
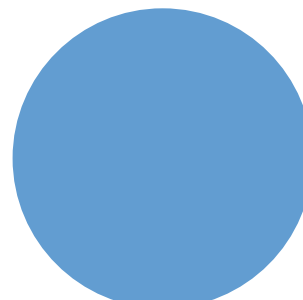
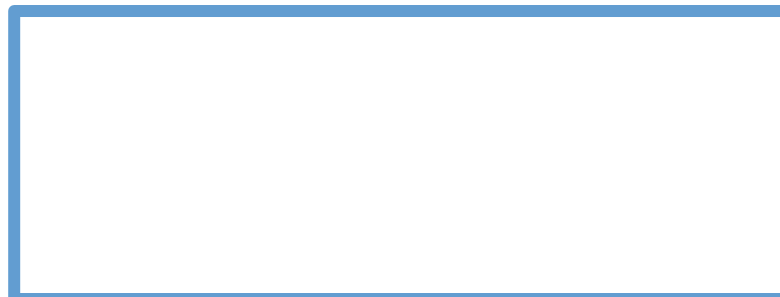

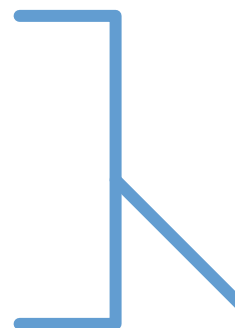

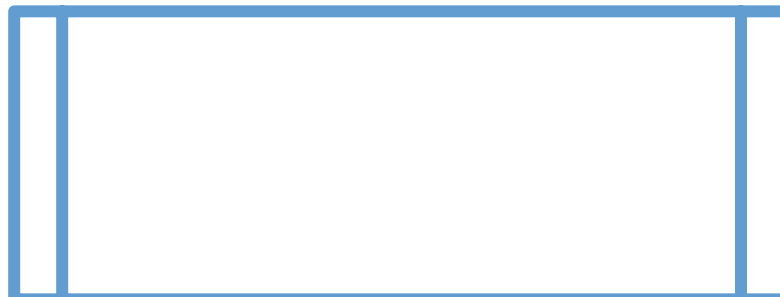
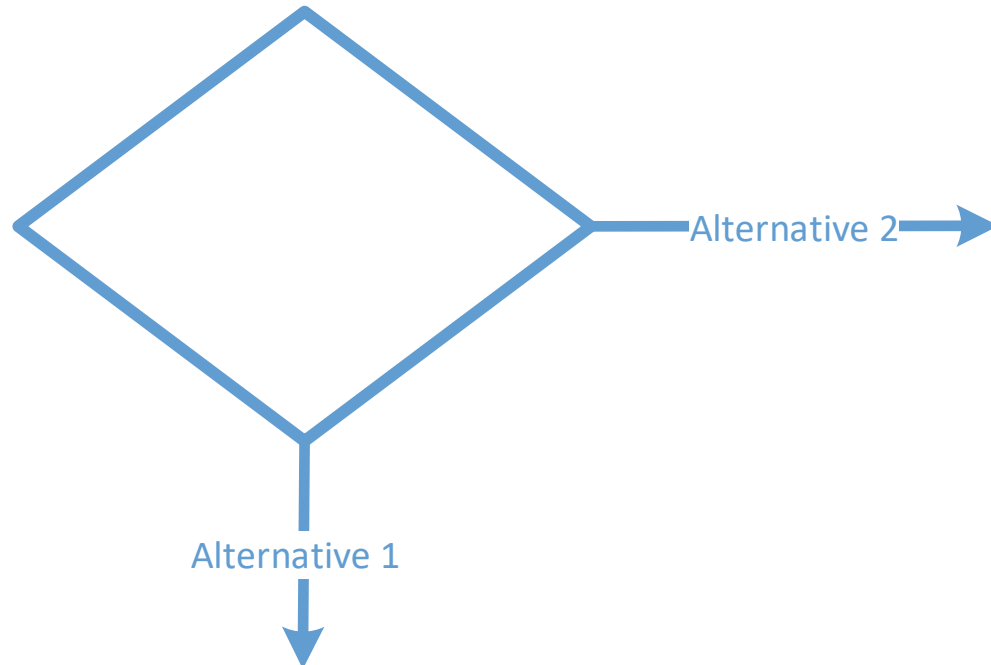


Process Map Legend	Responsible	Accountable	Consulted	Informed
<div><div></div><div>Start/End of a process</div></div> <div><div></div><div>On-page Connector (links to a process step within the same process)</div></div> <div><div></div><div>Process Step</div></div> <div><div></div><div>Report/Form/Template</div></div> <div><div></div><div>Annotation/Comment</div></div> <div><div></div><div>Off-page Connector (links to a process within the same manual)</div></div> <div><div><div></div><div>Pre-defined Process (The process exists in another manual)</div></div><div><div></div><div>Decision leading to two or more alternatives</div></div></div>	The team members who do the work to complete the task	The team members who are ultimately accountable for the completion of the work	The team member who provides input based on either how it will impact the future project work or the domain of expertise on the deliverable itself	The team member who needs to be kept in the loop on the project progress, rather than roped into the details of every deliverable

