

RSM APM FOUNDATIONS

A focused understanding of applications with ServiceNow



What is the RSM APM Foundations solution



RSM's Application Portfolio Management (APM) Foundations Solution can help your organization jump start your APM practice using ServiceNow and providing a lightweight APM solution that utilizes the Configuration Management Database (CMDB) prior to licensing the full APM module within ServiceNow.

Application Portfolio Management focus

Operational Visibility

I need to track the operational aspects related to applications such as incident, problem, changes and 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.

What answers can it provide...

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



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.



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.



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.



Application Portfolio Management 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Better understanding of applications, wastage, duplication, and outdated capabilities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 focused results

Improved automation of inventory data capture and management

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

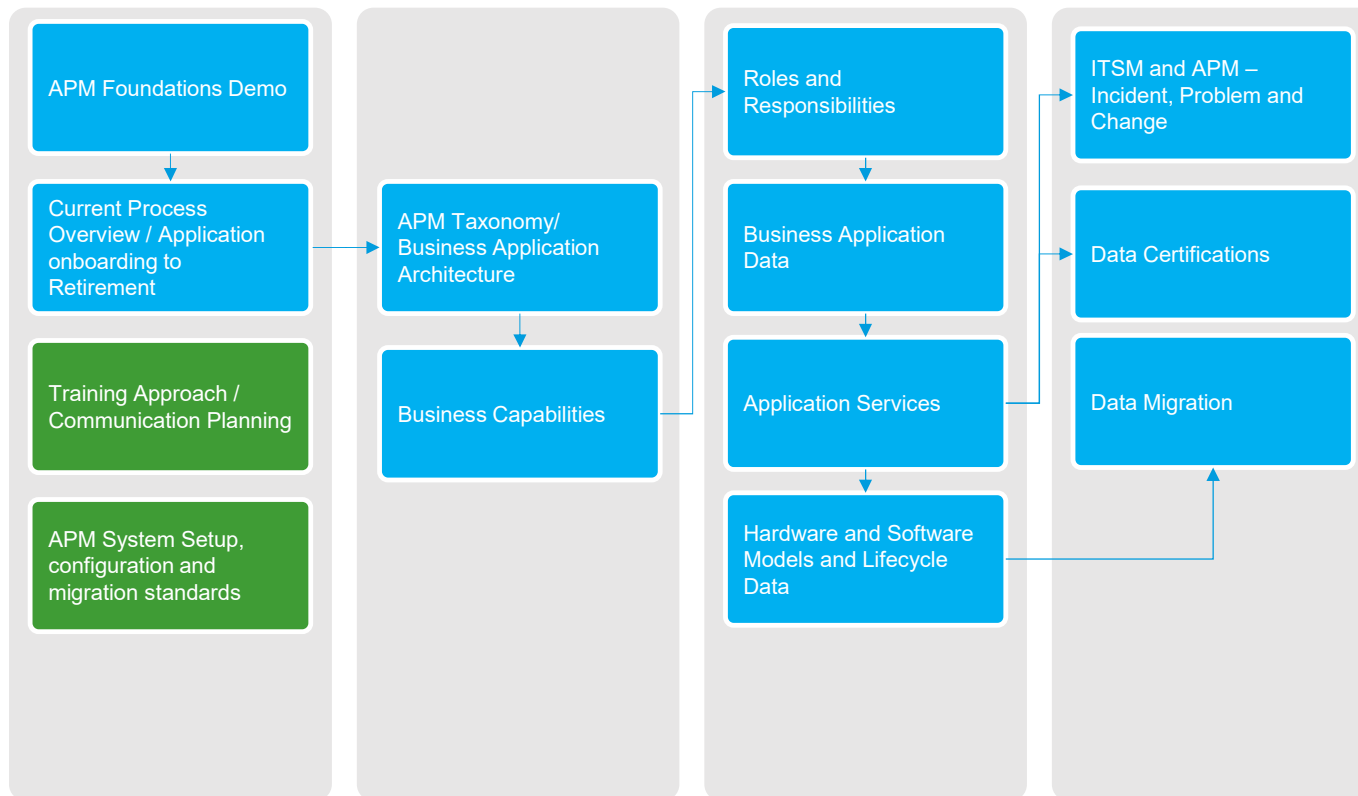


The ability to assess the health of the capabilities that the organization provides

