knowledge17

http://clabs.link/lab132026

WORK at LIGHTSPEED

Application Portfolio Management 101

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servicenow

Speaker Introduction



Name: Simon Grice

Title: Principal Solutions Consultant

Function: Solution Consulting

Company: ServiceNow

Experience: 20 years in Enterprise Software

Expertise: All things IT Business Management

Achievements: Co-creator of the Showcase instance and Accelerator Content

Current Projects: Relocation to the West Coast

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Objectives and What You Will Learn

Objectives

- This lab will walk the attendee through the process of using APM to identify ideas for Application Rationalization

What you will learn

- Understand the environment and challenges facing your industry/firm/department
- Learn about your ServiceNow-based solution
- Gather key lessons related to your area/topic
- Discuss how the lessons may apply to your initiatives/projects

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IT Business Management - Outcomes



Visibility



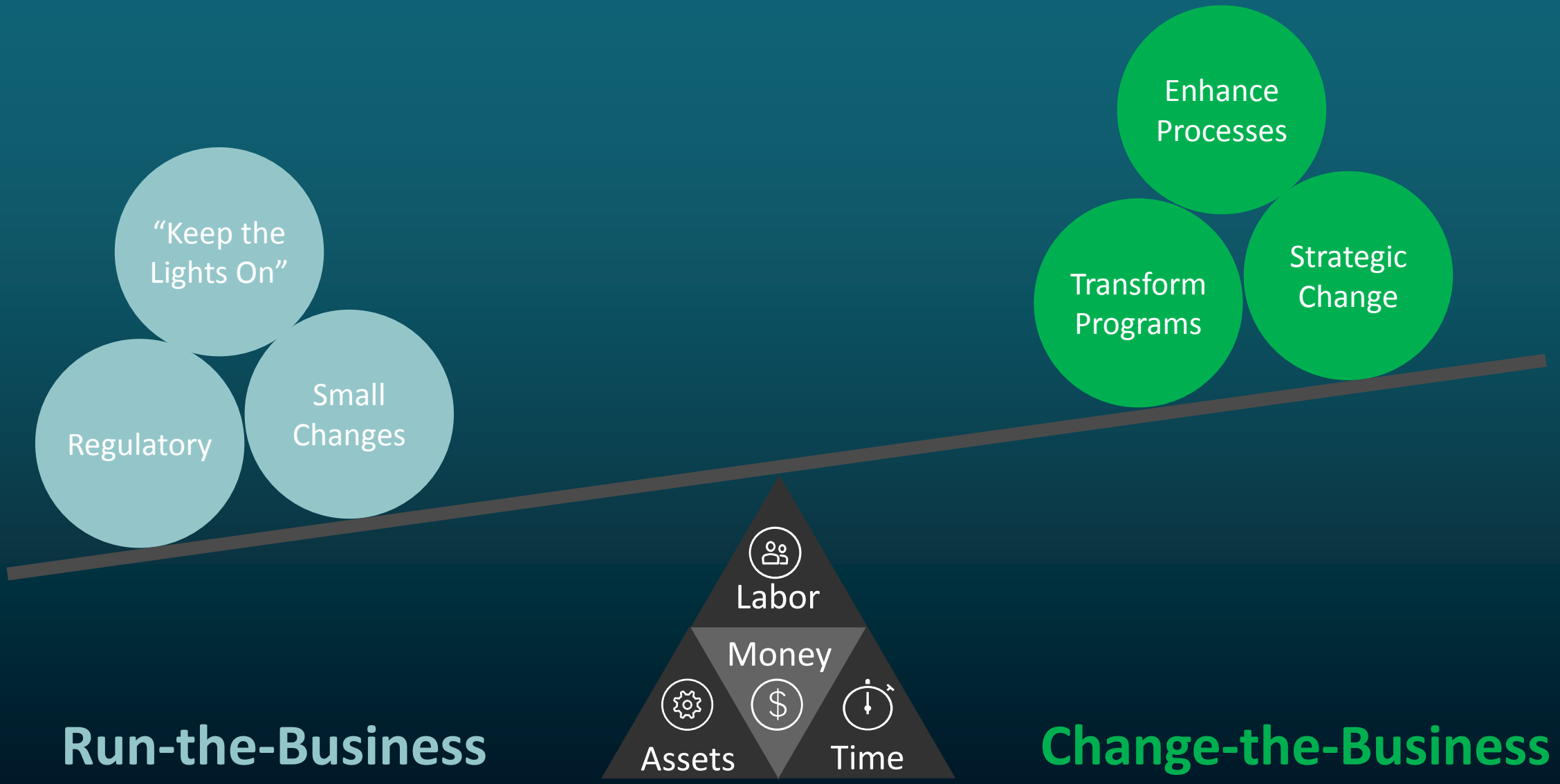
Alignment



Velocity

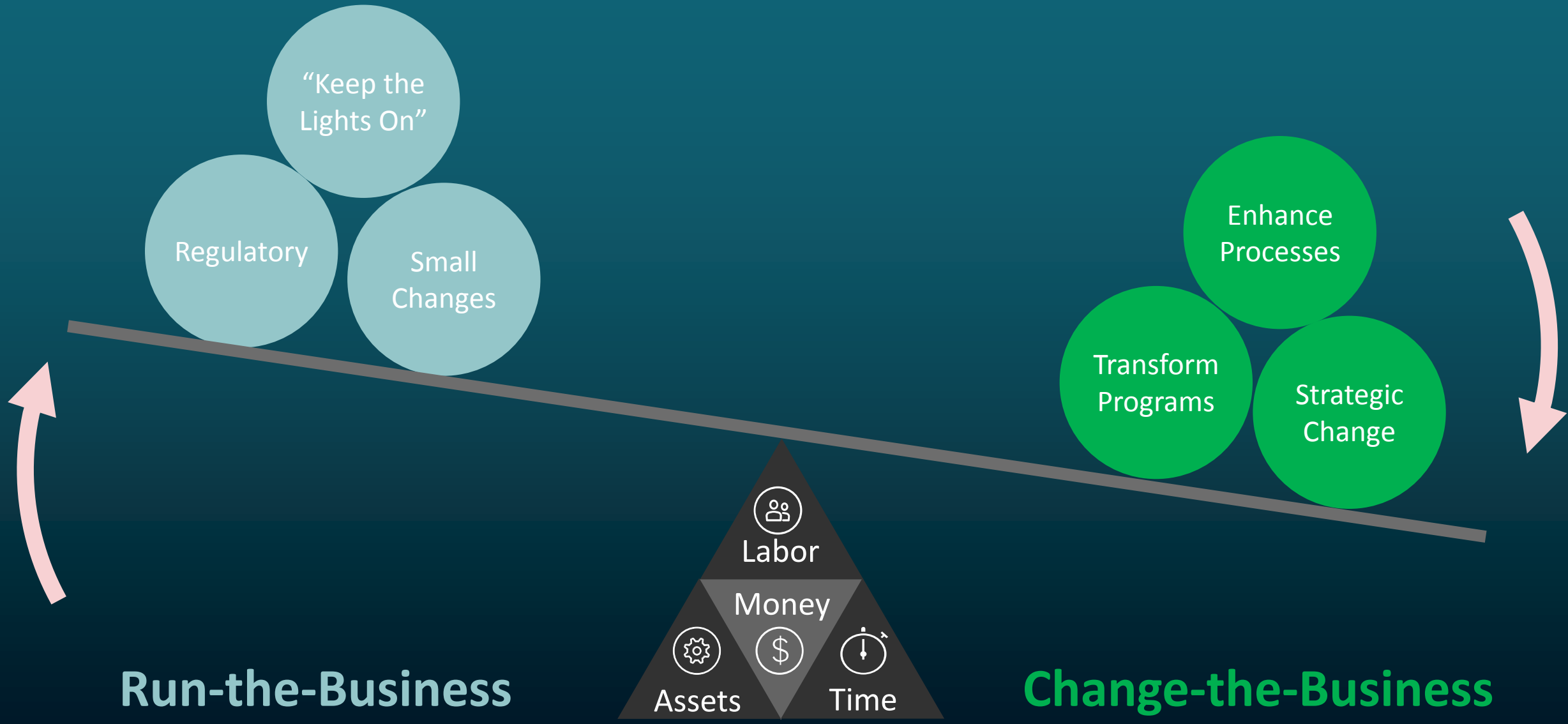
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IT Business Management - Drivers



