

opsdog

WORKFLOW

DO-IT-YOURSELF BUSINESS PROCESS IMPROVEMENT

BPMN 2.0 FORMAT

INFORMATION TECHNOLOGY

Software Implementation

The OpsDog Support Group Hierarchy

- Information Technology
 - Finance
 - Human Resources
 - Marketing
 - Legal
 - Compliance
 - Corporate Services
- IT Project Management
- Application Development & Support
- User Support & Services
 - Software Procurement & Implementation
- Network Administration
- System Analysis
- IT Security
- Business Intelligence (BI)
- IT Procurement

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Software Procurement & Implementation: Workflow

- A Vendor Selection & Project Scoping
- B Project Scheduling & Communication
- C Staff Training & Troubleshooting
- D Additional Testing & Refinement

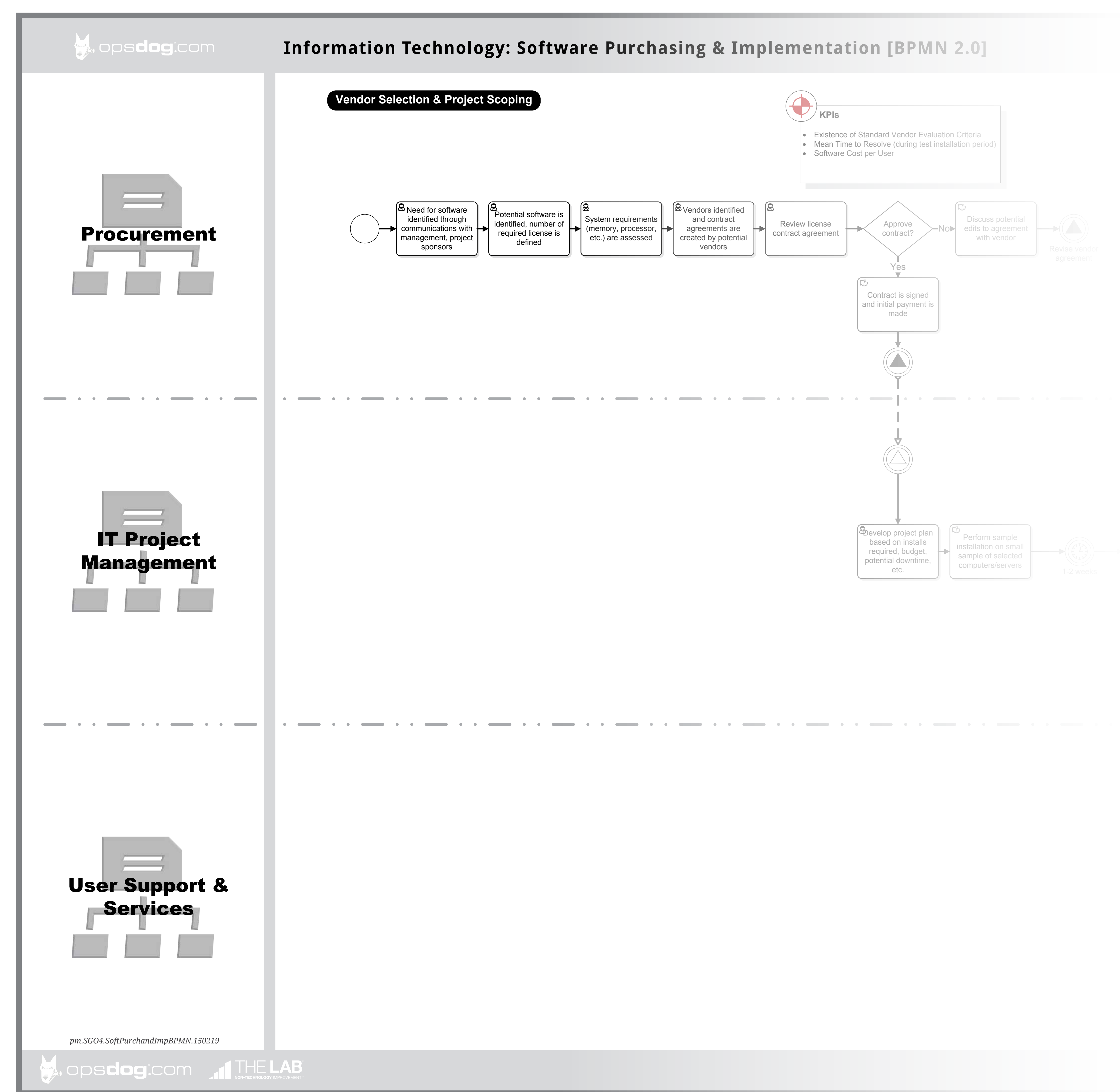
Workflow Description

The purchasing and installation of new software products within a company. Includes initial need analysis, test installation, bug identification, full-scale installation, employee training, and post-implementation bug tracking.

Legend

- Start Event
- Intermediate Event
- End Event
- Gateway
- Group
- Task
- Expanded Sub-Process
- Pool
- Sequence Flow
- Message Flow

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