



with ITIL

ITIL Framework

ITIL is a framework for IT Service Management (ITSM) best practices that is being rapidly adopted as an industry standard around the world. ITIL provides the guiding principles required to address the needs of service support and service delivery.

Three key objectives of ITSM are to:

- ❖ Align IT services with current and future needs of the business and its customers
- ❖ Improve the quality of the IT services
- ❖ Reduce the long-term cost of provisioning those services

Provance is Committed to ITIL Best Practices

Provance's IT Services and Asset Management Suite is aligned with ITIL best practices and designed to give businesses the solutions they need to implement the ITSM framework. In addition, Provance is committed to training its client delivery and project management teams on ITIL.

Configuration Management Database (CMDB)

Provance provides all of the essential elements of an ITIL CMDB. Your IT assets and associated services, software, hardware, support, and service level agreements (SLAs) can be maintained in a single CMDB.

Change Management

Provance's Change Management solutions are designed to track incremental change to the IT environment, such as a user location move.

Release Management

Provance facilitates Release Management activities, including repeatable and efficient rollout of hardware and software in a distributed environment. Release Management works closely with the Change Management and Configuration Management processes to ensure that the shared CMDB is kept up-to-date following changes implemented by new releases.

Provance's IT Services and Asset Management Suite

The Provance™ solution is designed specifically to meet the needs of organizations that want to implement an IT service delivery framework.

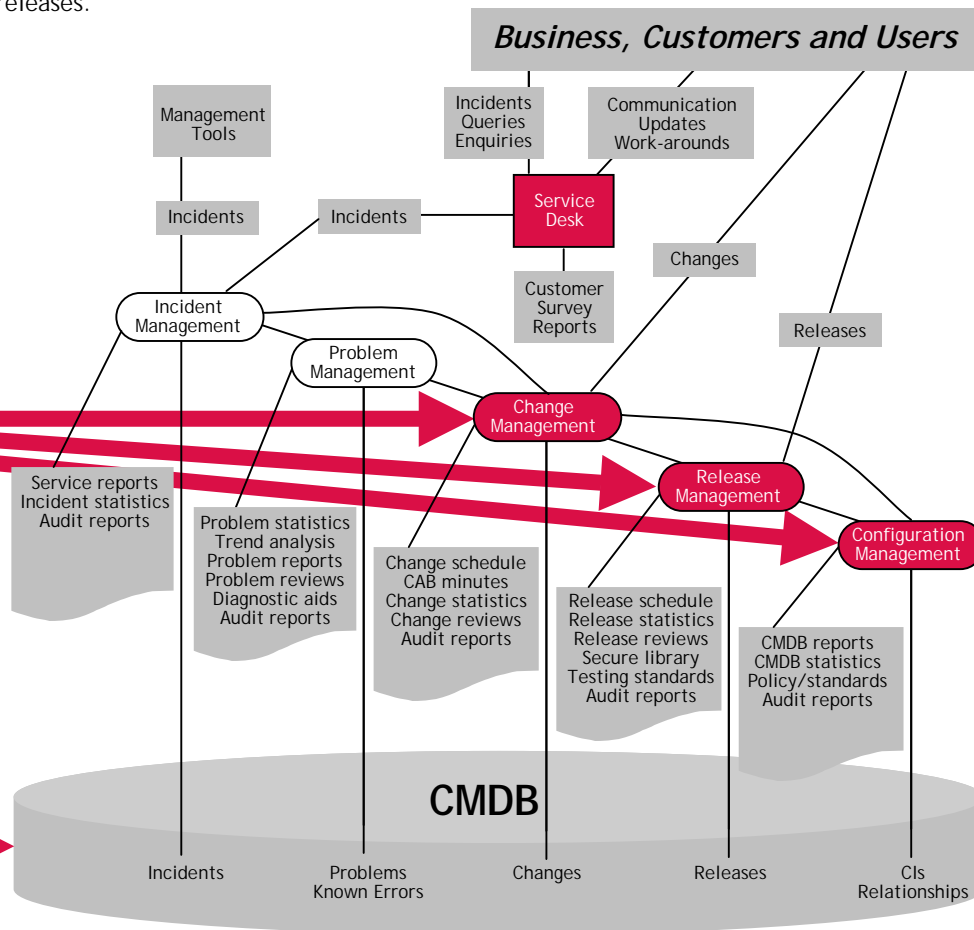
Our solution offers a robust, technology-based approach to managing the IT service requirements of your organization.

