MARET 2024 — **12 BULAN** — **FEBRUARI 2025**

MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB

MANAGE SERVICE INFRA ICT

SCOPE of WORK

SITE SUPPORT HELPDESK	EUD & ASSET MANAGEMENT	DATA CENTER OPERATION	NETWORK OPERATION	SECURITY OPERATION
INCIDENT MANAGEMENT CORRECTIVE & PREVENTIVE MANAGEMENT REQUEST MANAGEMENT	ASSET MANAGEMENT FULLFILLMENT MANAGEMENT REQUEST MANAGEMENT CMDB	REQUEST MANAGEMENT INCIDENT MANAGEMENT PROBLEM MANAGEMENT BACKUP MANAGEMENT PREVENTIVE MAINTENANCE	REQUEST MANAGEMENT INCIDENT MANAGEMENT PROBLEM MANAGEMENT BACKUP MANAGEMENT PREVENTIVE MAINTENANCE	REQUEST MANAGEMENT INCIDENT MANAGEMENT SECURITY MANAGEMENT
1. End User Devices 2. Telephone & Ip Phones 3. Conectivity (UTP, FO, WIFI) 4. Perangkat Multimedia & Vicon 5. Access Point, Switch, FireWall, SDWAN (Physical) 6. IT Professional Support (L1) 7. Proof of Concept (POC)	1. Monitoring Asset Update ICT Asset pada ITAM 2. Pemenuhan Support / Sparepart based on Price catalogue 3. Peminjaman & Pengembalian Asset ICT 4. Instalasi Perangkat Lunak 5. Update CMDB Pada Managed Engine	1. Server (Physical & Virtual) 2. Sistem Operasi & Service 3. Database & CI/CD 4. Virtualisasi 5. Add, Remove, Modify Server 6. Patching 7. Professional Support 8. Daily, Weekly, Monthly 9. Incremental & Full Backup 10. Backup to Tape 11. Server 12. Sistem Operasi 13. Storage	1. WAN (Internet & SDWAN) 2. L3 Network Services 3. L2 Network Services 4. Account Management (VPN) 5. Policy, VLAN & Routing 6. Open / Blocking Port & IP 7. Professional Support 8. Firewall 9. Core Switch 10. Distribution Switch 11. Access Point & Controller	1. Data Center 2. Network 3. Application & Database 4. End User Devices 5. Monitoring 6. Security Improvement 7. Analisa Incident Security 8. Awareness Security

KEY INDICATOR SUCCESS

SITE SUPPORT HELPDESK

REQUEST

P	Response	Resolution
P1	5 Menit	2X24 Jam
P2	15 Menit	7X24 Jam
P3	30 Menit	14X24 Jam
P4	45 Menit	30X24 Jam
P5	60 Menit	40X24 Jam

INCIDENT

P	Response	Resolution
P1	5 Menit	1 Jam
P2	15 Menit	3 Jam
P3	30 Menit	6 Jam
P4	45 Menit	12 Jam
P5	60 Menit	24 Jam

Preventive Maintenance :
•**Standard** (*device* di area yang tidak berdebu, *device* di area ini dilakukan *preventive* 3 bulan sekali atau 6 bulan sekali)
•**VIP** (*device* area timbangan, *device* di area ini dilakukan *preventive* 1 bulan sekali)
•**VVIP** (*device* area **BOD – BOC** atau *device* vicon yang ada diruang rapat, *device* yang ada di area ini dilakukan *preventive* setiap hari kerja)

Formula Reporting :

SLA Resolution Time = (Total Tiket Resolved (Resolved+Closed)-(Total Tiket Overdue Resolve)) / (Total Tiket Resolved (Resolved+Closed))

SLA Response Time = (Total Tiket Selain Cancel) - (Total Tiket Overdue Resolve) / Total Tiket Selain Cancel

