

ACCELERATE YOUR DECISION MAKING TO LOWER COSTS AND REDUCE RISK

With ServiceNow's Application Portfolio Management

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Your Presenters



Jennifer Scarlato

Director, APM Solutions Architect

- APM
- 11 years with RSM
- 8 years on the ServiceNow platform
- 15 years in IT and Enterprise Architecture
- ServiceNow certified: Admin, APM



Dave Binns

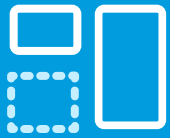
Technical Solutions Architect

- Technical APM Lead
- 5 years with RSM
- 7 years on the ServiceNow platform
- 15 years in IT and software development
- ServiceNow certified: Admin, Developer, APM and CSM

Agenda

- Welcome
- Application Portfolio Management Overview
- Demo
- APM Foundations (How to get started)
- Closing and final Q&A

What's driving the need for application modernization?



Multiple systems of record

- Incomplete and poor data quality
- Difficulty making accurate decisions on whether to invest, sustain, migrate or retire



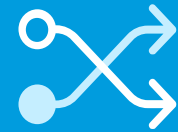
Escalating costs

- Application proliferation
- Duplicate, redundant, out of date applications



Increasing risk to business

- Inability to understand how end-of-life technologies impact critical apps
- Greater levels of technical debt



Misalignment

- Struggle to ensure application portfolio delivers on strategy
- Inaccurate roadmaps



