

SERVICE CATALOGUE

ARCHITECTURE SERVICES

Enterprise Architecture	An enterprise architect will consider data, technology and business processes when developing solutions to meet business and strategic goals. Knowledge of data models, business processes, and technical and application infrastructure is required to perform enterprise architecture work.
Technical Architecture	This acts as the link between a company's managers and the designers and developers who build their IT systems. Broad understanding of all network technical architecture and dependencies is required, working towards the strategic goals of the organisation. Deliverables include an initial impact assessment, business case, vendor assessment and overall corporate technical roadmap. May act as solution architect on work package.
Business Process Mapping/ Business Architecture	Process mapping to standards such as ITIL and Etom, process assessment as per industry best practice and efficiency. Tasks include managing questionnaires, onsite workshops, interviews and data collection to develop a road map for ITIL or Etom.
Service Design	ITIL service design relates to the holistic design requirements related to people, process, technology and governance needed to convert strategic objectives into value-focused IT service portfolios. The scope of service design is not limited to new services. It includes changes and improvements necessary to increase or maintain value to customers over the lifecycle of services, the continuity of those services, achievement of agreed service levels, and conformance to standards and regulations. It guides organisations on how to develop design capabilities for service management.
Business Analysis	Gathering and documenting stakeholder and user requirements, typically for using in overall design or the statement of work.
Audit	Undertake and audit existing system(s), identifying risks and producing recommendations for best practice changes. Includes physical, logical, performance, design, resilience, end-of-life, operational and BCP audits.

PROGRAMME SERVICES

Programme Management	Responsible for a broad range of individual work streams - typically delivery or project managers - relating to a particular strategic programme. Overall budget and programme timescales, and roadmap responsibility.
Project Management Office Co-ordination	Administration of the programme(s) working with multiple project managers and often more than one programme manager. Overall administrative responsibility for project manager engagement and reporting.
Vendor Management	This is usually performed by a project manager, unless the vendor relationship has dependencies across multiple projects and/or programmes.
Request For Proposal Management	This may include the definition of technical requirements, taking inputs from technical architects and business analysts. Support of vendor selection through scoring of RFP responses and presentations. Provides support for the procurement team.

WORK STREAM SERVICES

Project Management	The Project Manager will manage the project, budgets, scheduling, interfacing with technical resources and programme or stakeholder management.
Business Analysis	This is specific to a given work stream and will include gathering and documenting stakeholder and user requirements, typically for using in overall design or the statement of work.
Solution Architecture	Subject matter expert with a full understanding of the dependencies interfacing into, and out of, this work stream.
Solution Design High Level Design	Subject matter expert outputting high level design, including bill of materials and acting as technical authority to the Project Manager.
Solution Design Low Level Design	Specialist engineer taking high level design and producing low level design ready for testing and deployment.
Testing	End-to-end test definition, test case creation and execution, ensuring work stream objectives are met.
Deployment	Deploying low level design into the live production environment during change windows.

OPERATIONAL AND SUPPORT SERVICES

2nd Line Support	Triage support and investigation into root cause of problems. Often required during extended hours.
3rd line support	Support with expert level software or hardware expertise.
Business As Usual Design or Configuration Changes	Small works of design or configuration changes to system and/or equipment, typically performed under an OPEX model.
Service Delivery Management	Delivery interface into customer organisation, monitoring performance against service level agreements, service reporting and chairing of service delivery meetings.