



Information Technology (IT) Support

Process-driven Excellence—ISO, ITIL, SEI CMMI, & Microsoft Operation Framework

www.gaits.com



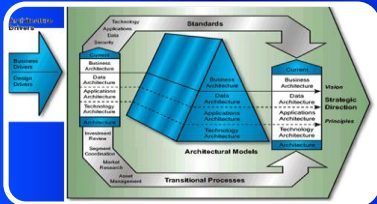
Local Area Network (LAN) Support

- Low-risk design and installation
- Maintenance and performance analysis to maximize Return on Investment (ROI)
- Asset and configuration management to minimize Total Cost of Ownership (TCO)
- User and maintenance personnel training to support organizational change management



Wide Area Network (WAN) Support

- Design to secure data and IT assets
- Low-impact WAN implementation
- Troubleshooting and performance tuning focused on maximizing user productivity
- Analyze and recommend solutions to reduce Total Cost of Ownership



Enterprise Architecture (EA)

- Align Business, Data, and Application architectures
- Technology and security architecture
- Capital Planning and Investment Control (CPIC) support
- Support migration to Federal Enterprise Architecture Framework (FEAF) or Department of Defense Architecture Framework (DoDAF)



Help Desk

- Tier 1, 2, and 3 support for geographically dispersed IT users at all levels, including VIPs
- Timely and effective incident and problem management, documentation, resolution, and reporting
- Self-service Web portals to drive down Operations and Maintenance (O&M) costs and increase productivity
- Software distribution and license management
- Apply Help Desk Institute (HDI) best practices



Documented Processes are Essential to Improving IT Services Delivery and Management



The ITIL Framework provides an effective foundation for quality IT service management

- Provides a single, definable, repeatable, and scalable documented framework for IT best practices that flows across the IT organization
- Clearly identifies roles and responsibilities for IT service management
- Supports reducing IT costs and justifying the cost of IT quality
- Supports ability of IT to measure and improve internal performance and service provisioning
- Defines IT and terms of services rather than systems
- Supports improvement of user productivity
- Improves communication and information flows between IT and organization business departments
- Provides a framework for IT to support regulatory challenges
- Improves ability of IT to adjust as business opportunities and challenges when presented
- Improves relationship of IT with the business—builds trust