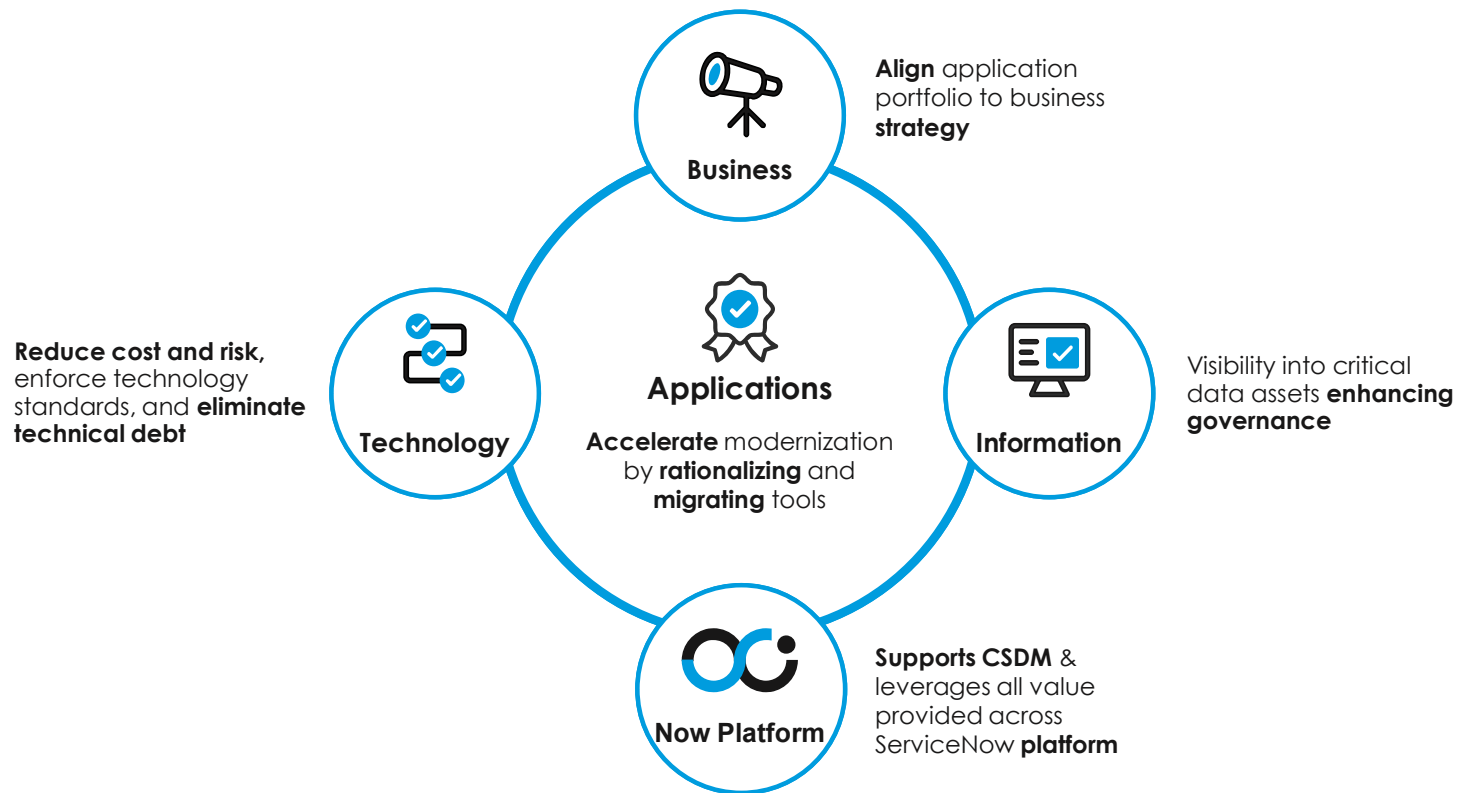
Accelerating cloud adoption

“95% of new digital workloads will be deployed on cloud-native platforms by 2025”

- Gartner

Application Portfolio Management (APM)

Manage and **optimize** business application inventories to achieve business strategies



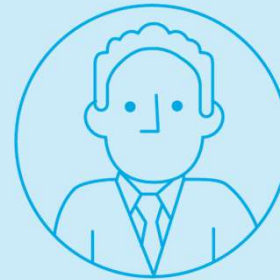
Application Portfolio Management Focus

Operational Visibility



I need to track the operational aspects related to applications. Such as Incident, Problem and Changes. The hardware and software models the applications use. I need visibility into the assets that the application is dependent on so we can better assess impacts in technology change and identify risk.

Centralized Application Inventory



Strategic Planning



I need to identify the strategy for our applications and align the applications we own to the capabilities we provide. I want to reduce application redundancy and rationalize our portfolio based on technology standards and strategic initiatives.

APM Overview



Application redundancy. Eliminate multiple applications throughout your organization that are used for similar functions.



Wasted costs. The more applications you have, the more costs there are to own and maintain the technologies. APM helps identify costs and find multiple ways to reduce them so you can put the organization's resources where they'll really count.



Insufficient functionality. Business needs evolve over time—and sometimes your software doesn't keep up, or it goes in a different direction. APM maps your applications to your current business functions so you can get the right apps to the people who need them.



Technology disruptions. Suppose your hardware doesn't support an application's next release. Or maybe there's a software upgrade scheduled in the middle of your organization's big product launch. The results can be devastating, especially if you didn't see them coming. APM can help anticipate and reduce your risks of technology disruptions.



Inadequate performance. A business unit may have an application they know and love, but that's simply outdated and inadequate for what they need to do. Similarly, people working with an old application version may be short-changing themselves by inadvertently not using improved and available features. APM helps ensure your organization is getting the best bang for its buck from each application.

What Answers Can It Provide...

“

IT Stakeholder

I need a single place to see all the applications our organization owns and what they are used for. The business wants to purchase a new application, but do we already own this application or a similar application that would meet their needs?.



“

Enterprise Architect

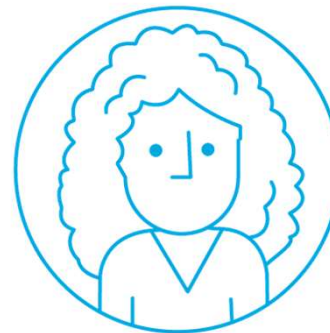
I want to reduce the number of home-grown applications we have and see what systems are aligned to our architectural standards and what ones do not comply.



