



	ICT Category	Sub Category	Services Offered
A	Architecture and Design		
A01	Architecture and Design	Enterprise & Business Architecture	Telecommunications Network design and system documentation. We have developed software to assist in voice/data traffic design and have used discrete event simulation to assess system performance. Advice on Telephone Systems including VoIP, numbering, networking, traffic analysis, Call /contact Centres, billing/accounting
A02	Architecture and Design	Information Architecture	Network design and system documentation. We have developed software to assist in voice/data traffic design and have used discrete event simulation to assess system performance. Advice on Telephone Systems including VoIP, numbering, networking, traffic analysis, Call /contact Centres, billing/accounting
A03	Architecture and Design	Solution Architecture	Telecommunications network design. Teletraffic analysis (voice and data)
B	Benchmarking		
B01	Benchmarking	Benchmarking	Telecommunications expenditure monitoring and reporting.
E	Strategy		
E01	Strategy	ICT Strategy	Teletraffic measuring and reporting Teletraffic engineering (network forecasting and dimensioning) Network modelling
E02	Strategy	Procurement Management	Procurement, integration and delivery of services, including contract development, contract planning, contract formation, contract management and service arrangement.
E03	Strategy	Efficiency & Optimisation	Teletraffic measuring and reporting Teletraffic engineering (network forecasting and dimensioning) Network modelling
H	Risk Management		
H01	Risk Management	Strategic Risk Management	System reliability and availability using Reliability Engineering techniques.
H02	Risk Management	Business Continuity Planning	Telecommunications network planning including alternative routing, redundant routes and back-up telecommunications infrastructure.
H03	Risk Management	Capacity & Availability Planning	Capacity planning using in-house teletraffic software. System reliability and availability using Reliability Engineering techniques.
H04	Risk Management	Process & Technology Audits	Network optimisation



	ICT Category	Sub Category	Services Offered
I	ICT Programs		
I01	ICT Programs	Program Office Standards	Telecommunications project management, using a simplification of Prince II and PMBOK methodologies
I02	ICT Programs	Project, Program & Portfolio Management	Telecommunications project management, using a simplification of Prince II and PMBOK methodologies
I03	ICT Programs	Change Management	Telecommunications project management, using a simplification of Prince II and PMBOK methodologies
I04	ICT Programs	Quality Assurance & Compliance	Telephone systems (PABX, VoIP, Call/contact centre) performance monitoring.
M	Systems & Solutions		
M01	Systems & Solutions	Business Analysis	Telecommunications network planning including alternative routing, redundant routes and back-up telecommunications infrastructure. Advice on Telephone Systems including VoIP, numbering, networking, traffic analysis, Call /contact Centres, billing/accounting