IT Service Management Innovation Center

Organizations continually strive to improve the IT services they provide to their users. These organizations must continually evaluate new technologies, handle changing business needs and growing workloads, and improve customer satisfaction, while maintaining or reducing their budgets. The IT Service Management (ITSM) Innovation Center provides industry-leading tools, models, and techniques to measurably improve service management in this challenging environment.

Unparalleled Commitment to Results

Our ITSM thought leaders have successfully transformed enterprise IT engineering and operations capabilities for our customers across the Federal Government. From automating a labor-heavy service desk for the U.S. Air Force to providing rapid application hosting for HHS operating divisions, our technical personnel are active partners with our customers in transforming system management across the enterprise.

IT Value Maturity Framework

Our IT Value Maturity Framework focuses on the three outcomes that users desire most from their IT organizations: reliable applications, responsive support and effective technologies. Our approach continually improves these outcomes by focusing on short-term increments that are all metric-based, showing continual and tangible progress. Our framework addresses the processes, tooling, measures, and organizational readiness that must be in place to improve customer services.

Benefits for Our Customers

▶ Effective IT transformations that show measurable value to business customers

▶ Rapid maturity assessment showing where valuable improvements can be made quickly

▶ Best practices, processes, and procedures from ITIL, COBIT, CMMI, ISO9001 and PMBOK

▶ Effective tooling based on ServiceNow, BMC, and other industry leading tools

▶ Rapid and flexible methodology using Agile-based incremental improvements

Thought Leader

David Page has over 35 years of technical, business, and organizational development experience and brings the expertise and strategic perspective to help Salient CRGT stand out from its competitors. He created and developed CONNECT, a web-based tool to manage and track staffing on large programs and provide complete real-time visibility to customers.

Prior to Salient CRGT, David was a vice president at SRA International where he held multiple positions leading complex customer programs, heading new initiatives, and improving organizational effectiveness.

He has consulted across numerous federal agencies and led a program of over 200 individuals supporting the Joint Staff at the Pentagon.

> " *IT improves business outcomes… it really boils down to three things in priority order: availability, responsiveness, and technology currency.* "
>
> **–David Page**

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