Today’s business tempo and competitive climate mean that information technology (IT) must be adaptive, responsive, and available. Yet organizations increasingly expect to receive the value of IT without having to own the cost and risk of technology maintenance.

Meeting IT service and support requirements is essential. The failure of a business-critical service — from end-user and mobile computing to Web-based services or even an individual component — can quickly cascade throughout an enterprise, significantly diminishing productivity, revenue, and mission accomplishment.

You need to transform your IT capabilities from reactive to proactive, providing the best value to your organization. This can be accomplished by consistently applying IT Service Management (ITSM) principles.

**TELOS: A LEADER IN ITSM SOLUTIONS AND CAPABILITIES**

Telos Corporation offers ITSM solutions and capabilities that can help transform your organization from needing the support of IT to wanting the support of IT. We’ve brought this vitalizing level of support to NORAD, US-NORTHCOM, the 561st Network Operations Squadron and other organizations, providing them an array of service management processes and ITSM consulting in order to align their IT services with their mission-critical requirements.

Our certified and experienced ITSM professionals can help with the continuous improvement of your governance, process, and technologies to create best value for your organization.

**What is IT Service Management?**

ITSM is a process-based practice that aligns the delivery of IT services with the needs of the business or mission, emphasizing benefits to customers and delivery of best value. ITSM focuses on the use of industry best practice frameworks such as:

- **Information Technology Infrastructure Library (ITIL®)** — The most widely deployed approach to ITSM in the world, ITIL offers guidance on the provision of quality IT services and on the processes, functions and other capabilities needed to support them.

- **Control Objectives for Information and Related Technology (COBIT)** — An IT governance framework that establishes links between business and IT goals, provides metrics to validate their achievement, and identifies the responsibilities of business and IT process owners.

- **Capability Maturity Model Integration (CMMI)** — A process improvement methodology used to review processes, grading them on a common scale and then making process changes to improve effectiveness and efficiency in meeting business objectives.

- **PMI’s Project Management Body of Knowledge (PMBOK)** — Documents and standardizes generally accepted project management information and practices recognized by the American National Standards Institute (ANSI) and the Institute of Electrical and Electronics Engineers.

- **ISO/IEC 20000** — A foundational standard for ITSM and includes the design, transition, delivery and improvement of services to fulfill service requirements and provide value for both the customer and the service provider.

- **ISO/IEC 27001** — An international standard that defines the requirements for implementing and maintaining an information security management system (ISMS), helping to ensure the security of information throughout the enterprise.
Our ITSM solutions and capabilities include:

**ITIL Foundations Training**
Training in the fundamentals of ITIL and related ITSM concepts increases cultural awareness and acceptance in your organization and establishes a common language for effective communication and collaboration between business and IT.

**Assessment of ITSM Process Maturity**
A vital part of accomplishing any goal is an understanding of “Where are we now?” Whether part of an initial implementation or an improvement effort, Telos will help you address the goals and objectives of embarking on an ITSM project to determine “How do we get there?”

**Engineering and Design**
Using industry best practice and practical experience, Telos practitioners can engineer and design processes and models to increase IT efficiency and effectiveness in the delivery of your IT services.

**Implementation and Consulting**
Using ITSM best practice frameworks, we can ensure the implementation of service management principles that deliver the best value for your organization. Telos will work with you to establish a Governance Board responsible for overseeing your ITSM strategy, ensuring alignment with business needs.

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**Why Telos for ITSM:**
- Certified and experience-proven ITSM professionals
- Industry leader in advanced technology solutions
- We transform your organization from needing IT’s support to wanting IT’s support
- Continuous improvement of governance, process, and technology to create best value
- Ability to become or augment your in-house expertise and resources

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**Contact Telos for more information**

Telos offers ITSM capabilities as part of its portfolio of cybersecurity and network management capabilities. Contact us for more information on gaining the mission-assurance edge that sound IT service management can deliver. We look forward to serving you.