Improved tracking of cost of ownership of applications

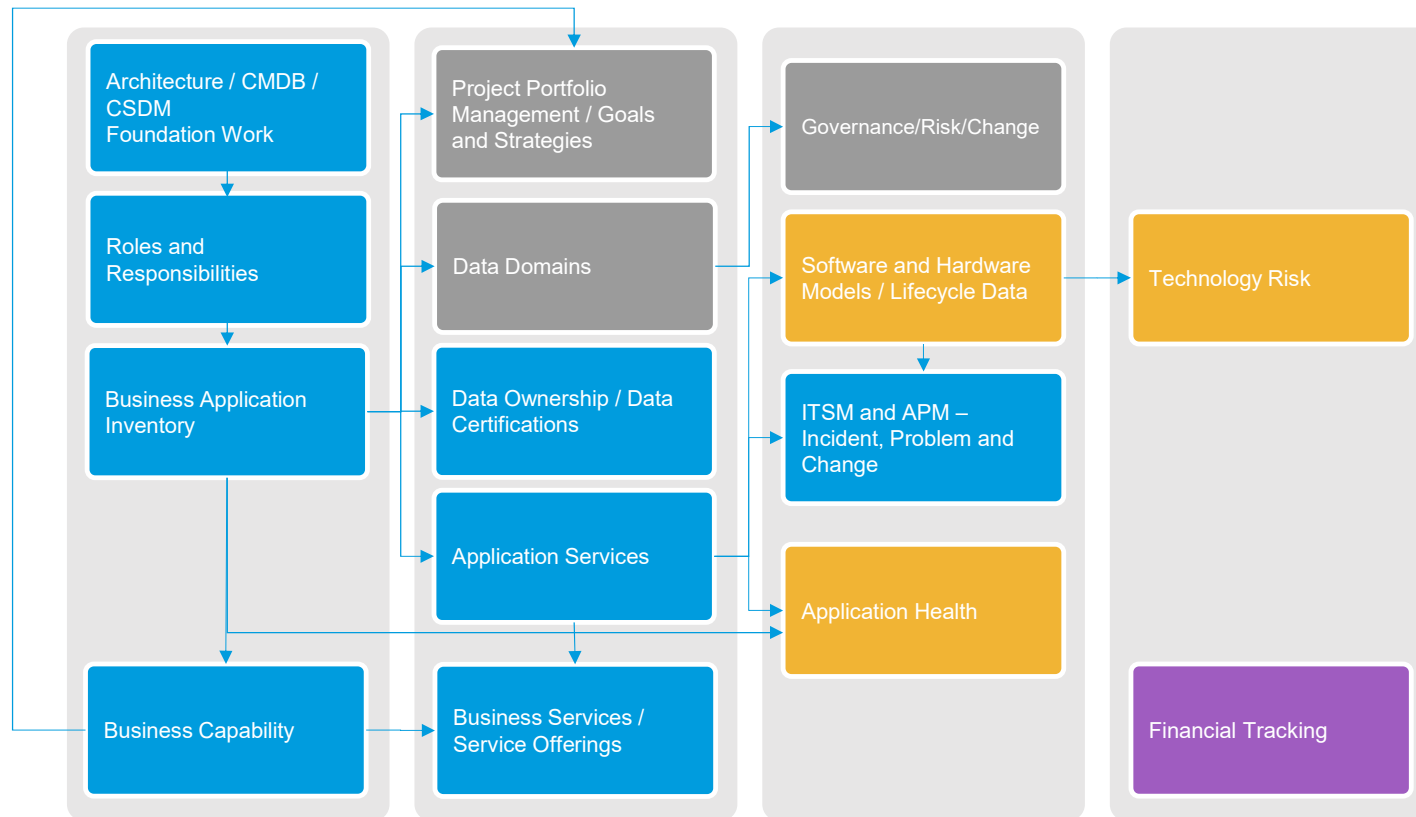
Advanced application rationalization

Workshops



- A series of workshops will be held.
- Each workshop is roughly an hour in duration.
- Workshops will establish the APM architecture and alignment to CSDM 4.0 as well as any additional configuration required along with data migration.

Application Portfolio Management – RSM APM Foundations



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



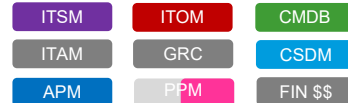
- Configure ServiceNow for the first release of APM
- Establish a central repository of Business Applications
- Classify Business Applications based on technology and Business Capabilities and functions they provide
- Establish Application Ownership
- Gain visibility into the application landscape
-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



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



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



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.

THANK YOU FOR
YOUR TIME AND
ATTENTION

QUESTIONS AND ANSWERS



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