

# IT@Work Series: IT Service Management

## Aligning Business With IT For Better Organizational Value

If you're looking to better align business and IT, improve IT service quality, enable higher availability of business critical applications, and/or achieve regulatory compliance while adding business value or scale to accommodate growth, relax. Cognizant's IT Service Management offering allows you to solve these IT challenges, as you free up valuable resources to advance your business goals.

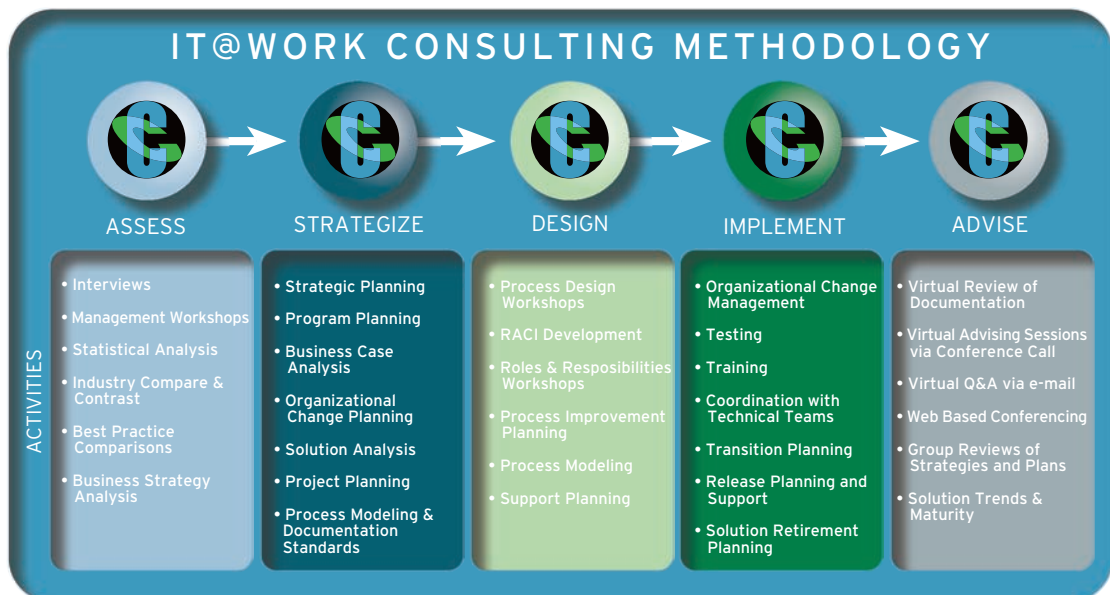
Predicting the exact results you can expect from an ITSM program is difficult enough. However, Cognizant ITSM services consistently delivers customer benefits such as:

- 10% reduction in incident volume (average customer)

- 25% reduction in top impact incident volume (average customer)
- 200% reduction in time spent on audits or more
- 50% reduction in downtime of critical services
- Dependable business data on which to make critical decisions

## Our Methodology Drives Results

Our Consulting Methodology is the cornerstone for delivering consistent customer satisfaction. You can engage us for one or all of these distinct services depending on your needs. We also offer virtual consulting, which eliminates the need for local augmentation resources and expense.



## Cognizant ITSM Scope of Service

- Event Management
- Request Management
- Service Catalog Management
- Incident Management
- Problem Management
- Knowledge Management
- Change Management
- Configuration Management
- Release Management
- Capacity Management
- Availability Management
- Service Level Management
- IT Service Continuity Management
- Supplier Management

## Cognizant Process Model

Our best practice implementation starter kit supports more than 20 core IT processes at no additional cost. This offering allows you to shift your attention to process improvement risk areas, such as management commitment and cultural adoption, rather than spending time on policy and process design.

The model, available at no charge, offers valuable guidance on how to govern, manage, control, operate and secure your IT function. It was designed for product neutrality, simplifying alignment with heterogeneous toolsets - a reality in most organizations.

## About Cognizant's IT Infrastructure Services

Cognizant's IT IS line of business offers a comprehensive portfolio of managed services and consulting offerings that span enterprise computing, end user computing, infrastructure security, as well as network and convergence services. In a recent Forrester report, "The Forrester Wave™: Global IT Infrastructure Outsourcing, Q1 2009," Cognizant was ranked in the "Leaders" category.

## Start Today

In a time when companies are relentlessly pushing to compete better, move faster, and fight harder, Cognizant is the global technology partner with a single-minded passion: Dedicating our systems expertise, industry intelligence and global resources to make your business stronger.

## Features

### Cognizant's Process Model offers:

- A foundation based on extensive IT process improvement consulting engagements with Fortune 1000 companies
- Integral tools for compliance auditors
- Leverage for various IT frameworks and standards, including ISO/IEC 20000, ITIL, IBPL, ITGI, PMI, ISO 27001, COBIT and BPMN
- Policy levels for each process that details benefits, controls, goals, metrics, policies, roles and specifications
- Process diagrams and physical flow charts
- Detailed work instructions for cultural transformation

## PathFinder Enablement Model

PathFinder is our process-to-technology enablement model that provides IT process and best practices starter content in an easy-to-use, full-featured Web application. The scaleable model includes content for all ISO 20000 practices, ITIL processes and Asset and Governance. Our vendor-agnostic architecture makes alignment with mixed toolsets easy to use.

### Pathfinder enables:

- Tasks for designing an IT process
- Confirmation that a process has been validated in the industry
- Increased effectiveness of a current process design
- Assistance with the cultural adoption of an IT process
- Meeting compliance regulations

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