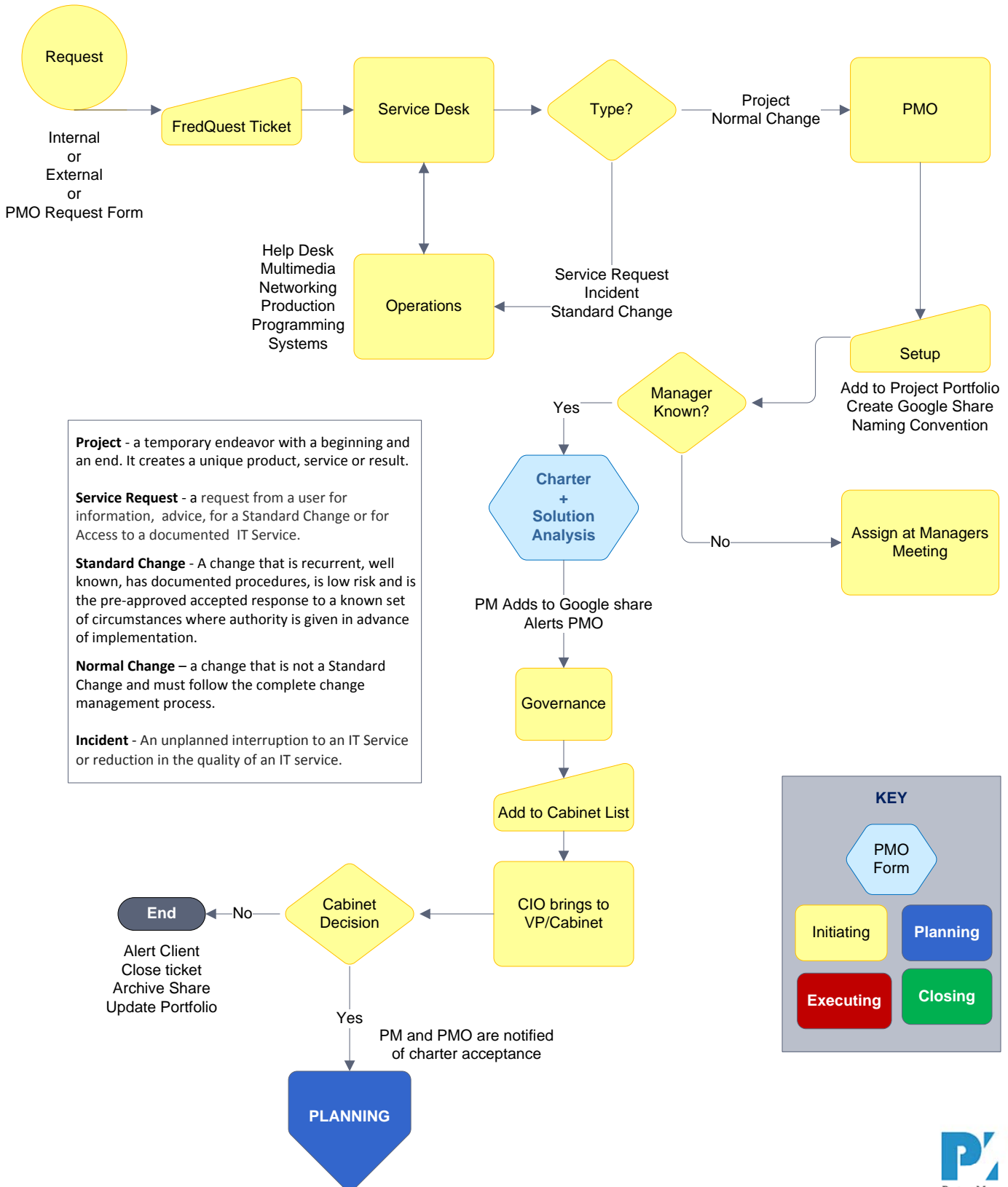


PMO Workflow

Friday, November 07, 2014

Initiating Processes



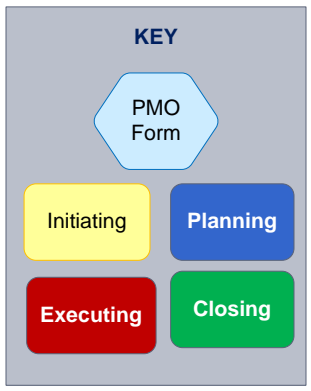
Project - a temporary endeavor with a beginning and an end. It creates a unique product, service or result.

Service Request - a request from a user for information, advice, for a Standard Change or for Access to a documented IT Service.

