

ActionProgram Manager Plus – Benefits Summary

ActionProgram Manager Plus (APM Plus) is a Remedy-based application that includes project, program, portfolio, governance, resource, risk, and cost management functionality. And because it runs on the Remedy platform, APM Plus can be used for many more applications than the typical portfolio project management system. It gives you more bang for your buck.

It usually takes less than an hour to install APM Plus on your existing Remedy environment. Like all Remedy based applications, APM Plus can run on different databases and operating system platforms, such as SQL, Oracle and Sybase, and Windows, Unix and Linux platforms. APM Plus can be accessed via the Remedy Window Client or from the Web.

- I. One application that incorporates a process for managing the whole project life-cycle. Designed for enterprise use.**
 - A. Incorporates project, program, portfolio, governance, resource, risk, and cost management functionality.**
 - B. Consistent project life-cycle, from project initiation and definition, approving the project, creating a project plan, approving the plan, working the plan and reviewing the plan.**

- II. Helps Management make better decisions and gives Management the necessary control to ensure that people are working on what you want them to work on.**
 - A. Governance decisions made at 2 points in the process.**
 - B. Categorize projects many ways for better analysis.**
 - 1. We realized that every organization categorizes projects differently. By portfolio, customer or business unit, performing organization, and type of money are just some examples. You can define your own ways to do it. APM Plus includes a simple capability for defining these categories as a series of menus. This is a simple configuration, and part of the implementation process.**
 - C. Tracks the 4 costs entered during the process in one place.**
 - 1. When the project is initiated, the requestor specifies how much they think it will cost.**
 - 2. When resources are defined at a high level, these estimates are multiplied by a rate for each skill or asset to come up with a projected budget.**
 - 3. When the project plan is created, a 3rd estimated cost is stored.**
 - 4. When the work is actually performed, the actual is stored.**

Our performance report shows you these four costs for each project as well as a comparison between the planned duration and the actual duration.
 - D. Central repository of all project information, available with a click or two.**

III. Two levels of Resource Management.

- A. Macro level answers the questions: do we have enough resources to do the projects we want to do? When, where, and in what organizations do we have skills shortages? When, where and in what organizations do we have skills surpluses?**
- B. Micro level. How busy is each person? If a project shifts, how busy are they then?**
 - 1. Summarize this organization within skill and skill within organization.**
 - 2. Key to justifying additional headcount.**

IV. Leverage your investment in Remedy.

- A. In AR System user licenses.**
- B. In user training – same GUI Interface.**
- C. In support – current Remedy support team can support APM Plus as well.**
- D. Distributed usage. Like your other Remedy applications, APM Plus is a distributed application. People assigned to tasks work the tasks and status the tasks, enter their time against the task, put in comments, and can request changes.**

V. Ease of use is critical for enterprise-wide use.

- A. APM Plus includes the information the typical user needs to get their job done. Not too much. Not too little. Just right.
One user said that all other project management systems require everyone to know everything about the application up front, and they just can't. APM Plus is "dirt simple" and easy to fit into how an organization manages projects.**
- B. Our "inventory view" shows you "active projects" in one window and "proposed projects" in another window. From there, one click opens the proposed project record or the project plan form, and 2 more clicks take you to the task detail. Rather than creating PowerPoint slides for management presentations, users are showing managers how they can see what they want to see with a click or two.**
- C. Views. Views can be created of the different Remedy forms involved with the application, so you can decide what each type of user will see.**
- D. Less training. Less need for "discipline." Because APM Plus involves a pre-defined process, the application takes the user through what they have to do.**

VI. Interfaces with BMC Remedy IT Service Management Suite applications for greater efficiency and reduced duplication of data.

- A. Cheapest, easiest, fastest way to get to a Demand Management / Work Management System.**
 - 1. Eliminates the need for the major costly and time-consuming integration project.
- B. Expand the types of service requests that can be handled by your Remedy Service Request Manager application.**
 - 1. Service Request Manager and the ITSM suite handles incidents, problems, and a range of changes, that range from simple to complex.

When APM Plus is added, more complex changes that need project management functionality and more complex service requests that require project management functionality can also be supported.

VII. Incorporates project management functionality into your business processes. More efficient operation.

- A. Launch a project from a change request or a change request from a project.**
- B. The only application that interfaces with an asset management application.**
 - 1. For applications like managing scheduled and unscheduled outages.
 - 2. With simple workflow integration bring asset cost into your project task and into the whole process.
 - 3. Cost reports include time, expense and asset information together.

VIII. Can be used for multiple purposes.

- A. Managing different types of projects.**
 - 1. Development projects.
 - a) Incorporate your SDLC into pre-defined work templates.
 - 2. Operations projects.
 - 3. Infrastructure projects.
 - 4. Cyber projects.
 - a) Manage the whole cyber remediation effort.
 - b) APM Plus is the only project management system that interfaces with event management systems. With this functionality, projects can be launched at network speed.

