How do the four IT delivery areas work together?

SCENARIO

1) A monitoring notification comes through to our **24/7 Helpdesk** that the main server has gone offline and a client is unable to use their line of business application.

2) The IT Support team contact the end-user/authorised personnel to make them aware of the outage and that they are working on resolving it.

3) IT Support carry out diagnostics to restore the server, however it's still not working. They can see from Change Logs that updates were carried out by a 3rd Party yesterday – IT Support seeks assistance from the client's **NetAdmin**.

4) The **NetAdmin** was involved in the technical pre-requisites with the 3rd Party prior to the updates as this was out of standard, and thus knows how to reverse these updates – they do this, and server functionality is restored.

5) **NetAdmin** talks with the **Virtual IT Director (vITD)** about improving communication between 3rd Party and Microbyte. **vITD** approaches everyone to discuss better patch/update management and all agree on an improved process going forward.

6) A new process is developed and rolled out by vITD while engaging with client to ensure all risk areas are covered for future implementations.

CENTRALISATION

Automated alert

ALERT

Notification into 24/7 HELPDESK

24/7 HELPDESK

24/7 HELPDESK notify client

REACT

Attempting resolution

NETADMIN

NETADMIN informed

PREVENT

NETADMIN & VITD consultation

VITD

New process developed

IMPROVE

Process updated & rolled out

CLIENT

microbyte
BUILD SOMETHING BETTER