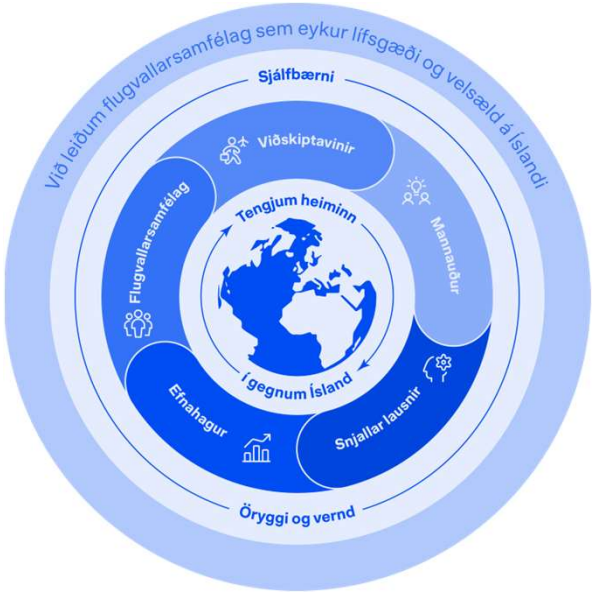


IT Strategy

Version 1.0

Focus area 2023-2028



Customer excellence and collaborative community

Culture

Digital optimization

Isavia capabilities enable future growth of KEF hub airlines

IT Strategy

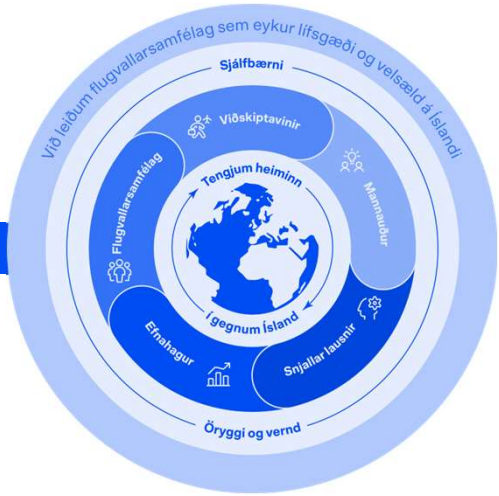
Isavia's Strategic Journey

2023–2028

Isavia capabilities enable future growth of KEF hub airlines

2029–2034

2035–2040

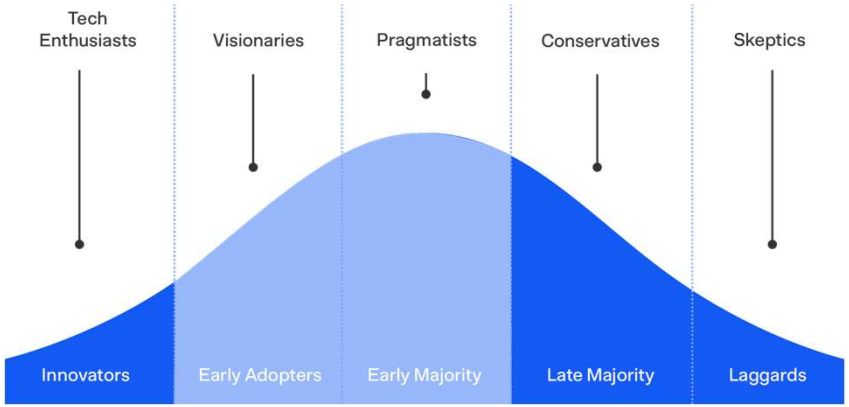


Strategic focus areas

- → Customer excellence and collaborative community
- → Culture
- → Digital optimization

IT Strategy

IT principles



→ Business aligned

Align IT initiatives with business goals and objectives

→ Early Adopters of New Technology

Embracing well established and proven technology whilst moving towards being Early Adopters

