



ITSM SOLUTIONS

Sirius offers a full suite of ITSM-related services and technologies including:

- **Operational Excellence:** Repeatable actions, effective issue management, proactive planning, improved visibility
- **ServiceNow Managed Service:** Sirius provides implementation and ongoing administration for the powerful ServiceNow platform
- **Service Provider Integration:** Performance/Service Reviews, Contractual Compliance, SLA adherence

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

SIRIUS IT SERVICE MANAGEMENT (ITSM) SOLUTIONS

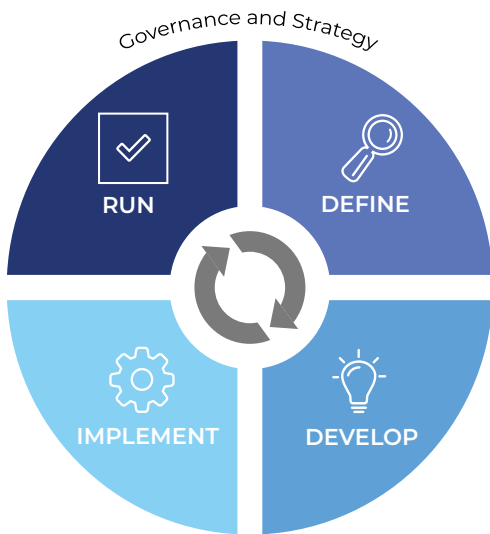
Keeping IT services aligned with the changing needs of the business is an objective of any IT organization. Business capabilities evolve, organizations merge, services move to the cloud, and performance demands increase requiring IT to respond quickly. Sirius works with clients to ensure the expectations of the business are consistently met. We provide practical, holistic methods to guide clients through maintaining, improving, and expanding your IT capabilities to meet your business objectives.

Benefits of partnering with Sirius:

- Customizable assessment approach
- Business aligned strategy development
- Outcome-focused process and tool design
- Optimization of tool investments
- Operational effectiveness and efficiencies
- Offering flexibility to meet your unique needs
- STEP (Service Transformation Enablement Process) for process definition and ongoing process repository tool
- And much more

www.siriuscom.com
800.460.1237





SIRIUS ITSM FRAMEWORK

Sirius recognizes there are numerous levers and connections throughout the IT structure. Our experienced team simultaneously looks across processes, teams, tools and services to understand and maximize these relationships. This holistic view creates more reliable assessments, practical designs and well-planned implementations.

For example, if there are issues in the run environment, we will also evaluate how solutions are coming in and how projects are executed. We use our decades of experience to help tackle each engagement, and ask the right questions to diagnose impacts and uncover opportunities across the lifecycle, to optimize and improve your capabilities.

SIRIUS ITSM APPROACH

Evaluate your current state and define a direction



Benefits include:

- Obtain insight, make recommendations, and effectively evaluate targeted areas
- Define new, or clarify existing strategic goals, and define a structure to bring the strategy to the entire organization
- Understand the tool capabilities necessary to effectively apply knowledge as you navigate the ITSM/ITOM tool market and identify tools that expand your current capabilities
- Ensures that tool purchases and utilization aligns with an overall plan to drive cost savings, operational efficiency and proper coverage
- Ensure a successful migration to ServiceNow Managed Service

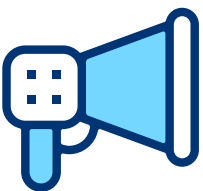
Define your solution and an executable build and implementation plan



Benefits include:

- Identify opportunities in your organization that will improve overall effectiveness of oversight, execution and tool enablement
- Provides base processes to kick start new or refined processes and houses your processes in an integrated and user-friendly interface
- Focus on process design, implementation, and a model for ongoing execution and process management
- Designs ITSM/ITOM tools around defined use cases to ensure your business-critical services are running as expected and quickly addressed if issues arise to drive uptime
- Streamline an executable migration plan that enables a successful transition to Sirius Managed Services

Reduce manual steps and potential errors



Benefits include:

- Fully hosted tool capabilities that allow you to offload tool administration, configuration and management, allowing your team to focus on value-creating work
- Comprehensive configurations that blend the needs of your organization with proven industry practices to support and grow your organization's capabilities
- Improve consistency and efficiency and reduce downtime with automation