Enterprise IT – Project instructions

Topics

1) Enterprise description
2) IT Governance Arrangement Matrix
3) IT Governance questionnaire
4) Portfolio and results chain
5) Process evaluation using Maturity Models
6) Service Desk implementation
7) SLA preparation

Delivery

- Text – MS Word
- Presentation – MS Powerpoint

Deadlines

- Presentation: 5th December, 2018
- Submission: 5th December, 2018