“

Application Owner

I want to understand how my applications are performing and where there is possible risk so that I can get in front of it and mitigate it before it happens



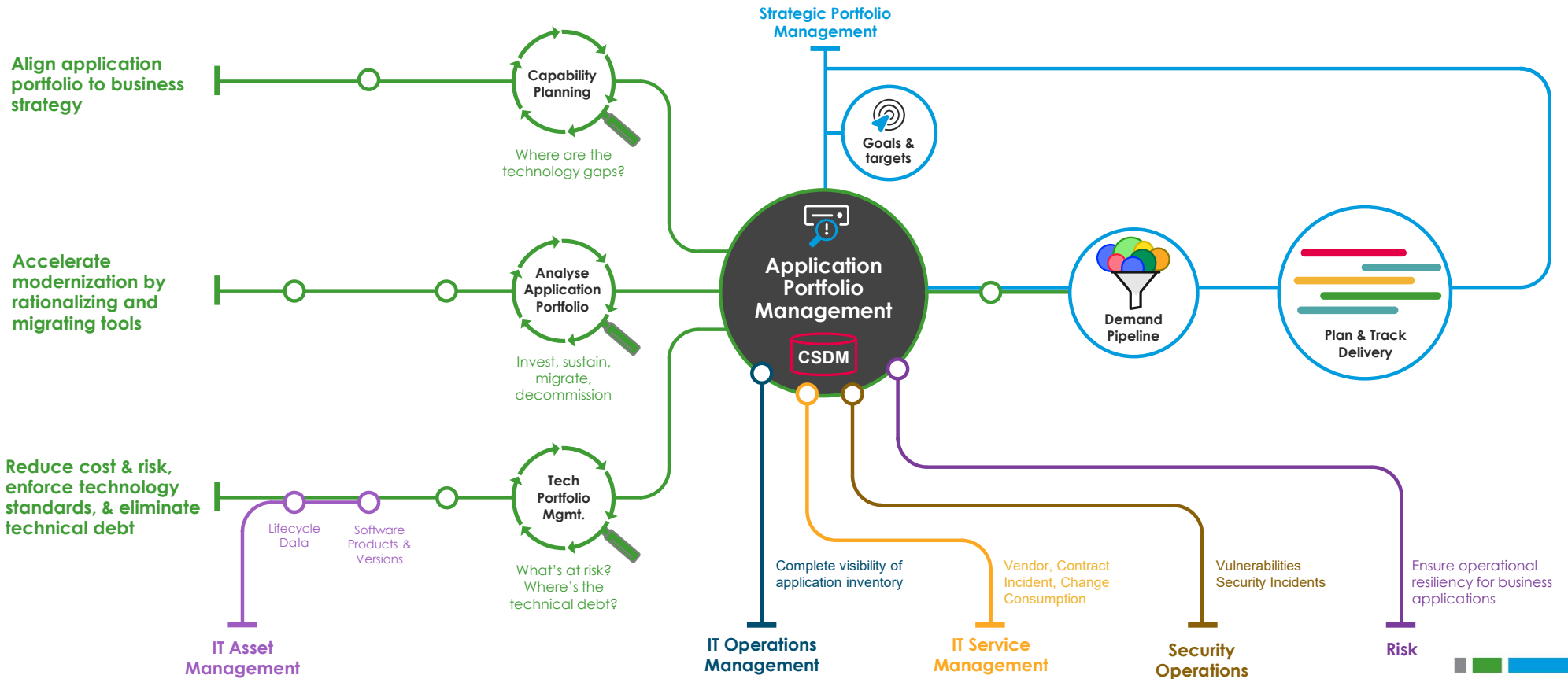
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Platform Owner

