

ITSM Capabilities

Resilient, reliable, and secure IT services for mission-ready operation

In today's dynamic digital landscape, mission success depends on IT services that are secure, resilient, and able to adapt. Our IT Service Management (ITSM) approach delivers continuous operational intelligence, informed by real-time operational data, and improved through automation and analytics. Intelligence is fed directly back into service design and modernization, enabling systems that continuously learn and improve. By aligning people, processes, and technology, we help government organizations optimize performance, reduce risk, and accelerate digital transformation. This is ITSM reimagined—advancing innovation, resilience, and operational excellence to ensure government missions are ready for what's next. Our capabilities translate into measurable value by enabling:

- **Service Stability and Operational Resiliency**
Leverage AI-driven operations and intelligent automation to deliver resilient, adaptive IT systems that continuously learn and adapt to evolving mission needs.
- **Enhanced Workforce Productivity**
Align people, processes, and technologies to optimize workflows, eliminate inefficiencies, increase automation, and empower a more productive, agile workforce that delivers business value faster.
- **Accelerated Modernization with Security Built In**
Optimize modernization through automated, secure delivery processes that embed compliance and governance from the start to reduce risk and lower lifecycle costs.
- **Intelligence-Driven Service Insights**
Unlock greater visibility through data orchestration and Generative AI driven insights supporting the IT organization in identifying risks, process and performance bottlenecks, as well as opportunities for cost optimization.

Why Maximus

- **Scaled Agile Framework (SAFe®) Gold Partner:**
Our certified experts in SAFe®, Scrum, Kanban, XP, and DevSecOps accelerate enterprise agility and delivery
- **CMMI Level 5 Maturity Rated:**
Services and Development Level 5 maturity ensures measurable, repeatable programs with data-driven processes for continuous improvement
- **CMMC Level 2 Certified:**
We meet DoD cybersecurity standards to protect sensitive federal data, ensuring trust and resilience across all programs
- **FedRAMP Authorized Infrastructures:**
Our secure, FedRAMP Moderate cloud environment embeds security from the start to deliver managed IaaS, PaaS, and SaaS
- **Mission-Driven, Outcome-Focused:**
With over 50 years' of government expertise, we ensure secure, resilient, and future-ready solutions for every mission

Services



Service Strategy & Planning

- Service Portfolio Optimization
- Cost Optimization & Financial Planning
- Demand Insights & Capacity Forecasting



Service Design

- Digital Service Experience & Catalog Enablement
- Capacity & Performance Optimization
- IT Service Resilience
- Data Integration & Interoperability



Service Transition

- Change Enablement & Governance
- Release Orchestration & Deployment Readiness
- Asset Lifecycle & Innovation Services
- Enterprise Knowledge Enablement



Service Operation

- Incident Response & Service Reliability
- Access Governance & Optimization
- Request Coordination & Service Fulfillment
- IT Service Desk

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Contract Vehicles

- **GSA Alliant 2** Government-wide Acquisition Contract (GWAC)
 - **GSA Multiple Award Schedule (MAS)**
 - » 54151HEAL: Health Information Technology Services
 - » 54151S: Information Technology Professional Services
 - » 541611: Administrative & General Management Consulting Services
 - » 561422: Automated Contact Center Solutions (ACCS)
 - » 54151HACS: Highly Adaptive Cybersecurity Services
 - » 518210C: Cloud and Cloud-Related IT Professional Services
 - **CMS Strategic Partners Acquisition Readiness (SPARC)**
 - **GSA One Acquisition Solution for Integrated Services + (OASIS+)**GSA Professional Services Schedule
 - **NITAAC NIH CIO-SP3**
 - **U.S. Navy NextGen SeaPort-e**
- Other Transaction Authority (OTA)**
- **Consortium Management Group, Inc. (CMG)** NASC, CEED, C5
 - **Advance Technology International (ATI)** IWRP, MSTIC, NSTIC



CMMIDEV/5
Maturity for Product Development



CMMISVC/5
Maturity for Service Management
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