

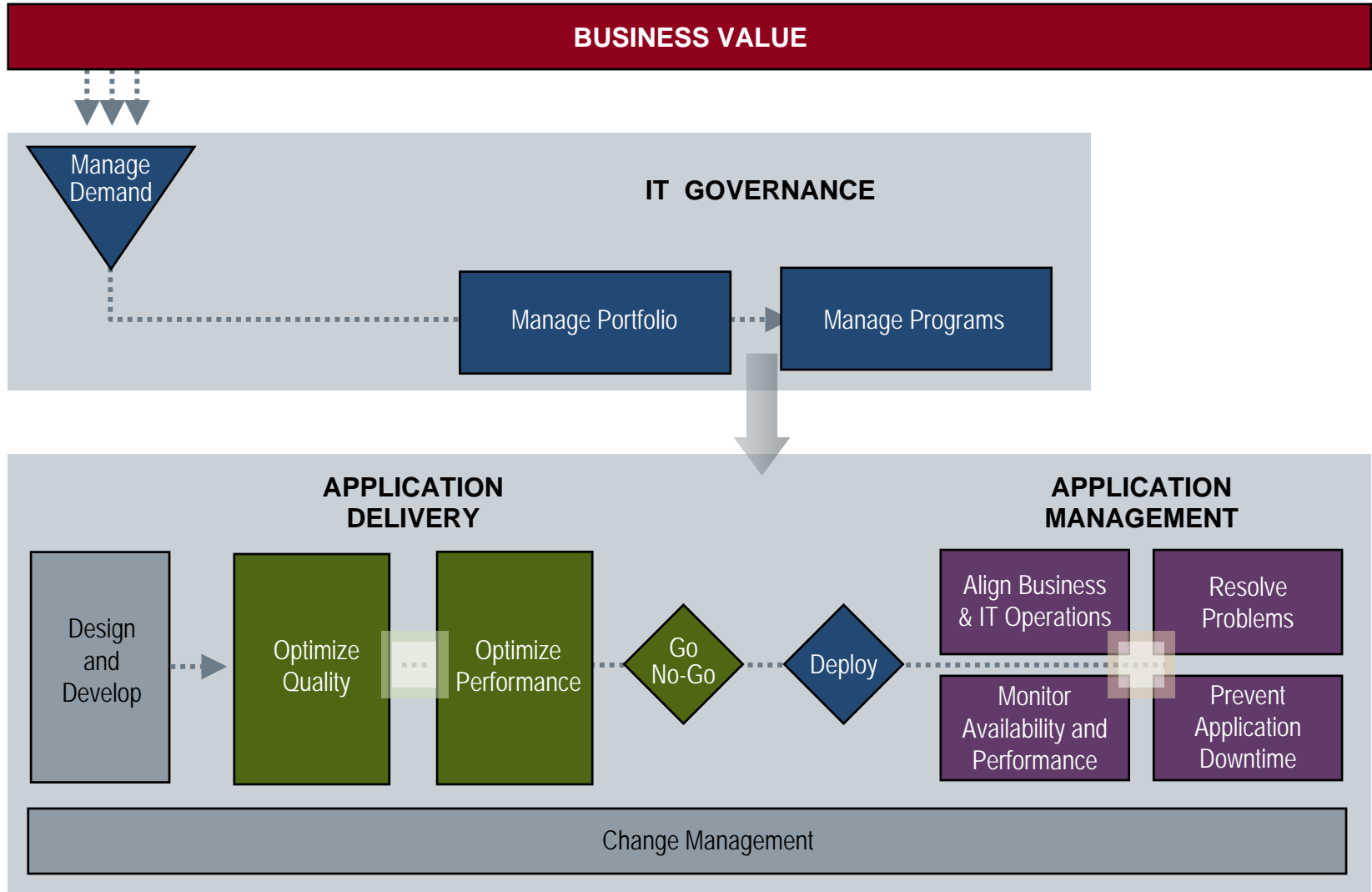


MERCURY™

IT Governance

Alik Haik

The BTO Process



Running IT Like A Business?

Priorities

Are all your IT investments aligned with business objectives?

Processes

Are you executing your processes within IT as efficiently as possible?

