

Dienstontwikkeling, Kwaliteitsbeheer,
Incidenten, Kosten-
verantwoording, Bijdragen

kwartaaloverleggen

NS

DCRI (Diensten Centrum ReisInformatie)

- Account/Demand Management (*van klantvraag naar dienstontwikkeling*)
- Financial Management (*transparante DCRI kosten en resultaatverantwoording*)
- SLA/Contract Management (*bewaking kwaliteit*)
- Process/Compliance Management (*non-discriminatoire dienstverlening*)
- Incident Desk (*registratie, 1st line of support, 2nd line progress tracking*)

IT Ops

- IT service delivery
- IT service planning
- IT budget/resourceplanning
- IT supplier management
- IT Incidenten, Problems, Changes & Releases

**diensten-
producent**

RI

- RI service delivery
- RI product planning
- RI budget/resourceplanning
- RI proces & support
- RI incidenten