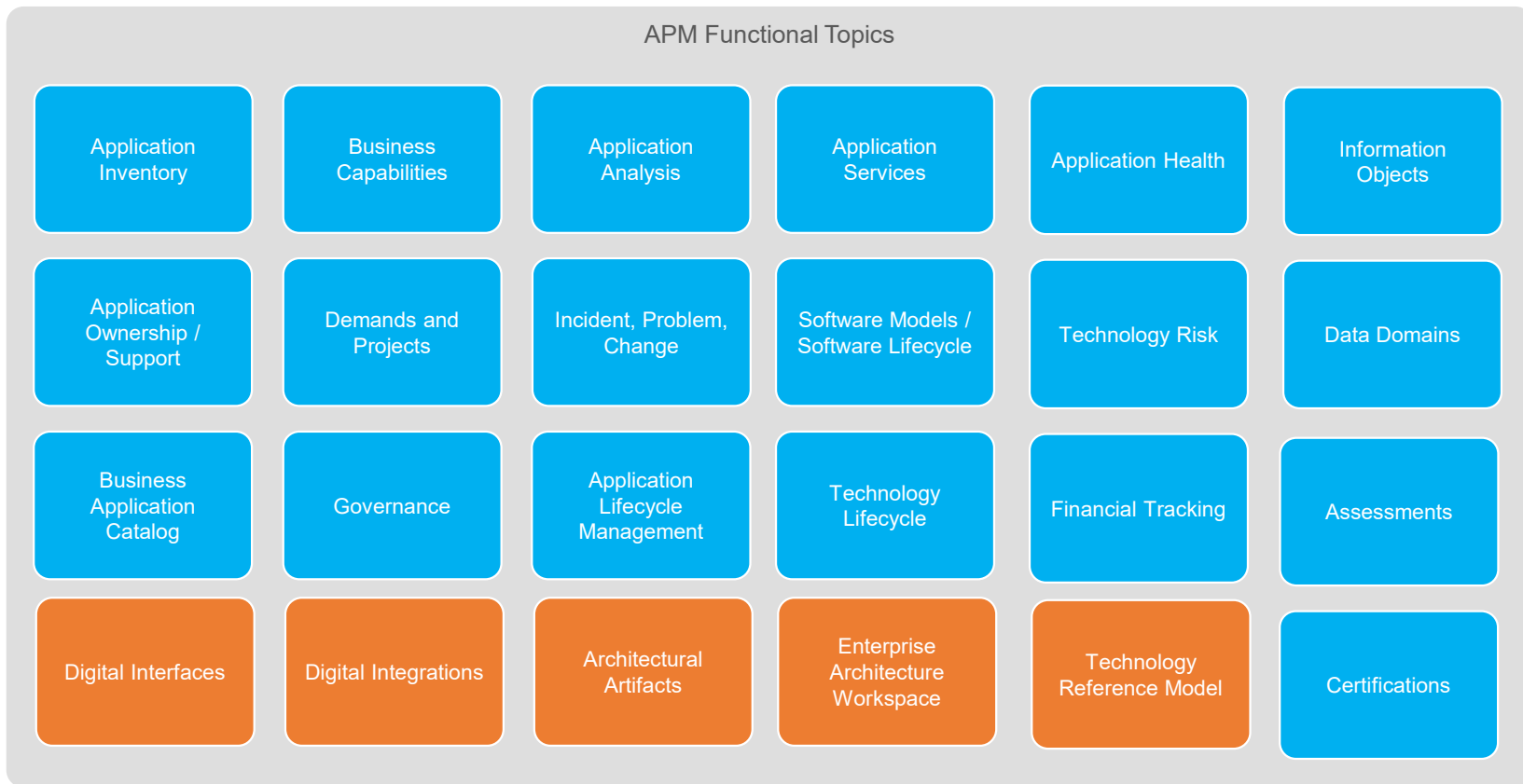
I want to know that our CMDB is aligned to ServiceNow's CSDM 4.0 model to ensure we have a solid foundation as we expand in the platform



How APM accelerates application modernization



APM Scope



APM DEMO

Are We Ready For APM – APM Journey



Better understanding of applications, wastage, duplication, and outdated capabilities

