

IT Management

IT Management

- **Strategy**
 - Service Management
 - Requirements (Enhancement) Management
 - Release Management
 - Standards
- **Design**
 - Project Management
 - Service Catalog
 - Service Level Management
 - Availability Management
 - Capacity Management
 - Service Continuity Management
 - Information Security Management
 - Supplier (vendor) Management
- **Transition**
 - Code Management
 - Quality Assurance Lifecycle
- **Operations**
 - Change Control Management
 - Incident Management
 - Problem Management
 - Root Cause Analysis

IT Management

- Define Roles
- Define Processes
- Reuse Processes
- Tie to other processes
- Mature processes, don't reinvent
- Don't just bureaucratically follow processes
 - Ask: Is this process appropriate in this situation?