Banco de la República | Colombia
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Structure and Functions of the Office for General Corporate Services Wednesday, 7 July 2021 - 12:00

To guide corporate support functions related to Human Resources, Technology, Logistics, Safety and Security, Information Management, Infrastructure, Architecture and Technological Innovation, and Health Management.

6.1. General Directorate for Technology Management

- To define, coordinate, and direct the implementation of policies, standards, projects, and operation of the use of information technology, computer security, and electronic security in the Bank.

6.1.1. Information Technology Department

- To provide the corporate computing and telecommunications infrastructure services required by the entity for its operation. These include servers; platforms for data storage, backup, and preservation; e-mail service; data networks; Internet access links; telephone service; and videoconferencing service.

6.1.2. Information Systems Department

- To advise business areas in the identification of corporate IT solutions that add value to them in a timely manner and with high quality standards.
- To manage the processes of acquisition, procurement, development, maintenance, evolution, and quality control of the corporate IT solutions required by the business areas.
- To advise business areas in the knowledge and appropriation of best practices for the management of corporate IT solutions.

6.1.3. Information Security Department

- To identify, analyze, and evaluate possible risks that may affect the Bank's IT security.
- To evaluate and coordinate compliance with the fundamentals of integrity, confidentiality, availability, authenticity, access authorization or control, non-repudiation, and observance of information, framed in the Bank's IT security model.

6.1.4. Information Technology Services Department

- To respond to IT requests and provide technical support to national users and external clients for all IT products and services.
- To manage the continuity and control the risk of non-availability of IT services, as well as the design, implementation, verification, and operation of technological contingency strategies.
- To manage and administer the personal computing and audiovisual infrastructure, both software and hardware.
- To administer the computer centers nationwide and to manage the platform and the information stored therein, both operationally and technologically.
- To manage and administer the SEBRA (Electronic Services of Banco de la República) access portal for internal users, as well as for external entities that operate as clients of the Bank's services.

6.1.5. Electronic Security Unit

- To design, install, maintain, administer, and update the Bank's electronic and mechanical security systems.

6.2. General Directorate for Human Resource Management

- To coordinate and direct the administration of human talent within the Bank and propose policies to promote an organizational culture that motivates employees to reach their full potential.
- To guide the application of the rules and procedures for individual and collective labor, in accordance with the law, the Bylaws, and other regulations.
- To lead the Bank's organizational design.

6.2.1. Planning and Administrative Management Department

- To manage employee compensation and benefits.
- To manage and administer the people analytics function.
- To manage the change management and communications process for the General Directorate for Human Resource Management (DGGH in Spanish).
- To manage labor history information nationwide, issue labor certifications, and manage the assets and income statement process. To exercise the role of information management in accordance with the policies of the General Directorate for Information Management.
- To handle the administrative aspects for the contracting of Bank employees, employees on assignment, and goods and services from suppliers for the DGGH.

6.2.2. Recruitment, Development, and Cultural Department

- To select the Bank's internal and external personnel, as well as to manage personnel development and organizational performance.
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- To carry out training and development processes, strengthening competencies, among others.
- To manage the processes of cultural transformation, quality of life, work environment management, organizational culture, and employee experience.
- To manage the administration and services provided by the Choquenzá Sports Center.

6.2.3. Human Resource Management Services Department

- To manage services related to payroll, pensions, and employee and pensioner benefits.
- To manage accounting information related to compensation and benefits.
- To apply the individual and collective labor system, in accordance with the law, the Bylaws, and other regulations.

6.2.4. Human Capital Consulting Unit

- To participate in the analysis and strategic planning processes of the DGGH and in the definition of cross-cutting policies on Human Management issues.
- To seek alignment in the implementation and application of cross-cutting Human Management processes, in such a way that the advice provided by the Human Capital Consulting Unit (UCCH in Spanish) to the Bank's areas is based on the same criteria in the application of policies.
- To accompany the different areas of the Bank in their Strategic Planning processes to align their needs with the support strategies provided by Human Resources.
- To lead the optimal plant processes in the Bank.
- To accompany and implement talent management processes and advise managers on collective labor and development issues and on the application and dissemination of Human Management policies, processes, and services.
- To advise and implement organizational design processes, perform feasibility and cost analyses, as well as to propose, accompany, and follow up and monitor the closing of gaps.
- To participate in the management of compensation and benefits, as well as in the design and valuation of job positions, in addition to leading the process of job descriptions and job manual.

- To accompany and follow up on new developments of employees due to transfers, occupational and labor issues, among others, and generate training plans to adjust job profiles.
- To manage the documents for the publication of first-level structures and functions associated with the Transparency Law.

