Project Portfolio Management
Deloitte’s pre-configured accelerator—built on the ServiceNow® platform—offers public sector leaders a simplified approach to project and portfolio management (PPM) and enterprise management of IT throughout the technology lifecycle.

The Public Services environment presents unique challenges:

- Disparate portfolio views
- Misinformed CIO decisions
- Mission misalignment
- Mounting technology debt
- Unsupported acquisition processes
- Overly compliance focused
- Manual planning and execution process
- Insufficient lifecycle process maturity
- Detached from budget and execution process
- KPIs not linked to benefit realization

Work faster. Work smarter.
The PPM solution supports IT Capital Planning Investment Control (IT CPIC), Technology Business Management (TBM), and a cloud solution based on a tested methodology and framework for end-to-end investment management that can help enable leaders to work faster and smarter.

IT Justification Framework
A systematic process that can support consistent and defensible IT investment planning and decision-making

PPM Implementation Playbook
A PPM methodology that can define framework stages, critical process areas, and foundational capabilities

ServiceNow Platform
Deloitte is a Global System Integrator for ServiceNow with 60+ custom and out-of-the-box client implementations

Alignment with Federal Policies
- OMB Circular A-11
- CPIC Guidance & TBM Taxonomy
- DATA Act
- FITARA
- Category Management
- IT Modernization

Benefits

Financial transparency
Data-driven decision making
Improved data analysis
Increased stakeholder visibility
Aligned portfolio and agency goals
Rebalanced technology spending

Why Deloitte
Deloitte deploys a unique set of resources, tools, and accelerators for seamless integration

1. Mature PPM network
2. Configured process accelerators
3. Diverse talent pool
4. TBM taxonomy-based cost forecasting capability
Support across the lifecycle

**Demand Mgmt**
Implement a structured process for management of the IT investment portfolio
- What is the business requesting during the ideation phase?

**Business Case**
Define the investment and create a compelling budget justification
- What are the short and long-term objectives of the investment?

**Selection**
Facilitate the evaluation and selection of an IT investment
- Which investments will be selected and funded?

**Project Management**
Organize the planning and execution of tasks across resources and over time
- How do teams plan and communicate within and across projects?

Our implementation approach

**Discover**
Use design thinking to understand the organization’s challenges and objectives

**Design**
Apply industry leading practices to define the strategy and envision the future state

**Deliver**
Leverage agile methodologies to implement and refine leading portfolio management practices and tool sets

An implementation roadmap example

**Solution Readiness (30 days)**
- Review plans and strategies to align PPM priorities
- Identify resources, process owners, managers, and leads
- Complete a PPM solution business case
- Identify target metrics to assess solution success

**Solution Delivery (60 days)**
- Define the opportunity canvas for each process area
- Complete the technical setup and information workflows
- Establish program governance and reporting cadence
- Identify KPIs to assess portfolio and project performance

**Solution Rollout (90 days)**
- Design process and process governance
- Conduct Joined Application Design (JAD) sessions
- Establish PMO governance and reporting cadence
- Identify KPIs to assess portfolio and project performance

- Establish ServiceNow technical environment
- Configure ServiceNow PPM and integrations based on requirements
- Configure access controls
- Conduct unit test and promote for User Acceptance Testing (UAT)

- Complete UIAT
- Prepare for solution deployment
- Deliver end user training and technical training
- Develop and deliver hand-off documentation

- Transition from pre-production environment to client business operations
- Measure benefits and track performance KPIs
- Drive continuous improvement
- Identify next set of capabilities to mature