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| ICT Project Category Definitions |
| ICT Reporting Standard V2.1 |

Each ICT-enabled project will enhance a business capability. Please use the list below to determine what business capability your ICT-enabled project will deliver to.

The categories and definitions have been sourced from *the Australian Government Architecture Framework v3.0* (archived).

[***Improving Customer Services***](#_Improving_Customer_Services)

1. [**Customer Relationship Management**: Capabilities are applied to plan, schedule and control the activities between the customer and the enterprise, both before and after a product or service is offered](#_Customer_Relationship_Management:).
2. [**Customer Preferences**: Capabilities that allow an organisation's customers to change a user interface and the way that data is displayed.](#_Customer_Preferences:_Capabilities)
3. [**Customer Initiated Assistance**: IT capabilities that allow customers to proactively seek assistance and service from an organisation](#_Customer_Initiated_Assistance:).

[***Improving Business Process Automation***](#_Improving_Business_Process)

1. [**Tracking and Workflow**: Capabilities that provide automatic monitoring and routing of documents to the users responsible for working on them to support each step of the business cycle.](#_Tracking_and_Workflow:)
2. [**Routing and Scheduling**: Capabilities that provide automatic directing and assignment or allocation of time for a particular action or event](#_Routing_and_Scheduling:).

[***Improving Business Management***](#_Improving_Business_Management)

1. [**Management of Process**: Capabilities that regulate the activities surrounding the business cycle of an organisation](#_Management_of_Process:).
2. [**Organisational Management**: Capabilities that support both collaboration and communication within an organisation](#_Organisational_Management:_Capabili).
3. [**Investment Management**: Capabilities that manage the financial assets and capital of an organisation](#_Investment_Management:_Capabilities).
4. [**Supply Chain Management**: Capabilities that allow an organisation to plan, schedule and control a supply chain and the sequence of organisations and functions that mine, make or assemble materials and products from manufacturer to wholesaler to retailer to consumer](#_Supply_Chain_Management:).

[***Improving Digital Asset Management***](#_Improving_Digital_Asset)

1. [**Content Management**: Capabilities that manage the storage, maintenance and retrieval of documents and Information of a system or website](#_Content_Management:_Capabilities).
2. [**Document Management**: Capabilities that control the capture and maintenance of an organisation's documents and files](#_Document_Management:_Capabilities).
3. [**Knowledge Management**: Capabilities that identify, gather and transform documents, reports and other sources into meaningful information](#_Knowledge_Management:_Capabilities).
4. [**Records Management:** Capabilities that store, protect, archive, classify and retire documents and information](#_Records_Management:_Capabilities).

[***Improving Business Analytical Services***](#_Improving_Business_Analytical)

1. [**Analysis and Statistics**: Capabilities that allow examination of business issues, problems and their solutions](#_Analysis_and_Statistics:).
2. [**Visualisation**: Capabilities that convert data into graphical or picture form](#_Visualisation:_Capabilities_that).
3. [**Knowledge Discovery**: Capabilities within facilitate the identification of useful information from data.](#_Knowledge_Discovery:_Capabilities)
4. [**Business Intelligence**: Capabilities that provide information that relates to the history, current status or future projections of an organisation](#_Business_Intelligence:_Capabilities).
5. [**Reporting**: Capabilities that organise data into useful information](#_Reporting:_Capabilities_that).

[***Improving Back Office Services***](#_Improving_Back_Office)

1. [**Data Management**: Capabilities that provide for the usage, processing and general administration of unstructured information](#_Data_Management:_Capabilities).
2. [**Human Resources**: Capabilities that provide for the recruitment and management of personnel.](#_Human_Resources:_Capabilities)
3. [**Financial Management**: Capabilities that provide the accounting practices and procedures that allow for the handling of revenues, funding and expenditures](#_Financial_Management:_Capabilities).
4. [**Assets/Materials Management:** Capabilities that support the acquisition, oversight and tracking of an organisation's assets.](#_Assets/Materials_Management:_Capabi)
5. [**Development and Integration**: Capabilities that provide communication between hardware/software applications and the activities associated with deployment of software applications.](#_Development_and_Integration:)
6. [**Human Capital/Workforce Management**: Capabilities that provide for the planning and supervision of an organisation’s personnel](#_Human_Capital/Workforce_Management:).

