

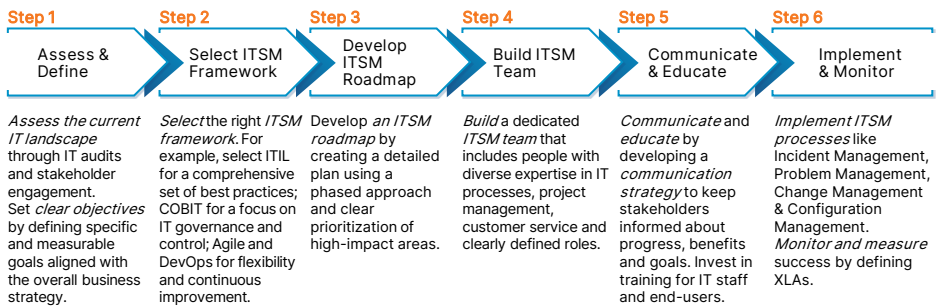
IT SERVICE MANAGEMENT (ITSM)

ITSM implementation is a complex process that requires careful planning, stakeholder engagement, and ongoing optimization. When executed effectively, it can significantly improve IT service delivery, increase efficiency, and reduce costs.

However, agencies often encounter several common pitfalls during implementation. These include insufficient support from management, unclear ITSM objectives that don't align with business goals, lack of proper planning and communication, technical complexity and integration issues, and inadequate change management processes.

Unparalleled Insights, Knowledge & Performance

To avoid these pitfalls, Tyto's proven ITSM implementation methodology enables agency implementation success by securing buy-in from senior leadership and setting specific and measurable objectives, investing in comprehensive training, and establishing effective change management practices.



“This is the first IT Service Management platform we've implemented that everyone loves to use.”

For decades, IT service contracts have been governed by **Service Level Agreements (SLAs)**, which focus on technical metrics such as system uptime, response times, and service availability. While these metrics are important for ensuring basic operational performance, they often fail to account for the user experience or mission-specific outcomes that agencies require in their unique environment.

By contrast, **Experience Level Agreements (XLAs)** enhance the focus toward user satisfaction and mission outcomes, emphasizing how IT services impact the end-user experience and, ultimately, the success of the agency mission. XLAs are evaluated based on: user centered metrics, mission relevance and ease-of-use.

Approach Pillars

Mission ITSM Agility Pillar: As IT service demands grow in complexity, the need for Mission ITSM Agility becomes more pressing. In our experience, combining agile methodologies with experience-driven IT governance ensures services are delivered in a rapid, responsive, and mission-aligned manner.

Process Pillar: We suggest combining ITIL with CMMI, COBIT, and DevOps to efficiently support the digital transformation of ITSM-based IT service maps.

Collaboration Pillar: ITIL with DevOps leads to higher efficiency and improved results in digital operating models.

Integration Pillar: For ITIL based ITSM agencies, we improve their implemented processes by utilizing agile methods like SCRUM or by applying selected concepts out of the DevOps approach.

User Experience Pillar: Combining Service Level Agreements to Experience Level Agreements offer several advantages: enhanced user experience, mission alignment, improved collaboration & cost optimization.

By contrast, **Experience Level Agreements (XLAs)** enhance the focus toward user satisfaction and mission outcomes, emphasizing how IT services impact the end-user experience and, ultimately, the success of the agency mission. XLAs are evaluated based on user centered metrics, mission relevance, and ease-of-use.

ITSM & ITIL Alignment

Aligning ITSM with the ITIL framework offers several advantages to agencies. Some key benefits include:

1. **Standardization and Consistency**
2. **Improved Efficiency & Resource Optimization**
3. **Enhanced Customer Satisfaction**
4. **Agility & Flexibility**
5. **Risk Management and Reliability**
6. **Cost Transparency and Control**
7. **Continuous Improvement**

By focusing on these areas, agencies can effectively measure the success of ITIL implementation, demonstrating value and driving continuous improvement in IT service management. When addressing ITSM challenges, selecting the right tools is also crucial for achieving optimal performance and alignment with business objectives.

Proven Experience with Multiple ITSM Vendors

Tyto's ServiceNow experts bring a comprehensive understanding of automation, workflow management, and integration capabilities, allowing organizations to align IT services with business objectives seamlessly. Their ability to leverage ServiceNow's robust features—such as incident, problem, change management, and IT asset management—enhances operational efficiency and drives digital transformation.

In addition, our BMC Remedy (now BMC Helix) team excels in managing complex IT environments, particularly in large-scale enterprises. They are adept at utilizing Remedy's powerful ITIL-aligned modules and automation features, ensuring seamless integration, minimizing downtime, and maintaining service continuity. Together, these skills reflect a deep commitment to optimizing IT operations, enhancing service delivery, and driving success for our federal agency customers.

Our Definition of Success For Your Agency

A successful ITSM implementation adopts a more agile, experience-driven approach. Mission ITSM Agility—coupled with a combination of SLAs and XLAs—provides a flexible, scalable, and mission-aligned framework that ensures IT services are responsive to the needs of end-users and partners alike. By prioritizing user experience and mission outcomes, agencies can optimize IT service delivery, enhance collaboration with its diverse stakeholders, and ensure that its IT infrastructure supports the success of its mission in a cost-effective manner.

About Tyto Athene

Tyto Athene delivers mission-focused solutions that keep critical missions future-focused and future-ready. We utilize adaptive architecture and continuous integration to secure essential data, so our clients can make informed decisions, create decisive advantages, and drive dominance. We do more than solve the needs of now, we deploy what's next.

Implementation

Tyto implemented US Marine Corps ITSM platform is routinely used by more than **3,000 super users** supporting more than **300,000** customers on military bases, posts, and installations around the world.

Agencies Supported:

- US Marine Corps
- US Army
- US Air Force
- Defense Acquisition University
- Dept. Of Energy
- Defense Information System Agency
- Marine Corps Systems Command

For more information, please contact us via email: ITSM@gotyto.com

