

Case Study: Interim Technical Management

Situation

- Critical compute grid solution required rapid set up of new, global operational support team

Tasks

- Create a global operational service in support of a new Grid compute farm
- Publish service offering to stakeholders
- Provide new support desk in tight timescale

Actions

- Managed recruitment of specialised staff
- Established operational procedures
- Published service quality plan and service offerings to client

Results

- **Recommended service offering was accepted by multiple stakeholders**
- **New support desk fully functional and operationally viable within three months**

