**C3iTSM**

http://www.c3itsm.com/

Services Capabilities

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C3iTSM Capabilities

# Partner Alignment & Domains

Global System Integrators	Platform Architecture	Project/Program Alignment	Domain Focus
Deloitte.	QUALITEST	Stantec	SAP
tcs TATA CONSULTANCY SERVICES	aws	databricks	servicenow
TEKsystems Own change	SAP	workday	Supply Chain
HCLTech	ORACLE		Procurement
CDR Global Inc. TECHNOLOGY MANAGEMENT	Alert Enterprise		Contracts

Supply Chain
     Procurement
     Contracts
HCM
     SuccessFactors
ERP – SAP for Utilities
Service Desk
     Architecture
     Process
     Asset Optimization
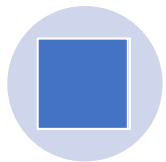GRC – Cyber and Compliance
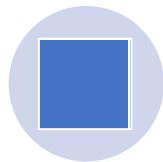
C3iTSM LLC Core Service Offerings
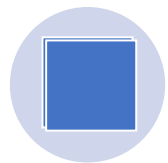
SIAM – Service & Integration Asset Maturity Assessment
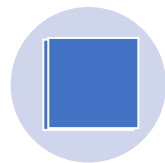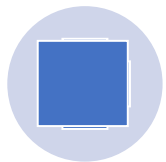
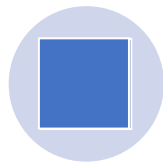**Cyber Security Office Center (SOC)**

SAP for Utilities

Service & Asset Optimization Architecture

Continuous Automation and Testing (Qualitest)

Knowledge Retention and Actionable Information (Scirevance)

SIAM - Service & Integration Asset Maturity Assessment

http://www.c3itsm.com/

Customer Benefits

o Clear Understanding of Current State
o Strategic Alignment
o Gap Identification and Prioritization
o Improved Service Integration Performance
o Roadmap for Continuous Improvement
o Stakeholder Engagement and Alignment
o Informed Tooling and Process Decisions
o Enhanced Governance and Control
o Optimized Supplier Performance
o Supports Change Management

Core IT Service Management

- Existing Domain Landscape

- Personalized and tailored approach

- Dashboard reporting

- Methods - SIAM, ITAM, ITSM, ITAD

- *Experienced Resources*

  - ITIL Foundation Certificate in IT Service Management

  - IAITAM - CHAMP Hardware Asset Management

  - IAITAM – CITAM IT Asset Management

  - Service Integration and Management (SIAM)

Deliverables

Service Architecture for Asset Lifecycles

- High-level overview of findings.

- Summary of current maturity levels across key SIAM domains.

- Key strengths and areas for improvement.

- Strategic recommendations for leadership.

- Assessment based on a defined SIAM maturity model (e.g., 5-level maturity scale: Initial, Repeatable, Defined, Managed, Optimized).

- Visuals such as heat maps, radar charts, and scorecards to depict maturity levels.

- Gap Analysis

- Recommendations & Roadmap

- Maturity Scoring Framework

- **Presentation / or Workshop**

- **Optional Deliverables**

  - **Tooling Assessment:** Evaluation of current tools supporting SIAM and recommendations for improvement.
  - **Change Readiness Assessment:** Analysis of the organization's ability to adopt and embed SIAM practices.
  - **Training and Capability Plan:** Recommendations on upskilling and training needs for SIAM roles.

Cyber Security Security Office Center (SOC)

http://www.c3itsm.com/

Cyber Security We Can Support
- Enhanced Security Architecture / Threat Intelligence
- Operational Resilience and IT integration
- Regulatory Compliance (GRC)
- Cost and Asset Optimization
- Innovation and Competitive Advantage
- Stakeholder Confidence & Alignment with Goals
- Sustainability and Long-Term Value
- GRC – NERC CIP Compliance

Customer Benefit
- Fortified physical and digital defenses
- Safeguard critical infrastructure systems
- Comprehensive understanding of their people, process, and technology
- Continuous alignment of GRC to current regulatory and compliance standards
- Awareness of emerging security threats and trends
- Operational efficiency & competitive positioning
- Capacity to adapt swiftly to evolving threats