[***Improving Support Services***](#_Improving_Support_Services)

1. [**Security Management**: Capabilities that protect an organisation's information and information systems](#_Security_Management:_Capabilities).
2. [**Collaboration**: Capabilities that allow for the simultaneous communication and sharing of content, schedules, messages and ideas within an organisation](#_Collaboration:_Capabilities_that).
3. [**Search**: Capabilities that provide for the probing and lookup of specific data from a data source](#_Search:_Capabilities_that).
4. [**Communication**: Capabilities that transmit data, messages and information in multiple formats and protocols](#_Communication:_Capabilities_that).
5. [**Systems Management**: Capabilities that support the administration and upkeep of an organisation’s technology assets, including the hardware, software, infrastructure, licences and service components that comprise those assets.](#_Systems_Management:_Capabilities)
6. [**Forms Management**: Capabilities that support the creation, modification and usage of physical or electronic documents used to capture information within the business cycle.](#_Forms_Management:_Capabilities)

## [Improving Customer Services](#_top)

#### [Customer Relationship Management: Capabilities are applied to plan, schedule and control the activities between the customer and the enterprise, both before and after a product or service is offered.](#_top)

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| Service Component | Defines the set of capabilities that |
| Call Centre Management | Handle telephone sales and/or service to the end customer |
| Customer Analytics | Allow for the analysis of an organisation's customers, as well as the scoring of third-party information as it relates to an organisation’s customers |
| Sales and Marketing | Facilitate the promotion of a product or service and capture of new business |
| Product Management | Facilitate the creation and maintenance of products and services |
| Brand Management | Support the application of a trade name to a product or service as well as developing an awareness for the name |
| Customer/Account Management | Support the retention and delivery of a service or product to an organisation's clients |
| Contact and Profile Management | Provide a comprehensive view of all customer interactions, including calls, e- mail, correspondence and meetings; also provides for the maintenance of a customer’s account, business and personal information |
| Partner Relationship Management | Provide a framework to promote the effective collaboration between an organisation and its business partners, particularly members of the distribution chain (e.g. channel and alliance partners, resellers, agents, brokers and dealers) and other third parties that support operations and service delivery to an organisation’s customers; includes performance evaluation of partners, if necessary |
| Customer Feedback | Is used to collect, analyse and handle comments and feedback from an organisation's customers |
| Surveys | Are used to collect useful information from an organisation's customers |

#### [Customer Preferences: Capabilities that allow an organisation's customers to change a user interface and the way that data is displayed.](#_top)

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| --- | --- |
| **Service Component** | **Defines the set of capabilities that** |
| Personalisation | Change a user interface and how data is displayed |
| Subscriptions | Allow a customer to join a forum, listserv, or mailing list |
| Alerts and Notifications | Allow a customer to be contacted in relation to a subscription or service of interest |

#### [Customer Initiated Assistance: IT capabilities that allow customers to proactively seek assistance and service from an organisation.](#_top)

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| --- | --- |
| Service Component | Defines the set of capabilities that |
| Online Help | Provide an electronic interface to customer assistance |
| Online Tutorials | Provide an electronic interface to educate and assist customers |
| Self-Service | Allow an organisation's customers to sign up for a particular service at their own initiative |
| Reservations/Registration | Allow electronic enrolment and confirmations for services |
| Multi-Lingual Support | Allow access to data and information in multiple languages |
| Assistance Request | Support the approach from a customer for support |
| Scheduling | Define the set of capabilities that support the plan for performing work or service to meet the needs of an organisation’s customers |

## [Improving Business Process Automation](#_top)

#### [Tracking and Workflow: Capabilities that provide automatic monitoring and routing of documents to the users responsible for working on them to support each step of the business cycle.](#_top)

| Service Component | Defines the set of capabilities that |
| --- | --- |
| Process Tracking | Allow the monitoring of activities within the business cycle |
| Case Management | Manage the life cycle of a claim or investigation within an organisation to include creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers |
| Conflict Resolution | Support the conclusion of contention or differences within the business cycle |

#### [Routing and Scheduling: Capabilities that provide automatic directing and assignment or allocation of time for a particular action or event.](#_top)

