How can I enhance project and portfolio management and strengthen IT Governance to maximize ROI and improve project delivery?
CA Clarity™ Project & Portfolio Management for IT Governance (ITG) helps improve investment decision making by providing a structured approach to evaluating and selecting requests for new services and projects while integrating processes and methodologies to successfully deliver the selected investments.
## Overview

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Solution</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Despite attempts at establishing strong IT Governance processes, today’s IT organizations continue to struggle with fact-based investment decisions regarding the services and projects that IT delivers to the business. The obstacles to achieving stronger business engagement include: lack of an integrated demand management process, no comprehensive IT portfolio management, poor financial control and the need for improved resource utilization.</td>
<td>CA Clarity™ Project &amp; Portfolio Management (CA Clarity PPM) for IT Governance (ITG) enables IT organizations to integrate management of their services, projects, people and financials. It provides an enterprise-wide view of all IT management information that is delivered through executive dashboards for fact-based decision making and better alignment between IT and the lines of business it supports. CA Clarity PPM also provides enterprise-wide project and resource management for enhanced project delivery.</td>
<td>Built on PMBOK best practices, CA Clarity PPM provides a systematic and structured IT portfolio management approach designed to improve IT investment decision making. By integrating into multiple IT management applications, CA Clarity PPM users also benefit from having immediate access to time-sensitive data necessary to effectively manage project, resources, and costs associated with new strategic initiatives.</td>
</tr>
</tbody>
</table>

## The CA Advantage

As part of CA’s comprehensive Enterprise IT Management (EITM) solution, CA Clarity PPM for ITG provides an enterprise-wide view of IT governance and management information well beyond the traditional project portfolio. In addition, CA’s overall approach is to optimize the performance, reliability and efficiency of enterprise IT environments. This is done by tightly integrating the control and management of distinct functions such as storage and security along with operations and service management. The EITM vision provides the foundation for developing a truly business-centric IT organization.

## Next Steps

For more information on how CA Clarity PPM for ITG can help with virtually every aspect of IT portfolio planning and project and resource management, visit us at ca.com/solutions.
Strengthen the Engagement Between IT and Business

Effective IT Governance processes are built upon a strong engagement between IT and business. Often, the decisions that need to be made regarding IT investments revolve around the services and projects that IT delivers to the business. Today’s CIOs, however, are still struggling to deliver services that meet the needs of their customers. The lack of a single system of record to understand costs, benefits and the trade-offs among them makes it difficult for CIOs to have a fact-based dialog with the business. Without the ability to relate services delivered to customers in their terms, IT will continue to face a credibility and communication gap with customers.

Improve Efficiency to Deliver Superior IT Services

Once strategic initiatives have been evaluated to align with business needs, it's critical to ensure IT effectively executes in order to deliver their services more efficiently. To achieve this, IT leaders must evaluate four key areas: assets, applications, people and projects. Resources must be fully utilized and enabled to meet the business expectations on time and within budget, while improving customer satisfaction and demonstrating the value that IT delivers.

Ensure User Adoption of IT Governance Practices

IT organizations seeking to improve their engagement with the business and the delivery of their services are looking to invest in a PPM solution. However, these same organizations and their CIOs are often apprehensive that the users will not adopt such a solution and the value of their investment will not be realized. To overcome this risk, CIOs need to ensure their selected solution easily maps to the needs of their business to minimize risk. This can be accomplished by partnering with a proven solution provider that incorporates a best practices solution framework and accessible education and training to help achieve organizational readiness.

CA Clarity PPM for ITG Solution

CA Clarity PPM for ITG helps IT organizations seamlessly manage their services, projects, products, people and financials. It gives executives a real-time view into their investments, initiatives and resources while empowering the Project Management Office to deliver controlled and predictable execution of projects and programs. Visibility into key project management data is further extended to non-IT users to improve collaboration and further strengthen IT and business engagement.
Best Practices
CA offers an extensive set of preconfigured best practices content that accelerates your PPM deployment and the time it takes to train end users. Best Practice Accelerators consist of portlets, reports, and dashboards that eliminate the need for customization and thus lower the total cost of ownership.

• CA Clarity™ PPM Project Management Office (PMO) Accelerator CA Clarity PPM PMO Accelerator includes preconfigured best practices project and portfolio management content, including over 50 dashboards, reports and queries.

