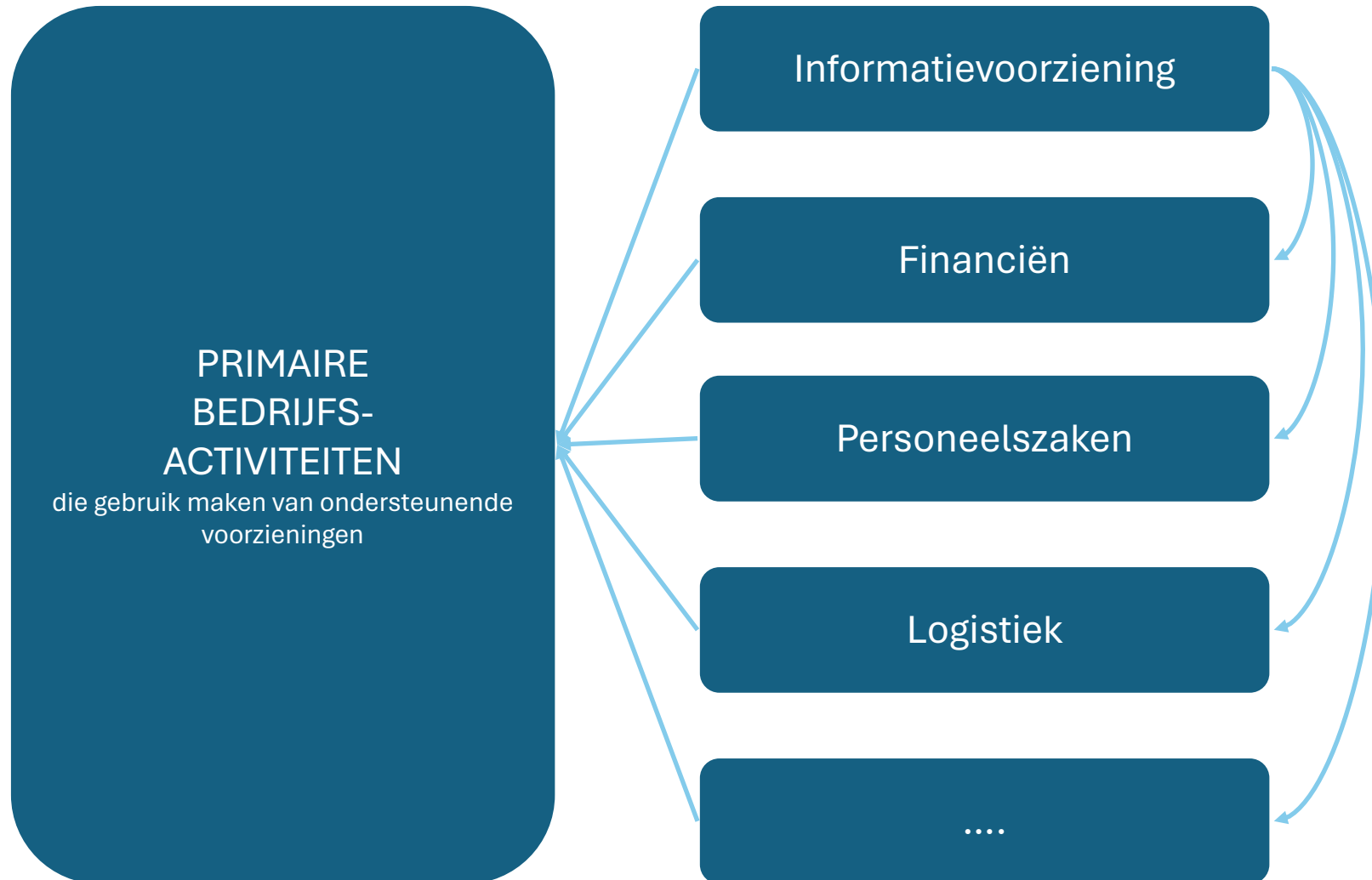
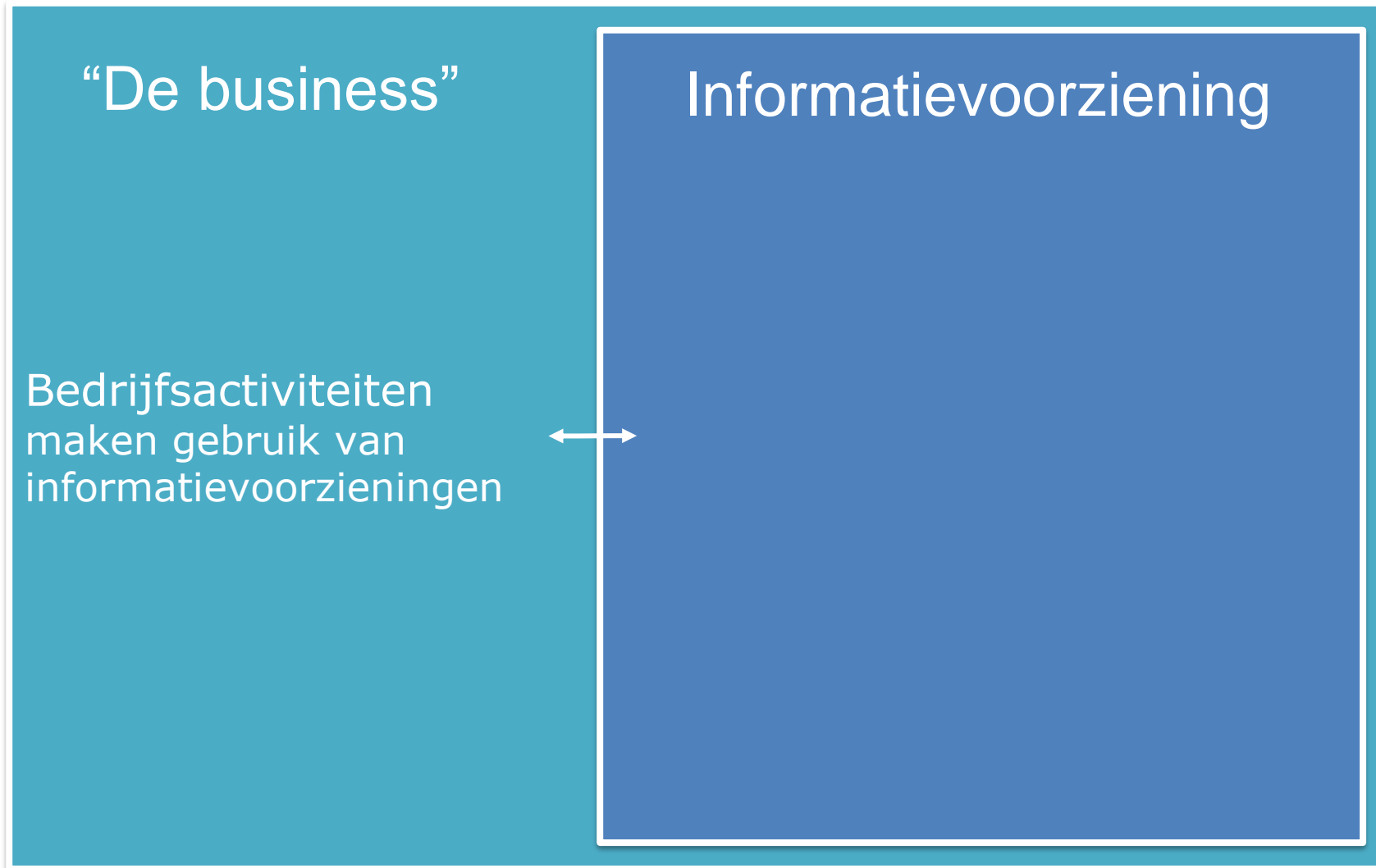


- Informatievoorziening is in het algemeen een secundaire activiteit



Hoe kom je in control van dat domein?



“De business”

