



OPERATIONAL FLOW

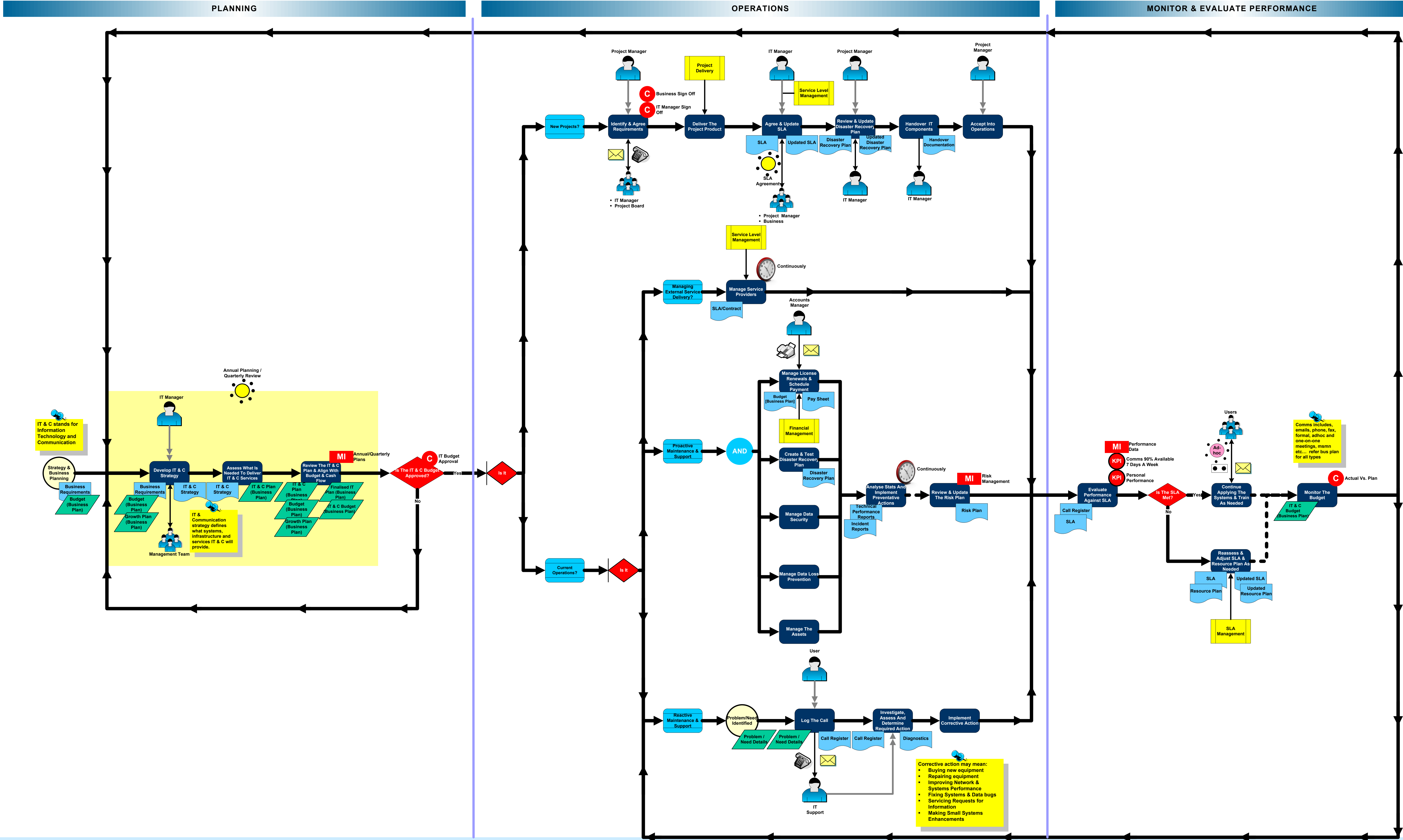
Purpose & Scope

TO COMMUNICATE EFFECTIVELY & DEAL WITH INFORMATION OPTIMALLY IN ORDER TO DELIVER PRODUCTS AND SERVICES

- Establish IT & Communication Requirements
- Align Requirements With Business Plan
- Acquire, Maintain And Upgrade Systems & Infrastructure
- Manage Information & Communication Flow
- Monitor & Evaluate Process Effectiveness

Process Owner

IT Director



GOVERNANCE / COMPLIANCE

MI / KPI MI Annual/Quarterly Plans MI Risk Management MI Performance Data KPI Comms 90% Available 7 Days A Week KPI Personal Performance

CONTROL / ACCOUNTING C IT Budget Approval C IT Manager Sign Off C Business Sign Off C Actual Vs. Plan

INTERFACING PROCESSES Project Delivery Financial Management Service Level Management

SUPPORTING DOCUMENTS Business Requirements IT & C Strategy SLA Budget (Business Plan) Pay Sheet Disaster Recovery Plan Call Register Incident Reports Technical Performance Reports Diagnostics Handover Documentation Risk Plan Resource Plan

KEY Main Activities Role Changer Process Step Decision One Of Many Differentiator Interfacing Process Document Human Interface Group Process Owner e-mail One-on-one Meeting Ad-hoc Meeting Key Performance Indicator Control Management Information Time