

# How IT Can Help Provide Transparency and Open Government through Portfolio Management



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VP, Public Sector CTO

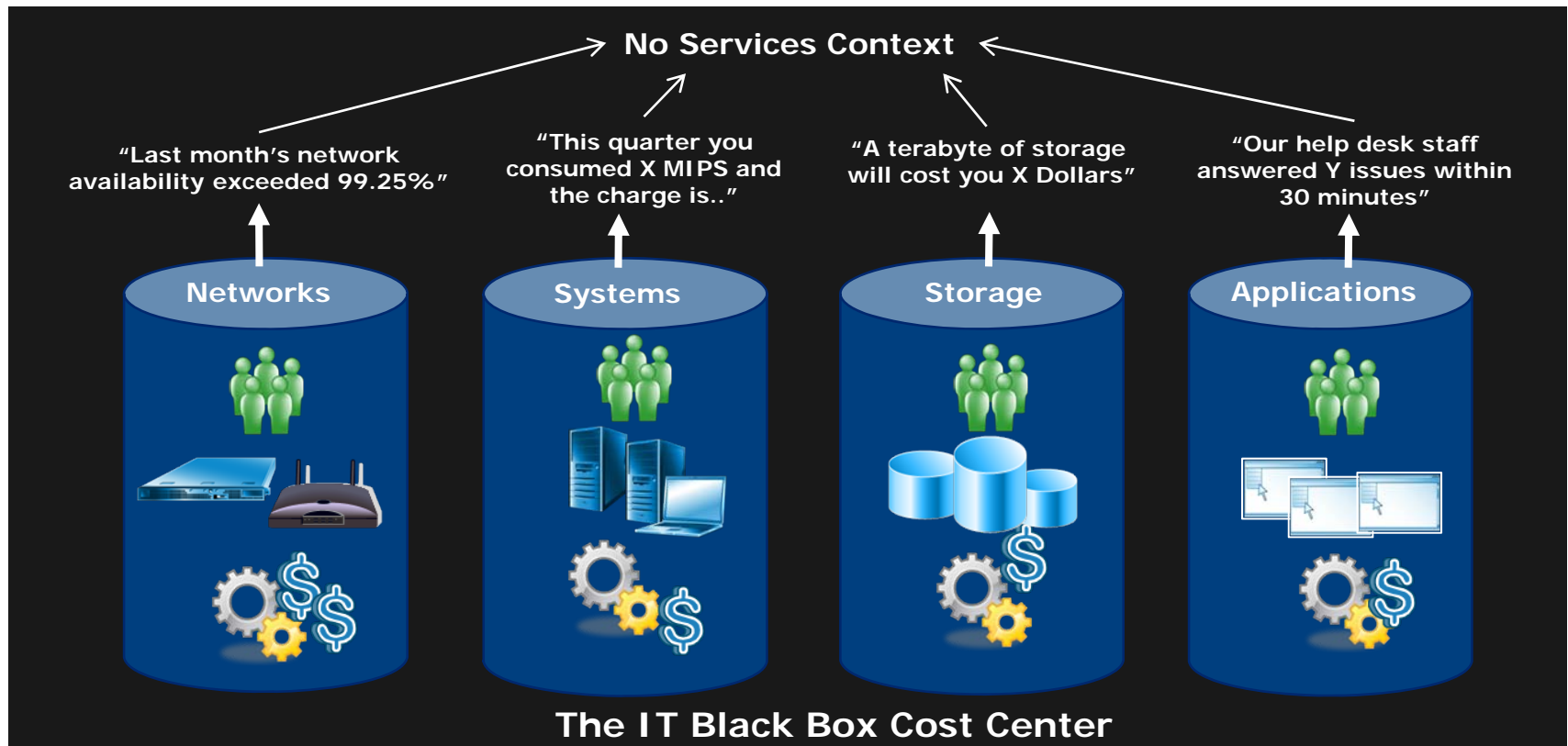


# Problem - Inward Focus and Technology Silos



## The CIO Dilemma

### Demonstrating Transparency and Managing Value



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

## Demand Management

## Process Management

## Portfolio Management

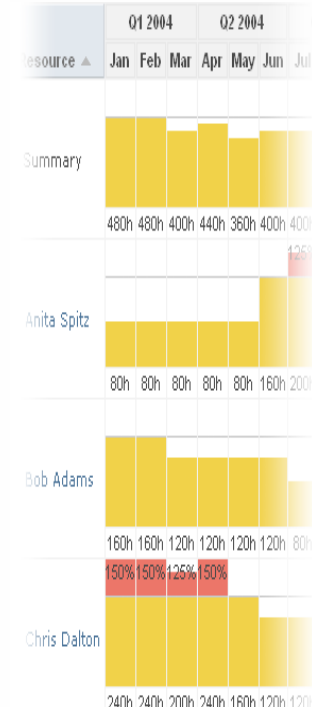
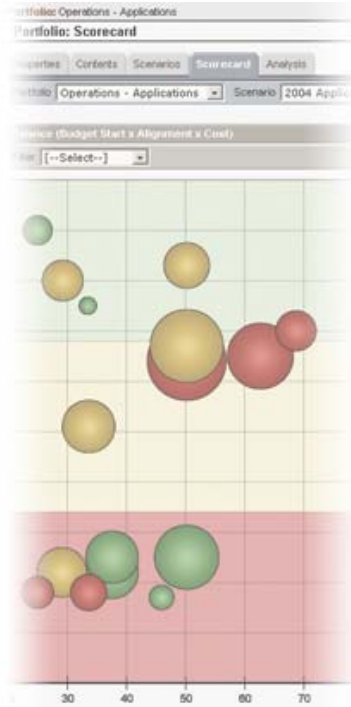
## Project Management

## Resource Planning

Request 15:  
New budget  
report

Request 215:  
Security fix

Request 803:  
Application  
modification



# Services with IT Alignment and Metrics

Clarity :: Provider Portal: Overview - Microsoft Internet Explorer

