

**itSMF USA and TechnoLava announce an Alliance for TechnoLava to provide discounted Recruiting Services to the itSMF USA Community.**

## **TECHNOLAVA 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. We stay at the forefront of any new developments for IT Service Management and DevOps careers and we pride ourselves on providing a faultless service to both candidates and employers in the Development or Operations field.

Our goal is to match Development and Service Management experts with your business needs, while building mutually beneficial professional relationships. For the past 30 years our team has been operating with these values as we place IT professionals throughout the United States and around the world.

The power of personal connection distinguishes TechnoLava in the crowded market of Information Technology recruiting. Through specialty education, extensive experience and most importantly, personal relationships, we have proven our services and superior industry knowledge are what make exceptional technical solutions and staffing.

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.

In addition, our recruiting services are provided in support of the following Information Technology Skills Areas:

### **ITSM**

ITSM Process Development & Consulting  
ITSM Tool Implementation  
(ServiceNow, BMC Remedy, HP, CA)

### **Project and Program Management**

Project Managers  
Program Managers  
Project Administrators  
Business Analysts  
System Analysts

### **Technical Architecture**

Enterprise Architects  
Cloud Infrastructure Architects  
Software and System Architects  
Systems Architects  
Database Architects

### **Application Development**

DevOps Engineers  
Application Developers  
Cloud Software Architect  
Web Developers  
Database Developers  
Quality Assurance and Testing

### **Software Configuration**

Management  
Mobile Applications  
Enterprise Resource Planning

### **Network and Infrastructure**

Helpdesk  
Desktop Support  
Network and System Administrators  
Network Engineers  
WAN Engineers  
Information Systems Security  
Disaster Recovery  
Telecommunication Support



## TECHNOLAVA ITSM/ITIL CONSULTING SERVICES

### ITSM PROCESS IMPROVEMENT - IMPLEMENTATION – RAPID DEPLOYMENT

Experienced TechnoLava implementation consultants will work with your organization 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.

Through our collective experience, we have developed a body of knowledge and a proven methodical approach that ensures our projects are delivered on time, within scope, and within approved budgets. Through structured interviews, staff surveys, workshops and Rapid Deployment sessions, TechnoLava can provide organizations with the following Services:

- IT Service Management Assessment
- IT Service Management Solution Design
- IT Service Management Solution Deployment
- Metrics and Measurement Framework
- ITSM Training and Knowledge Transfer
- ITSM Strategy and Implementation Road Map
- Process Development and Implementation
- Technology/Tool Implementation Services and Support
- ITIL Process Workshops
- ITIL Certification Classes

## TECHNOLAVA SERVICENOW CONSULTING SERVICES

### SERVICENOW ITSM PROCESS IMPROVEMENT - IMPLEMENTATION – RAPID DEPLOYMENT

Experienced TechnoLava implementation consultants will work with your organization 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.

### 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.

There are many options for having a custom application built. 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. There are often many ways to tie disparate systems together, but the correct solution is not always obvious.

### 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. Need temporary coverage for a System Administrator? Or is your System Administration team engaged with projects elsewhere? By providing this service on a flexible and on-demand basis, we can flex our support service to match your support requirements.

[www.technolava.com/itsmfusa-alliance](http://www.technolava.com/itsmfusa-alliance)