• CA Clarity™ PPM Accelerator for PRINCE2™ CA Clarity PPM Accelerator for PRINCE2 delivers role-driven dashboards and built-in best practices templates to support the PRINCE2 project management framework.

• CA Productivity Accelerator CA Productivity Accelerator speeds user training and adoption using a fast and flexible method for developing customer-specific documentation, training and support for CA Clarity PPM.
IT Financial Management
CA Clarity PPM for ITG allows comprehensive financial planning for all IT investments and services by creating a hierarchy of investments involved in providing the service — including assets, projects and applications. The ability to build a hierarchy of investments results in a detailed view of total cost and effort tracking and measurement. It also provides the essential financial information for both bottom-up budgeting and forecasting, and top-down, drill-down analysis from the IT portfolio level.

FIGURE B
CA Clarity PPM for ITG provides detailed service invoices, cost recovery statements, audit trails and the ability to issue chargebacks.
IT Portfolio Management

CA Clarity PPM for ITG is a real-time planning and analysis toolkit that provides insight into the total cost of providing a service and enables a one-to-one comparison across all IT investments. It aggregates all of the components of a service offering — assets, applications, people, projects and ongoing support — to present a comprehensive bill of materials for each service. CA Clarity PPM for ITG also includes an integrated scorecard to drive portfolio planning and analysis by service. Using the services portfolio, IT executives can answer questions such as: What does it cost to deliver an IT service? Have the right resources been allocated to deliver this service? And, most importantly, what is the TCO of this service?

FIGURE C

CA Clarity PPM for ITG offers real-time IT portfolio planning and analysis through scenario comparisons.
Business Relationship Management

CA Clarity PPM for ITG includes portals and dashboards designed to improve and facilitate IT's ability to engage with business units in the area of service delivery. It also provides visibility to both the business and IT into subscribed services, their status and the associated costs.

FIGURE D
CA Clarity PPM for ITG provides the business executive’s view of IT services delivered and costs charged.
Requirements Planning
CA Clarity PPM helps organizations bridge the gap between strategic planning and tactical execution. Requirements planning allows CA Clarity PPM users to capture business value in the form of requirements, associate the requirements to products and services, and combine requirements into specific initiatives which then flow into the respective planning cycles. It provides business customer’s the ability to view their roadmap and the requirements tied to a specific feature, release or product. This visual representation of critical planning data further strengthens investment decision-making, improves collaboration, reduces project risks, and helps deliver immediate value to users.

Resource Management
Capacity planning — achieving an equitable balance between resource capacity and project demand — is a significant issue in today's business environment as companies try to achieve the highest return on investment from their project portfolios. CA Clarity PPM helps plan and manage resource capacity and balance it against work demand, a required approach for any project and resource management strategy.

Demand Management
CA Clarity PPM gives IT executives a holistic view of all demand points, including project work, service work and incident-driven requests, making it possible to strike a dynamic balance among them. It also links to resources and financials to provide complete insight into how staff time is spent on both project and service-oriented work, resulting in accurately forecasted resource requirements and better cost of ownership tracking of existing systems.

Project Management
Projects are the foundation for both programs and portfolios and are the delivery vehicles for the execution of almost any strategy. A project badly planned or estimated can adversely affect results, deliverables, organizational costs, credibility with customers and employee morale. CA Clarity PPM provides a rich set of functionality to ensure that corporate best practices and methodologies are adhered to, optimal plans are produced, communication barriers are eliminated and projects are executed with precision.
**Collaboration**
CA Clarity PPM has robust collaboration features used to improve communication among your project teams for better project planning and coordination. This allows project teams to communicate effectively, share knowledge, manage documents and resolve issues.

**Cost and Time Management**
Wherever project transactions originate, CA Clarity PPM can capture costs and account for them. Sophisticated categorization functionality allows segregation of capitalized expenditures from expenses for appropriate financial reporting and compliance with SOP 98-1. The chargeback functionality of CA Clarity PPM allows transactions from internally funded projects to be mapped to and allocated across business units and departments, providing equitable distribution of costs.

