



**Project Remedies Inc.**

# Project Remedies' Solution Set's Ability to Transform your IT Organization

A Selection of Use Cases from Project Remedies Inc.  
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# Project Remedies' Solution Set's Ability to Transform an IT Organization

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## Introduction

”Transformation” requires new technology and/or processes that helps users perform and think about their jobs a different way. Transformation without useful measures of performance is “blind change.” Success requires you “measure what you manage.”

To measure and manage cost, organizations try to streamline processes and optimize resources. They usually fail for a variety of reasons. Often, they do not measure if the processes are streamlined or the resources are optimized. Project Remedies Inc.’s ActionProgram Manager Plus (APM Plus) is an enhanced project and portfolio management system which replaces Excel, MS Project and other project portfolio management systems. Because it runs on your existing Remedy platform and interfaces with the IT Service Management suite, it leverages your investment in Remedy and can be used for many different applications. This is the easiest, fastest, and least expensive way to create a demand management system that the whole organization can use. One benefit is the elimination of silos. Across all of these use cases, APM Plus captures the performance metrics needed. It tells you: **“How much time should be spent on this and by whom, and how much time actually was spent on this and by whom?”**

Starting with a service request in the Service Catalog, APM Plus uses workflow and an optimized pre-defined work process to generate a project plan automatically, then lists the people with the skill necessary to work each task in the plan and their availability. The Team Lead assigns people to each task, and APM Plus notifies the person when the task should be performed. This person works the task, statuses the task, enters their time against the task, and potentially updates the related asset record. The granular metrics necessary to streamline processes are captured, resources are optimized, and cost is captured. With the actual cost of each service request, the organization can model the cost of each service and charge for services performed. APM Plus provides near real-time situational awareness, so staff better communicates with customers as to when their requests should be completed. Senior management has visibility into the status of projects at any time. Customers can be notified automatically as milestones are completed. This is “transparency implemented.”

With APM Plus implemented, task teams will be more successful, senior management will have the performance metrics that show if in fact processes have been streamlined, resources are being optimized and costs are lowered. Awareness will build customer confidence in the organization as it transforms to a cost conscious and customer-centric culture.

Our clients and staff have listed 16 of the most obvious use cases (below). A list of benefits of our approach is found on page 10. A list of PRI applications is found in Appendix A.



Use Case	Input: Trigger Event, Staff or Customer Request	Main User: Process	Output: Project Plans, Documents or Reports	End User/ Success Condition
1 <b>Request Fulfillment: Complex Requests</b>	General User. Requests for Services / Technology Using the Service Catalog.	<b>Service Desk Team Leader:</b> In response to a provisioning or complex fix request, APM Plus generates project plan automatically using pre-defined work process templates; identifies staff resources available and capable of response; people are assigned to project tasks; the assigned person is notified and works the task, statuses the task, enters their time against the task, and updates the related asset record. Requestor notified of request status automatically at key milestones. Performance Metrics of the task are captured.	1. APM Plus Tasking and Enhanced Project Plan- <i>which includes:</i> 2. <i>Staffing and Tasking Plan</i> 3. <i>Resource Utilization Charts</i> 4. <i>Gantt Charts</i> 5. <i>Project Details Report</i> 6. <i>Summary Reports</i> 7. <i>Worker Time Reports</i> 8. <i>Charge Back Reports</i>	Initial: the Customer receives more timely results. Performance by multiple performing organizations captured against consistent and repeatable processes tied to each complex service in the Service Catalog.  Final: Performance Metrics on each of the projects, creating the potential for appropriate cost recovery from the User Organization SLA or charge back.
2 <b>Cost Analysis of Each Service Request</b>	General User Requests for Services / Technology Using the Service Catalog.	<b>Contract Specialist:</b> Work on incidents, problems, changes, work orders, and projects, which are all generated from service requests, and other tasks not generated from service requests. The hours of work for each task are converted into real time costs in APM Plus. Each task cost is then aggregated to the requestor and his/her organization. Where the Service Level Agreement (SLA) allows or requires it, detailed charge back is sent to each organization for the work performed.	1. Actual Cost of Services by Customer Report	Initial: Capturing time, expense and asset cost against every type of task.  Final: Model of expenses based on actual expenses to which can be used for planning, fee structures and Customer charge-back report connected to SLAs.
3 <b>Project and Acquisition Portfolio Management</b>	Senior Leadership needs to review and approve Portfolio Projects and/or Planned Acquisitions	<b>IT Portfolio Manager:</b> The proposed project is checked against the appropriate IT Portfolio for redundancy then added via APM Plus into their Project /Acquisition Portfolio. The Project is subjected to Portfolio Analysis using multiple criteria that may include (but is not limited to): Risk, Cost, Budget Impact, Project Maturity, Likelihood of Completion, and Mission Value. The Portfolio Analysis Ranking is submitted to the appropriate Governance Group for final decision and disposition. If approved, the project in the APM Plus Portfolio is expanded into a full project plan in APM Plus.  After approval, the project is tracked in APM Plus. An acquisition work template is used to generate the project plan, the person responsible is notified, people are assigned to tasks, the plan is approved and the project starts. People work the tasks, status the tasks and enter their time against the tasks.	1. Project /Acquisition Portfolio with integrated criteria based Decision Capability 2. Project Plans for Approved Elements of the Portfolio	Initial: Project Portfolio with full data set.  Final: Integrated project life-cycle: <ul style="list-style-type: none"> <li>• Management able to see if what was delivered is what was promised</li> <li>• Cost tracked in the Project Life-Cycle.</li> <li>• Senior Management able to see the status of any project at any time.</li> </ul>



