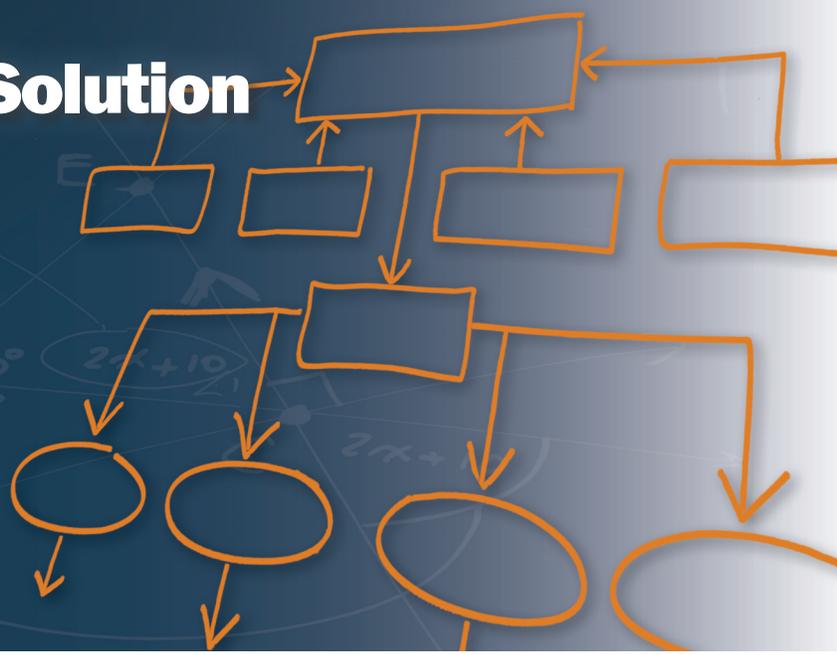


IT Process Alignment Solution

Develop and plan your actions to deliver services that support direct business objectives



IT organizations often find themselves focusing so heavily on reactive ‘fire-fighting’ that they are unable to stop to diagnose the underlying source of a problem. Many times, the process itself is the issue. By defining new processes or aligning existing processes to the business, Windward’s IT Process Alignment Solution empowers IT organizations to interpret and plan actions that more effectively support business objectives and requirements for IT services.

This solution focuses on how IT operations environments have been performing historically and then adopts forward-looking, innovative approaches to better blend IT capabilities with business needs. With this solution, Windward also provides resources with the right balance of certification and real-world experience to identify and apply appropriate, targeted efforts to address IT challenges.

Windward’s IT Process Alignment Solution Offerings

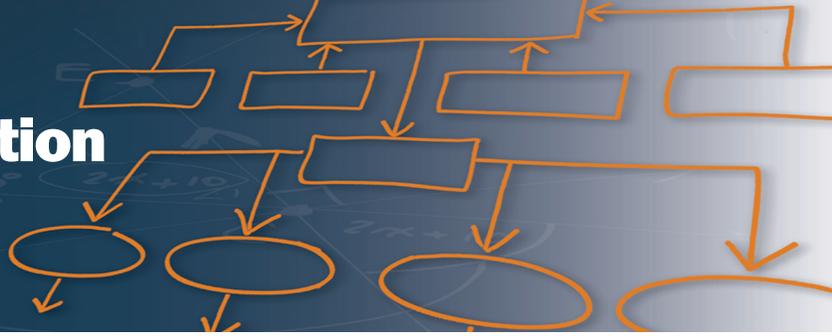
Windward’s IT Process Alignment Solution offers the following comprehensive set of services:

- **IT Service Management/ITIL® Maturity Assessment** – Examines current IT processes and infrastructure in-depth and delivers a comprehensive comparison of your organization’s progress towards adoption of the IT Infrastructure Library (ITIL®) framework.
- **IT Process Assessment** – Provides an intensive, ‘as-is’ assessment of one or more processes in relation to current business objectives and documents all aspects of the targeted processes, grading them against industry or corporate standards including the ITIL Process Maturity Framework (PMF), CobiT, and/or ISO/IEC 20000.
- **Business Process Service Modeling** – Evaluates and recommends an environment for your IT organization to operate most efficiently and effectively based on current business objectives and strategic requirements.
- **Operational Analysis** – Evaluates current operational environments and recommends an operational state for your IT organization to operate most efficiently and effectively.
- **Strategic and Tactical Process Alignment** – Provides a comprehensive plan for re-aligning IT processes to better support the business and can perform the activities necessary to transform your existing processes to meet business requirements.



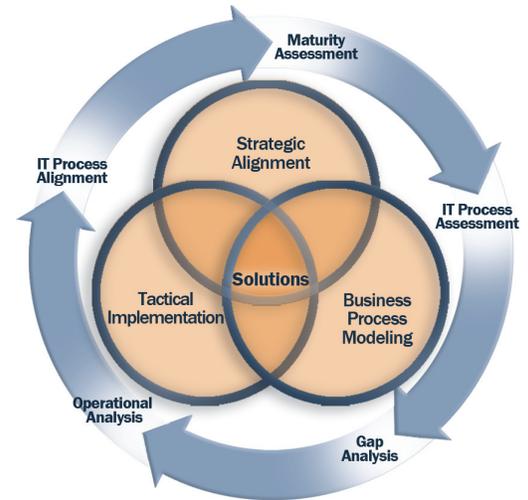
Strategic thinking. Real-world results.

IT Process Alignment Solution



How Windward helps Our Clients

- Organizations often spend significant time determining where to start. Windward helps you determine where to optimize processes first so that you immediately realize **return on investment, cost savings, and optimized service capability**.
- Organizations often have no visibility into their existing processes. Windward helps you to capture existing processes, provide an assessment of where these processes fit in an overall framework, and then implement consistent, repeatable processes with clear ownership and measurable results, which result in **improved service quality and reduced costs**.
- Organizations often have no time to ensure compliance with current industry standards. Windward's expertise helps you to examine current processes and transform your processes to comply with the latest industry framework, for example, ITIL®. This has an added benefit of identifying areas of improvement to help **take your service processes to the next level**.



Advance Your IT Agenda with Business Technology Management

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

Windward IT Solutions

Phone: 877.727.5136 | Email: info@windwardits.com

2300 Corporate Park Drive, Suite 400 | Herndon, Virginia 20171

To learn more visit us on the web at
www.windwardits.com