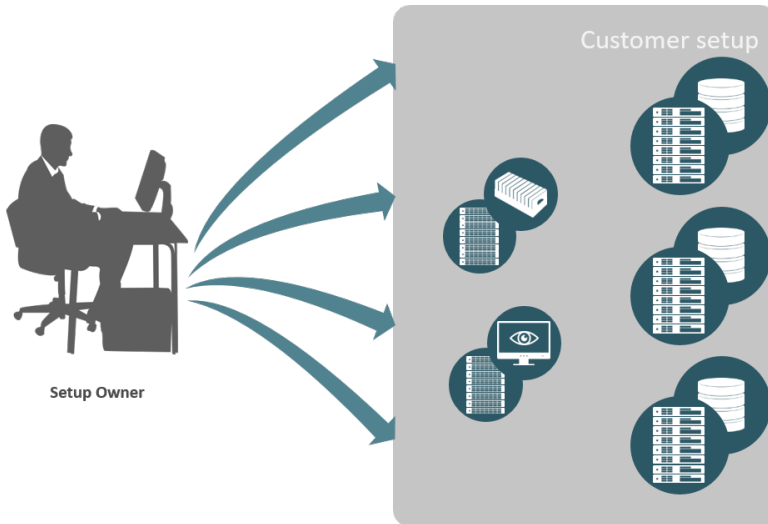


IT Setup Owner

Your setup in professional hands



With the IT Setup Owner from noris, we offer you a specialist who bears the technical responsibility for your setup and frees up your company by expertise.

Benefits

- Central responsibility for all technical aspects of your setup at an experienced specialist
- Clear communication channels through a direct contact person
- Creating and proactively reviewing of the internal technical documentation of your setup
- Coverage of Incident, Capacity, Change, Configuration, Problem, Availability and Service Continuity Management
- Information Security Management and establishment of a Continuous Improvement Process (CIP) possible



Highlights

- Proactive identification of improvement potentials and technical risks
- Participation in service and technical review meetings if required
- Central overview of the interfaces of the setup and the adjacent systems

Details

The complexity of outsourced setups is increasingly difficult to control with changing contact persons. With our experienced specialists, we therefore provide you with exactly those experts who can best support your setup. Your IT Setup Owner takes care of you and your setup in all technical matters from A to Z.

An IT Setup Owner from noris understands the technical connections of all systems in your setup and is responsible for the overall function. Accordingly, he assumes technical responsibility for your setup, even across team and department boundaries. In addition, the IT Setup Owner of noris knows the interfaces to adjacent setups and is responsible for the completeness and up-to-dateness of the technical documentation. This facilitates communication and the processing of incidents and changes. Furthermore, the IT Setup Owner ensures that all CIs (Configuration Items) of your setup are properly documented. By default, the IT Setup Owner is also the Change Manager and is therefore informed about all important changes to the setup.

In the case of incidents, your IT Setup Owner is always informed and is therefore always up to date. As a 3rd level escalation level, as the person who is informed about all interrelationships, he can coordinate the resolution of incidents or resolve them himself. On the basis of his experience and information, he identifies potential for improvements as well as technical risks and proactively develops proposals for solutions to make your setup even better. He is in regular direct dialogue with you on all these points and coordinates with you regarding technical details and measures.

Variants	B	C	D
Fixed contact person	yes		
Direct extension number	no	yes	
Surrogate	team		fixed surrogate
Establishment of a Continuous Improvement Process (CIP)	optional		yes
Documentation	preparation of the internal technical documentation for the setup		
Incident Management	is informed in the event of incidents and by default represents a escalation level for incidents		
Participation in technical review meetings	if required by telephone, invoicing according to expenditure		if required also on site, invoicing according to expenditure
Participation in service meetings	by arrangement, charged according to expenditure	if required by telephone (after arrangement also in person), charged according to expenditure	if required in person or by telephone, charged according to expenditure
Inventory Management	responsible for recording all components of the setup		
Configuration Management	responsible for the configuration of the setup		
Capacity Management	responsible for Capacity Management		
Problem Management	responsible for Problem Management of the setup		
Change Management	be informed about standard changes		
Release Management	advice on technical issues		
Availability and Service Continuity Management	improvement with regard to availability and communication of potentials in the technical review meeting		

Interested?

We look forward to your inquiry!

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