

# Strategic Outline Case





In respect to the ICT service, the Strategic Outline Business Case “Shaping and Transforming the alliance (25 Nov 2016)” determined the following:

“

\_\_\_\_\_

An ICT department that cannot maintain a sustainable service as it is at the edge of its capability and capacity

\_\_\_\_\_”

Design

Plan

Build

Transition

Run

Change

Run

Design

Plan

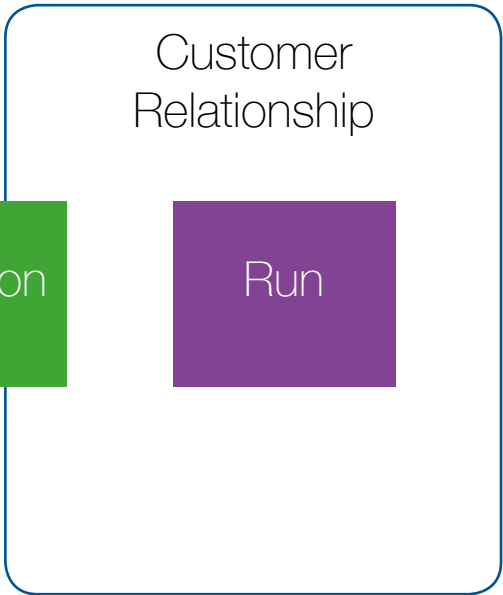
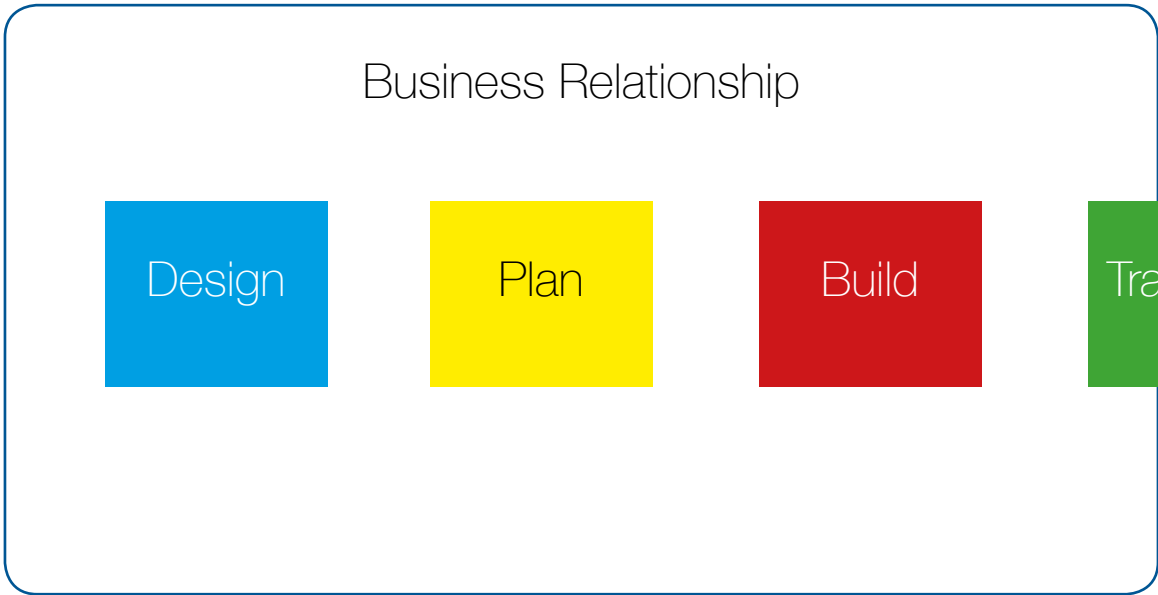
Build

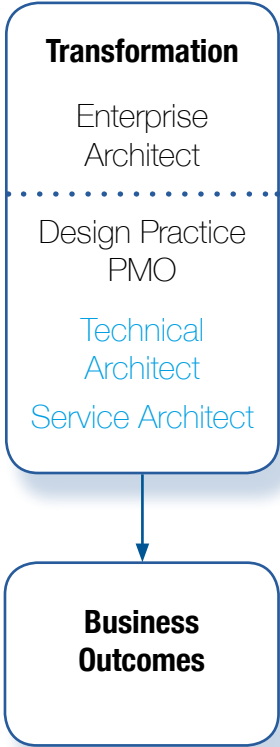
Transition

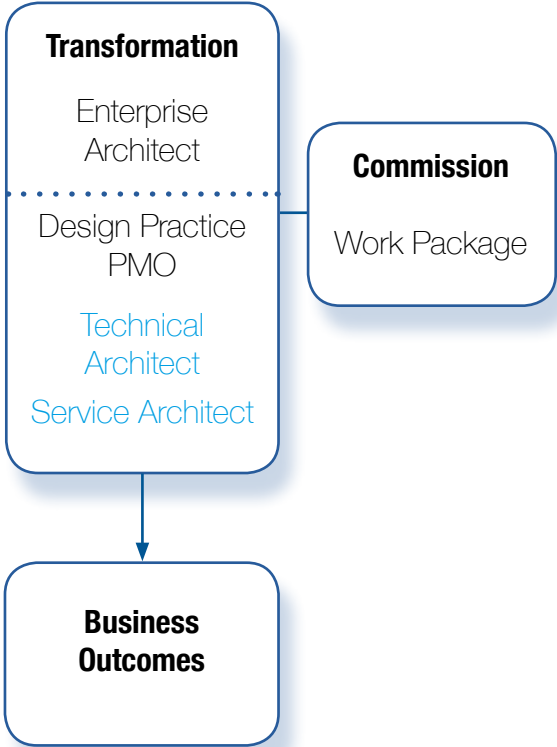
Run

Change

Run







# ICT

Manage and Control

Business Relationship

Customer Relationship

Technical Delivery

Design, Plan, Build

Transition

Service Delivery

Run

Service Architect

Technical Architect

Application Support

Infrastructure Support

Service Desk

Transformation

Enterprise Architect

Design Practice PMO

Technical Architect  
Service Architect

Commission

Work Package

Business Outcomes

