



The SME concept increases efficiency of application management and servicing by consolidation of three separate teams (application support, maintenance and enhancement) into single well-organized unit. This unique concept has been created by employees of Trigama International s.r.o. that have been helping with it's implementation in IT departments of several major clients.

CONCEPT SME

support maintenance enhancement

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ISSUE WORKFLOW

MONITORING USERS BUSINESS UNIT

automatic
issue

manual
issue

task
small change

middle & big change

1st LEVEL SUPPORT
service desk

2nd LEVEL SUPPORT
support

3rd LEVEL SUPPORT
maintenance & enhancement

SUPPLIERS

PROJECT



STANDARD TEAM STRUCTURE

- team leader
- software architect
- analyst
- release manager
- configuration manager
- developer
- tester
- service man



PROCESS & DOCUMENTATION LIBRARY

- governance
- release management
- deployment management
- development standards
- configuration database

SME TEAM



RELEASE

SME
PROJECT



NEW BUILD



ACCEPTATION



PILOT



ROLLOUT