



DAPTIV FOR IT GOVERNANCE

“Managing the portfolio and ensuring that IT is aligned with the business—that’s absolutely critical. We need to ensure we’re prioritizing properly alongside the business.”

Beam | Susan Klein, Senior Director, IT PMO, Beam

BUSINESS CHALLENGE

CIOs must effectively manage IT delivery to achieve corporate strategies and goals. It’s a complex job that requires understanding key business drivers, investing in the right IT initiatives, managing service quality, and maintaining a lean cost structure to be competitive in the marketplace.

Too often CIOs have to make decisions without the right information, which can lead to sub-optimal outcomes. Senior executives and CIOs need the right IT governance processes and tools in place to be able to answer questions such as:

- What is the right amount to spend on IT?
- What are our people working on and how do we utilize our resources optimally?

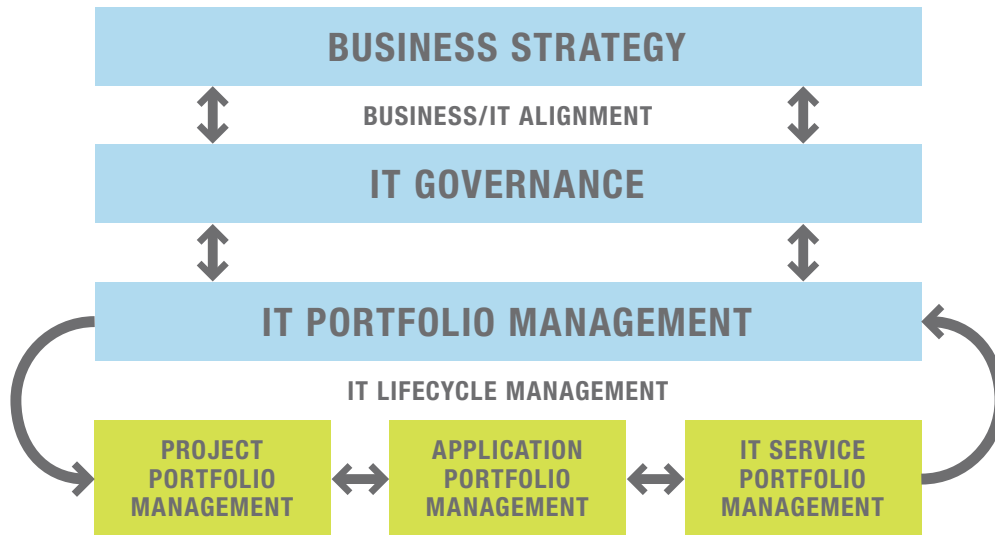
- What are the incoming requests from the business on IT?
- Which IT projects are at risk and how do we course correct?
- What is the business value we’ve realized from IT investments?
- How can we view a complete picture of IT service quality and costs by business unit or customer?

Managing an IT organization requires an integrated, top-down view of all IT activities and spending so decision-makers have better visibility, more control and greater flexibility to achieve business goals.

SOLUTION

Daptiv for IT Governance offers end-to-end IT governance capabilities so IT can be managed as a business. Daptiv enables a structured approach to managing IT portfolios, including formulating strategy and business priorities, monitoring implementation of project portfolio investments, and managing operational and financial aspects of IT.

DAPTIV CENTRALIZES IT PORTFOLIO DATA for analysis and reporting and automates the capture of information through best practice processes enacted in the tool. In addition, Daptiv integrates with IT operations tools and financial systems, so organizations can manage service performance, quality, and cost throughout the IT lifecycle.



CAPABILITIES

Daptiv for IT Governance provides the following capabilities:

DEMAND MANAGEMENT

The first step in managing IT demand is to aggregate and understand all incoming work, including projects, enhancements and non-project work. Daptiv provides a best-practice project scoring model to allow quick evaluation without suffering “paralysis by analysis”. Portfolio optimization tools and scoring bubble charts allow the PMO to prioritize and shape the incoming demand in alignment with corporate goals and objectives.