Informatievoorziening

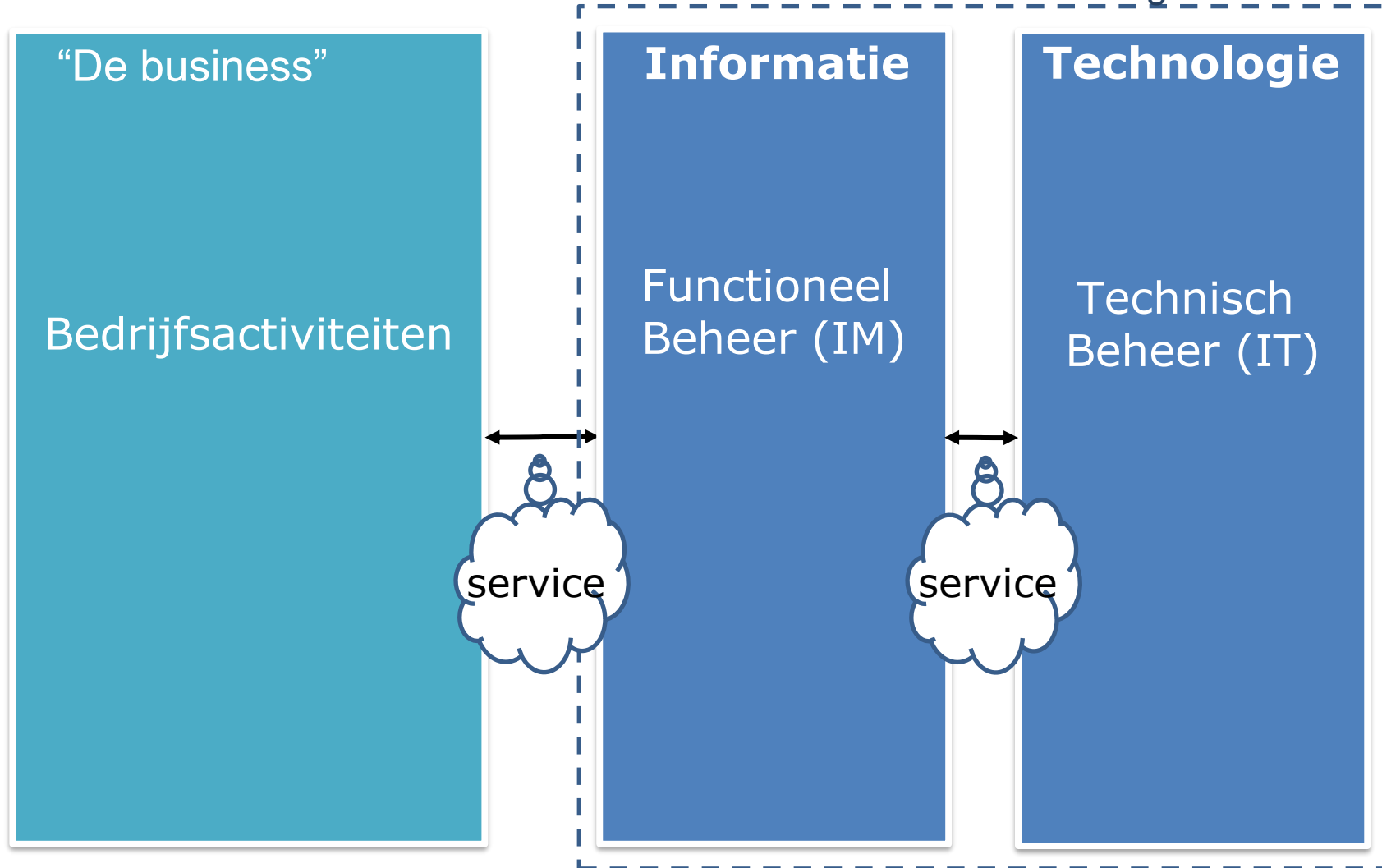
Functioneel
beheer

Technisch
beheer

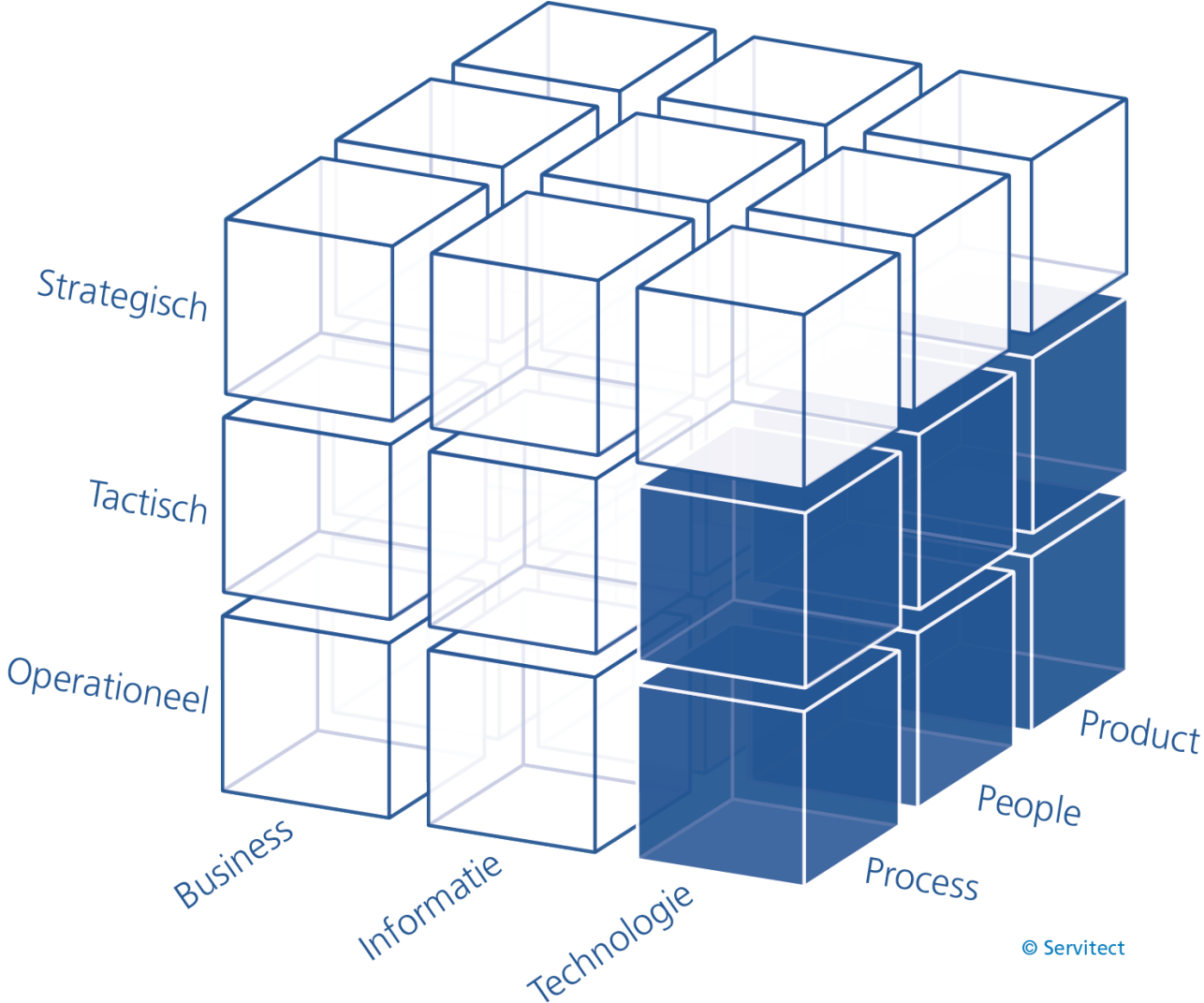


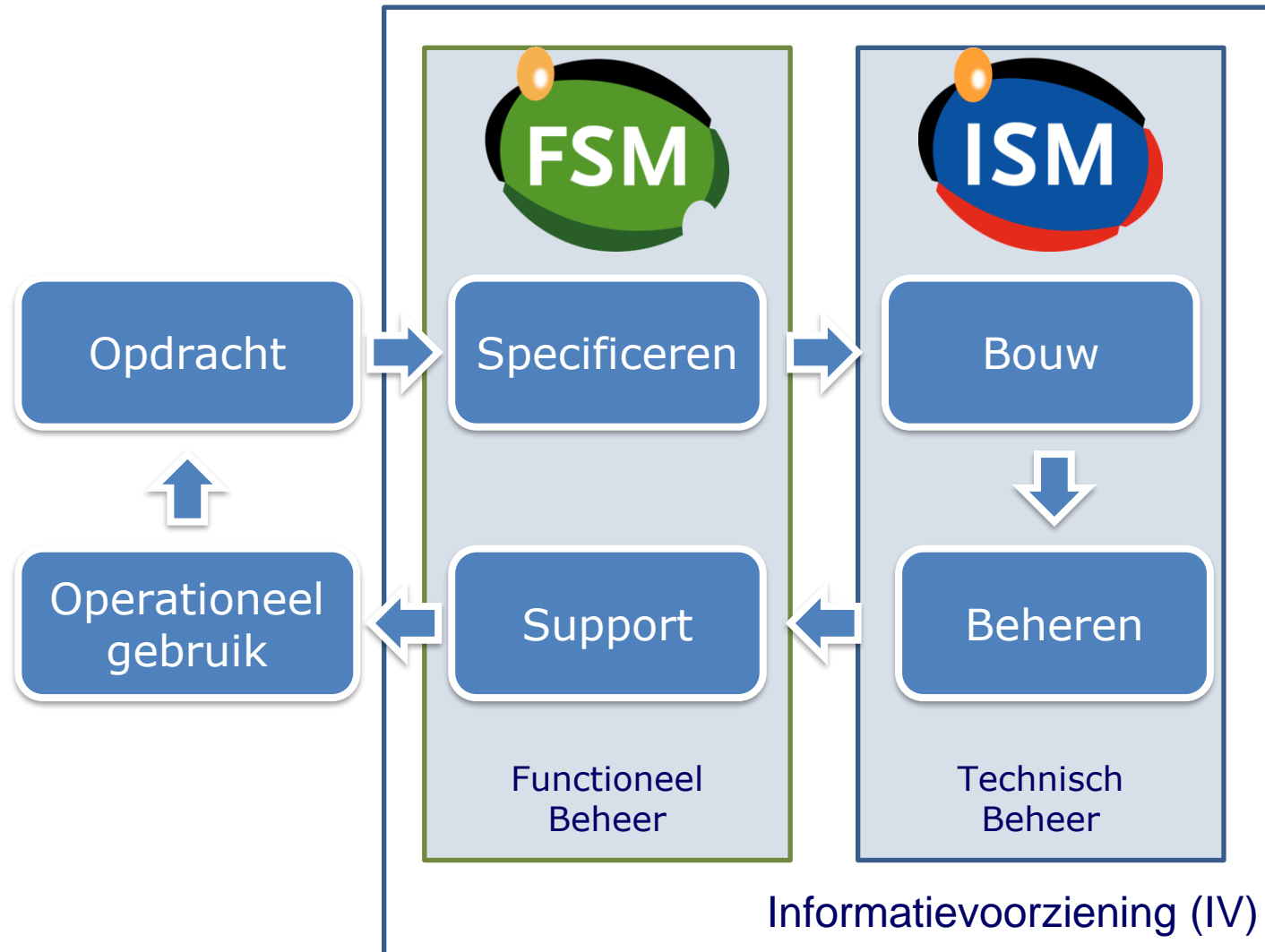
Functiescheiding: creëer gescheiden verantwoordelijkheidsdomeinen

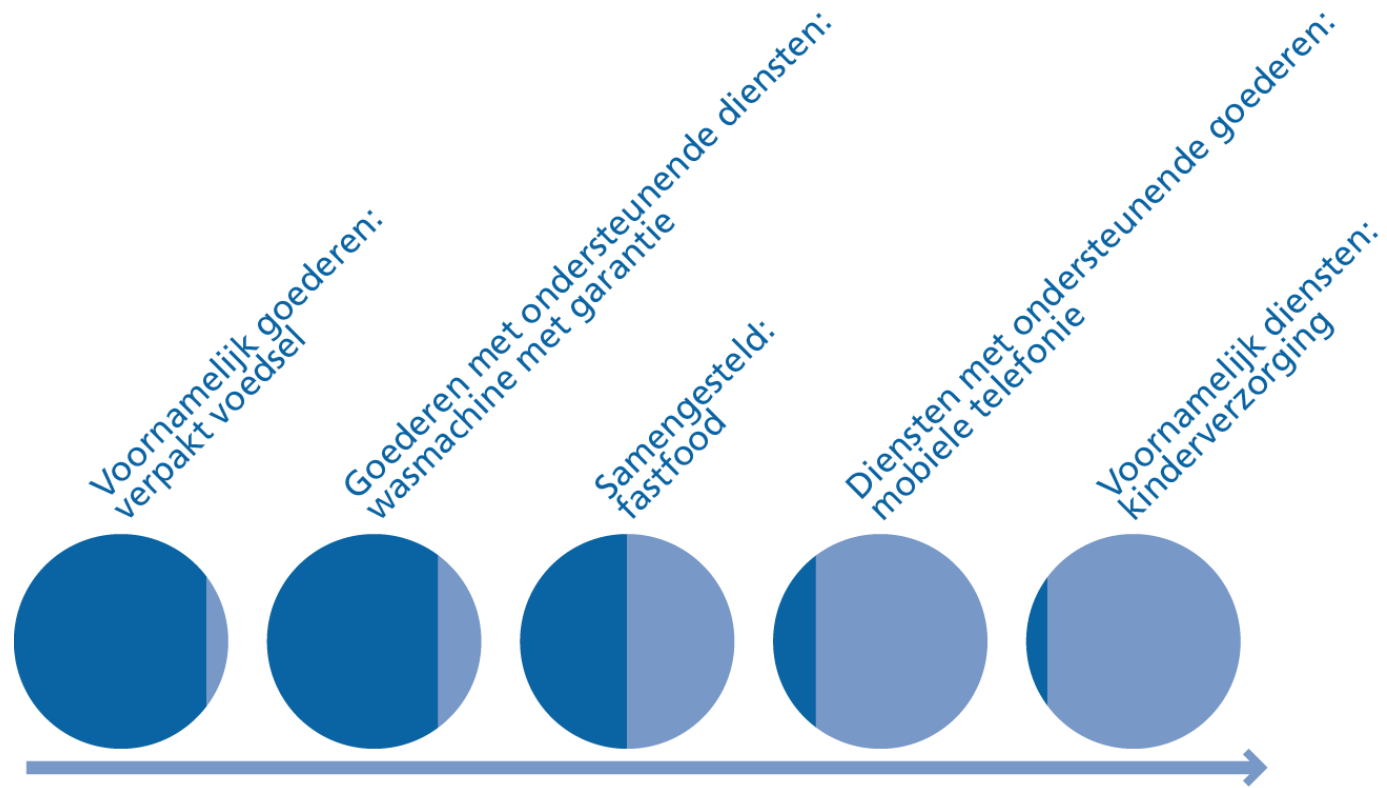
Informatievoorziening



Combinatie van het negenvlaks en *people/process/product*







GOEDEREN

DIENSTEN

'product'

'service'

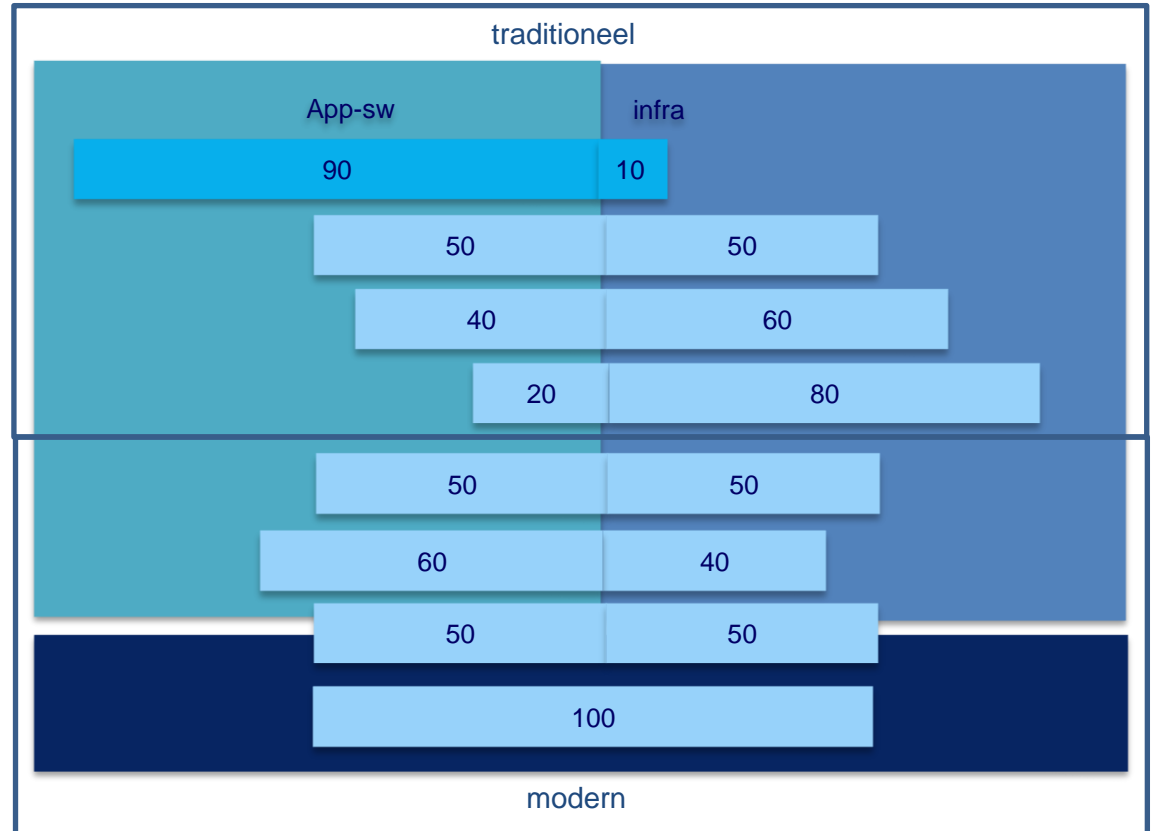
- = Tastbaar
- = Niet tastbaar

Wat is een IT-dienst?

service

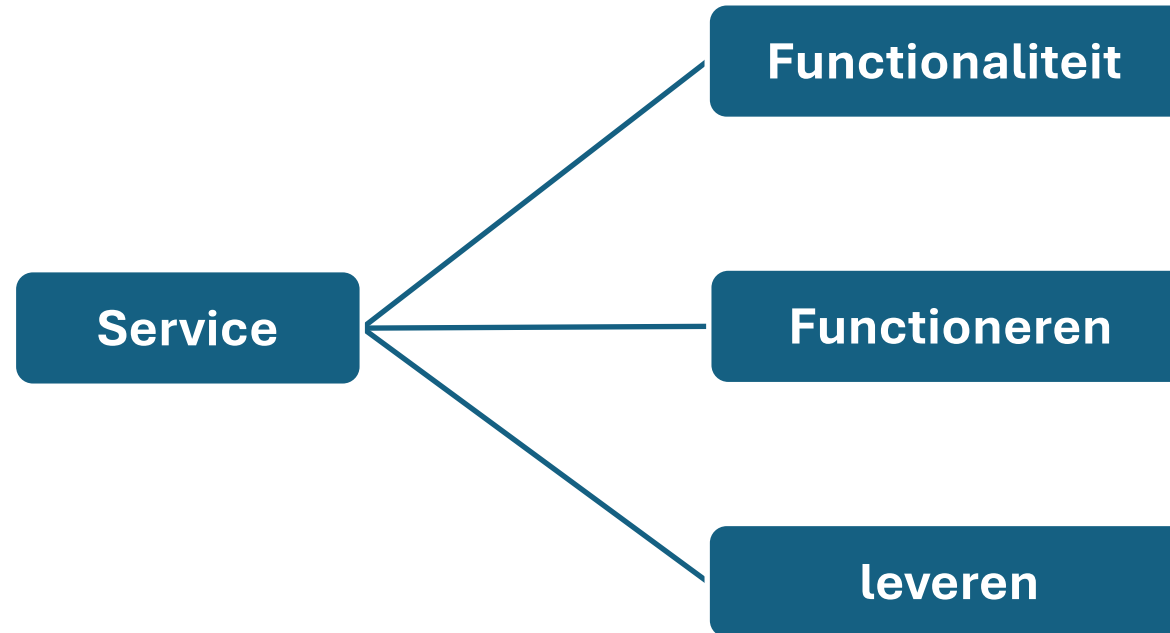
=

- functionaliteit
- beschikbaarheid
- snelheid
- capaciteit
- compliance
- useability
- flexibiliteit
- customer intimacy



