

Managing Technology in the Public Sector: Aligning IT with the Business of Government

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Challenge

IT organizations are increasingly asked to create and deliver services that address strategic objectives. As you attempt to satisfy ever-growing demands for new and improved services, you must maintain quality service levels.

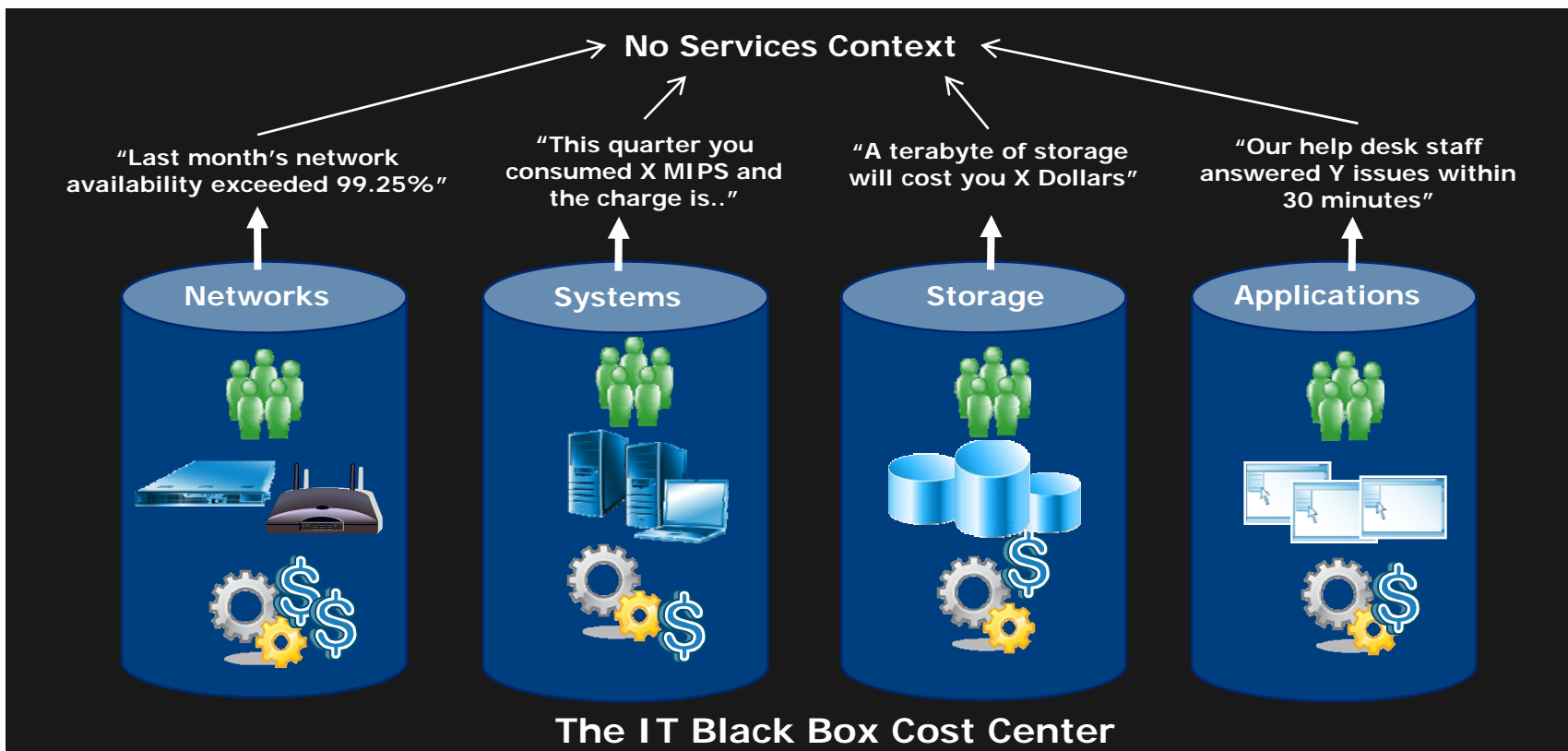
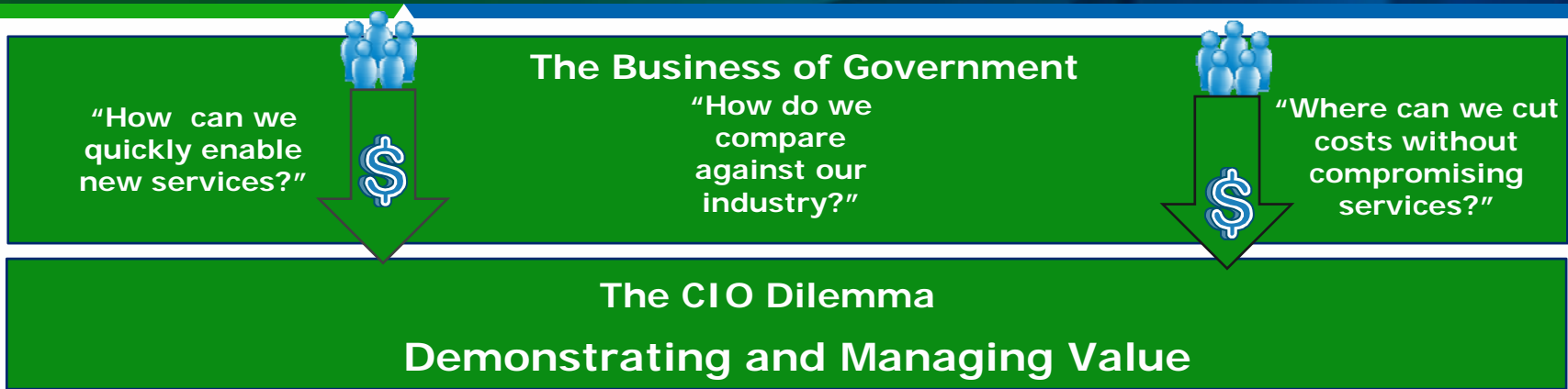
To justify your investments and obtain the appropriate level of resources, you must closely align and integrate IT with your business mission.