Input	Process	Responsible	Accountable	Consulted	Informed	Output
<div>Authority-wide Strategy</div>	<div><div>Start</div><div><div>(1) Understand the IT requirements from the annual REGA Strategic plan</div><div>(2) Assess the current ecosystem, capabilities and performance of the IT Department</div><div>(3) Define the target IT capabilities based on Authority requirements and consideration of best practices and emerging technologies</div><div>(4) Identify the gaps between the current and target environments and design an approach for IT initiatives for the annual year</div><div>(5) Define an IT strategic plan, capacity plan and roadmap</div><div><div>(6) Approved?</div><div>Make recommendations</div></div><div>(7) Communicate the IT strategic plan and roadmap to the other business users</div><div>(8) File all relevant documentation</div><div>End</div></div></div>	<div>General Manager IT Department</div> <div>General Manager IT Department</div> <div>Relevant Section Manager</div> <div>Relevant Section Manager</div> <div>Relevant Section Manager</div> <div>As per DoA</div> <div>General Manager IT Department</div> <div>IT Specialist</div>	<div>General Manager IT Department</div> <div>General Manager IT Department</div> <div>Relevant Section Manager</div> <div>Relevant Section Manager</div> <div>Relevant Section Manager</div> <div>As per DoA</div> <div>General Manager IT Department</div> <div>IT Specialist</div>	<div>Strategic Management Department</div> <div>N/A</div> <div>General Manager IT Department</div> <div>General Manager IT Department</div> <div>Strategic Management Department General Manager IT Department</div> <div>N/A</div> <div>N/A</div> <div>N/A</div>	<div>N/A</div> <div>Relevant Section Manager</div> <div>N/A</div> <div>N/A</div> <div>As per DoA</div> <div>General Manager IT Department</div> <div>Relevant Stakeholders</div> <div>N/A</div>	<div>IT Strategic Plan</div>

Input	Process	Responsible	Accountable	Consulted	Informed	Output
<div>Asset Request & Return Form</div>	<div><div><div>Start</div><div>(1) Request for a new asset</div><div>(2) Verify request is complete</div><div>Request Clarifications</div><div>(3) Approved?</div><div>(4) Send a message and the reason to the End User that the request has been declined</div><div>End</div><div>(5) Is the asset in stock?</div><div>No</div><div>Procurement & Contracts Department Process FLO-PRO-v1.0-1.4 Purchase Requisition</div><div>(6) Provide the necessary asset from the store</div><div>(7) Update IT asset register</div><div>End</div></div></div>	<div>Requesting Department</div> <div>IT Helpdesk Specialist</div> <div>IT Infrastructure Manager</div> <div>Facilities Management Department</div> <div>Facilities Management Department</div> <div>IT Helpdesk Specialist</div>	<div>Requesting Department</div> <div>IT Helpdesk Specialist</div> <div>IT Infrastructure Manager</div> <div>Facilities Management Department</div> <div>Facilities Management Department</div> <div>IT Helpdesk Specialist</div>	<div>N/A</div> <div>N/A</div> <div>N/A</div> <div>N/A</div> <div>N/A</div> <div>N/A</div>	<div>IT Helpdesk Specialist</div> <div>Requesting Department</div> <div>Requesting Department Facilities Management Department</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Manager</div> <div>N/A</div>	<div><div>Resolved Asset Request</div><div>Updated Asset Register</div></div>