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4 Acquisition Management	Acquisition Officer uses APM Plus to plan, organize and manage each acquisition request	<b>Contract Specialist:</b> Uses the appropriate acquisition template in APM Plus to create, plan, identify and assign resources, document, track cost and manage Technology Acquisition process. Performance metrics of the acquisition are captured. Documents related to each acquisition task are captured and connected to the task.	1. Acquisition Project Plan for a New Technology 2. Repository of Acquisition Documents for each related task in the plan	Initial: Project Plan for the Acquisition in a Acquisition Portfolio in a consistent and repeatable processes.  Final: Executed Acquisition with full documentation and performance metrics for each step Administrative performance costs of the acquisition.
5 Enhance Remedy Change Management	Change Request is launched	<b>Team Leader or Change Manager:</b> There are multiple approaches to this use-case: 1. One client uses APM Plus within the change life cycle to better track when the work involved with the change will be completed. 2. Another client replaced the bulk of Change Management with APM Plus because it saved their most technical people's time, enabled them to better communicate with the customer and show the customer how busy they were, and capture cost,. Before implementing APM Plus, Team Leaders (Sr. Engineers) would define the tasks to be performed for each change request in Change Management and then create a project plan in MS Project using the same tasks. As people worked the tasks, the Team Lead would update MS Project. And with all that work, they could not communicate how busy they were to their customer and did not capture cost. 3. A third client used APM Plus predominately for Development projects. They launched change requests from project tasks whenever Operations had to perform a change.	1. Change Management Tracking System 2. Project Plans for each change in APM Plus or MS Project. 3. Project Details Report 4. Performance Metrics	Initial: Integrated Change Management Tracking System providing visibility.  Final: Change Management Process with more changes completed on time and on budget, and less re-work.
6 Cybersecurity Incident / Event Remediation Management	Automatic capture from Event Management System or manual entry of Cybersecurity Incident or Event	<b>Cybersecurity Operations Center Analyst:</b> After a cyber incident is captured in PRI's Cyber Manager (either automatically or manually, 1) mandated notifications are automatically sent and logged in an Audit log field and 2) the Cybersecurity Operations Center Analyst is notified and reviews the incident. The Analyst looks in Remedy Asset Management for information about the affected asset, looks in Identity Manager for information about the people involved, and decides on a remediation approach. He selects the appropriate pre-defined work template in APM Plus and sends it for approval. When approved, the people involved work the tasks, status the tasks, enter their time against the tasks, and updates the related asset record. <b>This process is compliant with the requirements specified in NIST Special Publication 800-61 Release 2 on Incident Management.</b>	1. Remediation Project and Tasking Plan 2. Remediation Cost Report 3. Unimpeachable Forensic Document Repository	Initial: Cyber Response Team is able to provide timely and measured remediation of the intrusion compliant with JCS Instruction 6510.01F on Information Insurance and Support to Computer Network Defense and compliant with NIST Special Publication 800-61 on Incident Handling. Automatic notification to all involved parties.  Service Desk team has ongoing visibility into the status of each remediation effort. Customer service improved with improved communication.  Final: Performance Metrics and Costs of each Remediation Project.



