

## Information Technology Department Process Organizer

### **3.1 Technology Procurement**

- 3.1.1 Prepare Bid Documentation
- 3.1.2 Evaluate Proposals
- 3.1.3 Select Vendor
- 3.1.4 Test Technology
- 3.1.5 Implement Technology

### **3.2 Technology Infrastructure Maintenance**

- 3.2.1 Manage Performance and Capacity
- 3.2.2 Perform Backup Process
- 3.2.3 Manage Third Party IT Vendors
- 3.2.4 Manage Changes
- 3.2.5 Manage Physical Environment (Data Center)
- 3.2.6 Manage Help Desk

### **3.3 Systems Development/Maintenance**

- 3.3.1 Finalize Development Plan
- 3.3.2 Manage Development Projects
- 3.3.3 Manage Maintenance Projects
- 3.3.4 Test System/Changes
- 3.3.5 Implement Approved System/Changes

### **3.4 Hardware/Software Management**

- 3.4.1 Monitor Inventory
- 3.4.2 Manage Licenses
- 3.4.3 Enhance/Replace Inventory
- 3.4.4 Retire Inventory

### **3.5 Security Management**

- 3.5.1 Maintain Security Plan
- 3.5.2 Protect Network and Data
- 3.5.3 Control User Access
- 3.5.4 Confirm Access Rights
- 3.5.5 Manage Security Violations
- 3.5.6 Control Facilities Access

### **3.6 Disaster Recovery Management**

- 3.6.1 Maintain Business Continuity Plan
- 3.6.2 Test Business Continuity Plan
- 3.6.3 Test Data Restoration
- 3.6.4 Manage Data Storage (on/offsite)

### **3.7 Function Management**

- 3.7.1 Ensure Alignment with Firm Strategy
- 3.7.2 Ensure Compliance with Policies & Regulations
- 3.7.3 Develop Competent Staff
- 3.7.4 Assess Department Performance
- 3.7.5 Manage Records

*For illustrative purposes only.*

*Generally requires customization for use in a specific organization.*