CORPORATE OVERVIEW

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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.

As both internal and external customers demand better and faster services and greater value, delivering high quality services quickly, is critical to an organization's success. TechnoLava can guide you in your IT Service Management transformation initiatives. TechnoLava offers a comprehensive range of services that have been designed to support you depending on where you are in your IT Service Management Transformation – staring with a new ServiceNow System Implementation or seeking process improvements or expanding ServiceNow into new areas of the organization.

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 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:

- ➢ ServiceNow Implementation (SAIF)
- ➢ ServiceNow Remote Administration
- ➢ IT Service Management Assessment
- ➢ IT Service Management Solution Design
- ➢ 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
- ➢ Process Development and Implementation
- ➢ Technology/Tool Implementation Services
- ➢ ITIL CSI & Process Improvement Workshops
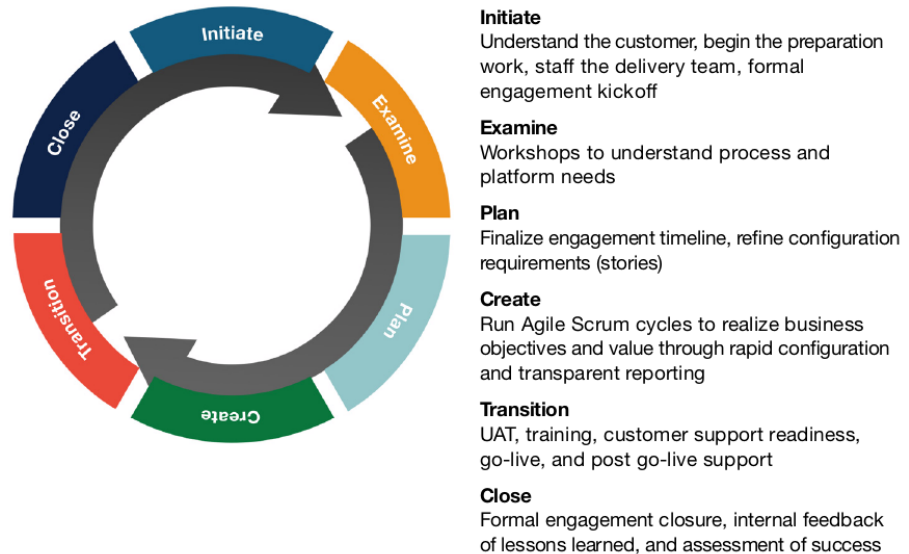- ➢ ITIL Certification Classes

NAICS Code	U.S. NAICS Title
511210	Software Publishers
541511	Custom Computer Programming Services
541512	Computer Systems Design Services
541513	Computer Facilities Management Services
541519	Other Computer Related Services
561311	Employment Placement Agencies
611420	Computer Training

2 SERVICENOW IMPLEMENTATION – SAIF

ServiceNow Adaptive Implementation Framework (SAIF) is ServiceNow's best practice delivery approach. By utilizing a framework approach with core components, TechnoLava can deliver outstanding services to customers that are standardized, repeatable, and scalable to meet the global demands of the largest and most complex customers. SAIF ensures consistent deployment success for every customer globally.

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.

SIM contains six stages that are applied adaptively, based on the type of engagement and/or the product(s) in scope. These stages are:

Initiate
Understand the customer, begin the preparation work, staff the delivery team, formal engagement kickoff

Examine
Workshops to understand process and platform needs

Plan
Finalize engagement timeline, refine configuration requirements (stories)

Create
Run Agile Scrum cycles to realize business objectives and value through rapid configuration and transparent reporting

Transition
UAT, training, customer support readiness, go-live, and post go-live support

Close
Formal engagement closure, internal feedback of lessons learned, and assessment of success

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.

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   ITSM/ITIL® PROCESS DESIGN, IMPLEMENTATION

Achieving results that matter is the ultimate goal of any ITSM improvement task or project! Whether your objectives are focused on targeted short-term improvements or your organization has envisioned a full transformation program, the building blocks (people, process and technology) remain the same.

TechnoLava professionals can assist you to go from the theory in the ITIL® books to the practice of implementing an IT Service Management solution on ServiceNow.   Utilizing the ITIL®/ITSM framework and the ServiceNow Implementation Methodology (SIM), we work to meld people, process, and tools to continue to meet and exceed customer expectations. The ITIL® philosophy adopts a process driven approach that is scaleable to fit both large and small IT organizations and may be implemented in a phased approach to meet the requirements of the organization.

