

DEFINE, MANAGE, AND REPORT ON THE TOTAL COST OF DELIVERING BUSINESS SERVICES

While business leaders prefer to think in terms of new initiatives, the majority of technology spending goes to maintaining the day-to-day operations necessary to run a business. Planview® Service Portfolio Management allows you to effectively gain control of this spending by defining, managing, and reporting on the total cost of delivering services from IT to the business units. This enables your organization to improve overall IT performance, standardize service delivery, enhance service quality, and reduce the extensive maintenance work performed by IT.



Planview Service Portfolio Management uses a visual topology to display relationships between resources, assets, and business services.

Achieve Enhanced Financial Control

Define, manage, and control the cost to deliver business services with Planview Service Portfolio Management. Robust financial management tools such as activity-based costing automatically gather and assign the costs of related work, projects, and assets to a particular business service. This information allows you to accurately invoice expenses back to the business unit while illustrating the precise value of services to business leaders. In-depth financial forecasts and extensive audit trails further enhance financial control and governance compliance across your organization.

Optimize Application Portfolios

Inventory, define, and evaluate the value of all applications within your company. Attributes such as business value, technical value, and risk assessment are collected and analyzed to provide overall recommendations for portfolio optimization. With this information you can simplify IT infrastructure, reduce IT spending, and launch built-in lifecycles to retire outdated, redundant, or low-value applications.

In addition, Planview Service Portfolio Management provides consistent, repeatable, and auditable processes driven by Planview PRISMS IT management best practices. These best practices incorporate the Information Technology Infrastructure Library (ITIL) – the global standard for service delivery. The ITIL framework provides your organization with a disciplined approach to service management that supports the alignment of business and IT.

A series of powerful, comprehensive features delivers maximized IT performance, reduced IT workload, and the ability to shift focus from maintenance work to more strategic initiatives.



Financial management tools allow you to dynamically compare financial data such as actuals vs. baselines.

Planview Enterprise

Planview Service Portfolio Management (SPM) is an integrated component of the Planview portfolio management solution known as Planview Enterprise. This solution optimally balances the supply of IT resources with business demands and automates PRISMS adaptive best practices to deliver proven methods for cost savings and value creation. Other components of Planview Enterprise include Planview Enterprise Portfolio Management (EPM) for strategic planning and Planview Project Portfolio Management (PPM) for project and resource management.

Why use Planview Service Portfolio Management?

Planview Service Portfolio Management enables you to:

- Understand and reduce the overall cost of IT services
- Make strategic decisions about the use of technology
- Improve IT performance
- Simplify application infrastructure
- Know the total cost, effort and business value of applications
- Make better and more timely decisions on how to use IT services

With 76% of IT budgets earmarked to maintain existing applications, CIOs desperately need tools that show them what is happening in IT and enable corrective action.

- Forrester Research

Benefit From Planview PRISMS Adaptive IT Best Practices:

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

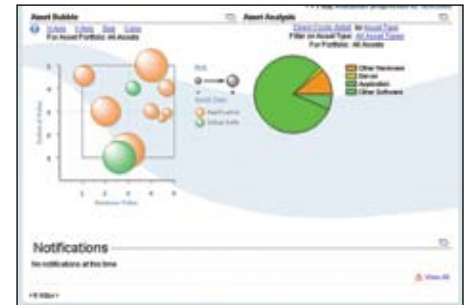
- defining and monitoring services delivery key performance indicators
- comparing actual results with clearly defined business requirements
- efficient execution of change initiatives
- analyzing and documenting decisions

Develop Consistent Processes for Deploying Services

The service catalog enables internal customers to order business services via a user-friendly interface from your intranet. Powerful functions like comprehensive service listings and the expedient routing of requests simplify the request and delivery of business services while managing expectations between IT and the business units. Audit trails improve record keeping by capturing the costs generated from the catalog for accurate invoicing. By standardizing service delivery, the service catalog alleviates IT workload while clearly communicating the value of these services to businesses.

