

Can you see  
your entire  
operation  
as an integrated  
delivery model?

pillsbury

# We can.

A

C

- Customer
- Application Management Actor
- Infrastructure Management Actor
- IT Service Management Actor
- Cloud Actor (IaaS, PaaS, SaaS)
- Security Management Actor
- Data Center Services Actor
- Other Third Party
- Not Applicable

Governance and Leadership										Service Management and Integration									
IT Management										IT Management									
IT Governance										IT Governance									
Risk Management										Risk Management									
Compliance Management										Compliance Management									
Internal Relationship Mgmt										Internal Relationship Mgmt									
External Client Relationship Mgmt										External Client Relationship Mgmt									
Demand Management										Demand Management									
Enterprise Architecture Development										Enterprise Architecture Development									
Domain Architecture Approval										Domain Architecture Approval									
Enterprise Architecture Approval										Enterprise Architecture Approval									
Delivery Strategy Development										Delivery Strategy Development									
Delivery Strategy Approval										Delivery Strategy Approval									
Sourcing Strategy Development										Sourcing Strategy Development									
Sourcing Execution										Sourcing Execution									
Sourcing Approval										Sourcing Approval									
Finance										Finance									
Services Management										Services Management									
Incident Oversight										Incident Oversight									
Commercial Management										Commercial Management									
Actor Integration										Actor Integration									
HR Management										HR Management									
Organizational Change Management										Organizational Change Management									
Service Catalog Management										Service Catalog Management									
Performance Management										Performance Management									
Benchmarking										Benchmarking									
Knowledge Management										Knowledge Management									
Information Architecture Development										Information Architecture Development									
Application Architecture Development										Application Architecture Development									
Technology Architecture Development										Technology Architecture Development									
Security Architecture Development										Security Architecture Development									
Process Architecture Development										Process Architecture Development									
Standards Policies Establishment										Standards Policies Establishment									
Standards Development										Standards Development									
Standards Approval										Standards Approval									
Standards Audit										Standards Audit									
Business Requirements Documentation										Business Requirements Documentation									
Security Requirements Development										Security Requirements Development									
Solution Integration										Solution Integration									
Security Solution Approval										Security Solution Approval									
Solution Approval										Solution Approval									
Service Delivery Management										Service Delivery Management									
Incident Management										Incident Management									
Problem Management										Problem Management									
Service Configuration Management										Service Configuration Management									
Software License Management										Software License Management									
Change Control										Change Control									
Release Management										Release Management									
Capacity Management										Capacity Management									
Availability Management										Availability Management									
Service Level Management										Service Level Management									
Service Continuity Management										Service Continuity Management									
Request Fulfillment Management										Request Fulfillment Management									

**A** Each Process is fully defined by leveraging industry leading standards bodies and over 30 years of Pillsbury experience documenting scopes of service.

Processes are written to be "neutral" as to solution and focus on what is to be done rather than how a Process is to be solutioned by the client or the supplier.

**B** The client's environment is captured in a customized "Element Span" reflecting the appropriate geography, business units, locations, etc. and the associated IT infrastructure and applications.

**C** Internal and external delivery suppliers (Actors) are assigned responsibility by Process and Element.

**D** This example shows how to use Rows and Columns to create a table with the necessary formatting. The table is designed to clearly display the data. Elements are used to format the asset lists and the table.

										Service Delivery									

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