



EDBS/KH/C/24/2014
25th March 2014

Chief Executive Officer
All Retail Bank Licensees
Manama
Kingdom of Bahrain

Dear Sir,

**Microsoft announces end of Lifecycle & Custom Support for its
Windows XP operating systems**

As you may be aware, Microsoft will stop issuing updates and patches for bugs in its Windows XP operating systems, which was released in 2001, from April 8, 2014. That is the day Microsoft cuts off technical support for Windows XP, meaning that ATMs running the software will no longer receive regular security patches and will not be in compliance with industry standards.

Banks that cannot update their operating systems may have “serious implications” as an outdated operating system is not aligned with global security standards.

You are, therefore, kindly requested to provide your response to the attached questionnaire within 10 calendar days from the issuance date of this Circular. The completed questionnaire may be sent to Mr. Riyadh Al Maraj (contact details: email riyad@cbb.gov.bh Tel 17547225), IT Directorate, Central Bank of Bahrain.

Your cooperation in this regard is greatly appreciated.

Yours sincerely,


Khalid Hamad

Central Bank of Bahrain

**QUESTIONNAIRE FOR UPGRADING ATM OPERATING SYSTEM
MARCH 2014**

A small, handwritten signature in blue ink, located in the bottom right corner of the page.

QUESTIONNAIRE FOR UPGRADING ATM OPERATING SYSTEM

Name of Licensee :	
Name of Respondent	:
Designation / Title	:
Phone Number	:
Email address	:
Name of Reviewer/Approver	:
Designation / Title	:
Phone Number	:
Email address	:
Date	:



Section – A Instructions

This questionnaire is to assess the retail bank's readiness to respond to Microsoft's decision to stop issuing updates and patches for bugs in its Windows XP operating systems from April 8, 2014.

This questionnaire should be completed by senior officers who have direct knowledge of the licensee's technology operations and systems including ATMs (e.g. Head of IT).



Note

- (a) Please provide the latest relevant information.
- (b) For items that are not applicable, please indicate with "N/A".

1. Is Senior Management aware of the decision of Microsoft?

Yes

No

2. Does your bank have an implementation and transition plan for upgrading your bank's Automated Teller Machines (ATM)?

Yes

No

If you answered "No", please explain:

--

If you answered "Yes", what is the target date for completing the Upgrade?

3. What are the top three risks that your bank is concerned with in respect of Microsoft's announcement to stop issuing updates and patches for bugs in its Windows XP operating systems from April 8, 2014? What mitigation actions have been taken to mitigate these risks? To what extent have the mitigating actions mitigated the risks?

--



Questionnaire for upgrading ATM Operating System

4. How many ATMs does your bank have?

5. What Operating System does your ATMS use?

- a. Windows XP
- b. Embedded Windows XP
- c. Proprietary
- d. Others _____

6. Are your ATMs upgraded with the latest operating system patch?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

7. Which vendor's ATMs does your bank use?

8. Did the vendor inform your bank about the announcement from Microsoft?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

9. Is the maintenance/operations of your ATMs outsourced?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

If you answered "Yes", what is the name of the organization performing this outsourced service?

~THE END~

