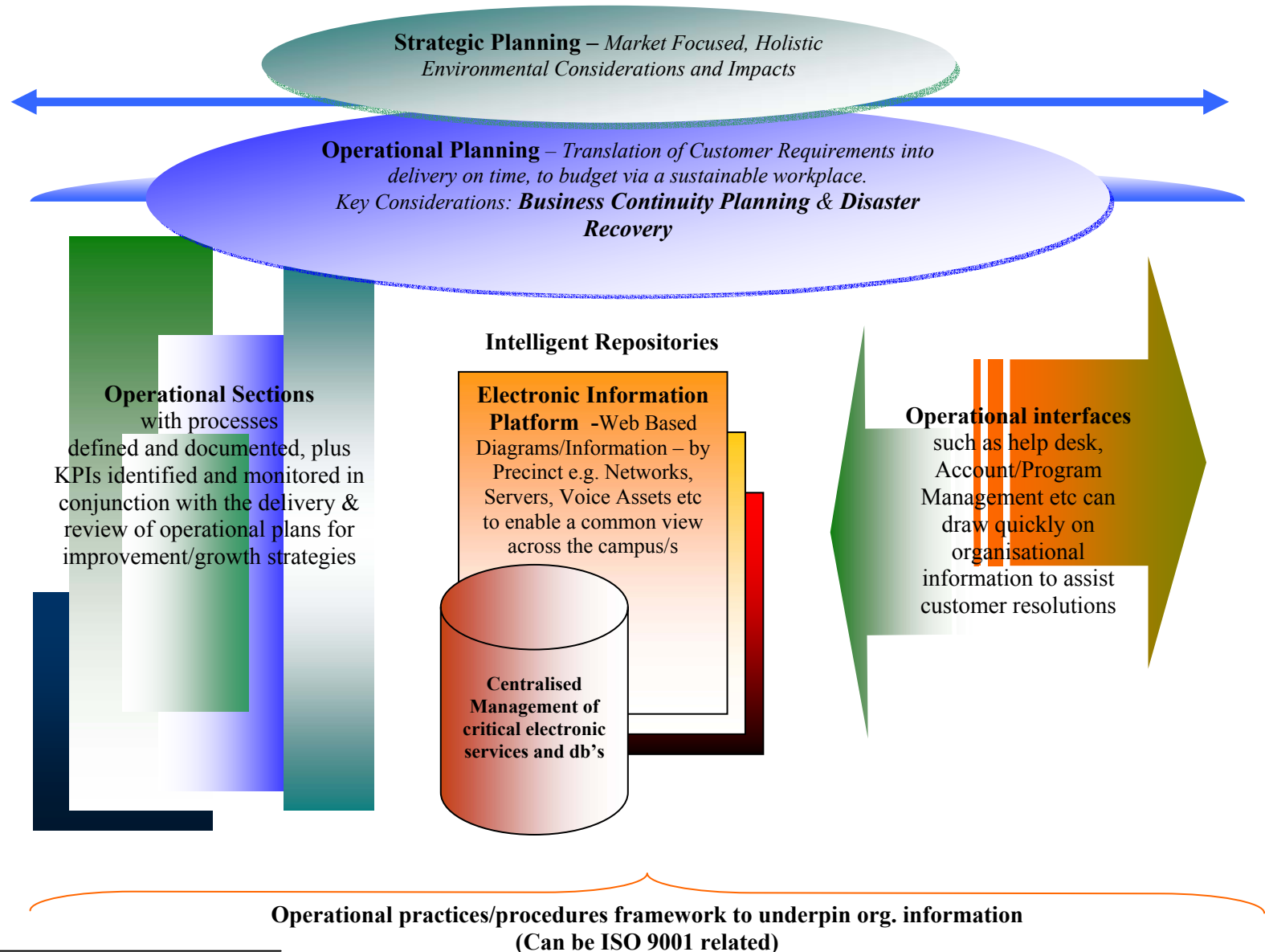


## Sustainability Framework in an International Environment

Taking into consideration the requirements of Global Business Excellence Models, ISO 9001:2000 & ITIL (UK & Europe)

