IT Service Management Solutions

65% of organizations have an agreed upon strategy. **14%** of employees understand the organization's strategy. Less than **10%** of all organizations successfully execute the strategy.

IT Service Management (ITSM) is a comprehensive IT delivery framework that focuses on aligning IT services with the needs of the business. It uses ITIL best practices to improve the quality and consistency of IT services and ensure that value is being derived from IT investments. The goal of every ITSM framework is to ensure the right processes, people and technology are in place and aligned so the organization is able to meet its business goals.

G2 Ops, Inc. (G2 Ops)

G2 Ops is a technology and management consulting firm that helps clients solve complex challenges managing the business of IT. We share our client-focused combination of data expertise and design acumen to develop and implement ITSM solutions and easy-to-read dashboards and analytics.

ITSM CONSULTING

Strategy, Design, Transition
Governance, Risk and Compliance
Maturity Analysis
IT Asset Management
IT Services Catalog
IT Process Implementation
Continuing Service Improvement

ITSM SYSTEM IMPLEMENTATION

IT Architecture Design
Workflow Automation
CMDB Development
Risk/Security Assessment and Dashboard
Increase Self Service
Optimize User Experience
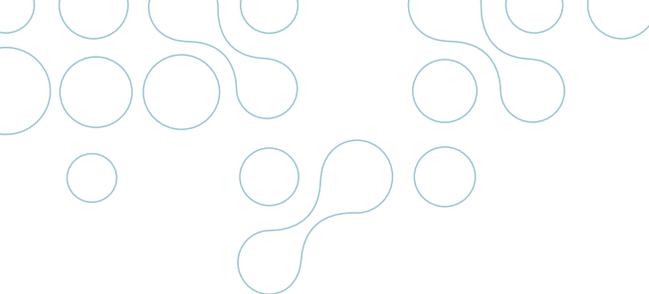
If the executive team is unhappy with the performance of IT, mis-alignment is likely the root of the problem.

Technology decisions are often made with little understanding of how an investment will drive the business forward. Many times, business leaders perceive IT as a cost center rather than an aligned partner to enable company-wide achievement of goals.

As the organization's needs and priorities have shifted, 1) either IT has not been included in strategic planning, 2) a once-aligned relationship has become disconnected or 3) technology evolutions have impacted the business.

IT Service Management solutions align evolving business unit needs, create efficiencies and save money.

IT Service Management Partners

The objective of ITSM is to align IT services with the evolving needs of business and improve the overall quality of IT services while reducing the long-term cost of providing services. IT Service Management uses a process-oriented approach to focus on delivering client-focused services with quality and efficiency.

Whether you want to know how well you stack up against industry best practices, you're trying to adhere to governance and compliance standards, or you're building a robust IT service catalog, G2 Ops' seasoned ITSM experts can help. We can assess and build full ITSM/ITIL practices or focus on specific processes.

G2 OPS IMPACTS METHODOLOGY

G2 Ops focuses on outcomes that provide our clients with actionable intelligence on how to improve organizational operations and introduce higher levels of accountability to IT investment.

IDENTIFY	MEASURE	PRIORITIZE	ACT
Security strategy for today and tomorrow, and evaluate existing people, process and technology	*Compare existing controls against industry or regulatory requirements*	*Develop remediation strategies based on impact to business operations*	*Partner with clients to guide execution of the Strategic Security Roadmap*