EUD & ASSET MANAGEMENT

REQUEST

P	Response	Resolution
P1	5 Menit	2X24 Jam
P2	15 Menit	7X24 Jam
P3	30 Menit	14X24 Jam
P4	45 Menit	30X24 Jam
P5	60 Menit	40X24 Jam

INCIDENT

P	Response	Resolution
P1	5 Menit	1 Jam
P2	15 Menit	3 Jam
P3	30 Menit	6 Jam
P4	45 Menit	12 Jam
P5	60 Menit	24 Jam

Preventive Maintenance :
- Pemenuhan preventive mengikuti dengan tim IT Support Helpdesk dan
1. Asset Tracking
2. Software Update
3. Hardware Maintenance and Backup

Formula Reporting :

SLA Resolution Time = (Total Tiket Resolved (Resolved+Closed)-(Total Tiket Overdue Resolve)) / (Total Tiket Resolved (Resolved+Closed))

SLA Response Time = (Total Tiket Selain Cancel) - (Total Tiket Overdue Resolve) / Total Tiket Selain Cancel

DATA CENTER OPERATION

REQUEST

T	Response	Resolution
U	Urgent 30 M	12 Jam
N	Normal 30 M	24 Jam

INCIDENT

P	Response	Resolution
P1	5 Menit	12 Jam
P2	5 Menit	24 Jam
P3	5 Menit	3X24 Jam

Preventive Maintenance :
Daily Routine L2 Pengecekan terhadap DC onprem di Gresik. sebagai report daily.
daily monitoring used by :
Grafana, Promox and VMWare Tools

Formula Reporting :

SLA Resolution Time = (Total Tiket Resolved (Resolved+Closed)-(Total Tiket Overdue Resolve)) / (Total Tiket Resolved (Resolved+Closed))

SLA Response Time = (Total Tiket Selain Cancel) - (Total Tiket Overdue Resolve) / Total Tiket Selain Cancel

NETWORK OPERATION

REQUEST

P	Response	Resolution
P1	5 Menit	2X24 Jam
P2	15 Menit	7X24 Jam
P3	30 Menit	14X24 Jam
P2	45 Menit	30X24 Jam
P3	60 Menit	40X24 Jam

INCIDENT

P	Response	Resolution
P1	5 Menit	1 Jam
P2	15 Menit	3 Jam
P2	45 Menit	12 Jam
P3	30 Menit	6 Jam
P3	60 Menit	24 Jam

Preventive Maintenance :
Dilakukan preventive L2 pada masing masing di setiap site minimal 1 bulan sekali.
Total Tools 111 all site.

Formula Reporting :

SLA Resolution Time = (Total Tiket Resolved (Resolved+Closed)-(Total Tiket Overdue Resolve)) / (Total Tiket Resolved (Resolved+Closed))

SLA Response Time = (Total Tiket Selain Cancel) - (Total Tiket Overdue Resolve) / Total Tiket Selain Cancel

SECURITY OPERATION

REQUEST

P	Response	Resolution
P1	5 Menit	1 Jam
P2	5 Menit	2X24 Jam

INCIDENT

P	Response	Resolution
P1	5 Menit	1 Jam
P2	5 Menit	2X24 Jam

Preventive Maintenance :
- Daily Activity Check dan monitoring
1. Data Center
2. Network
3. Application & Database
4. End User Devices
5. Monitoring
6. Security Improvement
7. Analisa Incident Security
8. Awareness Security

Formula Reporting :

SLA Resolution Time = (Total Tiket Resolved (Resolved+Closed)-(Total Tiket Overdue Resolve)) / (Total Tiket Resolved (Resolved+Closed))

SLA Response Time = (Total Tiket Selain Cancel) - (Total Tiket Overdue Resolve) / Total Tiket Selain Cancel