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<p><b>7 Governance</b></p>	<p>Funding Request that needs Sr. Management Approval</p>	<p><b>Governance Committees:</b> Proposed project documentation entered into APM Plus, including business case, high-level resources estimate (people, assets and expenses), budget and priority. Multiple stage-gate approval process: 1. Approved by manager of the organization that defined the project. 2. Approved by all of the managers necessary before it goes to the Steering Committee. 3. Steering Committee tentatively approves a budget and asks for a project plan that outlines how the monies will be spent. Project plan generated, tasks are staffed, planned cost is calculated based on the staffing, and plan is reviewed and approved ultimately by Steering Committee. Project starts. People work the tasks, status the tasks, enter their time against the tasks and update the related asset records. Project status is reviewed whenever necessary. Lessons learned are detailed after completion.</p>	<ol style="list-style-type: none"> <li>1. Project Definition, Business Case, Budget, and Priority Captured</li> <li>2. Flexible Multi - Stage Gate Governance Approval Process</li> <li>3. Project and Tasking Plan</li> <li>4. Reports for Review Phase</li> </ol>	<p>Initial: Governance Committees receive requests in common format with nominal business case, project plan, detailed budget and relevant documentation.</p> <p>Final: Complete project life cycle managed: Analyze, Select, Control and Review in Compliance with DOD Directive 8115.01 on Project Portfolio Management. Gives senior management visibility into project detail at any time.</p>
<p><b>8 Agile Development</b></p>	<p>General User Requests for Services / Technology Using the Service Catalog.</p>	<p><b>Project Manager / Team Leader:</b> Agile Development involves developing applications in small chunks called "sprints;" the work can be performed iteratively based on testing results and user feedback. While the terminology is different, the functionality in APM Plus is applicable. One scenario: each "sprint" is thought of as a "project" generated with a work template. Feedback with each iteration is documented and the next sprint can be performed and tracked by either changing the project plan one task at a time, or by using the same or another template to add more tasks to the project plan. The project plan can continue to expand as more functionality is added, or multiple project plans can be linked together using inter-project dependencies. Multiple projects can be grouped together and viewed on a multi-project Gantt chart. APM Plus includes two capabilities for viewing multi-project Gantt charts: a Program or a Pool. Time tracking is still performed and performance is still performed. Agile Development does not mean that dates do not have to be met, but that meeting dates is feedback based and iterative. APM Plus manages these types of projects too.</p>	<ol style="list-style-type: none"> <li>1. An Agile Development Project Plan.</li> <li>2. Project Details Report.</li> <li>3. Performance Metrics</li> <li>4. Worker Weekly Time Report</li> </ol>	<p>Initial: Agile Project Plan with integrated user feedback requests from developers.</p> <p>Final: More projects are finished on time, fully documented and on budget.</p>



Use Case	Input: Trigger Event, Staff or Customer Request	Main User: Process	Output: Project Plans, Documents or Reports	End User/ Success Condition
9 Dev / Ops Interface: Bug Fix or Enhancement Request Management	Bug or Enhancement Request is submitted via the Service Catalog.	<b>Service Desk Analyst:</b> Identifies and requests an enhancement or a bug fix. The request is assigned to the <b>Change Control Board (CCB)</b> . The CCB approves the fix and the "bug fix project plan template" is used to generate the project plan. The people in Development are tasked and the tasks are worked. The last task is to "implement the change" which is done in Operations. Automatically from the project task, using workflow, a change request is created in Change Management and the person in Operations responsible for implementing the change is notified, implements the change and closes the change request. Automatically using workflow, when the change is closed, the last entry in the project plan is closed, the project record is closed, the original request is closed, and the requestor is notified of the completion.	1. Bug Fix Project Plan 2. CCB Documentation 3. Change Management Documentation 4. Project Performance Metrics	Initial: Rapid turnaround and implementation of bug fixes and enhancements with careful configuration control of CCB.  Final: Change Management Documentation Captures time spent on tasks performed by Development personnel.
10 Network Services Projects	Network Engineering. Request to expand / enhance the Network	<b>Network Engineer:</b> creates a project plan using one of several predefined work templates in APM Plus, identifies staff available with the right skills needed accomplish the project. Project budget calculated. Project plan and budget approved. People assigned notified; they status the task, enter their time against the task and update the related asset record. Upon project completion, notifications are automatically generated by the APM Plus sent to designated stakeholders.	1. APM Plus Project Plan and addition Reports	Initial: Robust Project Plan with planned times and costs for both Senior Engineer and the Network Engineer  Final: Ongoing Real-time Performance Metrics and Costs of the Project, as well as Budget Fidelity.
11 Test Engineering Planning and Execution	Test Engineer creates a Test Plan for a New Technology	<b>Test Engineer:</b> creates test plan using one of the several test work templates in APM Plus. He identifies staff available with the right skills needed accomplish the project. He tasks the staff. The Testing Project is executed and all documents related to the test are attached to the correct test task repository	1. Testing Plan 2. Project and Staff Plan for Test Plan 3. Testing Results Document Repository	Initial: Test Plan and Project Plan for Implementation the Test.  Final: Performance Test Metrics and Performance Test Documentation.