Opportunity

Integrating IT with your business mission requires you to communicate your use of IT staff and technology in the delivery of services while maintaining and delivering the quality of these services.

Executing portfolio and project management and taking a services portfolio approach provides executives with the ability to set and manage priorities, improves the ability to manage costs within budget while delivering services on schedule.

Problem - Inward Focus and Technology Silos



Other Challenges to IT and Business Alignment

Lack Single System of Record

(Need is for a Single View of the Project or Portfolio)

- Most Current systems do not ensure integration with other applications, integrity of processes or consistency of data for reporting purposes.
- No consistency in look and feel across various systems such as ERP, Financial, HR, Asset, and Project Management.
- Multiple types of reports from each project and program area.

Programs Not Aligned With Strategy

(What Programs are redundant?)

- Difficult for CIOs and PEOs to understand costs, benefits and the trade-offs between which programs will delivery maximum benefit.
- Segregated acquisition and integration plans.

Underestimation of risks- cost, schedule and scope

(Is the Program on-time and on-schedule)

Use a management system to align and integrate the organization and IT for increased efficiency on IT spend

Demand Management

Process Management

Portfolio Management

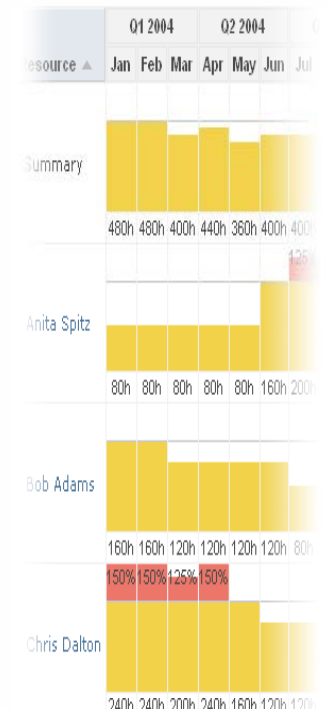
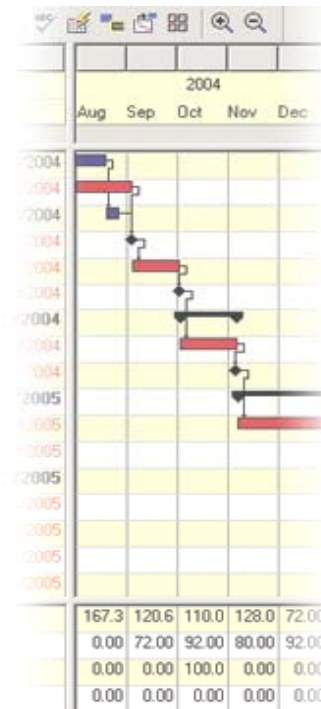
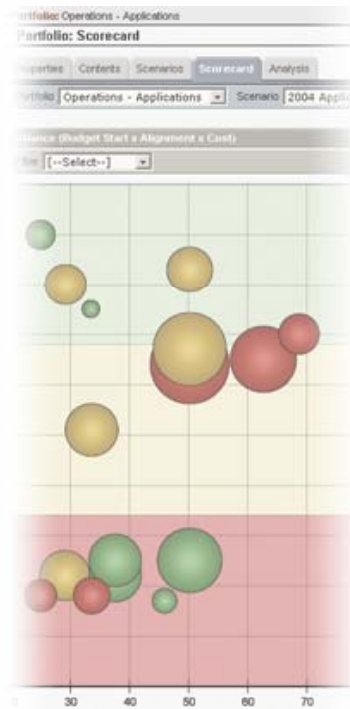
Project Management