TOOLS

SITE SUPPORT HELPDESK	EUD & ASSET MANAGEMENT	DATA CENTER OPERATION	NETWORK OPERATION		SECURITY OPERATION	
1. Manage Engine 2. Sharepoint 3. Monitoring HUAWEI	1. ITAM 2. Sharepoint 3. Metabase	1. VMWare ESXi 2. VMWare vCenter 3. Proxmox Virtualization Environment 4. Proxmox Backup Server 5. Commvault Backup Server 6. Huawei Oceanstor 7. IBM Storwize 8. HPE Command View MSL 9. Portainer 10. QNAP Nas Storage 11. Grafana 12.Nginx	1. Fortigate AWS 2. Fortigate Gresik 3. Fortigate Tonasa 4. Fortigate Tuban 5. Fortigate Rembang 6. Fortigate Padang 7. Huawei SQ 8. Solarwinds 9. PRTG 10. SteelConnect Manager	11. Grafana 12. CPPM DC 13. CPPM Tonasa 14. CPPM Tuban 15.CPPM Padang 16. CPPM Rembang 17. Aruba Master 18. Aruba Slave 19. Aruba Tonasa 20. Aruba Padang	1. Firewall/ IPS 2. Crowdstrike (Detection) 3. Email O365 4. Crowdstrike (Detection + Exposure) 5. AWS EWAF & Guard Duty) 6. Intel 471 & Crowdstrike 7. Intel 471 8. Open CTIHoneypot/ TPOT 9. WAZUH 10. Synopsys Black 11. Panorays - Application 12. SpiderFoot - Application	13. ZAP (OWASP) 14. Dirsearch 15. CrowdStrike (Vulnerability Exposure) 16. CrowdStrike (Cloud Security Posture Management) 17. CrowdStrike (Counter Adversary Operation) 18. Crowdstrike CSPM - Network 19. Crowdstrike Prevent - EUD 20. O365 - Third Party Application 21. SpiderFoot - Account

DELIVERABLE

ON TIME (TICKETING) | WEEKLY REPORT UPDATE PROGRESS PEKERJAAN DAN ISSUE | MONTHLY REPORT SUMMARY PROGRESS PEKERJAAN DAN ISSUE PENCAPAIAN SLA

Work Program

IT Support Helpdesk	EuD & Asset Management	Data Center Operation	Network Operation	Security Operation
1. Improve incident response time 2. Implement self-service tools for common issues 3. Enhance knowledge base 4. Develop a proactive monitoring system	1. Standardize hardware and software configurations 2. Implement asset tracking and management system 3. Optimize device lifecycle management 4. Enhance security measures for end-user devices	1. Increase data center efficiency and capacity 2. Implement data center automation 3. Enhance disaster recovery and business continuity planning 4. Improve environmental sustainability	1. Improve network performance and reliability 2. Enhance network security 3. Implement network monitoring and management tools 4. Optimize network infrastructure for cloud adoption	1. Strengthen security posture 2. Implement threat detection and response capabilities 3. Conduct regular security audits and assessments 4. Enhance incident response procedures

