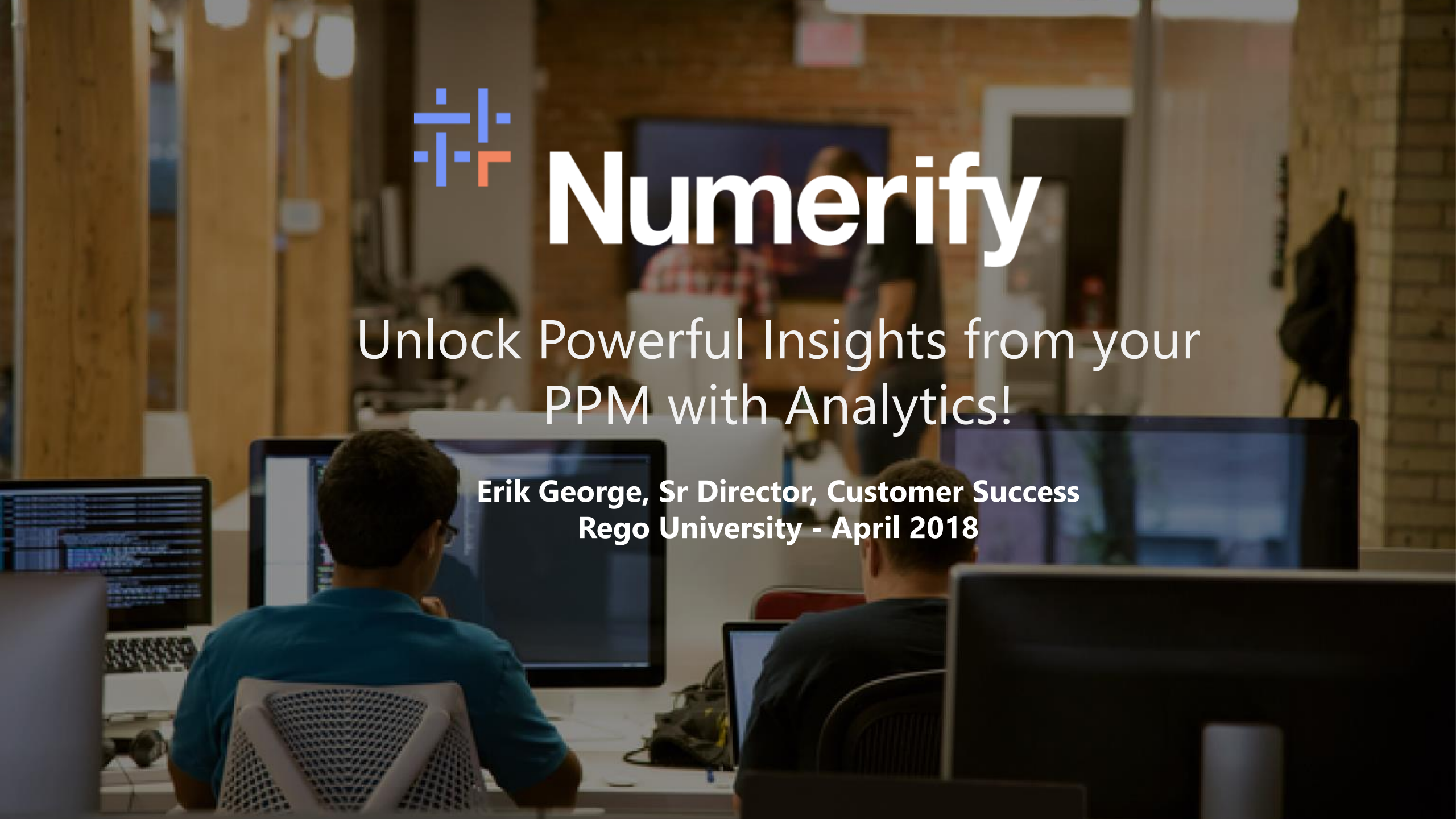
Session Abstract

Your project and portfolio management systems are a treasure trove of data and insights. In this session, you will learn about high-impact use cases from Fortune 500 companies which were unleashed by analytical algorithms fueled by PPM and other supporting IT source systems. You will hear about real world examples that deliver better resource allocation, capacity planning and time tracking. In addition, we will discuss the benefits of tracking the entire SDLC process from the Project and Portfolio plan all the way to delivery and support. We will also glimpse into the future around what AI and Machine Learning will likely bring to resource optimization planning in the not so distant future.



Numerify

Unlock Powerful Insights from your PPM with Analytics!

Erik George, Sr Director, Customer Success

Rego University - April 2018

Agenda

- About Numerify + Rego
- Plan – Build – Run analytics solution overview
- Customer Use Cases
- What the Future Holds