Improving relationships between digital asset owners

Improved decisions around application maintenance and management



Manage Application Lifecycle

Track information housed by applications and associate to risk

The ability to tie into demand and project management



Manual tracking of inventory information that is incomplete and inaccurate

An absence of any formal management or updating of the inventory

Confusion over what the inventory should contain and how it should be used

A lack of faith by both business and IT users in the value of the inventory



The ability to view their inventory of digital assets through a business lens

A shift in decision making from IT focused results to business focus results

Improved automation of inventory data capture and management

An understanding of where portfolio elements exist and a strategy to manage them



The ability to assess the health of the capabilities that the organization provides

Improved tracking of cost of ownership of applications

Advanced application rationalization

RSM APM Foundations Scope

Foundation Architecture / Foundation



- Establish APM architecture and ensure it fits within:
 - CSDM 2.0 model
 - ITSM
 - CMDB
 - Software Asset Management
 - Services Framework
- Establish APM Roles and Lifecycle Management Processes
- Review current APM processes
- Create requirements/stories for implementing APM
- Understand data migration
- Review Application Scoring and Business Value of applications



Crawl Central Repository and Classification



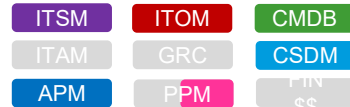
- Configure ServiceNow for the first release of APM
- Establish a central repository of Business Applications
- Classify Business Applications based on technology and Business Capabilities and functions they provide
- Establish Application Ownership
- Gain visibility into the application landscape
- Data Certification



Walk Connect To The Platform ITSM / ITOM



- Configure ITSM to make the connection between incident, problem and change and business applications
- Connect Business Applications to Application Services and Application Components such as Servers, Networks, Databases, etc...
- Service Catalog / Application management via the service portal
- Establish Future disposition utilizing the enhanced scoring models
- Enterprise Architecture Workspace
- Digital Interfaces and Integrations



Run Analyze / Score Enhanced Business Value



- Configure the indicator and scoring framework for Business Applications
- Connect Risk Assessments and Software and Hardware lifecycles
- Enhanced PPM and Portfolio connections
- Technology Reference Models and standard architecture
- Digital Portfolio Management
- Data Domains



