

IT Service Management & Help Desk

IT Service Management and Help Desk Support

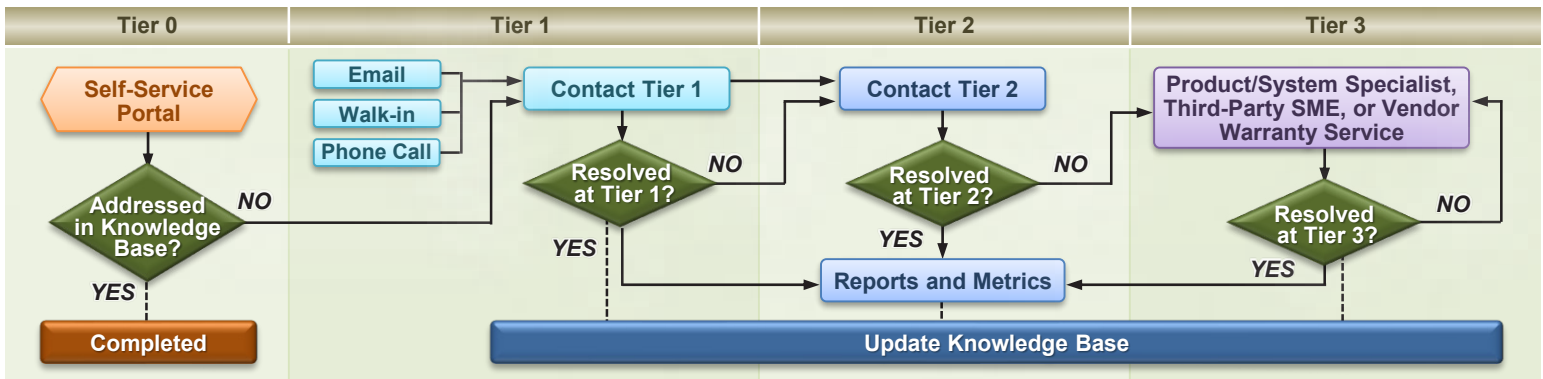
We help enhance user experience by implementing IT Service Management (ITSM) solutions and providing Tiers 1, 2 and 3 helpdesk support for IT and business applications. With over eight years of experience in ITSM and helpdesk support, we have successfully served dozens of federal and commercial clients, including Consumer Product Safety Commission, Treasury Financial Crimes Enforcement Network, Government Accountability Office, Treasury Inspector General for Tax Administration, FM Global, Miami HEAT, Summa Health Systems, Howard University, State of West Virginia Office of Information Technology, and many more. We apply ITIL v3 and Agile principles to develop ITSM processes and solutions and provide helpdesk support meeting or exceeding clients' service level agreements.

IT Service Management (ITSM)

- ❖ Perform assessments of existing ITSM solutions
- ❖ Implement and configure ITSM solutions using best of breed ITSM technology, e.g. Ivanti, BMC, CA and ServiceNow
- ❖ Integrate ITSM solutions with third-party solutions
- ❖ Migrate data from third-party solutions
- ❖ Develop solutions based on IT Asset Management, Endpoint Management, Endpoint Security, Identity Management and Workspace Management

Help Desk

- ❖ Provide Tier 1, Tier 2, and Tier 2 IT and Application Support
- ❖ Assess Service Desk policies and procedures for best practices



Updated 06/2019

About Us

Integral Consulting Services, Inc. (Integral) develops multimodal biometrics solutions, performs all source intelligence analysis, implements IT Service Management (ITSM) solutions, provides IT helpdesk support, develops custom applications, and assists in cybersecurity protection to federal civilian and defense agencies and Intelligence Community. We are committed to helping our clients achieve their mission objectives by providing the highest-quality solutions, backed by our CMMI-DEV/3, CMMI-SVC/3, ISO 9001, ISO 20000 and ISO 27001 certifications.

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