6.3. General Directorate for Logistics
- To guide the activities related to the procurement of goods and services, and the management of the Bank's real estate.
- To guide the activities related to the provision of general services.

6.3.1. Purchasing Department
- To procure goods and services in accordance with the Bank's General Procurement Regime.
- To coordinate the preparation of the national procurement plan in accordance with the budget.

6.3.2. Administrative Services Department
- To comprehensively manage the value chain related to the editorial management of the Bank's economic publications. Likewise, to provide services such as: Translation, printed advertising material, sale of publications, among others.
- To structure the five-year budget for expenditure, investment, and depreciation of the operations managed by the Administrative Services Department, as well as to manage the control of the execution of the allocated resources.
- To manage and propose policies and procedures for managing the Bank's movable fixed assets nationwide.
- To manage and propose policies and procedures for managing the Bank's petty cash nationwide.
- To manage and provide administrative services that support the Bank's transversal management, such as: Tickets, Per Diems, supplies, Christmas decorations, among others.
- To propose policies and procedures to manage the Bank's vehicle fleet nationwide. Administration of parking lot services in the city of Bogota.

6.3.3. Contracts Unit
- To provide legal advice and answer queries from the different areas of the Bank on issues related to procurement processes, legal qualification, nature, execution, and scope of contracts to which the Bank's General Procurement Regime applies. Likewise, to prepare the contracts, their amendments, and their termination minutes, as applicable, until their corresponding formalization and distribution to the business areas.

6.4. General Directorate for Information Management
- To lead, establish, coordinate, and guide:
    - The Bank's Information Management, based on the administration, implementation, and improvement of the Information Management System (IMS).
    - Compliance with applicable regulations on information management with respect to the rights of access to public information, petition, and privacy.
    - Information management tools.
    - The conservation, preservation, and access of the Bank's information.
    - The implementation and continuous improvement of the technological solutions that support the Bank's information management.
    - Information management services to the Bank's departments and to the general public.

6.4.1. Document Management Department
- To develop regulations and manage the Bank's document logistics.
- To conserve, preserve, and provide access to the Bank's documentary heritage.

- To manage and apply document management tools.
- To manage the Bank's correspondence.
- To manage the Bank's Citizen Services System.
- To implement and functionally and operationally manage the technological solutions that support the Bank's document management.
- To provide document management services to the Bank's departments and to the general public, managing the procurement of goods and services that support them and ensuring the proper execution and budgetary control.

6.5. Protection and Security Department

- To identify, analyze, and evaluate possible risks that may affect the security of the Bank's people, premises, and assets, adopting security and control measures to mitigate them.
- To plan, authorize, and supervise air and ground operations for the movement of securities locally and nationally, with the support of civil and law enforcement authorities.
- To assess and coordinate security activities with the interrelated area responsible for the design, supply, installation, and maintenance of equipment and electronic and mechanical systems for the main office and branches.

6.6. General Directorate for Infrastructure

- To lead and direct the definition of policies, standards, and processes required for the comprehensive management of the Bank’s infrastructure.
- To guide, direct and control the development of construction, renovation, optimization, and maintenance projects required for the corporate, administrative, treasury, cultural, and industrial activities of Banco de la República, preserving the institutional image through its infrastructure.

6.6.1. Project Planning and Design Department

- To formulate scenarios and to plan and carry out the designs for new infrastructure as well as the transformation, independence, divestment, and renovation of the Bank’s infrastructure and manage the technical and administrative processes derived from them.
- To carry out real estate, cadastral, and legal management of the Bank’s immovable goods, as well as the licensing of the projects and interventions required regarding the Bank’s infrastructure.

6.6.2. Construction and Renewal Department

- To plan and develop the works of new infrastructure, transformation, independence, divestment, and renovation of the existing ones and manage the technical and administrative processes associated with these interventions.

6.6.3. Infrastructure Maintenance Unit

- To plan and perform the predictive, preventive, and corrective maintenance of the physical and technical infrastructure of the Bank nationwide and manage the technical and administrative processes associated with it.

6.7. Health Care Management Department

- To manage the health care plan for the Bank's employees and pensioners.
- To manage occupational safety and health.

6.8. Architecture and Technology Innovation Department

- To advise, design, and maintain enterprise architecture models, incorporating innovation and aligning applications, information, cybersecurity, and technologies to the Bank's strategic objectives, organizational structure, and processes.

- To manage the Information and Communication Technology (ICT) project portfolio through the Project Management Office (PMO).
- To manage knowledge in ICT areas.
- To manage innovation in the Bank.

Fuente: https://d1b4gd4m8561gs.cloudfront.net/en/bank/corporate-governance/structure-functions-office-general-corporate-services