



**COSMOTRONIKS LLC**

Technology | Consulting

# IT Service Management

COSMOTRONIKS LLC

# Disclaimer

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## 1. OVERVIEW

Cosmotroniks LLC is a recognized leader in enabling the IT Organization with process guidance across all life cycles of a service. We support our clients through the basic transition and operations processes like request, incident, change, release, knowledge, and problem management, as well as with the processes that have traditionally been considered more difficult to implement like capacity management, demand management, service level management, and availability management.

Cosmotroniks LLC key focus is on simplifying what we believe to be the core of good service management—configuration management and the Configuration Management Database (CMDB). At the heart of configuration management is the service. Most people focus on “controlling configuration items” when it comes to the process. We believe that the true value of the process is in enabling the CMDB to be an effective supporter of the service. An effective CMDB can help you build your services, understand them, explain them to your customers, and even improve them. A CMDB can go through levels of maturity based on your IT’s level of maturity. Our approach is to match the strategic goals of your IT with your CMDB to enable those goals.

Cosmotroniks LLC has been serving the IT Service Management (ITSM) market and has worked with leading clients in all industries to support their ITSM solutions. Our team is recognized for the following:

- Dedicated ITSM practice model based on industry leading practices and significant implementation experience.
- Established methodology carefully crafted from industry leading practices with an extensive library of techniques, tools, and templates across the process, organization, technology, and facilities work streams

- Thought leadership through continuous R&D, producing next-generation solutions
- Independent knowledge of and access to software vendors through strongly developed alliances with market leaders
- Established track record of successfully “operationalizing” ITIL-based Service Management solutions across all industries, including service providers.

## 2. SOLUTION OFFERING

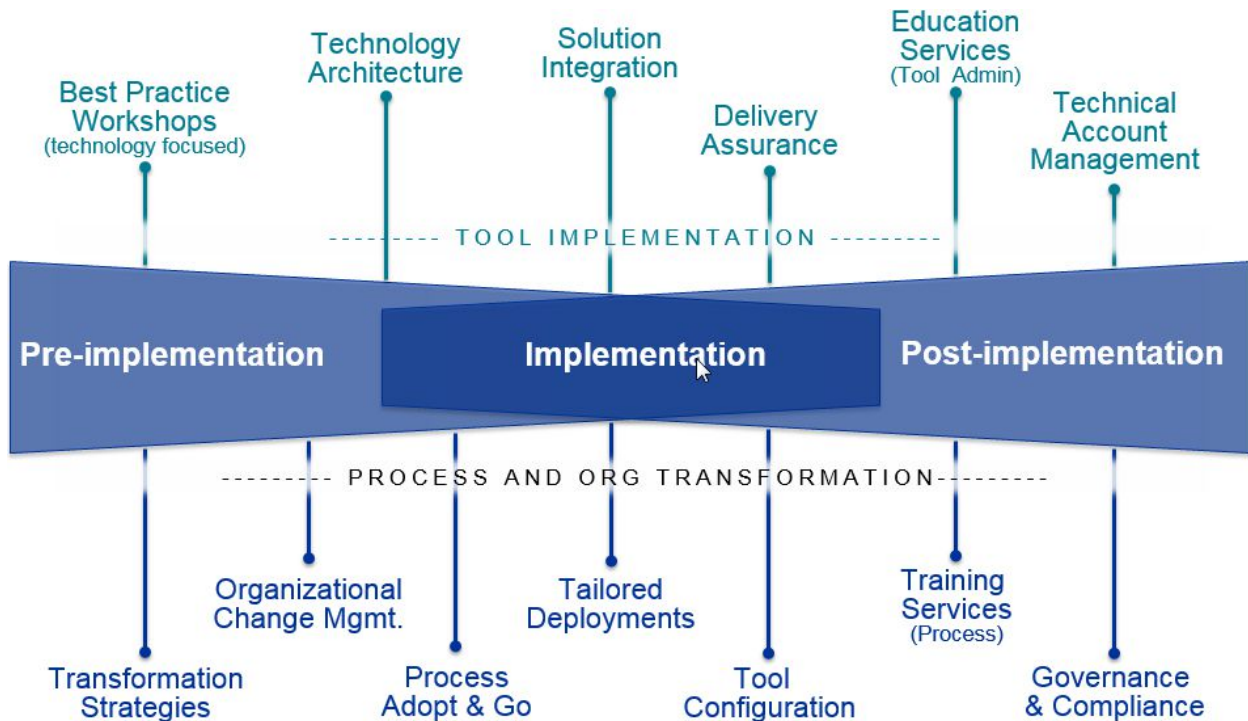
Cosmotroniks LLC services for the ServiceNow Platform include:

