



## Process Management

### **Change Management**

A process to control how changes are introduced in the IT environment, who can sponsor a change and how a change is evaluated and put into production.

### **Problem Management**

We advise on how to control, isolate, identify and resolve all problems within the IT organization.

### **Service Level Management**

We will help you monitor your quality of service; comparing performance with expectations and establishing contracts that lead to new levels of performance.

### **IT Metrics**

We will present your company with comprehensive details on Cost, Quality, Performance, Responsiveness and Customer Satisfaction for all levels of IT.