up of three units: the Project Implementation and Application Development that handles software development and Systems and Network Management, planning technical infrastructure including hardware and systems software implementation.

Dışbank decided to run its IT infrastructure on open systems in 1996 in order to benefit from the competition between hardware and software vendors. Dışbank uses a multi-vendor platform and has IBM, SUN and Compaq servers in operation for core business applications. The current systems replaced their predecessors in 2002 for redundancy and higher performance. Central data and application servers are large-capacity servers (IBM P690, Sun F12K and Compaq GS160) and clients are Windows and Intel-based PCs. A Disaster Recovery Center capable to take over the main applications and

network traffic is available in the Head Office building.

For main servers, derivatives of the UNIX operating system are used (i.e. IBM AIX, Sun Solaris and True64 UNIX) and the Oracle DBMS is used for bank-wide applications. Formerly, Dışbank developed its applications using a client server architecture based on Oracle's Developer 2000 tool. Presently, all software development is made on web-enabled platforms based on J2EE using an open source tool named Eclipse. A typical client PC only needs the Developer 2000 runtime and a web browser (i.e. Microsoft Internet Explorer). IBM's MQ Series Workflow and Content Manager are used for workflow and archiving applications. Microsoft's operating systems and back office products are used for e-mail and departmental solutions.

In the coming year, the IT Department will concentrate on CRM applications and centralized operations. Under its mission to plan, create, develop and manage the necessary Information Communication Technology Infrastructure, which will serve the competitive and rapidly changing business environment of the Bank, the IT Department will keep its technology updated in order to develop market-driven products and a reliable service. It will continue supplying the best tools to the business units to achieve their goals.