



ActionProgram Manager Plus – Bridging the Gap

Besides being a very good process, project portfolio and resource management system, ActionProgram Manager Plus (APM Plus), our flagship application, helps you bridge the gap between Operations and Application Development, between the BMC Remedy ITSM Suite and Project Portfolio Management. APM Plus is the only true project portfolio management system that runs on your Remedy environment, and the only one that integrates with the IT Service Management Suite out-of-the-box. With it, running and managing your IT organization becomes easier, better, and less expensive.

Get the metrics you need to run your business, to reduce and control cost.

- With APM Plus, you can do time and expense tracking against all tasks: incidents, problems, changes, project tasks and “other tasks not related to requests” because they are all in the same system. When you license MS Project Server or another application not integrated with Remedy, you cannot do time tracking against your Remedy tasks.
- Manage all costs in one system for true total-cost-of-ownership. Because APM Plus brings all work tasks together, you get the complete cost of a project (ITIL). Because it integrates with your Remedy Asset Management application, all tasks can be associated with asset cost. Going the other way, i.e. bring asset cost into the project tasks for a true total cost of the project.
- Improve processes through the use of work and approval (governance) templates.
- Quantify each organization’s performance. Determine which organization performs each process most cost-effectively. We read about companies having more efficient work processes, but how do you know? With our approach, you will know.
- Optimize resource utilization. See how busy people are. Answer questions like: Can your team do what it does with 25% fewer people? Do you have the staffing to do the projects you want to do? When, where, and in what organizations will you have skills shortages and surpluses?
- Having all the information available in a central database improves transparency.
- Because APM Plus manages the whole project life-cycle, it brings together the five times “cost” comes up in the process, helping you see trends and improve performance.

Bring IT Together as One Organization.

- Manage more types of projects. Application Development as well as Operations Projects. Cyber projects, release management, bug reporting, managing asset outages, and others.
- Improves communication and coordination between Application Development and Operations.
- Improves cross-organization and cross-application processes.

Create a “Culture of Accountability.”

- Have your managers create project plans for their projects. Then have them assign people to tasks. See how busy people are in each organization, justifying each organization’s staffing.
- Then, have your managers hold weekly project status meetings. The tasks due last week and the tasks due this week are discussed. If tasks are not done on time, they ask why and report this to you. This focuses the staff on the key tasks that impact project schedules and cost. Reduces project failure rate.
- Let your managers know that this is a permissions-based system and that while you want them to send you the reports they normally send, that you can look at a project at any time without them knowing that you are looking. You are holding them accountable.

Project Remedies Inc. is a 19-year old technology and services company headquartered in the Los Angeles area. If you have any questions about Project Remedies or APM Plus, please contact Stan Feinstein at 310-230-1722 or at stanf@projectremedies.com.