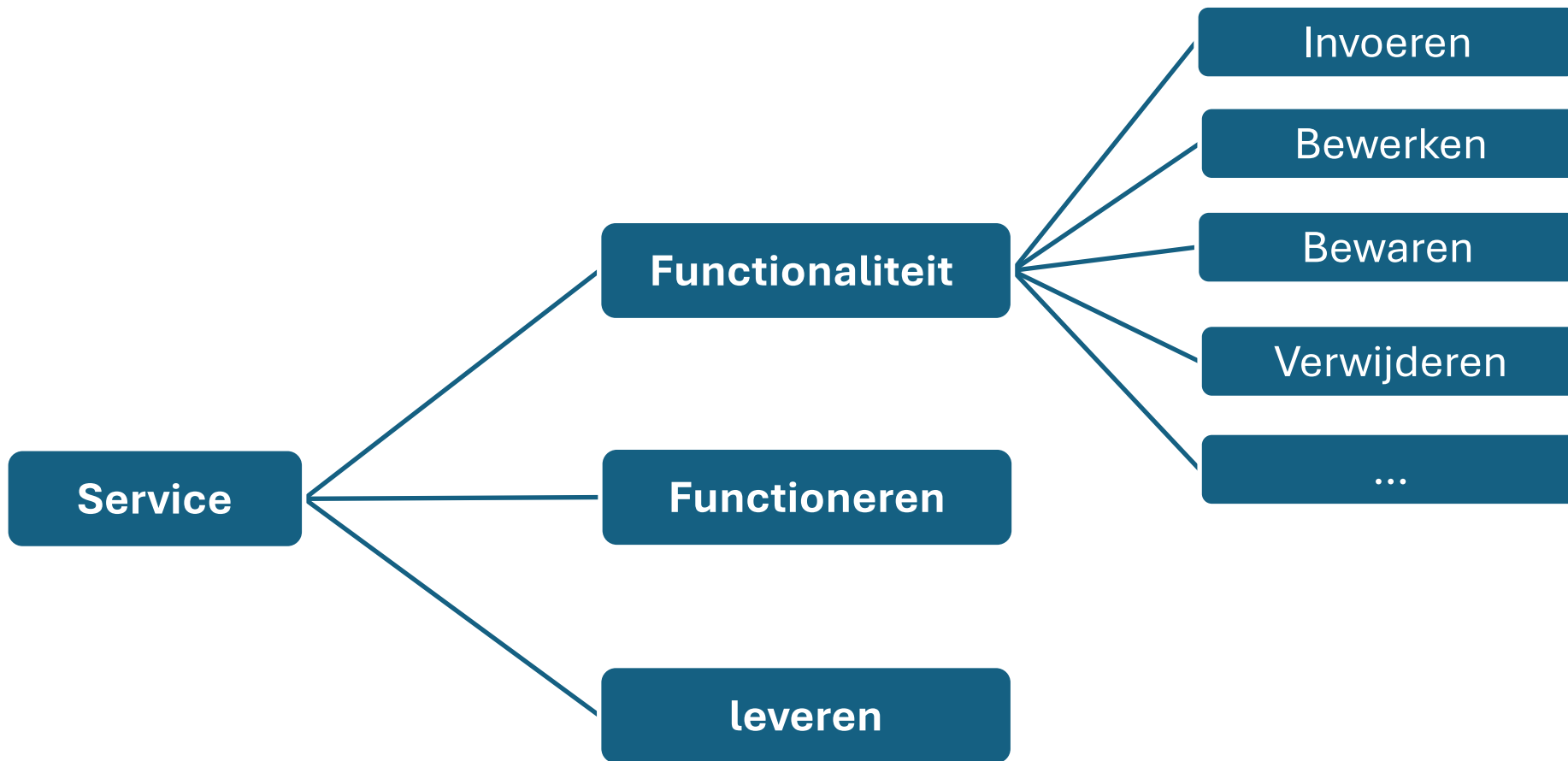
Service = de levering van functionerende functionaliteit

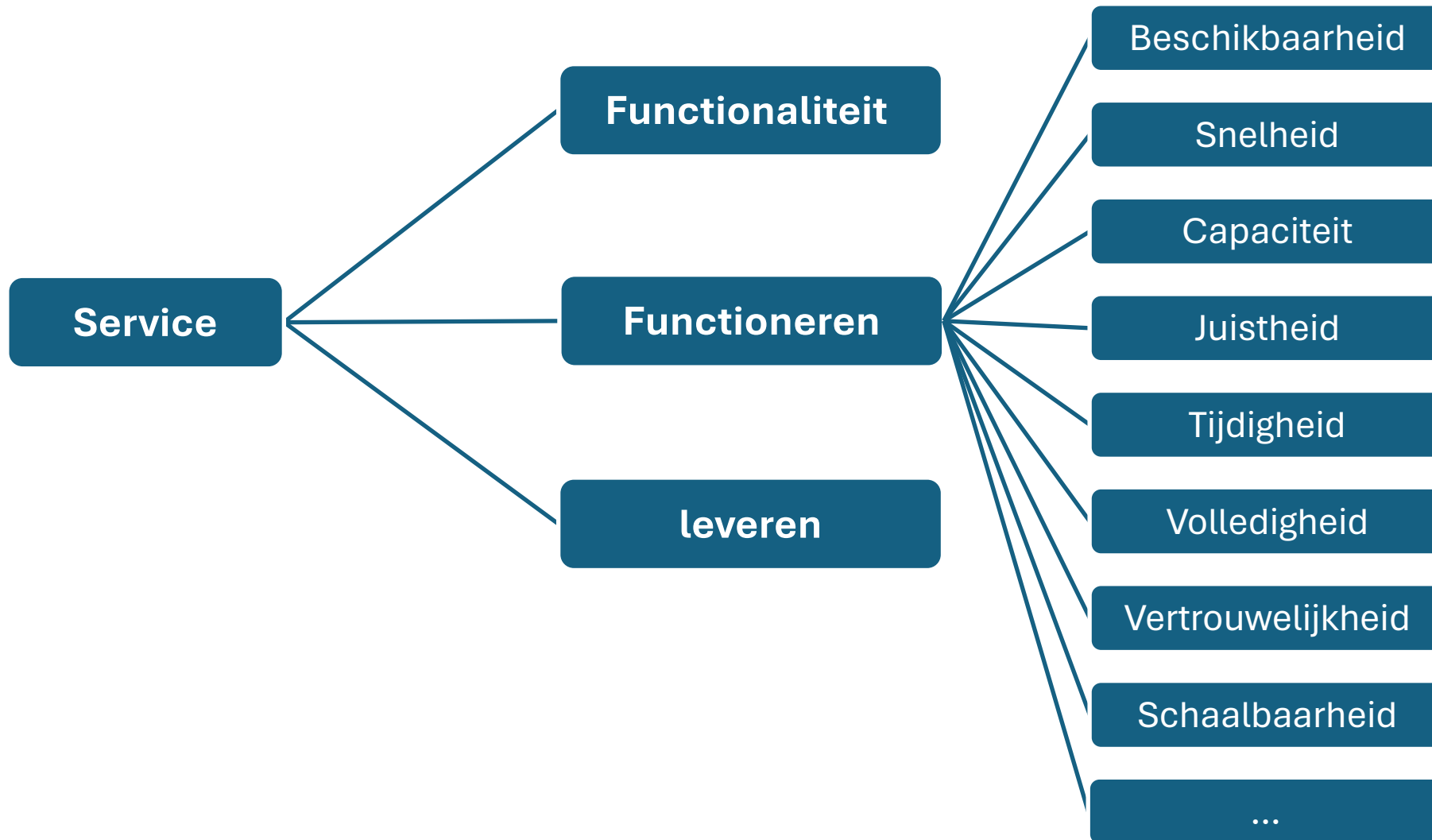
- Het Service Paradigma: “leveren van functionerende functionaliteit”

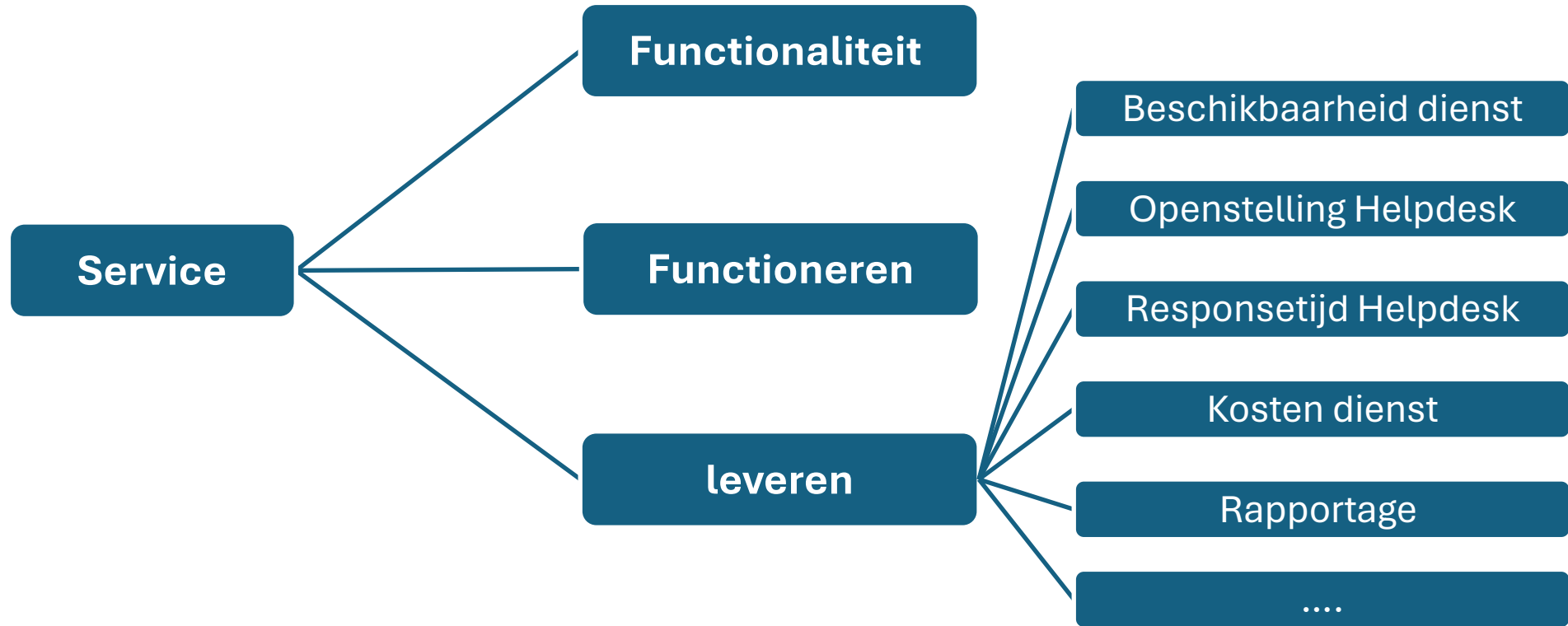


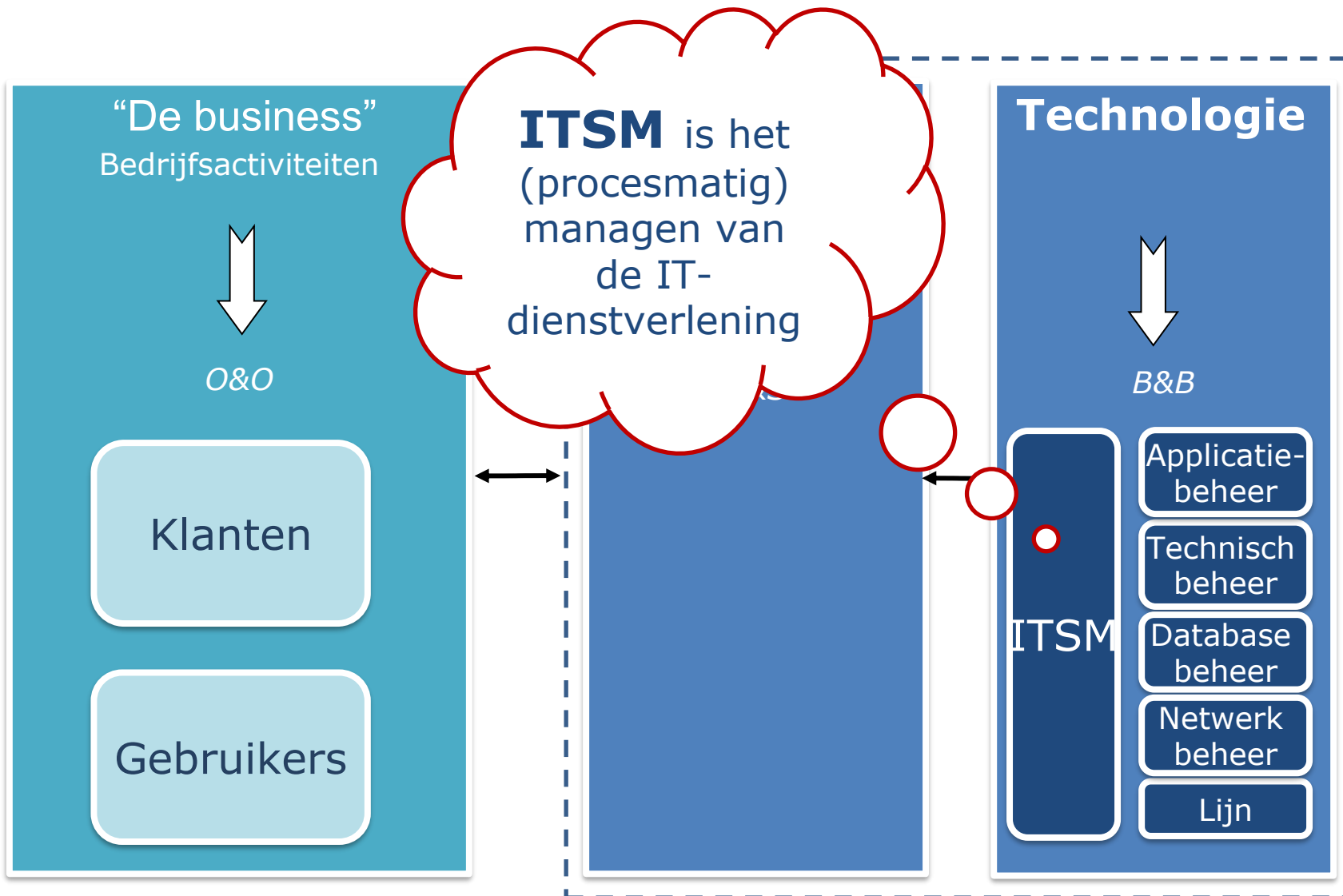
ISM-definitie van IT-service:

