

## 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 Leaders that help address their most important Digital Transformation training needs and 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

- ✓ Incident, Problem, Change, Knowledge, Service Catalog, Request Fulfillment, 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 2025

## 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    **PeopleCert ATO:** 7583



### 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



## 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** requirements and challenges
- The **ITIL Service Value System** facilitates integration and coordination of various organizational activities
- Provides a strong, unified, **value-focused, customer-centric** direction for the organization
- Equip your team with the **strategies and practices** for continual improvement