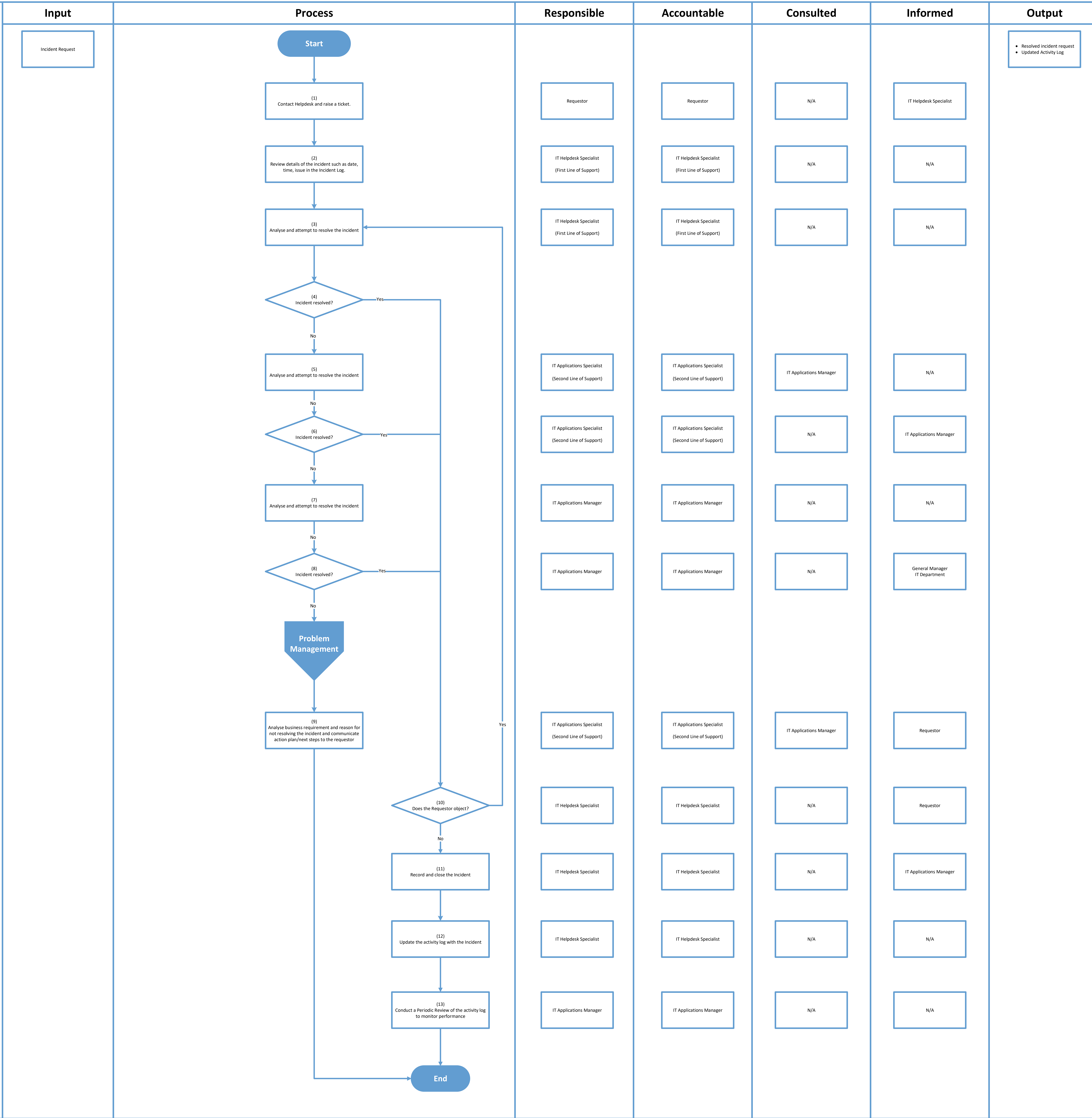


Input	Process	Responsible	Accountable	Consulted	Informed	Output
<div>Asset Request & Return Form</div>	<div><div>Start</div><div>(1) Send form for retrieval of all IT Assets on employee separation</div><div>(2) Assess whether IT Asset is in proper working condition</div><div>No<div>(3) Assess the damage of the asset</div><div>(6) Is Disposal of Assets required?</div><div>No<div>A</div><div>(7) Approved?</div><div>No<div>A</div><div>Yes<div>Finance Department Process FLO-FIN-v1.0-1.21 Fixed Asset Disposal</div><div>(8) Update IT asset register</div><div>End</div></div></div></div><div>Yes<div>(4) Perform system configuration/ reconfiguration as required</div><div>(5) Retrieve the asset and reassign to another employee if necessary</div><div>(8) Update IT asset register</div></div></div></div>	<div>Requestor</div> <div>Facilities Management Department</div> <div>Facilities Management Department</div> <div>IT Infrastructure Specialist</div> <div>Facilities Management Department</div> <div>Facilities Management Department</div> <div>IT Infrastructure Manager</div> <div>IT Helpdesk Specialist</div>	<div>Requestor</div> <div>Facilities Management Department</div> <div>Facilities Management Department</div> <div>IT Infrastructure Specialist</div> <div>Facilities Management Department</div> <div>Facilities Management Department</div> <div>IT Infrastructure Manager</div> <div>IT Helpdesk Specialist</div>	<div>N/A</div> <div>N/A</div> <div>N/A</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Specialist</div> <div>N/A</div> <div>General Manager IT Department</div> <div>N/A</div>	<div>Facilities Management Department</div> <div>IT Infrastructure Specialist</div> <div>HC Department</div> <div>Facilities Management Department</div> <div>HC Department IT Infrastructure Specialist</div> <div>IT Infrastructure Manager</div> <div>Facilities Management Department</div> <div>IT Infrastructure Manager</div>	<div><div>Resolved Asset Retrieval request</div><div>Updated Asset Register</div></div>

