

FedRAMP Authorized

## **in<sup>3</sup>sight™** IT Operations Management (ITOM)

### OPTIMIZE NETWORK AND IT INFRASTRUCTURE SECURITY AND EFFICIENCY

Enhance visibility, operational efficiency, and security across distributed IT and network infrastructure operations to minimize downtime, security breaches, and performance problems. Gain efficiency and reduce risk with 1901 Group's reliable, factory-like process automation and 24x7x365 proactive network and IT operations monitoring, management, and optimization, all delivered via one pane of glass in our best in class FedRAMP-authorized In³Sight™ ITOM.

### INTEGRATE AND AUTOMATE COMPLEX WORKFLOWS FOR BETTER MTTD/MTTR

Complex infrastructure operations that span multi cloud and on premise data centers coupled with machine speed data create excessive alert noise that can slow the mean time to detect and remediate (MTTD/MTTR) an incident, increasing the risk of service impacting events. Use 1901 Group's ITOM to integrate and automate complex enterprise and data center monitoring and management processes in secure FedRAMP-authorized, Enterprise IT Operations Center (EITOC) using ITIL best practices. Automate discovery for an accurate, real-time inventory of IT, network, and cloud resources provisioned. Automatically store and update configuration items and auto-mapped dependencies in real-time in an authoritative configuration management database (CMDB). Leverage In³Sight's artificial intelligence for IT operations (AIOps) to marry data with machine learning to predict outcomes that help drive faster root cause analysis and accelerated MTTR that saves time and money while also improving IT security.

### EFFICIENTLY PAVE THE WAY TO AIOPS

The In³Sight ITOM platform offers a common foundation of integrated tools and standard process, all in 1901 Group's FedRAMP-authorized security boundary. 1901 Group's EITOC uses In³Sight's ITOM capabilities to deliver 24x7 managed services for network operations and infrastructure, asset, patch, and event management through ITIL-based processes and our unique hybrid concept of operations (CONOPS). This approach enhances consistency across all our IT services and hybrid environments and allows us to harvest lessons learned and apply innovations to the platform that benefits all our customers.

Gain access to over 300 pre-configured automated runbooks for service request, incident, and configuration management we tailor to support each customer engagement. With over 750 pre-configured dashboards and reports, customers get up-to-date information on key performance indicators (KPIs) and service level agreements (SLAs). Access a robust knowledgebase that has over 1,500 existing knowledge articles curated and updated using ITIL continual service improvement (CSI). Leverage a library of 250 automations to identify performance problems and take actions. Our 24x7 technicians analyze and resolve automatically generated In³Sight ITOM tickets to reduce unplanned IT incidents that negatively impacts users.

### In³Sight ITOM Capabilities

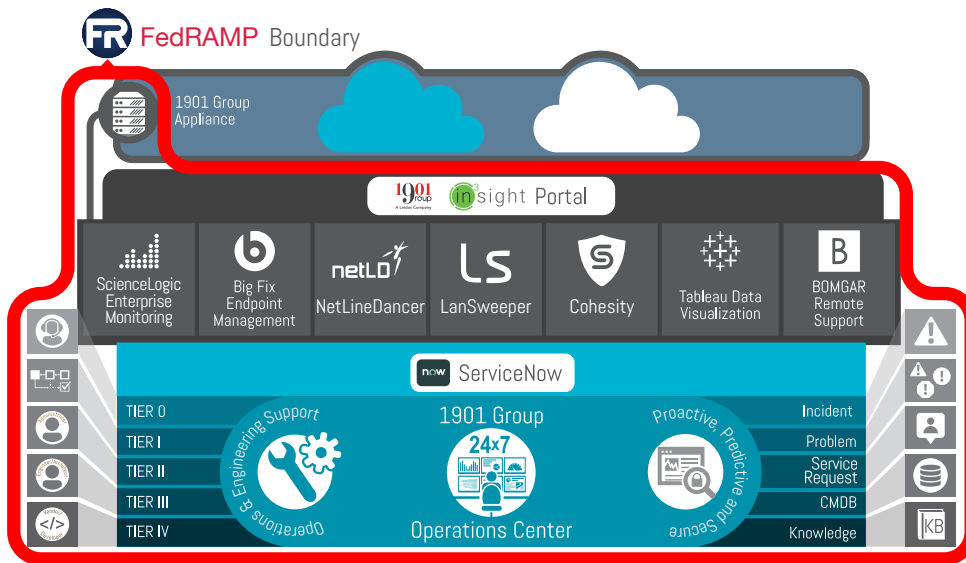
- Monitor, manage, and optimize the security, performance, and efficient operation of IT, network, and cloud infrastructure plus hardware, software, storage, databases, middleware, servers, and physical and virtual data centers
- Easily create custom integration and workflow automations
- Integrate ServiceNow modules and update the CMDB in real-time
- Predict problems using analytics, artificial intelligence (AI), and machine learning (ML)

### Inside In³Sight ITOM

- ScienceLogic SL1
- ServiceNow
- IBM BigFix
- NetLineDancer
- LANSweeper
- Cohesity
- Tableau

Use 1901 Group In³Sight ITOM to automate and simplify IT operations, drive down IT costs, and improve security across the enterprise – and as a first step toward efficiently paving the way to next-generation artificial intelligence driven operations or AIOps.

- IT Operations Management as a Service
- Network Operations Center as a Service
- ServiceNow as a Service
- Artificial Intelligence for IT Operations (AIOps) as a Service



## In³Sight Management Platform

In³Sight is an integrated suite of tools and capabilities curated and used by 1901 Group to provide a full portfolio of platform-delivered managed services. In³Sight is a FedRAMP authorized solution with a unified interface for:

- Cloud Management Platform (CMP)
- IT Service Management (ITSM)
- IT Operations Management (ITOM)
- Security Management (SM)
- Application Lifecycle Management (ALM)
- Data Intelligence & Automation

## ITOM BENEFITS

- **Cut IT operations and maintenance costs up to 30%** using automation and ITOM as a service
- **Reduce the time and cost burden** of manual infrastructure management and software licensing
- **Reduce the risk** of incidents, security breaches, data loss, and infrastructure performance problems
- **Speed up and enhance decision-making** with artificial intelligence and machine learning
- **Easily integrate** with current network monitoring systems and tools

## Why 1901 Group?

1901 Group, a wholly owned subsidiary of Leidos, develops innovative IT services and solutions for the public and private sector. We improve service delivery using our FedRAMP authorized Enterprise IT Operations Centers (EITOCs) with 24x7 support for users, complex IT infrastructure, and mission-critical systems. We offer cloud, cybersecurity, and enterprise-scale managed services to transition customers from traditional on-premise IT infrastructure models to hybrid cloud solutions that improve performance and reduce costs. We proudly serve customers in federal, state, and local governments, including law enforcement agencies and commercial markets. Customers benefit from our 24x7 Cloud Factory with FedRAMP authorization, ISO 9001 certification, and CMMI Maturity Level 3 appraisals. Visit our [newsroom](#) and simplify IT with [1901 Group](#).