Management Component	Service Areas
Strategic Management Refers to the system – processes, programs, tools, and behavioral norms – NOAA seeks to put in place and develop its IT strategy, translate its operational actions, and ensure its management for continuous improvement and innovation. Three service areas support Strategic Management:	**Decision Support** ■ Decision Support Systems ■ Technical and consulting expertise ■ Research and assessment of emerging technologies. ■ High-Level Solution Designs ■ E-Gov Support ■ Hardware and Software Refreshes **Enterprise Architecture Services** ■ Business Architecture ■ Information Architecture ■ Technology Architecture **Project Management Services** ■ On-Site Project Management ■ Development and Implementation of a Project Management Office ■ Project Value Measurement ■ Project Portfolio Management ■ Methodology Development ■ Quality and Performance Measurements ■ Risk Management ■ Resource Management
Customer Care Refers to IT functions directly supporting the customer and which enhance customer productivity and achievement in support of NOAA's mission, vision, and goals.	**End-User Service Center Services** ■ Consolidation of NOAA Help Desks ■ Provision of Tier 0/1 Service Desk Operations, Single Point of Contact (SPOC) ■ Incident Management ■ Remote Device and Software Management and Planning ■ Analysis and Reporting **Desktop Management Services** ■ Desktop End User Computing services ■ Operations and Administration services ■ Data Backup, Storage and Recovery Services ■ Levels 2 & 3 Hardware and software support ■ Desktop Application Services ■ Asset Management for desktops and end user devices ■ On-Site break/fix services ■ Single point of Contact configuration and support **Collaboration Services** ■ Video and Voice conferencing ■ Web Conferencing ■ Webcasting

Management Component	Service Areas
Infrastructure Management Refers to IT capabilities that support the customer-facing functions.	**Data and Voice Network Services** - Enterprise Data Network (LAN/WAN) - Network Operations Center - Remote Access - Voice/PBX/VoIP and Installs, Move, Add, or Changes (IMACs) **Data Center Services** - Business Continuity and Disaster Recovery - Configuration Management - Database Management - Facilities Management - Performance Management - Task Management – Output Management and Job Scheduling - Hosting operations and administration - System Development Life Cycle Support - Monitoring **Application Management Services** - Application and Web Development - Application and Web Maintenance - Web Design and Content Management - Life Cycle Application Development
Business Management Refers to cross-cutting capabilities in support of strategic, customer, and infrastructure management.	**Procurement/Service Catalog Services** **Training/Professional/Consulting Services** - IT/Professional Training - Technical Services and consulting **Special Projects** - Document / Records Management - Email Consolidation
Information Security and Risk Management Refers to requirements in support of continuity of operations/disaster recovery (COOP/DR) operations and security planning.	**Security Services** - Security Infrastructure - Security Firewall - Security Intrusion/detection/penetration - C&A - Security Administration - Security Risk, Organization, Policies and Architecture **Continuity of Operations/Disaster Recovery** - Risk Management - Information Assurance