Resource Planning

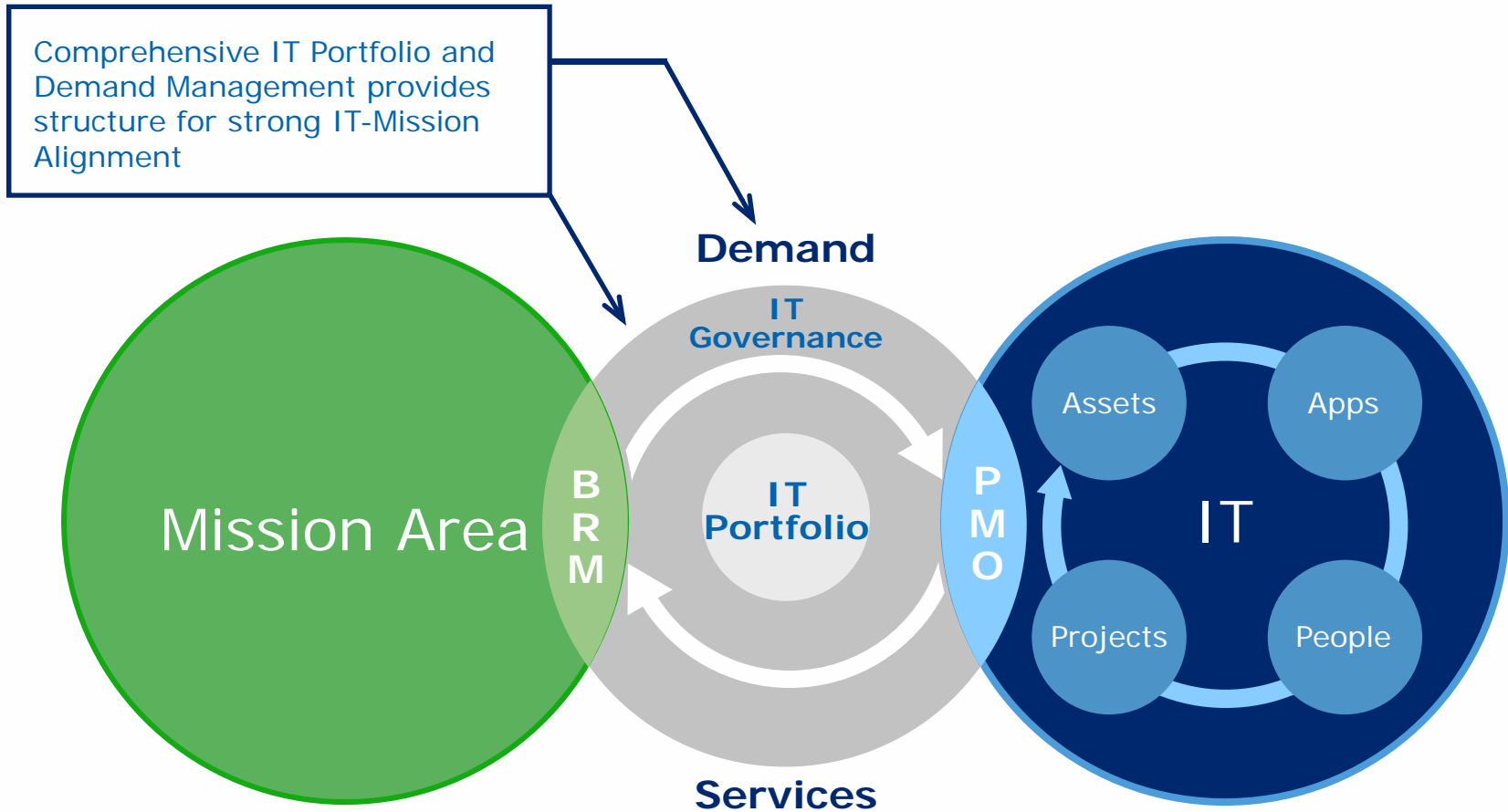
Request 15:
New budget report

Request 215:
Security fix

Request 803:
Application modification



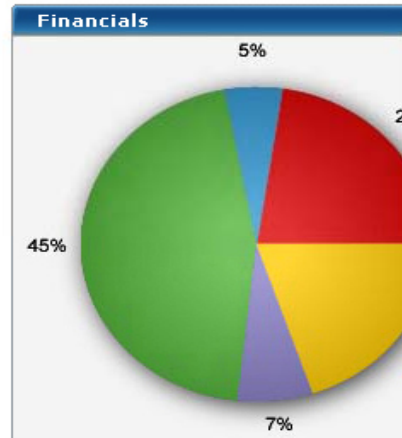
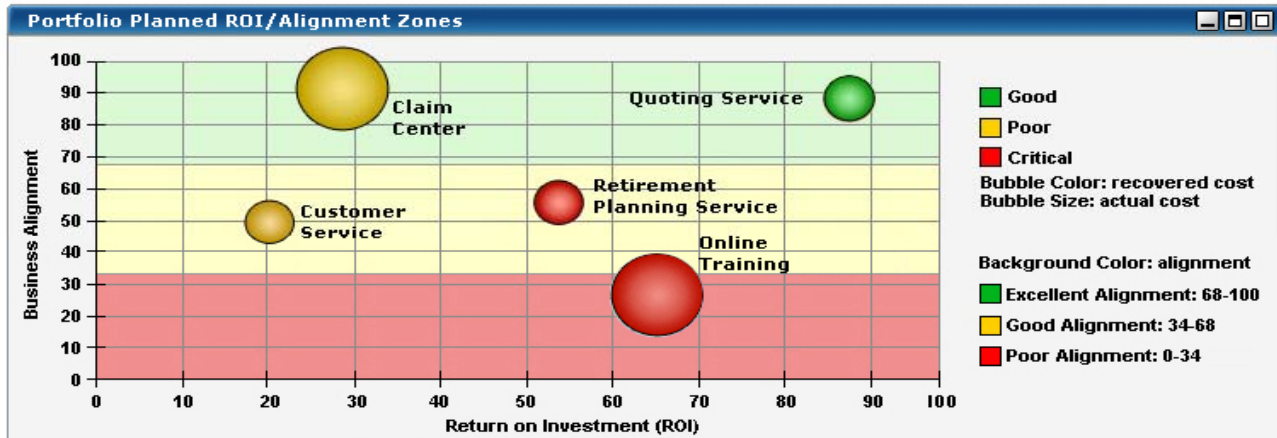
Project & Portfolio Management Provides Structure for IT and Business Alignment



Service Portfolio Dashboard

Service Portfolio

Overview Contents Scenarios Scorecard Analyze



Cost vs Benefit

| | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Total |
|----------------|---------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Cost | 800,000 | 1,200,000 | 1,500,000 | 900,000 | 200,000 | 200,000 | 200,000 | 200,000 | 5,200,000 |
| Benefit | | | | 1,200,000 | 1,500,000 | 1,500,000 | 1,500,000 | 1,500,000 | 7,200,000 |

