

Client Business Units

Retained Internal I.T. Function

Strategy - Architecture - Overall Accountability

Service Integration

Commercial Component

Integration Component
(Managerial - Operational - Infrastructure)

End-to-end service level coordination and multi-supplier integration

PaaS

Internal and External Service Towers

VoIP

SaaS

AppDev

HelpDesk

Servers

Facilities

IaaS

AppMaint

DR

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Network