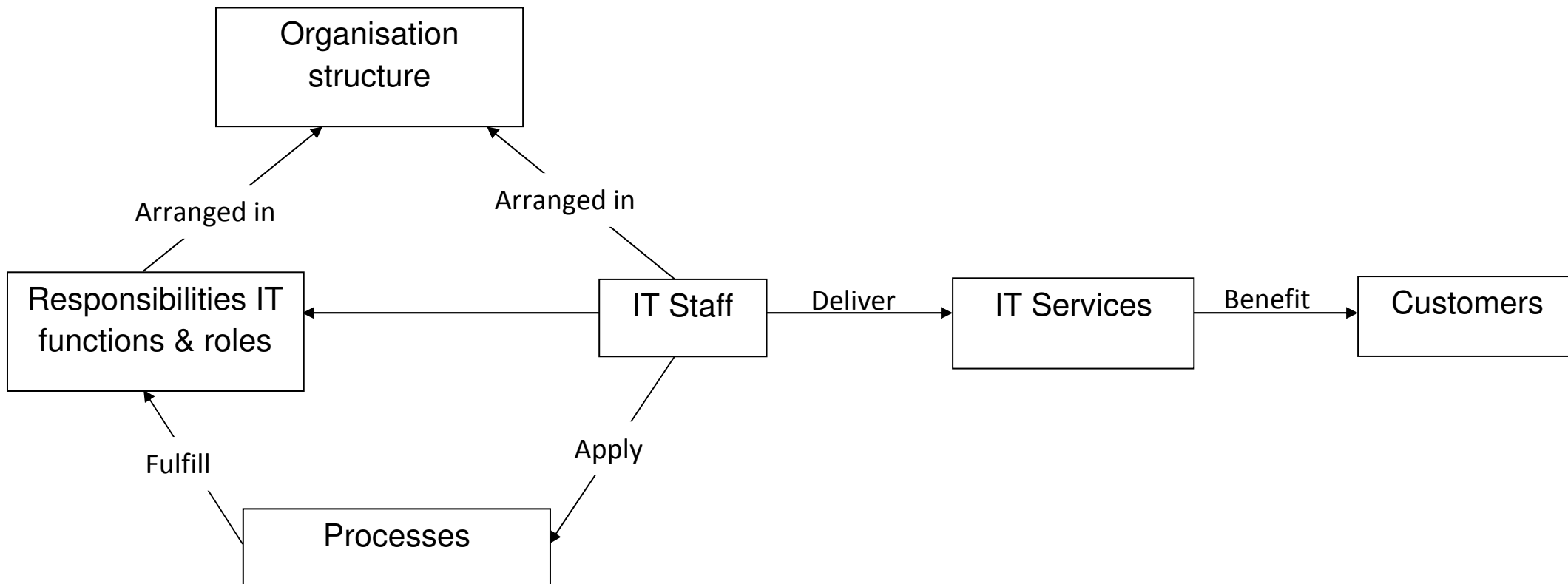


IT Model

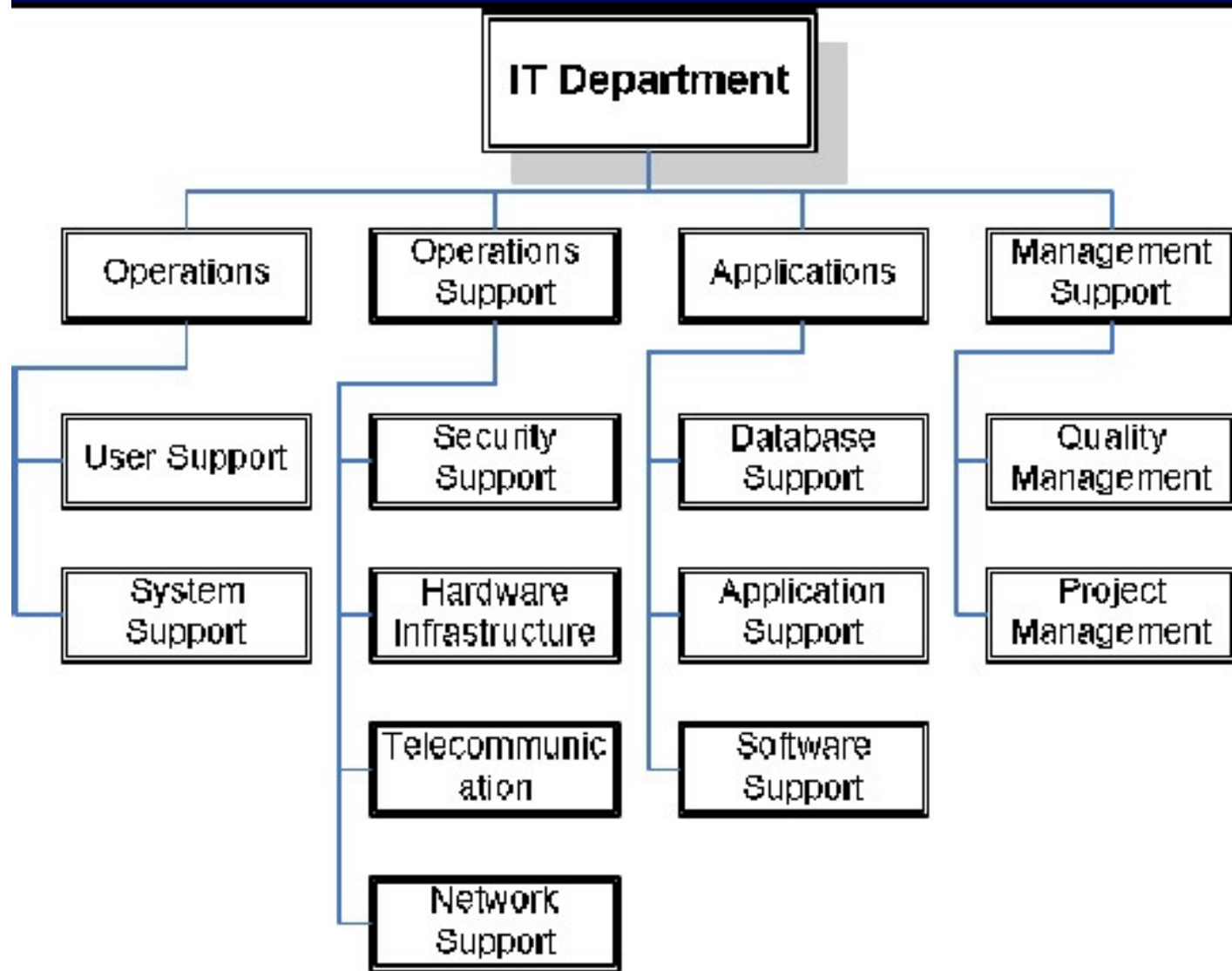


IT Department Main Sections

Section	Justifications
Hardware Infrastructure	Mandatory: This section is concerned with managing the hardware requirements, the hardware inventory and the policies and rules of hardware management.
Network Support	Mandatory: This section is responsible for the development of communications, networking, and systems standards and policies for connected computing environments.
System Support	Mandatory: The system support is responsible for the mission-critical and production-support functions.
User Support	Mandatory: This section is has the responsibility of first-level problem resolution. It provides a central point of contact for customer help, problem status, and feedback to customers
Database Support	Database Systems, information, and knowledge need support
Management Support	Considerable size and logistics
Quality Management	Needed on all states except the starting state
Security Support	Needed on all states except the starting state
Application Support	Business Applications exists and need support
Software Support	Integration and reporting is needed

Telecommunication	Scale and control is needed to support telecommunications
Project Management	Considerable number of projects, especially in the build state

Sample Preliminary Chart



Comprehensive Chart with roles