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Input	Process	Responsible	Accountable	Consulted	Informed	Output
<div>Project Plan</div>	<div><div><div>Start</div><div>(1) Analyze IT environment for missing configurations</div><div>(2) Are new configurations required?</div><div>(3) Create plan for configuration deployment</div><div>(4) Deploy configurations on test environment as per plan</div><div>(5) Approve Configuration</div><div>(6) Deploy and monitor configurations on production environment</div><div>(7) Issues detected?</div><div>(8) Report issue to vendor and follow the rollback plan(s)</div><div>Change Management</div></div><div>Change Management</div></div>	<div>IT Infrastructure Manager</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Specialist</div>	<div>IT Infrastructure Manager</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Specialist</div>	<div>N/A</div> <div>N/A</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Manager</div> <div>N/A</div> <div>IT Infrastructure Manager</div> <div>N/A</div> <div>IT Infrastructure Manager</div>	<div>N/A</div> <div>IT Infrastructure Specialist</div> <div>General Manager IT Department</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Specialist</div> <div>General Manager IT Department</div> <div>IT Infrastructure Manager</div> <div>Vendor General Manager IT Department</div>	<div><div>Configuration Plan</div><div>Deployed Configuration</div></div>

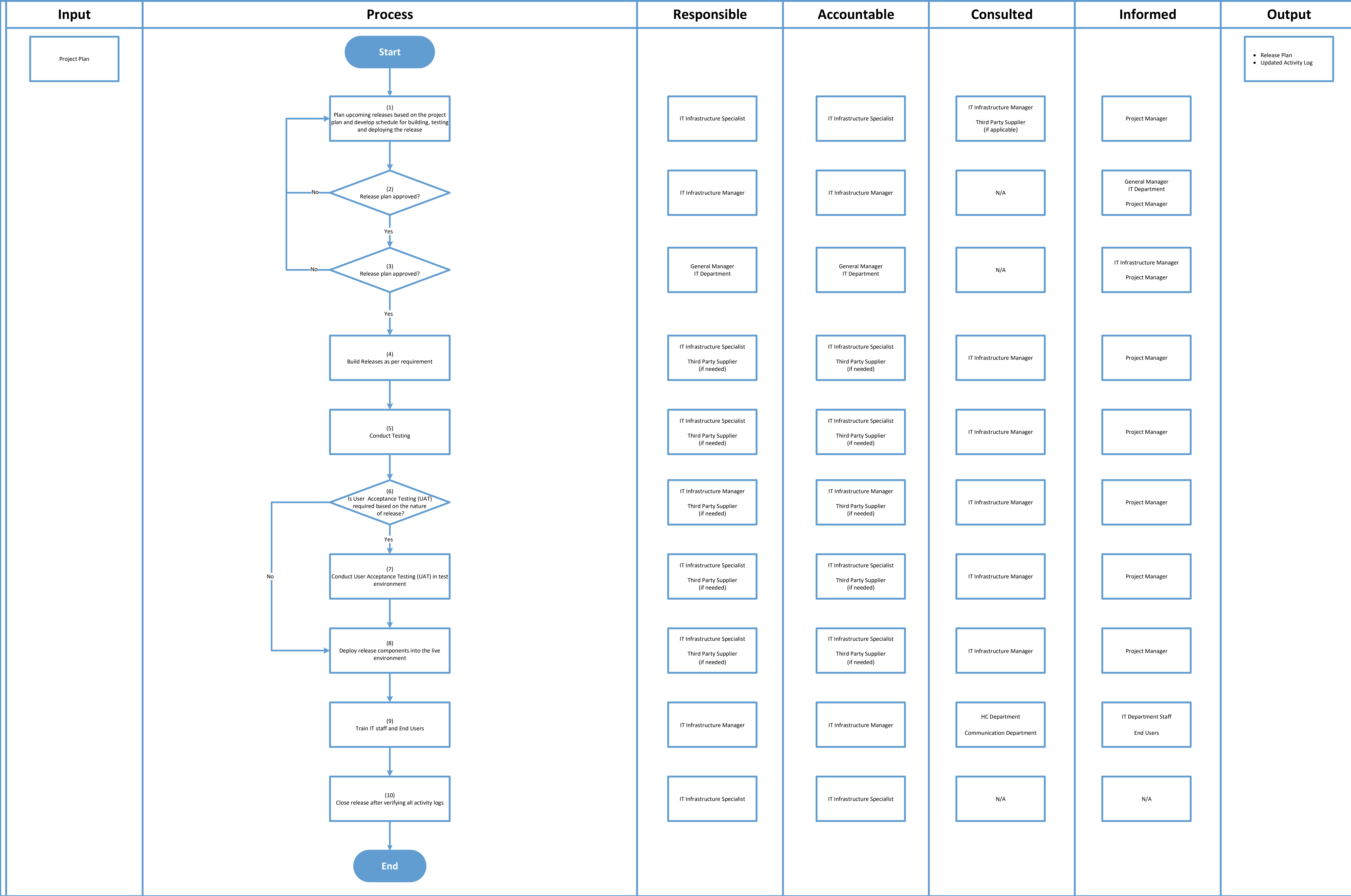


Input	Process	Responsible	Accountable	Consulted	Informed	Output
<div>Access Request Form</div>	<div><div>Start</div><div><div><div>(1) Receive Request for Access</div><div>(2) Are the necessary approvals in place?</div><div>(3) Notify requestor that appropriate approvals are not in place</div><div>(4) Enter all relevant details of the tickets for internal IT usage</div><div>(5) Type of Access Request</div><div>(6) Create a new user access level</div><div>(7) Modify an existing user access level</div><div>(8) Delete an existing user access level</div><div>(9) Does the Requestor object?</div><div>(10) Update the activity log</div><div>(11) Conduct a Periodic Review of the activity log to monitor performance</div><div>End</div></div></div></div>	<div><div>IT Helpdesk Specialist (First Line of Support)</div><div>IT Helpdesk Specialist (First Line of Support)</div><div>IT Helpdesk Specialist (First Line of Support)</div><div>IT Applications Specialist (Second Line of Support)</div><div>IT Applications Specialist (Second Line of Support)</div><div>IT Applications Specialist (Second Line of Support)</div><div>IT Applications Specialist (Second Line of Support)</div><div>IT Applications Specialist</div></div>	<div><div>IT Helpdesk Specialist (First Line of Support)</div><div>IT Helpdesk Specialist (First Line of Support)</div><div>IT Helpdesk Specialist (First Line of Support)</div><div>IT Applications Specialist (Second Line of Support)</div><div>IT Applications Specialist (Second Line of Support)</div><div>IT Applications Specialist (Second Line of Support)</div><div>IT Applications Specialist</div></div>	<div><div>IT Applications Specialist (Second Line of Support)</div><div>N/A</div><div>N/A</div><div>N/A</div><div>N/A</div><div>N/A</div><div>N/A</div></div>	<div><div>N/A</div><div>Requestor</div><div>IT Applications Specialist (Second Line of Support)</div><div>As per DoA</div><div>Requestor</div><div>N/A</div><div>IT Applications Manager</div></div>	<div>Resolved access request</div>