TEAMS

	IT Support Helpdesk	EuD & Asset Management	Data Center Operation	Network Operation	Security Operation
Jakarta	1. Mahameru Rifky Ibrahim (Pgs) - Lead 2. Rahmad Widodo (K) 3. Deni Rohamdi (K) 4. Aldo Hasan (K) 5. Raka Ramadhan (K) 6. Dwitya Ali Novitra (K) 7. Vacant (K)	1. Vacant - Lead 2. Hendro Simanjuntak (K) 3. Ahmad Shofiyullah(M)		1. Agil Angga Saputra - SQ 2. Vacant - (Lead) - GA	1. Vacant - (Lead) - GA
Gresik	1. Muhammad Marzuqi Fitri Abduh 2. Muhammad Khusnul Arifin (Lead) 3. Ahmad Zaenal Abidin	1. Laelatul Amin 2. Ahmad Rosyid Fahriyan	1. Donny Bustan Fauzi (DC - OnPrem) - GUSI 2. Ibnu Haris Fawaid (DC - OnPrem) - GUSI 3. Vacant - (DC - OnPrem) - GUSI	1. Imam Utomo 2. M. Ridlo Biagi	1. Aji Novandy Nurcahyono 2. Auriel Edo Pratama 3. Okke Boma Rahanta
Padang	1. Maulana Jekri 2. Mithra Heykal (Lead) 3. Muhamad Ridwan (-) 4. Taufik Saputra 5. Hendrik Kurniawan (K)	1. Fachriqi Naldes (k) 2. M Andra Ramadhan (M)	-	-	-
Palembang	1. Rendi Saputra (K) 2. Fikri Ya'afi Mustika (K)				-
Rembang	1. Nadifian Saputra (Lead) 2. Mohammad Ilham Yahya	1. Jabar - (K) 2. Ahmad Fajruc Haq (M)	-	1. Rizal Kukuh i	-
Tonasa	1. Arif Kala (Lead) 2. Firman 3. Muhammad Muzyalleh Natsir 4. Muhammad Ruslan 5. Arifin (K)	1. Haryo Abriantoro 2. Hamka (M)	-	-	-
Tuban	1. M. Alfan Ajityarosa (Lead) 2. Ramadhani Agung Sulaksana 3. Syafril Maulana Putra 4. Yunias Pujianto	1. Miftakhul Farokhi 2. M. Yudha Arian Saputra (M)	-	-	-
Baturaja	1. Azan Cahyadi (K) 2. Nugra Febri Sandi (K)				-

Firdiansyah Sundawa

Achmad Saifudin Hajar

DESCRIPTION

Keterangan Resource :
1. Total Team saat ini 55 Karyawan dan masih vacant ada 5
   a, IT Support 29
   b. EUD & Asset. 12
   c. Data Center . 3
   d. Network. 4
   e. IT Security . 3
2. Progress Manager Infrastructure Progress Interview
3. Kebutuhan Team yang Vacant progress pengajuan ke HC SISI

Usulan Team :
1. Peningkatan Layanan L1 dibuatkan jadwal oncall shift 2 dan shift 3 dedicated (teknisi shift 3 diijinkan masuk siang jika ada problem yang diselesaikan di malam hari)
2. Pelatihan Berkala khususnya external atau internal dari Senior atau team L2.

Prosedure dan Intruksi Kerja :
1. Update Prosedure menyesuaikan improvisasi KPI berdasarkan Kontrak Kerja
2. Mendetailkan langkah langkah prosedure menjadi pedoman intruksi Kerja
3. Setiap Team mendapatkan mendetailkan Tugas Pokok dan Fungsi.

ICT Team

ICT Team

Anon S.

Jakarta	1. Harmadi (Lead) 2. Pandu Aditya	1. Syaqirul Alim 2. M. Andi Yustian		1. Harmadi 2. Musmulyadi 3. Supramono 4. Andyan Pramana	1. Ali Sofyan
Gresik	1. Dwi Mulyantoro	1. Zaenul Arifin	1. Zaenul Arifin 2. Yulmizar		1. Ricky Akbar 2. Indah
Padang	1. Rony mahmudi 2. Oslani Erwal				
Palembang	1. Yudhistira				
Rembang	1. Agung Tri Utomo				
Tonasa	1. Muh. Arham				
Tuban	1. Harmadi				
Baturaja	1. Yudhistira				

