

FedRAMP Authorized

**in<sup>3</sup>sight™** IT Service Management (ITSM)

### OPTIMIZE SERVICE QUALITY AND PERFORMANCE

A reactive service delivery model where an IT organization spends the bulk of their time addressing incidents and manually performing operational tasks frustrates end users and negatively impacts productivity and customer satisfaction. Customers expect a structured and easy-to-use approach to IT service management (ITSM) that focuses on delivering outcome-based services that drive value, not just technology solutions. Reduce operational costs while improving service levels with 1901 Group's In<sup>3</sup>Sight ITSM as a service that automates workflows using ITIL® to align IT services with the needs of the business.

### AUTOMATE IT SERVICE MANAGEMENT

With the rapid pace of business today, many organizations find it difficult to keep pace with the ever-expanding challenges of enterprise ITSM. In<sup>3</sup>Sight ITSM enables our customers to consume mature and hardened managed services without worrying about evaluating, procuring, implementing, and maintaining a suite of ITSM products and tools, or the capital expenditure required to fund their purchase. In<sup>3</sup>Sight ITSM provides a predictable and quantifiable means of service consumption and cost based on the customer's environment, with outcomes tied to service level agreements (SLAs) and key performance indicators (KPIs), as opposed to oversized and inefficient labor-based services.

### UNIFY IT SERVICE DELIVERY, TOOLING & SUPPORT

The In<sup>3</sup>Sight ITSM platform unifies enterprise tools and standard process, all within 1901 Group's FedRAMP authorized security boundary. 1901 Group's Enterprise IT Operations Center (EITOC) leverages In<sup>3</sup>Sight ITSM to guide 24x7 managed services for service desk, customer contact center, end user support, and endpoint management with ITIL-based processes and our unique hybrid concept of operations (CONOPS). This approach enhances consistency on how we deliver services and enables us to harvest lessons learned and apply innovations to the platform that benefits all our customers.

Unify IT service delivery, tooling, and customer support processes into one easy-to-manage service that includes technical support, maintenance, and upgrades – and one authoritative configuration management database (CMDB). Gain access to over 200 pre-configured ITIL workflows configured in ServiceNow 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 KPIs and SLAs. Access a robust knowledgebase with over 1,500 existing knowledge articles curated and updated using ITIL continual service improvement (CSI). In<sup>3</sup>Sight's ITSM offers access to a service catalog and orchestration to automate service request management. Chatbots improve user experience and customer relationship management.

24x7 ITSM include resources with on-call rotation and major incident management. 1901 Group's EITOC performs common services

### In<sup>3</sup>Sight ITSM Capabilities

- End-to-end integrated service delivery, tooling, and 24x7 enterprise IT operations to improve service delivery
- Pre-configured ITIL processes, knowledgebase, and report library that leverage ITIL best practices
- Integrated ITOM to automate delivery of IT incidents in ITSM
- Unified service portal and service catalog to support end users
- Pre-built reports and metrics based on ITIL service management best practices
- Service Level Managers create real-time reports and analysis of service status and quality using Lean Kaizen and visual queue management

### Inside In<sup>3</sup>Sight ITSM

- ServiceNow
- Beyond Trust
- IBM BigFix
- Cisco UCCX

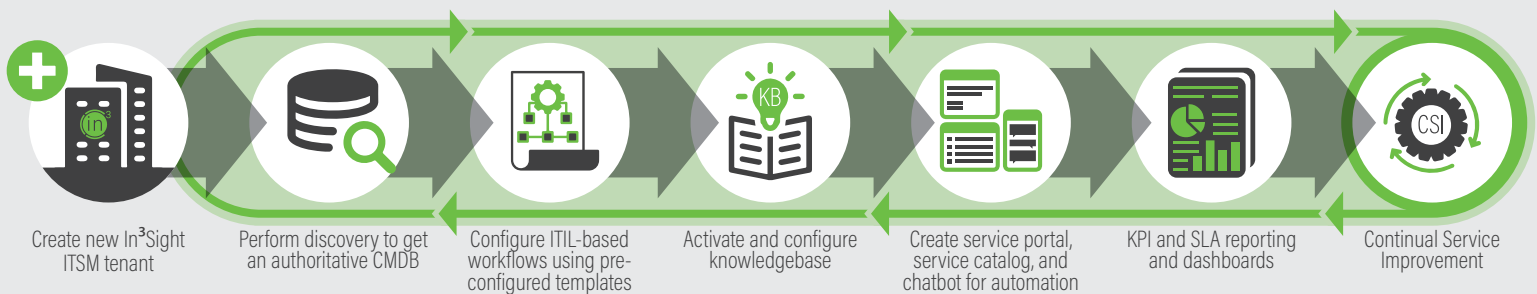
## In³Sight Management Platform

such as monitoring and resolution of device alerts, system patching, and tools optimizations. Using Kanban and In³Sight ALM, 1901 Group performs scheduled endpoint maintenance, ensures security controls are properly implemented, and provides patch management as a service to harden desktop, laptop, and mobile devices. To ensure quality of services, Service Level Managers configure reports detailing SLAs and KPIs through automated monitoring of dashboards, performance measures, and ticket volumes. Using these metrics, Project Managers follow lean visual management, leading regular team huddles and problem-solving events to identify improvements, proactively address issues, and manage team capacity. We use robotic process automation (RPA) and chatbots with simple language and pre-built topics to help users access the information they need through a conversation format to increase user experience. This approach streamlines access to information, improves customer satisfaction, and reduces costs.

Our ITSM approach integrates In³Sight ITSM, 24x7 EITOC, and standard processes tailored to address customer's unique needs.

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



### ITSM BENEFITS

- **Improve efficiency** through standardized IT service delivery quality, security, and processes enterprise-wide
- **Consolidate legacy, redundant service systems** into a single system of record
- **Replace manual IT tasks** with well-defined, repeatable, manageable IT processes
- **Create intuitive, consumer-like service experiences** tailored for each type of user
- **Improve ticketing management and analysis of IT problems** to reduce repeat incidents and improve performance against contracted SLAs
- **Enhance user experience** with RPA and chatbots to help users easily and quickly access information they need
- **Lower costs for IT operations**

### 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](#).