



1 OVERVIEW

TechnoLava is a ServiceNow Partner (Sales & Services) focused on the IT Service Management (ITSM/ITIL®) market and is a minority owned company certified by the National Minority Supplier Development Council.



TechnoLava has the process, technology and platform expertise and implementations experience to be your go-to Partner to leverage your ServiceNow investment. As a ServiceNow partner TechnoLava has certified implementation specialists and ITIL certified process experts with extensive experience on multiple implementation, integration and development projects. TechnoLava's ServiceNow certified experts can guide you with the Industry best practices and the custom tweaks to achieve specific business requirements.

Through structured interviews, staff surveys, workshops and Rapid Deployment sessions, TechnoLava can provide organizations with the following Services:

- ServiceNow Implementation (SAIF)
- ServiceNow Remote Administration
- IT Service Management Assessment
- IT Service Management Solution Deployment
- Metrics and Measurement Framework
- ITSM Training and Knowledge Transfer
- ServiceNow Application Development
- ServiceNow Integration with other Tools
- ITSM Strategy and Implementation Road Map
- Technology/Tool Implementation Services
- ITIL CSI & Process Improvement Workshops
- ITIL Certification Classes

2 SERVICENOW IMPLEMENTATION – SAIF

Experienced TechnoLava implementation consultants are trained and certified on SAIF and will use the ServiceNow Implementation Methodology (SIM) to map out your existing processes and see how they fit into the ServiceNow landscape; clients are often surprised to find that their processes can be improved, refocused, and enhanced in ways their previous systems would not have allowed for. Only after building a solid process and set of requirements will the applications be developed. Our focus is to implement the ITIL® processes concisely and in a supportable and sustainable manner.

TechnoLava also provides the following additional services for the ServiceNow Platform:

Custom Application Development - ServiceNow is much more than a world class IT Management System; it is also a solid development platform upon which you can build your organization's other processes and applications. TechnoLava works with a focus on building applications that work as intended, your people are happy to use, and provide the true business value you expect from your investment. Similar to an ITIL implementation, we will work with you to gather your requirements, achieve signoff from key stakeholders, and provide a solid application for your needs.

Integrations - Your organization has many other applications that support your internal processes and core business, many of which have relationships with processes built in your ServiceNow environment. While the ServiceNow platform provides numerous means for integrating with other systems, it isn't always trivial or obvious to build these integrations. TechnoLava has integration specialists who can tie your systems together in an effective and supportable manner.

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Remote Administration - We understand that one of the challenges organizations occasionally face in supporting ServiceNow is finding a support team of appropriately skilled resources to manage the system on a day-to-day basis. Our Remote Administration service provides organizations with the ability to free up valuable resources to focus on other, more pertinent, business challenges. By providing this service on a flexible and on-demand basis, we can flex our support service to match your support requirements.

3 SERVICENOW CONTINUAL SERVICE IMPROVEMENT

The purpose of introducing the processes, roles, and responsibilities of CSI is to maximize the business value and focus of the IT services your organization provides, with a focus on the overall effectiveness of IT service management, the alignment of IT services with the business requirements, and the development of mature IT processes. CSI should be an ongoing activity in your IT organization, with the goal of constantly measuring, analyzing, and enhancing both IT services and underlying IT processes.

TechnoLava utilizes the following tools and methodologies to ensure that the organization's processes continue to mature and remain aligned with the organization's objectives:

- Performance Measurement Framework
- Structured, Standards based, Process Assessments

3.1 PERFORMANCE MANAGEMENT, MEASUREMENT AND REPORTING

TechnoLava uses a structured approach to help organizations develop or mature their IT Performance Measurement practices. The TechnoLava Implementation Roadmap contains a set of well-defined activities that are based on successful Measurement Framework Implementations. We can support organizations with the entire roadmap or defined components of the roadmap.

ServiceNow Performance Analytics - ServiceNow® Performance Analytics for IT Service Management is an easy-to-use, integrated application designed for reporting and analyzing IT service performance and quality in the ServiceNow enterprise cloud. It has access to the world's largest library of key performance indicators (KPIs) and comes with more than 200 pre-defined best practice KPIs for IT service management processes. The application includes mobile-enabled scorecards that provide up-to-date trend and drill-down details, powerful analytics that deliver insight into how to improve service quality, and responsive and interactive graphical dashboards for reporting and navigating performance data.



KPI predictions enable stakeholders to make quick decisions based on emerging trends

- **Prioritize resources** - Quickly detect service bottlenecks as they occur and identify areas for improvement.
- **Improve resolution times** - Embedded analytics delivers increased efficiency in incident and problem management processes.
- **Deliver automation and self-service** - Easily identify areas where automation and self-service can increase efficiency and reduce costs.
- **Drive toward continual service improvement** - Pinpoint areas for performance improvement and take action using key indicators, mobile-enabled scorecards, time charts, analytics, drill-downs, and dashboards.
- **Align service with overall business goals** - Keep in step with company strategy with deep insight into IT service operations to balance user satisfaction with operating costs.

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ServiceNow Benchmark - ServiceNow® Benchmarks is an IT service management (ITSM) solution that paves the way for organizations to drive continual service improvement. Built on the robust enterprise cloud, Benchmarks provides clear visibility into your IT service management key performance indicators (KPIs) and trends, giving you comparative insights relative to the industry averages of your peers. Organizations can understand opportunities by contrasting actual service performance with recognized industry standards or their peer group's service performance.

