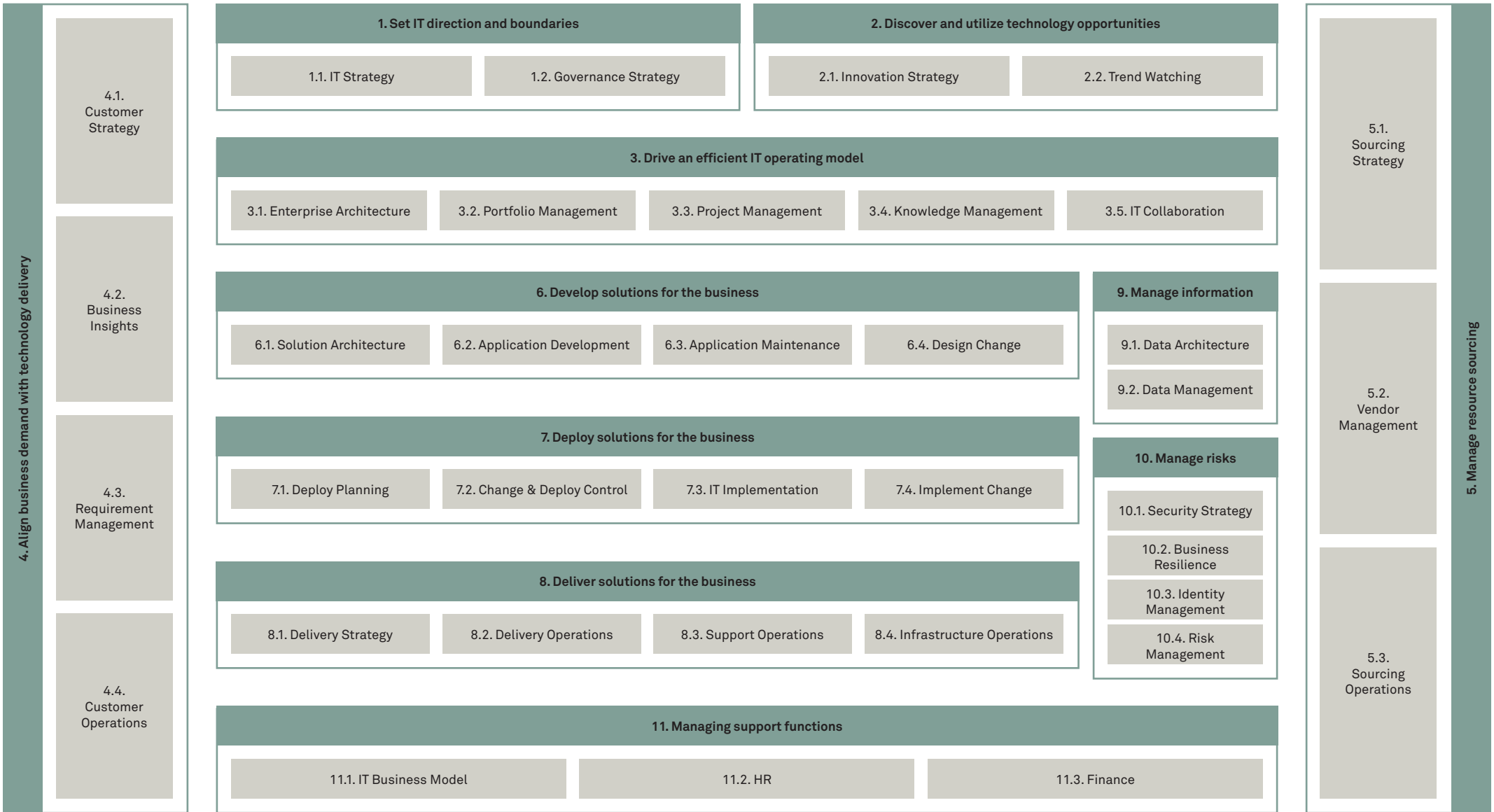
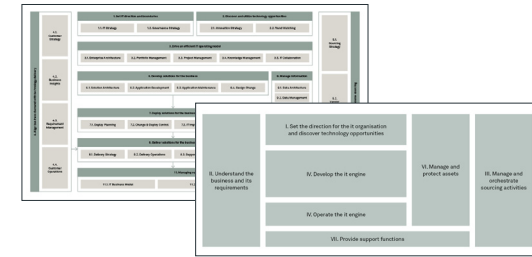


Implement IT Capability model, level 2+3



4. Align business demand with technology delivery

5. Manage resource sourcing