



The diagram illustrates the relationship between Technology and Infrastructure. Technology is divided into Software, Hardware, and Services. Infrastructure is divided into Network, Storage, and Security. The Data Center is positioned as a central component that integrates these elements.

Figure 1: A diagram showing the relationship between Technology and Infrastructure, with a central Data Center box.



The diagram illustrates the relationship between Operations and Support. Operations is divided into Monitoring, Maintenance, and Incident Response. Support is divided into Helpdesk, Escalation, and Resolution. The Data Center is positioned as a central component that integrates these elements.

Figure 2: A diagram showing the relationship between Operations and Support, with a central Data Center box.