IT10 IT Services Code Set

Processes and practices that gauge the end-to-end delivery of IT solutions rather than their development. These processes measure the operational efficiency of a solution in meeting the service level expectations of the end-user and how technical IT manages these systems to deliver the desired service level.

IT10.10 IT Solution Development

Developing, testing and debugging an application or program, or a networking or hardware solution.

IT10.15 User Support Services

Providing onsite, remote or helpdesk user support and user account administration. It includes development, use and maintenance of knowledge databases, incident ticketing systems, issue reporting tools and the capture of issue resolutions.

© 2018 Association of Legal Administrators.
All rights reserved worldwide.