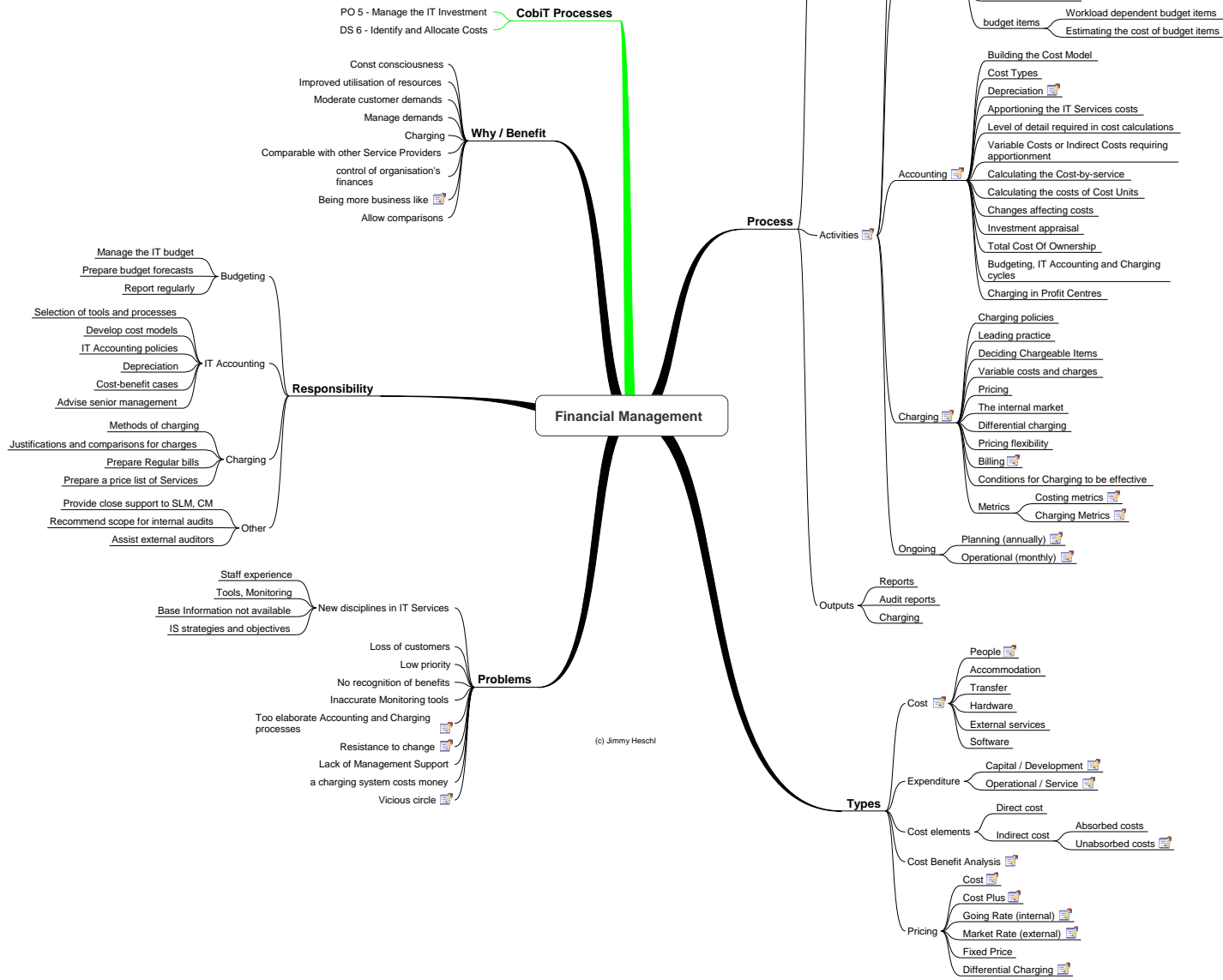


To provide cost-effective stewardship of the IT assets and resources used in providing IT Services - To be able to account fully for the spend on IT Services and to attribute these costs to the services delivered to the organisation's Customers' - To assist management decisions on IT investment by providing detailed business cases for Changes to IT Services



(c) Jimmy Heschl