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| Service Component | Defines the set of capabilities that |
| Inbound Correspondence Management | Manage externally initiated communication between an organisation and its stakeholders |
| Outbound Correspondence Management | Manage internally initiated communication between an organisation and its stakeholders |

## [Improving Business Management](#_top)

#### [Management of Process: Capabilities that regulate the activities surrounding the business cycle of an organisation.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| Change Management | Control the process for updates or modifications to the existing documents, software or business processes of an organisation |
| Configuration Management | Control the hardware and software environments, as well as documents of an organisation |
| Requirements Management | Gather, analyse and fulfil the needs and prerequisites of an organisation's efforts |
| Program/Project Management | Manage and control a particular effort of an organisation |
| Governance/Policy Management | Influence and determine decisions, actions, business rules and other matters within an organisation |
| Quality Management | Help determine the level that a product or service satisfies certain requirements |
| Business Rule Management | Manage the enterprise processes that support an organisation and its policies |
| Risk Management | Support the identification and probabilities or chances of hazards as they relate to a task, decision or long-term goal; includes risk assessment and risk mitigation |

#### [Organisational Management: Capabilities that support both collaboration and communication within an organisation.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| Workgroup/Groupware | Support multiple users working on related tasks |
| Network Management | Monitor and maintain a communications network in order to diagnose problems, gather statistics and provide general usage |

#### [Investment Management: Capabilities that manage the financial assets and capital of an organisation.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| Strategic Planning and Management | Support the determination of long-term goals and the identification of the best approach for achieving those goals |
| Portfolio Management | Support the administration of a group of investments held by an organisation |
| Performance Management | Measure the effectiveness of an organisation's financial assets and capital |

#### [Supply Chain Management: Capabilities that allow an organisation to plan, schedule and control a supply chain and the sequence of organisations and functions that mine, make or assemble materials and products from manufacturer to wholesaler to retailer to consumer.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| Procurement | Support the ordering and purchasing of products and services |
| Sourcing Management | Support the supply of goods or services as well as the tracking and analysis of costs for these goods |
| Inventory Management | Provide for the balancing of customer service levels with inventory investment |
| Catalogue Management | Support the listing of available products or services that an organisation offers |
| Ordering/Purchasing | Allow the placement of request for a product |
| Invoice/Requisition Tracking and Approval | Support the identification of where a shipment or delivery is within the business cycle |
| Storefront/Shopping Cart | Support the online equivalent of the supermarket cart, where orders and merchandise are placed |
| Warehouse Management | Provide for the storage and movement of materials within a warehouse, including these processes: material receipt, order picking, packaging, labelling and shipping |
| Returns Management | Collect, analyse and resolve product returns or service cancellations |
| Logistics and Transportation | Provide for efficient freight and traffic management |

## [Improving Digital Asset Management](#_top)

#### [Content Management: Capabilities that manage the storage, maintenance and retrieval of documents and Information of a system or website.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| Content Authoring | Allow for the creation of tutorials, CBT courseware, websites, CD-ROMs and other interactive programs |
| Content Review and Approval | Allow for the approval of interactive programs |
| Tagging and Aggregation | Support the identification of specific content within a larger set of content for collection and summarisation |
| Content Publishing and Delivery | Allow for the propagation of interactive programs |
| Syndication Management | Control and regulate an organisation's brand |

#### [Document Management: Capabilities that control the capture and maintenance of an organisation's documents and files.](#_top)

| Service Component | Defines the set of capabilities that |
| --- | --- |
| Document Imaging and OCR | Support the scanning of documents |
| Document Referencing | Support the redirection to other documents and information for related content |
| Document Revisions | Support the versioning and editing of content and documents |
| Library/Storage | Support document and data warehousing and archiving |
| Document Review and Approval | Support the editing and commendation of documents before releasing them |
| Document Conversion | Support the changing of files from one type of format to another |
| Indexing | Support the rapid retrieval of documents through a structured numbering construct |
| Classification | Support the categorisation of documents |