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IT Business Management - Drivers



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IT Business Management – Decision Support

Strategic Objectives / Initiatives

Visibility

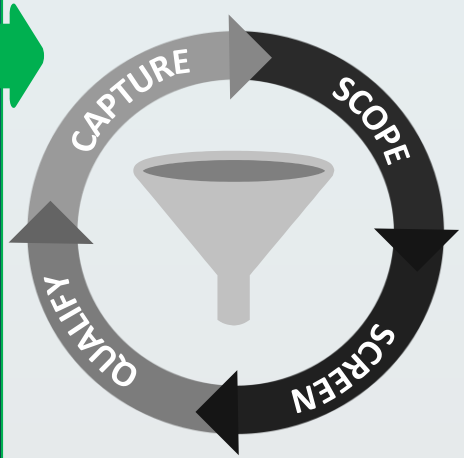
Ideas / Requests

Incidents

Problems

Enhancements & Changes

Customer Cases



RELATIONSHIP MANAGEMENT

Alignment

"Do Right Things"

- Business Case
- Cost / Benefit Analysis
- Key Milestone Plan
- Resource Plan
- Requirements
- Solution Design

Velocity

"Do Things Right"

- Detailed Project Planning
- Agile Development
- Testing
- Defect Analysis
- Deployment
- Status Reporting

Review

- ☑ Post Implementation Report
- ☑ Lessons Learned
- ☑ Benefit Realization

"Did we do the right thing?"

"Did we do the thing right?"