Cybersecurity Services
- Advisory services that span the full spectrum of decision-making, from high-level strategic planning to detailed tactical execution
- Evaluation of people, process, & technology
- Well versed in navigating global GRC frameworks
- Creation/modification/alignment of applicable Policy and Procedure
- Comprehensive data governance, classification
- Long Term Support & Maintenance
- Establishing functional teams from corporate leadership to front line operations
- Provide expertise on safeguarding assets, optimizing technological innovation, and ensuring that information systems align
- Access to a diverse and highly skilled team of specialists from around the globe

Deliverables
1. **Cybersecurity (SOC) Maturity Assessment** is a comprehensive evaluation of an organization's cybersecurity capabilities, specifically focusing on its Security Operations Center (SOC).
   - People (Human Resources)
   - Processes (Operational)
   - Technology (Tools and Infrastructure)
   - Governance & Compliance
   - Maturity Models
   - Key Deliverables of the Assessment

2. **Investor-Owned Utilities Company**
   - Risk Assessment and Threat Modeling
   - Governance and Compliance
   - Incident Detection and Response
   - Cybersecurity Architecture and Controls
   - Employee Training and Awareness
   - Third-Party and Supply Chain Security
   - Continuous Monitoring and Reporting
   - Cybersecurity Metrics and KPIs
   - Business Continuity and Resilience Planning
   - Cybersecurity Roadmap and Improvement

3. Other Cyber COE experiences
   - CISO Skills
   - Industry (IOU, DOE, POU)
   - Physical Security
   - IT/OT Integration
   - OT: EMS, SCADA, DMS, DSM, GIS, Enterprise Asset Management, WAM

SAP for Utilities Services

http://www.c3itsm.com/

ERP Systems We Can Support
- SAP Industry Solutions (ISU)
- SAP Ariba
- SAP SuccessFactors
- SAP EAM, ECC, S4/HANA
- Asset Lifecycle Optimization

Customer Benefit

- Enhance and extend life of an ERP systems
- Optimize performance and run-time
- Migrate and consolidate systems and data to improve reporting and performance
- Configuration to support business outcomes
- On-time – ON-BUDGET
- Long Term Support & Maintenance
- **IT/OT Integration**
- GRC – NERC CIP Compliance

Our SAP ERP Services

- **IT** Technology Skills
- Capital Leasing
- EA Integration
- **OT:** EMS, SCADA, DMS, DSM, GIS, Enterprise Asset Management, WAM
- Distributed Generation, Demand Response Management
- Project planning and oversight

Deliverables

1. Metering: Billing, Data Management, Customer Service/CIS (eMeter, Itron, OSISoft, EnergyICT, Aclara, Oracle)
2. AMI/MDM Implementations & Integrations (eMeter, Itron, Silver Spring, Sensus, L&G, GridNet, Elster)
3. Enterprise SCADA & Historian functional requirements, design architecture for bidirectional data transfers (Process Historian, Automation Systems, PLC, ERP, SCM)
4. Business Transformation Services (BPO/ITO/Managed Services)
5. Rapid Development Solution (RDS) - AMI Proof of Concept and rapid deployment & implementations
6. Smart Grid Strategies, Business Case, Architecture, and Implementations
7. Demand Response Monitoring (eMeter Energy Engage, Positive Energy)
8. Field Mobile Services – SAP Mobile Platform, ClickSoftware, GE ServiceMax, MobileReach, Oracle TOA
9. EAM, WAM, predictive analytics, drone video inspections, sub-station CIP assets
10. Service Architecture (ITSM, ITAM, ITIL, ITIL for NERC CIP Compliance)
11. SAP Business Assessment Service for Advance Metering Infrastructure (AMI)

Service & Asset Optimization Architecture

http://www.c3itsm.com/

Customer Benefit

- Asset Management – Discovery and Lifecycle Optimization
- Program/Project Portfolio Management – Multiple Dashboards, Performance Metrics
- IT Cost Management – Financial Management
- Service Catalog – Applications Inventory
- Asset Discovery – Ci's (ServiceNow, SCCM, Flexera)
- CMDB – Data Normalization (BDNA, Blazent)

