

LEIDOS PERFORMANCE MANAGEMENT



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Many government IT programs spend a lot of money reporting their performance against service level agreements (SLAs). SLAs are an excellent way to monitor how well services are being performed, especially services that affect the most critical pieces of an environment and define the level of service customers expect from a supplier, usually through a series of metrics that measure the service, and the remedies or penalties that apply if the agreed-upon service levels are not met.

There is a lot at stake for ensuring compliance with SLAs, in addition to penalties, costs can be significant – as much as \$500,000 on some large programs. What is needed is a more cost-effective way to manage and report on SLAs. This allows organizations to focus on core functions and continuous service improvement efforts.

STANDARD ITSM TOOL PITFALLS

Leidos has found that standard IT Service Management (ITSM) tools like Remedy and ServiceNow have trouble in the following areas, leading to errors, manual work, and additional costs:

- ▶ Customizing the ITSM tool for complex SLAs
- ▶ Integrating outside data required for calculating the SLA— on some programs, 40% or more of SLAs rely on data sources outside the ITSM tool
- ▶ Mis-categorized tickets, which lead to incorrect SLA results, and are difficult to correct

Programs often use just the ITSM tool for SLA management, and on occasion, a second tool for reporting (such as Tableau or PowerBI). The problems above lead to some unexpected costs:

- ▶ Develop complex SLAs in the ITSM tool, leading to customization and unexpected results
- ▶ Create SLA dashboards and detail reports, relying on data not found in the ITSM tool
- ▶ Produce manual reports using Excel, because the ITSM tool cannot produce all the necessary dashboards, or data has to be corrected
- ▶ Additional ITSM maintenance work, due to heavy customization
- ▶ Increase in overtime hours because the program cannot handle change automatically

OUR APPROACH

The Leidos Performance Management solution helps IT programs manage the underlying information needed to produce SLA reports more efficiently and avoid the costly pitfalls of SLA reporting. This frees organizations and their people to focus on core functions and continuous service improvement efforts.

Leidos Performance Management lowers development and operational costs and provides all the functionality needed for the continuous reporting of SLAs. The solution helps programs absorb the previously high costs of reporting and optimizes the entire process. Programs realize cost savings almost immediately through reduced resource, employee, and time costs while enjoying more robust reporting.

OUR CAPABILITIES

Leidos has developed an automated DevOps solution that makes it possible to collect data from every necessary source, and then perform the necessary calculations so that all the SLAs can be reported upon, daily or as needed, transparently and efficiently.

It can be installed on-premise in an existing environment or set up as an Infrastructure as a Service (IaaS) solution on AWS or Azure, or Software as a Service (SaaS)/Platform as a Service (PaaS) solution on Azure. Leidos Performance Management is a flexible solution that can integrate both automated and manually-entered data into a consolidated dashboard, increasing flexibility and reducing reporting labor costs. It validates SLA results in real-time, highlighting inconsistencies in an automated report to all stakeholders and can retroactively report to the beginning of the program providing full visibility and transparency.

FEATURES	BENEFITS
Digests data from multiple sources to calculate (or recalculate) SLAs, regardless of complexity.	Is substantially easier to develop, test, and deploy for SLA management—significantly reducing costs and time to deployment.
Uses established design patterns with 300 SLAs already available for use.	Provides cost and time savings due to quicker turnaround on reporting deliverables for SLA data.
Calculates SLAs retroactively, regardless of date and data volume.	Enables complete visibility into SLAs for the entire length of the program.
Integrates data from third-party ITSM solutions and automatically recalculates SLA metrics.	Increases quality assurance of SLA reporting by using all available data.
Imports manual data formats (such as Excel spreadsheets) quickly and efficiently, with review and confirmation steps to maintain clean data.	Reduces data loading time for users through automated review.
Integrates with third-party reporting solutions, such as SharePoint, Tableau, and more.	Enables continuous reporting of SLA results in existing reporting solutions.

The modular Leidos Performance Management solution works as a stand-alone SLA management solution or can be paired with existing ITSM systems or reporting tools. It works with the existing tools to draw data into one central reporting source. Once collected, the solution does what it does best: the hard work of “crunching the data,” so existing tools require much less customization. Based on past programs, using this solution can save costs equivalent to an extra developer for the first six months of the program, and an extra analyst for the life of the program.



PROVEN SUCCESS

The Leidos Performance Management solution has been configured for five government IT programs, with a collection of over 300 SLAs and corresponding detail reports, which can be leveraged on any program to shorten development time. For example:

- ▶ A federal government customer had a severe problem with SLA reporting, risking the loss of the contract. However, use of the SLA dashboard offered real-time insights to help the program stay updated on their SLA reporting.
- ▶ In addition, the same program used the SLA Validation feature to automatically re-calculate and validate the scoring from their ITSM tool, catching coding errors, and improving accuracy. The CTO of this program said the “validation alone makes this application worth it.” The government program subsequently renewed the contract multiple times.
- ▶ In another program, Leidos was able to drastically downsize the customer’s labor needs in service management and maintenance. As the program started, the customer planned to engage a very senior person. After our solution was implemented, the program was able to assign a mid-level person, and later a recent college graduate. This program had over 50 SLAs to manage and report each week. The program experienced significant savings in labor costs over the past five years using this solution.

WHY PARTNER WITH LEIDOS?

The modular Leidos Performance Management solution works as either a stand-alone approach or can be integrated with existing ITSM and reporting tools, such as Remedy, ServiceNow, Solarwinds, Tivoli, SharePoint, Tableau, and more. Customers can deploy it on-premise or in a variety of as-a-Service solutions (IaaS, SaaS, or PaaS), depending on the environment.

Our solution provides customers with a robust SLA management and performance tool. It has helped several programs significantly decrease labor costs across all domains (development, management, report development). Programs have avoided significant penalties through proactive alerting of SLA breaches and increased resource productivity.

NEXT STEP

Leidos Performance Management can increase your organization’s productivity and morale while significantly decreasing SLA management costs and penalties. This allows organizations to focus on core functions and continuous service improvement efforts. Contact our performance management experts to discuss how you can manage your SLA performance better.

ABOUT LEIDOS

Leidos is a Fortune 500® information technology, engineering, and science solutions and services leader working to solve the world's toughest challenges in the defense, intelligence, homeland security, civil, and health markets. The company's 34,000 employees support vital missions for government and commercial customers. Headquartered in Reston, Virginia, Leidos reported annual revenues of approximately \$10.19 billion for the fiscal year ended December 28, 2018.

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