

# MANAGED SERVICES

## HUKOOMI PHASE II - ictQATAR

### BUSINESS OBJECTIVES

- Allow our client to focus on his core business and operations strategic processes and initiatives.
- Manage Government IT as a Service.
- Improve efficiency and effectiveness of IT services.
- Ensure streamlined Operation and Management of the IT environment.
- Guarantee business continuity.
- Use flexible sourcing models that will enable our client to effectively cope with rapid growth in its services.
- Remediate of current service issues and improve user satisfaction level.
- Allow our client to Contain and control costs of IT operations.

### malomatia's ROLE

- Build Service Operation Center for Proactive Service monitoring and support.
- Provide L1 and L2 support for IT Infrastructure operations according to Service Level Agreement.
- Provide L1 and L2 IT Services support for our client end users.
- Provide L2 Support for IT Government Applications and e-services.
- Operate Qatar e-government Portal Hukoomi.

### RESULTS ACHIEVED

- Higher Customer satisfaction.
- Service Improvement.
- Higher Service Availability.
- Proactive Services Operation.
- Compliance with International Standards and Best Practices.