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:

> ➢ ITSM / ITIL® strategy and implementation road maps, including methods for design, delivery, support, communication, and training.
> ➢ Defined roles and responsibilities.
> ➢ Governance models (i.e., defined policies, processes, and workflow).
> ➢ Technology implementation services and support.
> ➢ ITSM training and knowledge transfer.

Our Process Improvement Services may be packaged into complete engagements in focused areas such as:

> ➢ Incident & Problem Management Optimization
> ➢ Change & Release Management Optimization
> ➢ Asset & Configuration Management Optimization

4   SERVICENOW CONTINUAL SERVICE IMPROVEMENT

IT must continually align and re-align IT services to changing business needs by identifying and implementing improvements to IT services and processes that support the business. Continual Service Improvement (CSI) focuses on the activities and processes to improve the quality of services.

Implementing CSI is about instilling the right attitude and driving the right behavior until it becomes a way of life. IT providers must develop an embedded culture of measurement that continually tests the value, quality, performance, and compliance of the services within their portfolio and implements improvement initiatives that enable the desired business outcomes.

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.

CSI is an iterative process that serves as a "wrapper" for all other phases of the ITIL lifecycle and should be used as an ongoing (i.e. Continual) activity to ensure that your ITIL®/ITSM processes are aligned with the requirements of the organization.

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

4.1 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.

What do we need to measure, how do we measure it, and how do we communicate this to the business?

The fundamental challenge is that IT cannot improve and align itself with corporate objectives if it isn't addressing how its performance is underpinning business needs.

We can support you by recommending how you should effectively approach Performance Management, including the CSFs, KPIs, metrics and Service Level Targets that you need to meet the specific needs of your organization, and how to put these into place in order to produce the reporting and information that your business requires.

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

Performance Analytics helps businesses increase IT service satisfaction and reduce operating costs. Businesses can use data analytics to determine opportunities for self-service and automation, improve IT services, and gain deep insights to drive more efficient service delivery.

➢ **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.

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.

Customers can see their performance relative to global benchmarks in a side-by-side comparison. Additionally, benchmarking results can be filtered by industry vertical and/or company size to make the results more relevant to their organization.

With a single click, customers can see the results of all published KPIs and the previous six months of history. Customers can use the trend data to measure and report on service delivery progress over time. ServiceNow Benchmarks drives meaningful conversations with full context around what is working well and where improvements can be made.
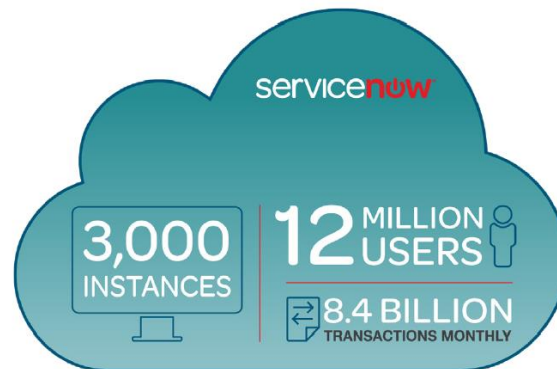
Unlike other benchmark solutions, ServiceNow Benchmarks' scale and global reach is unmatched in the service management industry

➢ **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.

Benchmarking is a well-established tool for measuring and improving Service Management performance. Effective benchmarking enables you to quantify your Service Management performance, compare it to others in your industry, identify negative performance gaps, and define the actions necessary to close the gaps.

The power of benchmarking is that it enables your organization to save enormous amounts of time and energy by building upon the know-how of peers, competitors, and world-class companies. IT organizations that focus exclusively on their internal operations tend to make progress at an evolutionary pace. But benchmarking forces an organization to look externally — at the peer community. By studying your peer organizations, and selectively adopting practices from the best of the best, Service Management organizations that successfully employ benchmarking can improve their performance at a revolutionary pace.

4.2 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.

The most important success factor for an assessment is to introduce the goals and objectives of the assessment, adding on top of that the expected deliverables and the timeframe. Anyone involved in the assessment will therefore understand how and why he/she is involved. This point of view is also related to one of the outcomes of the assessment: the improvement plans that are relevant to the situation and the organization.