Core IT Service Management

- Personalized and tailored approach

- Dashboard reporting

- Methods - SIAM, ITAM, ITSM, GRC, SACM

- Certified Resources
    - ITIL Foundation Certificate in IT Service Management
    - IAITAM - CHAMP Hardware Asset Management
    - IAITAM – CITAM IT Asset Management
    - Service Integration and Management (SIAM)

Deliverables

Service Architecture with Multiple Companies (Utilities, Pharmaceuticals, Financial Services)

- Principal Solutions Architect and Asset Process Optimization using Service Asset & Configuration Management (SACM) methodology, IT Governance Risk & Compliance, Vendor Management and Asset Lifecycle Management – Process & Tools Experience.

- ServiceNow® Mobile – Work & Asset Management for Android and iPhone device.

- Vendor Management – Supplier Performance, Scorecards, Quality, GRC

- Performance Analytics, Reporting and Dashboards

- Orchestration – Process & Application Integration

- IT Service & Asset Management Strategy, Solutions Architecture Design and Implementation

Continuous Improvement - Automation and Testing

(https://www.qualitestgroup.com/)

QUALITEST

Customer Benefit

o Program/Project Portfolio
o Quality Assurance (QA)
o Quality Engineering (QE)
o Digital Engineering (DE)
o Functional, Domain specific, Automation, Regression, Localization
o Seasonal Readiness Testing
o Performance, Benchmarking, Cyber security, Accessibility, Usability, Pen testing, Reliability engineering
o Cloud native & migration, Data modernization, Data governance, Big data & Analytics, Service Virtualization
o AI led quality assessment, QA to QE to DE transformation, Lean QA, Cloud governance,

Services & Product

• Industry specific approach

• Ground Truth Data Assurance

• IoT / Phygital Testing (SCADA, PoS)

• Blockchain Assurance

Deliverables

Testing Architecture with Multiple Companies (Cross Industry)

o Platforms - SAP, Oracle, Salesforce, Workday, MS Dynamics, Manhattan, etc.

o AI Rollout, Modeling Optimization & Model Operations

o App Dev, Remediation, App & Infra support, NOC, New/ Custom Product Dev/ Support, Pre-Silicon (VLSI), Product SME/TPO/TPM, Technical Audits

o DevOps, DevSecOps, Application Release Management, Continuous testing

Knowledge Retention and Actionable Information

https://scirevance.com/

⊗ Scirevance

Customer Benefit

o Consolidate siloed information
o Create compelling narratives
o Preserve and retain essential knowledge
o Make critical decisions with enhanced clarity
o Mitigate risks effectively through improved collaboration and visual insights
o **Data Normalization**

Outcomes & Services

- Analyze Unstructured Data
- Untangle complex patterns
- Untap hidden relationships
- Draw fresh perspectives
- Understand context and chronologies
- Make better decisions

Deliverables

Advance your ability to provide actionable knowledge with Scirevance

o Integrated Knowledge Repository
o Interactive Knowledge Visualizations
o Collaborative Knowledge Workspaces
o Narrative Building Assistance
o Adaptive Knowledge Scalability
o Secure Knowledge Management
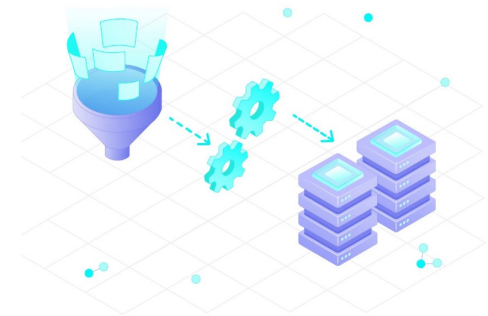
Thank You

We Hope You Had a Couple Take Aways

1. System Integrator

2. Senior and Experienced Team to Exceed Expectations

3. Focused Solution Offerings Tailored to Our Client's Needs

4. Staffing Approach to Reduce Costs

5. Committed to Helping Our Clients' Achieve Their Business Outcomes