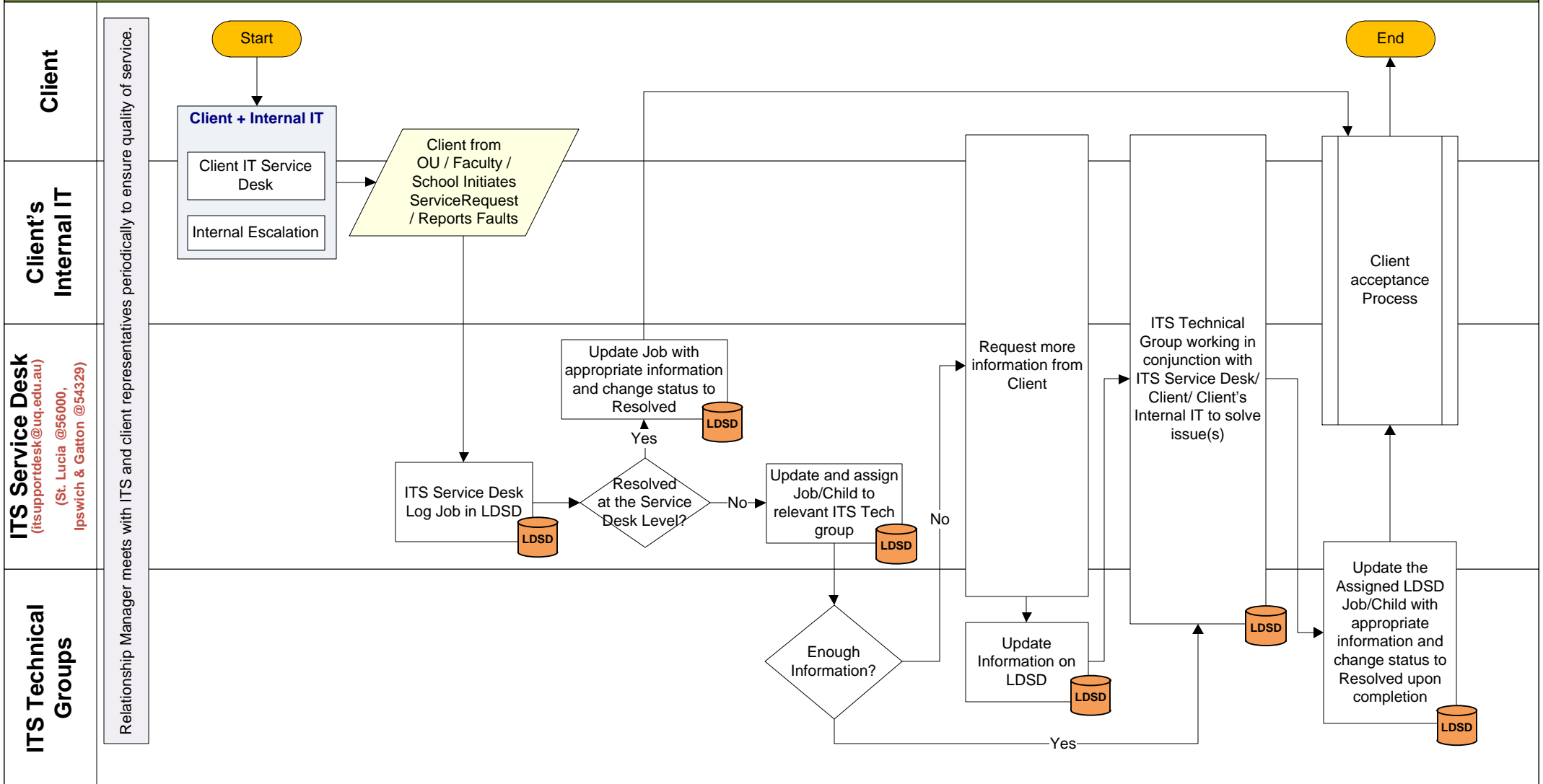


# High Level ITS Portfolio Support Workflow (No AV + Client's Own Internal IT)

rm@its.uq.edu.au



Please refer to Doc Control Page for version control

Change No.	Change Description	New Version	Date of Issue	Approved by ITS RM Manager
1	Issued	v1.0	12/06/2009	Tania Moor
2	included sample of client workflow	v1.1	10/12/2009	Thitima Sinadyodharaks
3	- Update diagram name to "ITS Portfolio Support Workflow" - Insert helpdesk contact information and rm email address	v1.1	28/05/2010	Thitima Sinadyodharaks
4	Updated ITS group names Change ITSM to LDS and updated process to take out "Tasks"	v1.2	17/09/2012	Thitima Sinadyodharaks