Tudor IT Service Management Process (TIPA) is the meeting between two standards:

- ITIL: the de facto standard in IT Service Management widely adopted around the world. TIPA may be used for assessing ITIL v2, ITIL v3 or ISO/IEC 20000 (IT Service Management standard) processes.
- ISO/IEC 15504 Information technology – Process assessment: An international standard in process assessment mostly known in software process improvement (SPICE – Software Process Improvement and Capability dEtermination), but applicable to any process in any field of activity. This standard will gain momentum with the integration of an assessment model (grid) for the ISO 20000.

The TIPA methodology follows the concepts of standard process assessment as described in ISO/IEC 15504 and applies them to the specific domain of IT Service Management.

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:
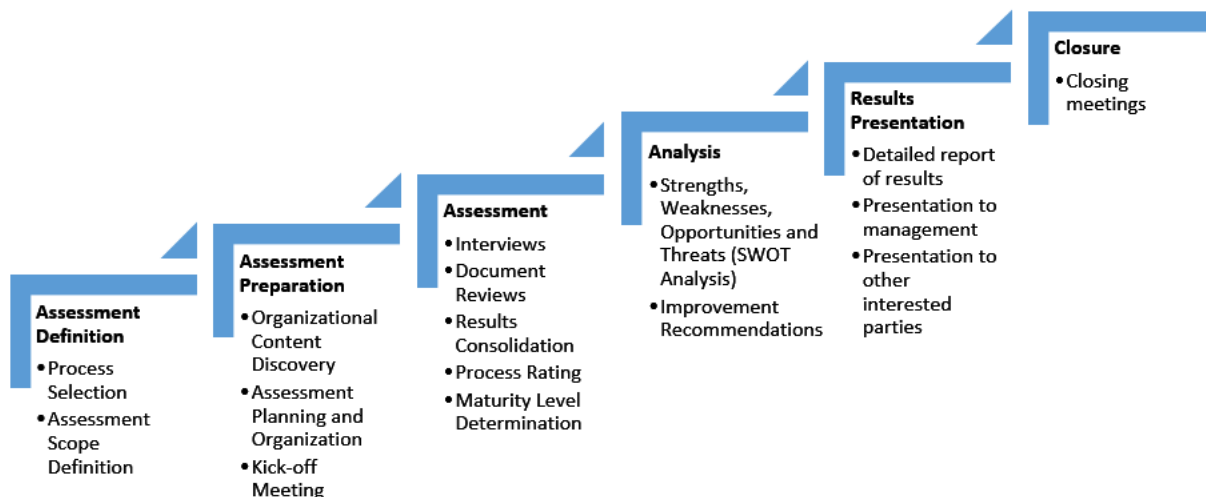
The result is presented in a report demonstrating the capability of the organization to manage the assessed processes. This report has a specific format allowing future comparisons in the event of new assessments, to check the evolution or allow comparison with other organizations.

ITIL/ITSM processes are not set in stone and should be reviewed on a regular basis to ensure that they are fit for purpose and underpin the delivery of quality IT services. A TechnoLava assessment helps you to fully understand the starting position before making any coordinated efforts for improvement.

A TIPA Assessment includes:

- Consultation to determine the processes to assess, and target level maturity for each
- Organizational context discovery
- Assessment planning and organization
- Confidential interviews including document reviews
- Results consolidation, process ratings and maturity level determination for each process
- Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis and report
- Improvement Recommendations
- Results Presentation including detailed report of results presented to management and appropriate presentation to other interested parties / stakeholders
- Facilitation of a Vision and Strategy Workshop (optional)
- Creation of Roadmap for Process Implementation / Improvement

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).

5 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 training programs provide the practical experience and guidance students need to successfully design, implement, manage and justify an ITSM program. This approach enables IT departments to transform themselves from a provider of technology to a provider of business services.

When you embark upon a mission to change your organization you want experience, consistency, quality, and rapid results. The TechnoLava training portfolio enables enterprise clients to acquire the skills and certifications to:

- Create actionable ITSM plans using well accepted best practice frameworks, methods and standards
- Integrate these plans into a multi-source IT service delivery environment
- Operate as a service provider into the enterprise or mission value chain

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

TechnoLava licenses high quality training materials, offers industry expert instructors and organizes the full training logistics from intake through certification.

6 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.

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.