



ITSM SOLUTION CATEGORIES

The solutions listed below are just a few of the ITSM-related services that Sirius offers.

- **End-User Experience:** Service Desk, Service Catalog, Process Management
- **Operations Management:** Event Management, Incident Response, Analytics and Reporting
- **Automation:** High Availability, Cloud Provisioning, Workload Automation and Scheduling

Contact your Sirius representative to learn more about ITSM, our assessments, and how to get started.

SIRIUS IT SERVICE MANAGEMENT SOLUTIONS

IT Service Management (ITSM) refers to all the activities performed to plan, deliver, operate and control IT services, enabling IT to run just like a business. Sirius offers a full ITSM program that includes consulting, software, infrastructure, and operations solutions and services. We help our clients streamline processes and improve IT service availability, and give them the ability to support the changing needs of their business.

Sirius provides solutions and services within every aspect of the IT service life cycle and IT stack. Our experts can:

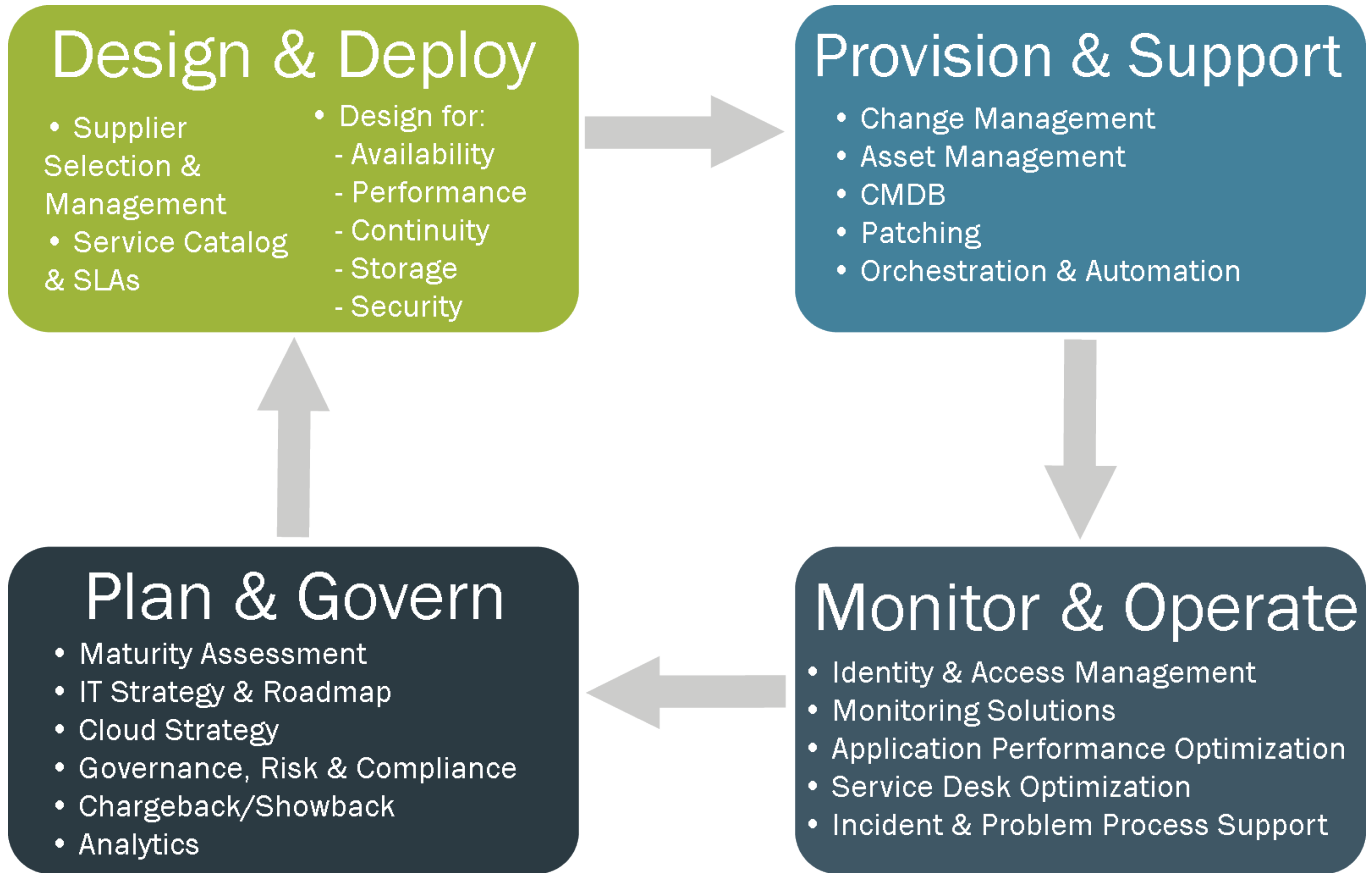
- Work with your team to address specific business or IT problems, such as asset management, audit findings, poor application performance, or critical service outages.
- Offer transformational support for M&A activities, helping you expand into new markets and implement data center migrations.
- Outline process improvements either across the full environment or targeted at key areas such as service desk, request fulfillment or change management.

And much more! To get a better sense for all the ways we can help with your ITSM efforts, speak with your Sirius representative about scheduling a Sirius ITSM Process Assessment (details on page 2).

www.siriuscom.com
800.460.1237



ITSM LIFE CYCLE AND OFFERINGS



SIRIUS ITSM PROCESS ASSESSMENT

The Sirius team offers a comprehensive ITSM Process Assessment, where our experts evaluate your IT and ITSM processes utilizing a maturity model framework. During the assessment, the team takes into consideration your people (organization, roles, skills), processes (documentation, integration, maintenance, governance) and technologies. Additionally, they consider relevant ITSM process elements and concepts as set forth through ITSM best practices. The assessment encompasses three phases, each of which is customized for your specific needs or challenges.



Phase One: Evaluate the current state of the business

- Review current-state documentation
- Interview key decision-makers and team members
- Deliver a summary of the current state
- Review and revise summary information with key players



Phase Two: Analyze the findings

- Analyze the information on the current state of the business
- Identify any risks or impediments, and indicate areas for improvement
- Evaluate alternative recommendations for improvement



Phase Three: Recommendations

- Provide overall recommendations for improvements
- Outline a high-level prioritized roadmap to implement the recommendations
- Present executive PowerPoint