People

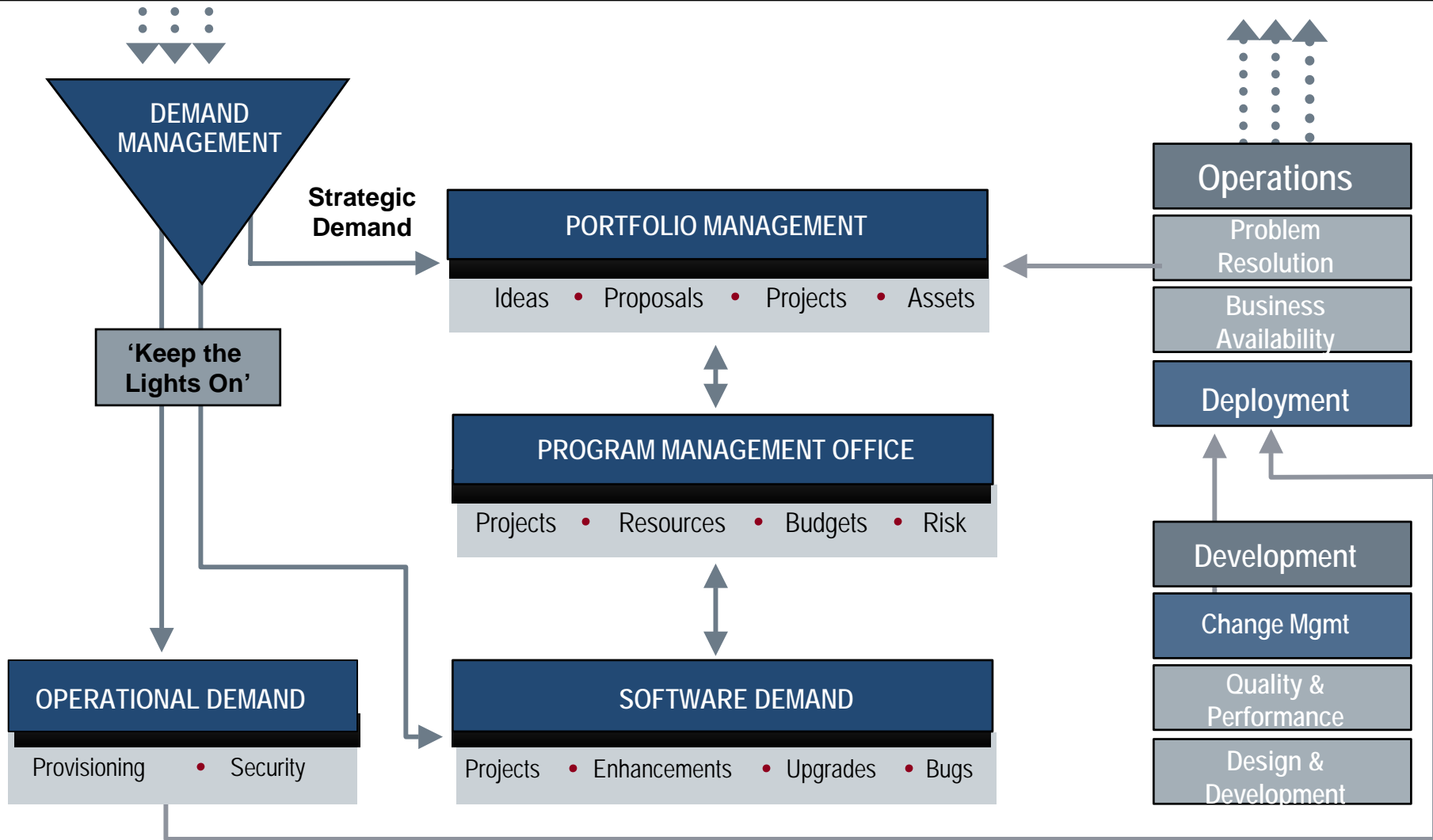
Do you have visibility and control over what your people are working on?

