



PROFILED(IT)PEOPLE

IT SERVICES OPERATING MAP

- INPUT - BUSINESS SERVICE DEFINITION

- OUTCOME - BUSINESS SERVICE OUTCOME

IMPLEMENTATION AND MODIFICATION SERVICES		OPERATIONS SERVICES	
KEY SERVICE OBJECTIVE:	MINOR MODIFICATIONS	KEY SERVICE OBJECTIVE:	SUPPORT
TYPICAL DISCIPLINES (USO/RUPS SOLC):	BUSINESS MODELING DISCIPLINE	TYPICAL DISCIPLINES (USO/RUPS SOLC):	BUSINESS MODELING DISCIPLINE
REQUIREMENT MANAGEMENT DISCIPLINE	ANALYSIS AND DESIGN DISCIPLINE	REQUIREMENT MANAGEMENT DISCIPLINE	ANALYSIS AND DESIGN DISCIPLINE
IMPLEMENTATION DISCIPLINE	TEST DISCIPLINE	IMPLEMENTATION DISCIPLINE	TEST DISCIPLINE
DEPLOYMENT DISCIPLINE	CONFIGURATION AND CHANGE MANAGEMENT DISCIPLINE	DEPLOYMENT DISCIPLINE	CONFIGURATION AND CHANGE MANAGEMENT DISCIPLINE
PROJECT MANAGEMENT DISCIPLINE	PROJECT MANAGEMENT DISCIPLINE	PROJECT MANAGEMENT DISCIPLINE	PROJECT MANAGEMENT DISCIPLINE
RESOURCES (Profile-ITS):	RESOURCES (Profile-ITS):	RESOURCES (Profile-ITS):	RESOURCES (Profile-ITS):
RESOURCE APPROACH:	RESOURCE APPROACH:	RESOURCE APPROACH:	RESOURCE APPROACH:
TYPE OF SERVICE:	TYPE OF SERVICE:	TYPE OF SERVICE:	TYPE OF SERVICE:
SERVICE PRICING CONSIDERATIONS:	SERVICE PRICING CONSIDERATIONS:	SERVICE PRICING CONSIDERATIONS:	SERVICE PRICING CONSIDERATIONS:
TECHNICAL ENVIRONMENTS:	TECHNICAL ENVIRONMENTS:	TECHNICAL ENVIRONMENTS:	TECHNICAL ENVIRONMENTS:
STRATEGIC CONSIDERATION:	STRATEGIC CONSIDERATION:	STRATEGIC CONSIDERATION:	STRATEGIC CONSIDERATION:

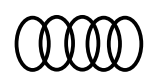
OPERATIONS SERVICES	
KEY SERVICE OBJECTIVE:	SUPPORT
TYPICAL PROCESSES (ITIL):	SERVICE DESK
RESOURCES (Profile-ITS):	PROBLEM MANAGEMENT
RESOURCE APPROACH:	INCIDENT MANAGEMENT
TYPE OF SERVICE:	PRODUCTION AND SUPPORT ROLES:
SERVICE PRICING CONSIDERATIONS:	MANAGEMENT:
SERVICE PRICING TYPE:	RESOURCE APPROACH:
TECHNICAL ENVIRONMENTS:	TYPE OF SERVICE:
STRATEGIC CONSIDERATION:	SERVICE PRICING CONSIDERATIONS:

SERVICE COMPONENT DEFINITION			
Work Stream	Tasks	Artifact	Outcome
REQUIREMENT	Analysis and Requirements Management for the Product or Modification		
DESIGN	Design of the Product or Modification		
BUILD/IMPLEMENT	Construct the Product or Modification		
TEST	Test Product or Modification		
DEPLOY	Deploy/Release Product or Modification		
DOCUMENT	Installation and Systems Administration Specification		
MANAGE	Management Reporting and Client Interfacing		
Exception Handling			
Management, Co-ordination and Control			
Continuous Improvement			

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