

OPS Operation&Internal Supervision

Organization Management Tree for reference: <https://space.shopee.io/console/overview/management-tree>

Tier 1	Tier 2	Tier 3
OPS Operation&Internal Supervision	Service Standardization	1. 制定标准化服务定义 (Building the standardized service definitions) 2. 不断根据实际情况跟新并优化现有的流程/定义 (Updating and optimizing the existing processes/definitions continuously based on actual conditions) 3. 对外沟通, 把平台运维标准及时与新加坡及各个regional 地区沟通清晰, 保持合作 (External communication, the platform operation and maintenance standards are communicated clearly with Singapore and various regional regions in a timely manner, and maintain cooperation)
	Operation Management	1. 运维成熟度模型 (Operational Maturity Model) 2. 业务运维监督 (Business operation and maintenance supervision)
	Project Management (TechOps PMO)	1. 项目汇总及优先级排序 (包含所有平台在研项目及流程自动化的开发项目) (Project Summary and Prioritization (Including all platform projects in development and process automation development projects)) 2. 项目跟进及闭环管理 (Project follow-up and closed-loop management) 3. 项目复盘和经验教训分析 (Project review and lessons learned analysis)
	Resource Management	1. 资源管理流程及各平台资源SLA (SLA of resource management process and each platform resources) 2. 资源利用率核实 (创立一个逻辑检查资源利用率) (Resource utilization verification (Design a mechanism to check resource utilization))