

How the Core Services are provided

Leadership and management (I)

CHANGE ACTIVITY	RUN ACTIVITY
Business partnering (I) Business analysis (I, C) Solutions identification/appraisal (I, C) Solutions design & architecture (I, C) Commissioning (I) Managing demand & resources (I) Programme & project management (I, C) Solutions build & test (I, C) Security architecture & policy (I, C) Transition of new solutions to BAU (I, C) Deployment support (I, C)	Supplier management (I) Service desk & requests (I, C) Managing incidents (I, S) Broadband network (S) Internet services (S) Site networks & equipment support (I, S) Server management & support (S) Storage & back-up services (S) Devices support (I, S) Business applications support (S) Enterprise applications support (I, S) Risk & security management (I) Database management (I)

KEY
I – in-house C – contractor (flex resources) S – supplier (supplier contractor)