EXAMPLE

2nd Example IT Process landscape

IT Process	*Existing Process outside of IT*

IT Clients

VR, GL
Board Ell
COO Board

IT
Customers

IT
Users

IT Management Processes

Strategy & Architecture
- IT Strategy
- IT Architecture
- IT Security & Risks Management

People Management
- People Management & Training

Process & Quality Management
- Quality Management

Finance & Reporting
- Financial Management
- IT Controlling
- Performance reporting

Development *(change the bank)*

Project request

Project Management
- Project Management
- Release & Deployment Management

Application & Platform Development
- Application Development
- Defect Management
- Test Management
- Platform Engineering

Change & Control Management
- Change Management

Services *(run the bank)*

Service Management
- Service Level Management
- Availability & Capacity Management
- Service Continuity Management

Supplier Management

IT Operations
(run the bank)

Resolution
- Incident Management
- Problem Management

IT Operations
- Monitoring & Reporting
- Configuration Management
- Output Management
- User training
- Backup & Restore

IT Suppliers