

Services without Accountable Orgs

Services

ICT Infrastructure Provisioning

Business Contingency Recovery Environment Provision and Maintenance (UR,CRE) Non-hosted systems

ICT Information and Data Provisioning

Knowledge Management (UR)

ICT Operations Services

Operation of Information and Data Environment (UR)
Operation of Development Environment (UR)
Development Environment Problem Resolution (CRE)
Development Environment Change Management (PPR)
Development Environment Privilege Management (PPE)
Operation of Testing Environment (UR)
Testing Environment Problem Resolution (CRE)
Testing Environment Change Management (PPR)
Testing Environment Privilege Management (PPE)
Business Continuity Protection (PPR)

ICT Client Services

Client Account Management (PA)

ICT Program Management

Communications Management (ADE)

ICT Transformation Services

Business Process Improvement
Project Management Office (FI)
Transformation Management (IC)

ICT Planning and Architecture

Application Architecture and Design (RU)
Applications Standards Setting (RU)

ICT Service Improvement

ICT Knowledge Management (UR)