

opsdog

WORKFLOW

INFORMATION TECHNOLOGY

System Support & Maintenance

BPMN 2.0 FORMAT

The OpsDog Support Group Hierarchy

- Information Technology
- Finance
- Human Resources
- Marketing
- Legal
- Compliance
- Corporate Services

- IT Project Management & Prioritization
- Application Development & Support**
- System Support & Maintenance
- User Support & Services
- IT Infrastructure
- System Analysis
- IT Security
- Business Intelligence
- IT Procurement

www.OpsDog.com | info@OpsDog.com | Phone: 201.526.1200 | www.TheLabConsulting.com

System Support & Maintenance: Workflow

- A Ticket Sourcing
- B Support Activities

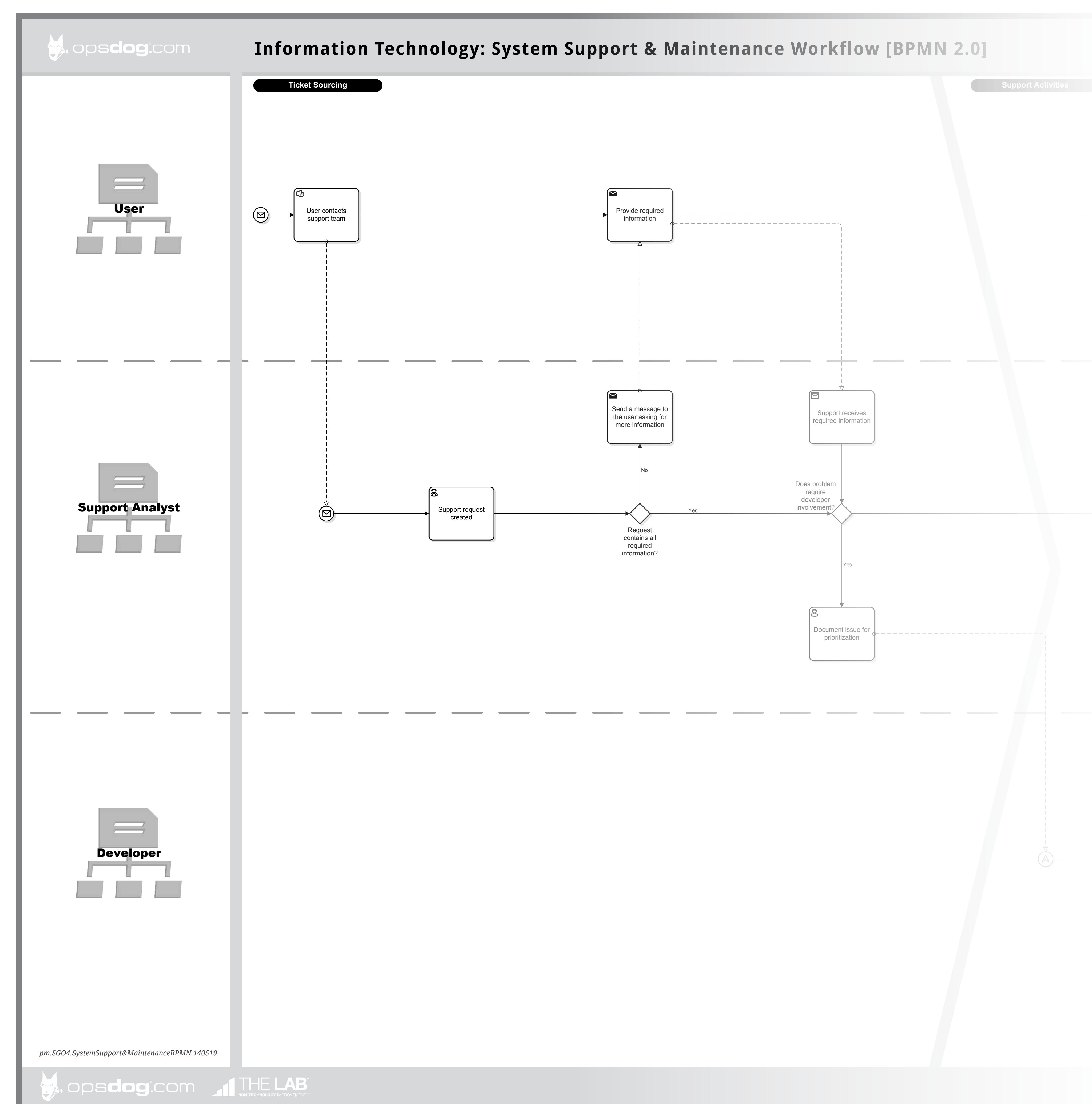
Workflow Description

The fielding of bug or error reports from system users and subsequent research and resolution of system issues.

Legend

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

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