About Numerify

PARTNERS

regoconsulting

ca technologies

servicenow

MISSION

Be the Trusted System of Intelligence for Data-Driven IT™ Organizations

CUSTOMERS

QUALCOMM

ROGERS

CardinalHealth

BB&T

Whirlpool CORPORATION

NBCUniversal

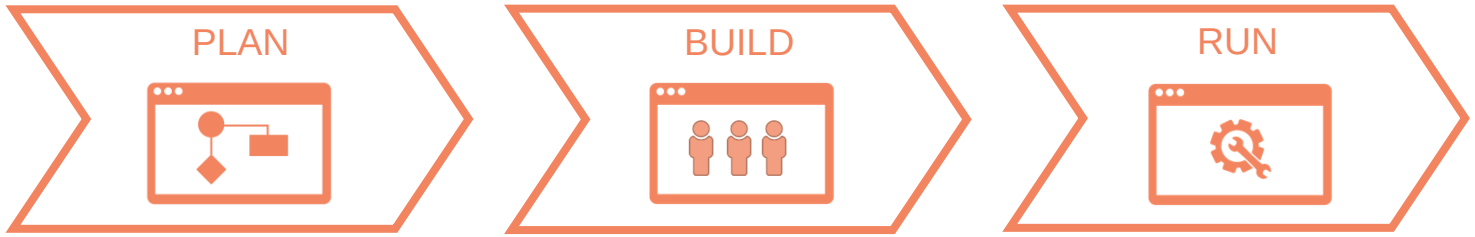
IBM

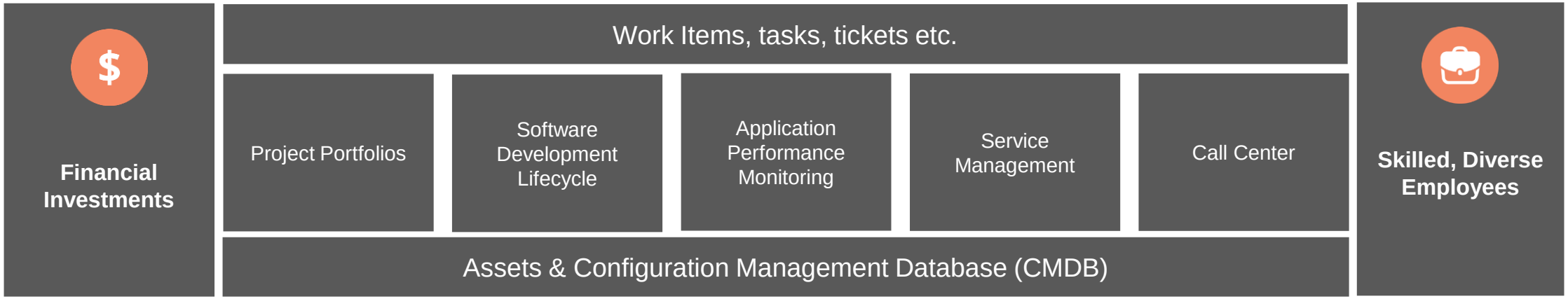
GILEAD

AON

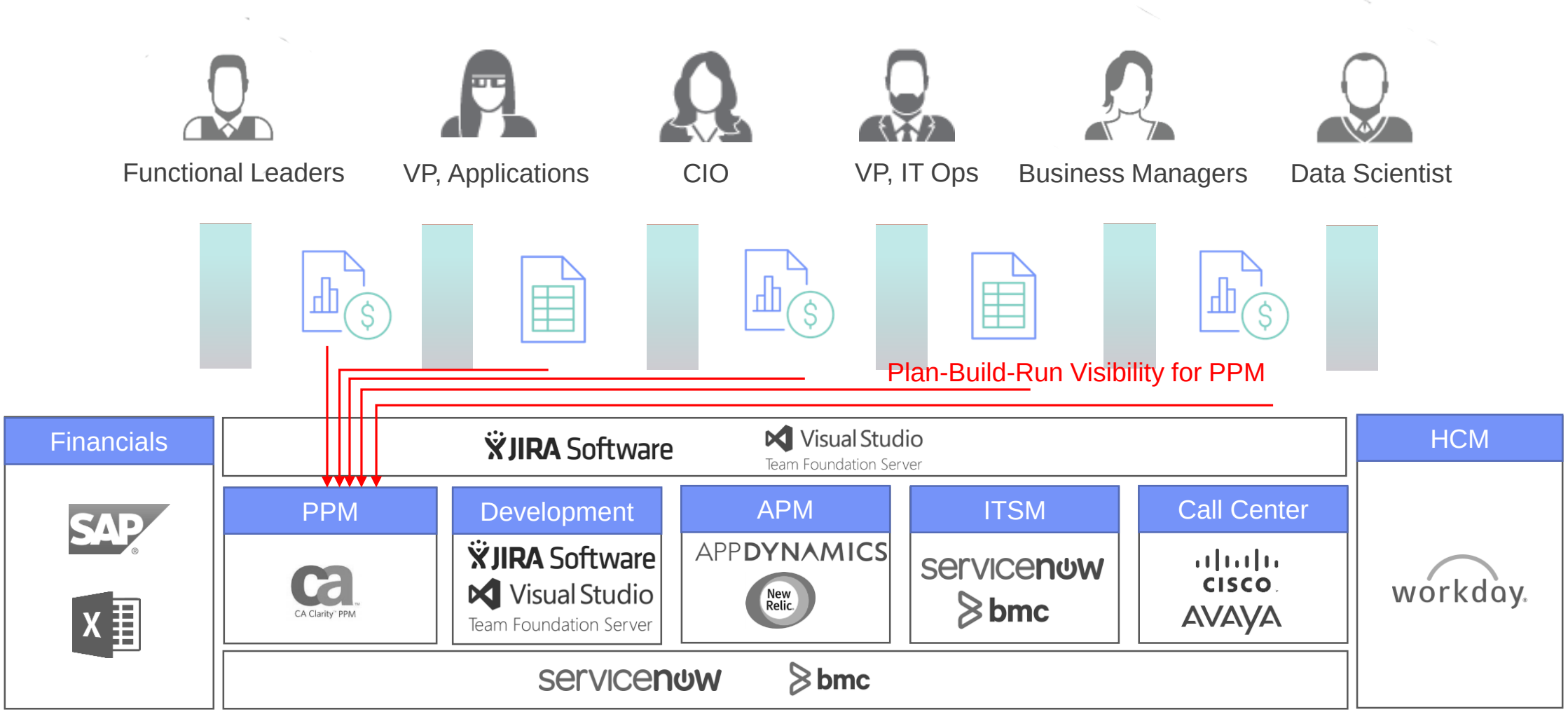
T.J.maxx

Modern IT is a technology business that plans, builds and runs sophisticated applications using people, processes and projects



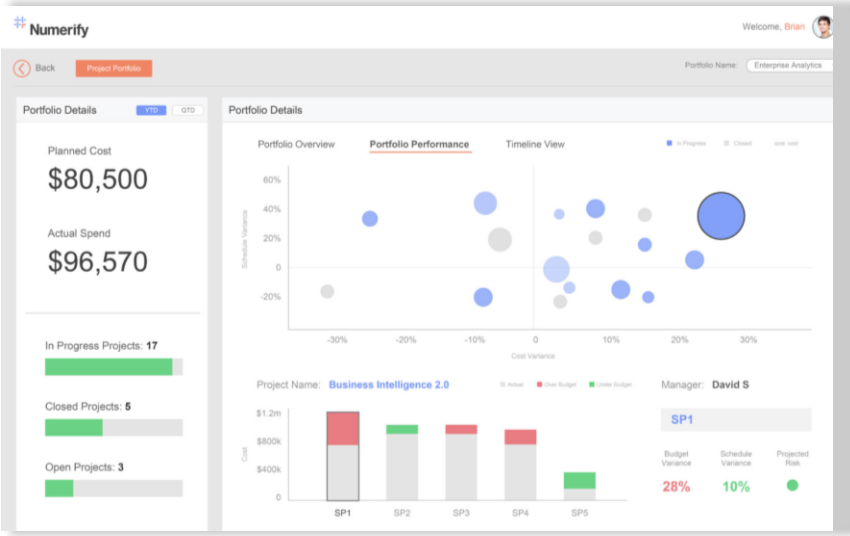


However, this data is trapped in siloes, and is not useful for true data-driven decisions

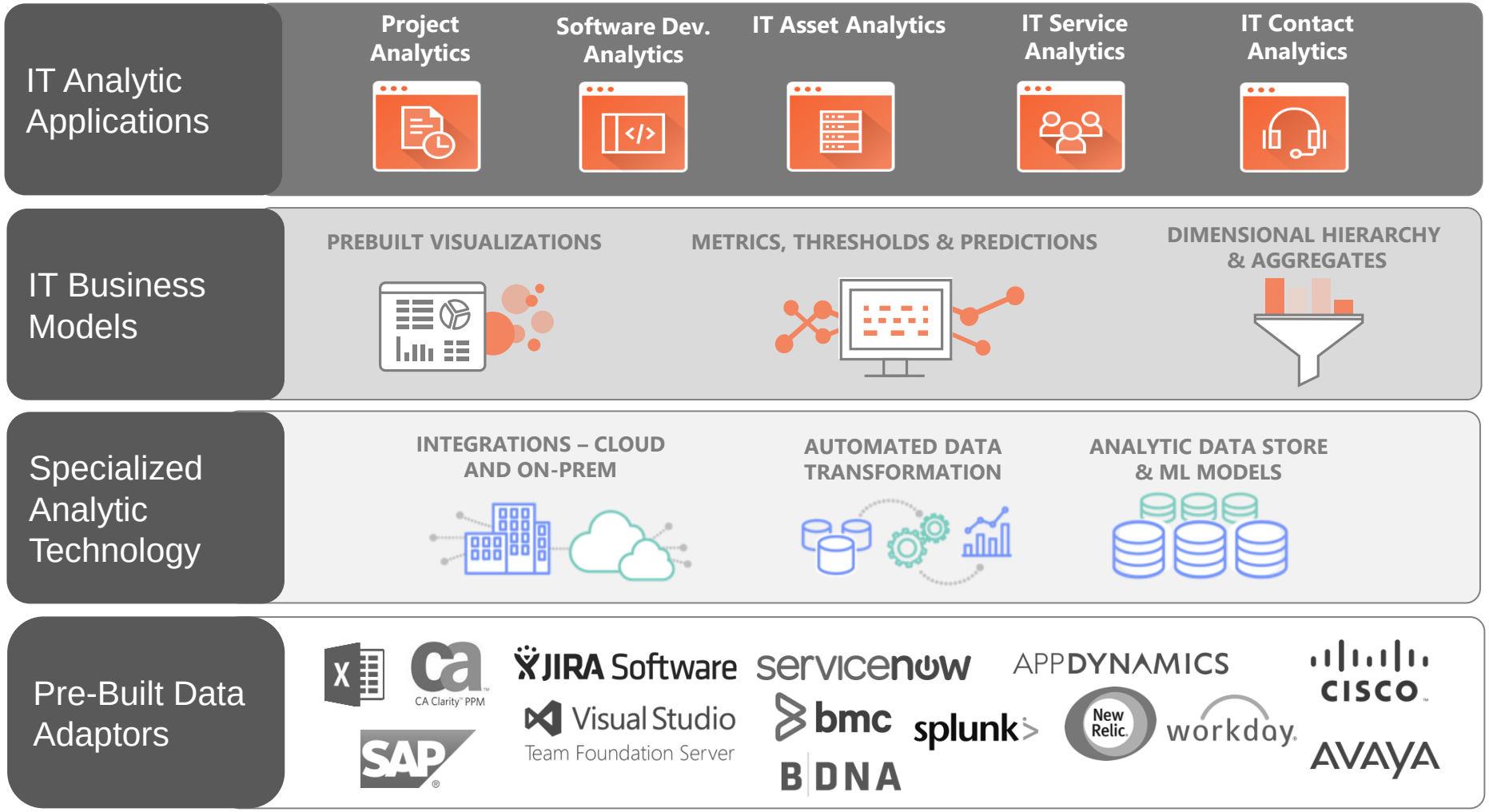


PPM Benefits for Visibility across Plan-Build-Run

- Identify Process bottlenecks across PBR
- Better optimize resource utilization within and across teams
- Monitoring execution from disparate work item tracking tools
- Application Portfolio Management & Rationalization
- Strategic Vendor Management

