

IT Strategy serves as the overarching plan guiding all IT-related activities and decisions.

Beneath IT Strategy lies Enterprise Architecture (EA), which acts as a blueprint defining the structure and operation of the organization. EA ensures that IT systems and processes are in harmony with the business strategy, enabling efficient resource utilization.

EA provides a strategic alignment to digital transformation which makes use of cloud and hybrid cloud to foster automation of processes of the business.

ITSM implement processes defined by the EA and manage the technical debt of the organization.

