



## #CloudFutures DDAT IT Operations Services 2

### Service Description

#CloudFutures DDAT IT Operations Services provides access to our team of skilled and experienced Digital, Data and Technology (DDAT) Professionals. We can fill gaps in your organisational abilities and provide the right skills to fulfil your objectives. We can lead the delivery of your IT projects on your behalf.

### Service Features

#### Product Manager

Identifies and prioritise user needs and business objectives for delivery.

#### Service Analyst

Provides technical support to customers, remote troubleshooting.

#### Service Desk Manager

Managing first and second line technical support for all services.

#### Service Transition Manager

Planning and coordination of services transitioned into service operation.