

# PROCESS IMPROVEMENT

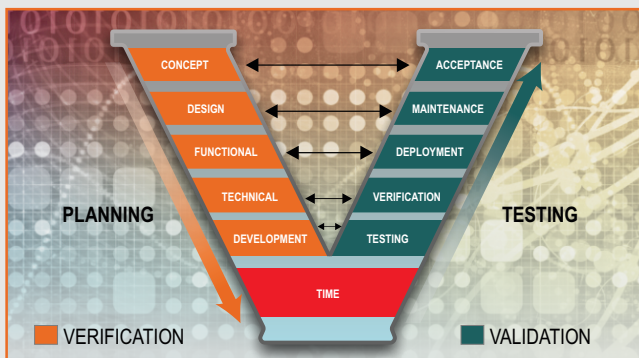


If proper IT planning is half the battle, effective execution is the other half. There is always a risk of anomalies appearing in software development or selecting the wrong deployment options, sabotaging a project and, ultimately, derailing both deliverables and benefits. Problems like these can be hard to see when you're "in the thick" of an IT project and under pressure to deliver on time, within budget and according to specifications.

**Fusion PPT** delivers process improvement capabilities for DoD and federal agencies to prevent, detect and correct these anomalies and keep IT projects on task and budget. **Fusion PPT's** corporate quality certifications, including ISO 9001 and CMMI Level 3 Dev, augmented with our certified ITILv3 experts, form the foundation of our approach. This foundation combined with our realistic understanding of the operational realities within federal agencies helps transform your organization without building complex, bureaucratic processes that impede progress.

## INDEPENDENT VERIFICATION & VALIDATION

Early detection and correction of problems is critical for successful IT projects. **Fusion PPT** provides independent verification and validation (IV&V) services to spot issues as soon as possible in project life cycles and programs and to ensure conformance to performance, schedule and budget. Our thorough, objective analysis is your passkey to improved software development and maintenance processes.



The advantages of our impartial, effective IV&V are numerous. Accelerated program performance, reduced costs, mitigated risks, stakeholder and customer satisfaction and meaningful metrics are just some examples. The independent evaluation by **Fusion PPT** encourages teams to work together to find solutions, rather than arguing about internal differences in points of view. Projects and programs are assessed at the right stages to verify that end-user needs are being met and to validate the value being built for the organization and its stakeholders.

## IT SERVICE MANAGEMENT

Transforming your IT operations requires starting with an accurate assessment of the existing conditions and then building a practical roadmap to your vision for the future. As a leader in IT transformation, Fusion PPT brings about valuable insights, creating mission-focused IT services and maturing your ITSM disciplines.

**Fusion PPT's** approach begins with an ITSM maturity assessment that identifies systemic gaps and deficiencies and results in a roadmap and future vision for ITSM maturity. The roadmap often includes adoption of ITIL principles for enhanced IT service delivery based on our ITSM capability framework. This framework maps the full scope of ITSM processes and defines leading practices for implementation. In addition, we have a number of process design accelerators that provide tested process workflows for rapidly standing up foundational ITIL processes.

