
IT Process Framework [1]

Define an IT process framework to execute the IT strategic plan. This framework should include an IT process structure and relationships (e.g., to manage process gaps and overlaps), ownership, maturity, performance measurement, improvement, compliance, quality targets and plans to achieve them. It should provide integration among the processes that are specific to IT, enterprise portfolio management, business processes and business change processes, and be integrated into a quality management system (QMS) and the internal control framework.

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