You Could License a Standalone IT Governance Suite, But Why Would You Want To?

Or, Why is Licensing MS Project Server like Shooting Yourself in the Foot!

A White Paper from Project Remedies Inc.

Abstract: As compared with a standalone solution, if an IT Governance Suite was developed on the same platform and ran on the same platform as other IT tasking applications and was inherently integrated with those applications, the resulting benefits would be significant, without any added cost or effort. If that platform was a workflow engine, so much the better. If you could get all of these benefits for nothing, why would you want to license a standalone solution? Easily, quickly, and inexpensively incorporating IT Governance functionality into other internal processes makes a lot of sense.

Besides using an IT Governance Suite for software development projects and time tracking, why not leverage your investment in your program management system and also use it to:

- Determine costs for all service requests including large ones that require program management functionality, for example, which is part of ITIL V.3.
- Do release management, which is an integration between program management and your change management application.
- Do bug tracking, which is an integration between program management and your help desk and change management applications.
- Manage scheduled or unscheduled asset outage which is an integration with Asset Management.
- Moving facilities as part of a BRAC project and an asset falls off a truck, which is another interface with asset management.

Having program management functionality integrated with other IT infrastructure applications such as Help Desk, Change Management and Asset Management makes sense. The other approach is integrating a group of standalone solutions, i.e. a combination of disparate products. This approach is costly and time-consuming, and won't be done in the short term anyway. This major integration project has been called the "$3 – 5M, never-ending integration project."

Project Remedies' IT Governance Suite is the only IT Governance Suite developed with the BMC Remedy Action Request System and the only one that runs on your existing BMC Remedy AR System environment. This white paper describes many of the unique benefits that result from using an integrated solution, and one that runs specifically with your existing applications on the BMC Remedy Action Request System platform.

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Situational Overview

Of the IT Project Portfolio Management and Program Management Systems on the market, very few are integrated with an IT Service Management suite, and none are integrated with an Asset Management system. Some vendors even sell this as a benefit, which is hard to understand. How many lists of people do you want to have in your IT organization? How many different systems do you want your people to look at to find their to-do list? How many different systems do you want to accumulate costs in? Isn't the answer always "One"? There are enormous benefits to having the integrated solution.

Of course, there are obvious benefits of leverage your investment in a product that you already own, such as the BMC Remedy Action Request System:
- Getting more use from the user licenses you have already acquired.
- Reduced training time because the users are already familiar with the interface.
- No additional hardware because the new applications run on the same environment.
- No additional operational procedures such as archiving the database because you are already doing this.
- Using the same support team to support additional applications.

But what about leveraging your investment in your IT Governance Suite, incorporating program management functionality into your processes, and using it for 6 different applications, such as:
- Service Request management.
- Demand Management.
- Release management.
- Software development projects.
- Operations projects.
- Scheduled and unscheduled asset outages.
- IT Governance.
- Bug reporting.

IT Project Portfolio Management systems and Program Management systems are typically used for planning and managing software development projects and the resources working those project tasks. Some are also used for managing operations projects and the operations resources working those project tasks. But very few have been extended into a company's processes that involve other IT Service Management applications such as Help Desk, Change Management, Asset Management and Service Level Management.

Unique Uses of PRI's IT Governance Suite

Total Cost Management System – without the major integration project

Especially in difficult times like these, top management wants to understand what people are doing and how much it's costing. They need to know their IT dollar commitments and resource commitments, and when they ask for the information necessary to make a decision, they need the answers now, not two days from now. The data has to be current – up to the last entry – and available immediately.

Complete Demand Management / Service Request Management System

ITIL Version 3 talks about Financial Management and the importance of understanding the transaction costs of each service your organization provides. Whether you want to charge back for this service or not, <u>Service Strategy</u>, the first book in the ITIL version 3 series, talks about the importance of understanding these costs and relating them to users in terms of dollars. There is something about dollars that people understand, the authors write. Besides, if management decides to talk to an outsourcer, the outsourcer is going to give them a specific rate for each type of service. Unless you understand your costs the same way, you cannot know if the outsourcer's rate is a good deal or not.

BMC's Remedy Service Request application handles two types of requests. Small ones are handled in Help Desk and medium-sized ones are handled in Change Management. With PRI's IT Governance Suite integrated with Service Request, large requests can be tracked and managed as well in the same environment.

In addition, if you are doing time tracking (i.e. tracking resource costs) with the IT Governance Suite, the same system can be used for tracking time and expenses against help desk tasks, change tasks and project tasks. If you are using the Remedy Asset Management application, asset costs are also tracked in the same system. The result is a Total Cost Management System in one system, and without the cost and time involved with performing major integration project.

Do the benefits of a standalone system outweigh these benefits?

Release Management

Release Management is good example of an integrated application. An enhancement request or a bug fix request can start with a Service Request or a change in a Change Management application. It is approved my management, i.e. management decides to add this request to the application and then associated with a specific release. For each enhancement or bug fix, a project plan is created and approved. As the work is being done, if it ever slips past the end date of the release, the person in the project manager role and or the person responsible for the release will be automatically notified. All of the projects (enhancements and bug fixes) associated with a release can be viewed on one Gantt chart. When each enhancement is completed, the original request can be closed and the requestor and other interested parties can be automatically notified.

Since people are working other tasks as well, one of the benefits of an integrated solution is that management can see all the tasks people are assigned, and prioritize the work as they see fit. This is a more detailed way to "align IT with the business."

