<https://docs.google.com/document/d/1J-H5PF9NrA6I-ghjU1pkg6iT6cLWraMfBj6bFvhV4tc/edit>

We have divided the exposition of the work into parts, each one of these parts if it seems good to you:

JESUS

1) Enterprise description

3) IT Governance questionnaire

TANER

4) Portfolio and results chain

5) Process evaluation using Maturity Models

MANUEL

6) Service Desk implementation

7) SLA preparation

JOSÉ

2) IT Governance Arrangement Matrix ¿????????