



## Trinity Solutions

### ITIL Consulting and Project Management

IT services are the backbone of an organization's success and progress. Therefore, it is imperative to have a strategic approach for managing their life cycle in an organization. A clear and persistent understanding of the purpose of existence, alignment with the overall strategy, cost and quality of management are warranted for an IT service to be the enabler of growth. Yet, one often encounters that services are deployed in an ad-hoc manner without being anchored to the long term goals of the organizations. IT executives are constantly recreating processes, tools and knowledge bases required for the management of those services that they are accountable for. They also lack visibility to the current service performance metrics. All these factors often lead to an adverse impact on the overall quality and cost of service.

We, at Trinity solutions have the understanding, experience, and credentials for helping the organizations with IT service management. We work with the organizations to systematically discover and catalog existing service portfolios. We help extract reusable resources as well as repeatable processes and establish them as integral part of the organizational assets and foundations for efficient service development efforts in the future. Processes and technology assessments will be provided for increased service availability. We also assess the alignment of the service management methodology with the industry standards such as ITIL. In conclusion, we strive to effect service revenue and/or cost savings to an IT organization.

Trinity solution professionals are highly experienced in all phases of IT service delivery. They have worked with organizations of all sizes to successfully deploy and manage various flavors of IT services such as internal, managed/outsourced, and professional services. One or more of the below deliverables will be provided to our customers as a result of Trinity solution engagements

- Discovery and cataloging of the existing services
- Discovery and assessment service life cycle processes and technologies
- Service life cycle management templates
- ITIL alignment assessment document
- Executive level whiteboard sessions and other custom requirements.
- IT Project Management

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