There can be other change management processes that incorporate project functionality. One of our clients uses a combination of Remedy ITSM applications with PRI's ActionProgram Manager for their Resource Service Request process and their Engineering Order process. They also use it for their Scheduled Maintenance process.

Bug Reporting – Integration with Help Desk and Change Management

One client said that bug reports from users come into the Help Desk application. There, they are classified as bugs, and since they are classified as bugs, they are assigned to the Change Control Board. The Change Control Board looks at the bug report and decides whether this should be handled as a change request or a project. If it is to be a project, the client wanted to the "bug-fix project plan" template. They would approve the plan and start working the tasks. The last task in the bug-fix project plan is to implement the fix and in their organization, that was done in Operations. When they got to the last task, they wanted the system to use AR System workflow to automatically create a change request and automatically notify the person in Operations that there was a new change request. The person in Operations would implement the fix and close the change request. When the person closed the change request, the system should use workflow to also close the project task. Since it was the last task, also close the project record. Since the project was closed, also close the help desk task and also notify the person who originally submitted the bug report that the bug had been fixed.

A closed loop process. Wow. And since they already had licensed all of the applications, there was no additional license fee cost. It took two days of consulting to implement that workflow. How do you do that with MS Project Server or any of the other standalone applications?

Scheduled and Unscheduled Asset Outages – Integration with Asset Management

This is an interesting application. A button is put on the Asset form which is part of the Remedy Asset Management application. That button is used by the person responsible for the asset to define scheduled asset outages or unscheduled i.e. a one-time asset outage. They specify whether this is a one-time or recurring outage; when the asset should come off-line, such as the 3rd Sunday of the quarter at 2PM; which template of tasks will be used, and who assigns the people to work each task. Five days before the 1st task is to occur, notify the person responsible for assigning people to each task in the template. When the people are assigned, put the task in the Support Console, so these become part of each person's to-do list of tasks. Also, put all of the tasks on the Related Items tab on the Asset form. That way, anyone can look at the asset and see the history of work performed against the asset.

Project management systems deal with planned start dates and planned finish dates, not dates in the middle of the plan. Project Remedies re-wrote our critical path method date calculator and added the functionality necessary for one task in the middle of a template to be identified as the "target" task. That way, the dates of the tasks before the target task will be calculated in one direction, while the dates of the tasks after the target task will be calculated in the other direction, all based on the date of the target task, which is the date the asset is scheduled to come off-line.

Since the Asset Management application has a Class capability, i.e. multiple assets can be grouped together as a Class, the same button was put on the Class form, so that all of the

assets in the class could be scheduled at the same time. Wow. How do you do that with MS Project Server, or any of the other standalone program management products on the market?

Top 10 Reasons for Using An Integration Solution . . . . and more.

1. Leverage your investment in Remedy.

2. Leverage your investment in your IT Governance Suite and use it for more applications such as:

   - Service Request Management as part of your ITIL project.
   - Software development projects.
   - Operations projects.
   - Release Management projects.
   - Scheduled and Unscheduled Asset Outages.
   - Bug Reporting.
   - IT Governance.

3. The cheapest, easiest and fastest way to implement a Demand Management / Service Management System.

4. The cheapest, easiest and fastest way to implement a Total Cost Management System. All costs (time, expense and asset) are in one system (Remedy), without any major integration project.

5. All resource information is in one system (Remedy). How many databases of the same people do you want to have in your IT organization?

6. All of the infrastructure applications (Help Desk, Change Management, IT Project Portfolio Management, Program Management, and Asset Management) work together and use the same resource database.

7. Better handoffs. APM/ITPPM is the only IT Governance Suite written on Remedy and only IT Governance software written on a workflow engine.

8. Remedy's Service Level Management tracks service level agreements across all Remedy-based applications, including ActionProgram Manager.

9. Service Management. ITIL Version 3. Service Requests lead to people working tasks. There are 4 types of requests: small ones, medium-sized ones, large ones, and large ones that have urgency. With the APM/ITPPM approach, all of this is in one system.

10. With all work tasks in one system, workers save time looking in one place for their to-do list. Multiply this out. If all of the people in IT save 15 minutes per day, at a conservative rate of $50 per hour, the result is a huge dollar justification.

11. With all work tasks in one system, workers use the same system for entering time against all types of tasks. Time is entered at task, which is the way it has to be done for ITIL version 3, Six Sigma, and any other quality initiative.

12. The only program management and IT Governance applications that interface with an Asset Management system.

13. Better prioritization of work tasks, because all of them are in one system. Better communication of prioritization.

14. Less staff. PRI applications supported by your existing Remedy staff.

15. No additional hardware / infrastructure. PRI applications run on your existing Remedy environment.

16. Easier to customize. PRI applications written in Remedy AR System, not C.

17. Easier to use. The "right functionality." Not a Cadillac.

18. Less expensive. Not a Cadillac.

19. Reduce the number of vendors you are dealing with.

Conclusion

From a business standpoint, having an integrated IT Governance Suite like PRI's IT Governance Suite gives you more flexibility, more functionality for improving processes and hand-offs, and allows you to implement integrated processes with almost no additional cost. It allows you to do things to improve efficiency and quality with almost no additional cost.

Besides politics, why would anyone want to use any other approach?

Project Remedies Inc. is a BMC Partner in BMC's Technology Alliance Partner Program. PRI's IT Governance Suite has been validated by an independent 3rd party, and is part of BMC's MarketZone program.

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