

# CHANGE MANAGEMENT

## Critical facilities

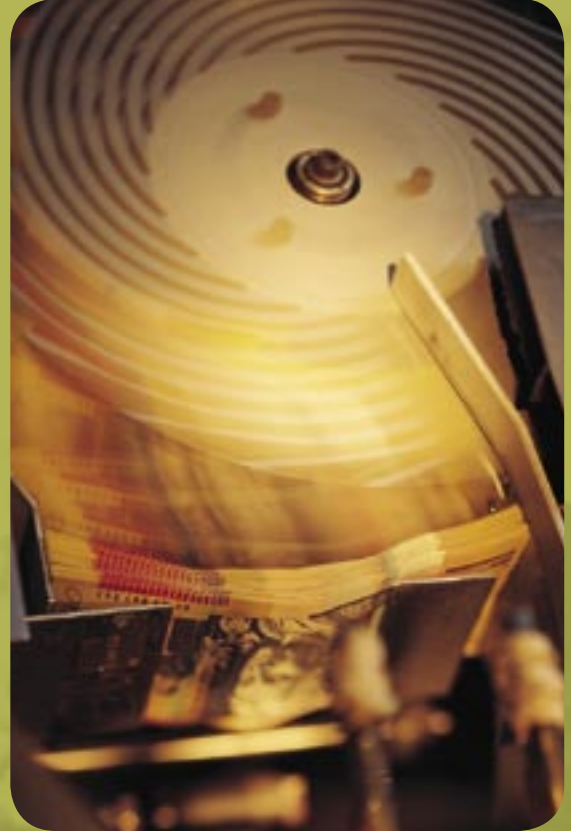


*Integrated Technical Management has developed detailed operational and maintenance procedures for critical sites including major financial data processing and internet host facilities.*

Many critical sites operate with procedures that are inadequate, outdated and inappropriate. Often these are poorly documented and supported by essential knowledge stored in the heads of key staff. Lack of adequate and documented procedures for the operation and maintenance of important infrastructure systems can be a significant risk to the operation of an essential facility.

Integrated Technical Management has developed detailed operational and maintenance procedures and standards, tailored for specific critical sites including major financial data processing and internet host facilities. The development process involves the consolidation of systems documentation for all services and technologies, plus the development and documentation of operational and maintenance procedures.

Once the procedures are agreed to, Integrated Technical Management provides initial and ongoing training for the technical operators and technical support staff to ensure operational risk reduction. Fine tuning is also carried out to ensure all activities are practical, cost effective and achieve the required level of risk minimisation. Further to this, Integrated Technical Management provides regular independent auditing of procedures and practices to monitor compliance and to provide feedback for improvement.



On critical and complex sites, Integrated Technical Management has also provided a Warranty Management/Technical Facilities Management Transition service as the final stage of a major upgrade or construction project. This has entailed Integrated Technical Management acting as the customer's expert agent in moving the facility from a multi trade construction site to a fully operational high reliability critical site.

The result of this process is a proven and highly reliable critical facility, fully operational, fully documented and staffed by highly trained personnel, equipped with industry leading procedures and management regimes.

