

IT Service Strategy Solution

Implement the most effective IT initiatives to better serve your business



As your business evolves and changes, so do the needs for support and service delivery as provided by your IT organization. Windward's IT Service Strategy Solution helps your IT organization understand, plan, and implement IT initiatives that are directly aligned with your business or mission, promote faster adoption of technology, make better use of IT resources, and improve the IT organization's ability to support the business.

We help our clients translate business needs and objectives into clear, planned-for IT initiatives, manage a wide-ranging IT service portfolio, set service objectives with end users, and define and execute a long-term strategy for continual service improvement. By understanding business needs and translating those needs and objectives into direct IT initiatives, your IT organizations will better serve the business overall.

Windward's IT Service Strategy Solution Offerings

Windward's IT Service Strategy Solution offers the following comprehensive set of services:

- **Operational Strategy Development** – Coordinate with IT and other stakeholders in the business to develop a strategy and set priorities for IT operations that best suit business, mission, or client needs.
- **IT/Business Alignment** – Ensure mission objectives are met by creating consistent processes, deriving IT Strategy directly from business goals, and helping to determine priorities for IT Operations.
- **SLA, Metrics, Dashboards, and Reporting** – Determine appropriate levels of service and enable appropriate reporting and visibility to ensure those levels are met or exceeded to support the mission/business.
- **Operational Initiative Management** – Help plan for and transform current IT capabilities to better fit business, mission, or client needs and ensure successful execution of IT initiatives by effectively using resources and technology.
- **Service Portfolio and Catalog Enablement** – Understand and map mission/business needs and strategic goals to create a fully-supported Service Portfolio, including documenting and prioritizing service requirements in a customer-facing Service Catalog of service offerings.
- **Service Performance Management** – Work with organizations to create effective strategies and efficient processes for measuring and tracking IT service outcomes, which can be used to continually improve IT Operations.



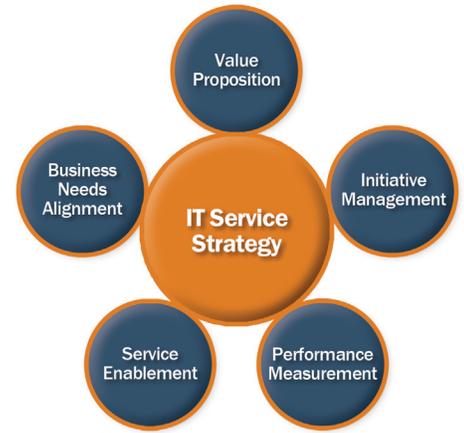
Strategic thinking. Real-world results.

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How Windward helps Clients

- Increasingly, top management recognizes the significant impact that IT can have on the success of the enterprise. Windward can assist your IT Operations team to identify, develop, and deliver services that **directly align with the business mission and use IT resources more cost-effectively.**
- Many organizations are committed to a large number of IT initiatives but suffer from lack of focus and resources, which result in wasted time and poor adoption. By streamlining and standardizing relevant IT processes and identifying business-aligned priorities, Windward helps you better **focus and prioritize IT resources, monitor tasks to ensure completion, and improve IT execution overall.**
- Windward helps you construct well-defined services that can be prioritized and moved through the pipeline. Using best of breed software that documents and publishes services and integrates with order management and provisioning systems, your IT Operations team can **respond easily and quickly to fulfill customer needs.**
- Windward helps you develop **a clear IT strategy with concrete objectives** endorsed by all stakeholders. We work with you to assess your business objectives against the competitive environment, determine current and future technology needs and the associated costs, identify risks and benefits, and evaluate the current capabilities of the IT organization **to formulate an effective and appropriate IT strategy.**
- By putting processes in place to monitor and track performance, Windward provides **increased visibility** that can help you to **build constructive relationships and effective communications** among the business, internal IT groups, and your service providers.



Advance Your IT Agenda with Business Technology Management

Regularly assessing, measuring, documenting, and evaluating processes are critical to a successful Business Technology Management (BTM) strategy. BTM unifies business objectives and technology investments to improve business operations, increase profitability, and reduce risks across the enterprise. Because BTM requires a level of organizational maturity difficult to attain with typical daily pressures and limited resources, IT organizations seek outside expert guidance. Windward is the 'go-to' BTM expert for our clients.

About Windward IT Solutions

Since 1997, Windward IT Solutions has remained at the forefront of BTM and is a trusted partner of Communication Service Providers, Fortune 1000 corporations, and the Federal government that run the world's most sensitive and mission-critical IT environments. With strategic consulting, unparalleled technical expertise and our proven Windward BTM Road Map, we help our clients align the core competencies of process, organization, information, and technology to address business priorities effectively. Windward offers a proven set of technology-independent solutions focused on the three core BTM disciplines — Service Management, Infrastructure Management, and Operations Management — to help our clients plan and deliver high-impact IT services.

Contact Us

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