#### [Knowledge Management: Capabilities that identify, gather and transform documents, reports and other sources into meaningful information.](#_top)

| Service Component | Defines the set of capabilities that |
| --- | --- |
| Information Retrieval | Allow access to data and information for use by an organisation and its stakeholders |
| Information Mapping/Taxonomy | Support the creation and maintenance of relationships between data entities, naming standards and categorisation |
| Information Sharing | Support the use of documents and data in a multi-user environment for use by an organisation and its stakeholders |
| Categorisation | Allow classification of data and information into specific layers or types to support an organisation |
| Knowledge Engineering | Support the translation of knowledge from an expert into the knowledge base of an expert system |
| Knowledge Capture | Facilitate collection of data and information |
| Knowledge Distribution and Delivery | Support the transfer of knowledge to the end customer |
| Smart Documents | Support the interaction of information and process (business logic) rules between users of the document (i.e. the logic and use of the document is embedded within the document itself and is managed within the document parameters) |

#### [Records Management: Capabilities that store, protect, archive, classify and retire documents and information.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| Record Linking / Association | Support the correlation between logical data and information sets |
| Document Retirement | Support the termination or cancellation of documents and artefacts used by an organisation and its stakeholders |
| Digital Rights Management | Support the claim and ownership of intellectual capital and artefacts belonging to an organisation |

## [Improving Business Analytical Services](#_top)

#### [Analysis and Statistics: Capabilities that allow examination of business issues, problems and their solutions.](#_top)

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| **Service Component** | **Defines the set of capabilities that** |
| Mathematical | Support the formulation and mathematical analysis of probabilistic models for random phenomena and the development and investigation of methods and principles for statistical inference |
| Structural/Thermal | Support the use of data flow and data modelling diagrams for applying systematic analysis of data |
| Radiological | Support the use of radiation and x-ray technologies for analysis and scientific examination |
| Forensics | Support the analysis of physical elements using science and technology for investigative and legal purposes |

#### [Visualisation: Capabilities that convert data into graphical or picture form.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| Graphing/Charting |  Support the presentation of information in the form of diagrams or tables |
| Imagery | Support the creation of film or electronic images from pictures or paper forms |
| Multimedia | Support the representation of information in more than one form to include text, audio, graphics, animated graphics and full motion video |
| Mapping / Geospatial / Elevation / GPS | Provide for the representation of position information through the use of attributes such as elevation and latitude and longitude coordinates |
| CAD | Stands for Computer Aided Design and supports the design of products with computers |

#### [Knowledge Discovery: Capabilities within facilitate the identification of useful information from data.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| Data Mining | Provide for the efficient discovery of non-obvious, valuable patterns and relationships within a large collection of data |
| Modelling | Develop descriptions to adequately explain relevant data for the purpose of prediction, pattern detection, exploration or general organisation of data |
| Simulation | Utilise models to mimic real-world processes |

#### [Business Intelligence: Capabilities that provide information that relates to the history, current status or future projections of an organisation](#_top).

| Service Component | Defines the set of capabilities that |
| --- | --- |
| Demand Forecasting / Management | Facilitate the prediction of sufficient production to meet an organisation's sales of a product or service |
| Balanced Scorecard | Support the listing and analysis of both positive and negative impacts associated with a decision |
| Decision Support and Planning | Support the analysis of information and predict the impact of decisions before they are made |

#### [Reporting: Capabilities that organise data into useful information.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| Ad Hoc | Support the use of dynamic reports on an as-needed basis |
| Standardised/Canned | Support the use of pre-conceived or pre-written reports |
| Online Analytical Processing (OLAP) | Supports the analysis of information that has been summarised into multidimensional views and hierarchies |

## [Improving Back Office Services](#_top)

#### [Data Management: Capabilities that provide for the usage, processing and general administration of unstructured information.](#_top)

| Service Component | Defines the set of capabilities that |
| --- | --- |
| Data Exchange | Support the interchange of information between multiple systems or applications; includes verification that transmitted data was received unaltered |
| Data Mart | Support a subset of a data warehouse for a single department or function within an organisation |
| Data Warehouse | Support the archiving and storage of large volumes of data |
| Metadata Management | Support the maintenance and administration of data that describes data |
| Data Cleansing | Support the removal of incorrect or unnecessary characters and data from a data source |
| Extraction and Transformation | Support the manipulation and change of data |
| Loading and Archiving | Support the population of a data source with external data |
| Data Recovery | Support the restoration and stabilisation of data sets to a consistent, desired state |
| Data Classification | Allow the classification of data |