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MANAGE SERVICE APPS ICT

SCOPE of WORK

SAP DIGITAL CORE & LINE OF BUSINESS	APPLICATION SUPPORT & CHANGE MANAGEMENT	SERVICE DESK	INFRASTRUCTURE CLOUD
Seluruh SIG yang di konfigurasi di system SAP, SF, BW/BI, IBP, BPC, SOLMAN	Surrounding Applications integrated with SAP (SIG), Integrated or not integrated, Integrated non SAP, And Application Major	Response Time, Catalog Service MS Infrastructure & MS Applications	Manage Infrastructure Clouds AWS
1. Incident Management 2. Problem Management 3. Service Change Management (Emergency) 4. Service Change Management (Demand) 5. Fullfilment Management 6. Account Management 7. On Request Technical Support 8. Knowledge Management (Solution) 9. Day to day (report)	1. Incident Management 2. Problem Management 3. Service Change Management (Emergency) 4. Service Change Management (Demand) 5. Fullfilment Management 6. Account Management 7. On Request Technical Support 8. Knowledge Management (Solution) 9. Day to day (report)	1.SLA Achievment MS infra & Apps 2. Ticket Incident Management Report 3. Ticket Problem Management Report 4. Ticket Service Change Management Report 5. Ticket Account Management Report 6. Ticket Knowledge Management (Solution) Report 7. Ticket Trend & Analysis Management Report	1. Incident, Problem, Fulfillment, Request Management 2. Acces, Change, Event Management 3. Preventive & Corective Management 4. Configuration Management 5. Availability Performance DC 6. Capacity Management 7. Backup Managment 8. Configuration Dev/Ops

KEY INDICATOR SUCCESS

Service Desk as Function		
S	Response	Resolution
S1	5 Menit	1 Jam
S2	15 Menit	3 Jam
S3	30 Menit	6 Jam
S4	45 Menit	12 Jam
S5	60 Menit	24 Jam

Fullfilment Management		
S	Response	Resolution
S1	10 Menit	2X24 Jam
S2	10 Menit	7X24 Jam
S3	10 Menit	14X24 Jam
S4	10 Menit	30X24 Jam
S5	10 Menit	40X24 Jam

Fullfilment Management		
S	Response	Resolution
S1	10 Menit	1X24 Jam
S2	10 Menit	2X24 Jam
S3	10 Menit	3X24 Jam
S4	10 Menit	5X24 Jam
S5	10 Menit	7X24 Jam

Incident Management		
S	Response	Resolution
S1	10 Menit	1 Jam
S2	10 Menit	3 Jam
S3	10 Menit	6 Jam
S4	10 Menit	12 Jam
S5	10 Menit	1X24 Jam

Availabilty & Performance Management		
S	Response	Resolution
S1	10 Menit	1 Jam
S2	10 Menit	3 Jam
S3	10 Menit	6 Jam
S4	10 Menit	12 Jam
S5	10 Menit	1X24 Jam

Backup Management		
S	Impact	Tingkat Sukses
S1	Tier 1	100%
S2	Tier 2	99%
S3	Tier 3	98%
S4	Tier 4	98%
S5	Tier 5	98%

Service Change Management (Emergency)			
Matriks	Tingkat Sukses	Polarisasi	Periode
Backup & Restore SLA Tier 1	100%	Max	Monthly
Backup & Restore SLA Tier 2	99%	Max	Monthly
Backup & Restore SLA Tier 3,4 & 5	98%	Max	Monthly
On Schedule	100%	Max	Monthly

Capacity Management			
Matric	Tingkat Sukses	Polarisasi	Periode
Report Capacity	100%	Max	Monthly
Capacity Treshold 10%	100%	Max	Monthly

Preventive Management			
Matric	Tingkat Sukses	Polarisasi	Periode
Preventive SLA	95%	Max	Monthly
On Schedule	100%	Max	Monthly

Availability Performance SLA			
Matric	Tingkat Sukses	Polarisasi	Periode
SLA Event Information	95%	Max	Monthly
Report Evenet	100%	Max	Monthly

Service Change Management (Emergency)			
Matirks	Tingkat Sukses	Polarisasi	Periode
SLA Resoluion Time	100%	Max	Quarterly
On Schedule	100%	Max	Quarterly