→ Cost efficient

Maximize efficiency by reusing before buying before building

→ Cloud-first

Prioritize cloud-based solutions ahead of on-premises solutions

IT Strategy

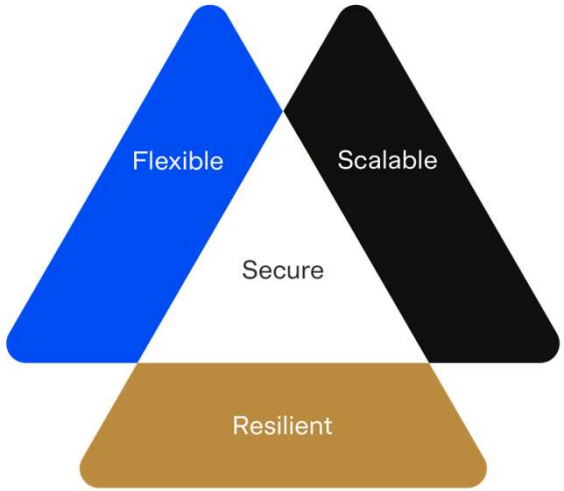
Architecture principles

→ Security by design at every stage of development and deployment

Minimizes vulnerabilities and risks, ensuring that security is an integral part of the IT ecosystem.

→ Modularity with system as independent and replaceable modules

Enhanced flexibility, scalability and maintainability by allowing for easy updates and replacements.



→ Interoperability through standards with seamless integration between systems

Promotes data exchange and communication between diverse systems, reducing silos and enhancing collaboration.

→ Resilience to ensure stability and availability in the face of challenges

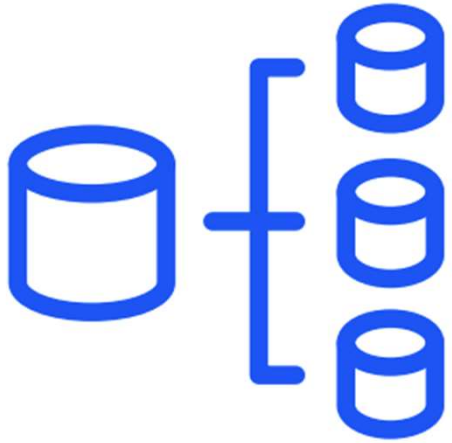
Mitigating downtime and service disruptions, adapting to change and adherence to compliance requirements.

→ User experience is a high priority in design of new solutions

Improves user satisfaction, productivity and adoption of technology solutions.

IT Strategy

Data Architecture



→ Establish and Maintain Centralized Master Data

Enhances data quality, reduces redundancy and facilitates a single, reliable source for critical business information.

→ Collaborative Data Provisioning

Enable seamless data sharing and provisioning for internal business units, collaborators and external third parties, fostering a collaborative and data-driven ecosystem.

→ Data Governance Policies

Safeguard the confidentiality, integrity and availability of critical data.

IT Strategy

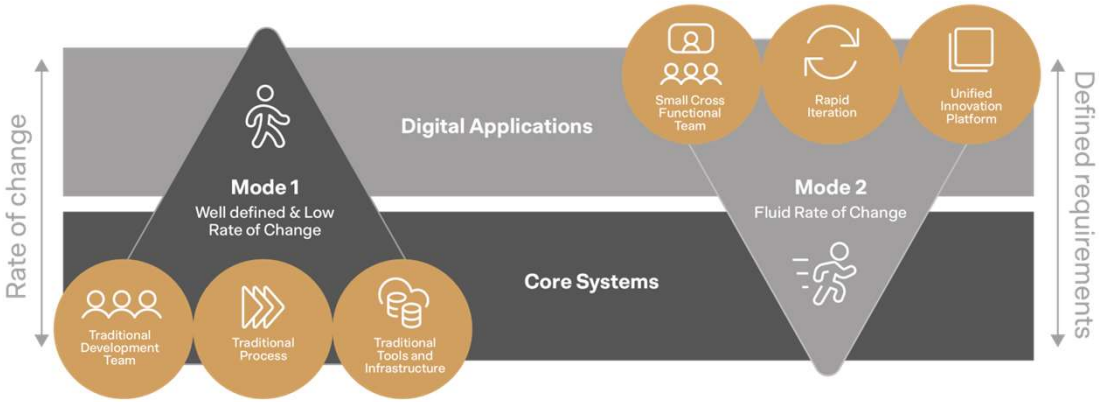
Operating Model

→ **IT is moving from responsive process organization to an engaging service organization**

Enterprise demand as a fundamental driver. Participate in function teams where beneficial for the company.

→ **Business units have decision rights in areas such as product roadmaps, prioritization and budget allocation**

Aligns IT initiatives with specific business needs and enhances organizational agility.



→ **IT shall operate in a Bimodal IT Operating Model**

Ensuring a balance between safe and stable operations and supporting fast moving digital journey.

→ **IT has decision rights for platforms, architecture and design principles**

Ensure a cohesive and standardized technological foundation, promoting efficiency, scalability and security across the organization.