Address: http://localhost.niku.com/niku/app?action=service.itmpOverview&frame\_id=5006244

## CLARITY

Provider Portal: Overview [Personalize][Manage My Tal...]

Overview Customers Incidents Service Analysis Workload Financials

### Service Portfolio

[-Actions-] [ ] [ ] [ ]

Service	Alignment	ROI	Type	Code	Stoplight	Planned Cost	BRM Alignment
Maintenance	~35	~0%	Low	0	Green	Large	0-33
Infrastructure	~70	~250%	Medium	33-66	Yellow	Small	33-66
Revenue Generation Support	~75	~1000%	Low	66-100	Green	Small	66-100

My Action Items [-Actions-] [ ] [ ] [ ]

Filter: System Default [Expand Filter]

There are no items to display

### All Services

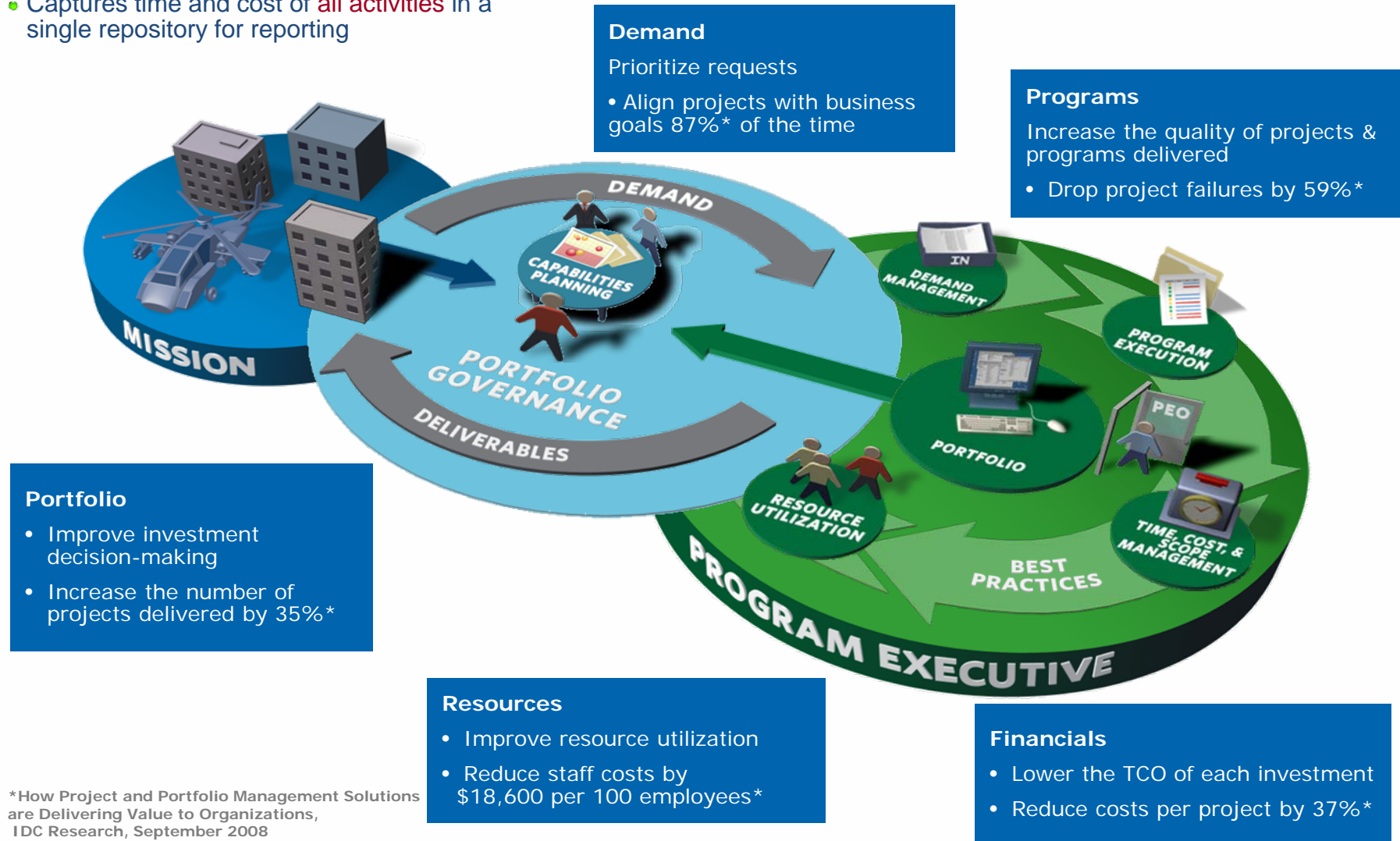
[-Actions-] [ ] [ ] [ ]

