TECHNOLOGY BUSINESS MANAGEMENT - IT Towers and Sub Towers Taxonomy

Application   Compute   Data Center   Delivery   End User   IT Management
Network   Output   Platform   Security & Compliance   Storage

IT Tower	Sub Tower
Application	**Application Development**: Resources involved with the analysis, design, development, code, test and release packaging services associated with application development projects. Optional Level 3 categories include: Development, QA
	Application Support and Operations: The operations, support, fix and minor enhancements associated with existing applications
	Business Software: Software expenditures including licensing, maintenance and support related to off-the-shelf software purchases
Compute	**Servers**: Physical and virtual servers running a version of Microsoft's Windows Server or the Linus operating system; includes hardware, software, labor and support services; Optional Level 3 categories include; Windows, Linux and Public Cloud Compute
	Unix: Servers running vendor-specific, proprietary Unix operating systems (e.g., IBM AIX, Sun Solaris, HP UX); includes hardware, software, labor and support services
	Midrange: Servers running IBM AS/400 platform including hardware, software, labor and support services
	Converged Infrastructure: Purpose-built appliances that provide compute, storage and network capabilities in one box
	Mainframe: Traditional mainframe computers and operations running legacy operating systems
	High Performance Computing (HPC): Used to solve complex computational problems through massive concurrent use of computing resources and parallel processing techniques. Technology is applied in areas such as scientific andindustrial research, product engineering and development, and complex business modeling, simulation and analysis. HPC hardware and software technologies are specialized and optimized for massively parallel computing and processing vast amounts of data
Data Center	**Enterprise Data Center**: Purpose-built data center facilities that house and protect critical IT equipment including the space, power, environment controls, racks, cabling and "smart hand" support
	Other Facilities: Computer rooms and MDF/IDF/telco closets that house IT equipment in corporate headquarters, call centers or other general purpose office buildings
Delivery	**IT Service Management**: Resources involved with the incident, problem and change management activities as part of the IT Service management process (excludes the Tier 1 help desk)
	Program, Product and Project Management: Resources involved with managing and supporting IT related projects and/or continuous product development (e.g. Agile) across business and IT-driven initiatives
	Client Management: Resources or "account managers" aligned with the lines of business to understand business needs, communicate IT products, services and status of IT projects
	Operations Center: Centralized IT Operations Center resources including monitoring and intervention e.g., NOC (network operations center). GOC (global operations center)

IT Tower	Sub Tower
End User	**Workspace**: Client compute physical desktops, portable laptops, thin client machines, peripherals, (including monitors, pointer devices and attached personal printers) used by individuals to perform work
	End User Software: Client related software used to author, create, collaborate and share documents and other content. Examples include email, communications, messaging, word processing, spreadsheets, presentations, desktop publishing, graphics and others. Option Level 3 categories include Productivity; Communications; Collaboration
	Mobile Devices: Client compute tablets, smart phones (iOS, Android, Windows Mobile) and apps used by individual s to perform work
	Network Printers: Printers located on or near users' desktops; Examples include network connected personal printer, ink-jet printers, laser printers, departmental or copy-room printers; Only include network connected printers; Do not include printers connect to an end user computer
	Conferencing and AV: Audio and video conferencing equipment typically used in conference rooms and dedicated telepresence rooms to enable workforce communications
	IT Help Desk: Centralized Tier 1 help desk resources that handle user request, answer questions and resolve issues
	Deskside Support: Local support resources that provide on-site support for moves, adds, changes and hands on issue resolution
IT Management	**IT Management and Strategic Planning**: IT management and administration resources; typically CIO, senior IT leaders and administrative support including centralized IT strategy and planning
	Enterprise Architecture: Enterprise architecture services including business, information, application and technical architecture to drive standardization, integration and efficiency among business technology solutions
	IT Finance: Resources involved in the planning, budgeting, spend management and chargeback of IT expenditures and the costing of IT products and services
	IT Vendor Management: Resources involved in the selection, contract management, oversight, performance management and general delivery of services by 3rd party vendors and external service providers
Network	**LAN/WAN**: Physical and wireless local area network connecting equipment within the core data centers and connecting end users in office working areas to the company's broader networks; Wide area network equipment, labor and support services directly connecting data centers, offices and third parties (excludes telecom and communication services; Optional Level 3 categories include: LAN, WAN
	Voice: Voice resources which enable or distribute voice services through on-premise equipment including PBX, VoIP, voicemail and handsets (excludes telecom and communication services)
	Transport: Data network circuits and associated access facilities and service; includes dedicated and virtual data network and internet access. Also includes usage associate with mobility and other data transmit based on usage billing; Voice network circuits and associated access facilities and service; Also includes usage associated with standard telephone calls and 800 number service; Both voice and data transport may include terrestrial and non-terrestrial (e.g., satellite) technologies; Optional Level 3 categories include: Data, Voice
Output	**Central Print**: Central print services; often provided to support customer billing or customer documentation support process; Unit of measure: Page

IT Tower	Sub Tower
Platform	**Database**: Distributed database services focused on the physical database (versus the logical design) including DBAs, DBMS, tools and operational support
	Middleware: Distributed platform, application and system integration resources enabling cross application development, communications and information sharing
	Mainframe Database: Mainframe database services focused on the physical database (versus the logical design) including the DBAs, DBMS, tools and operation support
	Mainframe Middleware: Mainframe platform, application and system integration resources enabling cross application development, communication and information sharing
Security	**Security**: IT Security resources setting policy, establishing process and means, measuring compliance and responding to security breaches; Option Level 3 categories include: Cyber Security
	Compliance: IT Compliance resources setting policy, establishing controls and measuring compliance to relevant legal and compliance requirements: Optional Level 3 categories include: Data Privacy
	Disaster Recovery: IT Disaster Recovery resources setting DR Policy, establishing process and means, dedicated failover facilities, performing DR testing: NOTE: DR designated equipment is included directly in its own sub-tower (e.g., extra servers for DR are included in Compute tower, etc.)
Storage	**Online Storage**: Central storage such as SAN, NAS and similar technologies for the distribute compute infrastructure; includes the equipment, software and labor to run and operate; Option Level 3 categories include: On-Premise, Public Cloud storage
	Offline Storage: Offline storage resources used for archive, backup and recovery to support data loss, data corruption, disaster recovery and compliance requirements of the distributed storage
	Mainframe Online Storage: Mainframe attached storage arrays and the associated equipment, software and labor to run and operate
	Mainframe Offline Storage: Any storage resources used for archive, backup and recovery to support data loss, data corruption, disaster recovery and compliance requirements of the mainframe storage