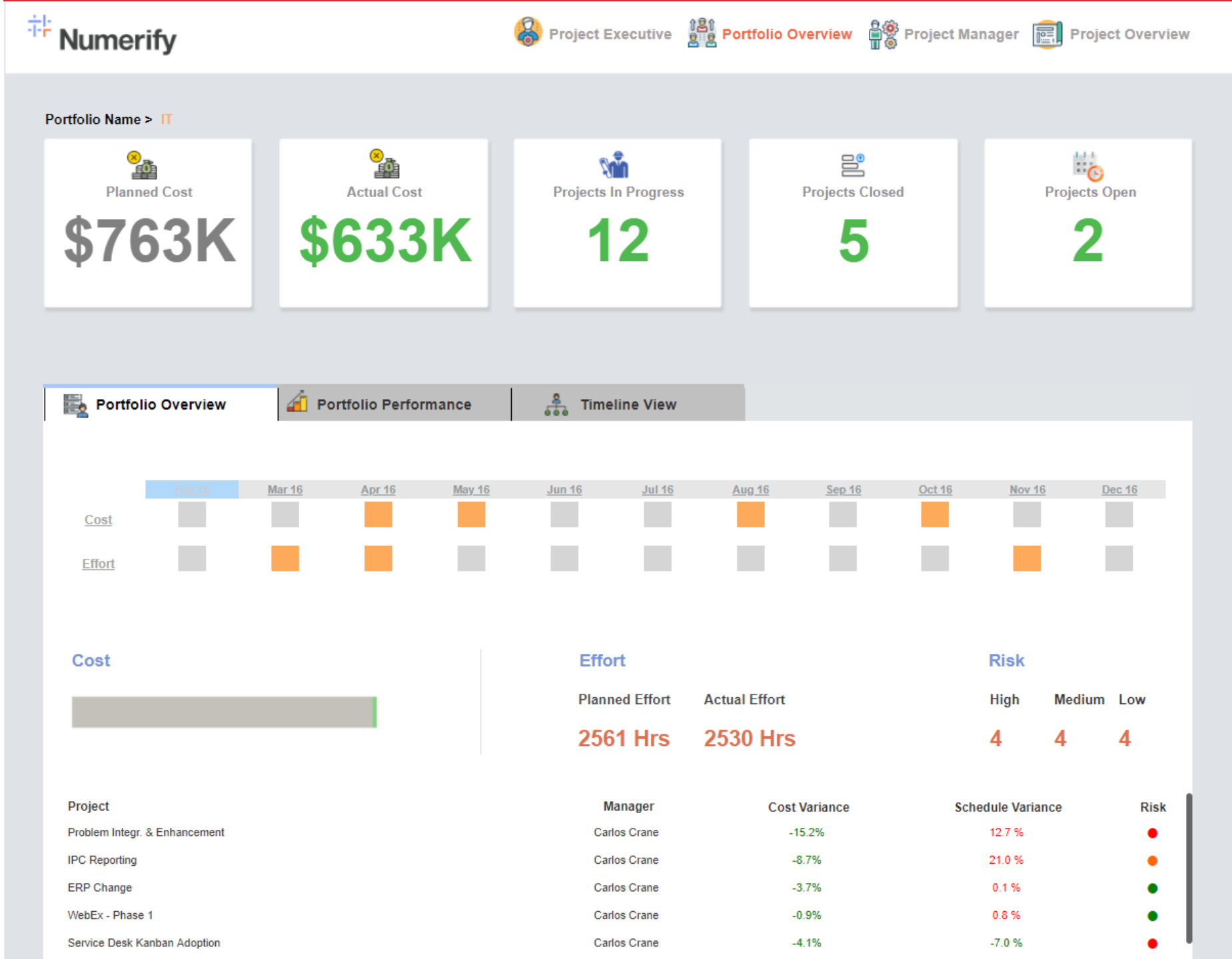


Delivering Comprehensive Plan Build Run Analytics



Portfolio Analytics

What is the state of the portfolio from the executive perspective, with readily available access to the Project and PM details?



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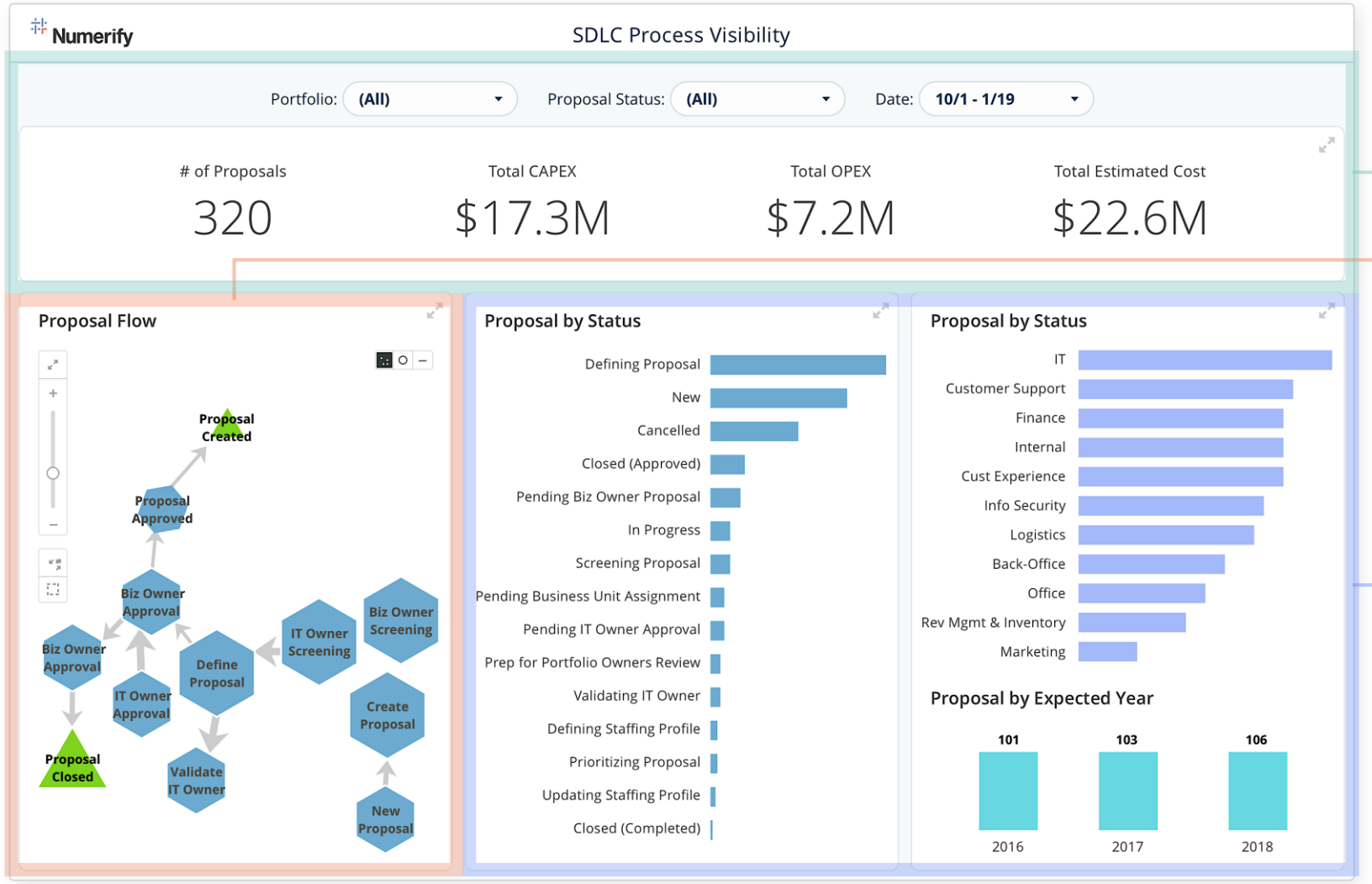
Traceability to the Proposal Lifecycle

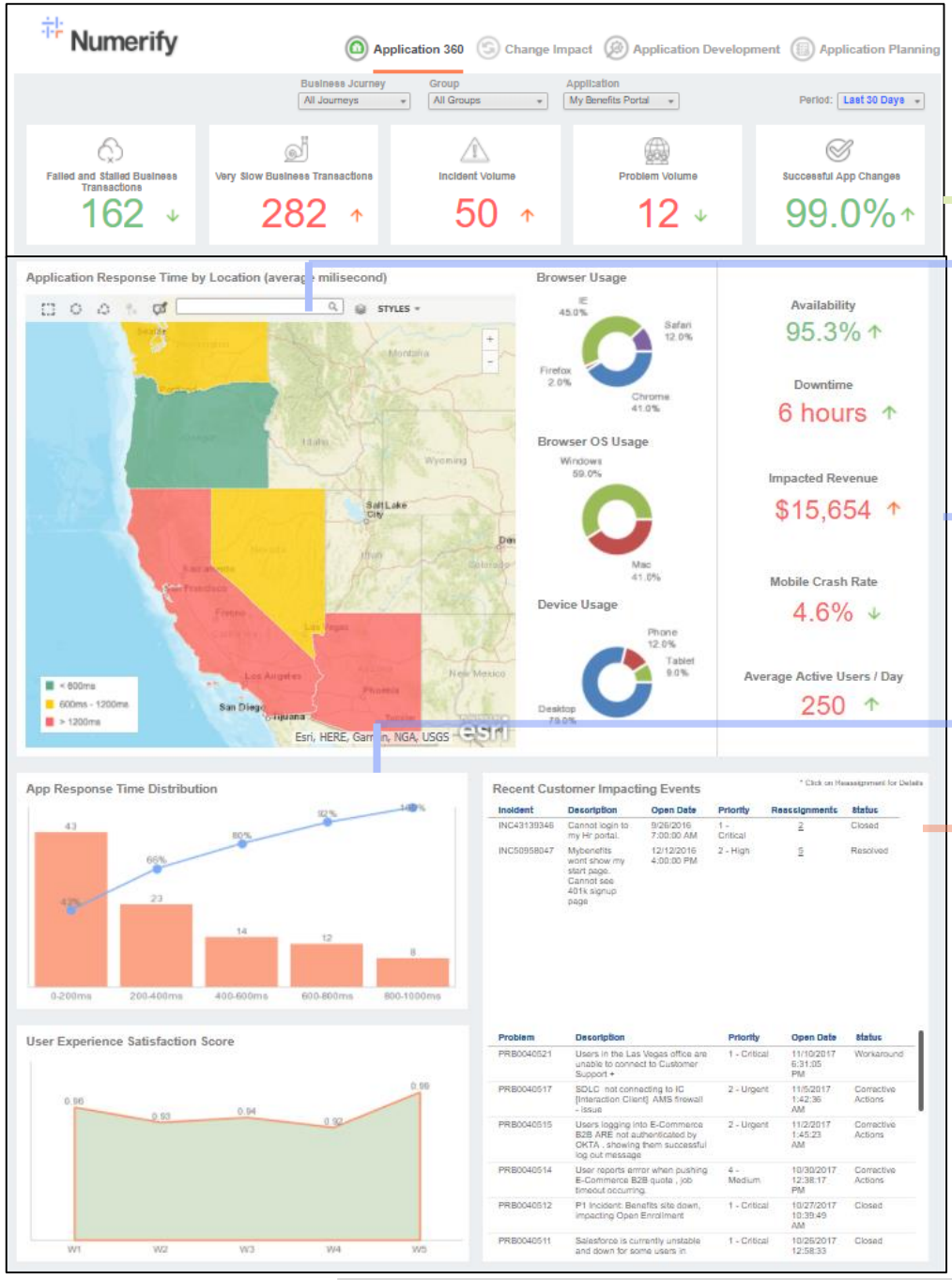


Evaluate proposal pipeline & compare to Opex & Capex budgets

Evaluate proposal flow, and process compliance. Identify pipeline impact on budget

Drill into proposal stage and time in stage. Call out stuck proposals and enforce faster flow through the proposal pipeline

Traceability to App & Infra Monitoring



Track Application, Business and ITSM KPIs with improvement trends across Incident & Problem volumes, Change success rates and business transaction performance. Drill down to detailed views in IT Service & **Project Analytics**.

