

## Jacobs' Team Experience – Holmes and Associates, Inc.

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### Holmes and Associates, Inc. Overview

Holmes and Associates, Inc. helps service providers improve their ability to meet customer needs. For more than 13 years, Holmes and Associates has provided management and technology advisory and assessment services and implementation support. They offer a blend of analytical knowledge with hands-on general management and operational management experience. Holmes and Associates, Inc. has developed a track record in driving service management improvements using Information Technology Infrastructure Library (ITIL®) and other frameworks to public sector and private sector clients, and use a set of techniques and methodologies that lead to adoption and cultural change.

- Designed and managed the first ITIL implementation in the telecommunications industry for production network operations and data center management
- Transformed software development methodologies and organization design of division within a large government agency
- Drove customer service, cost, and quality improvements for 100 seat Service Desk supporting two million users within the U.S. Army using Lean Six Sigma and ITIL
- Developed and managed “Transformation Program” for Time Warner Cable that included strategic planning, organizational change management, organizational design, and ITIL process implementation
- Facilitated development of ITIL Service Catalog and Service Level Management program for launch of a new service within Department of Interior
- Led ITIL Change Management and Problem Management process implementation yielding 70% reduction in key outage trends and avoided \$40M in capital investment
- Led team that conducted configuration baseline/audit of more than 60 data centers, 1,000 equipment racks, 10,000 pieces of equipment that led to 40% increase in effectiveness of network monitoring program
- Greatly reduced data center facilities vulnerabilities through audits of powering, cooling, cabling, grounding, NEC code compliance, and fire suppression