- B. Applications like bug reporting, release management, and managing scheduled and unscheduled asset outages.**
1. These involve interfacing APM Plus with Remedy-based applications such as Service Management, Change Management and Asset Management.
 2. Release Management, for example. A release is made up of a large number of enhancement requests and bug fixes. Each one should be tracked as a project, because the question, as the release date approaches is: Will all of these projects be done in time? Critical Path Method scheduling and grouping related into Project Pools or Programs will give you the answer.

C. Quality Initiative. APM Plus includes the 3 key features:

1. Project management / task management / Critical Path Method scheduling.
2. Consistent processes. Work templates so that you can see how different organizations perform against the same tasks for the same type of request.
3. Time at task tracking.
For example, for each type of Service Request, subject matter experts decide how the organization is going to perform the work associated with a request. They key this into the system in minutes. Let's say that over the next 3 months, 50 requests for this service are made, and this work is done by 3 different organizations. You find out that organization 1 performs task 2 on average in 1 hour. Organization 2 performs task 2 on average in 3 hours. Organization 3 does task 2 on average in 6 hours. This is one of the metrics you need to decide who is doing it "best."

During this time, the people doing the work report back to the subject matter experts (a continuous improvement process) that if the process was tweaked a bit, the process would be better. The subject matter experts review these ideas and agree that in fact it would be better, and make the changes, again in minutes.

Now, 50 more requests for this service come in, and they are performed by the same 3 organizations. Management's question is: Is the new process better, and if it is, how much better?

You need these 3 capabilities to answer this question.

IX. Hard cost justification.

- A. Save a great deal of time since people can look in one place, the Remedy Console, to see all of their work and all of their approval tasks. If 300 people save 15 minutes per day by looking in one place for their to-do list, if their time is valued at \$100 per hour, the savings equals \$1,875,000 per year. Every year.**

X. Changing the culture and creating a culture of accountability.

- A. Very easy to create project plans and to assign people to tasks. This is a distributed system so the people assigned the tasks, work the tasks, and if you like, enter their time against the tasks.**

XI. Unique Functionality.

A. Scheduling based on planned start, planned finish or the target date

1. A target date is associated with the target task, i.e. one in the middle of the project plan. If you use target date, it works as the planned end-date for tasks before it, and the planned start date for tasks after it.

B. Automatic Notifications and Escalations.

1. Some are predefined. These can be changed and others added easily.
2. Examples.
 - a) If the actual labor hours spent on a task exceed the planned labor hours, the project manager is automatically notified.
 - b) The day before a task is supposed to start, the person responsible is notified.
 - c) If a person is supposed to enter 40 hours of work each week, if they haven't done that by the following Monday Noon, that person is notified. If they still have not entered this time by 3PM, they and their manager are notified.

C. Bi-directional centralized time tracking and expense tracking against any Remedy-based tasks.

1. Can enter time and expenses against project tasks but really any type of task including those in your existing Remedy applications: incidents, problems, changes, and project tasks.
2. It takes minutes to add the work time tab and all the related functionality to your existing Remedy-based applications.
3. Universal timesheet. Time and expense dollars entered in the task or in the Universal Timesheet.

D. Pools / Programs. While a project can only be in one program, with APM Plus's Pools capability, a project can be grouped with an unlimited number of pools. Both capabilities let you see a Gantt chart for the projects included in the project or pool.

E. Risk management incorporated into the application. Don't need to develop a separate application.

F. Views. Each form can be configured so that different users can see different views of the same form.

G. Row level security. Allows members of an organization to see its projects, but not those of other organizations.

XII. Excellent charts and reports. Easy to use.

- A. If you want to see a Gantt chart, open the project record and click on the Gantt chart button.
- B. All data is current up to the last entry.
- C. Reports and charts can be printed in pdf format and posted to a web page.
- D. Additional reports can be done in Crystal Reports or any report client you like to use against the Remedy database tables.

XIII. Summary. Why Organizations License APM Plus.

- A. More Management visibility and control of the work being performed.
- B. Earned value reporting. Cost / Schedule Control System functionality.
- C. One system for managing entire project life-cycle.
- D. Less expensive than competitors.
- E. Find conflicts, resources, and assets.
- F. Improve customer service. Determine realistic delivery schedules and costs.
- G. Manage projects and costs.
- H. Simplify timesheet reporting.
- I. Integrate project management with Change Management process.
- J. Integrate project management with Asset Management.
- K. Integrate project management with Service Request Manager.
- L. Special projects that require 1) workflow to launch project plans, 2) give the help desk access to project status details.
- M. Identify risks and issues.
- N. Enable performance reporting.