### ITIL Functions and Modules -in Alpha order

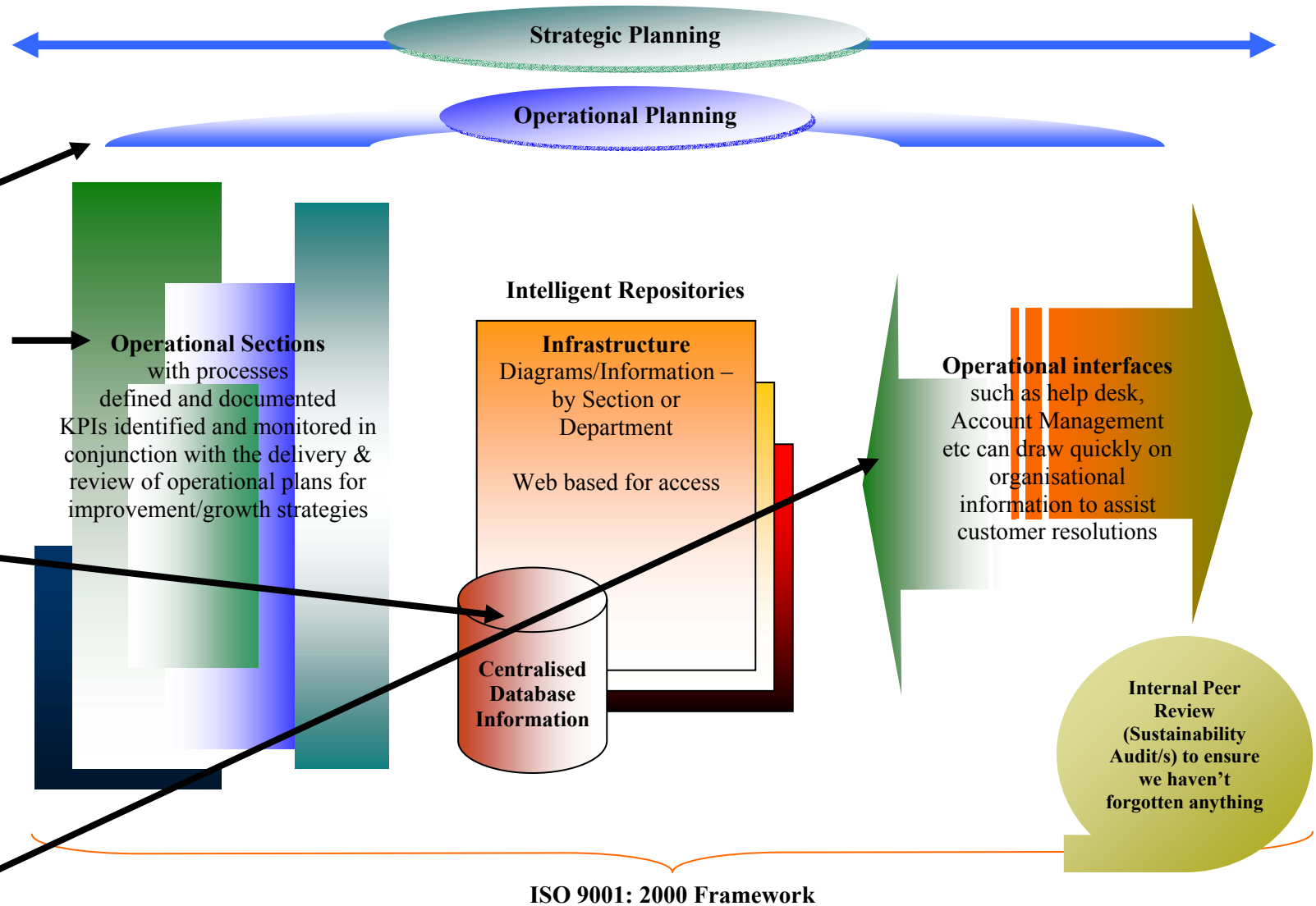
- Availability management
- Capacity management
- Change management
- Computer installation and acceptance management
- Computer operations management (incl. unattended operations)
- Configuration management
- Contingency planning
- Cost management
- Customer liaison
- Help Desk management
- IT Services organisation
- Management of local processors and terminals
- Managing facilities management
- Network services management
- Planning and control for IT services
- Problem management
- Software control and distribution management
- Software lifecycle support
- Supplier management
- Testing an IT service for operational use
- Third party and single source maintenance



## Strategies to Achieve Implementation of the Model

### Actions Needed

1. Strategic organisational planning to be completed and deployed to staff to give insight into the key directions they need to pursue for a determined period.
2. Operational Planning to be completed
3. Responsibilities and Authorities for deliveries across ITS need to be clearly defined. Sections to complete review of internal information to ensure any business continuity needs can be met
4. Knowledge Management needs have to be identified & Sections to contribute their information to establish up-to-date versions of these to ensure quick access to reliable information.
5. Operational interfaces to be given access to Knowledge Databases and given insight into the technical aspects of these and their application - perhaps have technical team briefings/sharing of info on a more regular basis.



ISO 9001: 2000 Framework