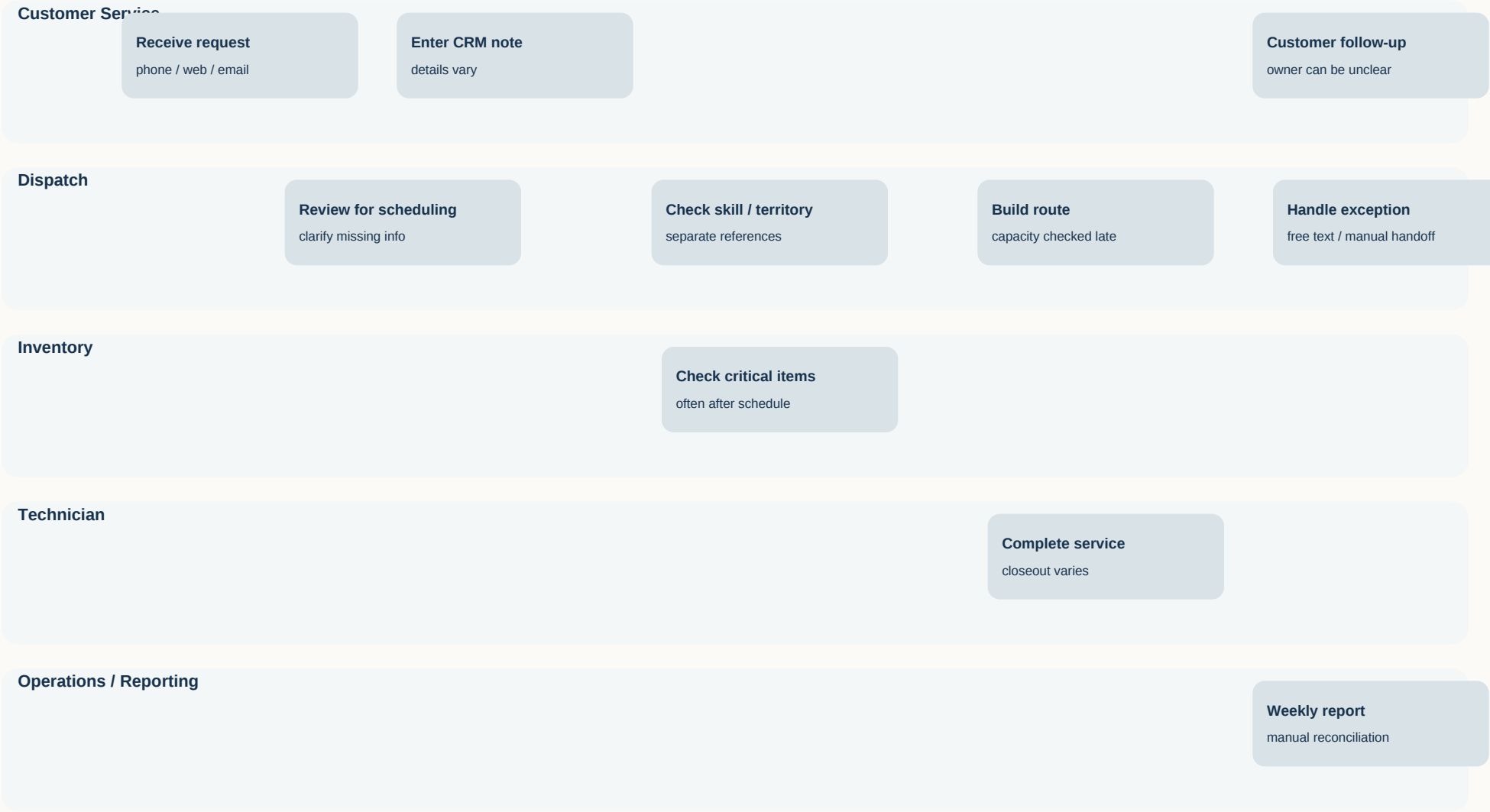


Current-State Service Delivery Workflow

Where scheduling and service control break down before the implementation.



Future-State Service Delivery Workflow

Readiness moves earlier; ownership and exception handling become visible in the normal workflow.