Input	Process	Responsible	Accountable	Consulted	Informed	Output
<div>Problem Request</div>	<div><div>Incident Management</div><div><div>(1) Create a problem ticket</div><div>(2) Analyze the severity of the problem. Log, categorize and prioritize the problem</div><div>(3) Is third party supplier's intervention required?</div><div>(4) Discuss with Third Party Solution Provider to find solution for the problem</div><div>(5) Investigate and diagnose the problem</div><div>(6) Does the solution require changes?</div><div>Change Management</div><div>(7) Receive requestor feedback and close the Problem</div><div>(8) Update the activity log with the problem</div><div>(9) Conduct a Periodic Review of the activity log to monitor performance</div><div>End</div></div></div>	<div>IT Infrastructure Specialist</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Manager</div>	<div>IT Infrastructure Specialist</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Manager</div>	<div>N/A</div> <div>N/A</div> <div>General Manager IT Department</div> <div>Third Party Supplier</div> <div>General Manager IT Department</div> <div>N/A</div> <div>N/A</div> <div>N/A</div> <div>N/A</div>	<div>N/A</div> <div>IT Infrastructure Manager</div> <div>N/A</div> <div>General Manager IT Department</div> <div>N/A</div> <div>IT Infrastructure Specialist General Manager IT Department</div> <div>IT Infrastructure Manager</div> <div>N/A</div> <div>N/A</div>	<div>Resolved Problem Request</div>

Input	Process	Responsible	Accountable	Consulted	Informed	Output
<div>Service Request</div>	<div><div>Start</div><div>(1) Send a service request</div><div>(2) Does the request have necessary approval?</div><div>(3) Notify Requestor that appropriate approvals are not in place</div><div>(4) Review the request and assign a priority level</div><div>(5) Is third-party supplier involvement required?</div><div>(6) Engage Third Party Supplier to provide solution</div><div>(7) Execute the IT service as per the scope of request</div><div>(8) Does the Requestor object?</div><div>(9) Close the request and update the activity log</div><div>(10) Conduct a Periodic Review of the activity log to monitor performance</div><div>End</div></div>	<div>Requestor</div> <div>IT Helpdesk Specialist (First Line of Support)</div> <div>IT Helpdesk Specialist (First Line of Support)</div> <div>IT Applications Specialist (Second Line of Support)</div> <div>IT Applications Manager</div> <div>IT Applications Specialist</div> <div>IT Applications Specialist</div> <div>IT Applications Specialist</div> <div>IT Applications Manager</div>	<div>Requestor</div> <div>IT Helpdesk Specialist (First Line of Support)</div> <div>IT Helpdesk Specialist (First Line of Support)</div> <div>IT Applications Specialist (Second Line of Support)</div> <div>IT Applications Manager</div> <div>IT Applications Specialist</div> <div>IT Applications Specialist</div> <div>IT Applications Specialist</div> <div>IT Applications Manager</div>	<div>N/A</div> <div>N/A</div> <div>N/A</div> <div>IT Applications Manager</div> <div>N/A</div> <div>IT Applications Manager</div> <div>N/A</div> <div>N/A</div> <div>N/A</div>	<div>IT Helpdesk Specialist (First Line of Support)</div> <div>N/A</div> <div>IT Applications Specialist (Second Line of Support)</div> <div>N/A</div> <div>Third Party Supplier ITGM</div> <div>N/A</div> <div>Requestor</div> <div>IT Applications Manager</div> <div>N/A</div>	<div><div>Resolved Service Request</div><div>Updated Activity Log</div></div>

