

# MITTS @ Sandia

Managing Information Technology Services via ITIL® —  
An IT service management initiative sponsored by  
Centers 9300, 9500, 9600, and 8900

**What is MITTS?**

- "Managing IT Services," or MITTS, is the Sandia Team focused on deploying IT Service Management (ITSM) via ITIL®

**What is ITSM?**

- "IT Service Management" or ITSM uses internationally recognized best practices to provide IT services tailored to the needs of the business

**What is ITIL®?**

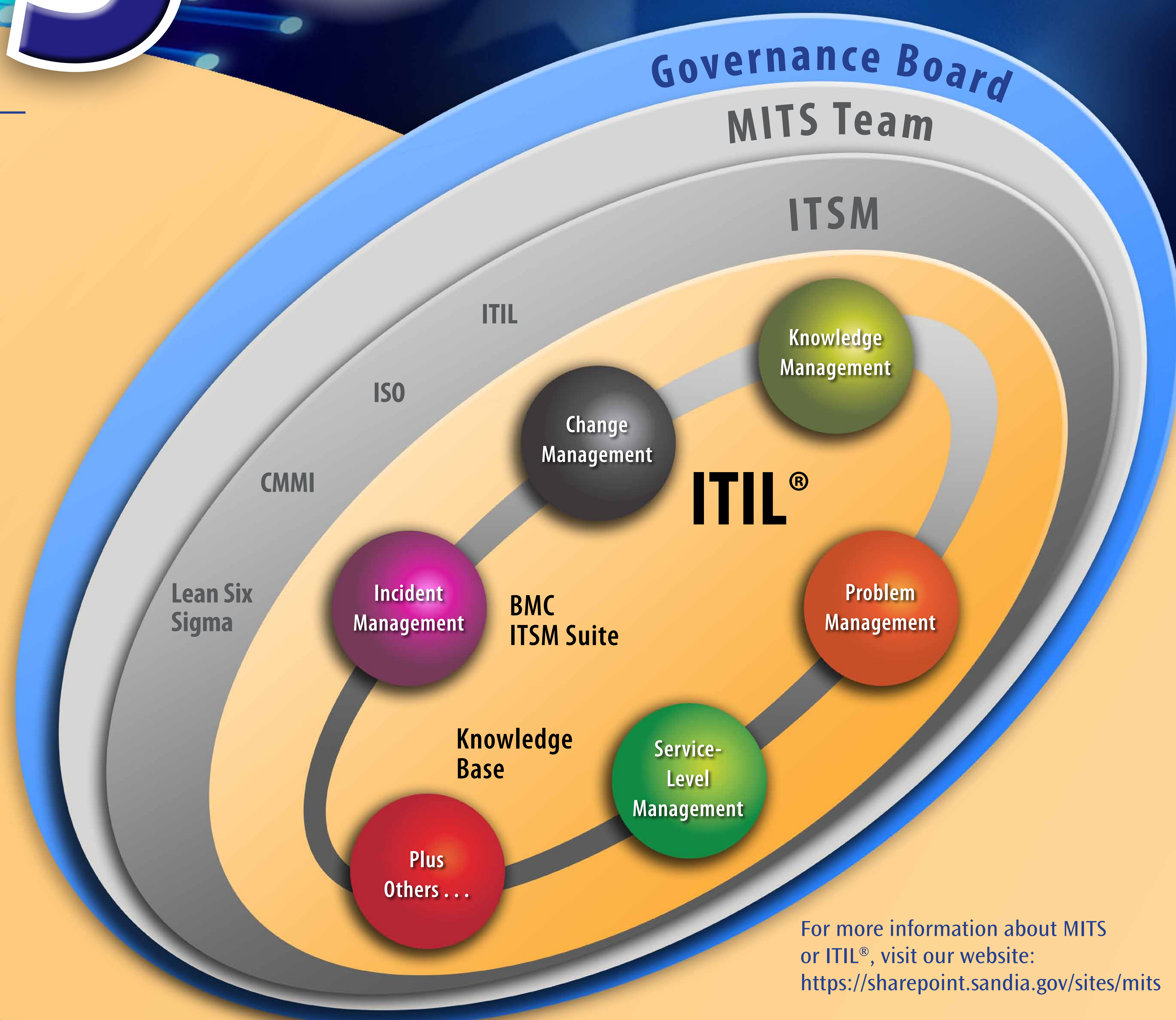
- The most widely accepted approach to IT Service Management
- A set of best practices for managing the delivery of IT services throughout the entire service lifecycle

**What problems are we trying to solve with ITSM?**

- Recurring IT incidents
- Unplanned outages
- Length of outages
- Multiple ticketing tools
- Inconsistent customer support

**What will ITSM help us achieve?**

- Collaboration & communication among Sandia's IT service providers
- Standardization of IT processes
- Consistent IT & customer support
- Continual quality improvement of IT services



For more information about MITTS or ITIL®, visit our website:  
<https://sharepoint.sandia.gov/sites/mits>