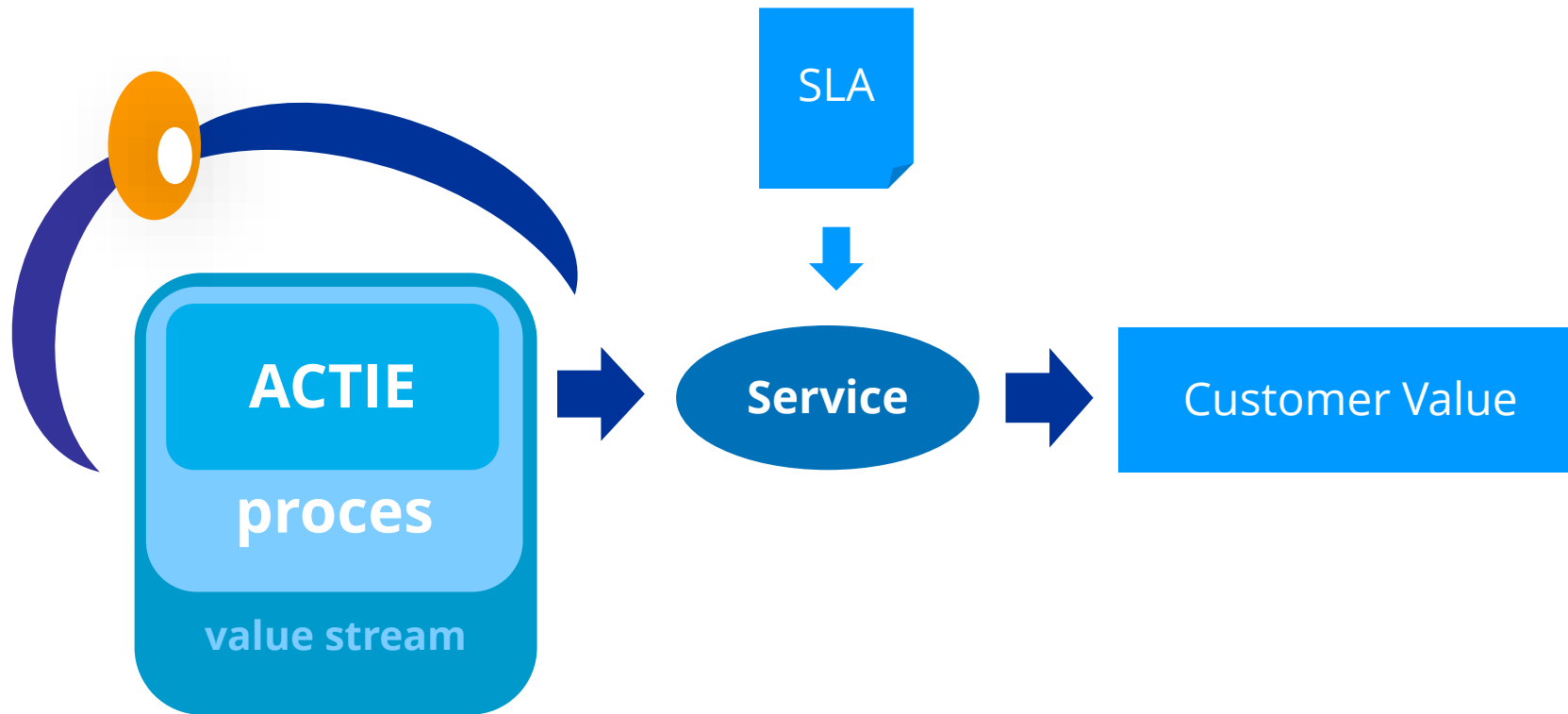
“het leveren van functionerende functionaliteit”