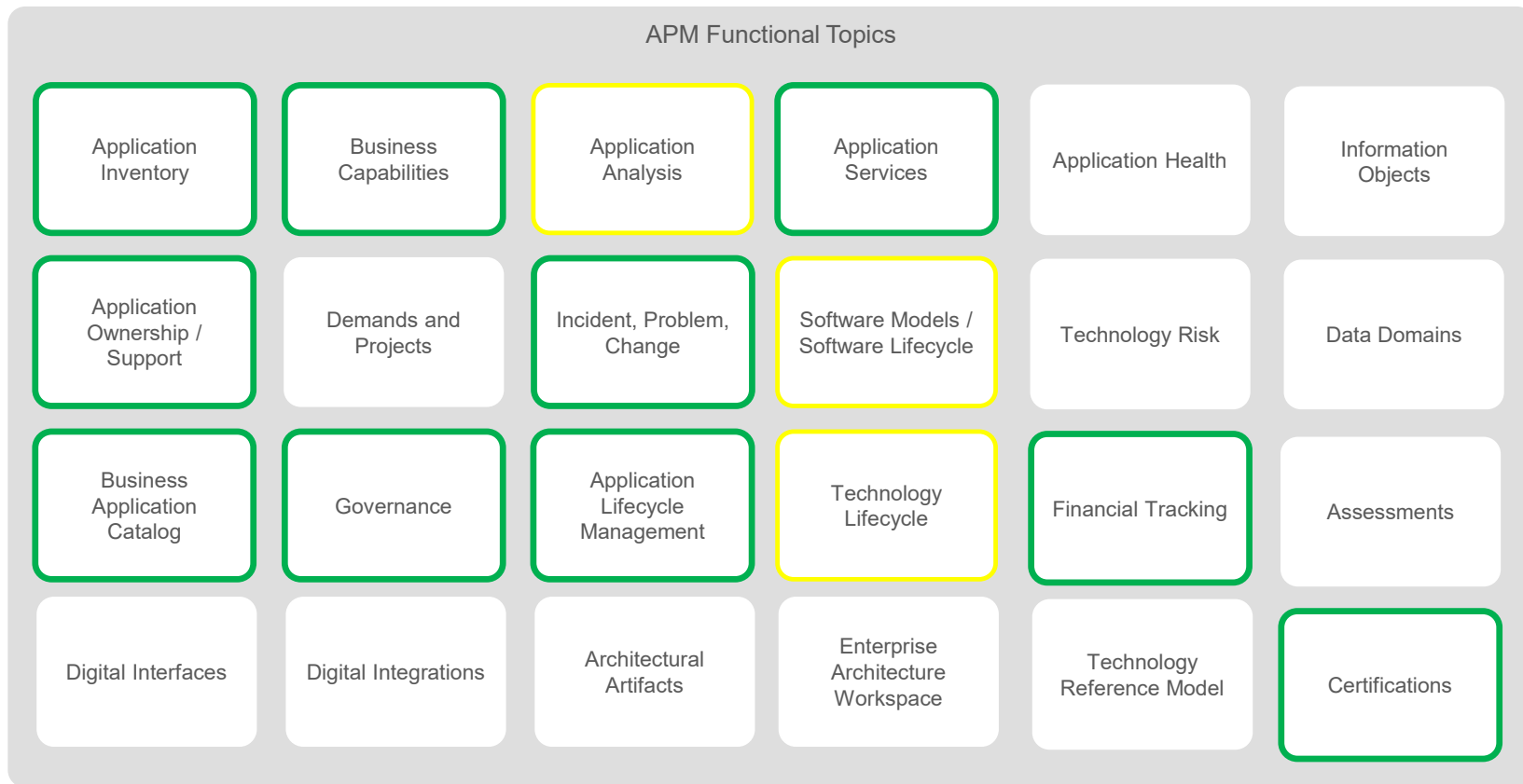
Fly Application TCO / Business Capability Assessments



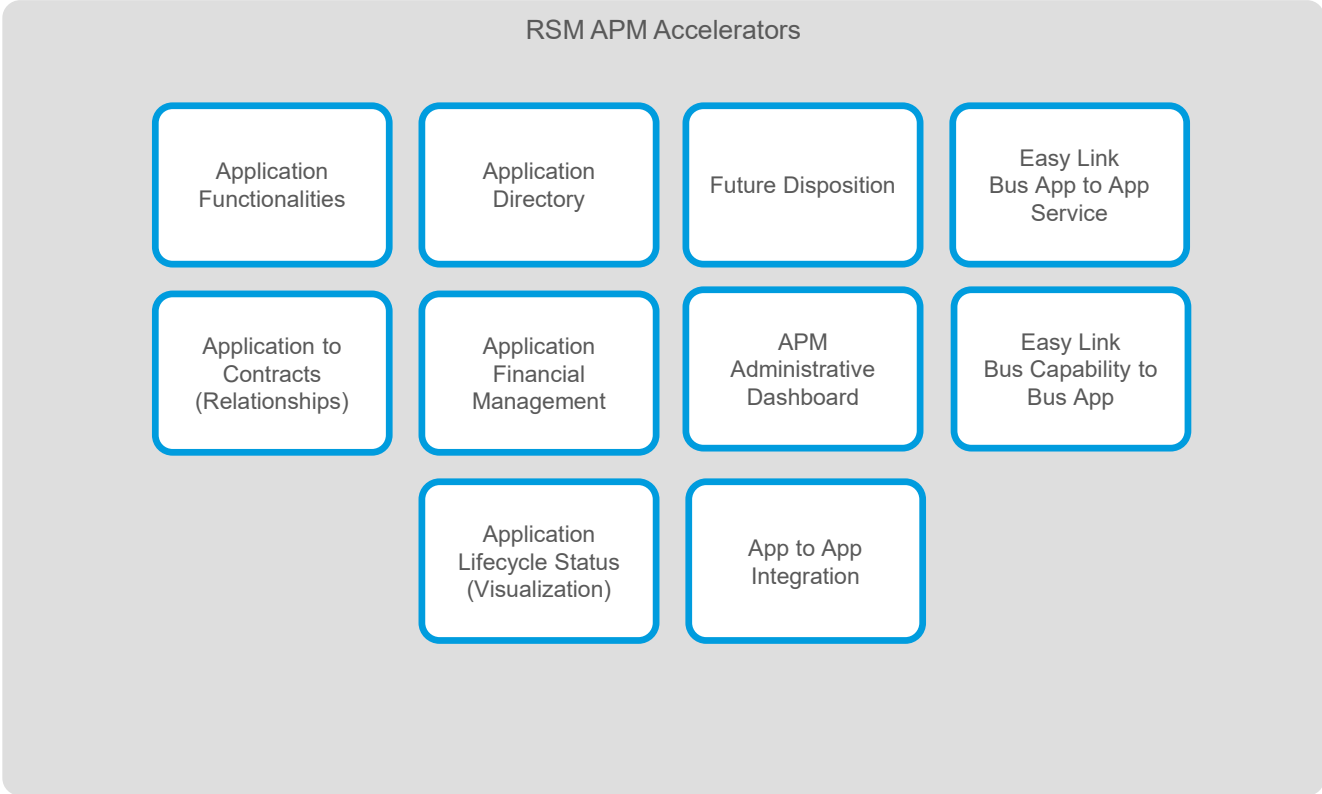
- Configure the financial engine for calculating application TCO.
- Track financial health
- Track resource utilization
- Enhanced risk assessments
- Calculate Business Capability health