#### [Human Resources: Capabilities that provide for the recruitment and management of personnel.](#_top)

| Service Component | Defines the set of capabilities that |
| --- | --- |
| Recruiting | Support the identification and hiring of employees for an organisation |
| Resume Management | Support the maintenance and administration of an employee’s professional or work experience and qualifications |
| Career Development and Retention | Support the monitoring of performance as well as the professional growth, advancement and retention of an organisation's employees |
| Time Reporting | Support the submission, approval and adjustment of an employee's hours |
| Awards Management | Support the recognition of achievement among employees of an organisation |
| Benefit Management | Support the enrolment and participation in an organisation's compensation and benefits programs |
| Retirement Management | Support the payment of benefits to retirees |
| Personnel Administration | Support the matching between an organisation’s employees and potential opportunities as well as the modification, addition and general upkeep of an organisation’s employee-specific information |
| Education/Training | Support the active building of employee competencies, to include the range of training from professional development to general awareness training |
| Health and Safety | Support the security and physical well-being of an organisation's employees |
| Travel Management | Support the transit and mobility of an organisation's employees for business purposes |

#### [Financial Management: Capabilities that provide the accounting practices and procedures that allow for the handling of revenues, funding and expenditures.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| Billing and Accounting | Support the charging, collection and reporting of an organisation's accounts |
| Credit/Charge | Support the use of credit cards or electronic funds transfers for payment and collection of products or services |
| Expense Management | Support the management and reimbursement of costs paid by employees or an organisation |
| Payroll | Involve the administration and determination of employees’ compensation |
| Payment/Settlement | Support the process of accounts payable |
| Debt Collection | Support the process of accounts receivable |
| Revenue Management | Support the allocation and re-investment of earned net credit or capital within an organisation |
| Internal Controls | Support the methods and procedures used by the organisation to safeguard its assets, produce accurate accounting data and reports, contribute to efficient operations, and encourage staff to adhere to management policies and mission requirements |
| Auditing | Support the examination and verification of records for accuracy |
| Activity-Based Management | Support a defined, specific set of finance-related tasks for a given objective |
| Currency Translation | Support the calculations and difference between multiple mediums of exchange |

#### [Assets/Materials Management: Capabilities that support the acquisition, oversight and tracking of an organisation's assets.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| Property/Asset Management | Support the identification, planning and allocation of an organisation's physical capital and resources |
| Asset Cataloguing/Identification | Support the listing and specification of available assets |
| Asset Transfer, Allocation and Maintenance | Support the movement, assignment, and replacement of assets |
| Facilities Management | Support the construction, management and maintenance of facilities for an organisation |
| Computers/Automation Management | Support the identification, upgrade, allocation and replacement of physical devices, including servers and desktops, used to facilitate production and process-driven activities |

#### [Development and Integration: Capabilities that provide communication between hardware/software applications and the activities associated with deployment of software applications.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| Legacy Integration | Support the communication between newer generation hardware/software applications and the previous major generation of hardware/software applications |
| Enterprise Application Integration | Support the redesigning of disparate information systems into one system that uses a common set of data structures and rules |
| Data Integration | Support the organisation of data from separate data sources into a single source using middleware or application integration as well as the modification of system data models to capture new information within a single system |
| Instrumentation and Testing | Support the validation of application or system capabilities and requirements |
| Software Development | Support the creation of both graphical and process application or system software |

#### [Human Capital/Workforce Management: Capabilities that provide for the planning and supervision of an organisation’s personnel.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| Resource Planning and Allocation | Support the determination of strategic direction, the identification and establishment of programs and processes and the allocation of resources (capital and labour) among those programs and processes |
| Skills Management | Support the proficiency of employees in the delivery of an organisation's products or services |
| Workforce Directory/Locator | Support the listing of employees and their whereabouts |
| Team/Organisation Management | Support the hierarchy structure and identification of employees within the various sub-groups of an organisation |
| Contingent Workforce Management | Support the continuity of operations for an organisation's business through the identification of alternative organisation personnel |
| Workforce Acquisition/Optimisation | Support the hiring and re-structuring of employees and their roles within an organisation |

