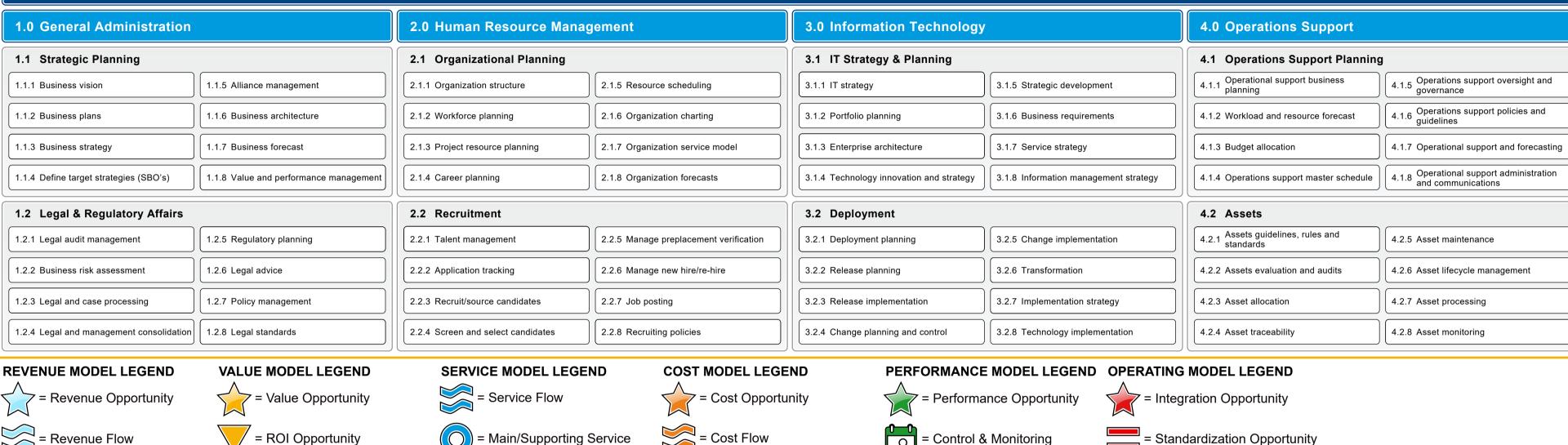
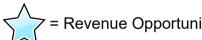
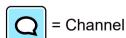
Management Services (Service Planning)

SUPPORTING SERVICES





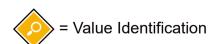




= Core Differentiating Competency



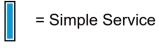
= ROI Opportunity



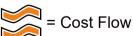




Main/Supporting Service



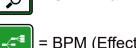








= Evaluation & Audits



= BPM (Effectiveness & Efficiency)



= Measurements



= Reporting Flow



= Governance, Policies &



People Distribution



Maturity Level