APM Get started with the power of the cmdb



RSM APM Accelerators



What's Included in RSM APM Foundations

- Pre-built accelerator assets
 - Application Age Calculation
 - Contracts (Contract Relationship)
 - Lifecycle Process Flow
 - Future Disposition Tracking and Report
 - Application Functions (Track used and unused functionality)
 - Assessment Generator
 - Service Catalog Application Management
 - Add A Business Application
 - Modify A Business Application
 - Retire A Business Application
 - Easy Links to:
 - Associate Business Applications to Application Services
 - Associate Business Applications to Business Capabilities
 - Application Directory (Service Portal)
 - APM Dashboard
 - Landscape view
 - Exception Reports
 - Business Application State Metrics
 - Application Functions by Applications
 - Lifecycle and Disposition
 - Application Detail report
 - Business Capabilities by Business Application
 - Vendor Capabilities
 - Visual Exception Report
- Services Included
 - APM Foundational Work
 - Creation of APM architecture based on RSM's proven APM implementation strategy
 - Alignment to the Common Service Data Model (CSDM) 4.0
 - Architectural guidelines to link APM to IT Service Management, Software Asset Management and Project and Portfolio Management
 - 225 Hours of services used during the project to complete additional configuration of Business Applications and data migration activities.

Key Takeaways of Application Portfolio Management

Complete Visibility

Gain complete visibility into the business application inventory.

Data Driven Decision

Make faster data driven decisions to modernize app portfolio and reduce costs and risk.

Power of a Single Platform

Avoid siloed EA tools. APM supports CSDM and leverages information across ServiceNow platform.

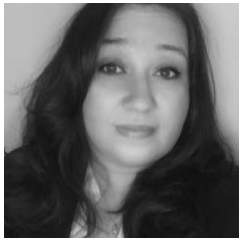
 Now Platform®



Thank You

ServiceNow Additional Services at RSM

- IT Service Management
- IT Operations Management
- IT Business Management
- IT Asset Management
- HR Service Delivery
- Customer Service Management
- Application Portfolio Management
- Governance, Risk, and Compliance
- Integration
- Managed Services



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QUESTIONS AND ANSWERS

THANK YOU FOR
YOUR TIME AND
ATTENTION



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