



## 1. Tool selection:

- Determination of the requirements of the individual departments & stakeholders
- Creation of a holistic catalog of requirements
- Live demo/test of the tools online or on site at Geiger
- Procurement process

## 2. introduction/integration:

- Determination of the requirements of the individual departments & stakeholders
- Creation of a holistic catalog of requirements
- Development of the standards & principles for
  - Client, group & user concept
  - Nomenclature
  - Operations Manual/User Manual
- Development of processes & support processes
- Implementation of a proof of concept
- Creation of system documentation
  - Concepts
  - Instructions
  - Guidelines
  - Manuals

### 3. Roll-out:

- Planning & execution roll-out
  - Definition & scheduling of individual roll-out phases
  - Integration into IT & business processes
  - Increase of acceptance and degree of utilization by integration into the process world of the company

### 4. Process and service integration:

- Orchestration, automation, data collection and data exchange
- Coordination and realization of end-to-end data transfers / ensuring data quality through process optimization
- Conception and realization of interfaces to superordinate ITSM suites such as SNOW, CA
- Design and implementation of interfaces to monitoring and management systems (Spectrum, Cisco Prime, Stablenet, CA Service Operations Insight)

### 6. Other service content for projects:

- Carrying out inspections & recordings in the IT environment (distribution rooms, data centers, ...)
- Managed service - move, add, change, swap in the data center & on the company campus
- Quality assurance measures for infrastructure projects
- Planning & support of infrastructure projects
- Planning & support services for IT relocation projects
- Implementation of IT relocations

### 7. Training measures

- Implementation of user and application training
- Trainings, workshops