

Entwicklung / IT

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Tasks

- Maintenance of the IT system for incident free work
- Development of new tools for data analysis
- Testing of self-developed software
- Data analysis for customer needs
- Documentation of data analysis
- Presentation of data analysis results at the customer
- Securing the IT systems against technical incidents and other security risks
- Procurement of hardware and software together with the purchase department
- User support for hardware and software problems
- Ensure data security in the company
- Continuously maintain the operation of the IT systems
- Requirements planning for IT systems and services

Capabilities

Name		Information Security Management
Description		Definition, Control, Maintenance of Information Security
Components	Rolls	User: <ul style="list-style-type: none">• Information Security Team Stakeholder: <ul style="list-style-type: none">• All Employees
	Processes	<ul style="list-style-type: none">• Make Security Guidelines• Sensitize Employees• Analyze IT-Structure• Design Processes
	Information	<ul style="list-style-type: none">• Guidelines• List of Employees• List of IT Systems
	Tools	<ul style="list-style-type: none">• Security Policy Catalogues

Name		Development
Description		Development of new software products, new software for internal use and administrative software
Components	Rolls	User: <ul style="list-style-type: none"> • Development Team • Data Analysis Team
	Processes	<ul style="list-style-type: none"> • Requirements analysis • Design und Modelling • Project planning and -management • Testing
	Information	<ul style="list-style-type: none"> • Requirements Catalogue
	Tools	<ul style="list-style-type: none"> • IDE • Repository

Name		Data Analytics
Description		Data analytics for customer needs
Components	Rolls	User: <ul style="list-style-type: none"> • Data Analytics Team Stakeholder: <ul style="list-style-type: none"> • Customer
	Processes	<ul style="list-style-type: none"> • Matching of Customer Requirements • Data Preprocessing • Data Analysis • Documentation of Results • Presentation of results at the Customer
	information	<ul style="list-style-type: none"> • Customer • Received Data
	Tools	<ul style="list-style-type: none"> • Data Analysis Tools • Database Server • Document Management

Name		IT Administration
Description		Administration of the companies' IT resources
Components	Rolls	User: <ul style="list-style-type: none"> IT Administrators Stakeholder: <ul style="list-style-type: none"> All Employees
	Processes	<ul style="list-style-type: none"> Maintain the Active Directory Maintain the Employee-Database Manage the access rights Management of groups and roles Define standards
	Information	<ul style="list-style-type: none"> Personal information Security policies Definition of Rolls for the departments Templates for Guidelines
	Tools	<ul style="list-style-type: none"> Administration Tools

Name		IT Resource Management
Description		Procurement and Maintenance of the IT infrastructure, procurement of external services and cloud services
Components	Rolls	User: <ul style="list-style-type: none"> IT Resource Manager Stakeholder: <ul style="list-style-type: none"> Employees, who use IT systems Purchasing Department Incident Management
	Processes	<ul style="list-style-type: none"> Requirements planning Maintenance of IT Systems
	Information	
	Tools	<ul style="list-style-type: none"> Monitoring Tools

Name		2nd Level Help Desk
Description		Take care of IT system incidents and support with profound problems with self-developed software
Components	Rolls	User: <ul style="list-style-type: none"> • IT • Employees, who use IT systems Stakeholder: <ul style="list-style-type: none"> • External IT service
	Processes	<ul style="list-style-type: none"> • Emergency Service • Take care of Incident Messages • Prioritizing of support • Request of external IT services
	Information	<ul style="list-style-type: none"> • Incident Messages
	Tools	<ul style="list-style-type: none"> • Help Desk Tool