- Creating an effective strategy and roadmap to move from a legacy ITSM solution to ServiceNow
- Performing a gap analysis between the current and to-be solution
- Enabling design of a strong CMDB with an effective configuration management process
- Defining and providing workflow requirements for ServiceNow development teams based on client business needs
- Assisting with ITSM process design, validation, and deployment using our ITIL-based process packs to enable quicker speed to value
- Creating and documenting process flows, work instructions, SOPs, guidelines, and other collateral for ITSM processes
- Providing implementation support including project management, tool, process, and role-based testing, training, and command center support
- Evaluating and assisting with defining client and client’s third-party service provider’s contractual and Service Level Management requirements, and corresponding reporting needs.
- Building an internal business application service offering including service definition, SLAs, development processes, cost models, and marketing materials

- ServiceNow's Business Application platform readiness for planning and governance design helps in legacy application rationalization and planning and execution services
- Application solution planning, design and implementation
- Project oversight and governance
- System testing services to support deployment or release readiness review
- Organizational change management and training services.



### 3. SERVICE INTEGRATION – IMPLEMENTATION TRENDS – AGILE APPROACH



### 4. OUR APPROACH

Cosmotroniks LLC delivery approach focuses on key aspects as needed to plan and implement comprehensive technology services capabilities, including Services, Controls, Processes, Organization, Technology and Finance. The depth into each dimension will vary based on the scope of the transformation.

#### 1. STRATEGY

The strategy phase involves the development of strategic actions to gain an advantage in business and technology efforts. The application of a consistent framework is necessary for subsequent phases.

## 2. REQUIREMENTS and DESIGN

The requirements and design phases define the detailed requirements, priorities, and scope of the engagement. These phases are critical to reducing risk and ensuring project completeness.

## 3. BUILD

The build phase executes the development and customization of the solution. This phase also involves the majority of preparation activities for implementation.

