

ITSM Services

Aligning Business Goals with ITSM

SDI Presence (SDI) Information Technology Service Management (ITSM) services help organizations to:

- Continuously improve, align, and integrate IT services with their business needs,
- Improve service experiences
- Increase economic value
- Enhance the efficiency and effectiveness of services
- Enable organizational adoption of service evolutions and transformations.

We leverage industry best practices to transform ITSM with minimal disruption for our customers while operating and managing disruption in an agile fashion to support current operations and future operations.

SDI's ITSM Center of Excellence (COE) encompasses key ITIL practice areas and leverages proven Prosci methodologies. Our services offer organizations an end-to-end comprehensive ITSM service value chain solution to meet organizational needs. Our ITSM Center of Excellence (COE) practice is based on the utilization of industry best practices such as ITIL, IT4IT, COBIT, ISO2000, Project Management, and Organizational Change Management. Our practice approach helps organizations with a more efficient, effective, and economical adoption of ITSM resulting in overall improved decision-making, quality, and performance of IT Services.

SDI Client Highlights

ITSM Professional Consulting Services

SDI Conducted an ITSM assessment including a technology health check for a major government organization resulting in significant process and technology improvements to support organizational efficiency and improve business services to users.

ITSM Advisory, Professional Consulting, Technology Services, Solution Adoption, and Managed Services

SDI conducted advisory services to help prioritize ITSM investments, followed by assessments of ITSM practices and technology, delivered educational training, and solution adoption communication strategy, and managed the service desk for a large city in the Midwest.

ITSM for Cyber-Resilience

SDI conducted professional services and adoption services for a major municipality to create their Cyber-Resilience policy, procedures, and work instructions. This resulted in an improved formal approach for the organization to address gaps in capabilities and overall operational improvements.

The breadth of SDI ITSM COE services addresses all ITIL practice areas. In addition, it addresses utilizing ITSM best practices for Cloud services, Cyber-Resilience services, Business Continuity, Disaster Recovery Services, Asset Management, etc. ITSM supports all Service Management initiatives.

SDI Overview

SDI Presence LLC (SDI) is an IT consultancy and managed services provider (MSP) that leverages its strong team presence to advance our clients to a secure digital enterprise. With a 20-year corporate resume, SDI delivers strategic managed services, IT consulting, and cloud solutions to optimize our clients' technology environments. SDI's portfolio of clients includes some of the nation's largest airports, utilities, commercial real estate portfolios, and government agencies.

ITSM Services



SDI Advisory Services for the creation of high-level prioritized roadmaps to support strategy, project, and operational needs including ITSM strategic planning and specific needs relative to any ITSM practice, ITSM service desk, and/or other advisory areas. Subsequent ITSM practice assessments are typically followed by the execution of these strategic plans.

SDI ITSM Professional Consulting Services includes health checks, maturity assessments, digital transformation consulting, and other consulting services. We offer detailed views into ITSM areas for the development of detailed roadmaps, an understanding of ITSM constraints, and how to overcome them with key performance measurements, goal obtainment, and continuous improvement

SDI ITSM Technology Services support the organization's ITSM implementation needs for developing application integrations or for specific customizations or configurations needed for success with a variety of ITSM solutions, including our primary focus, ServiceNow.

SDI ITSM Adoption Services support organizational change management needs, educational workshops, and formal practice, process, procedure, and instructional design to provide ITSM decision support and communication plans. SDI uses best practices, such as Prosci, to enable adoption success.

SDI ITSM Managed Services include specialized staff augmentation based on needed ITSM capabilities, such as service desk management and resource allocation.

Meet SDI Presence

- Industry ITSM Experts, trusted advisors, thought leaders, and an ITIL author conducting advisory, assessments with many years of experience.
- Breadth of ITSM offerings supporting customer outcomes from an end-to-end perspective. Highly valued Advisory Services, Professional Consulting Services, Technology Services, Adoption Services, and Managed Service Offerings.
- 25-year corporate resume of designing and running complex, public-facing 24x7 mission-critical IT environments
- Corporate expertise in government and utility systems, operations, cultures, and compliance requirements - with a specialization in legacy IT modernization
- Highly certified, dedicated project teams with deep industry expertise and senior leadership experience
- Proactive SDI ALIGN customer relations team ensures exceptional service and support while identifying areas of future innovation
- Corporate operations oriented to support long-term clients and SDI employee success
- 100+ affiliated employees through SDI's M/W/V/DBE Partner Network, promoting diverse workforce and minority business growth in today's marketplace
- Community involvement, leadership and volunteerism to support diverse organizations such as YearUp, Mercy Home for Boys & Girls, National Latino Education Institute, United Way, Midnight Mission, and more
- Backed by Abry Partners, a Boston-based sector focused private equity firm with \$5B under management and over 30 years of experience in the technology market
- Headquartered in Chicago, with offices in Los Angeles, Sacramento, Anaheim, Atlanta, and Dallas-Fort Worth