Relate ITSM Processes and Task metrics to their business service context through visibility into business transaction and revenue impact, error rates, response time and usage trends.

Correlate performance degradations to to **Projects & Work Items**. Drill down to details in IT Service Analytics, IT Asset Analytics, Project Analytics & IT Contact Analytics.

Relate application, end user monitoring and ITSM metrics to customer satisfaction survey analytics.

SDLC Exec

How do you combine the right amounts of high-level performance information with actionable insights?

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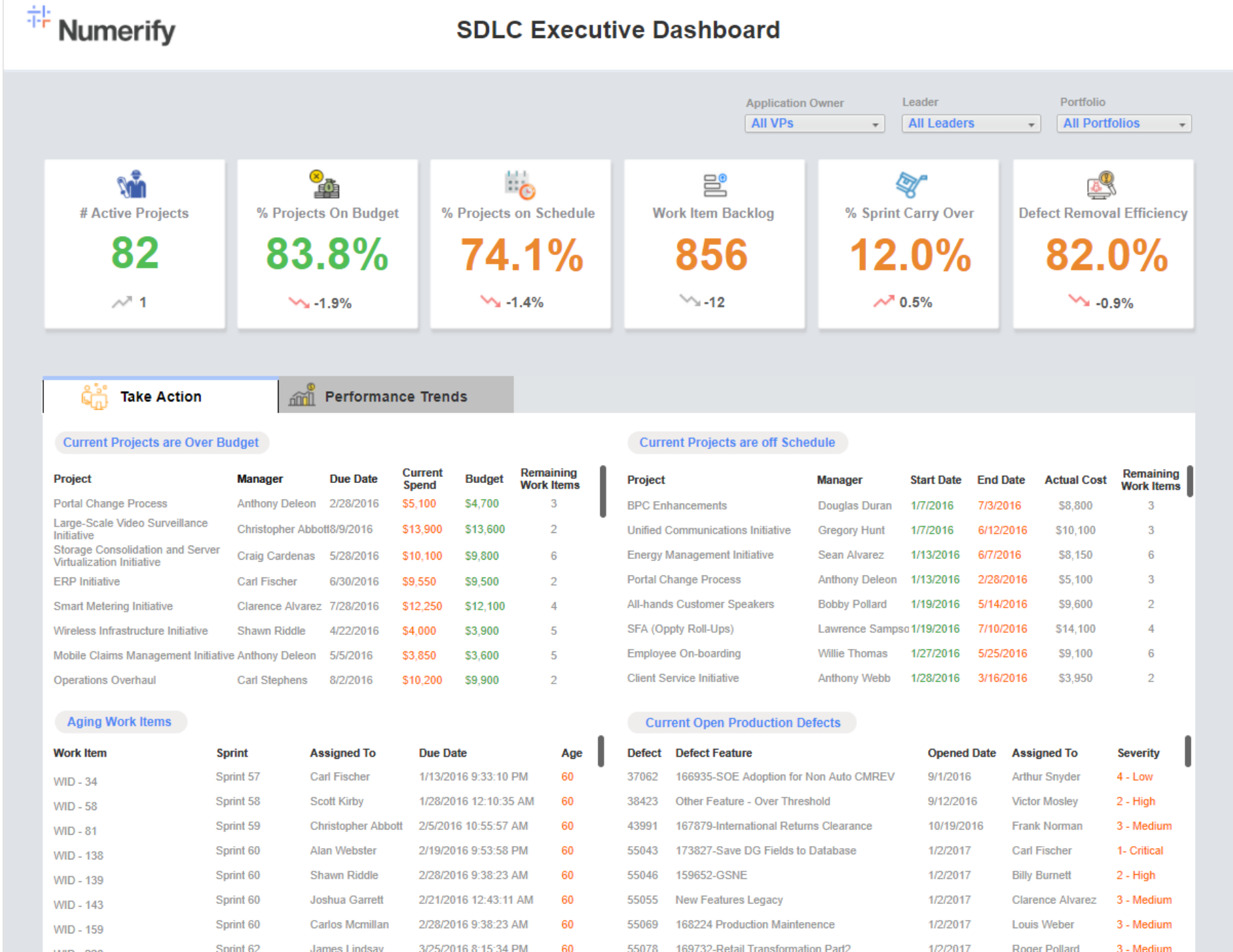
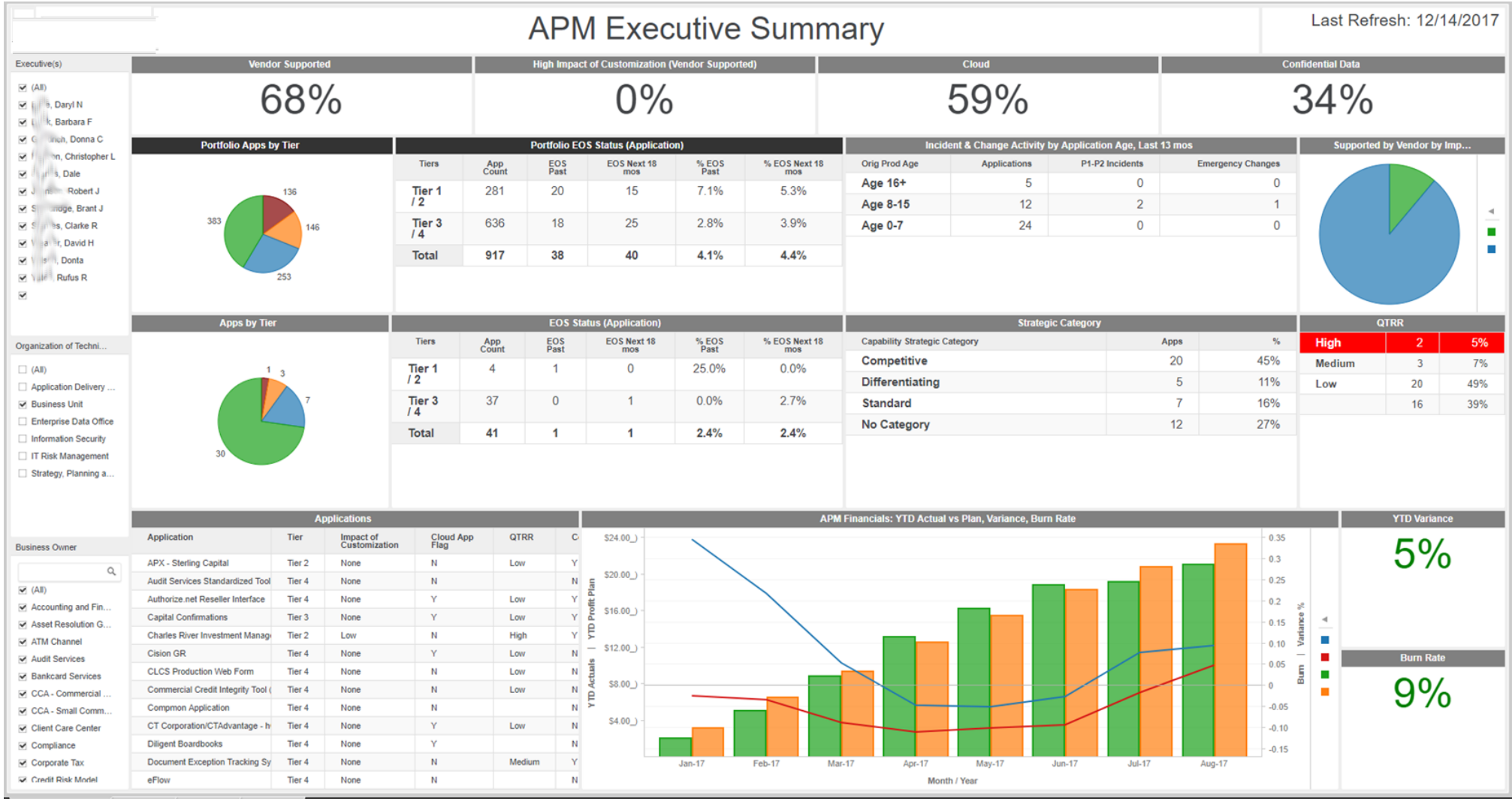


Application Portfolio Management

How do you summarize information for the portfolio managers and LOB leaders with a combination of PPM, GRC, ITSM, and Financials?



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Resource Allocation

How do you improve the resource allocation forecast and drive accountability & standards?

WORKFORCE MANAGEMENT ALLOCATION KPIs: FORECAST

Last Refresh: 02/09/2018

Select Future Month

2/28/2018 | **3/31/2018** | 4/30/2018 | 5/31/2018

SLT KPI Overview

SLT 0	OTE and Active Count	% < 80 Allocation	% > 120 Allocation
ADAM	229	32%	4%
CARLA	141	12%	1%
GARY	926	26%	4%
RACHEL	0		
STEVE	100	34%	5%
TERESA	89	2%	7%
WILL	1,636	6%	2%
N/A	44	98%	0%