Use Case	Input: Trigger Event, Staff or Customer Request	Main User: Process	Output: Project Plans, Documents or Reports	End User/ Success Condition
<p>12 Ad Hoc Projects to Support Enterprise Initiatives</p>	<p>Unforeseen Significant Problem Identified while Implementing Enterprise Initiatives</p>	<p><b>Project Management Office (PMO) Manager:</b> APM Plus includes functionality that enables reaction to unforeseen events. 1. Templates can be added to existing project plans. This allows for iterative development and also for significant changes to an existing project. 2. Inter-project dependencies. If it makes sense to create a separate project plan to manage the unforeseen event, inter-project dependencies can be used to link the two projects together. Multiple projects can be grouped together as a "program" or a "pool" and viewed together on a Gantt chart. 3. APM Plus includes its own "change process" for adding tasks and or dependencies, for changing the due date of a task or adding budget to a task. This is used for smaller changes to the project.</p>	<p>1. APM Plus Project and Tasking Plan 2. Automated Approval Workflow 3. Fix Project Performance Metrics</p>	<p>Initial: The Enterprise Project is fixed in a cost effective manner with little or no impact on the Project Timeline.  Final: The Enterprise Project budget is accurately updated.</p>
<p>13 Automated Provisioning Management</p>	<p>Request from user for creation of new email address started.</p>	<p><b>Automated process Initiated by Help Desk:</b> When the process to provision a new email address for example is started, using a pre-defined work template and Remedy workflow, APM Plus generates an automated multiple step process in the form of a mini-project plan. As each step in the process to create a provisioned capability finishes, using workflow, the status of the related task in the project plan is automatically changed to Completed. If a step does not finish successfully, the status of the task in the project plan is changed to "In Process," the person responsible for that step is automatically notified of the problem, and the Service Desk is automatically notified. When the step finishes successfully, the task status is changed to Completed. This continues until the provisioning is completed. No people are involved in this process except, if a fix is needed.</p>	<p>1. Project Execution Record 2. Notification Emails 3. Error Reports</p>	<p>Initial: Automated Provisioning of Email and Notification.  Final: Auditable trail and immediate notifications to all affected parties. Metrics captured determining if process is improving or not.</p>
<p>14 Managing Scheduled and Unscheduled Asset Outages</p>	<p>Planned Network Upgrade</p>	<p><b>Asset Owner:</b> For each asset or class of assets, a scheduled or unscheduled outage plan is set up. Then, 5 days before the first task in the plan should start, a mini-project plan is generated and the person responsible for the asset is notified automatically. The plan includes the tasks to be performed before the asset comes off-line and the tasks to be performed after the asset comes off-line. He/she assigns people to each task in the plan, and these assignments are posted to each person's Console. Each person works his/her task when notified to do so, statuses the task, enters time against the task and updates the related asset record.</p>	<p>1. Network Shut Down Project Plan 2. Notification Emails 3. Issues for AAR</p>	<p>Initial: Smooth planned shutdown.  Final: AAR and metrics of the out ages, implementation of the upgrade.</p>





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15 Manage Internal or External Audits	Request for audit of unit or agency	<b>Financial Manager:</b> Chooses the appropriate preloaded audit plan (work) template in APM Plus to create a project plan, identifies the audit team (internal or external) based on availability and assigns people to the tasks. Appropriate notifications are automatically sent to key audit stakeholders as audit milestones are accomplished, interim and final audit documents are attached to the proper task. Performance metrics are collected, and lessons learned are captured.	1. Audit Project Plan 2. Archived interim and Final Audit Documents 3. Lessons Learned connected to Audit Templates	Initial: Audit Report delivered in timely manner Senior management has visibility as audits process  Final: Transparent and tightly managed Audit Process that improves with experience Lower cost of audits.
16 Command Cyber Readiness Inspections	Notification of Impending Cybersecurity Readiness Inspection	<b>Cybersecurity Operations Leadership:</b> All related work is organized and viewable in one place, the APM Plus Portfolio View. When the inspectors arrive, the command can show them all active and closed incidents, active projects, proposed projects. With three clicks, the user can drill down to the task detail on any project. Steps for meeting deficiencies, i.e. for bringing the Command into compliance, are easily and quickly entered into APM Plus.	1. Cyber Action Manager Incident Archive 2. Cybersecurity Readiness Inspection Project Plan 3. Cybersecurity AAR	Initial: Cybersecurity Readiness Inspection Preparation Plan.  Final: Fully documented, reviewed Cybersecurity Readiness Inspection Preparation Plan and plan for getting into compliance.