Currency = USD

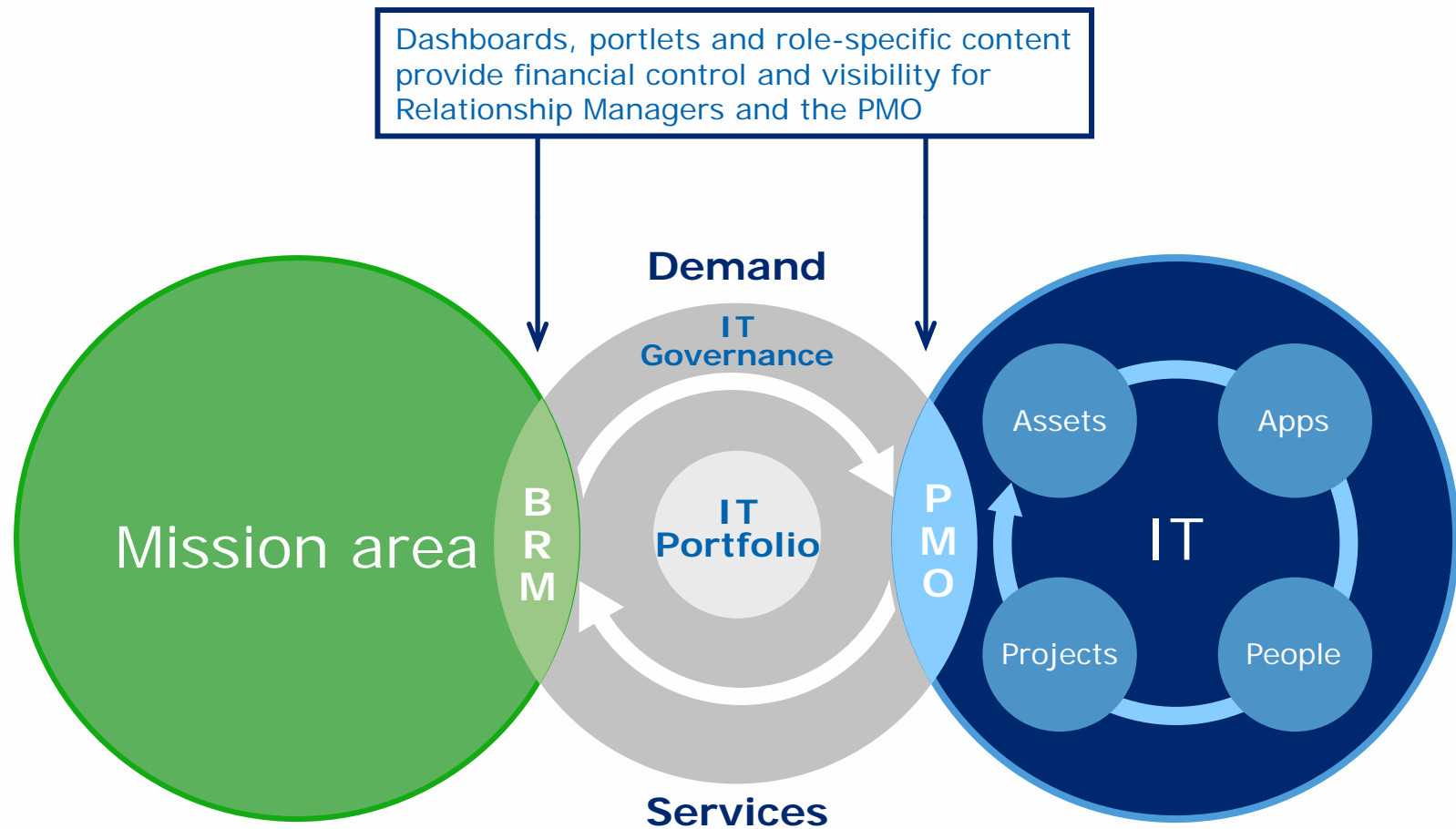
Staffing

| | Q1 | Q2 |
|--------------------|----|----|
| Creation | 8 | 1 |
| Maintenance | | |

Units = FTE



PPM with Financial Control and Visibility for IT and Business Alignment



PPM Provides Schedule and Costs

CLARITY Search [Advanced] ⌂ ? ✕

Personal **Overview: Schedule & Cost** [Personalize][Manage Tabs]

Overview
Organizer
Knowledge Store
Timesheets
Reports and Jobs
Account Settings

Portfolio Management

Ideas
Portfolios
Programs
Projects
Applications
Assets
Products
Other Investments

Analysis

Program Review
Project Review
Project Controls
Financial Analysis
Resource Analysis

Resource Management

Resources
Resource Finder
Resource Requisitions
Booking Status
Capacity Planning

Financial Management

General **Schedule & Cost** Reporting

Project Manager Schedule Dashboard ⌂ ? ✕

Filter [--Select--] [Expand Filter]

| Status | Project Name ▲ | Manager | Start Date | Finish Date | Days Late | Q3 2004 | | | Q4 2004 | | | Q1 2005 | | |
|--------|-------------------------------------|---------------|------------|-------------|-----------|---------|-----|-----|---------|-----|-----|---------|-----|-----|
| | | | | | | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
| ◆ | Data Improvements | Chris Collins | 11/1/04 | 3/8/05 | 0.00 | | | | | | | | | |
| ◆ | Enterprise Portal Enhancements | Chris Collins | 9/3/04 | 11/30/04 | 13.00 | | | | | | | | | |
| ◆ | Financial System Migration | Chris Collins | 9/3/04 | 11/24/04 | 0.00 | | | | | | | | | |
| ◆ | Forbes Contract Billing | Chris Collins | 1/5/04 | 11/22/04 | 0.00 | | | | | | | | | |
| ◆ | HR - Finance Co-Funded Enhancements | Chris Collins | 2/16/04 | 12/16/04 | 0.00 | | | | | | | | | |
| ◆ | HR Enhancements - Capital Project | Chris Collins | 11/1/04 | 1/19/05 | 0.00 | | | | | | | | | |
| ◆ | Reduce Document Archival Storage | Chris Collins | 10/15/04 | 11/26/04 | 0.00 | | | | | | | | | |

