



AIB achieves ISO/IEC 20000 certification
24th July 2008

The ISO/IEC20000 award is one of the highest standards available worldwide and is granted to organisations that demonstrate superior best practice in the area of IT Service Management. The certification, which was awarded by the International Standards Organisation on the recommendation of Certification Europe, is based on the adoption of Information Technology Infrastructure Library (ITIL) best practices and compliance with the requirements of ISO 2000-1:2005.

Eugene Sheehy, AIB Chief Executive, said:

“Information Technology underpins our ability to remain at the forefront in terms of the services we provide in a very competitive marketplace, This award recognises the very high standard of management processes we have adopted to ensure that our IT services meet the requirements of our business now and in the future.”

Building on its existing mature ITIL processes, AIB selected Original Solutions Limited (Original Solutions), a subsidiary of Perot Systems Corporation, to assist the bank with the ISO implementation.

Matt Fletcher, Executive - AIB IT Service Management said:

“We chose Original Solutions because of their track record and experience. The implementation of best practice processes has already delivered benefits. For example, we have increased service availability to our customers by reducing the amount and duration of outages. We now have an environment that enables our strategic vision of becoming a predictive Service Management organisation.

“Achieving ISO/IEC 20000 supports AIB’s strategy of continual improvement of IT Service Management”, said Martin Delaney, COO of OSL. “At the same time, it helps the bank to ensure its IT services remain aligned to business needs.”

The approach has reduced downtime of systems and increased the responsiveness of IT to the business, ultimately delivering improved service to the bank’s customers.

Mr Fletcher concluded:

“The award confirms that our IT Services are being managed in a mature and consistent way, while it also demonstrates to our customers that we are committed to improving service quality”.

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Photo available on request

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Note to Editors**About Perot Systems**

Perot Systems is a worldwide provider of information technology services and business solutions. Through its flexible and collaborative approach, Perot Systems integrates expertise from across the company to deliver custom solutions that enable clients to accelerate growth, streamline operations, and create new levels of customer value. Headquartered in Plano, Texas, Perot Systems reported 2007 revenue of \$2.6 billion. The company has more than 23,000 associates located in North America, Europe, MENA and Asia. Additional information on Perot Systems is available at <http://www.perotsystems.com/>.