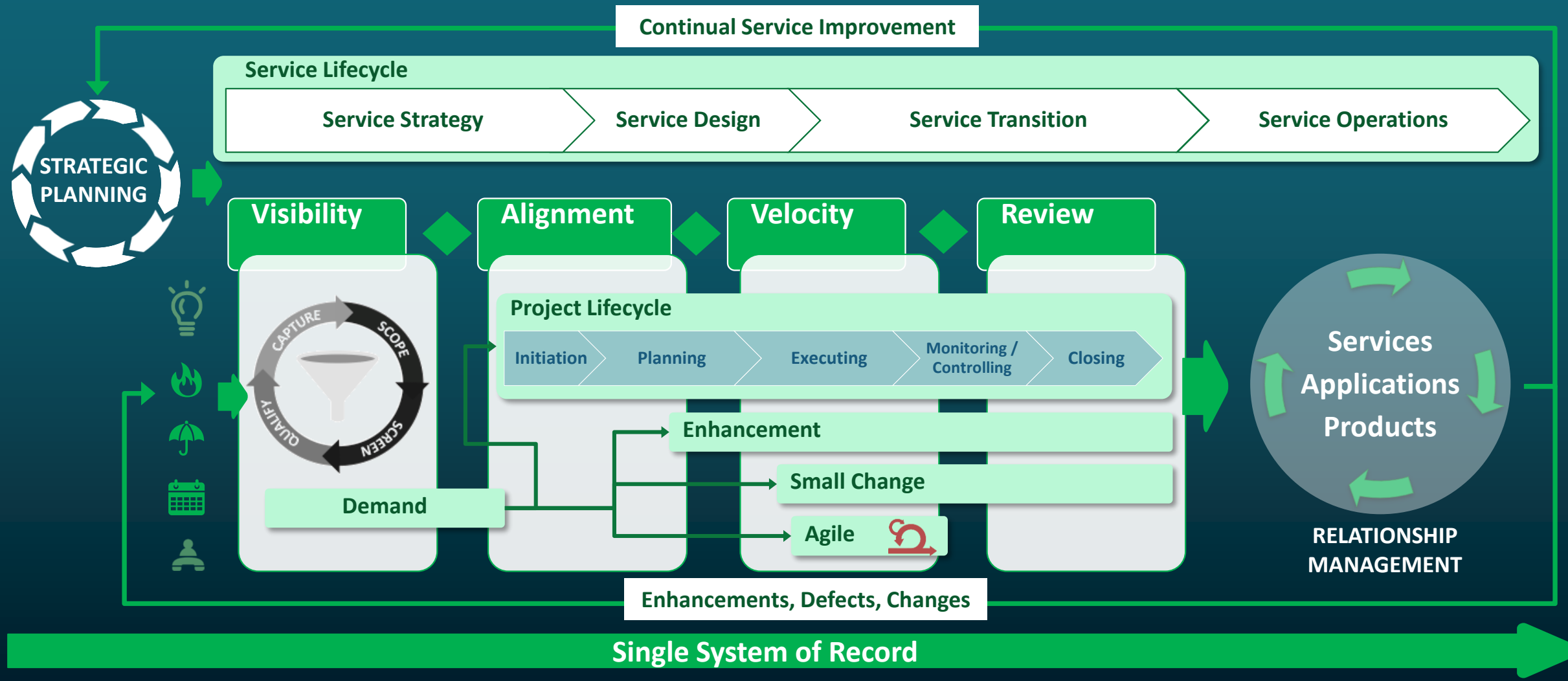
"Did we meet our goals & targets?"

Enhancements / Small Changes

Single System of Record

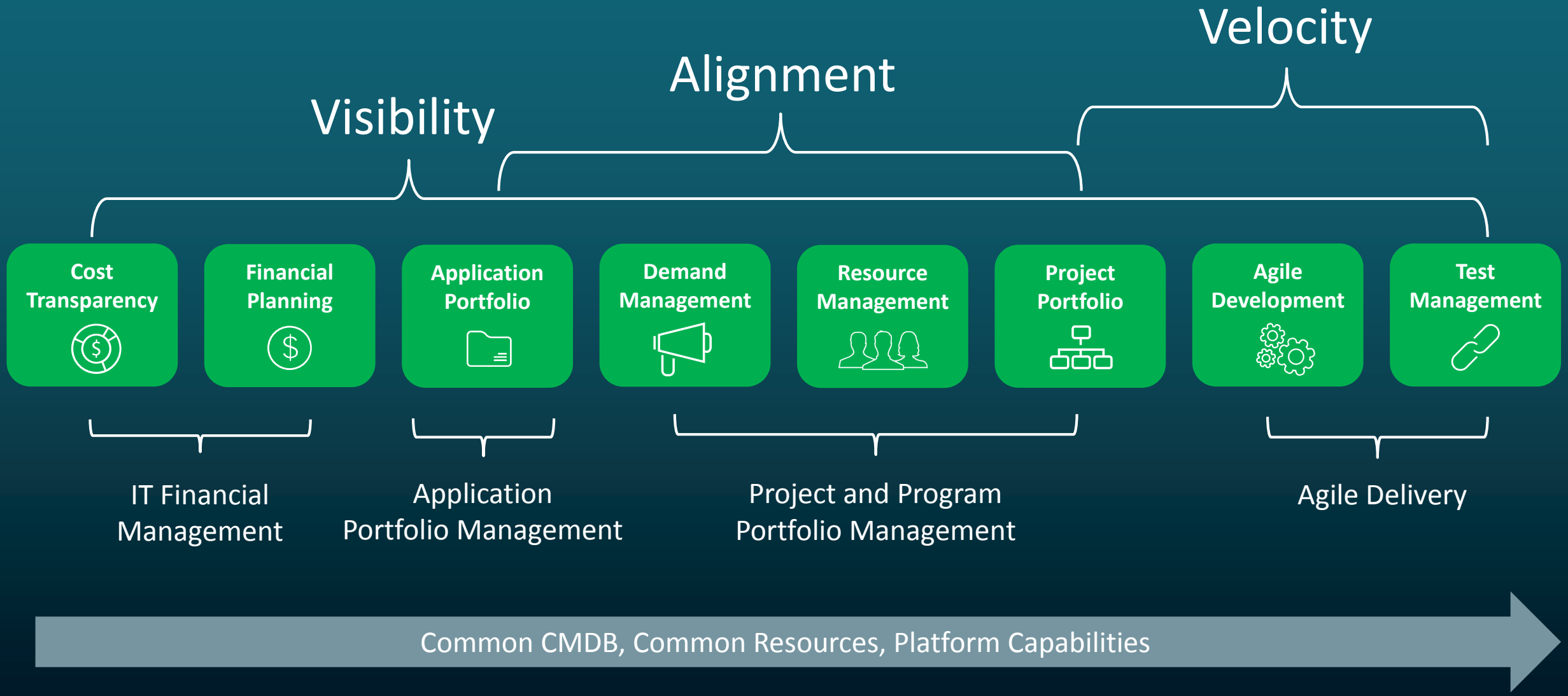
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IT Business Management – Manage Lifecycles