Resources Open for Time Entry and Active

Resource Open for Time Entry	Resource Count	%
No	73	45%
Yes	89	55%

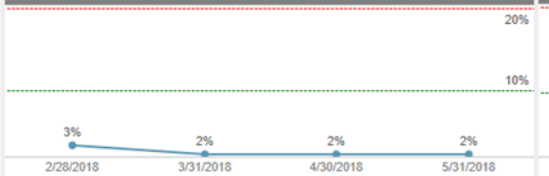
% < 80 Allocation

2%

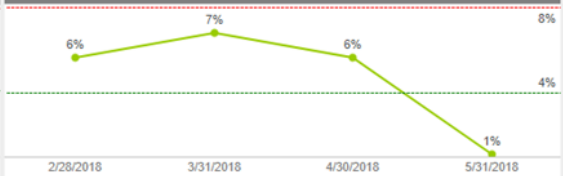
% > 120 Allocation

7%

% Allocation to Capacity < 80%



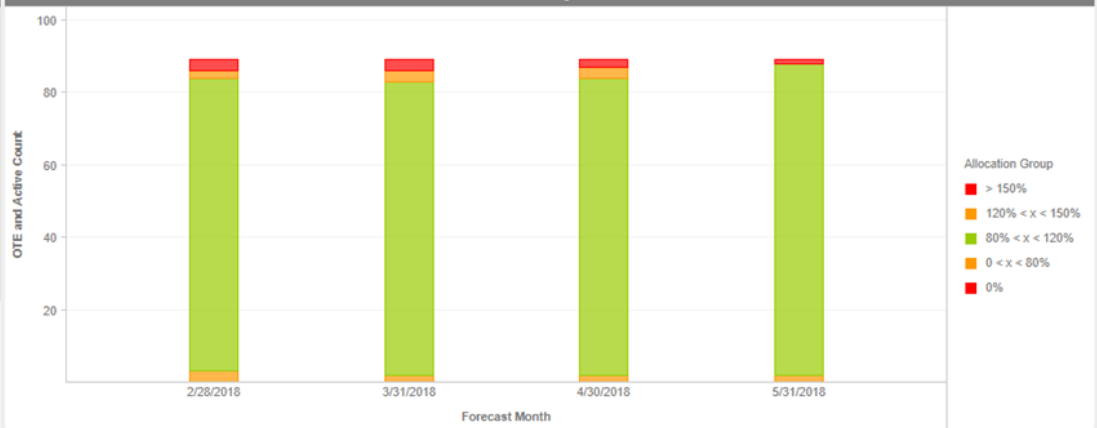
% Allocation to Capacity > 120%



SLT -1 KPI Overview

SLT 1	OTE and Active Count	% < 80 Allocation	% > 120 Allocation
MICHAEL	60	0%	8%
SHERRY	11	0%	0%
TOMMY	10	0%	10%
MATTHEW	8	25%	0%
ADRIENNE	0		
BILL	0		
PATRICIA	0		
N/A	0		

Allocation to Availability Breakdown



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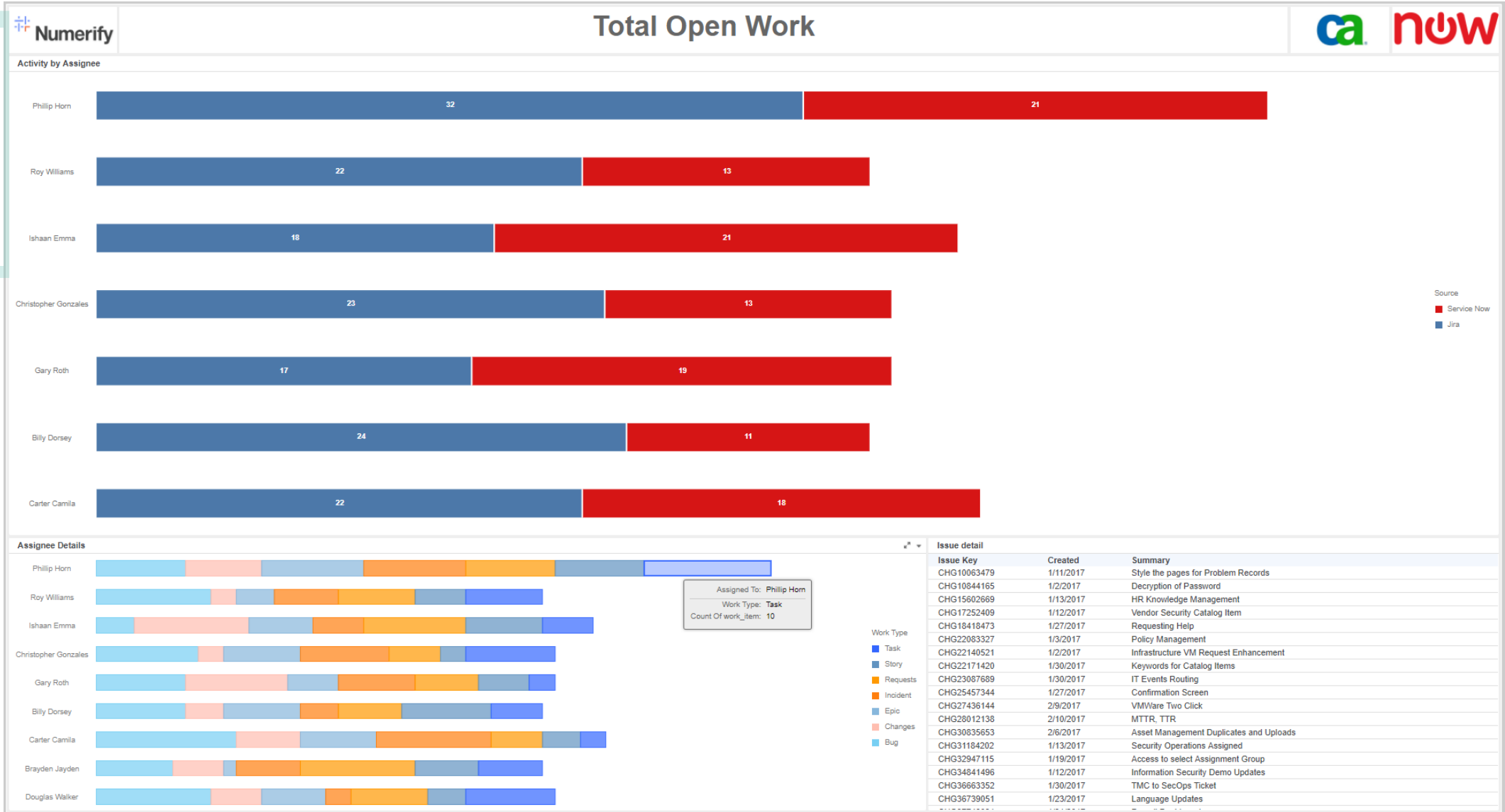
Total Open Work

How do you create a complete view for PMs and DevOps managers so their resource loads are understood?



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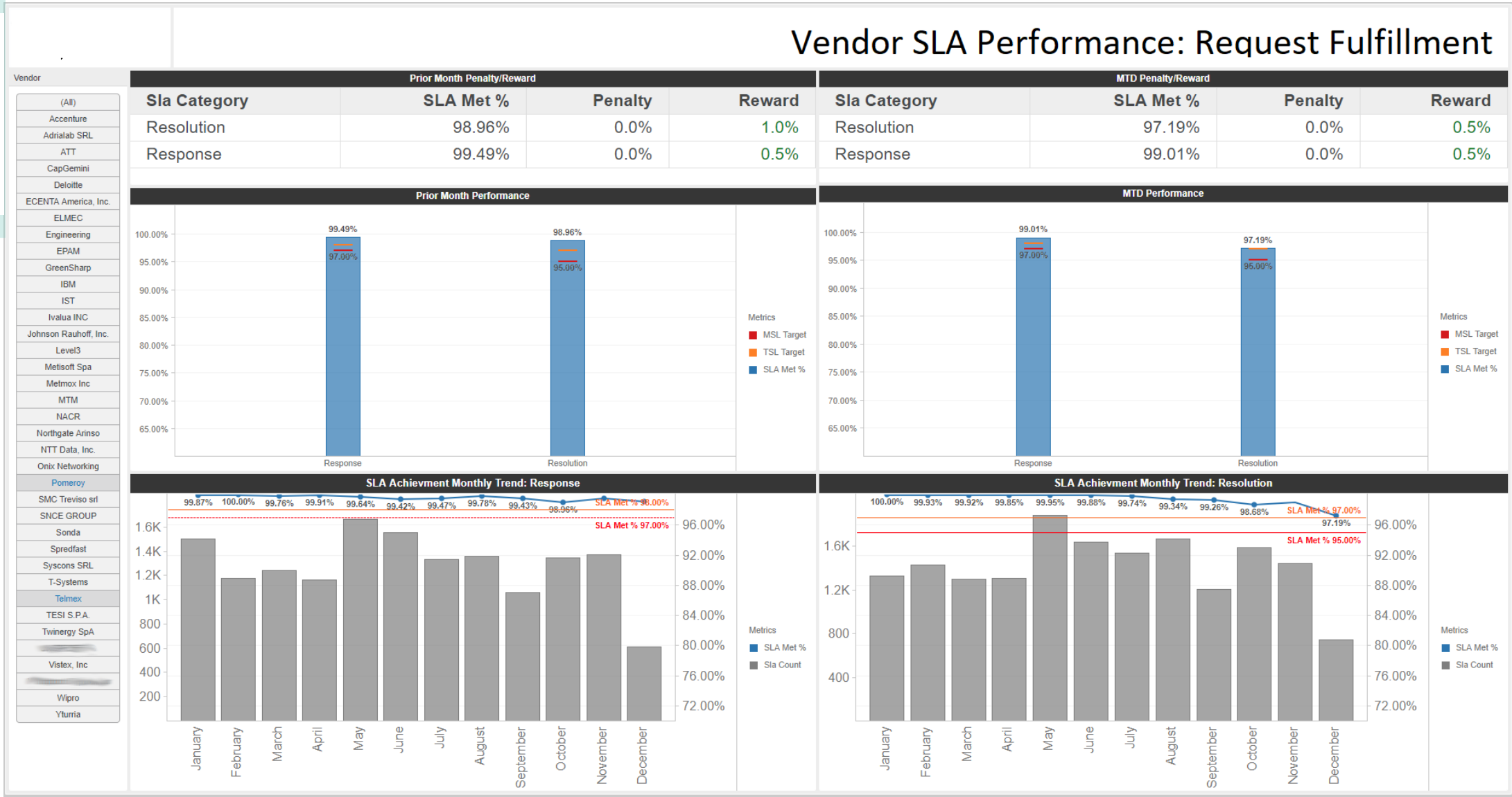
Vendor Performance

How do we ensure we do not lose site of the Vendor's contractual commitments?



