

# Management Services (Service Planning)

## SUPPORTING SERVICES

### 1.0 General Administration

#### 1.1 Strategic Planning

1.1.1 Business vision	1.1.5 Alliance management
1.1.2 Business plans	1.1.6 Business architecture
1.1.3 Business strategy	1.1.7 Business forecast
1.1.4 Define target strategies (SBO's)	1.1.8 Value and performance management

#### 1.2 Legal & Regulatory Affairs

1.2.1 Legal audit management	1.2.5 Regulatory planning
1.2.2 Business risk assessment	1.2.6 Legal advice
1.2.3 Legal and case processing	1.2.7 Policy management
1.2.4 Legal and management consolidation	1.2.8 Legal standards

### 2.0 Human Resource Management

#### 2.1 Organizational Planning

2.1.1 Organization structure	2.1.5 Resource scheduling
2.1.2 Workforce planning	2.1.6 Organization charting
2.1.3 Project resource planning	2.1.7 Organization service model
2.1.4 Career planning	2.1.8 Organization forecasts

#### 2.2 Recruitment

2.2.1 Talent management	2.2.5 Manage preplacement verification
2.2.2 Application tracking	2.2.6 Manage new hire/re-hire
2.2.3 Recruit/source candidates	2.2.7 Job posting
2.2.4 Screen and select candidates	2.2.8 Recruiting policies

### 3.0 Information Technology

#### 3.1 IT Strategy & Planning

3.1.1 IT strategy	3.1.5 Strategic development
3.1.2 Portfolio planning	3.1.6 Business requirements
3.1.3 Enterprise architecture	3.1.7 Service strategy
3.1.4 Technology innovation and strategy	3.1.8 Information management strategy

#### 3.2 Deployment

3.2.1 Deployment planning	3.2.5 Change implementation
3.2.2 Release planning	3.2.6 Transformation
3.2.3 Release implementation	3.2.7 Implementation strategy
3.2.4 Change planning and control	3.2.8 Technology implementation

### 4.0 Operations Support

#### 4.1 Operations Support Planning

4.1.1 Operational support business planning	4.1.5 Operations support oversight and governance
4.1.2 Workload and resource forecast	4.1.6 Operations support policies and guidelines
4.1.3 Budget allocation	4.1.7 Operational support and forecasting
4.1.4 Operations support master schedule	4.1.8 Operational support administration and communications

#### 4.2 Assets

4.2.1 Assets guidelines, rules and standards	4.2.5 Asset maintenance
4.2.2 Assets evaluation and audits	4.2.6 Asset lifecycle management
4.2.3 Asset allocation	4.2.7 Asset processing
4.2.4 Asset traceability	4.2.8 Asset monitoring

#### REVENUE MODEL LEGEND

	= Revenue Opportunity
	= Revenue Flow
	= Channel
	= Core Differentiating Competency
	= Core Competitive Competency

#### VALUE MODEL LEGEND

	= Value Opportunity
	= ROI Opportunity
	= Value Identification
	= Value Creation
	= Value Governance

#### SERVICE MODEL LEGEND

	= Service Flow
	= Main/Supporting Service
	= Simple Service
	= Complex Service
	= Unique Service

#### COST MODEL LEGEND

	= Cost Opportunity
	= Cost Flow
	= TCO Opportunity
	= Cockpits, Dashboards & Scorecards
	= Evaluation & Audits

#### PERFORMANCE MODEL LEGEND

	= Performance Opportunity
	= Control & Monitoring
	= BPM (Effectiveness & Efficiency)
	= Measurements
	= Reporting Flow

#### OPERATING MODEL LEGEND

	= Integration Opportunity
	= Standardization Opportunity
	= Governance, Policies & Guidelines
	= People Distribution
	= Maturity Level