***“The Swiss Army Knife of Project & Portfolio Management Systems”***



## The Benefits of Using Project Remedies' Solution Set

1. More Control: Enterprise-wide use and visibility makes it easier for Senior Management to set and adaptively reset organizational priorities and project
2. Creates a Culture of Accountability: People know what they are supposed to do, when they are supposed to do it, and how much time they have to complete the work, and then management can see if the work was completed, when it was completed and how much time was spent completing the work
3. Adaptive: Designed to be customized to fit the organization's changing processes and culture
4. Transparency: Senior management and customer visibility into project detail at any time
5. Lower Cost: More streamlined and uniform processes across multiple units or organizations
6. Lower Cost: More efficient use of resources: physical, bandwidth and staff
7. Lower Cost: Cost accounting for each project and each service request
8. Lower Cost: Better ability to charge back for services to the customer business unit
9. More Responsive Customer Service: Faster turnaround and implementation of fixes or enhancements
10. More Responsive Customer Service: Improved communication and situational awareness for customers / requestors
11. More Customer Confidence: Customer sees everyone in IT responding to requests the same way, using consistent, repeatable processes, and has more confidence in the result.
12. Lower Cost and Ease of Use: Reduces the burden on the Project Management Office by expanding the use of project management functionality by team leads, reducing the need for trained project managers
13. More Confidence: Project documentation completed before it comes to the Governance Committees
14. More Confidence: Easier to track what was committed to versus what was accomplished
15. More Confidence: Captures five critical cost variables in project life-cycle for trend analysis
16. Ease of Use: Reduced training because the interface is the same as the current Remedy applications
17. Ease of Use / Faster Implementation of New Processes: Reduced training on new processes, because the process is captured in a work template. People have to follow the template and just work the tasks.
18. Ease of Use: APM Plus generates the project plan saving the team leader the time involved from needing to create the plan
19. More Confidence: Imbedded, consistent, measurable and repeatable processes are used again and again

**Bottom Line: More Projects Finish On-time and On-budget**



Project Remedies Inc.

PRI Use Cases

## Summary

Change in culture is facilitated by changes in processes or technology or both. In order to change culture to be more productive, cost conscious and customer-centric, that effort must be coupled with tools to make that happen.

Project Remedies' ActionProgram Manager Plus (APM Plus) is the Remedy-based integrated process and life-cycle management system that can provide process, project, program, portfolio, governance, resource, risk and cost (time and expense tracking) management functionality. These Use Cases demonstrate the versatility of APM Plus to be a transformative technology that enables a wide array of processes across the Enterprise. The PRI Solution Set, which has a simplified integration process into legacy BMC Remedy System, is implemented in days, can be the catalyst for such change.



# Project Remedies Inc.

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## Appendix A – The Project Remedies Inc. Solution Set

All PRI applications are built utilizing the BMC Remedy Action Request System. Besides leveraging investment in Remedy, this adds workflow functionality as well as the easy integration with existing Remedy-based applications enabling for more efficient processes and the ability to manage other applications that other project management systems cannot do.

### ***Enterprise Management***

- **ActionProgram Manager Plus (APM Plus):** The “Swiss Army Knife” of project management provides process, project, program, portfolio, governance, resource, risk and cost management functionality. APM Plus creates a variety of Project Management Workflows, Project Aggregation and Costing Matrices.
- **MS Project Interface:** Allows the easy transfer back and forth of data between APM Plus and Microsoft Project

### ***Cybersecurity***

- **Cyber Action Suite (CAS)** (*Supports DHS CDM Functional Tool Areas 1-11*)
  - **Cyber Manager:** Provides for automatic capture and or manual entry of cyber incidents and events
  - **Identity Manager:** Provides information to the Analyst about each person, the roles they play, their credentials, training, and clearances
  - **BMC’s Asset Management:** Provides repository of information about each asset for analysis of authenticity and even assess impacts form breaches
  - **ActionProgram Manager Plus (APM Plus):** Gives analyst an easy way to automatically generate remediation mini-project plans, notifies the people involved and tracks and manages each step in the plan