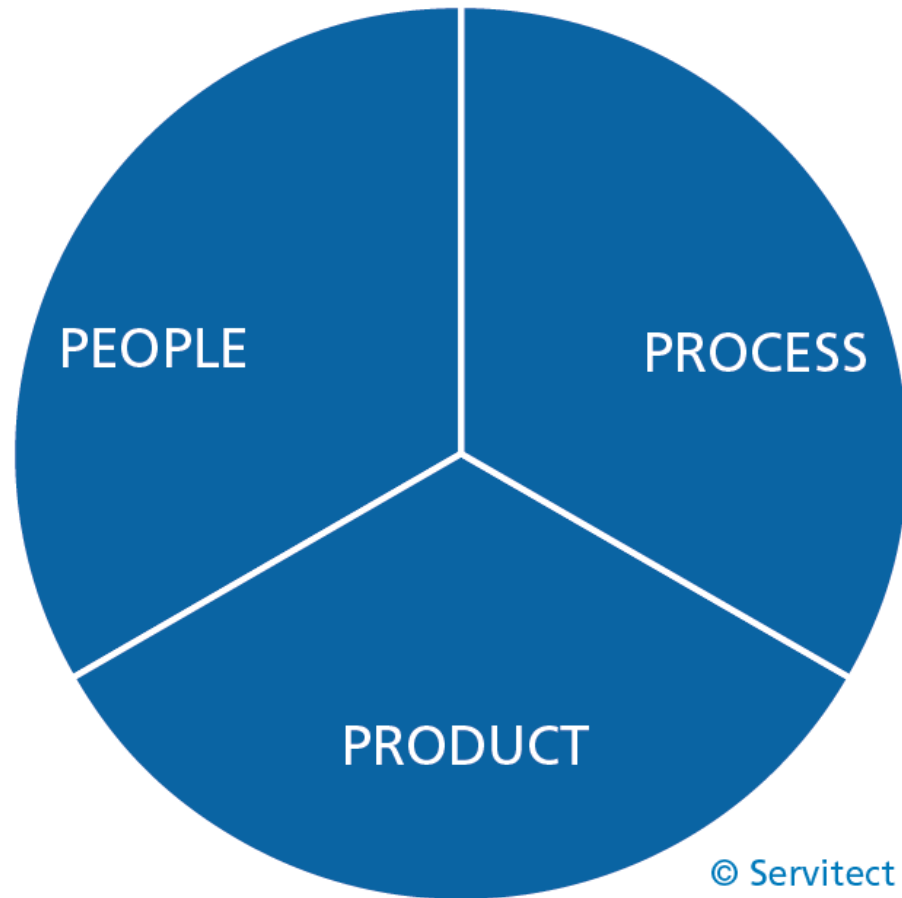


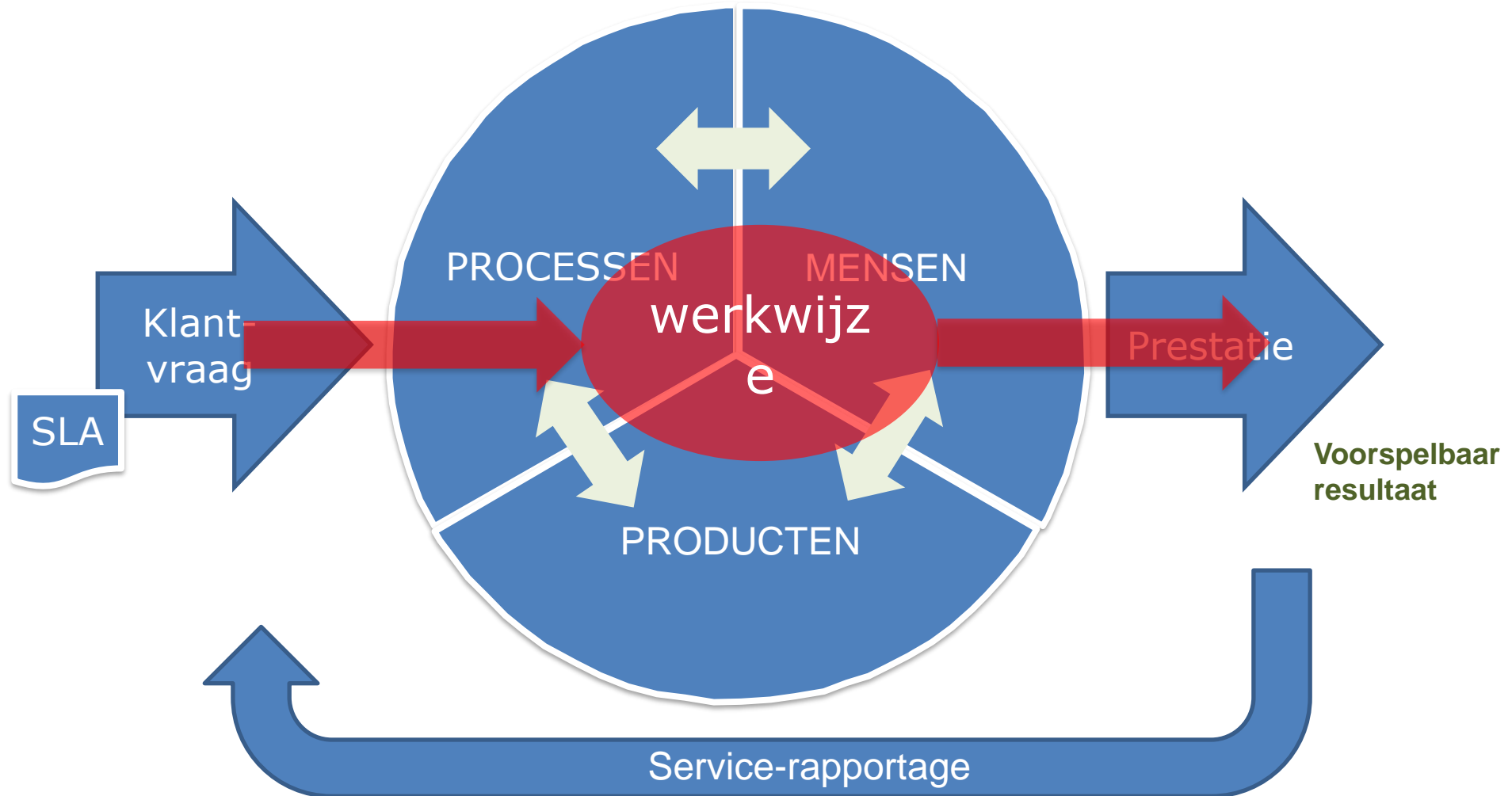




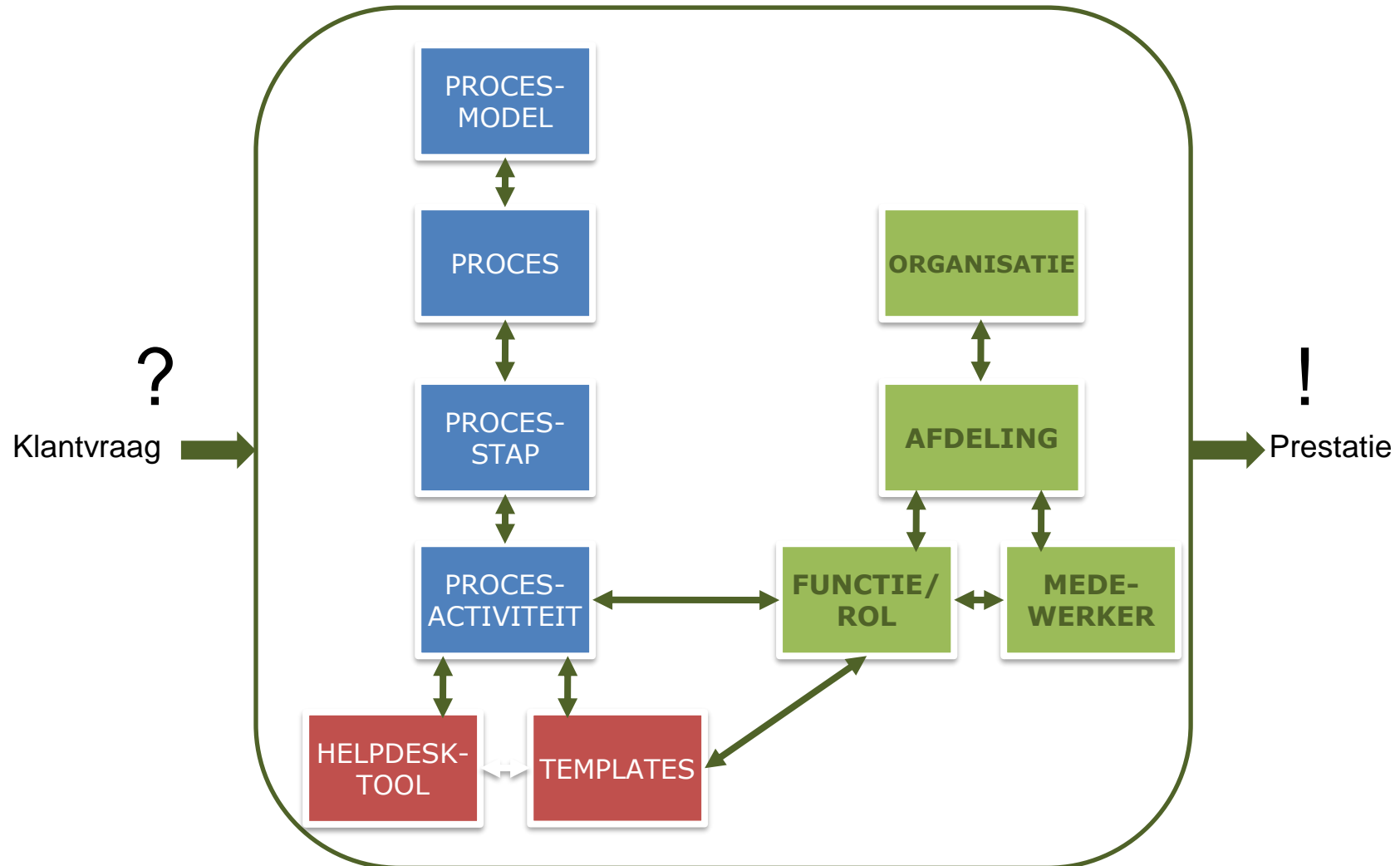


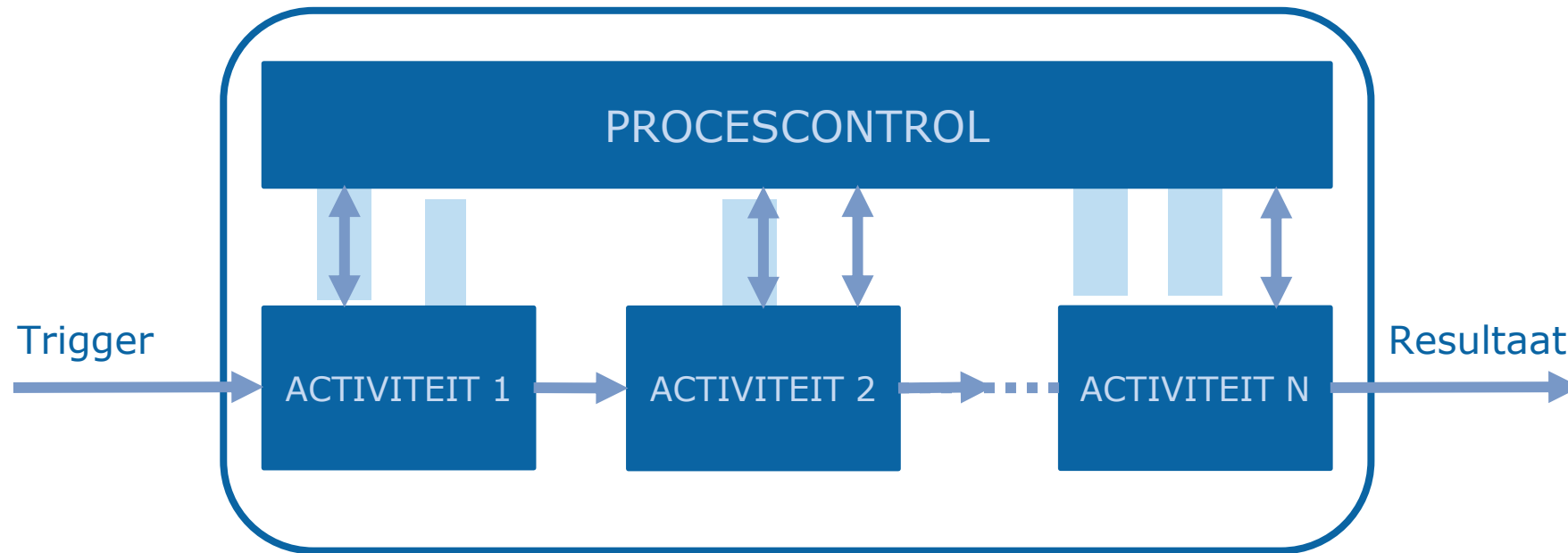




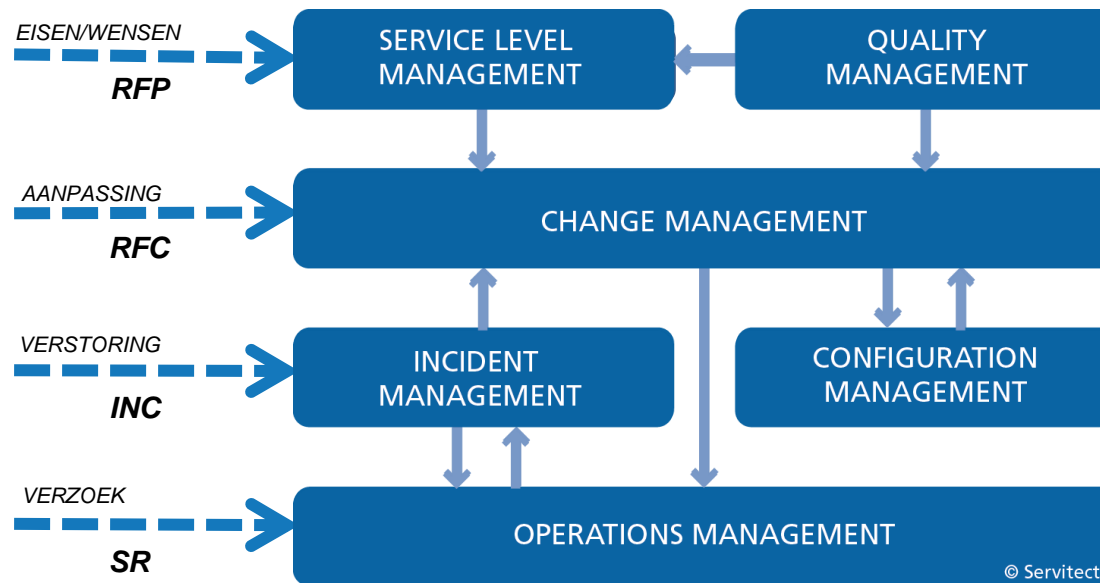


Bedrijfsmiddelen voor het managen van de services

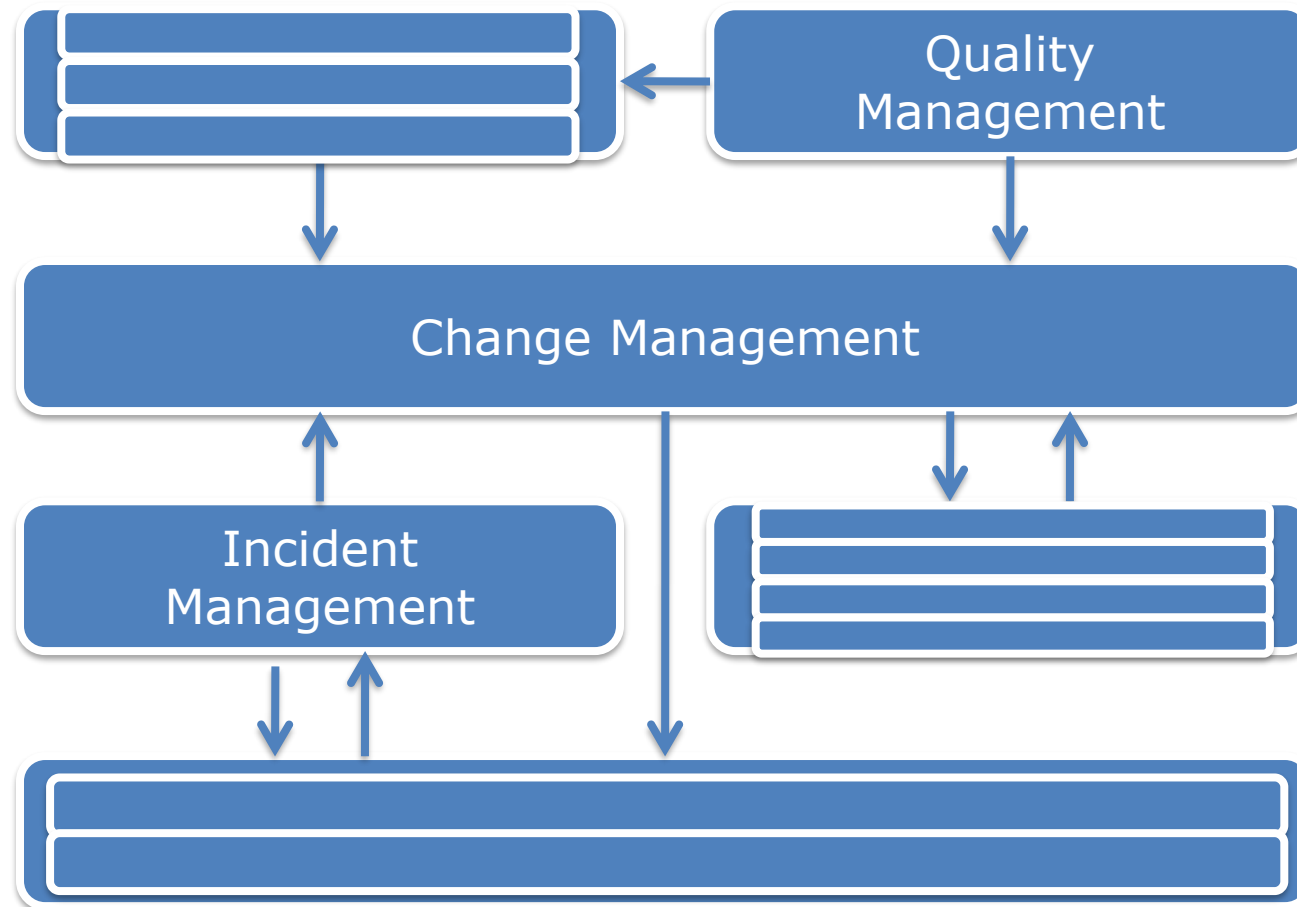




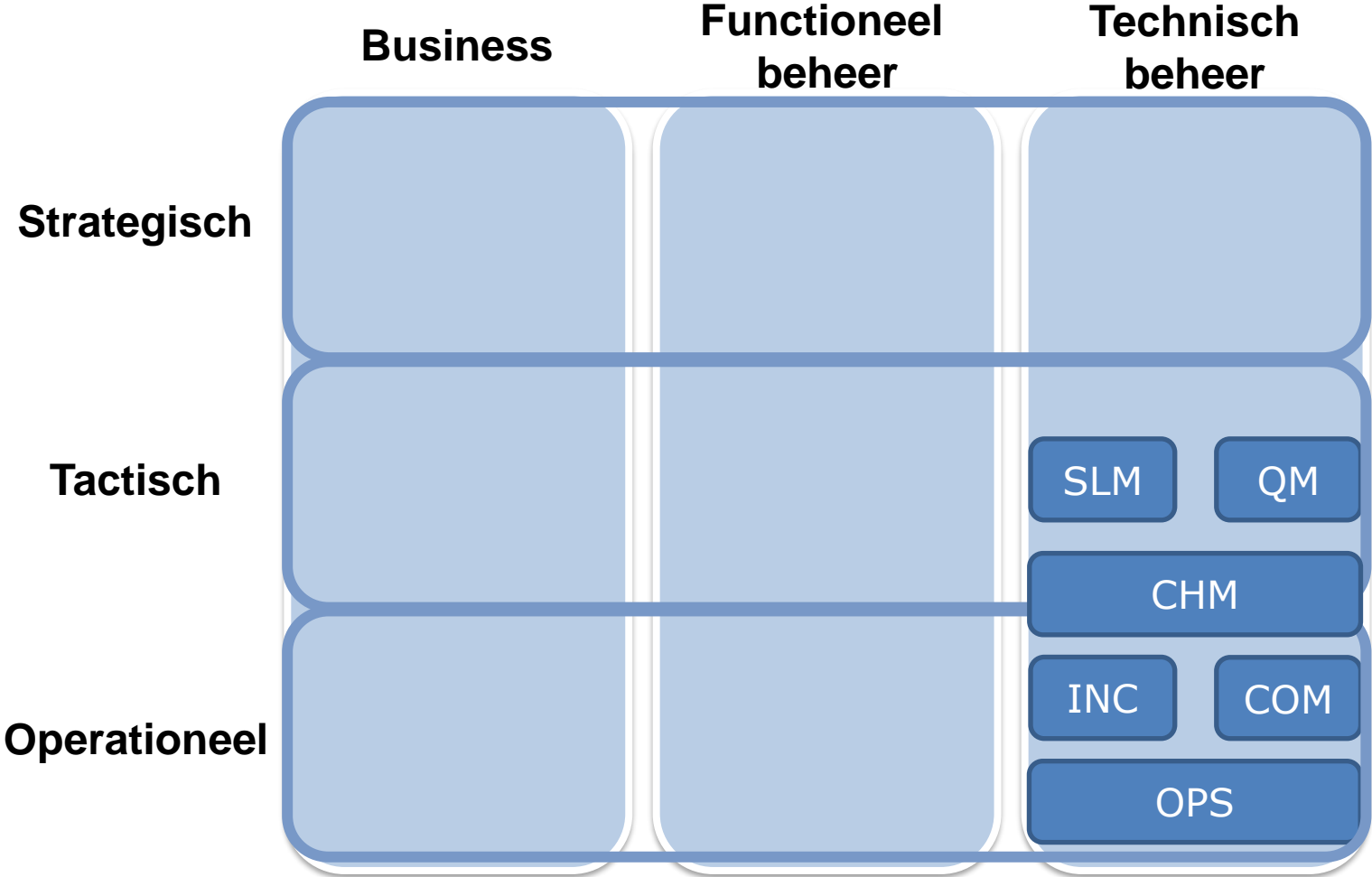
Een serie activiteiten, met een trigger en een vooraf bepaalde uitkomst, voorzien van sturing op het halen van die uitkomst volgens de afgesproken wijze.



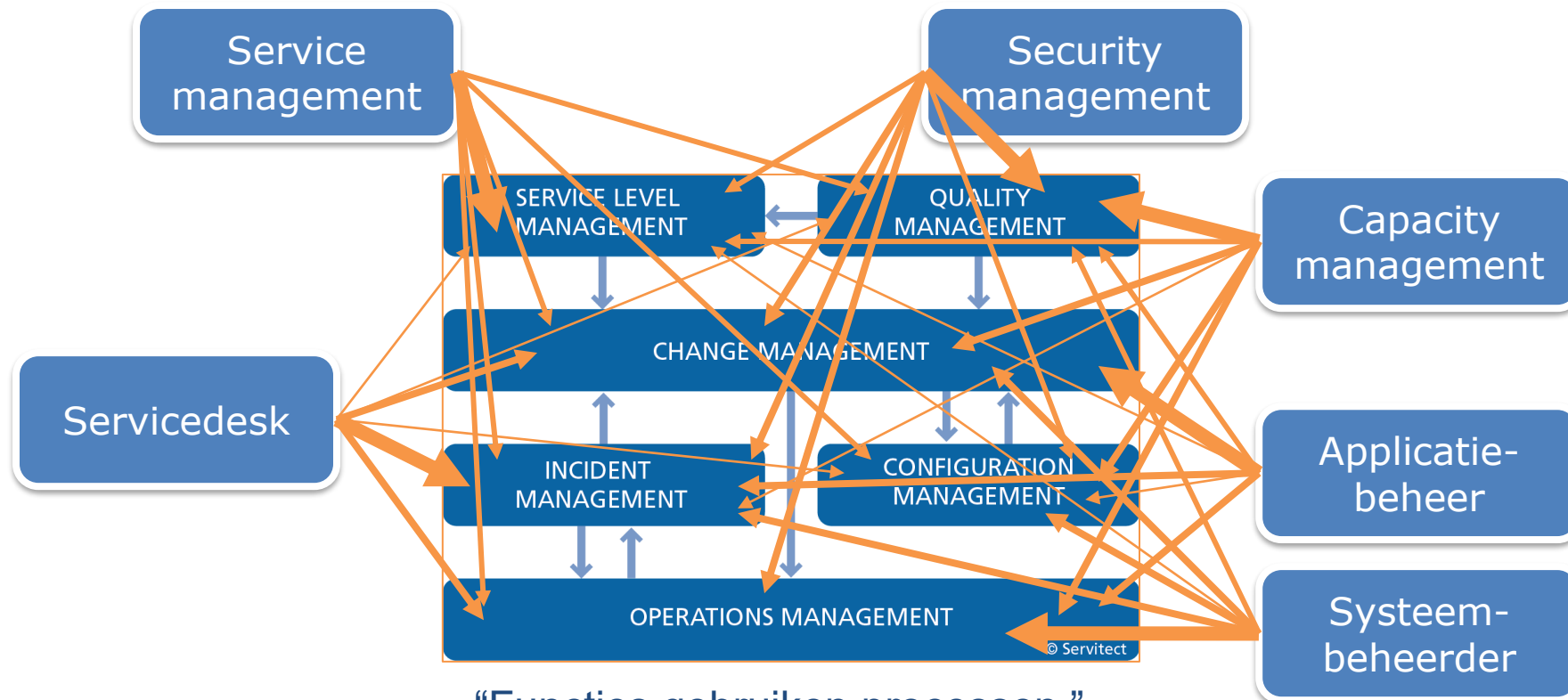
effectiviteitsprocessen
 efficiëntieprocessen