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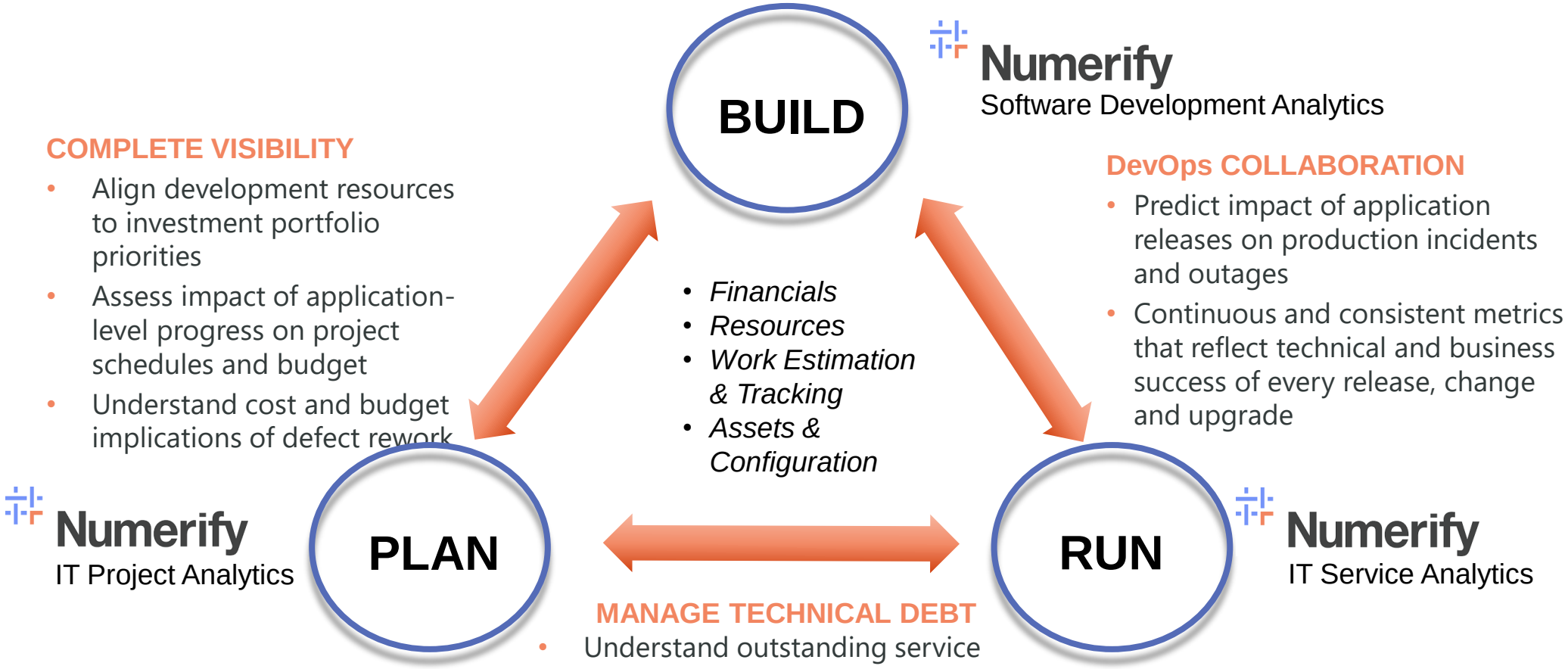
Future Direction for industry

- Change & Work Item Risk Prediction/Prevention
- Resource planning and availability
- Software development network analysis
- Converting demand in to projects
- Project schedule & budget risk prediction

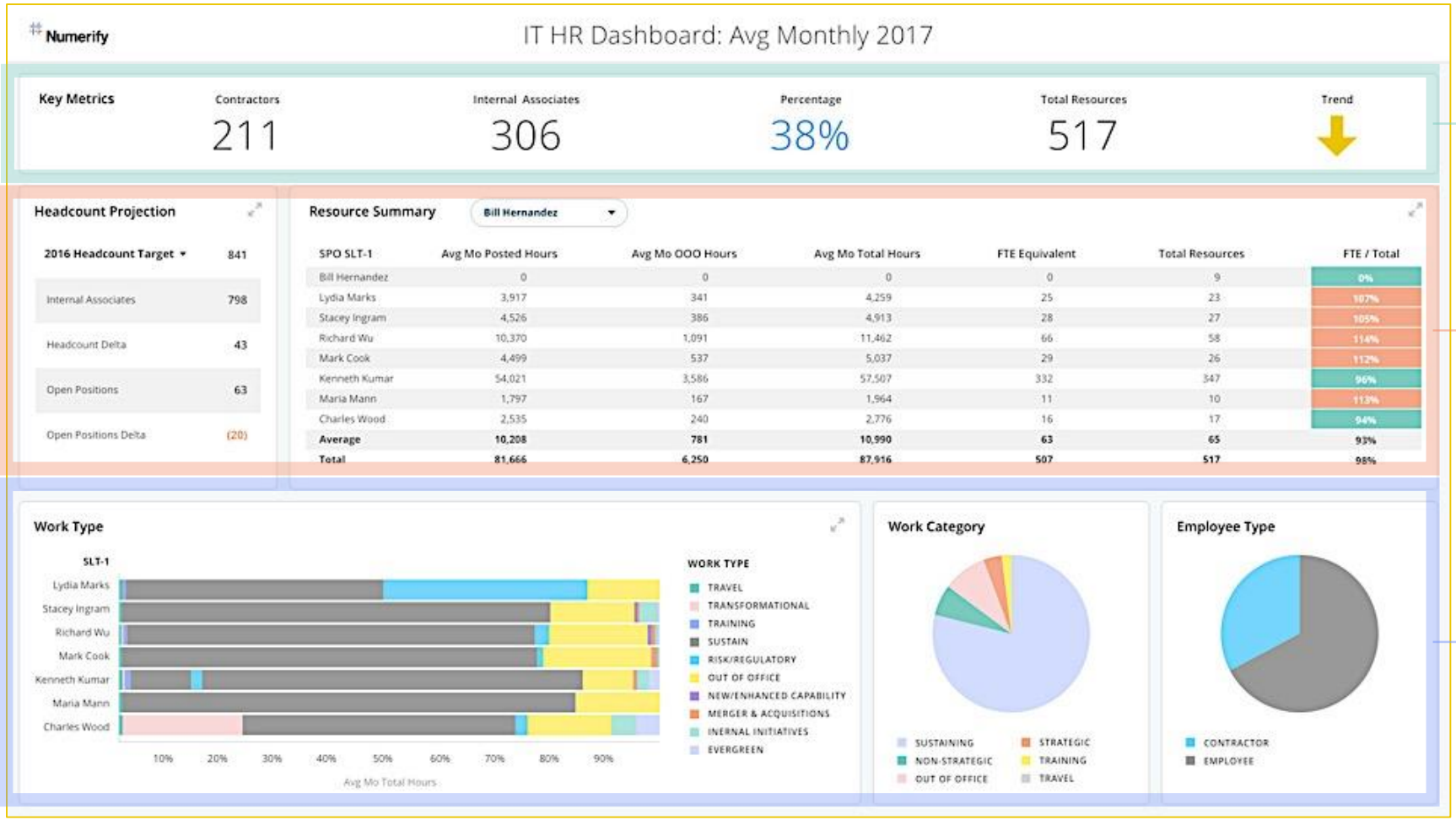
Work Item Number	Short Description	Risk Level (Failure Probability)	Legend: Success Factor / Risk Factor / Neutral — Type	Impact	CI Class	Planned Start Time	Assignment Group
WI 1	SAP Finance Release	Low (< 5%)	Normal	Medium	Application	7 pm	ADS-SAP
WI 2	Oracle Security Patch	Low-Med (5 – 25%)	Emergency	High	Oracle Server	8 pm	INFOSEC-ORACLE
WI 3	CISCO Upgrade	Med-High (25 – 50%)	Standard	High	Network Gear	5 am	EMEA-NET-ENG
WI 4	VMWare Mtnc	High (> 50%)	Standard	Low	Linux Server	4 am	INF-MIDRNG

Numerify applications provide insight across the entire Application Lifecycle



Additional Plan-Build-Run Use Cases

PLAN: Team Productivity - Ensure that the right people are working on the right projects