TOOLS

1. SAP GUI
2. VPN Forticlient
3. Git
4. Microsoft Office
5. dbeaver
6. Anayzer
7. Fork
8. Foxid PDF Reader
9. Visual Studio Code
10. Postman
11. Android Studio
12. Docker Studio
13. SQL Server
14. Laragon Server
15. Navicat Premium
16. Chrome
17. Composer
18. Avast
19. Zoom
20. Teams
21. XAMPP
22. Sublime Text
23. Draw.io
24. Click Up
25. Visio
26. Xcode
27. NGROK
28. Soap UI
29. WPS Office
30. Node JS
31. Power BI
32. bit-defender
33. IIS Manager
34. Open VPN GUI
35. Meld
36. Postgres
37. Notion
38. Photoshop
39. FVM
40. Tableau

DELIVERABLE

ON TIME (TICKETING) → WEEKLY REPORT UPDATE PROGRESS PEKERJAAN DAN ISSUE → MONTHLY REPORT SUMMARY PROGRESS PEKERJAAN DAN ISSUE PENCAPAIAN SLA

OPERATIONS TEAM

SAP Digital Core & LoB

FICO	1. Vacant (Jr. Spesialist) 2. Amelia Hayyu Astianrasanti (K) 3. Lutfi Inayatul Kamaliyah	4. Fatimah R. L. M. - (M) 5. Bagus Dwi C. - (M) 6. Fikri Nur Syamsi - (M)
HR	1. Vacant (Jr. Spesialist) 2. Najamuddin 3. Islamia Nuraini - (K)	4. Kholiq - (M) 5. Tri Suhardi - (M)
MM	1. Lusi Erafanti (Jr. Spesialist) 2. Suci Damasari	3. Ardha Bintang Rivanda - (M) 4. Ilham Roby Sanjaya
PMPS	1. Ayu Rahmadanti Rinukti (K) 2. Robby Achmad Auda (M)	3. Citra Ayuni Sutawinata - (M)
PPQM	1. Rendy Pratama Putra (Jr) 2. M. Rafi Arvian. - (M)	3. Tia Cahyani N. H. - (M)
SD	1. Zulkifli 2. Lukman Hakim 3. Fachrina Nesa 4. Ramadhan Syaifudin Arief	5. Salsabila Veby Natasya - (M) 6. Hena Utami P. P. - (M) 7. Azwar Hamid (M)
ABAP	1. Sobikh Sahirar (Jr. Specialist) 2. M. Nawawi (Tech) 3. Setyo Awan P (Tech)	4. Dimas Albert Abraham (K)

Manager Core. Amin Azhar

Application & Collaboration Support

Developer	1. M. Iwan Purwanto (Lead) 2. Mardiana Azizah 3. Abu Rizal Hakim
Functional	1. Muh. Hendrik Wicaksono 2. Edi Fajar 3. Achmad Khoiri Ramadhan 4. Citra Nika Sasmita 5. Muhammad Fadly 6. Muh. Fadlul Adhim
System Analyst	1. Khawari Bagus Abdullah
Programmer	1. Moch. Dani Hartanto 2. Rio Erfian

Dhymas A. Y.

Change Management

Business Analyst	1. Achmad Nurdin (Lead) 2. Hafidh Firmansyah
Change Management Tech	1. Joko Susilo (Lead) 2. M. Wildan Cahya Purnama 3. M. Aziz Pranaja 4. M. Sabikhul Lailul R. 5. Achmad Sanjay Ramadhan
Functional Change	1. Muhammad Shidqi
Functional Shinta	1. Antahassy Wibawa
Consultan HR	1. Irwan Santoso
Programmer Change	1. Saiful Anwar 2. M. Wardana 3. M. Risco Ramadhan 4. M. Irwan Noer Khakim 5. M. Aldy Fristanka Putra 6. Futhaiki 7. Afridho Widhiyono\ 8. Vicky Fahresa Nachasiwi
Programmer Jr. Specialist	1. Yustria Mahendra Akbar 2. Nashihul Ibad Al Amin 3. Ady Juliyanto
Programmer Shinta	1. Salim Segaf Alqosam 2. Misbahul Munir 3. Fatih Syauqi
SAP ABAP&PI	1. Devi Anggita Ambarawati
Tech. Writer	1. Rika Hima Junita