Input	Process	Responsible	Accountable	Consulted	Informed	Output
<div>Change Request</div>	<div><div>Problem Management</div><div><div>(1) Record a Request for Change</div><div>(2) Approved?</div><div><div>No</div><div>End</div></div><div><div>Yes</div><div>(3) Is this an Emergency Change?</div><div><div>No</div><div>(9) Assess and evaluate change</div><div>(10) Authorise the Change Process</div><div><div>Approved</div><div>(11) Software development required?</div><div><div>No</div><div>(12) Design and build change. Conduct User Acceptance Testing (UAT)</div><div>(13) Has the Change Request been implemented?</div><div><div>No</div><div>Configuration Management</div><div>(15) Update IT Asset Register</div><div>(16) File all relevant documentation</div><div>(17) Conduct a Periodic Review of the activity log to monitor performance</div><div>End</div></div><div><div>Yes</div><div>(4) Assess and evaluate change</div><div>(5) Design and build change with engagement of third-party (if required)</div><div>(6) Is there time to conduct testing?</div><div><div>Yes</div><div>(7) Conduct User Acceptance Testing (UAT)</div><div>(8) Provide authorization for the Emergency Change Process</div><div>(13) Has the Change Request been implemented?</div><div><div>No</div><div>Configuration Management</div><div>(15) Update IT Asset Register</div><div>(16) File all relevant documentation</div><div>(17) Conduct a Periodic Review of the activity log to monitor performance</div><div>End</div></div><div><div>Yes</div><div>Software Development Lifecycle</div><div>(13) Has the Change Request been implemented?</div><div><div>No</div><div>Configuration Management</div><div>(15) Update IT Asset Register</div><div>(16) File all relevant documentation</div><div>(17) Conduct a Periodic Review of the activity log to monitor performance</div><div>End</div></div></div></div></div><div><div>IT Helpdesk Specialist</div><div>IT Infrastructure Manager</div><div>IT Infrastructure Manager</div><div>IT Infrastructure Manager</div><div>IT Infrastructure Manager</div><div>As per DoA</div><div>IT Infrastructure Manager Third Party Supplier</div><div>IT Infrastructure Manager Third Party Supplier</div><div>As per DoA</div><div>IT Infrastructure Manager</div><div>IT Infrastructure Specialist</div><div>IT Infrastructure Specialist</div><div>IT Infrastructure Specialist</div><div>IT Infrastructure Specialist</div><div>IT Infrastructure Manager</div></div><div><div>IT Helpdesk Specialist</div><div>IT Infrastructure Manager</div><div>IT Infrastructure Manager</div><div>IT Infrastructure Manager</div><div>IT Infrastructure Manager</div><div>As per DoA</div><div>IT Infrastructure Manager Third Party Supplier</div><div>IT Infrastructure Manager Third Party Supplier</div><div>As per DoA</div><div>IT Infrastructure Manager</div><div>IT Infrastructure Specialist</div><div>IT Infrastructure Specialist</div><div>IT Infrastructure Specialist</div><div>IT Infrastructure Specialist</div><div>IT Infrastructure Manager</div></div><div><div>N/A</div><div>N/A</div><div>N/A</div><div>Third Party Supplier</div><div>Third Party Supplier</div><div>N/A</div><div>IT Infrastructure Manager</div><div>IT Infrastructure Manager</div><div>N/A</div><div>N/A</div><div>N/A</div><div>N/A</div><div>N/A</div><div>N/A</div></div><div><div>IT Infrastructure Specialist</div><div>General Manager IT Department</div><div>Third Party Supplier</div><div>Procurement & Contracts Department As per DoA</div><div>IT Infrastructure Manager</div><div>As per DoA</div><div>IT Infrastructure Manager</div><div>IT Infrastructure Manager</div><div>IT Infrastructure Manager</div><div>IT Infrastructure Specialist</div><div>IT Infrastructure Manager General Manager IT Department</div><div>IT Infrastructure Manager</div><div>N/A</div><div>N/A</div><div>N/A</div></div><div><div>• Closed Change Record • Updated Activity Log</div></div></div></div></div></div></div></div>					

