Figure 5.7   Operational process accountability process flow.

IT Strategic Directives-Overview

- Deliver project management, IT architecture and applications/technology management services by optimizing the utilization of IT resources-people, process, technology and financials, to improve performance results and organizational excellence

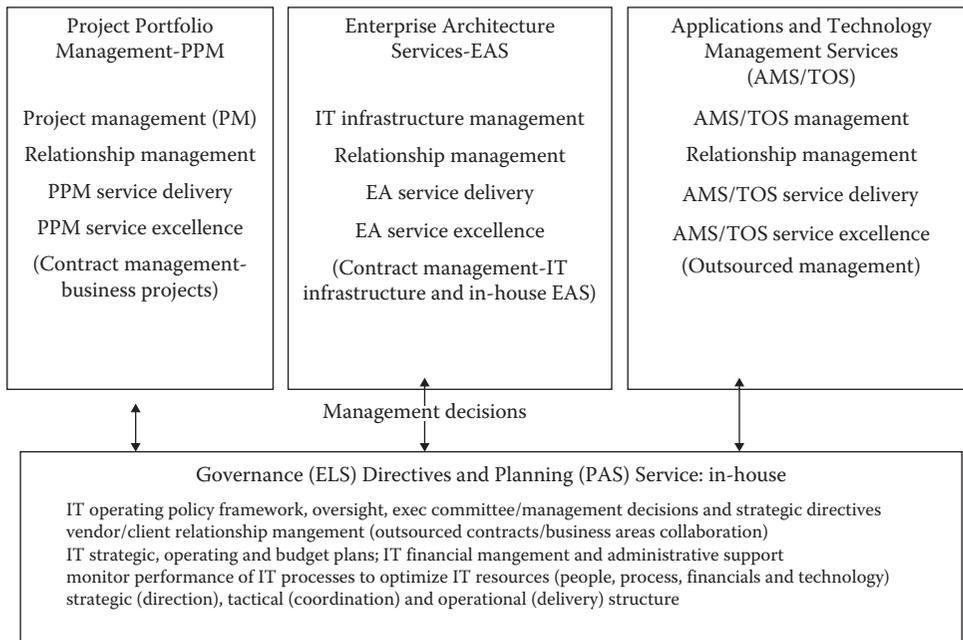- Deliver innovative information technology solutions

Figure 5.8   Operational process accountability performance model.