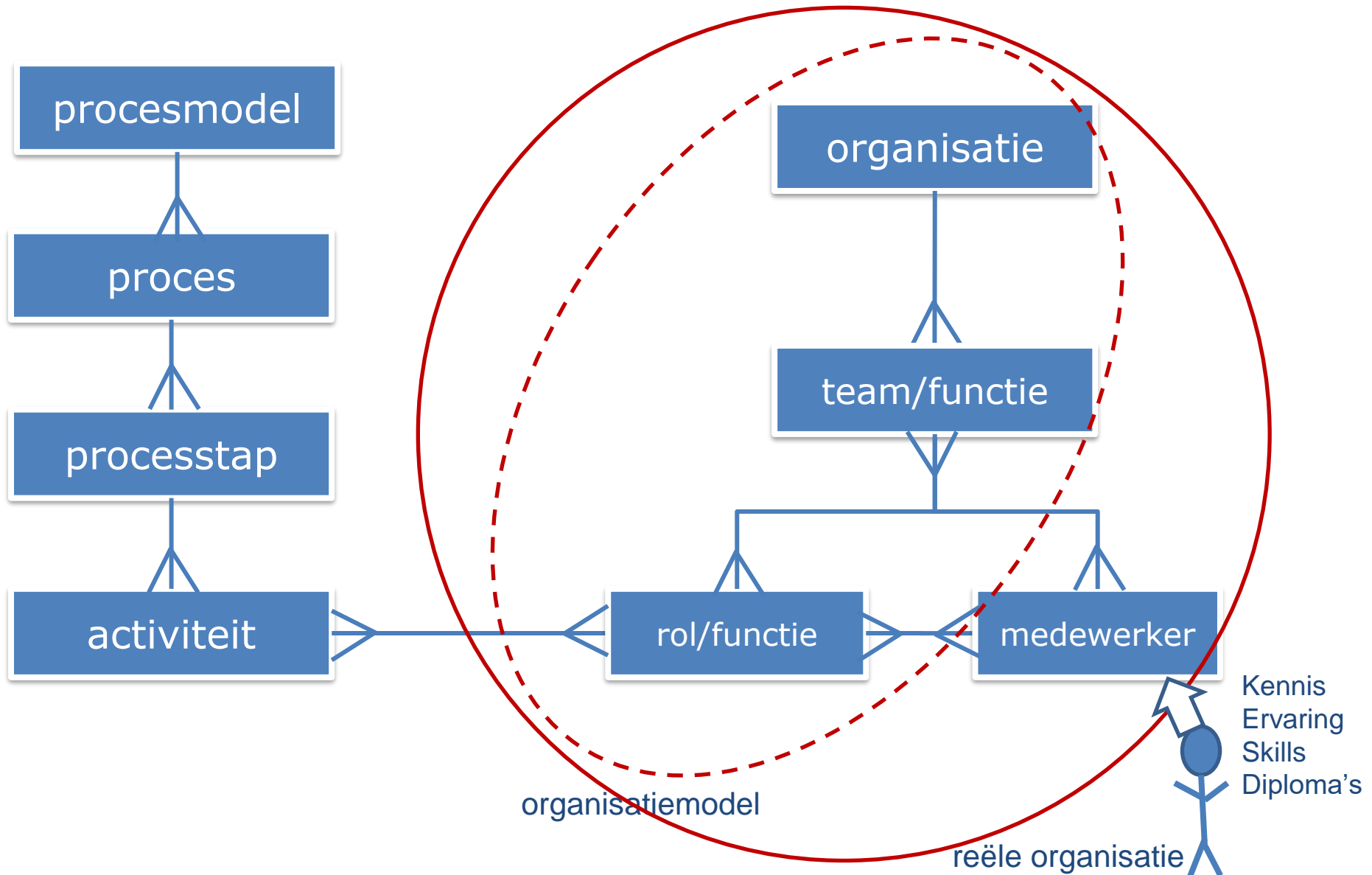
Strategisch, tactisch en Operationeel

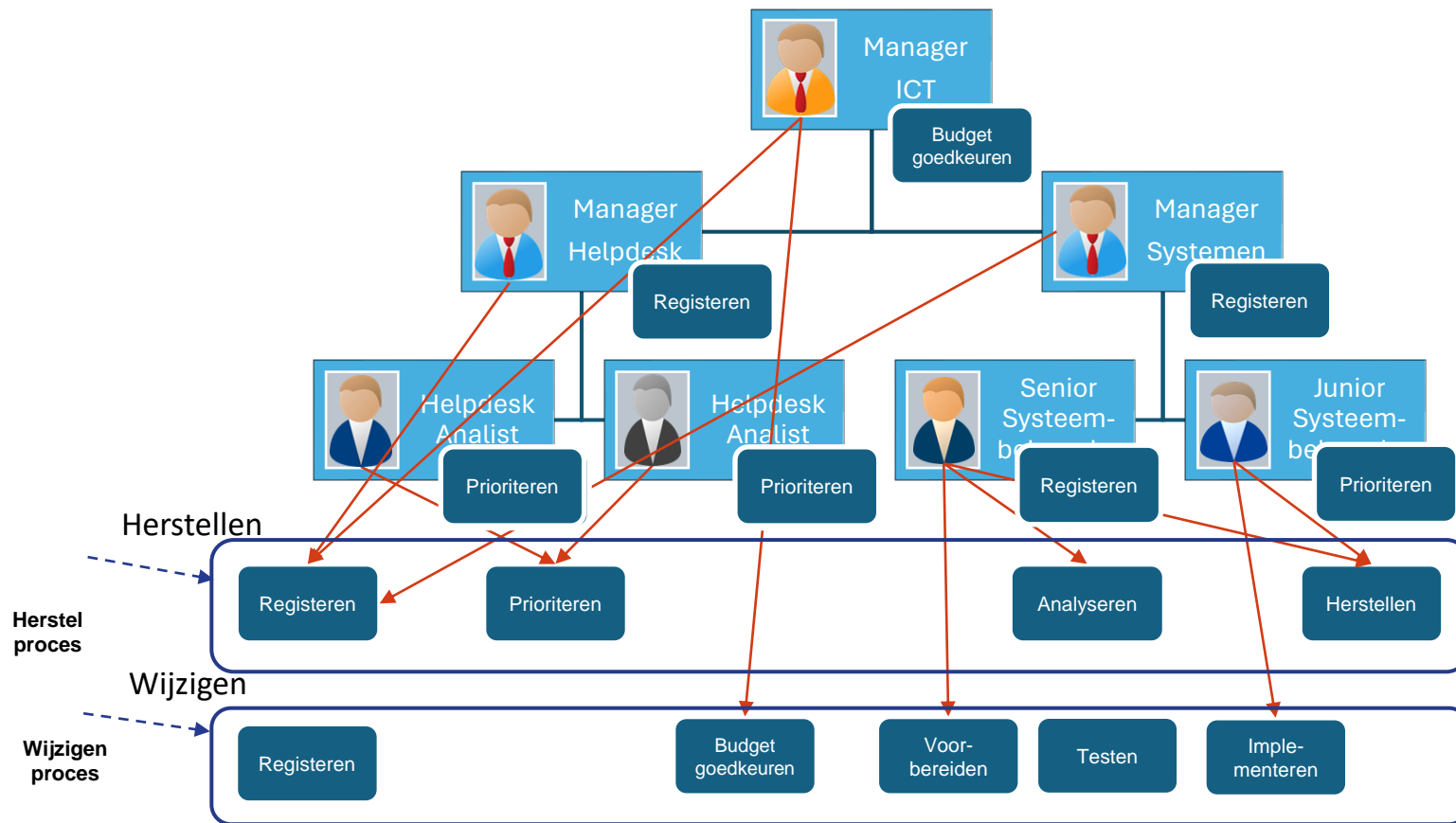


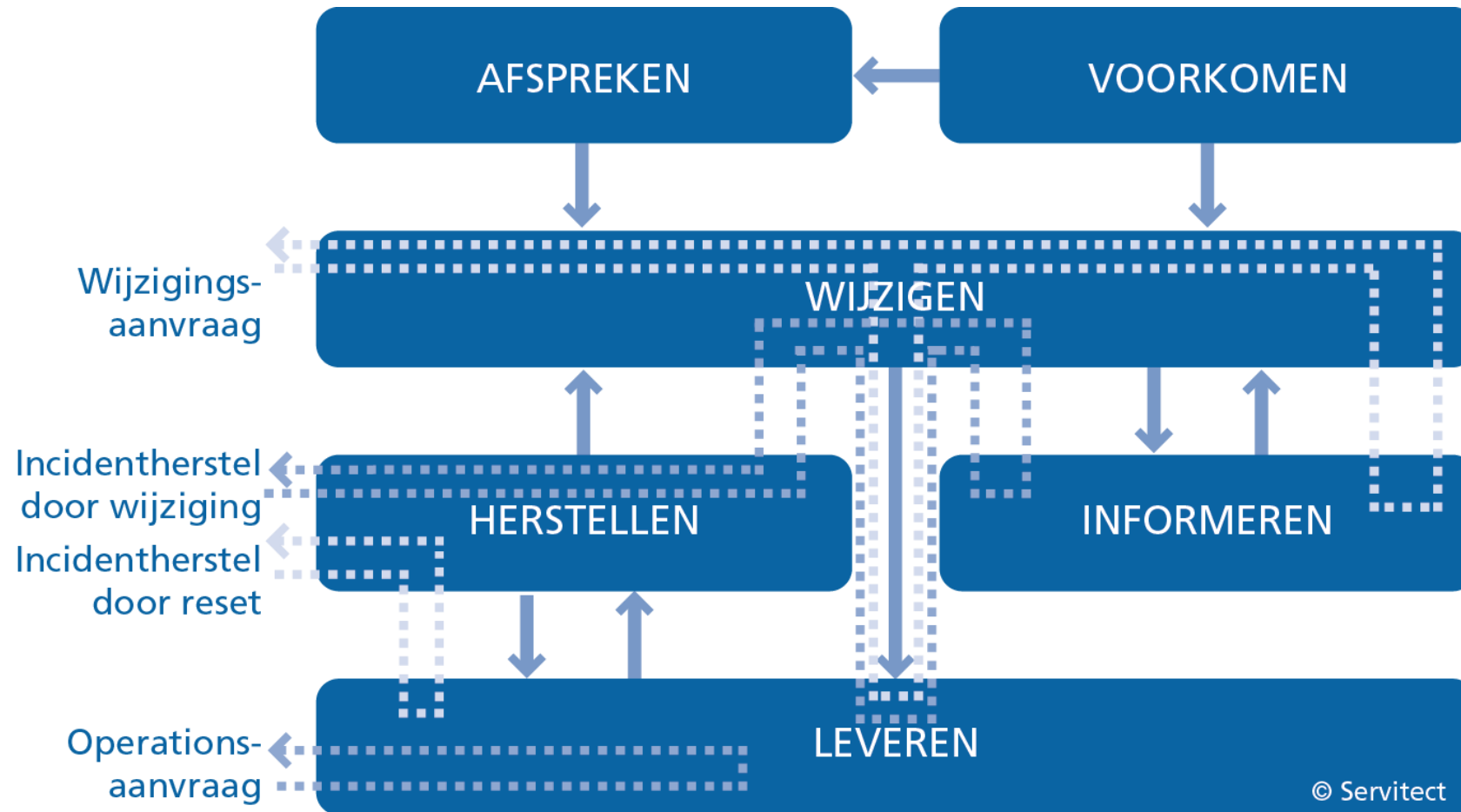
“Een organisatorische functie is een onderdeel van een organisatie dat gespecialiseerd is in de uitvoering van een bepaald type werk en dat verantwoordelijk is voor specifieke eindresultaten.”

