

Level 1
Basic

- Manual, localised processes
- Minimal central control
- Non-existent or un-enforced IT policies and standards regarding security, backup, image management and deployment, compliance, and other common IT standards

Level 2
Standardised

- Introduces controls through the use of standards and policies to manage desktops and servers, how machines are introduced to the network
- Active Directory® is used to manage resources, security policies, and access control

Level 3
Rationalised

- Costs involved in managing desktops and servers are at their lowest
- Processes and policies have matured to begin playing a large role in supporting and expanding the business
- Security is pro-active and threat response is rapid and controlled

Level 4
Dynamic

- Costs are fully controlled
- Integration between users and data, desktops and servers
- Collaboration between users and departments is pervasive
- Mobile users almost have on-site levels of service and capabilities regardless of location