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1	GENERAL MANAGEMENT	The leadership and management of the enterprise as a whole.
1.1	Strategic Management	The integrator's purpose, long-range plans, objectives, and goals.
1.2	Organizational Structure	The integrator's structure, teamwork, and delegation.
1.3	Business Risk Management	The integrator's approach to business risk management. Business risks may involve risks that are specific to the type of services provided by the integrator or the clients/industries served. The risks may also be personnel related and being dependent upon
1.4	Business Ethics	The integrator's initiatives and policies regarding business ethics issues and considerations.
1.5	Environmental Responsibility and Sustainability	The integrator's responsibility for the environment and compliance with environmental laws and regulations as well as client requirements related to environmental responsibility and sustainability.
2	HUMAN RESOURCES MANAGEMENT	The effective use of human resources in an organization through the management of people-related activities.
2.1	Administration	The process of administering items contained in HR policies related to the integrator's vision, mission, values, quality, employment, orientation, compensation, employee benefits, communication, expectations, safety, and security.
2.2	Recruitment and Selection	The recruiting for open employment opportunities, interviewing procedures, testing and assessment processes, background checks, drug testing, other conditions of employment, and new employee orientation.
2.3	Performance Management	A systematic means to establish individual goals and performance measures that support organizational objectives.
2.4	Training and Professional Development	The integrator's position on employee development as related to technical training, soft skills training, career goals, and job satisfaction.
2.5	Compensation and Benefits	The integrator's methods to ensure that the compensation and benefit programs are competitive in the market place.
2.6	Employee Relations/Communications	Effective two-way communications promote teamwork, commitment and problem solving. It is important that the integrator provide appropriate training in effective communications to supervisors and employees.
2.7	Health and Wellness	By providing workers with a wellness program, companies are improving wellbeing and job satisfaction, as well as raising retention rates. The welfare of employees has a direct impact on the success of the company.

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2.8	Safety	Ensuring that its employees are trained in safety to protect the employee and also protect the integrator from unforeseen costs due to insurance claims, court costs and penalties and, an even worse outcome, loss of life.
<b>3</b>	<b>MARKETING, BUSINESS DEVELOPMENT, SALES AND OPPORTUNITY MANAGEMENT</b>	The analysis, planning, implementation and control of programs designed to bring about desired exchanges with target markets for the purpose of achieving organizational objectives and the process of tracking and managing sales opportunities.
3.1	Marketing Management	The development of a marketing strategy and brand messaging plan that aligns with the company's business goals.
3.2	Digital Marketing	Activities related to managing a company's online presence to strategically position and build your brand, create demand, generate leads, and cultivate relationships.
3.3	Content Marketing	A strategic approach focused on consistently creating and distributing valuable and relevant content to attract and retain a clearly defined audience.
3.4	Branding	The process of establishing a strong, positive perception of a company and its products or services through elements including the company name, logo, colors, and voice.
3.5	Public Relations	A strategic communication process that builds mutually beneficial relationships between organizations and the public.
3.6	Sales Management	The process of effectively evaluating, coordinating, and developing resources (people and processes) to consistently hit, and even surpass, sales targets.
3.7	Proposal Development	A multi-faceted process that helps organizations respond to buyers Request for Proposal (RFP).
3.8	Business Development	The practice of growing a business beyond its current state. The goal is to discover, qualify, and implement new clients and growth opportunities.
3.9	Account Management	A sales role that focuses on nurturing client relationships. Account management has two primary objectives: retain clients' business and grow those opportunities.
<b>4</b>	<b>FINANCIAL MANAGEMENT</b>	The process of planning, organizing, controlling and monitoring financial resources with a view to achieve organizational goals and objectives.
4.1	Measures of Financial Performance	An acceptable framework to accurately represent the company's financial performance.
4.2	Financial Planning	The process of managing budgets, forecasting, capital expenditures, and tax planning.
4.3	Billing Procedures	The process of managing invoicing, collections, A/R aging, compliance to the original contract, and change order management.
4.4	Management of Credit, Expenses, Cash, Purchasing and Security	The policies and practices related to the management of the cash resources, the issuance of credit to clients, vendor credit terms, purchasing and security.
4.5	Project Financial Reporting	The generation of financial information for job costing.
4.6	Taxation	The management of tax liability for all levels of government.