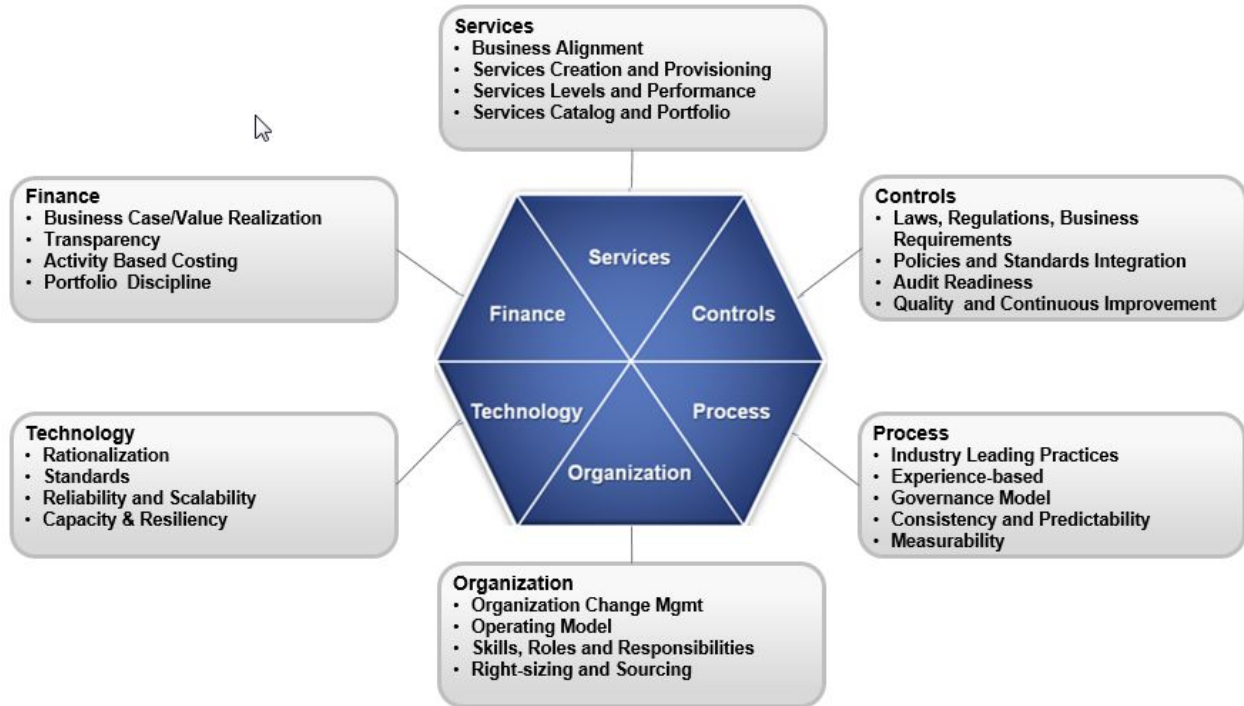
## 4. IMPLEMENT

The implement phase delivers the business solution and supports the associated transition activities. This phase also requires additional planning to ensure the continuity of all business operations.

## 5. OPERATE

The operate phase delivers the solution and includes post-implementation activities. This phase also consists of identifying future improvements and providing on-going support.





Our approach is to understand your current capability constraints, work with you to develop a viable end state capability definition, and then develop a realistic approach to attain the end state. By understanding and agreeing on the current and target states, we are then in a well-founded position to develop and make a viable business case to justify the cost and effort to execute the development and implementation effort to achieve the end state.



Establish a baseline of the client's existing IT Operational capability	Define an industry practices based end state capability to meet the client's Operational goals	Recommendations to address the IT Operational Gap based on the prior defined baseline and target state	Define an action-able series of IT capability stages to attain the desired end state	Develop a cost benefit analysis to support the requirements to close the gaps	Define plateaus to realize the "Target State" and develop a high-level Transition Plan
<b>Current State Report</b> <ul style="list-style-type: none"> <li>• Operating Model</li> <li>• Processes</li> <li>• Technology</li> <li>• Organization</li> <li>• IT Controls &amp; Standards</li> <li>• Facilities</li> </ul>	<b>Tech Alternatives Rpt</b> <ul style="list-style-type: none"> <li>• Business Requirements</li> <li>• Process Architecture</li> <li>• Tool Architecture</li> <li>• Organizational Model &amp; Support Requirements</li> <li>• Operating Model</li> </ul>	<b>Assessment Report</b> <ul style="list-style-type: none"> <li>• Operating Model</li> <li>• Processes</li> <li>• Technology</li> <li>• Organization</li> <li>• IT Controls &amp; Standards</li> <li>• Facilities</li> </ul>	<b>Strategy Report</b> <ul style="list-style-type: none"> <li>• Scope</li> <li>• Capability Definitions</li> <li>• Approach</li> <li>• High Level Implementation Roadmap</li> </ul>	<b>Business Case</b> <ul style="list-style-type: none"> <li>• Scope</li> <li>• GAP Addressed</li> <li>• Requirements</li> <li>• Benefits</li> <li>• Deliverables</li> <li>• Risk Analysis</li> <li>• Value / ROI</li> </ul>	<b>Implementation Plan</b> <ul style="list-style-type: none"> <li>• Dependencies</li> <li>• Timeline/Resources</li> <li>• Task to Deliverable Mapping</li> <li>• Milestones</li> <li>• Implementation Dates</li> </ul>

## 5. BUSINESS SERVICE APPLICATIONS

Extending your ServiceNow platform to business service applications beyond IT, such as HR, procurement, or R&D, presents a host of new opportunities for organizations. Easy-to-use form and workflow-driven applications can be deployed quickly and without the need to source, procure, or prepare a new environment.