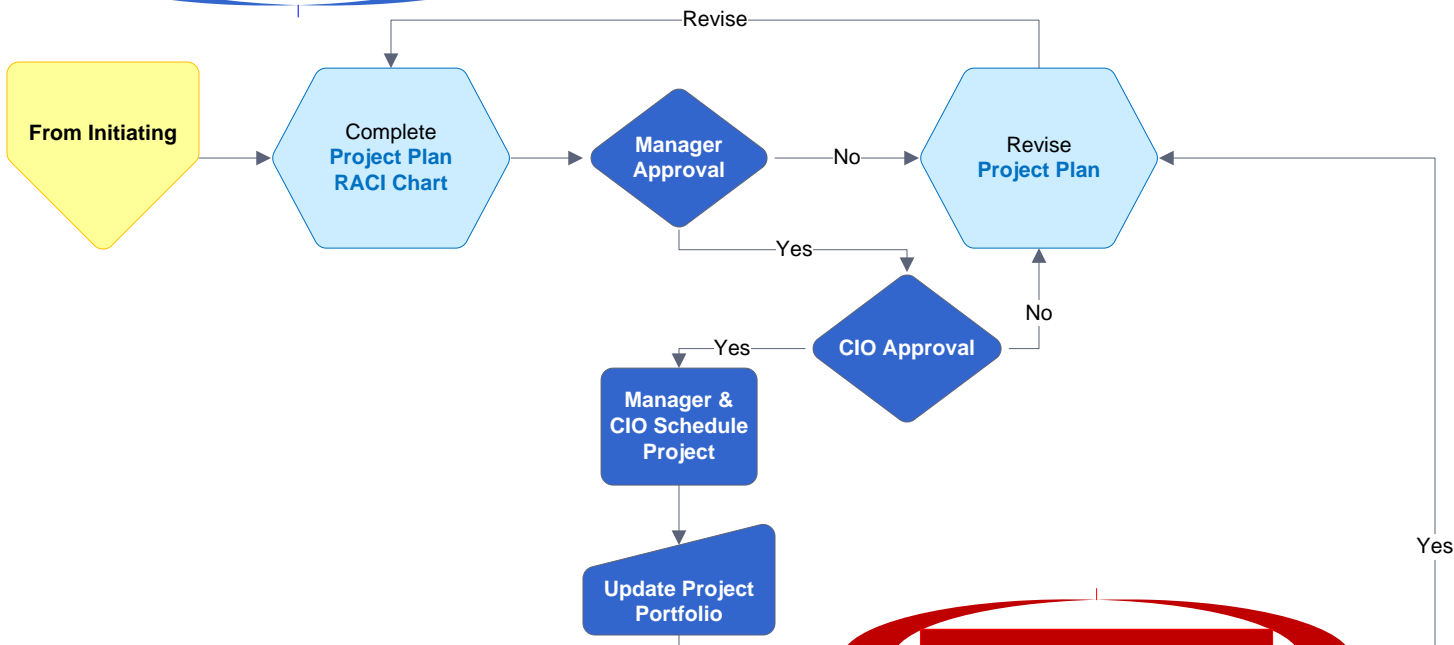
Standard Change - A change that is recurrent, well known, has documented procedures, is low risk and is the pre-approved accepted response to a known set of circumstances where authority is given in advance of implementation.

Normal Change - a change that is not a Standard Change and must follow the complete change management process.

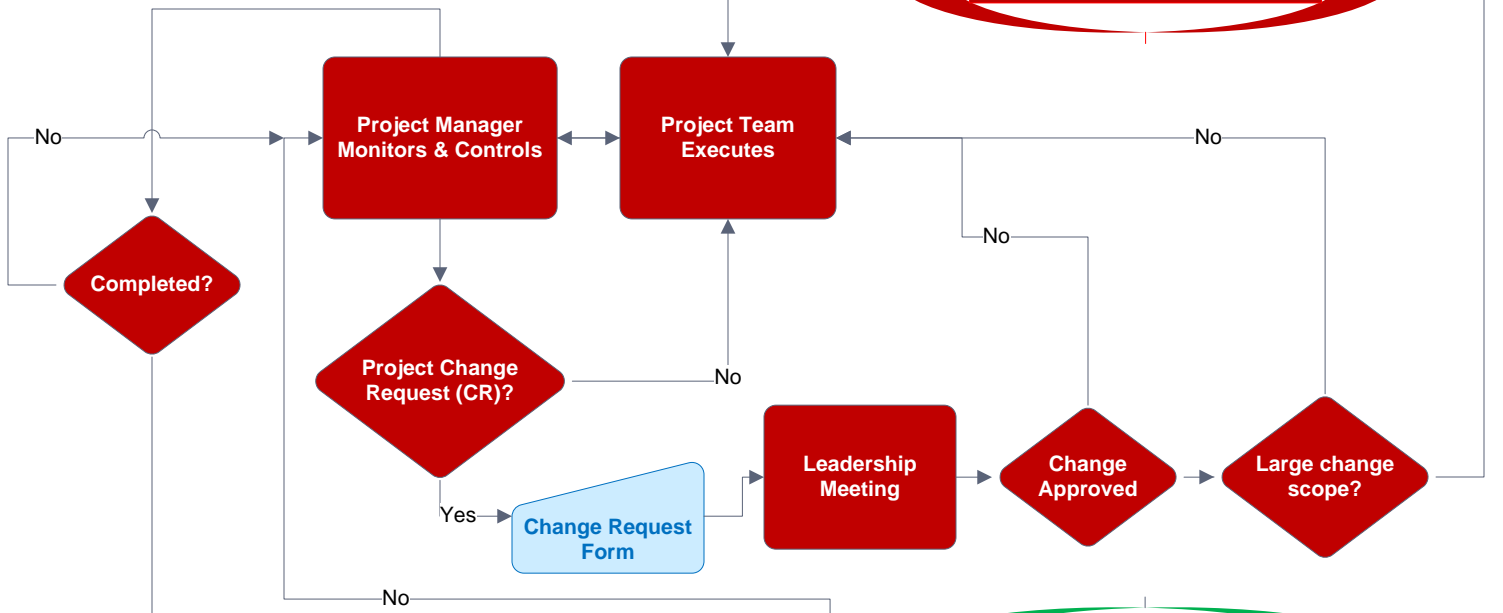
Incident - An unplanned interruption to an IT Service or reduction in the quality of an IT service.



Planning Processes



Executing Processes



Closing Processes

