

1. WHO are your primary customers?
(From Step A)
Customer
(Who)



2. WHAT does the customer receive?
(Think of their CTQ's)
Output
(Nouns)



3. What STEPS are Included in the Process today?
(high level)
Process
(Verbs)



4. What is provided to START the process?
Input
(Nouns)



5. Who PROVIDES the input?
Supplier
(Who)

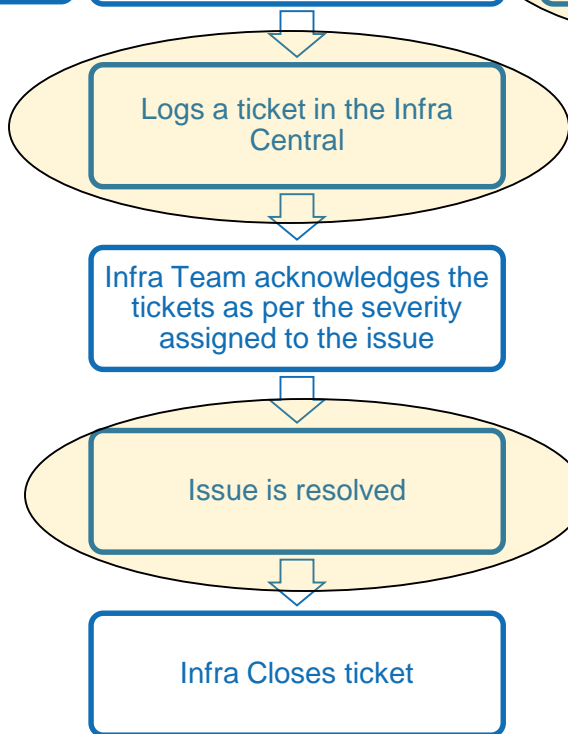
SDG Employee

Incident or problem or change managed

Employee has issue with Infra asset

Infra Central Ticket, phone call or email

IT Infra Team



Concern areas have been highlighted.