IT Strategy

Infrastructure & Operation



→ We promote self-service where possible and appropriate

Increasing efficiency and empowering users.

→ Operate on Contemporary Operating Systems

Latest or second to latest version (n-1).

→ Actively Explore Outsourcing Opportunities

Optimizing human resource utilization and potential cost saving.

→ Infrastructure as Code and Automation

Expedite deployment and optimize repetitive tasks.

→ Resilience to ensure stability and availability

Maximize uptime, security and accessibility of systems.

IT Strategy

Information Security



We safeguard against cybersecurity threats. Our efforts are directed towards:

- → Following best practices like the **ISO27001 standard**
- → Maintaining **advanced threat detection systems** with real-time monitoring
- → **Penetration testing** to identify and address vulnerabilities
- → Enhancing awareness and response capabilities through **Cybersecurity training**
- → Maintaining a **Disaster Recovery** plan
- → Fostering relationships with **industry partners**
- → Monitoring **3rd party performance** to ensure adherence to information security

IT Strategy

People



We encourage and promote **constructive culture** and **digital knowledge**. Our efforts are directed towards:

→ Cultivating **cross functional communication** and fostering team collaboration

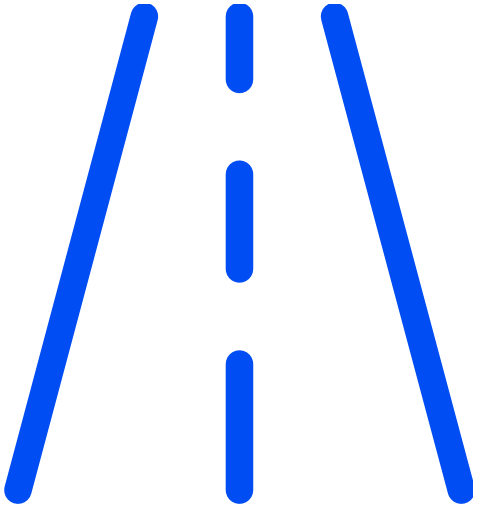
→ Advocating for a pathway for **career development**

→ Upholding a commitment to maintaining a healthy **work-life balance**

IT Strategy

Guardrails

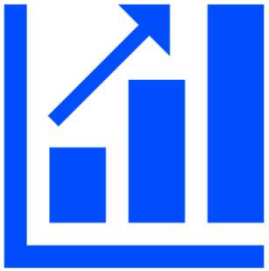
New or changed digital services, software and solutions must:



→ Be in line with Isavia's **IT Strategy**
→ Be in line with the established **IT Architecture**
→ Meet **Information Security requirements**
→ Complete a **Risk Profile (BIA)**
→ Complete **Operational Readiness Check**
→ Be registered in the **Service Portfolio**
→ Follow the agreed upon **Service Management Process**
→ Further information about Isavia's Guardrails are here (Link)

IT Strategy

Metrics



Alignment with Business Objectives

→ Metric: User satisfaction survey with focus on Business Objectives
→ Target: Maintain an average satisfaction score of 4 out of 5

User Satisfaction

→ Metric: User satisfaction score based on ticket resolution survey
→ Target: Maintain an average satisfaction score of 4.8 out of 5

Cloud adoption rate

→ Metric: Number of on-prem physical servers
→ Target: Less than 200 on-prem physical servers (=261, 01/01/23)

Incident Response Time

→ Metric: Average time to respond to and resolve IT incident
→ Target: 90% support tickets resolved within one business day

Security Incident Rate

→ Metric: Number of security incidents reported over a specific period
→ Target: Reduce the number of security incidents by 10% annually

Operate on Contemporary Operating Systems

→ Metric: Percentage of OS in latest or second latest version
→ Target: > 95%

Employee satisfaction

→ Metric: Employee satisfaction score
→ Target: Maintain employee satisfaction score of 8 out of 10

IT Strategy

Risks



→ IT **not aligned** with business goals and objectives.

→ Cloud adoption results in **Lack of control** of expenditure, Downtime and Service Reliability in addition to compliance risks.

→ Security by design can **affect usability and performance**.

→ Implementing Master Data management could be **time consuming** and therefore not completed.

→ Collaborative Data Provisioning can lead to **Data Ownership and Control disputes**.

→ Bimodal operation model can cause problems in **Communication and Collaboration**.



IT Strategy

April 2024

Thank you