

## When America Needs Trusted IT Solutions, We're There

Northrop Grumman's Information Technology sector is a leading IT provider and integrator, with annual revenues exceeding \$5 billion. For more than five decades, our trusted IT solutions have enhanced the work of government and business - and improved the lives of the people they serve. Delivering full life-cycle solutions, we meet the mission, enterprise, and infrastructure needs of federal, civilian, defense, intelligence, state and local government, commercial, and international clients. State and local governments trust us to provide end-to-end solutions for information technology, integrated justice, homeland security, public safety, transportation, human services, and public health initiatives.



[www.it.northropgrumman.com/ITSolutions](http://www.it.northropgrumman.com/ITSolutions)

managementservices@ngc.com  
1-877-452-2757

Northrop Grumman, 13825 Sunrise Valley Drive, Suite 120, Herndon, VA 20171, 703-713-4100  
Northrop Grumman, 7575 Colshire Drive, McLean, VA 22102, 703-713-4000

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**Maximizing IT infrastructure for improved productivity, cost-management and responsiveness to business demands**

# MANAGED IT SERVICES

Northrop Grumman provides organizations with an integrated suite of managed IT services that supports the total life-cycle of your IT infrastructure, from planning and design, to



implementation, operations, security, and maintenance. As a full service Managed Services partner, Northrop Grumman can design, deploy, and operate your entire IT infrastructure, including networks, servers, service desks, desktop systems, mobile devices, peripherals, business systems, application development, and more.

## Achieve Business Results with Managed IT Services

Organizations of all sizes, whether public or private, are working to focus assets on core business issues while maximizing the return on their investment in information technology. Increased security concerns, escalating fiscal pressures, fierce competition and an increasing demand for improved, anytime-anywhere access to service and information are adding to the burden of public and private sector executives.

As they look for ways to use IT to enable strategic business objectives, executives turn to Northrop Grumman's managed IT services to help them meet those challenges. Through these relationships, organizations can expand capabilities; gain access to scarce resources, skills, and technologies; manage cost; and, improve the quality of service they provide to their customers and constituents, all while focusing on enhancing business value.

## End-to-end Solutions

When it comes to supporting business-critical computing infrastructure, Northrop Grumman recognizes that our customers' systems need to be productive, secure, and responsive to their business priorities; that's what makes our managed IT services so valuable. Our integrated suite of solutions brings together systems, processes, and people to produce predictable, managed IT budgets and enhanced end-user satisfaction.

Our suite of managed services provides the ideal framework to select the services and service levels that meet the specific business and technology requirements for each of our valued customers.

Northrop Grumman is a leading systems integrator, leveraging all of our capabilities and resources to manage our customers; large complex IT infrastructures. We are vendor-neutral, thereby maximizing legacy investments while positioning for the future. We are there every step of the way, providing our customers with single-point-of-contact accountability. Our

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customers will have better visibility into their IT infrastructure, while critical service level objectives are being met.

Our experience, resources, field-proven methodologies and strict adherence to industry standards enable us to bring our customers the right combination of dedicated on-site and remote capabilities to deliver consistent and reliable results.

With managed IT services, our customers have access to multiple interconnected help desks supporting a national field service organization. We've invested in advanced automated tools for effective incident handling, technical support, logistics, systems monitoring and management reporting. Our customers have access to highly trained and



experienced specialists in virtually every IT discipline, from systems engineering and network management to data center operations and information security.

The results? Greater control over IT resources, reduced costs, and satisfied end users.