Metric	Status
Service Delivery	Red
Value	Red
ROI	Red
Utilization	Red
Incidents	Red
SLA	Red
Satisfaction	Red
Management	Red
Budget	Red
Cost Recovery	Green
Workload	Green
Compliance	Red
Assets and Applications	Green
Projects and Change Orders	Red
Projects	Red
Milestones	Green
Risks	Red
Change Orders	Green

# IT with Effective Portfolio Management Helps Transparency and Delivers Efficiencies

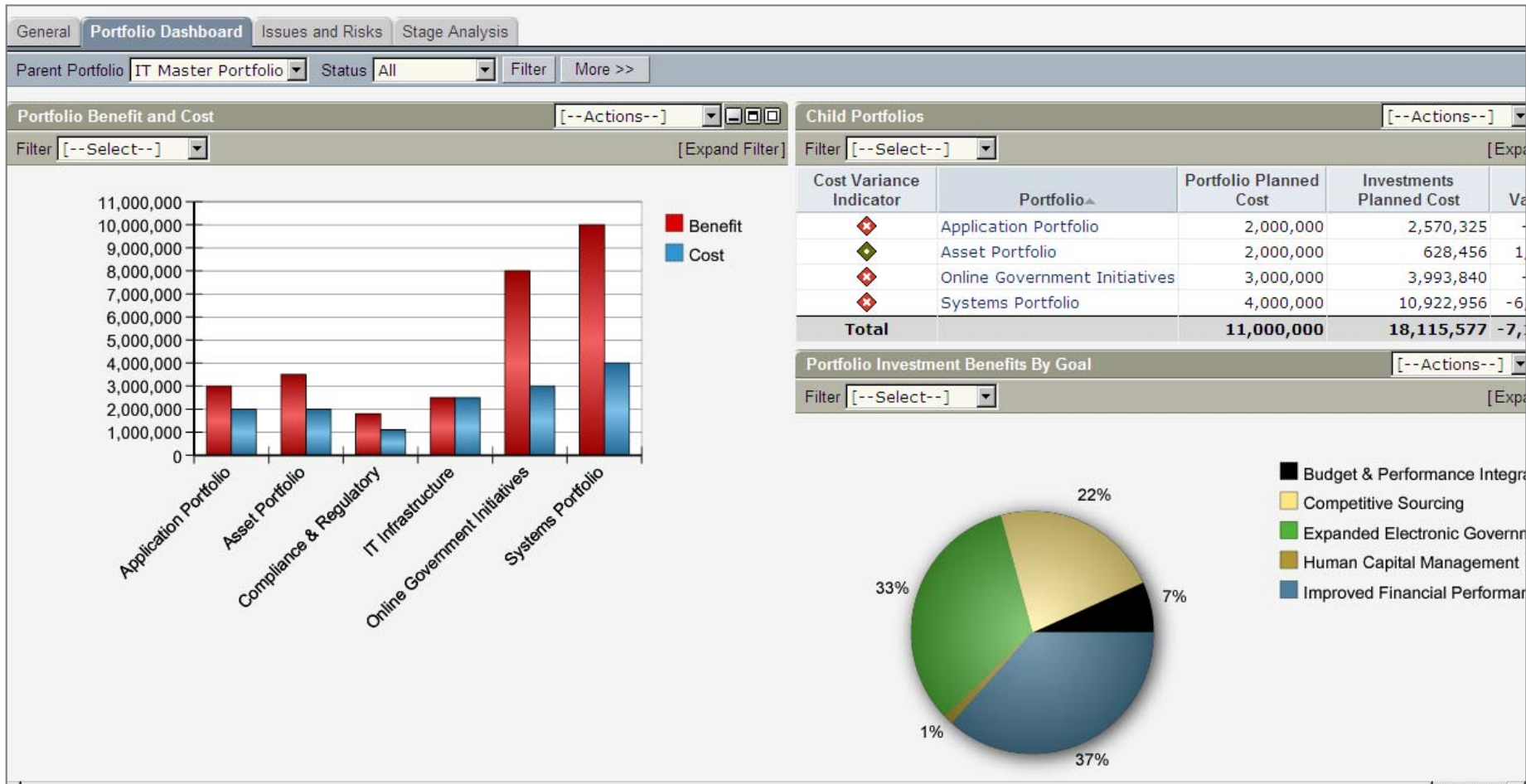
