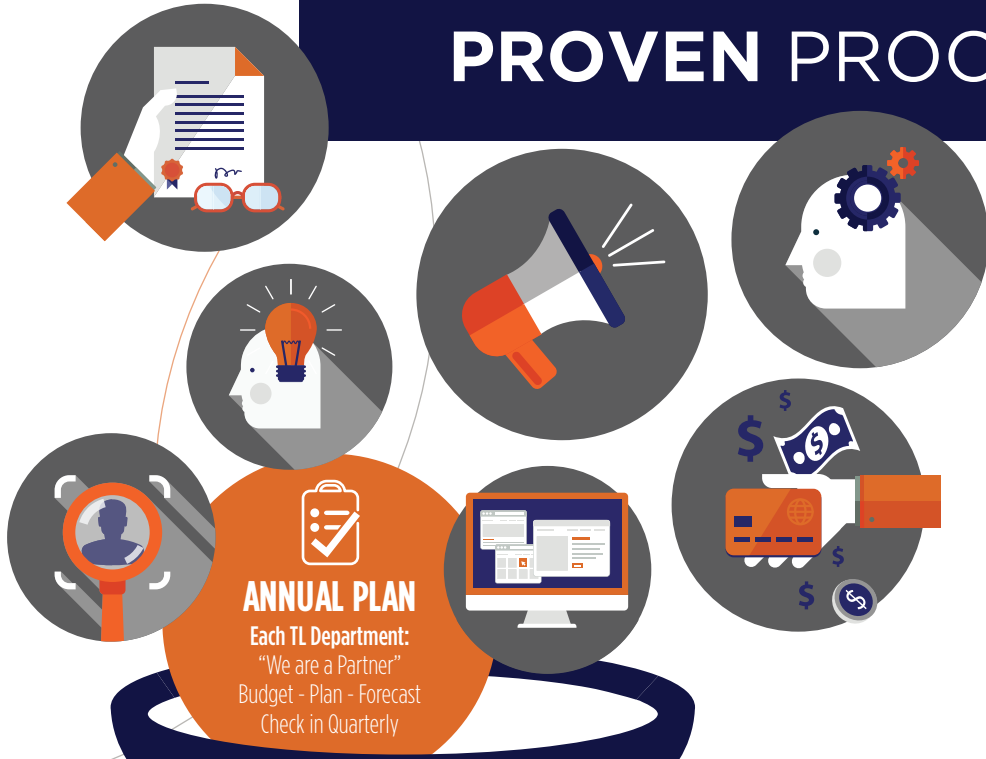# PROVEN PROCESS

ANNUAL PLAN
Each TL Department:
"We are a Partner"
Budget - Plan - Forecast
Check in Quarterly

OC REQUEST
FreshService:
Service Request
Incident

TL CONSULTATION
Needs Analysis
Budget Check
Agreement

TL PRIORITIZATION
Where does this prioritize next to projects & other requests?

TL FULFILLMENT
Delivery of final request or resolved incident.

REQUEST CLOSED
Is client happy?

SATISFACTION REVIEW
FreshService Survey
Bi-annual Survey

TALENTLAUNCH SERVICES