

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

2023-24	Daikin Applied – Minneapolis, MN IT Service Management Processes
2021-22	CA Department of Motor Vehicles (DMV) Performance Management System
2018-20	EDF Renewables – San Diego, CA IT Service Management Processes
2017-18	Quanta Services – Houston, TX ServiceNow IT Platform Implementation
2015-16	E.J. Gallo Winery – Modesto, CA ServiceNow IT Platform Implementation
2015	Texas Attorney General's Office ITIL Foundation Certification Training



April 2024

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). PeopleCert Authorized Training Organization (ATO).
Founded: Oct 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 Master
- ITIL® 4 Practice Manager
- 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

Contact

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Assisting with Your Digital Transformation Journey

High-Level Strategic Areas

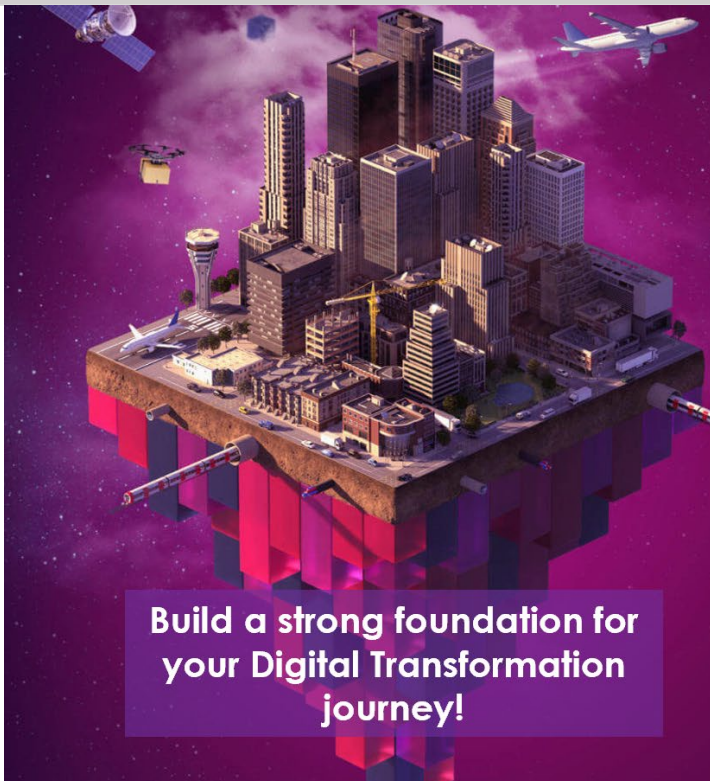


- Talent Acquisition
- Professional Development
- Culture Transformation

- Integrated Platforms
- Systems and Applications
- Metrics and Analytics

- Strategic Alignment
- Projects, Policies, Plans & Procedures
- Value Stream Management

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