

	Code	PROCESS IDENTIFICATION	Date	Document version
	KC-QA-PR-0005	INFRASTRUCTURE	03/07/2021	1.0

Process Monitoring

Purpose of the process

- Provide to the employees all resources (hardware and software) and working environment.

Process pilot

Infrastructure System Administrator

Scope of the process

INPUT DATA

- Strategic policies and objectives (recruitment)
- Specification of infrastructure for project and service realization

OUTPUT DATA

- Equipped office
- Project Installation
- Secure Information technology (IT)
- System Support

Process instances (committees, meetings, ...)

Progress meeting operation (weekly)

Management review (yearly)

Resources necessary for the proper functioning of the process

Operation Manager, Infrastructure System Administrator

Customer expectations		
Customers	Needs	Expectations
Customers of Kratos	Service specifications for design, manufacture, delivery, support, documentation	Receive quality services that meet customer's specifications / requirements Consistency of quality

Expectations of other interested parties		
Interested Parties	Needs	Expectations
All employees of Kratos	Produce products and services.	Good work framework - Job security – Health – Safety - Training
Management	Leadership; Direction; Resources; Involvement; Motivation	Efficiency and effectiveness of operations Compliance

Most critical risks of the process

Risk	Risk control method(s)
1) Insuffisant resources	Adapt resources to employees needs

Interfaces with other processes

Upstream process X→	All processes
Downstreamp process →X	All processes

Operations of the process

Description of activities			
Key activity	Responsible of activity	Means of controlling the activity (document, ...)	Means of tracking the activity (registration, follow-up...)
Provide and maintain the building equipped	<ul style="list-style-type: none"> IT manager 	<ul style="list-style-type: none"> Infrastructure process 	<ul style="list-style-type: none"> New Employee Form
Manage internal infrastructure (network, email, phone, computers)	<ul style="list-style-type: none"> IT manager 	<ul style="list-style-type: none"> Infrastructure process 	<ul style="list-style-type: none"> New Employee Form
Provide needed infrastructures for project development	<ul style="list-style-type: none"> IT manager Project manager 	<ul style="list-style-type: none"> Infrastructure process Project Organization process 	<ul style="list-style-type: none"> Email

Contribution of the process to the deployment of the policy

Quality Policy objectives	Measures	Targets
Customer satisfaction	Repeat business	NONE of our system is replaced by another system At least 2 congratulations per year. At least 75% of customer survey responses per year

Process monitoring

Indicator	Objectives	Target value (if applicable)	Frequency	Other means of surveillance (process review, internals audits ...)
5.01.1 – Infrastructure closed / opened IT tickets	Follow IT tickets	NA	Monthly	<ul style="list-style-type: none"> Internal audit (1 per 3 years) last internal audit: 2020 Process review (1 per year) last process review: june 2021