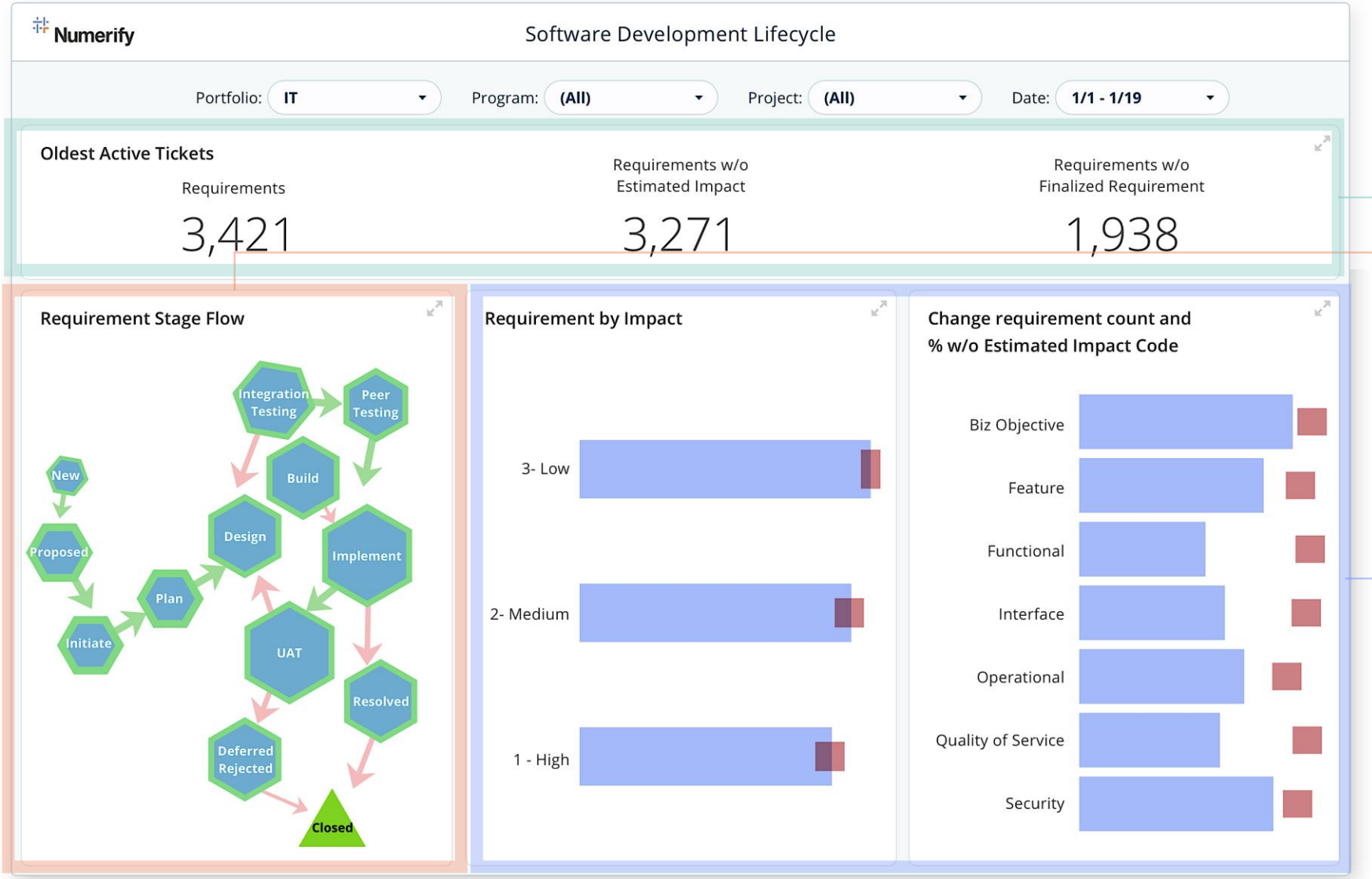


View key metrics and breakdowns of current resource needs, percentage utilizations, and monthly trending

Understand headcount needs, attainment targets, and where to rebalance resources

Blend data across HR, PMO, payroll, and IT budget sources to create a holistic view of resources that aligns with IT planning and forecasting

BUILD: Increase Continuous Delivery System/DevOps Adoption

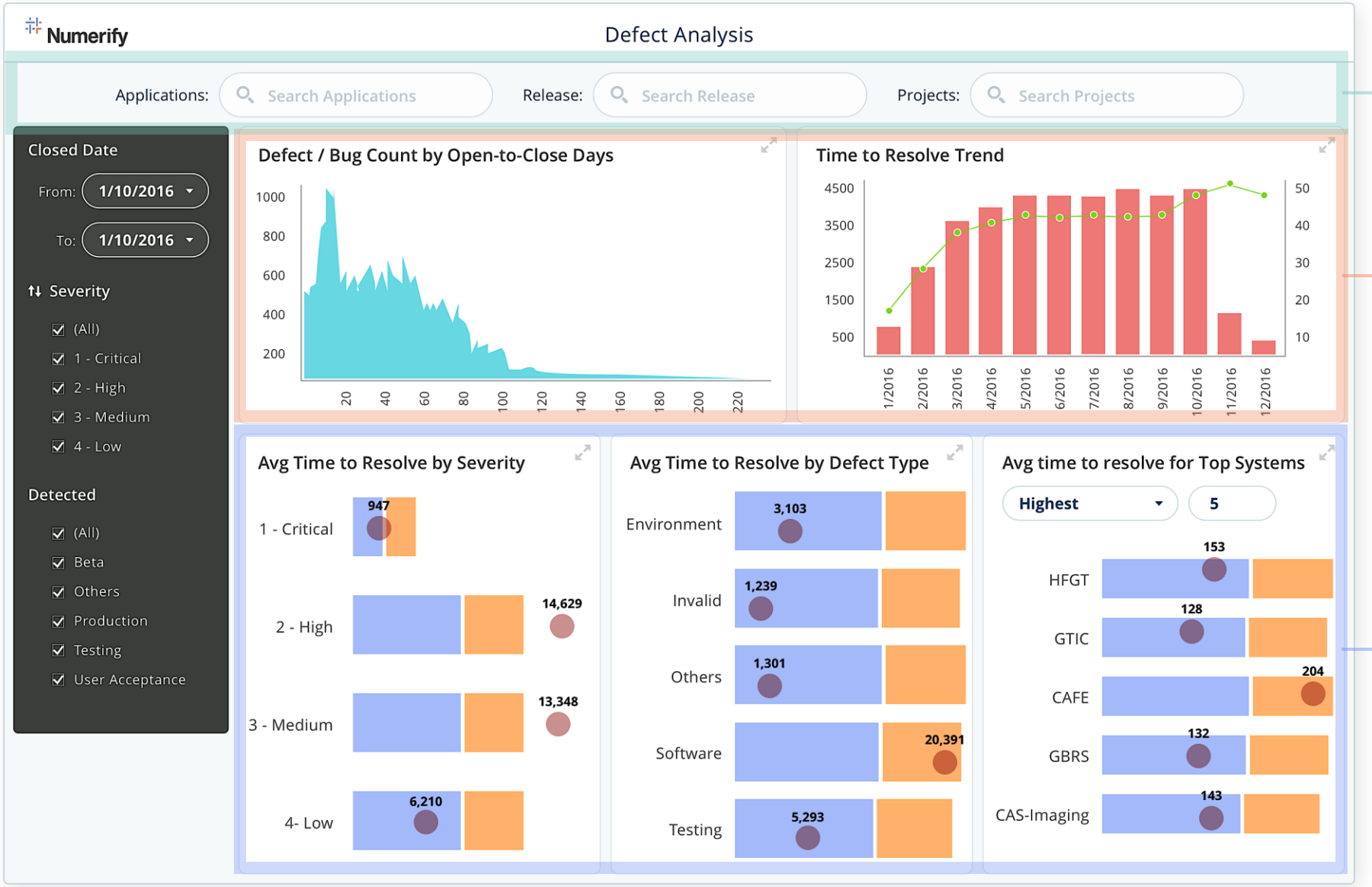


Analyze how rapidly requirements are making their way to releases

Track requirements flow to code and identify bottlenecks

Evaluate various changes in flight & impacted code

BUILD: Ensure Highest Quality of Delivered Projects

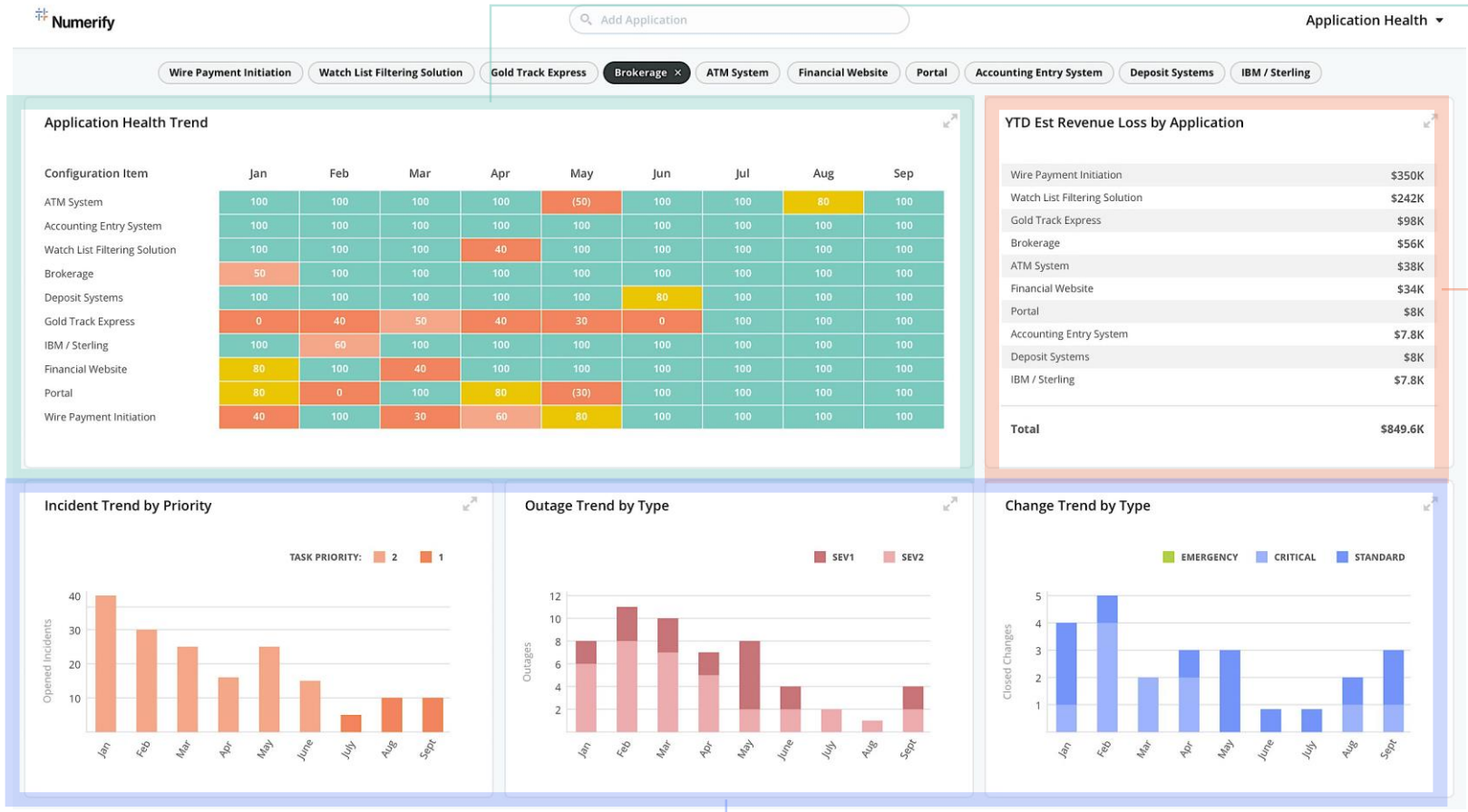


Filter defects by application, release, projects or development manager

Analyze defect close/resolution time & identify which Top 5 teams have most aged defects

