


# Business Processes List

Major Processes	Sub-Processes	Sub-Processes
Service Incident Management Process	Service Incident Detection and Recording Process	Receive Requests for Support
		Record Requests for Support
		Assign Requests for Support to Technicians
	Service Incident Diagnostic & Resolution Process	
	System and Data Access Request and Fulfillment Process	
	Service Incident Resolution Task Delegation Process	
Delegate/Escalate Diagnostic and/or Resolution Responsibilities to Another IT Group Entity		
Delegate/Escalate Diagnostic and/or Resolution Responsibilities to Another Company (internal) Business Unit Entity Process		
Delegate/Escalate Diagnostic and/or Resolution Responsibilities to an Outside (external) Entity		
Hardware/Software/Telephony Provisioning Process	Hardware/Software/Telephony Provisioning Request - Initial Response and Classification Process	
	Company New Hire Provisioning Process	
	Equipment Move Provisioning Process	
	Hardware/Software/Telephony Provisioning Ordering Process	
	Hardware/Software/Telephony Provisioning Receiving Process	
	Hardware/Software/Telephony Provisioning Implementation Process	Project Management Process
		Hardware/Software/Telephony Preparation/Configuration Process
		Hardware/Software/Telephony Installation Process
		Hardware/Software/Telephony Technical Support Training Process
		Hardware/Software/Telephony Defective Return Process
		Hardware/Software/Telephony Disposal Process
Hardware/Software/Telephony Handoff to Operating Entity Process		
Implementation Administration Process		
IT Technical Support Help Desk Documentation Development and Maintenance Process		
Disaster Recovery Support Process	Disaster Recovery Support Planning Process	
	Disaster Recovery Support Preparation Process	
	Disaster Recovery Support Testing Process	
	Disaster Recovery Support Execution Process	
Loaner Equipment Support Process	Loaner Preparation and Recovery Process	
	Loaner Delivery and Return Process	
Problem Management Process		
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