**დანართი N1**

**გასაწევი მომსახურების ჩამონათვალი**

1. **Strategic decision-making**
   * IT Strategy
   * Decision Making
   * Emerging Technology
   * Sustainability/green IT
   * ERP Strategy
   * Centralization and standardization
2. **IT governance**
   * Governance structure
   * IT policies and Standards
   * Cost and charge back
   * IT risk management
   * IT compliance
   * IT performance management
3. **IT management**
   * IT management information
   * Project portfolio/program management
   * People management
   * Third party management
   * Software licensing
   * Hardware asset management
4. **System quality**
   * IT process quality and business intelligence
   * Data quality
   * End-user computing
   * Project management and benefits realization
   * Acquiring and developing new technologies
5. **System support and change**
   * System support capability
   * Change management process
   * Promotion to live environment
6. **IT operations**
   * Physical data center security
   * Service delivery and problem management
   * Disaster recovery and continuity management
   * Data retention