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IT Business Management - Capabilities



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CIO
IT
BM

Why APM?

Our customers struggle to control their application portfolios and to deliver modernized and secured applications on time.

Some of the key challenges:

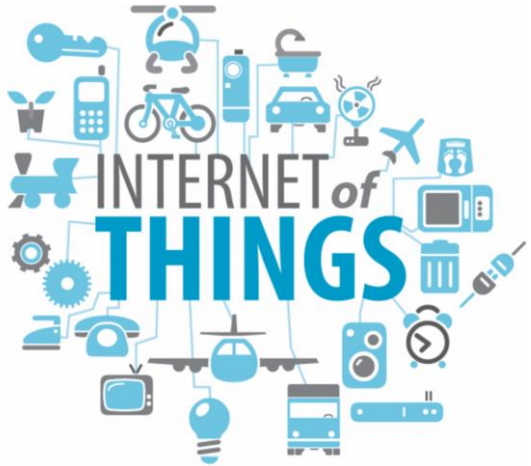
- Too many business apps in Enterprises
  - Duplicate Applications for same functions, acquisition leftovers, etc.
  - Multiple vendors, homegrown legacy applications
- Pressure to cut down IT Applications Budgets
  - Increasing costs of owning/maintaining Applications
  - Increasing pressure to add new capabilities

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Why Now?

