



Managed Services

CAPABILITY OVERVIEW

Using Information Technology Infrastructure Library (ITIL) based methodology, ASRC Federal supports managed services from basic service desk to full lifecycle implementation. Our managed services provide a core framework that improves the overall user experience. ASRC Federal's Tier 1 service desks work closely with Tiers 2 and 3 to ensure user support, while our change management teams ensure systems and environments are documented and in compliance.

Using a tool suite of industry leading IT Service Management (ITSM) software packages including ServiceNow, Maximo and others to provide incident tracking, asset tracking/ Configuration Management Database (CMBD) service catalogs and change management, ASRC Federal's managed services provide program support 24/7 year-round.

PROGRAM SPOTLIGHT

Implementing ITSM and Adopting ServiceNow at FPAC/NRCS

ASRC Federal implemented a new ITIL-based ITSM paradigm at the USDA Farm Production and Conservation (FPAC) Business Center for the Natural Resources Conservation Service (NRCS). In addition to the new framework, ASRC Federal pioneered ServiceNow as the ITSM tool for the NRCS' help desk, adding a self-service portal and chat capability to help communicate with users about IT infrastructure and mission-critical system issues and events. The new system allows ASRC Federal to streamline communications and approvals, enabling our team to resolve help desk tickets in less than 24 hours on average while supporting more than 80 NRCS applications. With ServiceNow, ASRC Federal was able to optimize support processes to accommodate more call volume and applications without increases to cost or staff.

AREAS OF EXPERIENCE

Service Desk

Our service desks are tailored to meet your program needs. Our knowledgeable team members will become experts with your environment and applications in order to support your end users.

Monitoring

We'll work with your program to identify key metrics and then deploy monitoring tools on a system or network level. We'll provide a range of alerts that can be integrated into additional IT service management tools for a more comprehensive view of your systems.

Change Management

Our change management teams can help develop or enhance change control processes. We'll also ensure changes to your environment are tested, approved and tracked in accordance with those processes.

Integrated IT Service Management

ASRC Federal's service desk teams work closely with Tier 2 and 3 support teams to escalate incidents that can't be resolved at Tier 1. We integrate monitoring and tracking tools to provide a centralized view of your environment, making it easier and faster to identify issues and provide end-user support.

KEY CUSTOMERS



CONTACT

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ABOUT US

ASRC Federal's family of companies deliver successful mission outcomes and elevated performance for federal civilian, defense and intelligence agencies while building an enduring enterprise focused on customers, employees, and shareholders.

ASRC Federal offers broad and highly technical expertise in digital operations and IT modernization, software, applications and analytics, engineering solutions, professional services, and infrastructure operations.

As a wholly owned subsidiary of Arctic Slope Regional Corporation, an Alaska Native Corporation, we are inspired by the Iñupiat culture. We embrace **stewardship** and the idea of using every resource effectively; **teamwork** when striving to achieve goals and building a collaborative environment; **integrity** in adhering to high moral principles and professional standards; **high performance** in striving to deliver superior business results and exceptional customer value; and **citizenship** by taking care of our employees, shareholders, and the communities where we work and live.

MARKETS WE SERVE



Space



Defense & Intel



Civilian



National Security



Health

HOW TO GET TO US / CONTRACT VEHICLES

- + Our companies' portfolio of GSA schedules, GWACS and agency-specific contract vehicles enables our customers to procure professional services and technology solutions tailored to their requirements, using a streamlined acquisition approach. Our experienced GWAC Program Management Office (PMO) provides collaborative support and leadership throughout the contract lifecycle.
- + To view our full list of contract vehicles, please visit: www.asrcfederal.com/contract-vehicles