

Service Catalogue	Methodologies
Business Improvement, Benchmarking	Malcolm Baldrige, EFQM, BPIR
Shared Services	Best practice
Enterprise Architecture	TOGAF, EA, COBIT
Business Performance Management	BPIR
Business Process Management & Optimisation	BABOK, BPM, BPO
Business and IT Alignment	COBIT, ITIL, BPM
Business Intelligence	DW
Business Solution Architecture	7 Consulting, BPM
Program / Project Management, Delivery Management	PMBOK, Prince, Scrum
SAP Services	SAP, ASAP