CAPACITY PLANNING

A prioritized list of IT investments needs to be mapped to the available resource capacity to prevent resource contention. Non-project demand for ongoing operations are planned using workspaces for pre-allocation and time tracking, revealing true availability for project

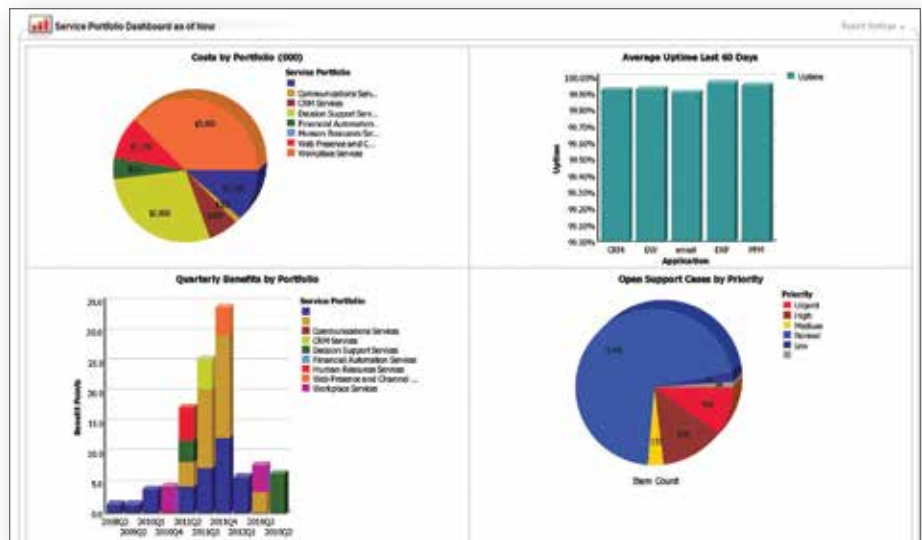
work. Capacity planning reports quickly identify capacity overloads, while the capacity planner application provides what-if analysis, allowing PMO’s to answer “when”, and not just “if” a project can start.

RESOURCE MANAGEMENT

Resource management requires more than simply finding the right people for each project. Daptiv starts with capacity planning, but then provides allocation tools, including Team Manager and Resource Allocation reports, to help resource managers with allocation decisions. Project managers then assign these resources to individual tasks, and users log their time using Daptiv’s web-based timesheets. Daptiv provides views and reports to roll up allocated, task, and actual time to provide visibility and decision support to all levels of management.

IT PORTFOLIO MANAGEMENT: MONITORING

Daptiv for IT Governance tracks project portfolios, application portfolios, service portfolios and more. Using Daptiv Connect™, application performance and service desk case data are integrated with standard project data to create a comprehensive view of IT. Portfolio components, including projects, operations, service catalog items and requests and application



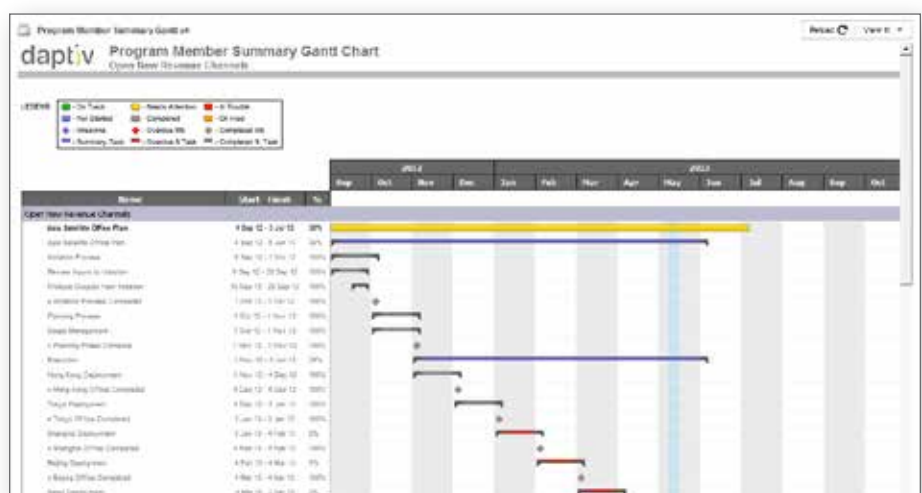
attributes, can be assigned and tracked in multiple portfolios, allowing for sophisticated analysis along several axes. Dashboards show traditional project portfolio status, as well as reports to show how all work—including ongoing operations—breaks out by configurable attributes like Business Unit and Investment Class.

