

Infrastructure Service Management

Enabling a Service-Centric IT Delivery Model

An increasing focus on federal management and security controls has presented government IT organizations with the need to...

- Cut costs
- Improve and innovate IT infrastructure based on disparate business demands
- Reduce operational inefficiencies
- Comply with emerging federal guidelines from OMB and NIST

...often all at the same time. Many federal enterprises have turned to IT infrastructure consolidation as a way of effectively addressing these challenges and better managing their IT portfolios. However, many agencies are struggling to find ways of consistently executing and realizing the intended benefits from consolidation.

Booz Allen Can Help

Booz Allen Hamilton, a global strategy and technology consulting firm, has extensive experience with both federal and commercial consolidation initiatives, helping organizations deliver IT services better, faster, and more cost-effectively.

Our insight and industry expertise enable us to help our clients seamlessly migrate to a service-centric delivery model that reflects the best practices of successful service providers. To succeed, this approach must incorporate a methodology that guides management decision making and structures project execution to enable sustainable IT service delivery. This is the function of Infrastructure Service Management (ISM).

Benefit From Booz Allen's ISM Experience

Booz Allen's ISM methodology provides a proven framework for continually planning development of IT services on time, within budget, and to an agreed-upon level of quality.

ISM comprises six stages, in three process phases, with five decision gates for managing service development and the risks commonly encountered by large consolidation programs.

Each ISM process phase answers a critical question in infrastructure service decision making:

Prepare—What should we consolidate and what's the payoff? Identifies and evaluates the best IT consolidation opportunities for enabling a client's core business functions

Execute—What are the details of the solution and how can we accomplish it? Guides implementation of the necessary solutions and enhancements to the IT infrastructure, as well as associated operations, with minimal impact on a client's business

Monitor—Are we realizing the intended benefits? Assesses opportunities to enhance the value proposition and increases the efficiencies of the provided IT infrastructure services

About Booz Allen

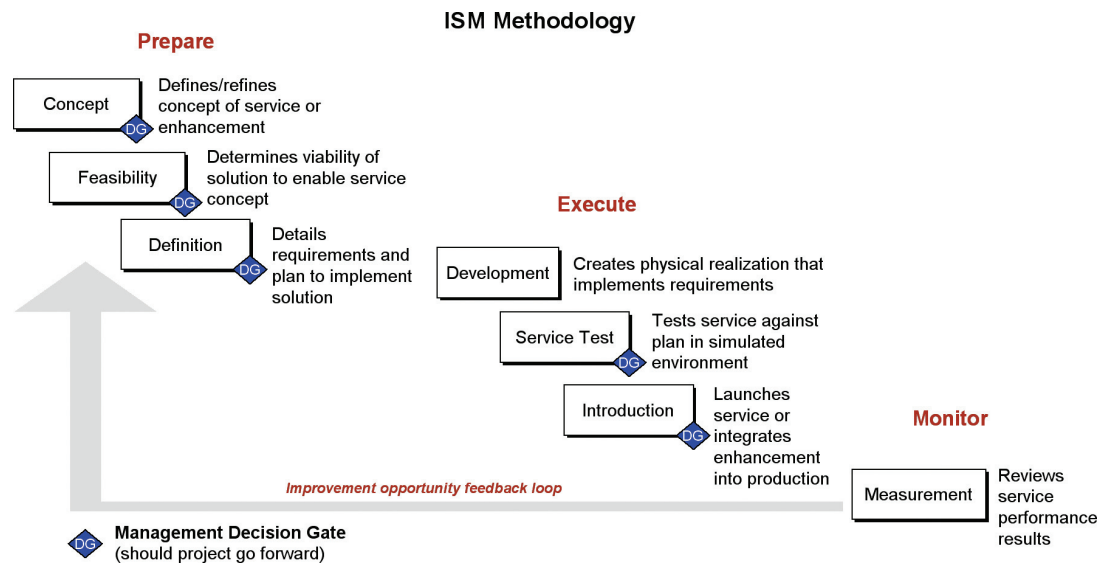
Booz Allen Hamilton has been at the forefront of management consulting for businesses and governments for 90 years. Booz Allen, a global strategy and technology consulting firm, works with clients to deliver results that endure.

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Booz Allen's ISM Services

Booz Allen leverages ISM to help clients manage the full IT consolidation life cycle while facilitating necessary cultural changes and maximizing end-user satisfaction. We accomplish this by integrating the required cross-functional expertise, including business analysis, engineering, and technical expertise. ISM implementation will help you:

- **Stimulate continuous improvement** by removing operational inefficiencies and avoiding initiation of projects that are not business driven.
- **Promote industry best practices** by applying the IT Services Capability Maturity Model to measure operational efficiencies, the IT Infrastructure Library to drive functional capability building, and the ANSI/EIA-748A-compliant Earned Value Management System, in conjunction with PMBOK®, to guide execution of critical project management activities and aid in risk management/mitigation.
- **Enhance the customer experience** by collecting and analyzing direct customer feedback to identify projects that will improve overall customer support or upgrade existing services and features to meet emerging business needs.

Our tailored, client-focused support helps our clients get the maximum benefit from the ISM methodology for their organization and environment. We will work with your end users/customers, IT operations staff, and senior management to implement the required technology infrastructure and improve the effectiveness of your management processes.