Gain Enterprise-Wide Visibility

Quickly assess performance and gain greater insight into the delivery of business services with Planview Service Portfolio Management. Service portfolio dashboards deliver an instant analysis of IT performance with indicators such as bubble charts, time-phased cost graphs, and user-defined pie charts. Visual topologies dynamically communicate the relationships required to deliver a business service by grouping associated services, applications, hardware, projects, and assets. These robust tools improve visibility, enhance decision-making, and strengthen collaboration throughout your organization.



Dashboard views provide quick visual indicators displaying the performance of services and assets.

Link All Work to Associated Applications and Projects

Planview Service Portfolio Management is the only solution that accurately accounts for labor expenses by tracking all work to a specific business service. From employees manning the help desk to personnel assigned to projects, all labor costs within an IT organization are captured and assigned to the business services they help deliver. This unique capability enables your organization to determine the total cost of business services, better understand IT capacity, rationalize project and assets, and analyze financial data with newfound accuracy.

Leverage Business Service Level Agreements

Business Service Level Agreements formalize the delivery of services from IT to the business unit. In compliance with the ITIL standard, each business service is defined by a series of information-rich attributes such as budget, timeframe, and quality standards, providing business units with a crystal-clear understanding of the service they are requesting. Once a service has been delivered, scripted dialog surveys collect and report on satisfaction levels, delivering valuable feedback. By establishing definitive standards for business services, your organization can effectively manage expectations, enhance communication, and improve staff morale.

Manage Service Demands

Service Demand Management guides service requests, determines business service infrastructure, and collects and reports on metrics related to the delivery of business services in your organization. Features such as service level agreement templates, reports, and automated user alerts deliver powerful tools that work behind the scenes to quickly analyze business services, simplify workflow, and improve overall IT performance.

Seamlessly Integrate with Projects and Strategies

Planview Service Portfolio Management seamlessly integrates with Planview Project Portfolio Management to successfully align your service delivery with resource assignments. In addition, Planview Service Portfolio Management combines with Planview Enterprise Portfolio Management to ensure that the delivery of business services supports overall business objectives.

Reducing service delivery costs by as little as 5% can increase the funding of new initiatives within an organization by as much as 20%. With Planview Service Portfolio Management your organization has the tools to effectively control business service spending, improve IT efficiency, and drive innovation by reallocating IT budgets to support strategic initiatives.

SERVICE PORTFOLIO MANAGEMENT OVERVIEW

FUNCTION	DESCRIPTION	BENEFIT
FINANCIAL MANAGEMENT	<p>Links costs of related work, projects and assets to business service; provides financial forecasts.</p> <p>Produces audit trails and more.</p>	<p>Define, manage, and control business service spending.</p> <p>Discover total cost of ownership of a business service.</p> <p>Reallocate resources to strategic initiatives.</p>
FEATURE	ADVANTAGE	
ACTIVITY-BASED COSTING	Enables organizations to assign direct and indirect costs to business services.	
AUDIT-TRAIL DRILLDOWN	Produces automated audit trails for governance compliance.	
VERSIONING	Offers the ability to dynamically compare forecasting to actuals.	
EXPORTS TO EXCEL	Exports comprehensive data in Excel format for reporting and feeding financial systems.	
FUNCTION	DESCRIPTION	BENEFIT
APPLICATION PORTFOLIO OPTIMIZATION	Inventories, defines, and evaluates technical and business value of applications; generates recommendations for portfolio optimization.	<p>Simplify application infrastructure; improve IT performance.</p> <p>Reduce IT spending; retire low-value applications.</p>
FEATURE	ADVANTAGE	
INVENTORY OF APPLICATIONS	Collects attribute data such as asset type, application, version, date of install, and more.	
EVALUATION OF BUSINESS & TECHNICAL DATA	Provides a sequence of questions that allows organizations to define, measure, evaluate, and perform risk assessment on individual applications.	
FUNCTION	DESCRIPTION	BENEFIT
SERVICE CATALOG	<p>Creates a customer-focused interface for business services.</p> <p>Defines a service-request workflow.</p>	<p>Standardize the delivery of business services.</p> <p>Manage expectations between IT and business according to ITIL standards.</p>
FEATURE	ADVANTAGE	
SERVICE LISTING	Lists pertinent information for all available services such as descriptions, contacts, and more.	
INITIALIZE REQUEST AND/OR WORK LIFECYCLES	Defines and implements a workflow that expediently routes service requests to appropriate personnel.	
SERVICES, START-UP AND CANCELLATION COSTS	Determines costs generated from the service catalog, allowing for accurate invoicing to the appropriate business unit.	
FUNCTION	DESCRIPTION	BENEFIT
VISUAL TOPOLOGY	<p>Displays relationships between resources, assets, and business services.</p> <p>Groups services in portfolios.</p>	<p>Clearly define the relationships needed to deliver a service.</p> <p>Review the status of business services accurately and effectively.</p>
FEATURE	ADVANTAGE	
PORTFOLIO-BASED	Creates portfolios in a flexible, dynamic manner according to attributes, business units, service type, service status, or other criteria.	
HIGHLIGHTED RELATIONSHIPS	Visually displays the relationships between assets, resources, and projects related to a service.	
DRILLDOWN TO DETAILS	Allows user to drilldown to view various business service details.	
LEGACY INTEGRATION	Integrates with existing applications to pull in key portfolio data.	