PORTFOLIO MANAGEMENT: VALUE MANAGEMENT

What's IT's value to the enterprise? Daptiv for IT Governance provides executives with insight into this question using several elements. Benefits scoring and tracking shows the value of projects—including non-financial benefits—on an apples-to-apples basis. Service portfolios roll up this and other data into business-oriented capabilities. Application technical and business value is tracked using application value and reported in reports targeted for a variety of audiences.

PROJECT AND PROGRAM MANAGEMENT

Manage project execution for multiple project methodologies, including waterfall, iterative, business process improvement, Agile, Six Sigma and more. Roll all project types up into unified portfolios. For project execution, Daptiv provides the key control artifacts for teams to collaborate on, including tasks, documents, issues, risks, action items, change management, roles and responsibilities, and lessons learned. Daptiv's project templates allow customers to provide pre-defined tasks, documents, and artifacts for each methodology— giving the project manager everything they need to get started.



AGILE DEVELOPMENT

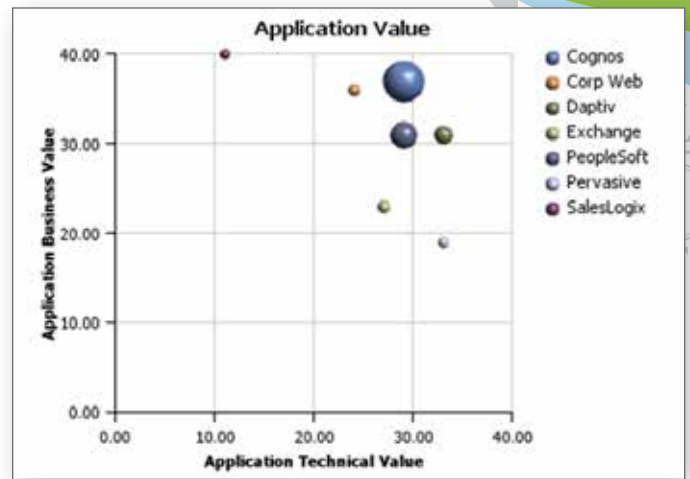
Agile is now a mainstream methodology for software development in IT. Agile status data including all stories and their status can be viewed in Daptiv workspaces and project-level status indicators are automatically calculated. Agile project status is used in project status reports and burn-up charts. Agile data is then rolled into the portfolio reports to provide for a comprehensive project portfolio of all project types.

FINANCIALS MANAGEMENT

Material expenses and labor costs need to be budgeted, tracked, and adjusted during the life of a project. Daptiv tracks planned and actual expenses or a more sophisticated three-tiered model can be used for tracking capital orders, purchase orders, and invoices. Labor cost estimates and actual costs are calculated using Daptiv's built-in labor rate functionality and combined with material expenses for a complete picture of project finances. Actual costs can be imported from an ERP system with a pre-packaged Daptiv Connect™ integration.

APPLICATION PORTFOLIO MANAGEMENT

Visibility into application inventory, let alone making upgrade and sunset decisions, is a challenge for most IT organizations. Daptiv provides specialized workspaces to create or import comprehensive application lists. Business and technical value are evaluated, and performance and incident data are imported through Daptiv Connect. Put together with the



project portfolio data already in Daptiv, IT gains a complete picture of application costs and value. Bubble-charts and application portfolio dashboards and reports allow IT executives and architects to evaluate the entire portfolio and make appropriate decisions.

IT SERVICE MANAGEMENT

While IT manages applications and hardware, business thinks in terms of services like “communications” and “financial transaction processing”. Daptiv provides business-termed capability workspaces as a container for defining and controlling business services. These capabilities roll up into higher level service portfolios. Service Catalogs reside in each capability and service requests are logged using the service catalog. Applications, projects, and non-project workspaces are all tagged with capabilities to provide for advanced service portfolio management.

ABOUT US

Founded in 1997, Daptiv is the leading provider of on-demand Project Portfolio Management (PPM) solutions. Daptiv has helped thousands of companies improve their strategic planning and business execution by offering adaptable PPM solutions and expert professional services. Daptiv's customers include world-class organizations such as Beam, Ikon, Coach, Harvard University, Honeywell, InterContinental Hotels Group, and Delta Dental. For more information about Daptiv's PPM solutions, please visit www.daptiv.com.