MANAGEMENT BEST PRACTICES THAT ADAPT TO YOUR ENVIRONMENT

Many IT management methodologies have failed to be accepted over the years because they were too rigid or too difficult to use. Planview PRISMS™ takes a more agile approach to IT management by combining established industry best practices with documentation, software, on-site services and an online expert community.

PRISMS serves as the backbone for the entire Planview Enterprise™ solution, working to achieve improved process maturity in seven key areas.

Total Business Demand Visibility

PRISMS offers best practices from business strategies to IT projects and service delivery. Each stage of demand management is verified against resource availability to create a disciplined decision making process.

Integrated IT Decision Making

With PRISMS, everyone in an organization – from executives setting strategies to staff assigned to executing support tickets – is integrated into a common lifecycle. At each stage of the lifecycle, the right information, documents and forms are provided to the person required to take action. Time and money are never lost in poor communications, and an audit trail tracks the decision-making process.Flexible IT business process delivery.

PRISMS allows you to determine which process areas give you the fastest return on your investment while deploying mature management methods that precisely fit your organization – often in a matter of weeks. Online tutoring tools, process updates and interactions with peer organizations help you further refine your processes.

Since PRISMS allows you to maximize the extensive functionality already found in our software, you can deliver process maturity improvements and realize benefits faster than with traditional "blank slate" implementation methods. Rather than treating implementation as a technology improvement, PRISMS takes a balanced approach to ensure people, processes and technology are equally addressed.

Continuous Process Improvement

The flexibility of PRISMS allows you to commit to continuous process improvement by moving to additional process areas when the return justifies the investment. In the interim, you can monitor the specific process steps you're considering for deployment.
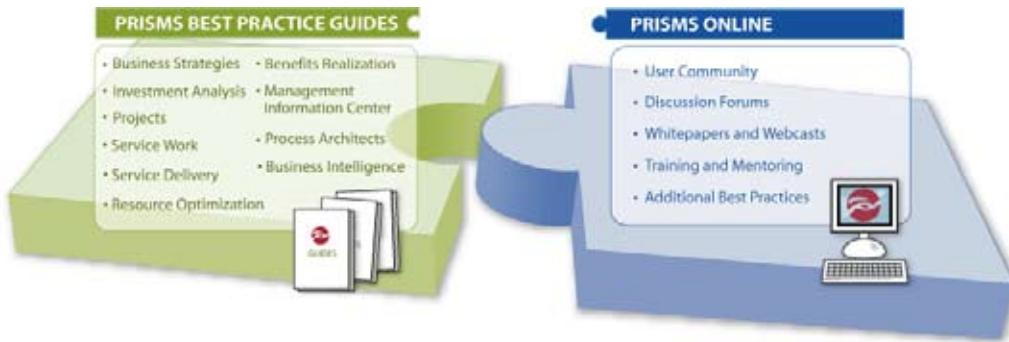

Key Process Areas for Comprehensive IT Management

Planview Enterprise

Planview Enterprise is a comprehensive IT portfolio management solution that optimally balances the supply of IT resources with business demands. It maximizes business value by applying best practices and portfolio management disciplines to strategies, projects and the delivery of business services.

Planview PRISMS Adaptive IT Management Best Practices

Planview PRISMS are designed to help technology organizations deliver value through a comprehensive, systematic approach to:

• Measuring and analyzing current performance

• Comparing actual results with clearly defined business requirements

• Analyzing and documenting decisions

• Efficient execution of change initiatives

• Defining and monitoring services delivery key performance indicators (KPIs)

Planview PRISMS are delivered through role-based process guides, software and online access to updates and collaboration.

Repeatable IT Business Processes

Each step of the lifecycle includes templates for areas such as work breakdown structures, example documents, collaboration workspaces and business intelligence. These templates serve as guides for managers who must learn not just what they need to do, but how they can get there.

Managers also receive the information they need to take action via notifications. The notification is delivered by e-mail or within a form. The result is management processes that remove the inefficiencies of manual and informal methods.

Mature and Proven IT Resource Management

Few organizations have the experience to integrate their resource needs at the strategic level and at the execution level. Strategies are often developed as "rough-cut" estimates that are never reconciled to the execution level With PRISMS best practices, the full spectrum of resource management is accounted for, leading to better alignment between strategies and the resources necessary to execute them.

Applying PRISMS to Your Organization

• PRISMS is made up of over 100 best practices with the experience to lead you to thousands of process and procedural steps documented through guides, software and online and on-site services.

• Software components include lifecycle roles, lifecycle action, strategic structure templates, work breakdown structure templates, resource requirements, content documents, dashboards & business Intelligence documents.

• The PRISMS database is delivered with process steps predefined and populated. You determine which process areas and components offer you the best return for your investment.

• Adjustments are made to the software and are reflected in your organizational best practices, documentation and training materials used to deploy to your organization.

• The results are a rapid return on your investment, a high level of cultural adoption and the flexibility to implement additional processes.

Deploying PRISMS is just the start of your process improvement. An active online community gives you access to the dynamic process improvement of your peers. Online services let you update your testing and production environments to adapt your processes to the evolving needs of your organization. It is through these offerings that you can achieve the true balance between the supply of IT resources and business demands.

PLANVIEW®

Since 1989, Planview has been a market leader and trusted partner in software for comprehensive IT management. Our flagship product line, Planview Enterprise, brings the most comprehensive IT management solution to the market, combining adaptive IT management best practices, best of breed resource management and portfolio management software. Planview enables business leaders to integrate the decision-making process to improve alignment of IT resources with business strategies. We serve an active and growing global customer community of over 400 organizations in financial, insurance, healthcare, government and other industries. Planview is privately held and has been profitable for over a decade.

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