Section	Title	Definition
5	<b>PROJECT MANAGEMENT</b>	The use of specific knowledge, skills, tools and techniques to deliver something of value to people.
5.1	Project Contract Management	The process to ensure the project is managed as per the client contract.
5.2	Project Procurement Management	The process in which the project manager identifies those needs of the project that can be met by purchasing products or services external to the integrator.
5.3	Project Planning	The basis for all management efforts associated with a specific project.
5.4	Project Risk Management	How risks are identified and managed throughout the entire project lifecycle.
5.5	Project Resource Management	The process of planning and managing the resources required for delivering a project successfully.
5.6	Project Communications Management	Defining the information needs of the integrator's management, project team, client and other project participants and ensuring that everyone has the information required in accordance to their assigned responsibilities.
5.7	Project Scope Management	Defining project scopeto establish clear boundaries on a project for the purpose of identifying approved work to the current contract.
5.8	Project Schedule Management	The processes required to ensure timely completion of the project by working to the schedule, evaluating status, and communicating regularly with all project members.
5.9	Project Budget Management	The management of costs associated with the defined activities.
5.10	Project Change Management	Establishing how the process of change will take place should occur early in the project.
5.11	Project Quality Management	All activities of the overall management function that determine the quality policy, objectives, and responsibilities and implements them by means such as quality planning, quality assurance, quality control, and quality improvement, within the quality
5.12	Project Quality Assurance	How quality issues associated with the execution of the project are addressed.
5.13	Project Closure	Activities related to both contract and administrative project closure. These activities formally close the project and ensure the deliverables have been provided to the client and contract obligations are satisfied.
5.14	Agile Project Management Considerations	Project management methods utilized to provide a continuous flow of value over the lifecycle of a project.
6	<b>SYSTEM DEVELOPMENT LIFECYCLE</b>	The overall process of developing, implementing, and retiring information systems from initiation, analysis, design, implementation, and maintenance to disposal.
6.1	Internal and External Kickoff	The initiation of a project to the project stakeholders.
6.2	Requirements	The activities associated with the process for gathering/interviewing, development and review of requirements.

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6.3	Design	The process of designing the solution to meet the requirements.
6.4	Development	The process of implementing the design, which includes producing assembly drawings, software coding and all manufacturing activities.
6.5	Unit/Module and Integration Testing	The verification activities that lead up to the Factory Acceptance Test (FAT).
6.6	Factory Acceptance Test	The requirements baseline and the test protocols (i.e., plans, procedures) used to verify the system requirements, are two bookends that contain project scope.
6.7	System Shipping	The delivery of the system to ensure that the client requirements are met and the system is delivered to the proper location and without issue.
6.8	Installation	The process of coordination of installation services to ensure that mechanical and electrical standards and specifications met.
6.9	Commissioning	The best practices for system commissioning which are the site activities to verify functionality of the system through testing and verification.
6.10	Site Acceptance Test	Additional testing to ensure that the system is fully operational as compared to the project requirements once the system has been delivered, installed, and commissioned.
6.11	Closure	The final closure of a project after all project requirements have been met.
7	<b>SUPPORTING ACTIVITIES</b>	The administrative and clerical requirement necessary for the productive operation of businesses.
7.1	Process Development and Maintenance	The development and support of policies/procedures that document the behaviors described in these Best Practices.
7.2	Standards and Templates	The creation and improvement of standards and templates.
7.3	Project Methodologies	The procedures, definitions, templates, and guidelines involved in executing and managing projects.
7.4	Procurement Management	The processes to ensure that there is a specific vendor selection process as well as specific corporate roles that are authorized to purchase materials on behalf of the integrator.
7.5	Risk Management	The process of risk management primarily focused on project-level.
7.6	Configuration Management	A methodology that establishes the control and documentation of the development and changes that are made to all project deliverables and systems, including internal assets and re-use items, throughout the system development lifecycle.
7.7	Reuse Management	The ability of the integrator to reuse previously developed component frameworks, standards for developing components, a library of standard components and standard applications and style guides.
7.8	Facilities and Equipment	The practices associated with the quality of the work environment.

Section	Title	Definition
<b>8</b>	<b>QUALITY MANAGEMENT</b>	The formalized system that documents processes, procedures, and responsibilities for achieving quality policies and objectives.
8.1	Quality Management Organization	How organization defined the roles and responsibilities regarding its quality management system.
8.2	Quality Assurance and Quality Control	A set of project processes/tools and the evaluation of those processes which is intended to ensure that the integrator's products or services will satisfy the quality standards set by the integrator and the quality standards of their clients.
8.3	Continuous Improvement	The process of using the analysis of results from the quality assurance and quality control processes to improve the effectiveness and efficiency of those processes.
8.4	Client Satisfaction	Measuring client satisfaction and applies to all services that the integrator provides the client.
<b>9</b>	<b>SERVICE AND SUPPORT</b>	The process of helping customers to use products and services correctly, efficiently and effectively.
9.1	Strategy	How the integrator will approach and handle service and support activities.
9.2	Organizational Structure	The organizational structure necessary to provide effective service and support to the client.
9.3	Methodology	The methodology for performing service and support work.
9.4	Service Management	How the integrator distinguishes between warranty work and billable service and support.
9.5	Support and Service Quality Assurance	The procedures associated with managing the quality of support and service activities.
<b>10</b>	<b>INFORMATION SYSTEMS MANAGEMENT AND CYBERSECURITY</b>	The process of facilitating the storage, organization and retrieval of information and the art of protecting networks, devices, and data from unauthorized access or criminal use and the practice of ensuring confidentiality, integrity, and availability of information.
10.1	Information Systems Management	Establishing and maintaining a corporate information system which supports all aspects of company operations. It includes policy related to software licenses, system and data management and use, along with other computer and information related issues.
10.2	Cybersecurity Management System	Establishing and maintaining a Corporate Cybersecurity Management System (CSMS) which covers internal assets and processes.