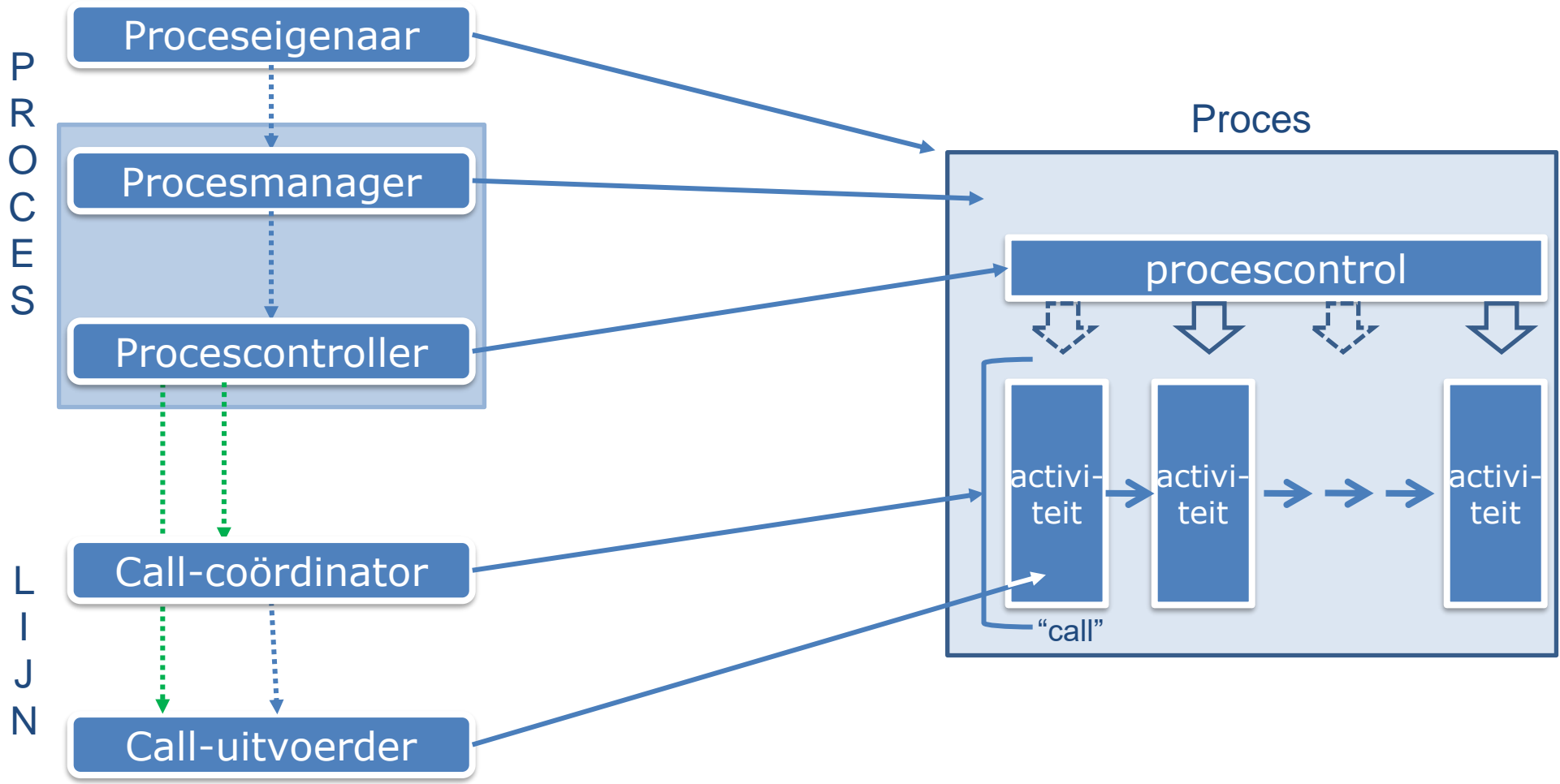


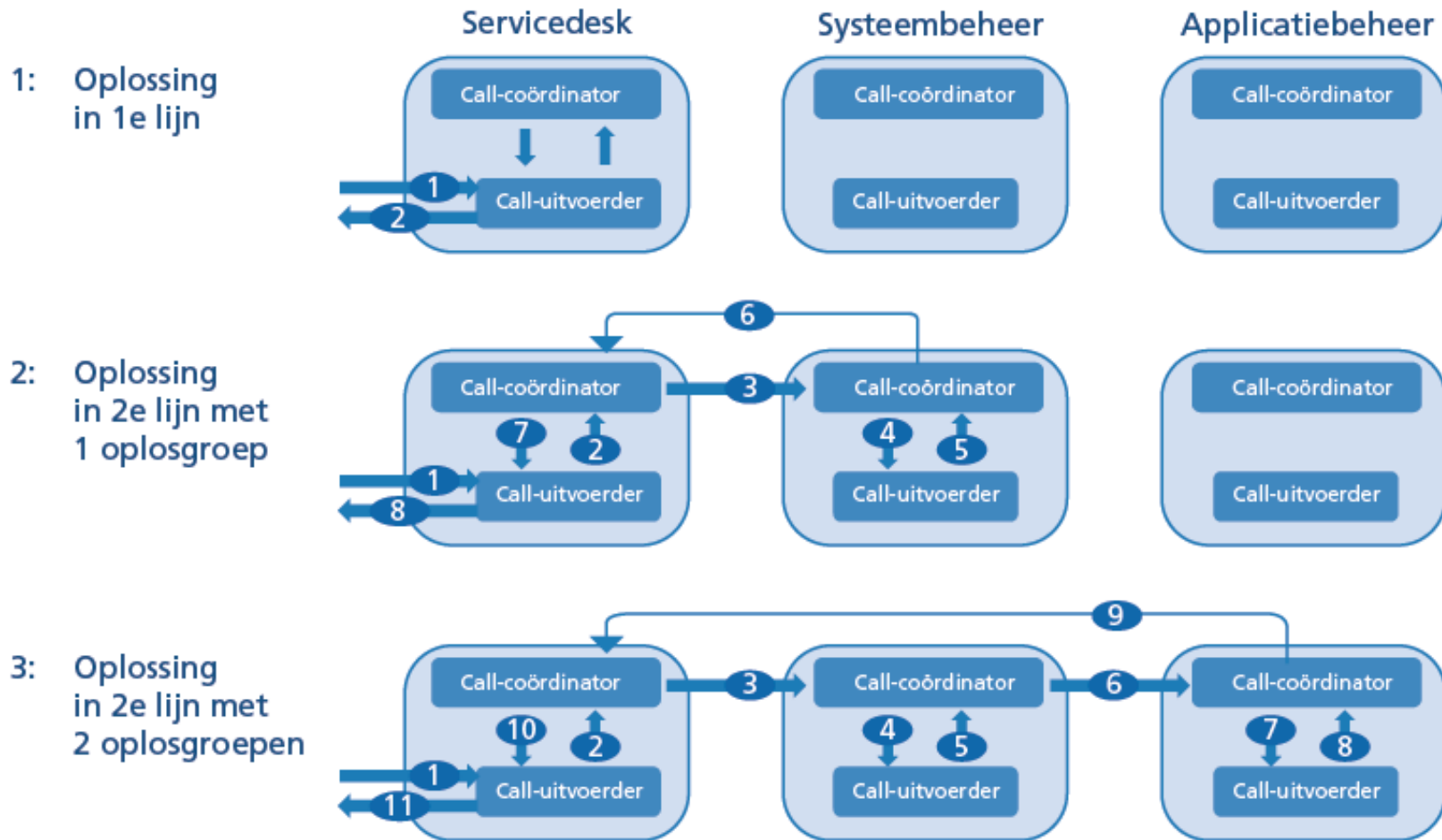
“Functies gebruiken processen.”