The Provance IT services and asset management approach enables customers to align their IT provision process with corporate business goals more effectively.

Creating Value with Provance

Provance has helped organizations like NASA, Lockheed Martin Information Technology and CGI dramatically improve their return on investment in IT assets without sacrificing service level commitments to their end users or customers.

Provance IT Services and Asset Management Suite Alignment





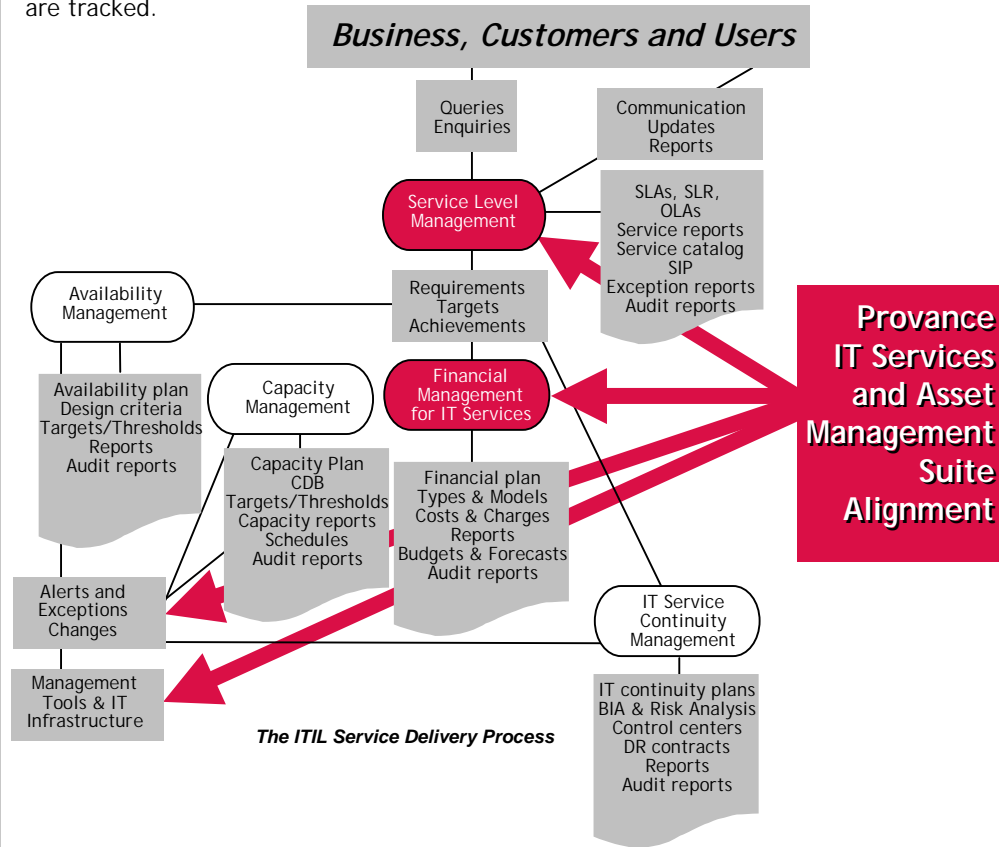
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Financial Management

The Provance IT Services and Asset Management Suite provides seamless financial tracking of IT services costing and end user billing and charge back. Your organization can therefore accurately define, track and control the cost of delivering IT services to its end users, right down to the user or seat level.

Service Level Management

Provance supports the Service Level Management function of ITIL by allowing your IT organization to track IT services and publish their associated Service Level Agreements. As a result, your IT organization has the information it needs to ensure SLA commitments are tracked.



About Provance

Provance is a leading provider of IT services and asset management software that helps Global 2000 companies, government organizations, and IT outsourcers improve visibility into their operations and gain tighter control of their costs, while dramatically improving IT service delivery to their customers. Provance's unique approach to IT infrastructure management enables a utility model that automates request management and the charge back of services to users. Through enterprise integration, Provance helps IT organizations eliminate redundancy and automate business processes while gaining greater visibility so they can accurately predict, easily report on, and manage the total cost of IT services and assets.

Provance is a privately owned, Canadian-based software company founded in 1997 by acknowledged IT management experts in direct response to customer demand for more competent, flexible, and cost-efficient IT services and asset management solutions.

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