



# SUGPIAT GROUP, LLC

**SBA 8(a) Certified**

## IT SERVICE MANAGEMENT & DELIVERY

*Alaska Native Corporation | Small Disadvantaged Business*

Every business providing a service or product requires IT service management along with the requisite IT service delivery support. Sugpiat Group employs best practices of IT Infrastructure Library (ITIL®) in the management and delivery of IT services.

Sugpiat Group has certified expertise in ITIL implementation and IT service management. We apply ISO/EIC 20000 standards along with international quality processes per ISO 9001 and systems security standards of ISO 27000.

Our experience in guiding government agencies to ITIL conformance and ISO 20000 compliance helps federal government slowly or rapidly employ these best practices in a methodical and logical series of activities.

Our expertise helps stabilize enterprise IT environments, provide IT support with efficiency, and gain highly satisfied customers with more productive end-users.

We help organizations integrate their Systems Development Lifecycle (SDLC), Systems Engineering Lifecycle (SEL), IT Service Management (ITSM), and DevOps into an enterprise solution. Our focus is on rapid, secure deployments and delivery of IT services.

### **SUGPIAT GROUP, LLC.**

#### **CAPABILITIES**

- ITIL conformance and ISO 20000 compliance planning
- ITSM system requirements definitions
- Refining ITSM systems for greater efficiency
- Process analysis for improved efficiency
- Driving support to lower cost channels
- Defining, improving, executing Service Level Agreements
- ITIL best practices implementation

**Primary NAICS Code:** 541519 | Other Computer Related Services  
**Secondary NAICS Codes:** 518210, 519190, 541330, 541380, 541511, 541512, 541513, 541611, 541618, 541690,  
**Codes:** 541715, 541990, 561621, 236220

**CAGE Codes:**  
 Alaska: 80XB2  
 Maryland: 81A24

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**DUNS Numbers:**  
 Alaska: 081004416  
 Maryland: 081038616