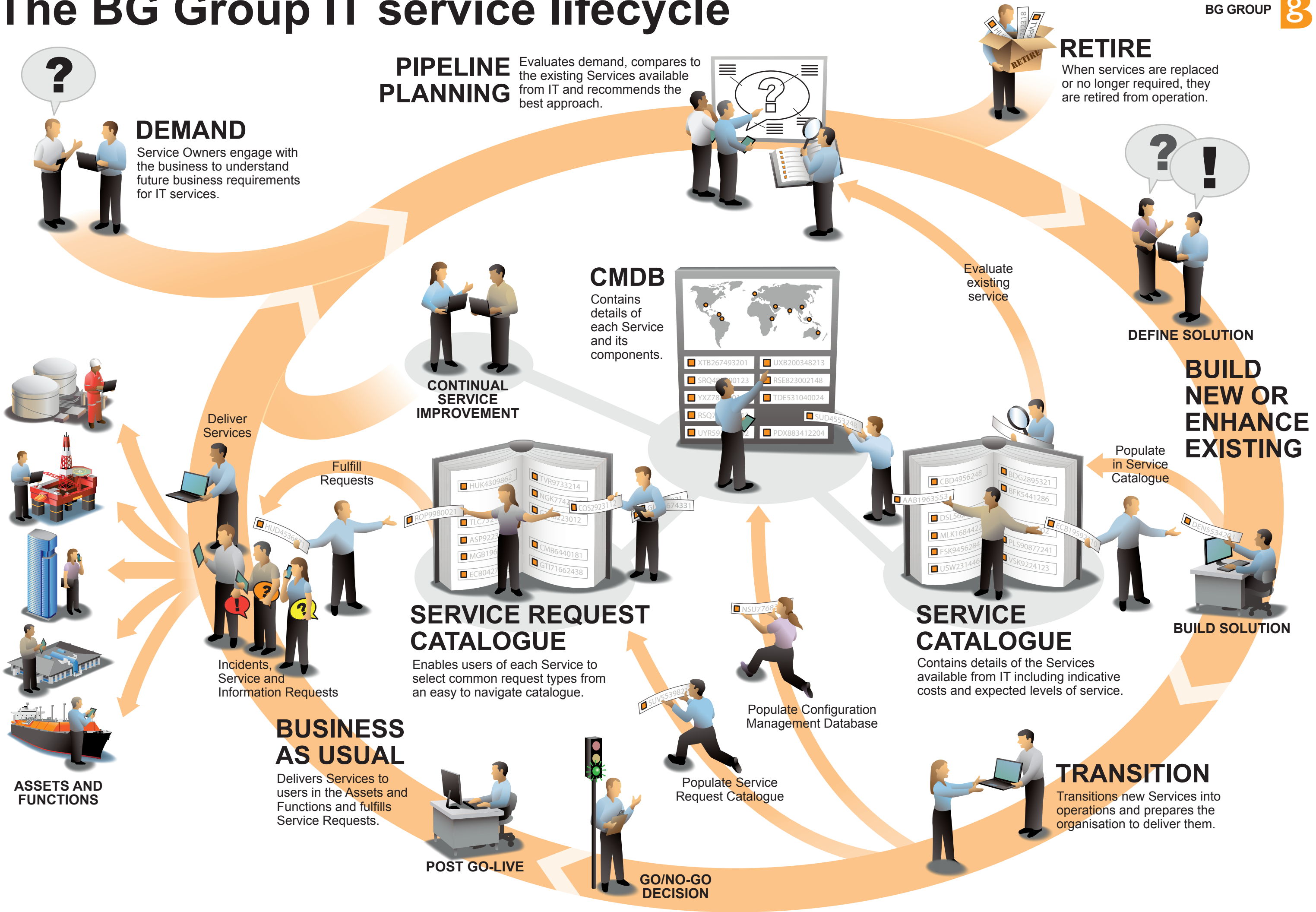


The BG Group IT service lifecycle



?

DEMAND

Service Owners engage with the business to understand future business requirements for IT services.

PIPELINE PLANNING

Evaluates demand, compares to the existing Services available from IT and recommends the best approach.

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RETIRE

When services are replaced or no longer required, they are retired from operation.

?

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DEFINE SOLUTION

Evaluate existing service

BUILD NEW OR ENHANCE EXISTING

Populate in Service Catalogue

BUILD SOLUTION

SERVICE CATALOGUE

Contains details of the Services available from IT including indicative costs and expected levels of service.

SERVICE REQUEST CATALOGUE

Enables users of each Service to select common request types from an easy to navigate catalogue.

CMDB

Contains details of each Service and its components.

CONTINUAL SERVICE IMPROVEMENT

BUSINESS AS USUAL

Delivers Services to users in the Assets and Functions and fulfills Service Requests.

ASSETS AND FUNCTIONS

Deliver Services

Fulfill Requests

Incidents, Service and Information Requests

POST GO-LIVE

GO/NO-GO DECISION

XTB267493201	UXB200348213
SRQ40000123	RSE823002148
YXZ7800001	TDE531040024
RSQ70000001	SUD4553248
UYR59000002	PDX883412204

HUK4309862	TVR9733214
TLC7321	NGK774
ROP9980021	COS292311
ASP9223	674331
MGB196	CM86440181
ECB042	GTI71662438

CBD4956248	BDG2895321
AAB1963553	BFK5441286
DSL50	ECB19592
MLK1684422	PLS9087241
FSK9456284	VSK9224123
USW231445	

NSU77685

Populate Configuration Management Database

Populate Service Request Catalogue

SUV5539822

HUD453601