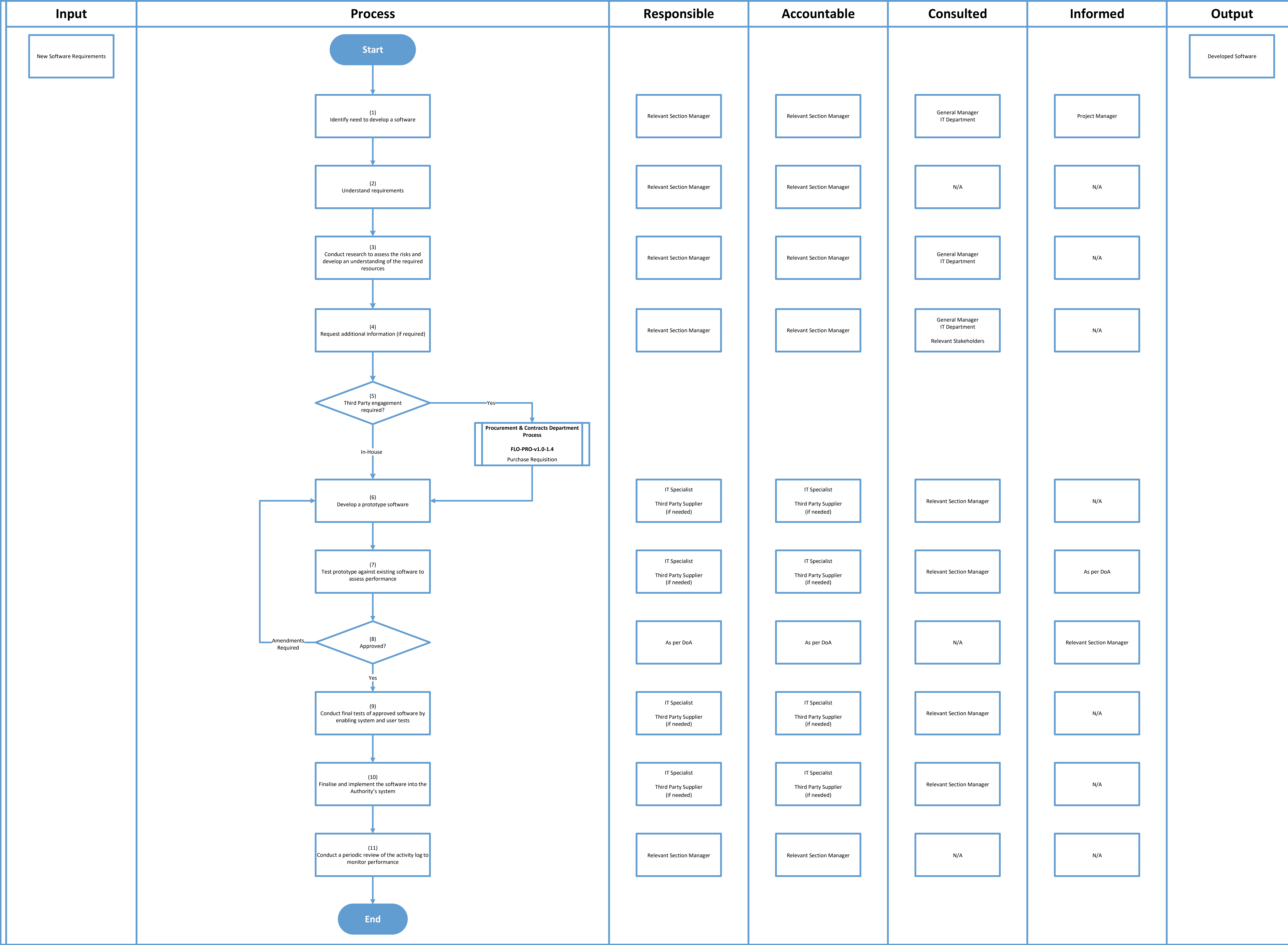


Input	Process	Responsible	Accountable	Consulted	Informed	Output
<div>Organisation Requirements</div>	<div><div>Start</div><div>(1) Understand Service Level requirements</div><div>(2) Create/Update Service Level Agreements</div><div>(3) Approved?</div><div>(4) Conduct Negotiations</div><div>(5) Complete Service Level Agreements</div><div>(6) Periodically review all the current SLA's and align to the annual IT strategic plan</div><div>End</div><div>Make Recommendations</div></div>	<div>Relevant Section Manager</div> <div>Relevant Section Manager</div> <div>General Manager IT Department</div> <div>IT Specialist</div> <div>Relevant Section Manager</div>	<div>Relevant Section Manager</div> <div>Relevant Section Manager</div> <div>General Manager IT Department</div> <div>IT Specialist</div> <div>Relevant Section Manager</div>	<div>End Users</div> <div>End Users</div> <div>N/A</div> <div>N/A</div> <div>Strategic Management Department</div>	<div>General Manager IT Department</div> <div>General Manager IT Department</div> <div>Relevant Section Manager</div> <div>Relevant Stakeholders</div> <div>General Manager IT Department</div>	<div>Service Level Agreements</div>