Multisort Gantt

Project Manager Cost Dashboard ⌂ ? ✕

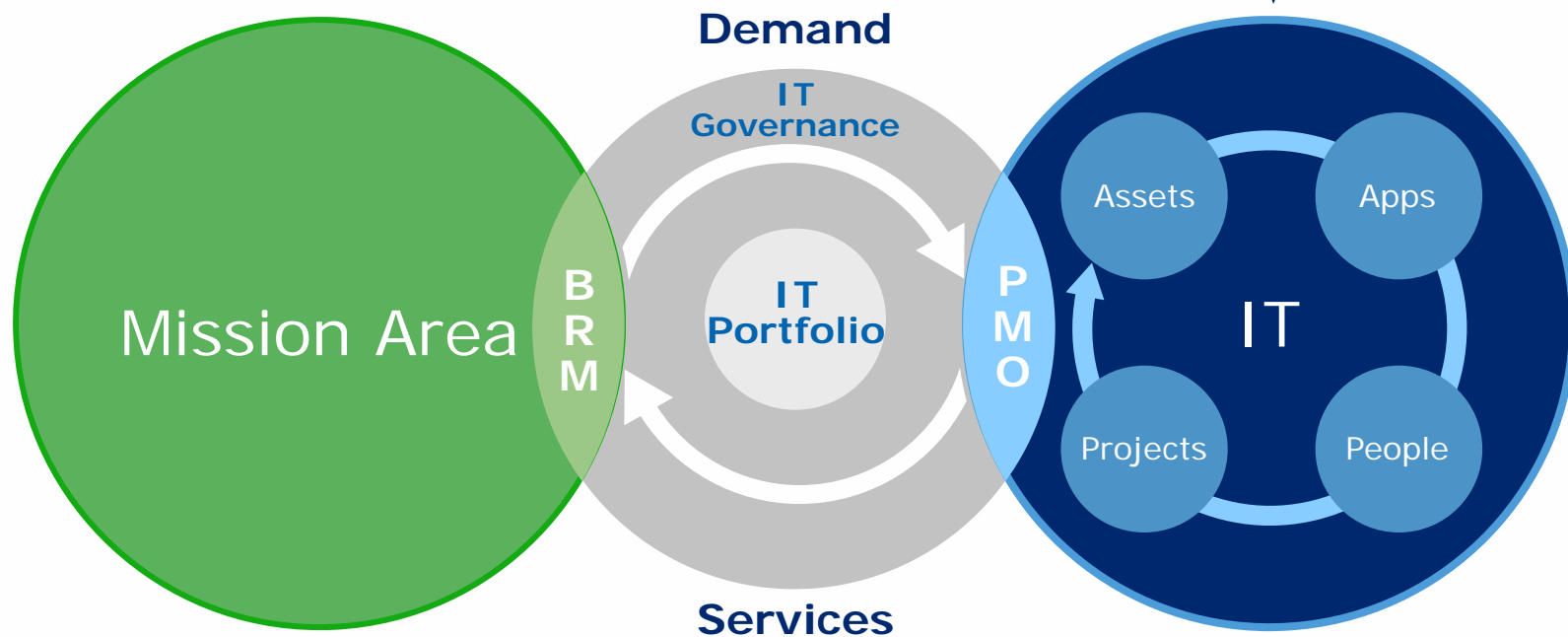
Filter [--Select--] [Expand Filter]

| Cost Variance | Project Name ▲ | Risk | Stage | % ROI | Planned Completion | Planned Budget | EAC | % CV |
|--------------------|-------------------------------------|------|---------------|--------|--------------------|-------------------|-------------------|--------|
| ◆ | Data Improvements | ◆ | Chartering | -50.05 | 3/8/05 | 108,590.00 | 53,400.00 | -50.82 |
| ◆ | Enterprise Portal Enhancements | ◆ | Initiation | 217.16 | 11/30/04 | 36,840.00 | 47,040.00 | 27.69 |
| ◆ | Financial System Migration | ◆ | Initiation | 217.21 | 11/24/04 | 36,719.99 | 39,059.99 | 6.37 |
| ◆ | Forbes Contract Billing | ◆ | Initiation | 218.19 | 11/22/04 | 34,740.00 | 34,740.00 | 0.00 |
| ◆ | HR - Finance Co-Funded Enhancements | ◆ | Business Case | 1.83 | 12/16/04 | 38,440.00 | 25,350.00 | -34.05 |
| ◆ | HR Enhancements - Capital Project | ◆ | Planning | 23.16 | 1/19/05 | 43,185.00 | 36,020.00 | -16.59 |
| ◆ | Reduce Document Archival Storage | ◆ | Planning | -77.32 | 11/26/04 | 158,700.00 | 34,740.00 | -78.11 |
| Aggregation | | | | | | 457,214.99 | 270,349.99 | |