**Reporting**
CA Clarity PPM reporting and metrics provide the information organizations need to make fact-based decisions. Business Objects is integrated with CA Clarity PPM to provide deep data visualization and analysis capabilities. There are numerous out of the box reports available through Crystal Reports that help collect information on investments, resources, project statuses, and profitability. CA Clarity PPM connects this business information to red, yellow and green stoplight reports for quick, visual alerts based on a project or program’s risk, budget or status. This information can then be drilled down to obtain further detail.

**Configuration**
CA Clarity PPM empowers users to tailor the solution through the creation and configuration of user-defined fields without the need for programming, scripting or expensive customizations. CA Clarity PPM also supports distributed and diverse organizations by allowing local configurations within a single, global instance of CA Clarity PPM. Each partition can be configured with its own fields, forms, processes and branding.

**Workflow**
CA Clarity PPM allows all business processes to be automated and managed as a unified whole, making it easier to optimize these processes and standardize them across the organization. Because CA Clarity PPM offers the ability to manage all the characteristics inherent in a process, business processes become more automated, adaptable and reusable. The results are increased business agility, reduced cycle times and lower process costs.

**IT Management Integrations**
CA Clarity PPM for ITG out-of-the-box integrations enable complete IT change management, comprehensive IT portfolio management and integrated financial and demand management. This allows organizations to integrate human resources, financial and expense data into CA Clarity PPM for ITG for expanded portfolio planning and analysis.
CA Clarity PPM for ITG improves IT efficiency by providing a single system of record for IT project portfolio investment decisions, resource-based optimization of the portfolio, budgeting and forecasting, best-practice methodologies and time tracking. To achieve this, CA Clarity PPM for ITG integrates with IT management applications such as Microsoft Project, BMC Remedy Help Desk, CA Service Desk Manager, CA Software Change Manager and CA IT Asset Manager.

### CA CLARITY PPM INTEGRATIONS

<table>
<thead>
<tr>
<th>DESKTOP SCHEDULING</th>
<th>IT MANAGEMENT APPLICATIONS</th>
<th>ENTERPRISE APPLICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Microsoft Project</td>
<td>• CA Service Desk Manager</td>
<td>• Expense Tracking</td>
</tr>
<tr>
<td>• Open Workbench</td>
<td>• CA Software Change Manager</td>
<td>• ERP Financials</td>
</tr>
<tr>
<td></td>
<td>• CA IT Asset Manager</td>
<td>• HR</td>
</tr>
<tr>
<td></td>
<td>• BMC Remedy Help Desk</td>
<td>• Microsoft SharePoint</td>
</tr>
</tbody>
</table>

### Enterprise Visibility Option

The Enterprise Visibility Option for CA Clarity Project and Portfolio Management (PPM) increases transparency across the business and improves collaboration by allowing a broader community of users to submit investment ideas, monitor requests, check project status and costs, and view resources and activities. Access to a Project Home Page in Microsoft SharePoint allows stakeholders to view and collaborate on project scope, status and action items. This improves the business customers’ ability to manage and coordinate projects in real-time by displaying CA Clarity PPM data in Microsoft SharePoint as a list, graph or key metric.

### Gain Visibility into IT Service Costs and Status

Today, IT finance managers use multiple systems to track costs and find it difficult to relate those costs to the IT services delivered to customers. They need a single IT finance system of record that maps IT costs to services consumed, analyzes impact to budget changes, provides a detailed invoice for IT services and audits all IT cost changes.

CA Clarity PPM for ITG provides detailed service invoices, cost recovery statements, audit trails and the ability to issue chargebacks on IT costs for services used by the business. Visibility into IT service costs and status further strengthens IT’s ability to have a meaningful dialogue with its business customers. You can also capture, cost and account for any project-related transaction and provide the required chargeback functionality for accurate project-cost accounting, reporting and compliance.
Empower Business Relationship Managers

Business Relationship Managers (BRMs) help bridge the divide between IT and the line-of-business executives who depend on IT services to accomplish their strategic objectives. Whether they are called BRMs, account managers or relationship managers, these business-savvy senior contributors provide the contact point for service-level administration, services marketing, customer satisfaction and ongoing customer communications, while at the same time articulating the needs of the business back to IT. BRMs are most successful when they can crisply and easily communicate the status of current and prospective IT services and strategic initiatives to the business.