Production and consumption of IT are changing radically… at the same time







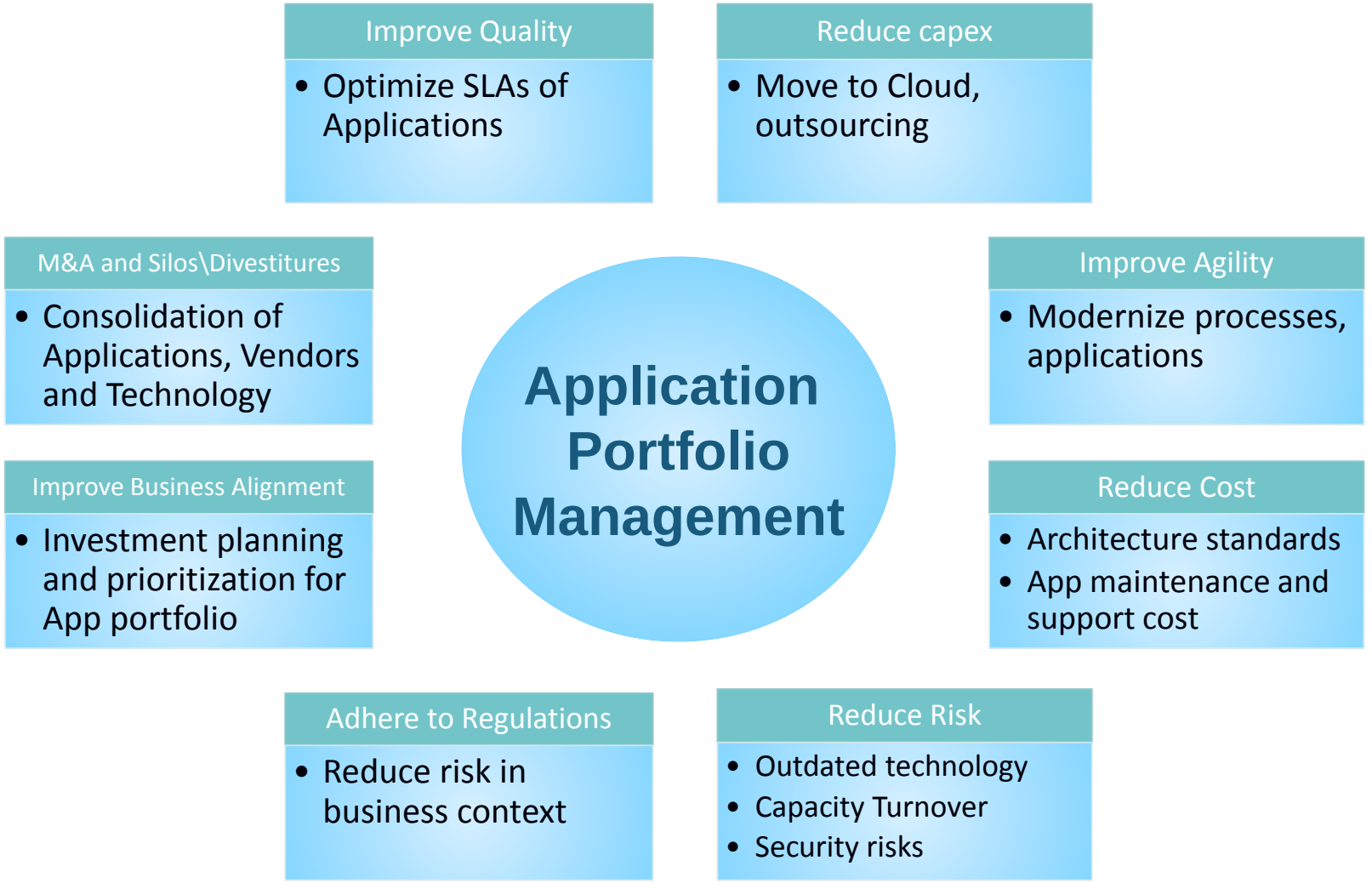


Q: How will our customers pay for all of this?

A: By cutting parts of existing portfolios and by better managing what remains

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The Opportunity: APM-Driven IT Optimizations



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The Process of Application Portfolio Management

Classify

What applications do we have and maintain to run the business?

Measure

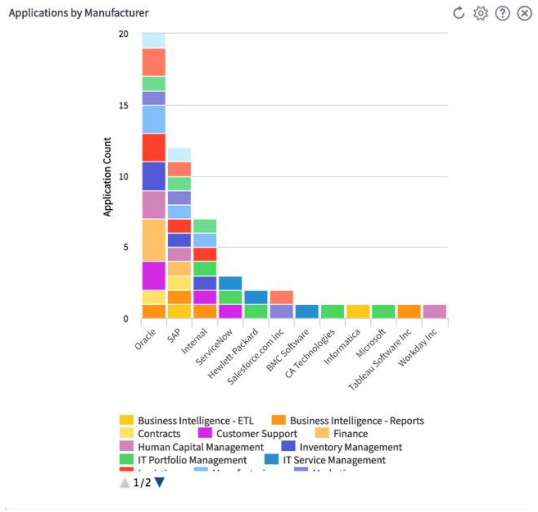
Define and gather metrics such cost, usage, risk, and quality