SERVICE PORTFOLIO MANAGEMENT OVERVIEW

FUNCTION	DESCRIPTION	BENEFIT
SERVICE AND ASSET DASHBOARDS	Provides quick visual indicators about finance, effort, and performance of specific services and assets.	Achieve enterprise-wide visibility. Improve communication and enhance decision making.
FEATURE	ADVANTAGE	
BUBBLE CHARTS	Compares the performance of all assets and services in a portfolio.	
TIME-PHASED COST GRAPHS	Displays the cost of a specific service over a specified period of time.	
PIE CHARTS	Generates pie charts comparing services and assets based on customer-defined attribute.	
FUNCTION	DESCRIPTION	BENEFIT
LABOR MANAGEMENT	Links labor associated with projects, support tickets and operations work to the appropriate applications, assets and business services.	Understand total cost and value. Rationalize projects and assets.
FEATURE	ADVANTAGE	
SUPPORT TICKETS	Captures help desk labor costs by business service and charges back to the appropriate business unit.	
PROJECTS	Captures new strategic work labor costs by business service and charges back to the appropriate business unit.	
FUNCTION	DESCRIPTION	BENEFIT
BUSINESS SERVICE LEVEL AGREEMENT	Defines attributes of a business service, including budget, financial plans, timeframe, and quality standards, ensuring ITIL compliance. Measures performance and satisfaction levels of a business service.	Formalize service requests. Manage expectations. Improve customer satisfaction.
FUNCTION	DESCRIPTION	BENEFIT
SERVICE DEMAND MANAGEMENT	Defines, automates, and manages all Service Portfolio Management lifecycles. Guides service requests according to ITIL standards. Collects business service metrics.	Quickly analyze business services. Simplify workflow. Improve IT performance.
OPTIONS		
FUNCTION	DESCRIPTION	BENEFIT
PLANVIEW COMMUNITY POWERED BY EROOM	Provides collaboration via EMC Documentum eRoom, allowing teams to work together closely and efficiently.	Capture and expedite strategic planning decisions. Improve performance. Enhance stakeholder visibility.
ASSET BRIDGE	Initializes your asset table by importing asset data in comma-separated value format.	Avoid manual entry of data. Ensure accuracy and improve efficiency.

MANAGE BUSINESS SERVICES ACROSS THE ENTERPRISE:

Learn more about Planview Enterprise Portfolio Management today by visiting www.planview.com/spm.

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.

© 2005 Planview, Inc. All rights reserved. Planview is a registered trademark of Planview, Inc. Planview Enterprise, PRISMS and Planview Direct are trademarks of Planview, Inc. All other trademarks are acknowledged. Planview reserves the right to vary specifications and availability of these products and services without notice.

spm0806