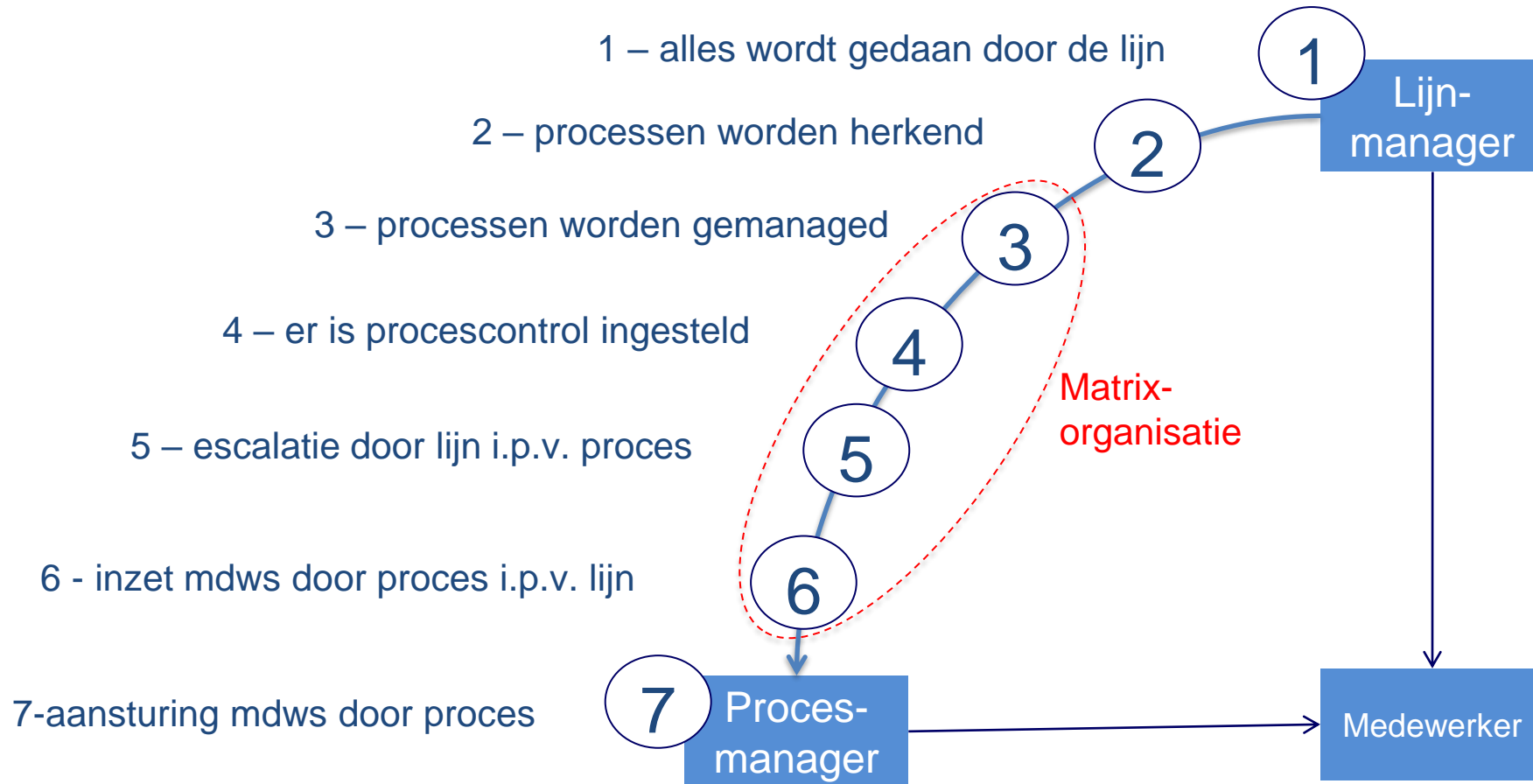








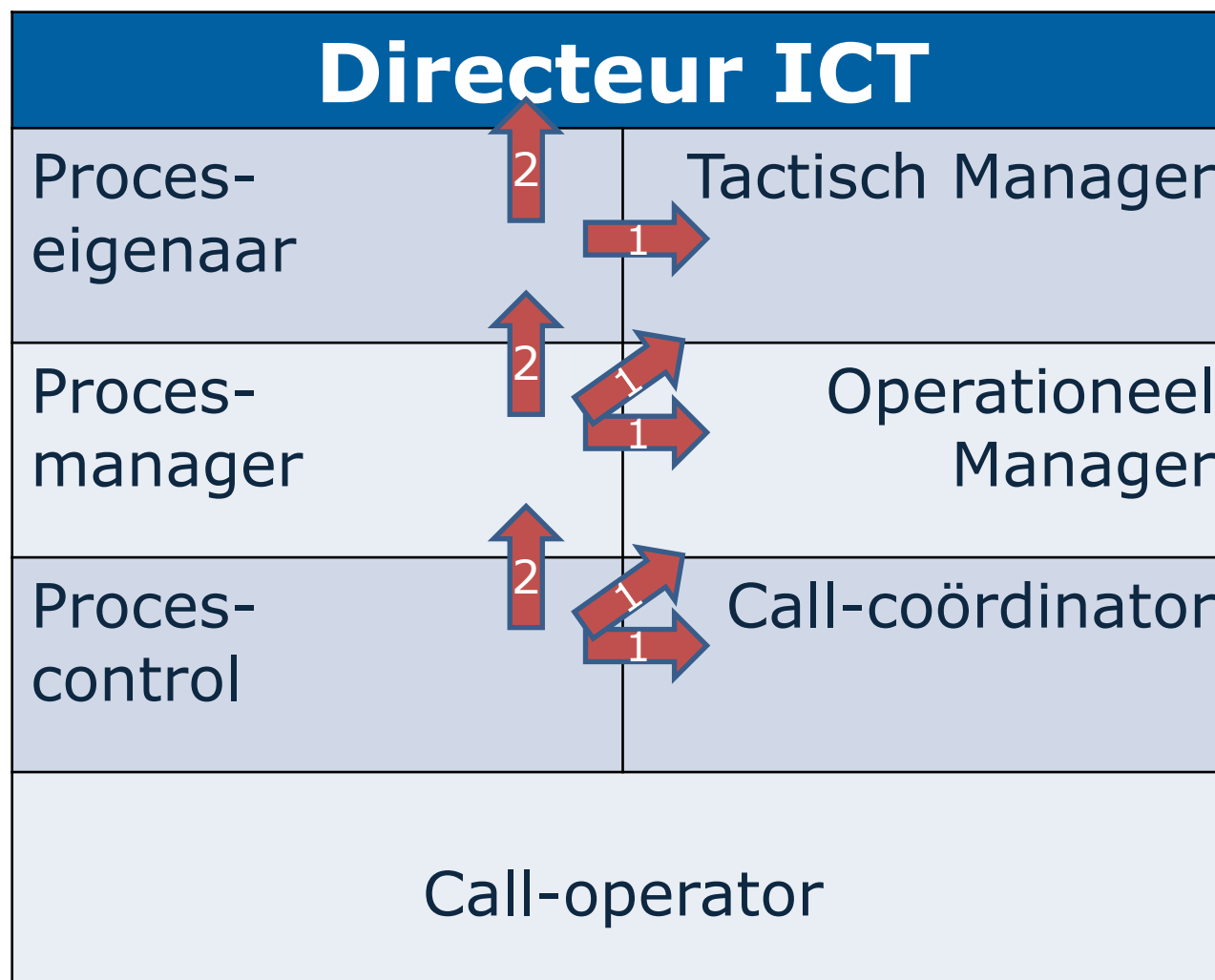


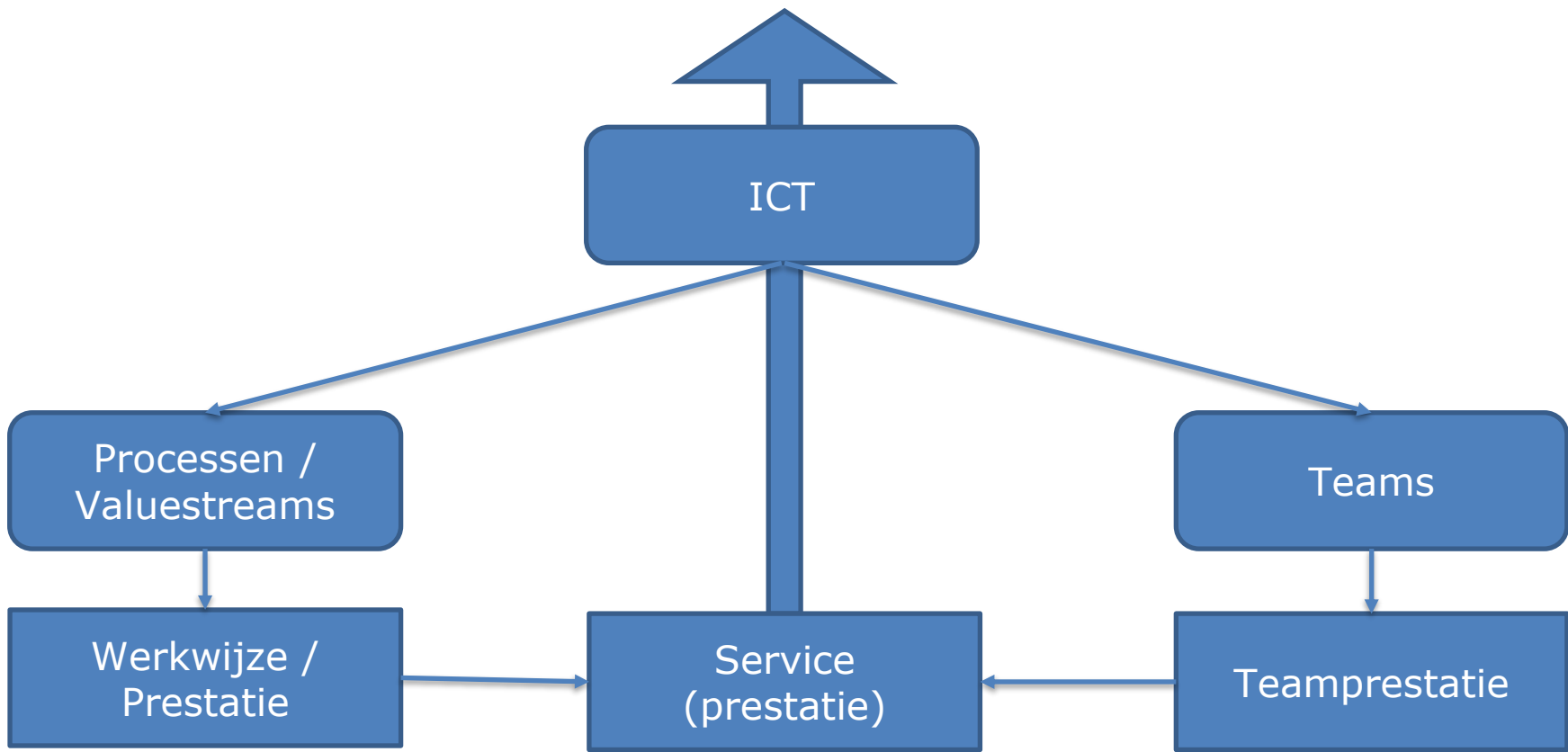


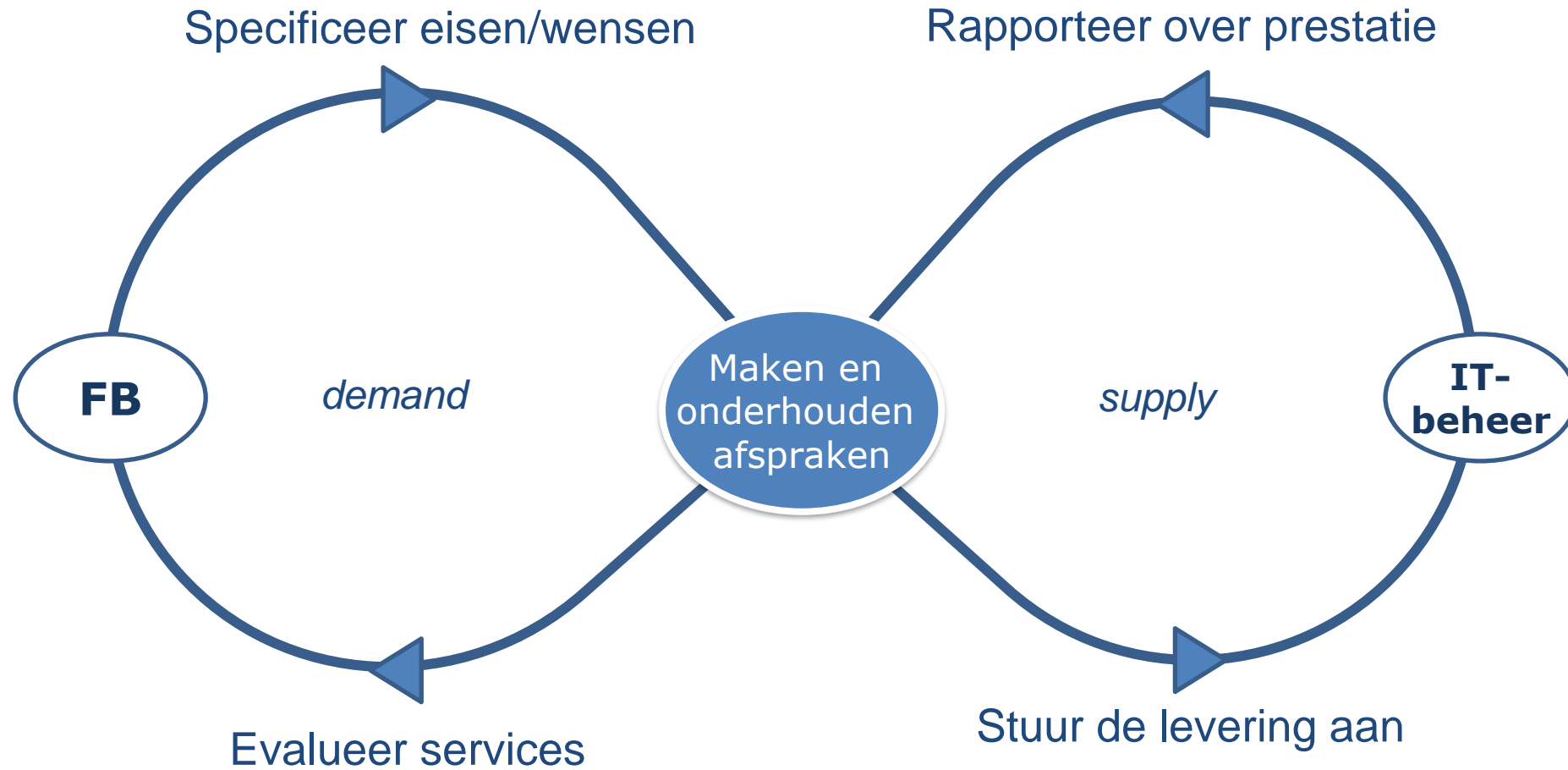
Escalatie is uitzondering!

Functionele escalatie:
routeren naar meer kennis

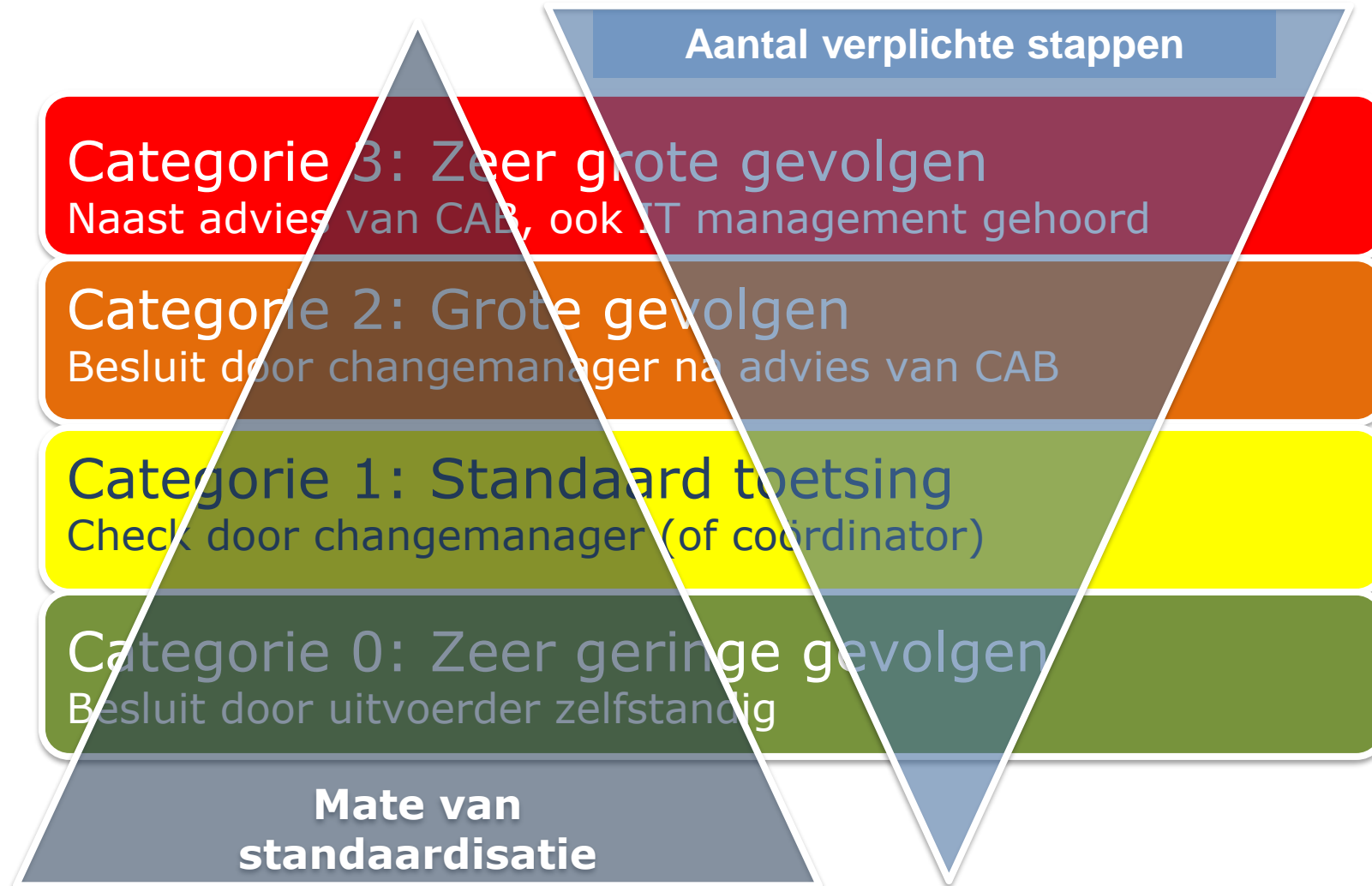
Hiërarchische escalatie:
routeren naar meer aansturend vermogen

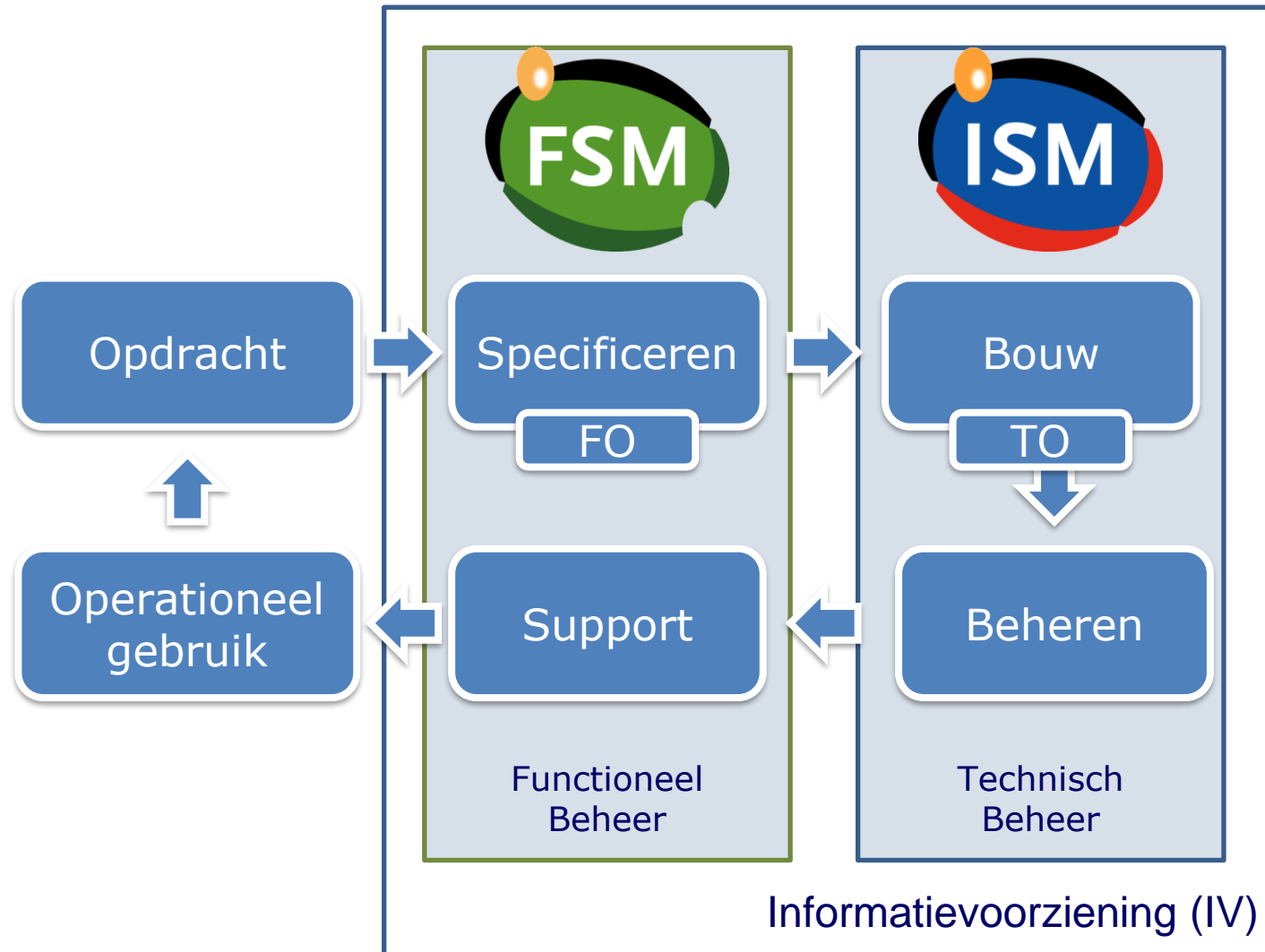


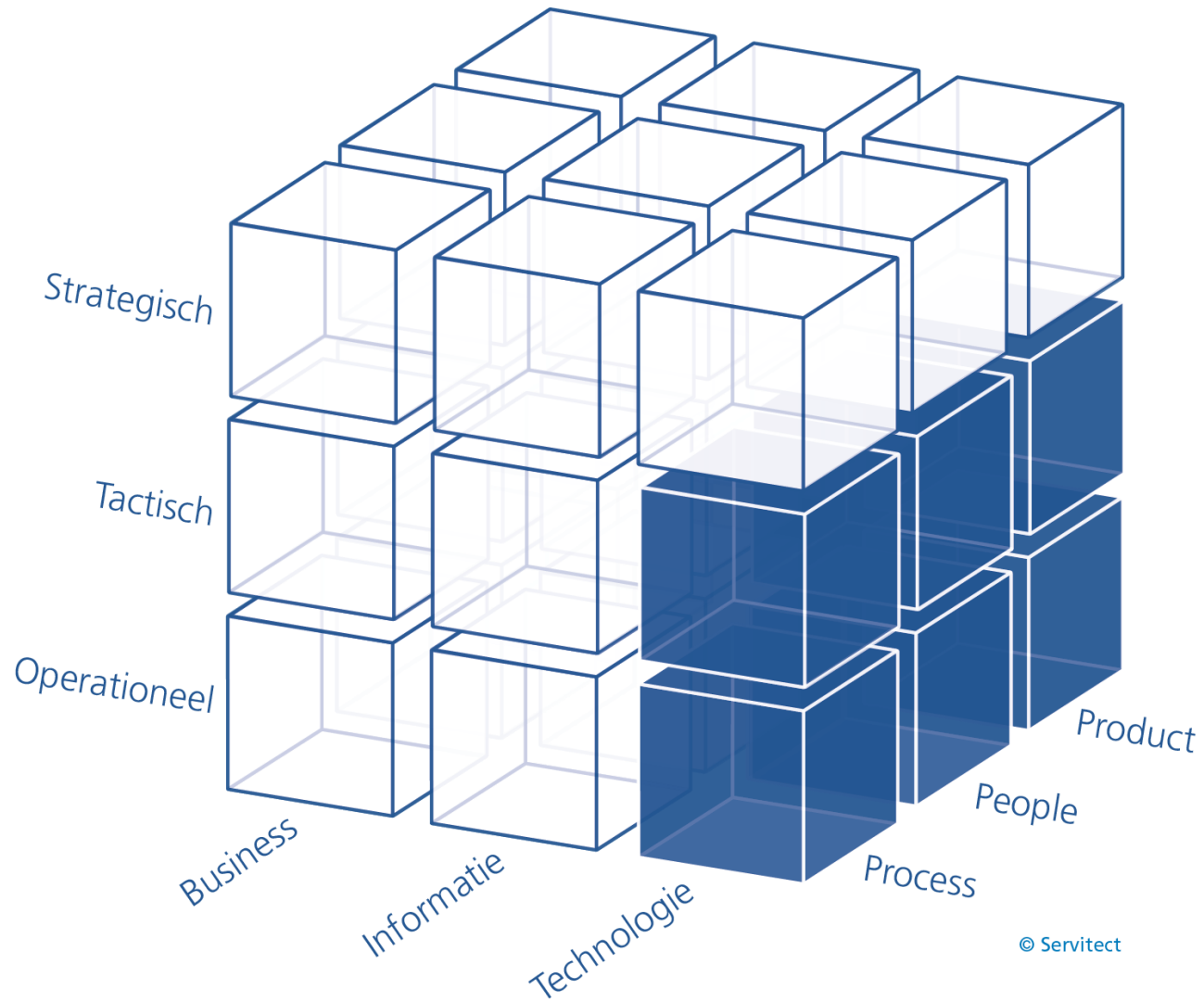




Snel waar het kan, meer controle waar nodig







- Business Case
 - PID
 - Project-plan
 - ISM-Scan
- VOORBEREIDING*