## Scalable, Transparent Status Capture

- Captures time and cost of **all activities** in a single repository for reporting



\*How Project and Portfolio Management Solutions are Delivering Value to Organizations, IDC Research, September 2008

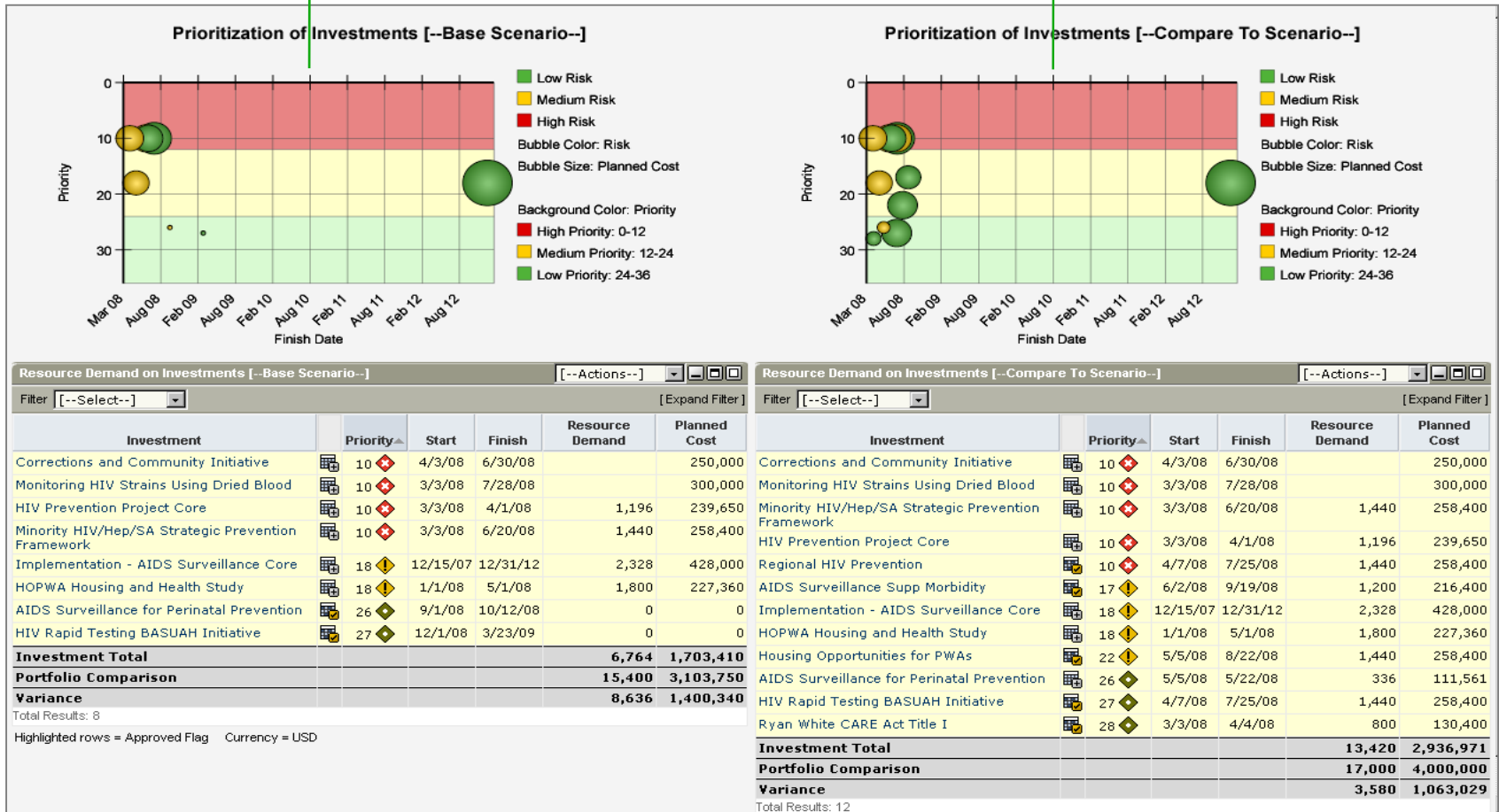
# Achieve Financial Control and Track Budget for Greater Transparency