### **IT Services to Meet Critical Business Requirements**

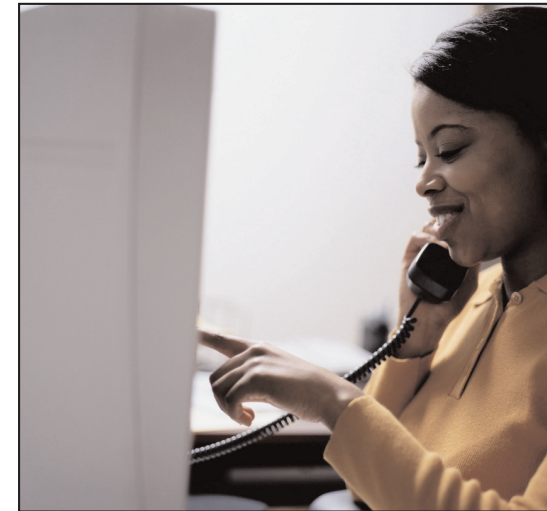
Northrop Grumman's suite of managed IT services comprises seven distinct disciplines to help enterprises maximize productivity.

- Application services, including design and development; operation and maintenance; business process reengineering; customer relationship management; data warehousing; knowledge management; and systems integration

- Enterprise services, including server consolidation; server management; asset management; billing management; data center consolidation; infrastructure server services; disaster recovery; managed print services; messaging services; active directory services; storage services; and server security
- Desktop and mobile computing, including desk-side support; hardware remediation; install, move, add, change (IMAC); lifecycle management; wireless device support; training services; and procurement services
- Network services, including architecture and design, management, security, converged communications, telecommunications financial management, IP contact centers, wireless communications, and audio/video conferencing
- Customer support services, including off- and on-site service desk; and, self-help services
- Security services, including security plans and policy; security assessment; enterprise protection; intelligent video surveillance; detection services; security response; security support; security training; certification and accreditation; and, mobile device security
- Systems Engineering and Architecture services, including design and development; systems integration; business process reengineer; network engineering; network architecture and design; and, life-cycle asset management

### **Centralized Service Management**

The Centralized Management Operations Center (CMOC) is the hub for the delivery of Northrop Grumman's premium managed services. The CMOC is an integrated framework solution for systems monitoring and management built on industry-leading processes, tools, and technologies. These tools give us the insight into the environment and allow us to respond to alerts and issues before they become critical or cause downtime.



The Northrop Grumman CMOC provides our customers with a highly automated environment that delivers complete operational transparency as well as agility to rapidly respond to changes in the operating environment. The CMOC delivers a standardized, integrated foundation for a consistent service delivery by leveraging of proven, repeatable processes; automation wherever practical; and, strict quality control guidelines.

Through our CMOC, our customers can access and leverage resources including well-trained and qualified people, efficient, mature processes, and a premier suite of tools to advance their business and technology goals.

### **Delivering our Customers Industry Best Practices**

For more than 50 years, our technology leadership has help drive the advance of IT and its application by government and business enterprises. We've acquired much of our experience delivering IT solutions for the large-scale enterprise requirements of the federal government. Northrop Grumman follows a process-centric approach to our service offering and delivery that leverages and combines the methodologies we've developed through this experience and best practices and guidelines defined by the IT industry. We adhere to the Software Engineering Institute's Capability Maturity Model Integration (SEI CMMI) for Engineering/ Integration, the International Standardization Organization (ISO) for Quality and the Information Technology Infrastructure Library's model for Service Management, adhering to

frameworks that deliver service excellence, defined processes, continuous improvement, and consistency to our customers.

### **The Northrop Grumman Difference**

Northrop Grumman's managed services offering delivers our customers a combination of industry best practices and customization to achieve desired results. Our approach includes:

- Depth and breadth of IT resources to access people and capabilities
- Evolutionary vision to develop an IT roadmap for the future and consistently improve processes and technology
- Disciplined & documented processes & procedures tailored to the customer's organization, to increase service reliability and lower project risk
- Collaboration, coordinate and communication to work in partnership with our customers and their key stakeholders
- Innovation combined with utilization of best practices to ensure quality

Northrop Grumman is a world-class systems integrator, and is recognized as an industry leader in desktop, help desk and data center outsourcing services, with the vision and expertise to deliver service excellent to our customers.



The diversity of experience and technical strengths found throughout Northrop Grumman supply an added value to our customers, providing our project teams and customers access back to the expertise we've achieved through decades of supporting large scale systems and operating the infrastructure that support them.