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In November 2021, the Saudi Central Bank (SAMA) issued a circular on IT governance frameworks as part of its cybersecurity rules and instructions - with four intertwined domains: IT governance and leadership; IT risk management; IT operations management; and systems change management.

SAMA's risk-based IT risk management framework prescribes IT principles - a main set of IT controls - and control requirements - mandated IT controls which provide additional direction. Where control requirements cannot be implemented, SAMA licensees are expected to apply compensating controls, formally accept any ensuing risk and request a formal waiver from that control from SAMA. The IT operations management domain includes 11 focus areas:

- Asset management
- Interdependencies
- SLA management
- IT availability and capacity management
- Data centre management
- Network architecture and monitoring
- Batch processing
- IT incident management
- IT problem management
- Data back up and reliability
- Virtualisation

Principles/expectations
▪ Accurate inventory provided by asset management process
▪ Interdependencies for critical assets identified and managed
▪ Contractual terms and conditions govern roles, relationships, obligations and responsibilities of stakeholders
▪ Business functions supported
▪ Future performance and capacity requirements predicted
▪ IT facilities and equipment protected from damage/unauthorised access
▪ IT event management and network architecture controls protect network from unauthorised access
▪ Batch management process efficiently bulk processes automated tasks
▪ IT incident management process identifies, responds and handles incidents and reports relevant incidents to SAMA
▪ Procedures to report IT problems defined to minimise impact
▪ Data backup management strategy defined, approved and implemented
▪ Processes to create, distribute, store, use and retire virtualised images defined and managed

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Work products and other outcomes:

Asset management process	IT availability and capacity plan	Batch management process	Backup and restoration procedure
Asset register	System performance thresholds	IT incident management process	Virtualization
Internal IT services level of agreement	Physical and environmental controls	Problem management process	Formal process
Third-party relationship process	IT event management	Data backup management	Network architecture controls