

OPERATIONAL FLOW

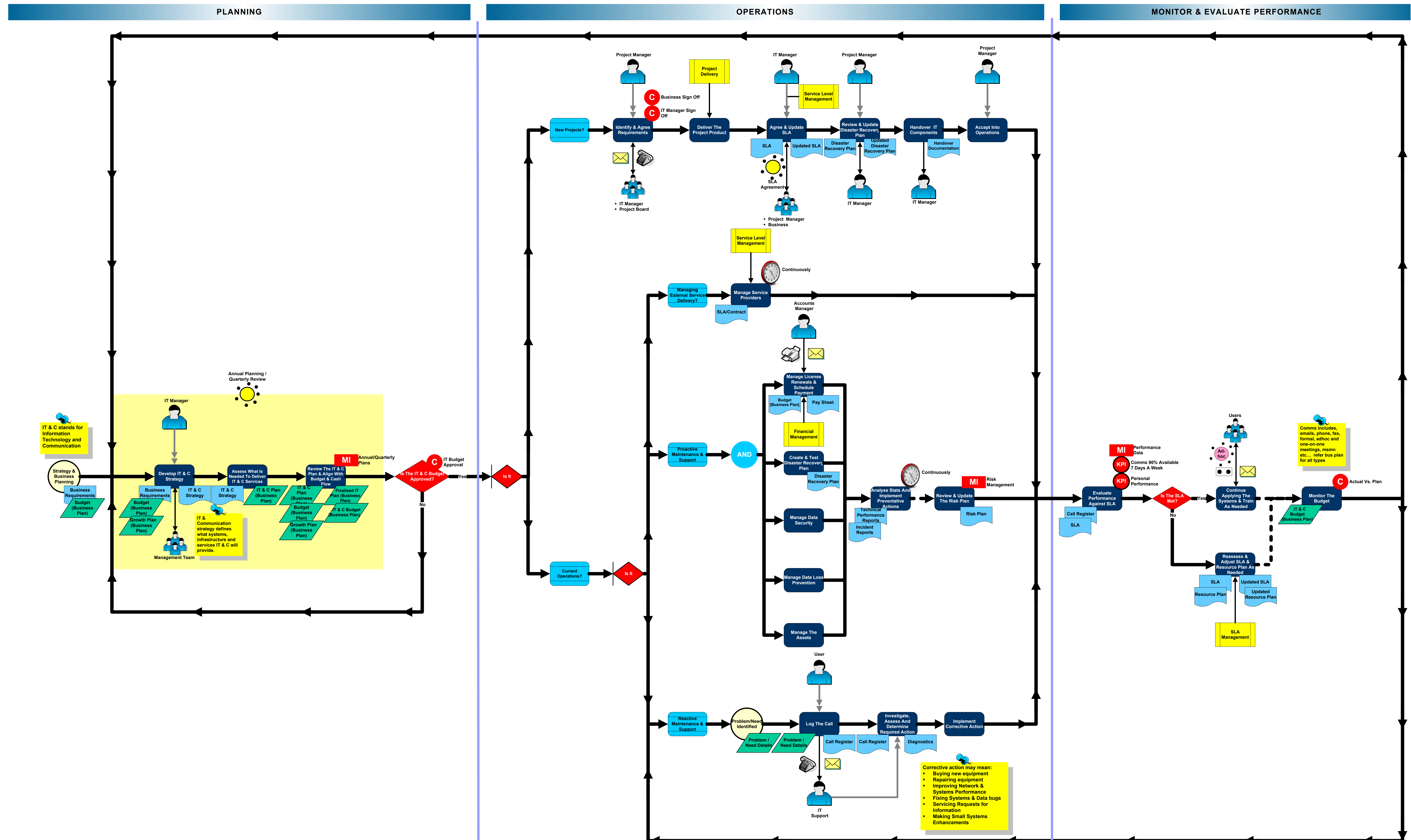
**Purpose & Scope**

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** IT Budget Approval IT Manager Sign Off Business Sign Off 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 KPI Key Performance Indicator Control MI Management Information Time