

Non IT Use Cases | Community Sharing

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Introductions

- Take 5 Minutes
- Turn to a Person Near You
- Introduce Yourself
- Business Cards



Agenda

- Introduction
- Key Decisions for Multi-BU Instance
- New Production Development (NPD)
- Professional Services Automation (PSA)
- Non-IT Departments – Audit, HR, Marketing
- Summary

Introduction

- Information Technology is the most common PPM use case, but we are seeing more and more non-IT groups embrace CA PPM.
- This class will go through the most common PPM use cases outside of IT:
 - New Product Development (NPD)
 - Professional Services Automation (PSA)
 - Non-IT Departments – Audit, HR, Marketing

Open Mic

- What business areas use CA PPM in your organization?
- Do you have a central group that actively engages new business areas?
- Do you have defined methods to bring new business areas onto CA PPM?

High Level CA PPM Decisions

- Separate Instances or Same
 - Pros? / Cons?
 - Recommendation: Same instance if possible
- Partitions?
 - Pros? / Cons?
 - Recommendation: No partition (adds complexity for support and will eventually be sunset)
- Licensing
 - Who funds?
 - Recommendation: BU funding vs. centrally funded

High Level CA PPM Decisions

- Security
 - Global view, BU edit? Or BU view and edit? (performance impact)
 - Recommendation: global view, BU edit
- Administration
 - Central administration?
 - Recommendation: Central administration, but allow flexibility for BUs to hire approved vendors to avoid bottlenecks with internal team
- Configurations
 - Allow variations or only global core?
 - Recommendation: Allow BUs to have their own workflows, reports, and portlets. Share common fields where possible, but allow additional BU fields. Interfaces try to be common.

High Level CA PPM Decisions

- Resource Management
 - Roles in alignment with new business areas?
 - Resource rates in alignment?
 - Who manages the resources – same/different team?
- Project Management Methods
 - Waterfall / Agile
 - Multiple Agile tool links
 - Stage gates
 - Approval workflows

New Product Development – Use Case

- Rarely Time Tracking
- Most Robust Stage Gating
- More Reliance on Financials – Cost, Budget, and Benefit
- Projects Span Longer Time Periods – Years vs. Months
- Project teams are much larger and more fluid
- Other considerations from the audience?

Professional Services Automation – Use Case

- Portfolios are not as important – nothing is “below the line”
- Different metrics than OOTB for utilization – focus on billable vs. non
- Resource Management is more important
- Need for external reporting to clients
- Other considerations from the audience?

Non-IT Departments – Use Case

- Usually same features/functions as IT, but usually “lighter” version
- Consider new UX for these BUs
- Other considerations from the audience?

Summary

- CA PPM can handle coexistence
- High level decisions need to be made first
- Review the business and find best practices for coexistence
- Set proper expectations and a roadmap for product, including upgrades
 - Don't have to do everything at once – take some baby steps to build some confidence

Questions?



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