## [Improving Support Services](#_top)

#### [Security Management: Capabilities that protect an organisation's information and information systems.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| Identification and Authentication | Support obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users |
| Access Control | Support the management of permissions for logging onto a computer, application, service or network; includes user management and role/privilege management |
| Cryptography | Support the use and management of ciphers, including encryption and decryption processes, to ensure confidentiality and integrity of data |
| Digital Signature Management | Support the use and management of electronic signatures to support authentication and data integrity; includes Public Key Infrastructure (PKI) |
| Intrusion Prevention | Include penetration testing and other measures to prevent unauthorised access to a government information system |
| Intrusion Detection | Support the detection of unauthorised access to a government information system |
| Incident Response | Provide active response and remediation to a security incident that has allowed unauthorised access to a government information system |
| Audit Trail Capture and Analysis | Support the identification and monitoring of activities within an application, system, or network |
| Certification and Accreditation | Support the certification and accreditation of Australian Government information systems |
| ISM Management and Reporting | Support management and reporting of compliance with the Australian Government Information Security Manual (ISM: formerly ASCI 33) |
| Virus Protection | Provide anti-virus service to prevent, detect and remediate infection of government computing assets |

#### [Collaboration: Capabilities that allow for the simultaneous communication and sharing of content, schedules, messages and ideas within an organisation.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| E-mail | Support the transmission of memos and messages over a network |
| Threaded Discussions | Support the running log of remarks and opinions about a given topic or subject. Examples include: blogs, bulletin boards and twitter. |
| Document Library | Support the grouping and archiving of files and records on a server |
| Shared Calendaring | Allow an entire team as well as individuals to view, add and modify each other’s schedules, meetings and activities |
| Task Management | Support a specific undertaking or function assigned to an employee |
| Social networking | Support the ability to share content and build relationships. |

#### [Search: Capabilities that provide for the probing and lookup of specific data from a data source.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| Query | Support retrieval of records that satisfy specific query selection criteria |
| Precision/Recall Ranking | Support selection and retrieval of records ranked to optimise precision against recall |
| Classification | Support selection and retrieval of records organised by shared characteristics in content or context |
| Pattern Matching | Support retrieval of records generated from a data source by imputing characteristics based on patterns in the content or context |

#### [Communication: Capabilities that transmit data, messages and information in multiple formats and protocols.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| Real Time/Chat | Support the conferencing capability between two or more users on a local area network or the Internet |
| Instant Messaging | Support keyboard conferencing over a Local Area Network or the Internet between two or more people |
| Audio Conferencing | Support audio communication sessions among people who are geographically dispersed |
| Video Conferencing | Support video communication sessions among people who are geographically dispersed |
| Event/News Management | Monitor servers, workstations and network devices for routine and non-routine events |
| Community Management | Support the administration of online groups that share common interests |
| Computer/Telephony Integration | Support the connectivity between server hardware, software and telecommunications equipment into a single logical system |
| Voice Communications | Provide telephony or other voice communications |

#### [Systems Management: Capabilities that support the administration and upkeep of an organisation’s technology assets, including the hardware, software, infrastructure, licences and service components that comprise those assets.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| Licence Management | Support the purchase, upgrade and tracking of legal usage contracts for system software and applications |
| Remote Systems Control | Support the monitoring, administration and usage of applications and enterprise systems from locations outside of the immediate system environment |
| System Resource Monitoring | Support the balance and allocation of memory, usage, disk space and performance on computers and their applications |
| Software Distribution | Support the propagation, installation and upgrade of written computer programs, applications and service components |
| Issue Tracking | Receive and track user-reported issues and problems in using IT systems, including help desk calls |

#### [Forms Management: Capabilities that support the creation, modification and usage of physical or electronic documents used to capture information within the business cycle.](#_top)

| **Service Component** | **Defines the set of capabilities that** |
| --- | --- |
| Forms Creation | Support the design and generation of electronic or physical forms and templates for use within the business cycle by an organisation and its stakeholders |
| Forms Modification | Support the maintenance of electronic or physical forms, templates and their respective elements and fields |