New applications on ServiceNow can:

- Leverage your existing instance and foundational data such as locations, users, and the information from any other application already deployed in ServiceNow
- Deploy quickly with a relatively small amount of development and configuration effort
- Develop a prototype quickly to demonstrate functionality to stakeholders

Challenges presented to organizations:

- How to transition an IT Service Management (ITSM)-focused platform to one applicable to a broader business audience
- How to best enforce governance on a new instance of the platform
- How to continuously improve your ITSM platform applications while making room for and planning to support new business applications
- How to identify new applications as candidates for the ServiceNow platform
- How to manage groups of developers working in the same development environment

ServiceNow offers a feature rich platform for rapidly building business applications. Current customers can learn from others' challenges and successes building business applications along with their own. This benefit combined with the implementation team's inherent IT operation knowledge can offer a smooth transition to a steady state after an organization goes live. And learning to leverage IT operational information allows organizations to better plan and run business applications.

## 6. COSMOTRONIKS LLC – SERVICE OFFERING

Whether your organization is starting fresh on an ITSM tool/technology adoption upgrading from spreadsheets/local databases, or retaining an existing ITSM tool (such as Lotus Notes, BMC Remedy, CA Service Management, etc.), we will develop a custom ServiceNow Strategic Roadmap to guide you through the process.

The roadmap addresses four factors of a successful adoption: business process, service workflows, and organization structure and technology environment. By measuring the current state and analyzing the desired state, we help clients assemble a pragmatic service adoption roadmap for ITSM as well as other service management areas in an enterprise, including HR, finance, marketing and field service.

The roadmap leverages the core principles of the StartNow methodology of ServiceNow complemented by Cosmotroniks LLC proven field experience. The roadmap consists of a financial business case, return on investment, total cost of ownership, project scope, charter, and execution schedule within a measurement-driven progress tracking framework. This complete package guides your integration from start to finish.

### 6.1 Staffing Services

At Cosmotroniks LLC, our comprehensive staffing services is designed to provide you access with deep ServiceNow expertise in a targeted, accurate, effective and flexible manner. Cosmotroniks LLC can provide you with certified ServiceNow professionals you need to meet your deadlines and grow your business. Our ServiceNow professionals include:

- Project Managers
- Solution Architects

- Administrators
- Developers
- Business Analysts

Each ServiceNow professional is highly proficient in their domain-specific skills and a deep understanding of ITIL, SDLC and ServiceNow product knowledge. We bring a certain rigor to our talent identification process that leverages from our decades of experience in the Service Management domain to assess and ascertain both hard-fit parameters like certifications, technology skills and expertise along with soft-fit parameters like customer culture-fit, communication and thought leadership.

## 6.2 Flexible Engagement Models

- Staff Augmentation (Contract)
- Implementation Services

The ServiceNow professionals that Cosmotroniks LLC provides are grounded in foundational capabilities of consulting, system integration, and IT management. Cosmotroniks LLC relies on a deep pool of certified ServiceNow and ITIL professionals who can handle any help desk development or support requirement.

## 6.3 Maintenance & Support

After implementing ServiceNow in the Cloud, most organizations require additional assistance with certain minimal maintenance and support activities, such as system administration, monitoring, report development, analytics, integration points, new business processes, workflows, etc. Cosmotroniks LLC offers the services of ServiceNow System Administrators, ServiceNow Implementation Consultants, and ServiceNow Developers to augment your team for these activities. Cosmotroniks LLC offers several engagement models to work within your budget and maximize the value of the services.

### 6.3.1 Fractional Services

Our Fractional Services model allows clients to benefit from our team of certified ServiceNow professionals without having to pay a full time employee. Under this model, you hire Cosmotroniks LLC for a minimum of 50 hours per month on a remote working basis. This helps optimize your allocated budget.

### 6.3.2 Outsourcing

Cosmotroniks LLC can take complete responsibility for delivering ServiceNow maintenance and support services, which allows your IT staff to focus on your core business applications. Our costs are typically lower because our consultants have multiple ServiceNow related skills, such as system administration, implementation, integration and development. We can keep the team size small and pass on the savings to clients.

### 6.3.3 Time and Materials

This is a “traditional” staffing model in which clients hire a Cosmotroniks LLC professional on a contract basis and manage the consultant’s activity directly. Our consultants can work on-site or remotely, as per your requirement.