

REPRESENTATIVE USE CASE

ITSM Platform Implementation for Enterprise Service Delivery

Implementation of a modern ITSM platform that standardizes service request fulfillment, incident management, change management, and asset tracking, improving service quality and operational visibility across the enterprise.

PRACTICE

Digital Service Operations & AIOps

CLIENT PROFILE

Federal enterprise IT organization modernizing service management from legacy ticketing systems to a modern ITSM platform with ITIL-aligned processes

Challenge

- Legacy ticketing system with limited workflow automation and reporting capabilities
- Inconsistent service management processes across organizational units
- Limited visibility into service performance metrics, SLA compliance, and backlog trends

Approach

- Design ITIL-aligned service management processes for incident, change, problem, and request fulfillment
- Configure ITSM platform with service catalog, approval workflows, and SLA management
- Implement CMDB and asset management for configuration tracking and impact analysis

- Build executive dashboards for service performance, SLA compliance, and continuous improvement

Typical Outcomes

- Standardized service management processes with automated workflows
- Improved SLA visibility and compliance reporting for leadership
- Reduced resolution times through structured incident and problem management

Procurement Paths

- GSA MAS for ITSM implementation and professional services
- NASA SEWP V and SEWP VI for service management platform licensing

Compare vehicles and ordering steps on **How to buy**.

Partner Technology Examples

- ServiceNow
- Microsoft
- Elastic
- Atlassian

FEATURED PRODUCT

Odin's Edge: For When the Cloud Isn't an Option

Odin's Edge is Norseman's autonomous edge AI platform. It delivers AI inferencing, rugged storage, private 5G, containerized desktops, and ServiceNow ITSM in a single field deployable unit. It is built for DDIL (disconnected, degraded, intermittent, and limited bandwidth) environments.

This is a representative use case. To request a briefing or a quote, contact Norseman Defense Technologies at 410.579.8600 or sales@norseman.com.