

IT Service Delivery Functional Areas	% IT Budget Capital Costs-Business Projects	% IT Budget Capital Costs-Infrastructure Projects	% IT Budget Operating Costs-Technical Services	% IT Budget Operating Costs-Operational Services	IT SDLC Guidelines
Executive Governance-ELS	1%	1%	1%	1%	4%
Planning and Administration Services-PAS	1%	1%	1%	1%	4%
Enterprise Architecture Services-EAS	2%	10%	2%	2%	16%
Project Portfolio Management-PPM	30%	2%	0%	0%	32%
Applications Management Services-AMS	2%	1%	4%	15%	22%
Technology Operational Services-TOS	1%	2%	4%	15%	22%
PM % Guidelines	37%	17%	12%	34%	100%

Figure 5-4 Financial Accountability Performance Model

Human Resource (HR) Accountability Governance Model Decision Making Structure

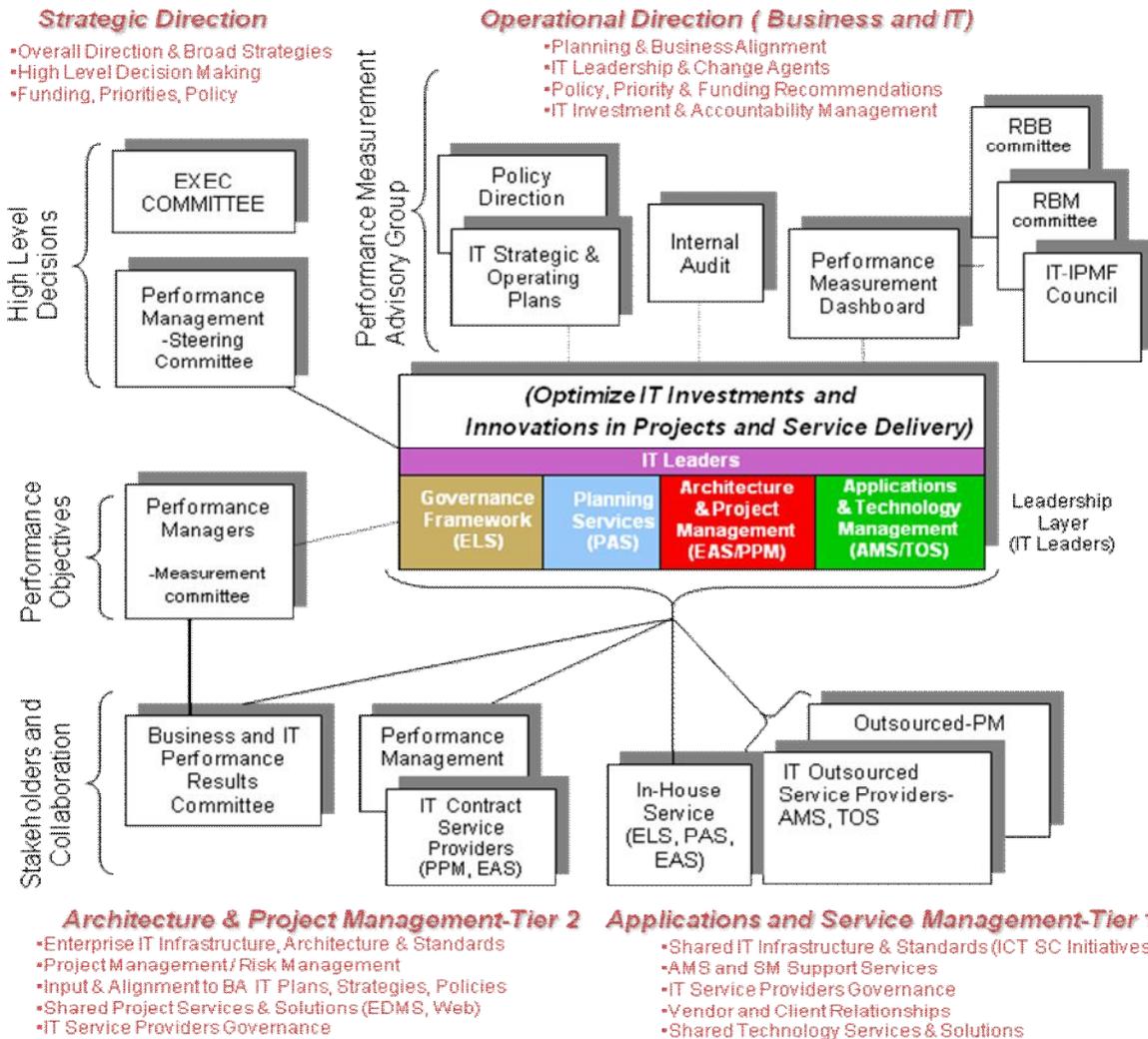


Figure 5-8 Human Resource Accountability Performance Model