ivanti

FedRAMP and Modernizing Legacy Systems

With nearly 72 percent of federal Chief Information Officers confirming that a majority of their applications are legacy software,[i] adapting to the new IT landscape is mission critical for federal agencies. With the mandate to assess, authorize, and monitor cloud products and services for the benefit of federal agencies, the Federal Risk and Authorization Management Program, or FedRAMP, is an important part of this IT modernization process. In 2018, Ivanti set out to expand its powerful IT cloud offerings to federal agency clients by undergoing the FedRAMP certification assessment process.

The Path to FedRAMP Authorization

Ivanti and FedRAMP

Ivanti makes it easier for federal agencies to further their mission with solutions to better manage critical IT projects such as preventing cyber attacks like WannaCry on citizen and government data, automating and executing Windows migrations for agency devices, and optimizing government IT asset spend. Federal agencies rely on us to help them discover, inventory, and manage their IT assets, improve and automate IT service delivery to users, secure their IT environment, and reduce risks threatening government IT. With FedRAMP, Ivanti offers advanced cloud-based service management solutions pre-packaged with automated workflows to maximize time and resources, respond and resolve user issues, and help meet compliance requirements.

Having secured a federal agency sponsor, Ivanti has advanced quickly through the FedRAMP authorization process and is engaging with federal agencies to modernize their IT infrastructure with solutions to better serve their users.
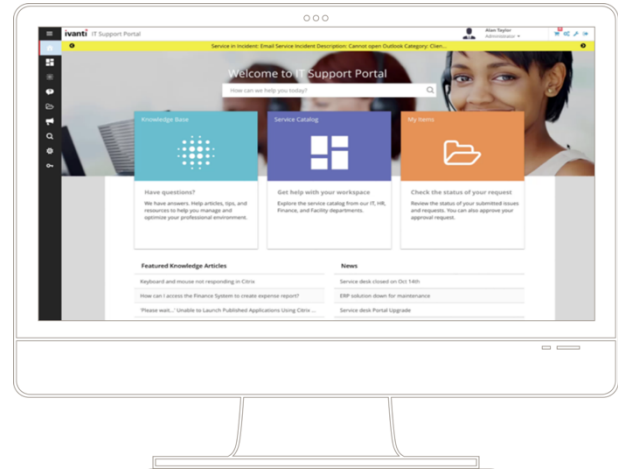
Service Management for Government

Ivanti Service Manager

It's estimated that the federal government could save more than $41 billion annually through work automation.[ii] With Ivanti Service Manager now available on the FedRAMP marketplace, IT teams can meet today's government and user demands for effective service delivery and support with powerful workflow automation. Service Manager offers first and second line team support to users – where incidents, problems, or issues in IT systems are reported and resolved, providing an important source of management information for agency insights and audit purposes.

No more waiting on IT: Users can now resolve more of their own issues and responders can assist even faster with an intelligent virtual support agent (VSA), powered by artificial intelligence (AI). This agent is contextual, conversational, and initutive for quick troubleshooting and curated answers to user questions. And because Service Manager is packaged with out-of-the-box and customizable workflow options and

mobile and integrated voice support, agencies can also use it for a variety of non-IT related projects that require support workflows such as grant programs or payroll administration.

"A service management toolset that combines workflow automation, comprehensive ITSM functionality, a next-generation AI-powered helpdesk Hub and ChatBots, and a mobile app for employees to get help remotely will help us make much better use of our resources and increase productivity."

William J. Walders
LCDR, Defense Health Agency (DHA)

Service Manager fully supports Incident, Problem, Change and Release Management, self-service, and 3rd-party integration, and is Pink Verified on 13 ITIL processes, and with cloud deployment from FedRAMP-compliant AWS data centers in North America, Ivanti makes modernizing IT service management easier than you might think.

Moving Forward

Headquartered in Salt Lake City, Utah, with offices all over the world, Ivanti has been supporting U.S. federal agencies for nearly two decades. Expanding FedRAMP authorization to include more products from our portfolio is an ongoing initiative. For more information on how we can help your agency accelerate your IT service management projects, please contact Ivanti sales today.

www.ivanti.com	**1.800.982.2130**	**sales@ivanti.com**

[i] http://www.nextgov.com/cio-briefing/2017/09/survey-most-cios-say-majority-their-applications-are-out-date/141263/

[ii] https://www2.deloitte.com/insights/us/en/focus/cognitive-technologies/artificial-intelligence-government.html