<organisation unit > Process Model

Core 1: Support Users
- Understand Services & Needs
  - Understand Services
  - Identify standards
- Receive & Manage requests
  - Receive requests
  - Identify requirements
- Action Requests
  - Communicate and follow up

Core 2: Provide & Maintain Services and Infrastructure
- Determine Requirements
  - Understand requirements & specifications
  - Identify service standards
  - (Retire / Replace / Modify Service)
- Develop & maintain services
  - Identify sources of information
  - Identify data needs
  - Design process incl. QA
  - Document Process
- Deliver Service/Infrastructure
  - Implement Service / Infrastructure
- Monitor & Evaluate Performance
  - Review services/infrastructure
  - Assess performance

Core 3: Provide Strategy and advice

Enabling Processes

Planning & Review Processes

Governance Processes

**Note 1: Services List:**
1. 
2. 
3. 

**Note 2: Infrastructure List:**
1. 

WPI001-2 Organisation Unit Process model