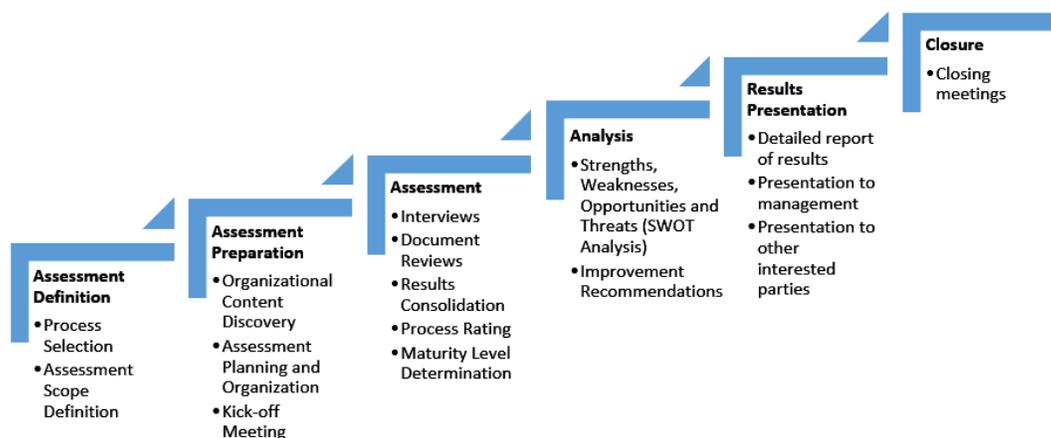
- **Drive Continual Service Improvement** - Built on the robust enterprise cloud, ServiceNow Benchmarks provides clear visibility into your IT service management key performance indicators (KPIs) and trends, giving you comparative insights relative to the industry averages of your peers.
- **Make Data-Driven Decisions** - View your ITSM KPIs in light of current trends.
- **Identify Improvement Opportunities** - Understand your organization's service performance and areas for improvement by looking at industry averages and the performance of your peer groups.
- **Establish Service Leadership** - Use this data to surpass industry standards and lead the trends.

3.2 ITSM PROCESS ASSESSMENT

TechnoLava utilizes a comprehensive IT Infrastructure Library (ITIL®) Assessment and Roadmap engagement that may be applied to ITSM Readiness, Maturity or Improvement Programs or may be used as a pre-Audit for ISO 20000 Certification. The program not only provides an understanding of current ITIL® maturity, it gives clients the details needed to actually begin re-engineering critical processes.

TechnoLava has adopted the standards based Assessment Methodology, TIPA, which was developed by the Public Research Centre Henri Tudor in Luxembourg. Based on ITIL Best Practices and the ISO/IEC 15504 framework, TIPA was conceived to assess ITSM processes in IT organizations of any size.

A TIPA® assessment is carried out in six predefined steps. In this way, anyone executing an assessment will use the same methodology. Each step has a predefined number of criteria to be assessed with their associated controls. The steps are as follow:



Upon completion of the engagement, each client receives a concrete plan that details specific steps that begins moving the organization towards re-engineering all IT processes in alignment with ITIL® best practices. This includes educating and training staff, leveraging installed technology to support baseline ITIL® operations and identifying and utilizing 'low-hanging fruit' or process improvements that will drive immediate return on investment (ROI).

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4 ITIL® / ITSM EDUCATION AND WORKSHOPS

TechnoLava offers a comprehensive portfolio of educational programs to equip your staff with the necessary skills and knowledge to effectively utilize ITSM processes and technologies. We believe that education is critical to any successful ITSM program.

Our trainers are active practitioners with an average of 15+ years' experience, able to relate your ITSM training to your industry and environment.

TechnoLava provides training classes in the areas of:

- ITIL® Certification Classes, including Foundations, Intermediate and Expert Certification
- ISO/IEC 20000 Training and Certification
- Cloud Computing
- Project Management
- COBIT Training and Certification
- ITSM / ITIL® Workshops (CSI, Process Improvement, Metrics, etc)
- Continual Service Improvement Workshops



5 TECHNOJAVA RECRUITING & STAFFING SERVICES

TechnoLava is a full service recruiting company focused on the IT Service Management and DevOps job market and dedicated to finding high quality candidates to meet your ITSM Process Development or Application Development or ITSM/DevOps Tool Implementation needs.

TechnoLava supplies resources for all major Service Management, Automation and Cloud technologies, including BMC Remedy, HP Service Manager/Asset Manager and ServiceNow.

The types of positions include:

- IT Service Management Process Positions: Project Manager, Change Manager, Configuration Manager, Service Delivery Manager, Service Desk Manager, Service Desk Analyst, Operations Manager, Process Analyst, etc.
- IT Infrastructure and Tool Implementation Positions: Infrastructure Manager, Infrastructure Analyst, Service Desk Analyst, Data Analyst, Remedy Developer, ServiceNow Developers, ServiceNow Administrators, ServiceNow Implementation Specialists, etc.
- DevOps Application and Tool Implementation Positions: We have an extensive database of developers with a background in Web development with extensive J2EE, JavaScript, UI/UX, Big Data and Database development plus experience with GitHub, Chef, Puppet Labs, Jenkins, SaltStack and many of the other tools used in a DevOps environment.

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