CA Clarity PPM for ITG enables relationship managers to create a personal portal for each of their executive-level business customers. These portals provide transparency about service offerings, monitor performance and costs, forecast demand and track the IT service consumption of the business executive’s organization. By defining and managing business agreements for IT services, IT can ensure that these services are aligned with business needs. And when costs are effectively communicated, these agreements can help moderate consumption of services. All of this ultimately empowers the business relationship manager with the information needed to explain the value of IT, including the status of current services and the status of initiatives for new and upgraded services.

Achieve Greater IT Efficiency with Enterprise IT Management (EITM)

CA is uniquely able to integrate and automate IT, not only from a governance and investment decision-making perspective, but also to ensure the proper security of assets and the management of IT infrastructure and services. These three pillars: Govern, Manage and Secure, give organizations a complete 360-degree view into the technology, assets, people, projects and processes supporting any given service, and the relationships among these components. In addition, the CA EITM vision and CA Capability solutions can help accelerate your ITIL® journey and revolutionize your business.

CA’s EITM architecture is able to provide critical insights so that appropriate action can be taken:

• Manage and prioritize IT services to ensure they are directly in line with business priorities.
• Make the most efficient use of your assets and resources with insight into the relationships and interdependencies between IT assets and the services they support.
• Manage the identity and entitlements of users from a services perspective, ensuring that any technology asset or IT resource has the appropriate, secure access required.
• Gain insight into the demand consumption, quality, costs and risks associated with all of the services you provide to guide investment decisions.
CA Clarity PPM is a pure J2EE web-based application. CA Clarity PPM is supported by a set of core services, including collaboration, document management, reporting and analytics and a portal-based framework. Underlying these services is the CA Clarity™ G2000 Architecture with unmatched scalability, global availability and broad platform support.

The CA Clarity PPM solution is an integrated suite that allows your organization to seamlessly manage its services, projects, products, people and financials. It gives your executives a real-time view into their organization’s investments, initiatives and resources and empowers your managers to deliver controlled and predictable execution of projects and programs. CA Clarity PPM supports critical processes for IT, New Product Development, U.S. Federal Government and Professional Services Automation.

Along with best-in-class PPM functionality, CA offers rapid implementation services designed to ensure a successful deployment of your most critical PPM processes in as little as 30 days. In addition, you can take advantage of the on-demand CA Productivity Accelerator which provides training and production on-demand instruction. Finally, CA offers you the flexibility and choices in software delivery and consumption options: on-premise, hosting, or on-demand.

**Beyond Project and Portfolio Management: Enterprise IT Management**

The CA Clarity PPM solution is an important part of CA’s overall approach to transforming IT management. With our unique capabilities, CA can help you Unify and Simplify™ IT management across the enterprise for greater business results. Our Enterprise IT Management vision, proven Capability Solutions and expertise help you govern, manage and secure IT. Your organization gains the ability to manage risk, improve service, manage costs and align IT investments with the needs of the business.
Through CA Services™ and our partners, we can help assess your current IT situation and management needs, define your goals in terms of process improvement and implement solutions to help you gain measurable results as quickly as possible. Our structured, proven, phased approach draws on the expertise and best-practice knowledge developed during thousands of successful projects in large and diverse organizations.

Our CA Support global network of people, systems and services delivers unparalleled technical and customer support devoted to keeping your CA solutions operating at peak performance. We also offer all levels of training around industry best practices and specific solutions, as well as certification through CA Education. Our Unified Learning Approach helps you assess your training needs and develop a plan to address those needs to gain the most from your software investments.

If you’re finding that:

• You need to improve IT-business engagement and alignment
• You are struggling with handling overwhelming demand
• You lack financial control and transparency
• You need to optimize resource utilization

Then take a look at the CA Clarity PPM solution. It’s the most comprehensive and integrated project and portfolio management solution designed to help you manage your projects, people, resources and services across the enterprise.

To learn more, and see how CA software solutions enable organizations to unify IT and simplify the management of complex computing environments for better business results, visit ca.com/solutions.
CA (NASDAQ: CA), one of the world's leading independent, enterprise management software companies, unifies and simplifies complex information technology (IT) management across the enterprise for greater business results. With our Enterprise IT Management vision, solutions and expertise, we help customers effectively govern, manage and secure IT.

Learn more about how CA can help you transform your business at ca.com