



# IT OPERATIONS AND BUSINESS INTEGRATION

SAIC's IT Operations and Business Integration suite of services eliminates agencies' pain points in adopting transformative technologies, enables their IT budgets to focus on mission objectives, and establishes a flexible architecture to continually modernize and maximize the value from IT services.

The inflexibility of current IT system constructs makes adoption of transformative methods, like DevOps and modern cloud-based architectures exceedingly difficult. Achieving the desired value of IT ecosystems is imperative to sustain business services and address stability and scaling expectations. Our IT Operations and Business Integration services provide government IT with improved stability and an organizational construct that focuses on end-to-end service delivery.

# WE BUILD SOLUTIONS THAT ARE LESS SUSCEPTIBLE TO OBSOLESCENCE, LEADING TO INCREASED ROI ON MODERNIZED SYSTEMS.

We tailor our IT Operations and Business Integration services to address an agency’s cultural and technical challenges. This opens the door for transformative technologies that stabilize IT service and accelerate the delivery speed of enhanced services.

Through these services, our customers benefit from enhanced program agility, predictable costs, improved system integration, and improved security compliance. Our service take our customers from legacy systems to modern solutions.

## Services

- **ITSM Platforms:** Continually optimizes service management platforms for stable performance and efficient workflow management
- **DevOps Process/Practice Management:** Assesses current IT organizational and technical process maturity by identifying and developing plans to mitigate technical and cultural debt
- **IT Asset Management/CMDB/Service Mapping:** Provides business visibility into IT resources through asset management organized in a Configuration Management Database (CMDB) that’s mapped to IT services
- **Service Catalog:** Delivers a customer-centric solution that allows end-users to request and receive IT services
- **IT Business/Financial Management:** Manages IT financial life cycle with analytics, processes, and tools to integrate technical services into IT processes, providing deeper visibility into IT costs, financial performance, and business rule implementation

