

## Company Overview

**Performance 360** provides executive consulting, training and coaching and serves as a catalyst for business leaders and organizations to achieve **world-class performance excellence**.

We deliver business solutions for CIOs and IT Executives that help address their most important Digital Transformation and Enterprise Service Mgmt training needs & execution challenges.

*We are a trusted advisor & strategic partner to our valued clients.*

## Professional Services

### ❖ Digital Transformation / Enterprise Service Management

- IT Training and Consulting – Best Practice Solutions
  - ✓ ITIL® 4 Foundation Certification Course (16-hour and Exam)
  - ✓ Advanced ITIL® 4 Managing Professional & Strategic Leader Certification Courses (20-hr courses with PeopleCert Exam)
  - ✓ DevOps Foundation Certification Course (16-hour and Exam), DevOps Leader Course, Certified Agile Service Manager
  - ✓ Value Stream Mapping, ITSM Business Process Development, Agile Project and Product Teams, Continual Improvement
  - ✓ Performance Management System, Outcome and Process Measures, KPIs and related Executive Dashboards
- ServiceNow Platform
  - ✓ Service Catalog, Request Fulfillment, Incident, Problem, Change, Knowledge, Project and Program Portfolio
  - ✓ Business Process Workflows and Process Guides

### ❖ Performance Excellence for Small-Medium Size Businesses

- Baldrige-Based Framework and Quality Award Application
  - ✓ Executive strategy development and deployment, team training and coaching, application approach

## Clients and Projects

2021-22	CA Department of Motor Vehicles (DMV) Performance Management System
2018-20	EDF Renewables IT Service Management
2017-18	Quanta Services ServiceNow IT Platform Implementation
2015-16	E.J. Gallo Winery ServiceNow IT Platform Implementation
2015	Texas Attorney General's Office ITIL Foundation Certification Training
2014-15	Marine Corps MCI West - Camp Pendleton IT Service Strategy and Catalog



July 2022

## Company Data

**Performance 360** is a designated California Small Business / Disabled Veteran Business Enterprise (SB/DVBE) and Veterans Affairs verified as a Service-Disabled Veteran-Owned Small Business (SDVOSB). Est. 2003

**SB/DVBE:** 2007587      **SDVOSB:** 333659

**DUNS:** 080862488      **CAGE:** 8RRM8

**UEI:** XCP6SE25CJR5      **CVE:** Verified

**CMAS:** 4-22-03-1060



### NAICS Codes

541611 General Mgmt Consulting Services  
541612 Human Resources Consulting Services  
611420 Information Technology Training  
611430 Professional Development Training

### UNSPSC Codes

80101500 Business and Corporate Management Consultation Services  
80101507 Information Technology Consulting and Training Services  
80111500 Human Resource Development  
86132000 Mgmt Education & Training Service  
86132100 Training Planning, Facilitation and Delivery Services

## Certifications

- ITIL® 4 Strategic Leader
- ITIL® 4 Managing Professional
- ITIL® 4 Foundation
- DevOps Foundation / DevOps Leader
- DevOps Engineering Foundation
- Site Reliability Engineering (SRE) Foundation
- Value Stream Management Foundation
- Certified Agile Service Manager
- Certified Scrum Master

## Contact

*Rusty Robinson*

**President & Founder**

**Mobile: 760.715.5187**

**rusty@performance360.net**

**www.performance360.net**

**San Diego, CA 92026**

## Assisting with Your Digital Transformation Journey

### High-Level Strategic Areas



## Providing Advanced IT Certification Training



**Build a strong foundation for your Digital Transformation journey!**

- ITIL® 4 provides the guidance organizations & leaders need to address new **enterprise service management** challenges
- The ITIL **Service Value System (SVS)** facilitates coordination and integration of critical business services & activities
- Provides a strong, unified, **value-focused, customer-centric** direction for the organization
- Equip your team with the **strategies and practices** for continual improvement