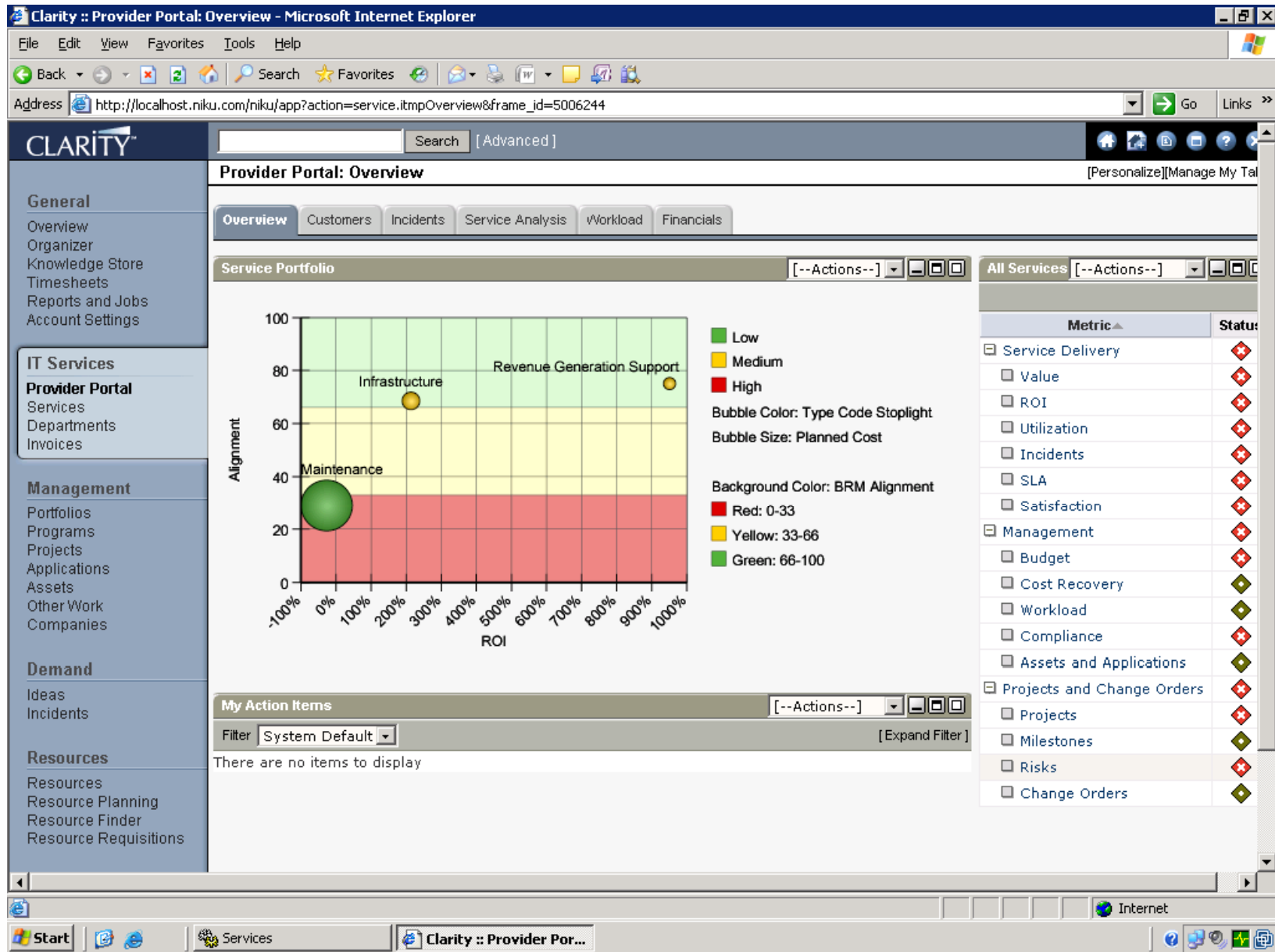
Multisort

PPM with IT System Information Aligns Services and IT with the Business

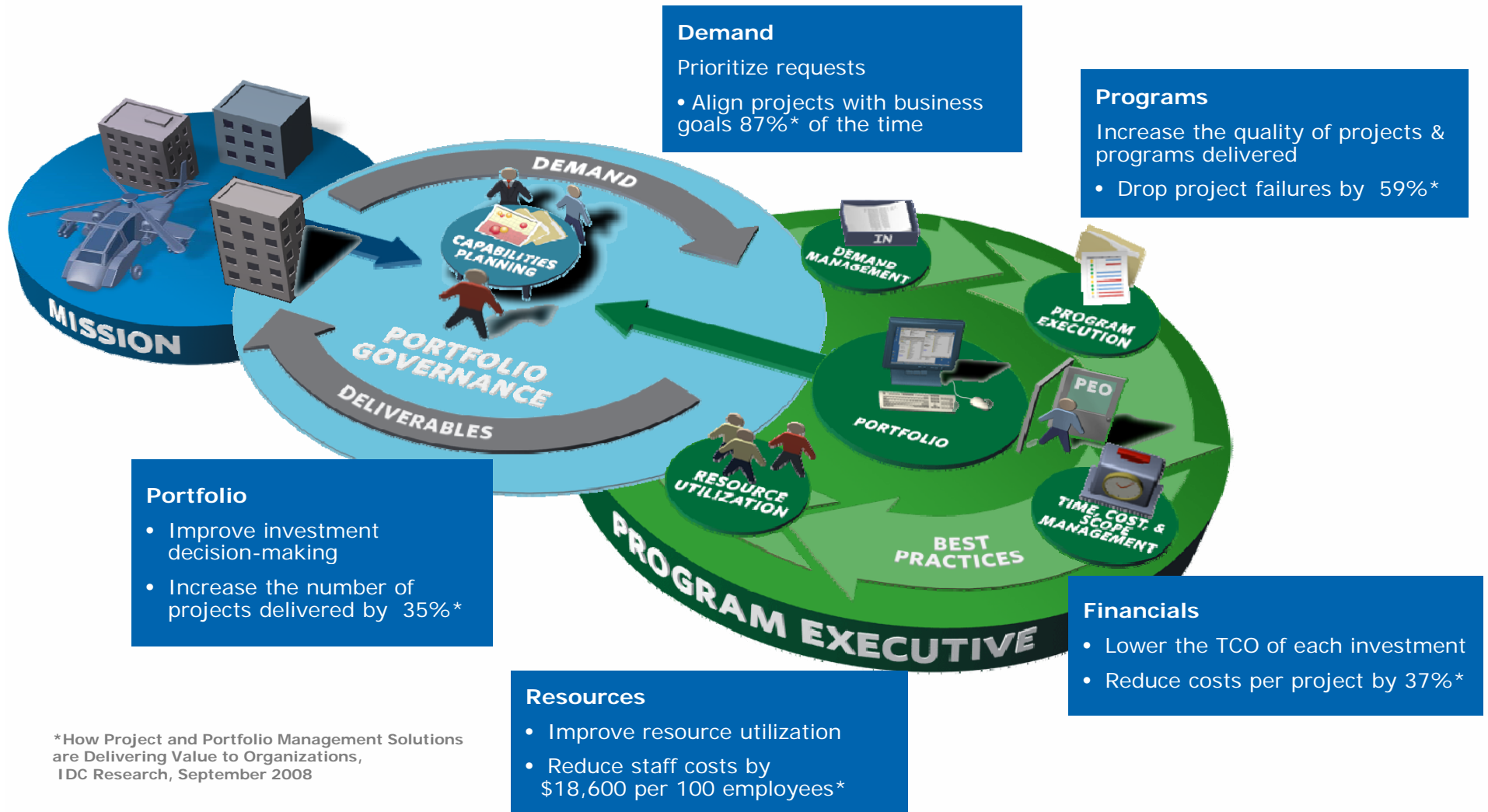
Integration across key IT Management Systems provides control and visibility across all services being delivered to the Business



Services with IT Alignment and Metrics



Align IT with the Business of Government



Two examples where PPM is used to Align IT with the Business:

A Northeastern State

- Departments request IT services through a service catalog.
- The asset management system is checked for available software and hardware assets to fulfill the request.
- Project is initiated and resources are assigned based on pre-built templates and best practices.
- Status is monitored and reported back to the business in real time.

A Mid West County

- Reduced fixed labor costs by 8% in 1 year.
- Increase in customer confidence by doing a better job of managing expectations.
- Cut millions of dollars in costs by more effectively managing vendors and enabling selective outsourcing.

Thank You

