```
                        ┌─────────────────┐
                        │ Chief Information│
                        │     Officer      │
                        └─────────────────┘
                                 │
                        ┌─────────────────┐
                        │Associate Director│
                        │  of Technology   │
                        └─────────────────┘
                                 │
    ┌────────────┬──────────────┼──────────────┬────────────┐
┌─────────┐ ┌─────────┐ ┌─────────┐ ┌─────────┐ ┌─────────┐
│Technical│ │ Service │ │ Service │ │   IT    │ │Technical│
│Architect│ │Delivery │ │ Support │ │Programme│ │Architect│
│         │ │ Manager │ │ Manager │ │ Manager │ │         │
└─────────┘ └─────────┘ └─────────┘ └─────────┘ └─────────┘
```

IT Services Department
IT Management Team
October 2022

```
                          ┌─────────────────────┐
                          │ Associate Director  │
                          │   of Technology     │
                          └──────────┬──────────┘
                                     │
                          ┌──────────┴──────────┐
                          │  Service Delivery   │
                          │      Manager        │
                          └──────────┬──────────┘
```

IT Systems Administrator	Telecoms Manager	Senior Network Analyst	IT Change Manager	Snr Infrastructure Analyst	Snr Infrastructure Analyst	Snr Infrastructure Analyst
Computer Operator	Telecoms Analyst	Senior Network Analyst	IT Change Manager	Infrastructure Analyst	Infrastructure Analyst	Release Manager
Computer Operator		Network Analyst				

IT Services Department
Service Delivery Team
October 2022

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                          ┌─────────────────┐
                          │ Service Support │
                          │    Manager      │
                          └────────┬────────┘
          ┌────────────────────────┼────────────────────────┐
┌─────────┴──────────┐  ┌──────────┴─────────┐  ┌────────────┴───────┐
│ Service Desk Team  │  │ Service Desk Team  │  │ Service Desk Team  │
│      Leader        │  │      Leader        │  │      Leader        │
└────────────────────┘  └────────────────────┘  └────────────────────┘
```

Service Desk Agent	1st Line Remote Support	Incident Analyst 2nd Line Support	Technical Support Assistant
Service Desk Agent	1st Line Remote Support	Incident Analyst 2nd Line Support	Technical Support Assistant
Service Desk Agent	1st Line Remote Support	Incident Analyst 2nd Line Support	Incident Analyst 2nd Line Support
Service Desk Agent	1st Line Remote Support	Incident Analyst 2nd Line Support	Incident Analyst 2nd Line Support
Service Desk Agent	1st Line Remote Support	Incident Analyst 2nd Line Support	Incident Analyst 2nd Line Support
Service Desk Agent		Incident Analyst 2nd Line Support	Incident Analyst 2nd Line Support
		Incident Analyst 2nd Line Support	

```
                    ┌─────────────────┐
                    │ Associate Director │
                    │  of Technology   │
                    └─────────────────┘
                            │
                    ┌─────────────────┐
                    │  IT Programme   │
                    │    Manager      │
                    └─────────────────┘
                            │
        ┌───────────┬───────┴───────┬───────────────┐
 ┌────────────┐ ┌────────────┐ ┌────────────┐ ┌────────────┐
 │ Snr         │ │ Snr         │ │ Snr         │ │ I T Project │
 │ Infrastructure │ │ Infrastructure │ │ Infrastructure │ │ Coordinator │
 │ Analyst     │ │ Analyst     │ │ Analysis    │ │            │
 └────────────┘ └────────────┘ └────────────┘ └────────────┘
        │
 ┌────────────┐
 │ Infrastructure │
 │ Analyst     │
 └────────────┘
```

IT Services Department
IT Programme Management Team
October 2022