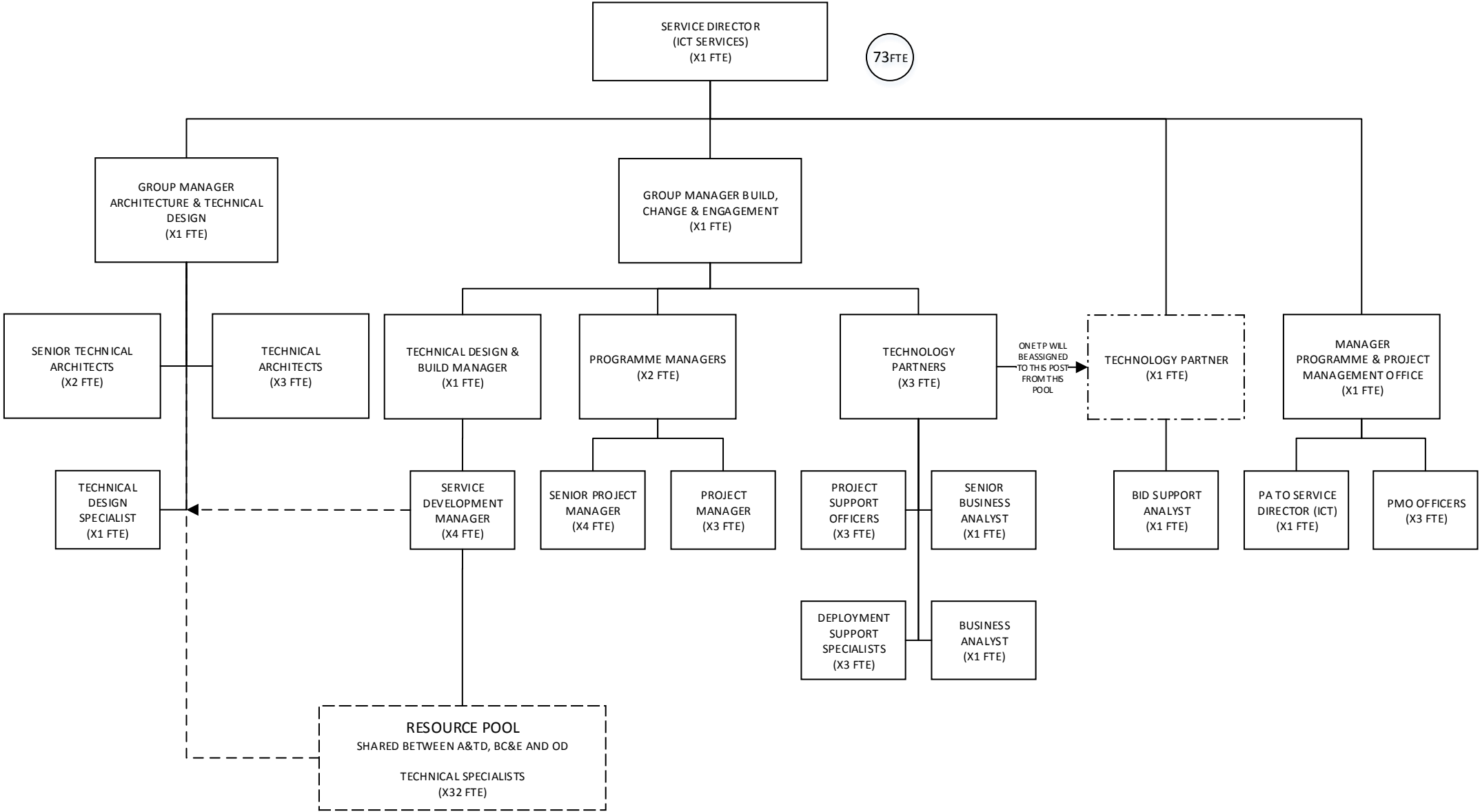


ICT SERVICES
ARCHITECTURE & TECHNICAL DESIGN AND BUILD, CHANGE & ENGAGEMENT



**ICT SERVICES
OPERATIONAL DELIVERY**

**SERVICE DIRECTOR
(ICT SERVICES)**

**GROUP MANAGER
OPERATIONAL DELIVERY
(X1 FTE)**

82FTE

**SERVICE SUPPORT
MANAGER
(X1 FTE)**

**INFRASTRUCTURE
MANAGER
(X1 FTE)**

**SERVICE DELIVERY
MANAGER
(X1 FTE)**

**TRADED SERVICES
MANAGER
(X1 FTE)**

**SERVICE DESK
MANAGER
(X2 FTE)**

**SUPPORT & INSTALLATION
ENGINEER
TEAM LEADER
(X1 FTE)**

**RISK, CHANGE
& SECURITY
MANAGER
(X1 FTE)**

**SOC TEAM
LEADER
(X1 FTE)**

**OPERATIONS
SUPPORT
TEAM LEADER
(X1 FTE)**

**DATABASE
TEAM LEADER
(X1 FTE)**

**NETWORKS
TEAM LEADER
(X1 FTE)**

**SYSTEMS
SUPPORT
TEAM LEADER
(X1 FTE)**

**SERVICE
MANAGER
(X5 FTE)**

**SERVICE
MANAGEMENT
TEAM LEADER
(X1 FTE)**

**TECHNICAL
SPECIALIST**

**INFORMATION
SYSTEMS
COORDINATOR
(X1 FTE)**

**SALES & SERVICE
SUPPORT
OFFICER**

**TRADED
SERVICES
CONSULTANT
(X2 FTE)**

**SUPPORT & INSTALLATION
ENGINEER
TEAM LEADER
(X1 FTE)**

**SERVICE
SUPPORT
SUPERVISOR
(X4 FTE)**

**TECHNICAL
SPECIALIST
SALES & SERVICE
SUPPORT
OFFICER**

**WORKSHOP
ENGINEER
(X1 FTE)**

**SUPPORT &
INSTALLATION
ENGINEER**

**CHANGE &
RELEASE
SPECIALIST
(X1 FTE)**

**SENIOR
SECURITY
SPECIALIST
(X3 FTE)**

**OPERATIONS
SUPPORT
ENGINEER
(X3 FTE)**

**DATABASE
ENGINEER
(X3 FTE)**

**NETWORK
ENGINEER
(X4 FTE)**

**TECHNICAL
SPECIALIST
SUPPORT &
INSTALLATION
ENGINEER**

**SENIOR
SYSTEMS
SUPPORT
ENGINEER
(X3 FTE)**

**SYSTEMS
SUPPORT
ENGINEER
(X2 FTE)**

**TECHNICAL
SPECIALIST**

**SERVICE
MANAGEMENT
SPECIALIST
(X2 FTE)**

**SPECIFICATION
ANALYST
(X2 FTE)**

**SCHEDULING &
ORDERING
ANALYST
(X1 FTE)**

**SERVICE
ANALYST
(X1 FTE)**

**SALES &
SERVICE
SUPPORT
OFFICER**

**SUPPORT &
INSTALLATION
ENGINEER
SERVICE DESK
ASSISTANT**

RESOURCE POOL

SHARED ACROSS THE OPERATIONAL DELIVERY SUPPORT FUNCTIONS
 SERVICE DESK ASSISTANTS (X7 FTE) SALES & SERVICE SUPPORT OFFICERS (X4 FTE) SUPPORT & INSTALLATION ENGINEERS (X17 FTE)

SHARED BETWEEN A&TD, BC&E AND OD
 TECHNICAL SPECIALISTS (X32 FTE)