



# Service Desk Optimization

## NCI Facts

- We leverage corporate experience and certifications in ISO 20000-1, ITIL, and CMMI to optimize our customers' processes and introduce tailored best practice-based efficiencies.
- We bring partnerships with Federally focused service desk system providers that offer innovative approaches to information technology (IT) service management and help desk.
- We work with customers to develop integrated processes and targeted metrics that identify overall performance and areas for improvement.

As service desk operations continue to become a commoditized core IT service, customers need to be able to implement processes that align specifically with mission requirements and performance goals and are tuned to their organization. NCI provides a unique focus on optimizing service desk capabilities based on our intimate knowledge of our customers' missions, our IT service certifications/assessments, and our partnerships with industry vendors to develop solutions that fit our clients' specific needs.



## Process and Performance Optimization

NCI maintains individual- and corporate-level certifications for directly relevant programs, such as ITIL, ISO 20000-1, and CMMI. This knowledge not only drives our internal corporate policies and processes for IT service management but also allows us to effectively leverage these frameworks to introduce service efficiencies to new and existing customers. We assess in-place service desk procedures using NCI-developed checklists, templates, and questionnaires.

In addition, we develop and enhance performance metrics (even when none are required) to ensure the service desk is focused on providing optimal service to the user community.

## Partnerships with Service Desk Tool Vendors

By working directly with vendors that develop service desk applications, we design solutions that fit the specific needs of our clients. This approach ensures tools fully support customers' missions as opposed to merely "retro-fitting" missions within tools' capabilities. We have implemented hosted and cloud-based systems, highly tailored performance analysis capabilities, and complex process workflows using recognized tools, such as ServiceNow, Remedy, and Microsoft Systems Center.

NCI World Headquarters  
11730 Plaza America Drive | Reston, VA 20190  
Voice: 703.707.6900 | 800.409.5457 | Fax: 703.707.6901



Visit us at [www.nciinc.com](http://www.nciinc.com)