Input	Process	Responsible	Accountable	Consulted	Informed	Output
<div>Supplier Evaluation Template</div>	<div><div>Start</div><div>(1) Develop and maintain criteria to evaluate supplier performance</div><div>(2) Review and record performance of suppliers for adherence to contractual conditions</div><div>(3) Is the supplier performance satisfactory?</div><div>Yes</div><div>(4) Approved?</div><div>No</div><div>(5) Inform the supplier of the current unsatisfactory performance levels</div><div>(6) Receive Mitigation response from Supplier</div><div>(7) Can Supplier remedy Service Level?</div><div>Yes</div><div>(8) Satisfied with the Supplier's Performance?</div><div>No</div><div>(9) Engage with the Procurement & Contracts Department for options to take necessary action</div><div>(10) Update and share the supplier performance evaluation</div><div>(11) File all relevant documentation</div><div>End</div></div>	<div>Relevant Section Manager</div> <div>Relevant Section Manager</div> <div>Relevant Section Manager</div> <div>General Manager IT Department</div> <div>General Manager IT Department</div> <div>General Manager IT Department</div> <div>General Manager IT Department</div> <div>General Manager IT Department</div> <div>Relevant Section Manager</div> <div>IT Specialist</div>	<div>Relevant Section Manager</div> <div>Relevant Section Manager</div> <div>Relevant Section Manager</div> <div>General Manager IT Department</div> <div>General Manager IT Department</div> <div>General Manager IT Department</div> <div>General Manager IT Department</div> <div>Relevant Section Manager</div> <div>Relevant Section Manager</div> <div>IT Specialist</div>	<div>N/A</div> <div>N/A</div> <div>N/A</div> <div>N/A</div> <div>N/A</div> <div>IT Manager</div> <div>Procurement & Contracts Department</div> <div>N/A</div> <div>N/A</div>	<div>General Manager IT Department</div> <div>N/A</div> <div>General Manager IT Department</div> <div>Third Party Supplier</div> <div>Relevant Section Manager</div> <div>N/A</div> <div>Relevant Section Manager</div> <div>Procurement & Contracts Department IT Specialist</div> <div>N/A</div>	<div>Supplier Performance Evaluation</div>

Input	Process	Responsible	Accountable	Consulted	Informed	Output
<div><ul style="list-style-type: none">Service Level AgreementsIncident Management LogRequest Fulfilment LogAccess Management LogProblem Management LogChange Management Log</div>	<div><div>Start</div><div><div>(1) Conduct a Periodic Review of all relevant activity logs</div><div>(2) Aggregate all the data to populate all the agreed-on KPI's and process metrics and prepare a report/dashboard</div><div>(3) Distribute report to all relevant stakeholders</div><div>(4) Review management responses, options and recommendations to address issues and major deviations (if any)</div></div><div>End</div></div>	<div>Relevant Section Managers</div> <div>Relevant Section Managers</div> <div>General Manager IT Department</div> <div>General Manager IT Department</div>	<div>Relevant Section Managers</div> <div>Relevant Section Managers</div> <div>General Manager IT Department</div> <div>General Manager IT Department</div>	<div>N/A</div> <div>General Manager IT Department</div> <div>N/A</div> <div>Relevant Stakeholders</div>	<div>N/A</div> <div>N/A</div> <div>Relevant Stakeholders</div> <div>Relevant Section Managers</div>	<div>Performance Report/Dashboard</div>

Input	Process	Responsible	Accountable	Consulted	Informed	Output
<div><ul style="list-style-type: none">Project PlanIT strategic Plan</div>	<div><div>Start</div><div>(1) Analyse IT Strategic Plan</div><div>(2) Develop capacity plan</div><div>(3) Approved?</div><div>Yes</div><div>(4) File all relevant documentation</div><div>(5) Review Systems growth rate and capacity utilization quarterly</div><div>Configuration Management</div></div> <div>Make recommendations</div>	<div>IT Infrastructure Manager</div> <div>IT Infrastructure Manager</div> <div>General Manager IT Department</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Manager</div>	<div>IT Infrastructure Manager</div> <div>IT Infrastructure Manager</div> <div>General Manager IT Department</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Manager</div>	<div>N/A</div> <div>General Manager IT Department</div> <div>N/A</div> <div>N/A</div> <div>N/A</div>	<div>N/A</div> <div>N/A</div> <div>IT Infrastructure Manager IT Infrastructure Specialist</div> <div>IT Infrastructure Manager</div> <div>General Manager IT Department</div>	<div>Capacity Plan</div>



Input	Process	Responsible	Accountable	Consulted	Informed	Output
<div>Backup requirement</div>	<div><div>Start</div><div><div>(1) Purpose?</div><div>Configure & Monitor</div><div>Test</div><div>(2) Prepare/update annual restoration plan</div><div>(3) Conduct testing</div><div>(4) Record results</div><div><div>(5) Is a change required?</div><div>No</div><div>Yes</div><div>Configuration Management</div></div><div>(6) Consistently rotate backup among different offsite locations (e.g. cloud, physical, etc.)</div><div>End</div></div></div>	<div>IT Infrastructure Manager</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Manager</div>	<div>IT Infrastructure Manager</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Specialist</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Manager</div>	<div>N/A</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Manager</div> <div>N/A</div> <div>General Manager IT Department</div> <div>N/A</div>	<div>IT Infrastructure Specialist</div> <div>N/A</div> <div>N/A</div> <div>IT Infrastructure Manager</div> <div>IT Infrastructure Specialist</div> <div>General Manager IT Department</div>	<div>Backup Report</div>