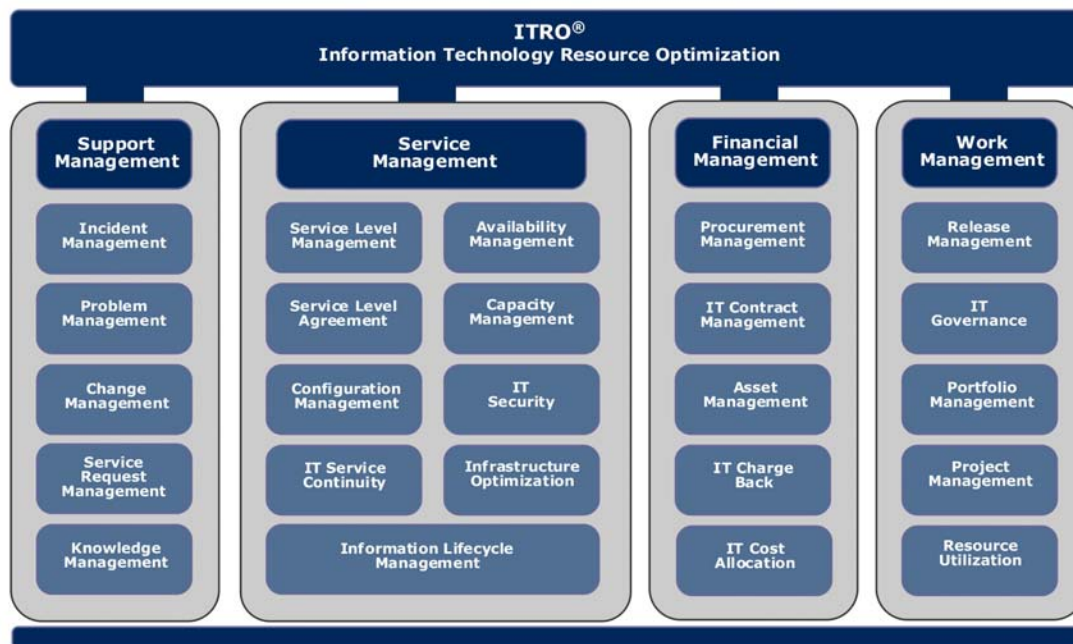


Information Technology Resource Optimization (ITRO®)

In today's highly competitive, technology dependent workplace, IT organizations struggle to deliver a consistent, high quality customer experience at the lowest possible cost. IT is a service business within the business. To that end, IT must promote alignment between business processes and IT services. This alignment requires that IT apply best practices in all aspects of IT delivery to create a foundation for continuous improvement in the IT customer experience and the cost of providing optimized IT services.

Maryville's **Information Technology Resource Optimization® (ITRO®)** methodology is a highly integrated, best practice capability that provides implementation guidance essential to facilitating IT operational excellence. It defines "ERP for IT." By improving availability and performance while lowering the cost of operations, the ITRO approach ensures that the right IT processes are defined and optimized to provide the greatest value to business organizations. Maryville's ITRO® methodology focuses upon core IT operational disciplines: Work & Labor Management, Service Desk & Support Management, Financial Management, and Data Center Service Management. Specifically, the ITRO® portfolio of best practice processes is:



ITRO® Methodology Benefits:

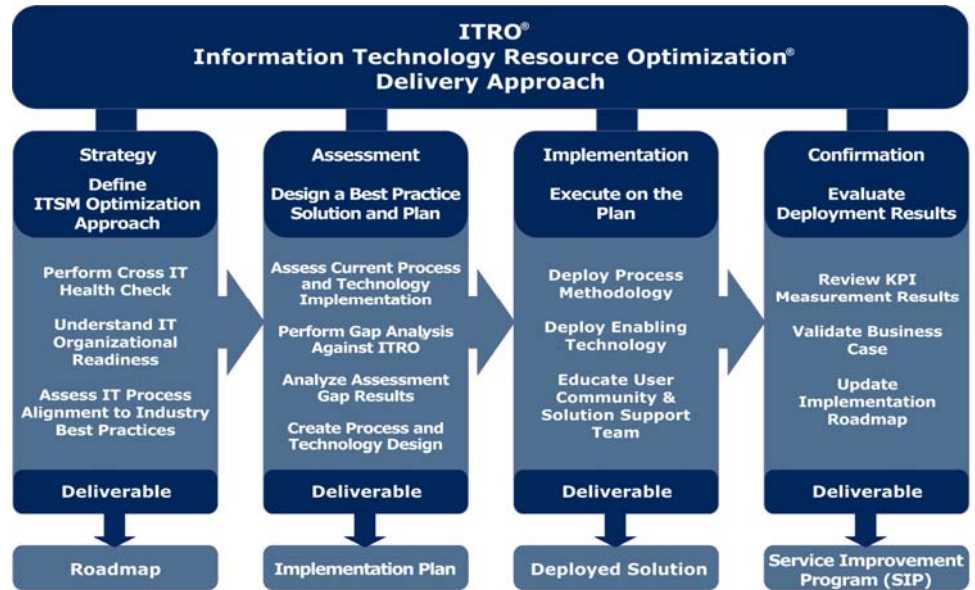
Maryville's ITRO® methodology defines the core IT processes. These processes enable IT to capitalize on automation, prioritize IT work reflecting the significance of business impact, and quickly adapt to new business needs.

Key ITRO® enabled process benefits include:

- Enhanced allocation of appropriate resources to IT work efforts via governance and portfolio management
- Improved service levels through better service, performance and availability management
- Reduced business impact through more timely incident resolution (improved meantime to detect and resolve)
- Reduced business impact due to decreased occurrences of service degradation and critical outages
- Improved IT asset investment decisions
- Strengthened risk assessment through effective change management
- Optimized use of IT assets throughout the business
- Applied IT customer advocacy discipline within the overall IT organization

Maryville's ITRO® Based Delivery Approach:

Maryville's typical approach to delivery initially focuses on working with IT organizations to conduct an ITRO® Readiness Scorecard to determine the extent and degree of optimization to which each of the major process areas have been implemented. At the conclusion of the Scorecard activity, Maryville delivers a recommended IT Process Improvement Strategy and Implementation Roadmap to pursue. Subsequent steps within the roadmap can lead to in-depth process analysis (Gap) or a 'To-Be' process design in a workshop format. Each result is typically followed by process deployment and implementation.



ITRO® Information Technology Resource Optimization Process Feature Summary	
Process Feature	Process Capability
Process Steps	Over 1,800 Defined Detailed Process Steps
Process Definition	Over 1,000 Pages of Definition & Work Step Instruction
Process Templates	Over 90 Process Artifact Templates & Associated Work Instructions
Process Controls	Over 160 Defined Controls Embedded in Process Flows
Process Metrics	Over 250 Defined Performance Metrics
Process Roles	Over 100 Defined Roles for Effective Process Execution
Process Benefits	Over 130 Stated Benefits
Process Integration	Integration Points Between All Processes Identified

About Maryville's ITRO® Methodology:

Optimized IT operations are dependent upon an integrated, repeatable set of disciplines. Maryville's ITRO® process methodology, enabled by our **entility®** branded software utilities and other commercial products, focuses on the essential work of effective IT Service delivery. ITRO® is a practice and experience-driven Service Management approach with 'ITIL® inside'.

About Maryville Technologies:

Maryville Technologies is a leading independent IT professional services firm. Maryville delivers integrated solutions in support of IT service provisioning and IT service management that facilitate IT operational excellence. Our technical prowess, process expertise, project management discipline and history of facilitating IT organizational transformation help businesses optimize IT service levels at the lowest operational cost. Maryville's IT Resource Optimization ITRO® methodology combines detailed process understanding that maps to industry standards with a practical "how to" implementation approach. Our **entility®** IT service management utilities complement our service offerings and vendor alliances with cost effective, feature rich functionality. Maryville also has extensive experience designing, implementing and managing the enabling infrastructure for business applications. Every day, Maryville delivers the consulting services, processes and technology that others only talk about.

Contact Information:

For more information, please visit our web site at www.Maryville.com/ITRO or call (636) 519-4100.