Critical IT Services Documentation

Document: Descriptions of critical IT services (e.g., core banking systems, international payment gateways, web services, APIs, DNS, directory services)

- **Purpose:** To provide comprehensive documentation for all IT services deemed critical to the operations, financial stability, regulatory compliance, or reputation of the World Bank. This documentation ensures that there is a clear understanding of each critical service's function, technical architecture, dependencies, ownership, and associated operational and security considerations. This is vital for effective service management, incident response, change management, and business continuity planning.

- **Methodology:** The documentation for each critical IT service adheres to best practices for IT documentation, emphasizing clarity, accuracy, and regular updates. For services like Directory Services or DNS, the documentation structure may draw inspiration from detailed technical specifications similar to those provided for commercial services , while API documentation follows standard conventions.

Documentation Template Provided

Documentation Template for Each Critical Service: For each identified critical IT service, the following information is documented:

- **Service ID:** A unique identifier for the service (e.g., CSVC-001).
- **Service Name:** Clear, descriptive name of the service (e.g., "Core Transaction Processing System").
- **Service Description:**
    1. **Purpose:** What the service does and its objectives.
    2. **Business Functions Supported:** Key WDB business processes or capabilities enabled by this service.
    3. **Criticality to WDB:** Assessed criticality level (e.g., Critical, High, Medium) based on impact of failure.
- **Service Ownership:**
    1. **Business Owner (Information Asset Owner):** The senior manager from the business unit primarily responsible for the service's function and data (cross-referenced with Section A.2).
    2. **Technical Owner (Team/Individual):** The IT team or individual responsible for the operational support, maintenance, and technical integrity of the service.
- **Key Users/User Groups:** Primary internal departments, employee roles, or external entities (e.g., clients, partner institutions) that utilize the service.
- **Technical Architecture Overview:**

1. **Key Components:** Major software applications, hardware platforms, and infrastructure elements that constitute the service.
2. **Hosting Environment:** Where the service is hosted (e.g., specific on-premises data center, private cloud segment, public cloud provider and region).
3. **Key Databases Used:** Names and types of databases the service relies on.

- **Key Dependencies:** This is a crucial section highlighting the interconnectedness of services.
    1. **Upstream Dependencies:** Other IT services, systems, or infrastructure components that this service relies on to function (e.g., a Loan Origination System depends on Directory Services for authentication).
    2. **Downstream Dependencies:** Other IT services, systems, or business processes that rely on this service (e.g., a Reporting System depends on the Core Transaction Processing System for data).
- **Data Processed:**
    1. **Types of Data Handled:** Description of the primary data elements processed, stored, or transmitted by the service.
    2. **Data Classification:** The highest classification level of data handled by the service, cross-referenced with the Information Classification Policy (Section A.5).
- **APIs and Interfaces:**
    1. Description of key Application Programming Interfaces (APIs) exposed by the service or consumed by the service for integration with other systems.
    2. Pointers to detailed API documentation, if available separately.
- **Security Controls:**
    1. Specific security measures applied to protect the service and its data (e.g., authentication methods, authorization mechanisms, encryption protocols used, network segmentation, logging and monitoring configurations).
- **Service Level Agreements (SLAs) / Service Level Objectives (SLOs):**
    1. Defined targets for availability, performance, and support response times.
- **Business Continuity / Disaster Recovery (BC/DR) Information:**
    1. **Recovery Time Objective (RTO):** The maximum acceptable downtime for the service following a disaster.
    2. **Recovery Point Objective (RPO):** The maximum acceptable amount of data loss, measured in time.
    3. **Backup Procedures:** Overview of data backup frequency, methods, and retention.
    4. **DR Plan Reference:** Pointer to the specific DR plan document for this service.
- **Support Information:**
    1. **Primary Support Team:** The IT team responsible for first and second-level support.
    2. **Escalation Contacts:** Key contacts for escalating unresolved issues.

3. **Vendor Support Details (if applicable):** Contact information for third-party vendor support.

- **Examples of Critical IT Services for WDB:**

  - Core Transaction Processing System
  - International Payments Gateway (e.g., SWIFT interface and supporting systems)
  - Loan Origination and Management System
  - Treasury and Risk Management System
  - Client Web Portal and Mobile Access Services
  - Enterprise Directory Services (e.g., Active Directory, LDAP)
  - Enterprise Domain Name System (DNS) Services
  - Secure API Gateway for Third-Party and Internal Integrations
  - Data Warehouse and Business Intelligence Platform
  - Enterprise Email and Collaboration Suite
  - Security Information and Event Management (SIEM) System
  - Identity and Access Management (IAM) Platform

The interconnected nature of these services means that a failure or compromise in one area can have cascading effects. Documenting dependencies meticulously is therefore essential for effective impact analysis during incident response and for planning changes to the IT environment.

List of Critical IT Services, Descriptions, Owners, and Key Dependencies

The following table provides a summarized index of some of WDB's critical IT services.

Service ID	Service Name	Description	Business Owner (Dept)	Technical Owner (Team)	Key Upstream Dependencies	Key Downstream Dependencies	Criticality
CSVC-001	Core Transaction Processing System	Manages all financial transactions, customer account ledgers, and core banking functionalities.	Head of Banking Operations	Core Banking Systems Team	Directory Services, DNS, Network Infrastructure, Mainframe (if applicable)	Reporting Systems, Client Portal, Treasury System, Loan Management System	Critical
CSVC-002	International Payments Gateway	Facilitates secure cross-border payments and financial messaging (e.g., via SWIFT network).	Head of Treasury Operations	Payments & Messaging Team	Core Transaction Processing, Sanctions Screening Service, FX Rate Service, Directory Services	External Correspondent Banks, SWIFT Network, Internal Reconciliation Systems	Critical

CSVC-003	Client Web Portal	Provides external clients with secure access to their account information, transaction services, and reports.	Head of Client Relationship Mgt	Digital Channels Dev Team	Directory Services (for client authN), Core Transaction Processing, API Gateway	External Clients (Web & Mobile)	High
CSVC-004	Enterprise Directory Services (EDS)	Manages user identities, authentication, and authorization for internal staff and systems.	Head of IT Infrastructure	Identity & Access Mgt Team	Network Infrastructure, DNS, Physical Security Systems (for badge integration)	All internal applications, Client Web Portal (for staff admin), VPN, Workstations	Critical
CSVC-005	Enterprise DNS Services	Provides authoritative name resolution for all internal and external WDB domains and services.	Head of IT Infrastructure	Network Operations Team	Network Infrastructure, Internet Service Providers	All networked systems and services within WDB, External users accessing WDB public services	Critical
CSVC-006	Data Warehouse & BI Platform	Consolidates data from various sources for reporting, analytics, and economic research.	Chief Data Officer	Business Intelligence Team	Core Transaction Processing, Loan System, HR System, Market Data Feeds	Economic Research Dept, Risk Management, Finance Dept, Executive Reporting	High
CSVC-007	Secure API Gateway	Manages and secures APIs used for internal service integration and external partner connectivity.	Head of Application Integration	API Management Team	Directory Services, Network Infrastructure, Underlying Application Services	Internal Applications, Approved Third-Party Partner Systems	High