tbl networks
technology. redefined.

ITIL Services Suite

Included in all
Limelight PCaaS offerings

Problem Management
- Identification and logging
- Impact assessment
- Root cause analysis
- Problem resolution and prevention

Vulnerability Management
- Comprehensive asset and vulnerability assessment coverage, with accurate asset tracking
- Continuous network monitoring to detect and assess short-lived systems and hard-to-scan devices
- Automated sharing of TBL's capabilities and vulnerability data with pre-built integrations or via the open API and SDK

Change Management
- Record/document change request
- Business justification/approval
- Risk and impact assessment
- Implementation reporting

Incident Management
- Identification and logging
- Classification and prioritization
- Investigation and diagnosis
- Incident resolution
- Response + resolution SLAs

Release Management
- Release policy development
- Release planning
- Release acceptance
- Communication and training
- Implementation

Idea Management
- Strategic alignment
- Identification of opportunities for efficiencies and innovation
- Intake and prioritize requests for new features
- Development of a business case

Patch Management
- Reporting of system inventory, vulnerability status, and policy compliance
- Configurable patch automation, software deployment, and workflow management
- Complete control and active enforcement of system and software configurations

Event Management
- Event detection and notification
- Event correlation
- Event filtering