# Select the Right IT Investments – Informed Decisions

## If We Lose Funds

## If We Get Stimulus Funds



# Accountability and Reporting for Increased Transparency

Search [Advanced]

**Projects**

Project Filter [Filter: System Default] [--Actions--] [Expand Filter]

New New from Template

Project	HR1 Project Status ▲	Stimulus Funds	Job Created	Jobs Sustained	Planned Cost
Bayview Connections Station Area	Awarded	400,000	30	10	358,400
F-Line O&M	Awarded	600,000	30	30	600,000
Geneva Historic Car Enclosure	Awarded	500,000	20	10	500,000
Contract 42a	Awarded	3,000,000	30	30	3,000,000
MTC Clean Air Device Retrofit	Out for Bid	250,000	5	5	239,800
Great Opportunity	Out for Bid	1,000,000	30	20	1,000,000
Accessible Lift Replacement	Out for Bid	9,000,000	200	50	8,539,038
D Idea	Out for Bid	100,000	10	10	100,000
Central Control - Facility	Out for Bid	2,000,000	200	0	3,000,000
Escalator Rehabilitation	Out for Bid	2,000,000	200	20	2,000,000
Fareboxes-Replacement Program	Out for Bid	500,000	0	50	500,000
Cable Car Museum Renovation	Work Begun	300,000	30	10	258,400
Housing Opportunities for PWAs	Work Begun	300,000	15	15	258,400
Cable Car Infra. Rehab 2010-2019	Work Begun	1,000,000	100	20	932,400
Healthy Families	Work Begun	200,000	10	10	234,400
Grant Tracking Project	Work Begun	2,000,000	10	5	2,000,000
Cable Car Ext. to Fish Wharf	Work Begun	2,000,000	100	40	3,000,000
CP&G Staffing	Work Completed	250,000	20	10	258,400
Fareboxes-Replacement Program	Work Completed	500,000	30	20	428,000
LRV-JKLMN Expansion	Work Completed	100,000	10	5	102,000
<b>Total</b>					<b>34,261,524</b>

Total Results: 52

New New from Template

Highlighted rows = Approved Flag Currency = USD

= Program

# Two examples where PPM is used to create IT Transparency regarding IT activity:

## 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 government executives 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 regarding service levels.
- Cut millions of dollars in costs by more effectively managing vendors and enabling selective outsourcing.

# Service Portfolio Management Benefits

Provides the means for IT organizations to dynamically align IT resources to the business of government

- > Determines where to invest and divest to meet Program requirements
- > Demonstrates the value of IT in clear, unambiguous language
- > Captures and prioritizes both operational and new demand
- > Provides complete cost and price transparency to help make better financial decisions
- > Makes service delivery more repeatable, efficient

.....and help you become the service provider of choice to the lawmakers and citizens

# Thank You



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