Achmad Nurdin

Service Desk

Service Desk	1. Selvi Eka Puspita(Lead) 2. Amran Zamzami 3. Andry Ahmad 4. Dodi Cahyadi 5. Rachmat Ramadhan 6. Fitri Dwi Rizky 7. Azhari Ramadhan 8. Ridho Cahyono 9. Nufusul Aulia 10. Yogi Afrisah 11. Oria Kartina

M. Yacoeb

Performance Reporting

Reporting	1. Errick A. R.Wagiran (Lead) 2. M. Irfan 3. Luthfan Darma Prasetya
Admin	1. Nurul Qoriyah 2. Irmawati Puji Astutik

Infrastrucrture Cloud (IT Platform)

BASIS	1. Silvia Takarina (Lead) 2. Radius Basir 3. Elfanisa Lukitasari
Sys. Admin	1. Asrullyansya 2. Deni Surya Saputra 3. Abdul Rahman 4. Danny R. W
Account Management.	1. Bayu Satria Kusuma (Lead) 2. Muhammad Budianto 3. Vista Firdaus
DB Administration	1. Alifian Azmi 2. Aldo Hasan

Dhymas A. Y.

Senior Manager IT Operations

Collaboration

Continuous Improvement

Risk Management

Technology Adoption

Work Program Management Service Infrastructure

	Organizational Goals	Service Level Agreements	Current Infrastructure	Resource Avaibality
SCOPE	What are the overall objectives of your organization?	What are the service levels expected by end-users?	What is the existing infrastructure and its capabilities?	What are the available human, financial, and technological resources?

	Current State Assesment	Goal Setting & Objectives	RoadMap Development	Implementation & Execution
DEFINE	**1. Infrastructure Audit:** Evaluate the existing infrastructure, including hardware, software, network, and security components. **2. Performance Analysis:** Assess the performance of current services and identify bottlenecks. **3. Risk Assessment:** Identify potential risks and vulnerabilities in the infrastructure.	**1. Align with Business Goals:** Ensure the roadmap supports overall organizational objectives. **2. Define Key Performance Indicators (KPIs):** Establish measurable targets for service delivery. **3. Set Service Improvement Goals:** Identify areas for improvement in service quality and efficiency.	**1. Prioritization:** Determine the order of importance for different infrastructure components. **2. Timeframes:** Establish timelines for implementing changes and improvements. **3. Resource Allocation:** Assign necessary resources to each phase of the roadmap. **4. Dependency Mapping:** Identify dependencies between different work programs.	**1. Project Management:** Define project plans and assign responsibilities. **2. Change Management:** Implement effective change management processes. **3. Monitoring and Evaluation:** Track progress and measure performance against KPIs.

	IT Support Helpdesk	EuD & Asset Management	Data Center Operation	Network Operation	Security Operation
Work Program Area	1. Improve incident response time 2. Implement self-service tools for common issues 3. Enhance knowledge base 4. Develop a proactive monitoring system	1. Standardize hardware and software configurations 2. Implement asset tracking and management system 3. Optimize device lifecycle management 4. Enhance security measures for end-user devices	1. Increase data center efficiency and capacity 2. Implement data center automation 3. Enhance disaster recovery and business continuity planning 4. Improve environmental sustainability	1. Improve network performance and reliability 2. Enhance network security 3. Implement network monitoring and management tools 4. Optimize network infrastructure for cloud adoption	1. Strengthen security posture 2. Implement threat detection and response capabilities 3. Conduct regular security audits and assessments 4. Enhance incident response procedures