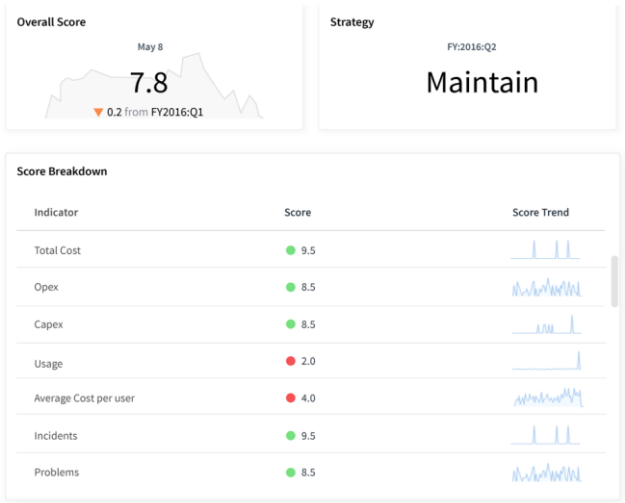
Analyze

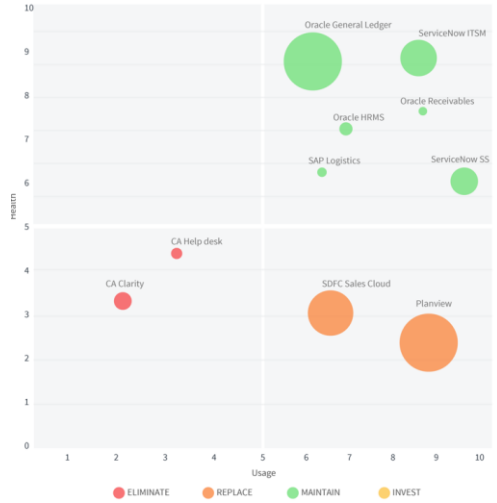
Use insights to analyze, assess, and evaluate

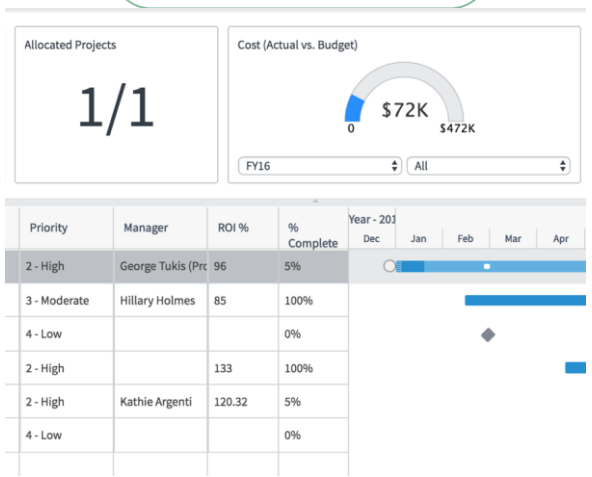
Plan

Decide on the fate of the application, create IT modernization roadmaps, and execute them









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Lab 1 Q&A

- Which Application Category has the highest ‘Total active user count’?
  - Customer Support
- Which Application Family has the highest ‘Total active user count’?
  - SAP CRM
- How many Business Applications are deployed On Premise?
  - 33
- How many Business Applications are based on Cobol Technology?
  - 3
- How many Business Applications are 3+ Versions Behind?
  - 5

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Thank You

Lab Sponsored by Microsoft Azure



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Q & A

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