Project Portfolio Management (PPM) Insight

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 CAN PRESENT SEVERAL 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

KEY ELEMENTS

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

WHY DELOITTE AND SERVICENOW

Deloitte helps our clients optimize business outcomes by leveraging ServiceNow as an end-to-end digital workflow platform. We don't just leverage ServiceNow to automate your current processes:

We reimagine how work gets done, delivering material improvements in revenue and cost reduction with higher job satisfaction. As a leading Global Systems Integrator and ServiceNow's Global Transformation Partner of the Year, Deloitte applies its breadth of industry and technology experience to help clients extract value from this powerful technology to create a united workflow with one platform.
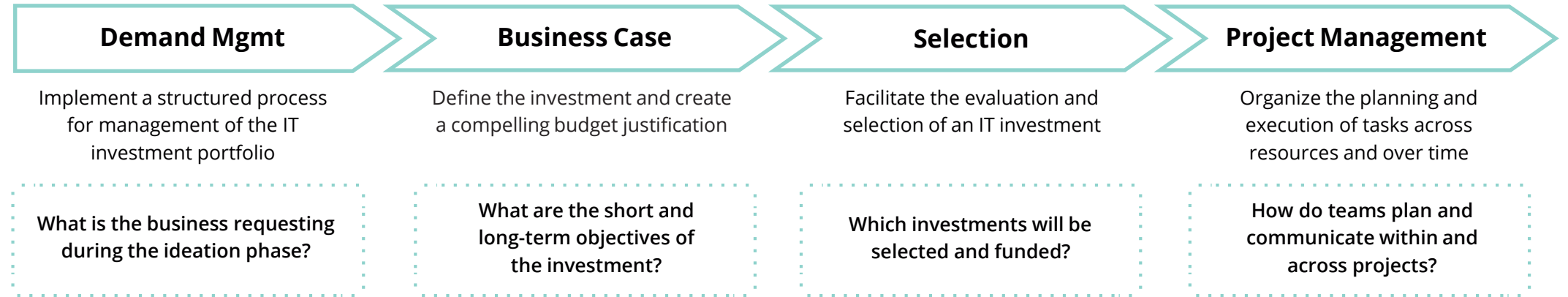
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Contacts

Mitchell Bostelman
Managing Director
mbostelman@deloitte.com
Deloitte Consulting LLP

Joe Mills
Sales Executive
jomills@deloitte.com
Deloitte Services LLP
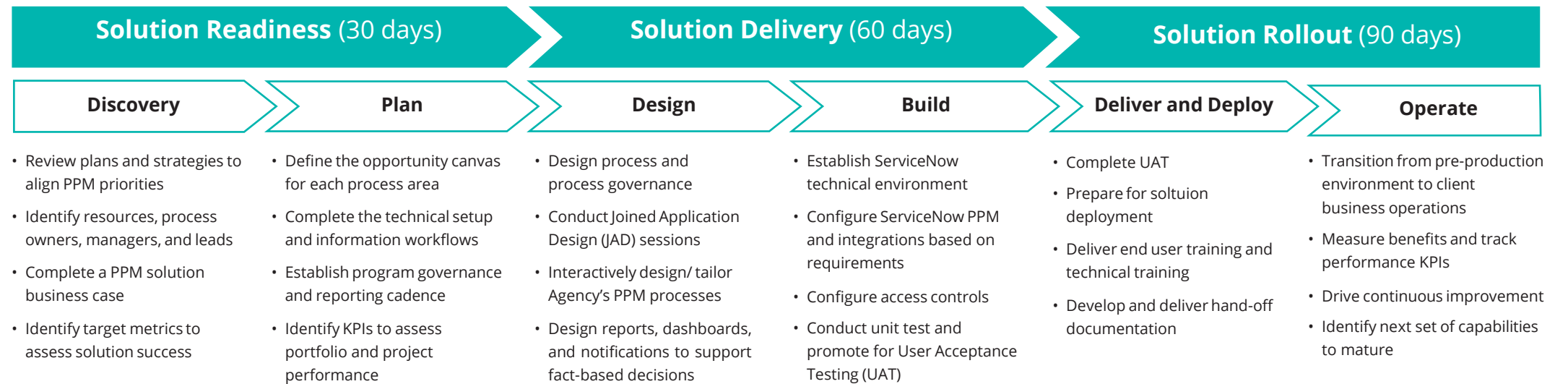
Learn how we can help:
deloitte.com/us/ServiceNow

SUPPORT ACROSS THE LIFECYCLE

Demand Mgmt	Business Case	Selection	Project Management
Implement a structured process for management of the IT investment portfolio	Define the investment and create a compelling budget justification	Facilitate the evaluation and selection of an IT investment	Organize the planning and execution of tasks across resources and over time
What is the business requesting during the ideation phase?	What are the short and long-term objectives of the investment?	Which investments will be selected and funded?	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)		Solution Delivery (60 days)		Solution Rollout (90 days)	
Discovery	**Plan**	**Design**	**Build**	**Deliver and Deploy**	**Operate**
• Review plans and strategies to align PPM priorities	• Define the opportunity canvas for each process area	• Design process and process governance	• Establish ServiceNow technical environment	• Complete UAT	• Transition from pre-production environment to client business operations
• Identify resources, process owners, managers, and leads	• Complete the technical setup and information workflows	• Conduct Joined Application Design (JAD) sessions	• Configure ServiceNow PPM and integrations based on requirements	• Prepare for soltuion deployment	• Measure benefits and track performance KPIs
• Complete a PPM solution business case	• Establish program governance and reporting cadence	• Interactively design/ tailor Agency's PPM processes	• Configure access controls	• Deliver end user training and technical training	• Drive continuous improvement
• Identify target metrics to assess solution success	• Identify KPIs to assess portfolio and project performance	• Design reports, dashboards, and notifications to support fact-based decisions	• Conduct unit test and promote for User Acceptance Testing (UAT)	• Develop and deliver hand-off documentation	• Identify next set of capabilities to mature