
Process Definition Report

Service Group

Service

Process

ICT Applications & Tools Provisioning

Business Applications Provision (UR)

Estimate Major Initiative Demand

Process to estimate demand for design and delivery of major initiatives.

Initiate Major Initiative

Process to launch a major initiative. This can be the result of a specific request from a customer or group of customers or can be a natural outcome of the planning and architecture processes. This could be a business case, project charter or priority setting initiative and may embody an approval process.

Identify Major Initiative Requirements

Process to identify, analyze and rationalize the requirements of the customer.

Identify and Schedule Resources for Major Initiative

Process to identify and schedule the resources required to fulfill the major initiative.

Extract Relevant Subset of Architecture

Process to extract the relevant components of the Architectures as the starting point for the detailed design and specification based on the stated requirements .

Specify and Design Components

Process to identify, specify, model, design, develop test plan, and integrate with the enterprise's architectures.

Develop/Re-use Components

Process to develop new, re-use existing and test components.

Develop Application Selection Criteria

Process to develop the selection criteria for the acquisition of software. Based on the rationalized specifications, and on the enterprise's existing and target architectures. This includes compliance with specifications and vendor capability and performance.

Evaluate and Select Software Vendor

Process to evaluate applications from a list of vendors against a set of selection criteria, and to select an application for acquisition by the enterprise.

Acquire and Customize Vendor Application

Process to acquire the application and perform the required customization to meet the stated specifications.

Integrate and Test Application

Process to subject the application to the required testing to ensure that the application meets the stated business and technical specifications.

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Configure and Deploy Application

Process to deploy the application to the appropriate location, and activate into operation mode.

Major Initiative Closure

Process to deliver the major application functionality to the original requestor and to achieve acceptance by the original requestor.

Monitor Major Initiative Service Performance

Process to monitor the overall performance of this service in reference to the agreed to service levels.

Enhance/Revise/Decommission Service

Process to enhance, revise or decommission the Service in line with technology changes.

Business Applications Maintenance (CRE)

Estimate Demand for Service

Process to estimate demand for service and required resources for Applications Maintenance.

Initiate Maintenance

Process to launch a maintenance initiative. This can be the result of a specific request or can be an outcome of problem resolution, infrastructure change, policy change, or supplier support requirements.

Identify Maintenance Requirement

Process to identify maintenance requirements.

Allocate & Schedule Resources for Maintenance

Process to identify and schedule resources required for provision of maintenance.

Provide Maintenance Service

Process to configure, test, deploy and activate the maintenance item into operation mode.

Close Initiative

Process to deliver the maintenance initiative to the original requestor and to achieve acceptance by the original requestor.

Monitor Service Performance

Process to monitor the overall performance of this service in reference to the agreed to service levels.

Enhance/Revise or Discontinue Maintenance Service

Process to revise, enhance or discontinue the Service in line with technology changes.

Office Software Tools Provision (UR)

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ICT Applications & Tools Provisioning

Office Software Tools Provision (UR)

Estimate Provision Demand

Process to estimate demand for design and delivery of Office Software initiatives.

Initiate Provision Initiative

Process to launch an initiative. This can be the result of a specific request from a customer or group of customers or can be a natural outcome of the planning and architecture processes. This could be a business case, project charter or priority setting initiative and may embody an approval process.

Identify Initiative Requirements

Process to identify, analyze and rationalize the requirements of the customer.

Identify and Schedule Resources for Initiative

Process to identify and schedule the resources required to fulfill the initiative.

Extract Relevant Subset of Architecture

Process to extract the relevant components of the Architectures as the starting point for the detailed design and specification based on the stated requirements .

Develop Software Selection Criteria

Process to develop the selection criteria for the acquisition of software. Based on the rationalized specifications, and on the enterprise's existing and target architectures. This includes compliance with specifications and vendor capability and performance.

Evaluate and Select Software Vendor

Process to evaluate Office Software from a list of vendors against a set of selection criteria, and to select an application for acquisition by the enterprise.

Acquire and Customize Vendor Office Software

Process to acquire the Office Software, perform the required customization, and test to meet the stated specifications.

Configure and Deploy Office Software

Process to test the Office Software, configure to the specified requirements, deploy to the appropriate location, and activate into operation mode.

Provision Initiative Closure

Process to deliver the Office Software functionality to the original requestor and to achieve acceptance by the original requestor.

Monitor Provision Service Performance

Process to monitor the overall performance of this service in reference to the agreed to service levels.

Enhance/Revise/Decommission Service

Process to enhance, revise or decommission Service in line with technology changes.