IT Services: OIS and CSO

I. Introduction, content of presentation

II. Basic OIS Specifics
       OIS in concept of IDC
       Backoffice support
       Backoffice support versus On Site Support

III. Mission and Goals

IV. Scope of services
       Introduction to asset Management
       Asset Management Life Cycle
       Order Management
             - Scope of process
             - Process Overview
       Stock Management
             - Scope of process
             - Process Overview
       Inventory Reconciliation and Inventry Management
             - HW Asset Management
             - SW Asset Management
             - Update of databases
       SW Licence Renewal
             - Scope of process
             - Process Overview
       Tools Support
             - Tools Administration
             - Application Support
             - Tools Development
       IMAC Coordination
             - Scope of process
             - Process Overview

V. Process Control

VI. Discussion