Drill into details of defects by severity, systems or any of the other 25+ dimensions

RUN: Deliver rapid innovation while maintaining robust applications

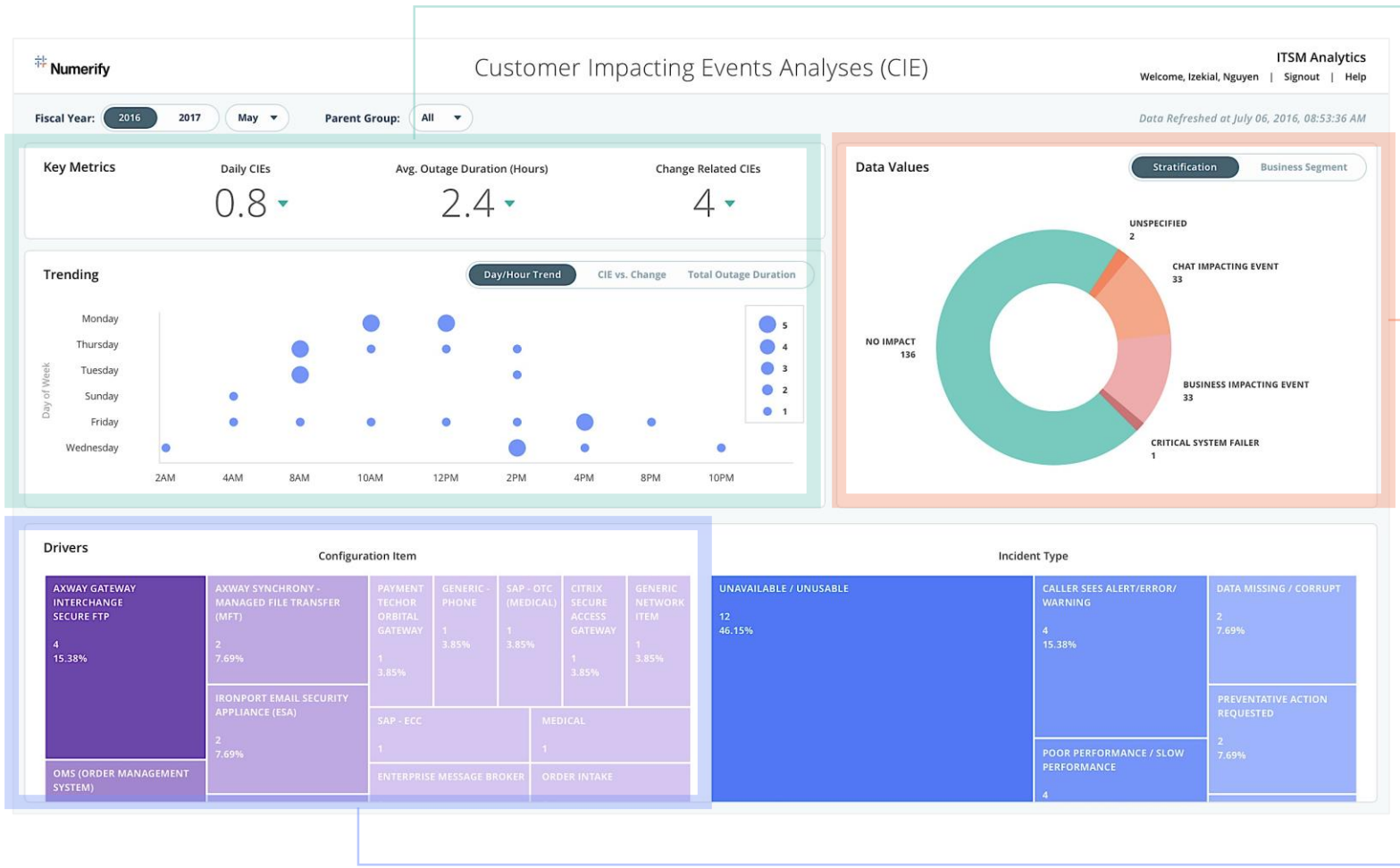


Application Value scorecard combines data from SNOW and Governance app to review risk and root cause analysis

Overlay 3rd party financial data to look at revenue loss by application gaining insight into cost of service

View incident trends by priority, outage type and changes

RUN: Minimize and manage customer impacting events



Track key metrics to understand and minimize impact of incidents on customers

Focus efforts on performing root cause analysis on major incidents

Analyze key drivers of events such as configuration items, and pinpoint top root causes

Resource Allocation

Department: All | Location: All | Skill: All | Role: All

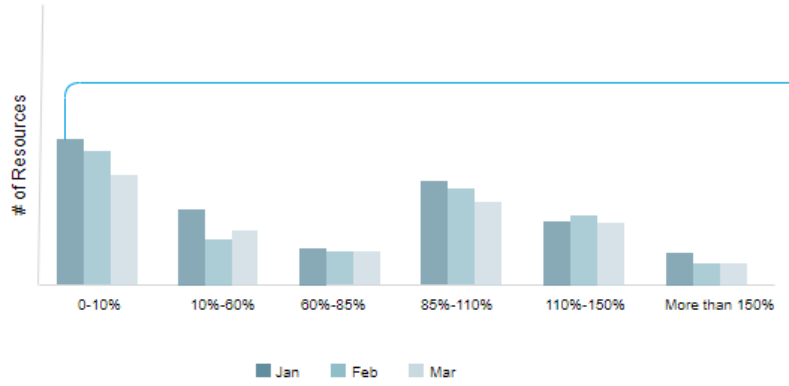
Avg Resource Allocation across Projects
65%

% Resources not Allocated
30%

Resources Allocated more than 110%
15%

Resources Posting more than Capacity
25%

Allocation Breakdown by Month

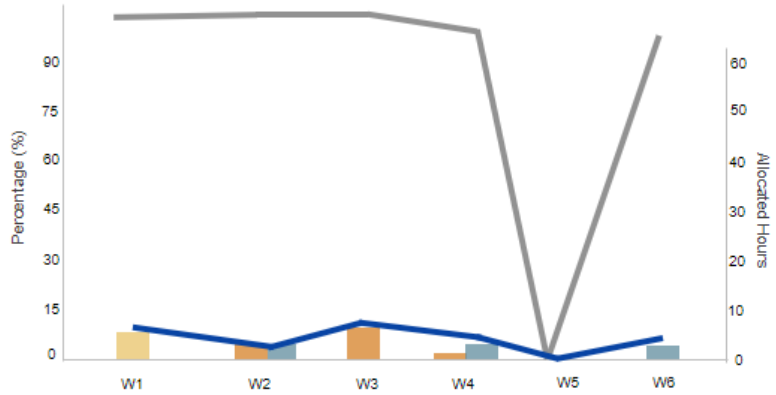


Allocation %	Resource Count	Resource %	FTE Count	FTE %	Contractor Count	Contractor %
0-10%	54	30%	41	76%	0	0%
10%-60%	30	17%	15	50%	5	17%
60%-85%	24	13%	15	63%	6	25%
85%-110%	45	25%	25	56%	10	22%
110%-150%	21	12%	21	100%	0	0%
More than 150%	6	3%	4	67%	2	33%

Resource Details

Resource Name	Resource Type	Role	Primary Skill	Capacity	Actual Hours	Allocated Hours	Project Utilization%	Capacity Utilization%	Effort Variance	Resource Allocation%
Dora	FTE	Developer	Javascript	176	15	15	100%	8.5%	0	8.5%
Shawn	FTE	UX Designer	Wireframe	176	19	19	100%	10%	0	10%
Eddy	FTE	UX Designer	Wireframe	176	19	19	100%	10%	0	10%
Siri	FTE	UX Designer	HTML	176	19	19	100%	10%	0	10%
Dan	FTE	UX Designer	HTML	168	19	19	100%	10%	0	10%
Peter	FTE	UX Designer	HTML	168	19	19	100%	10%	0	10%
Greg	PTE	Developer	MSTR	88	8	8	100%	9%	0	9%
Nemo	PTE	Developer	MSTR	88	8	8	100%	9%	12	9%

Resource Level Weekly Trend



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Plan-Build-Run Analytics vs In-App reporting

Numerify + regoconsulting

How does Numerify fit with the other CA reporting solutions

	Numerify	Jaspersoft	Odata - Power BI
Summary	Comprehensive analytics across the entire **plan-build-run** continuum PPM / Agile / ITSM	Focused on PPM Best suited for pixel perfect reporting and light dashboarding	Interactive reporting and dashboards based on a subset of the PPM DW
Capability	Support for **large datasets** and **heterogeneous** source systems (multi-sourced PPM or other systems)	Can report on the CA PPM source either transactional or DW	Analytics based on CA PPM DW
End User	Complete SAAS solution with **Managed Service**	Pre-built reports with the ability to build your own	Build your own model, dashboards and reports