Workflow Orchestration for Cross-Functional IT Operations

Design and implementation of automated workflow orchestration that coordinates tasks across tools, teams, and systems, replacing manual handoffs with automated, auditable, end-to-end process execution.

PRACTICE

Service Management and Automation

CLIENT PROFILE

IT operations organization managing complex, multi-team workflows, such as onboarding, provisioning, change execution, and incident coordination, across multiple tools and teams

Challenge

- Multi-step processes requiring manual coordination between teams and systems
- Lack of visibility into workflow status, bottlenecks, and completion times
- Inconsistent execution leading to missed steps and compliance gaps

Approach

- Map end-to-end workflows and identify manual handoffs, bottlenecks, and failure points
- Design orchestration flows with automated task execution, approvals, and exception handling
- Integrate with existing tools (ITSM, IAM, CMDB, monitoring) through APIs and connectors
- Implement workflow analytics for performance monitoring and continuous improvement

Typical Outcomes

- End-to-end process automation replacing manual handoffs between teams
- Complete visibility into workflow status with SLA tracking and bottleneck identification
- Consistent, auditable process execution supporting compliance requirements

Procurement Paths

- GSA MAS for workflow engineering and automation services
- NASA SEWP V and SEWP VI for orchestration platform licensing

Compare vehicles and ordering steps on **How to buy**.

Partner Technology Examples

- ServiceNow
- Microsoft (Power Automate)
- Red Hat (Ansible)

This is a representative use case. To request a briefing or a quote, contact Norseman Defense Technologies at 410.579.8600 or sales@norseman.com.