Quick Governance Check

Yes	No		
<input type="radio"/>	<input type="radio"/>	• Do you know what your portfolio mix is?	Priorities
<input type="radio"/>	<input type="radio"/>	• How often do you do portfolio planning and budgeting?	
<input type="radio"/>	<input type="radio"/>	• Do your top projects have exec sponsors? Do they know it?	
<input type="radio"/>	<input type="radio"/>	• Is 'keeping-the-lights-on' consuming your budget?	Processes
<input type="radio"/>	<input type="radio"/>	• What changes were made to your production applications last month? Why?	
<input type="radio"/>	<input type="radio"/>	• Are you spending more on rework than development?	
<input type="radio"/>	<input type="radio"/>	• Do you know how many projects you are doing? And why?	People
<input type="radio"/>	<input type="radio"/>	• How much time is spent producing status info?	
<input type="radio"/>	<input type="radio"/>	• Can you tell what resources are available and when?	

Mercury IT Governance Center

BUSINESS VALUE



How is IT Doing?

Challenges

- Binders and spreadsheets still primary management tools for Projects — no standard, digitized processes
- Lack of visibility and ownership from LOB for projects
- Not enough resources to get projects done

Today's Reality

50% of IT projects are delivered over budget

Gartner

Reduce Cost

40% of IT initiatives fail to deliver intended return

Harvard Business School

Align IT

70% of projects fail to meet schedule, cost, and quality goals

META Group

Reduce Risk

Mercury's Approach to Optimizing the Business of IT

Strategic IT Planning and Budgeting

Project Visibility and Control

Application Change Management

IT Services Automation



Saving

by eliminating redundant and low value projects

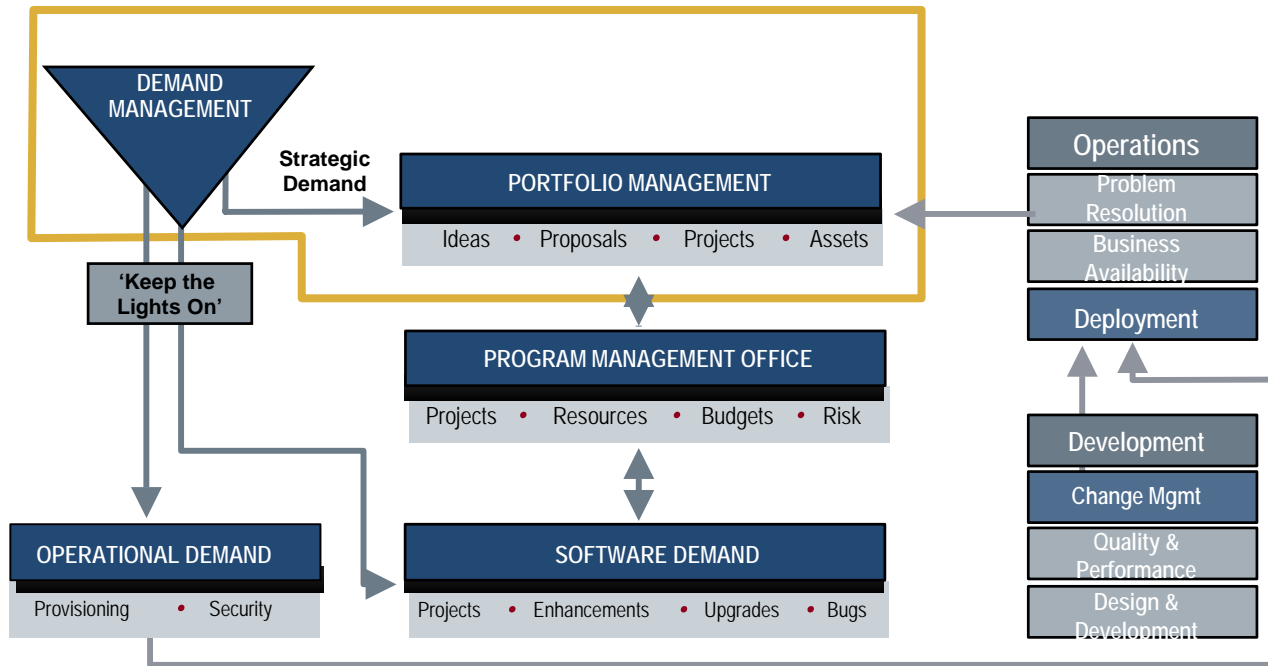
Saving

in project costs through efficiency (on-going)

Saving

in annual CapEx by early detection of projects not delivering value

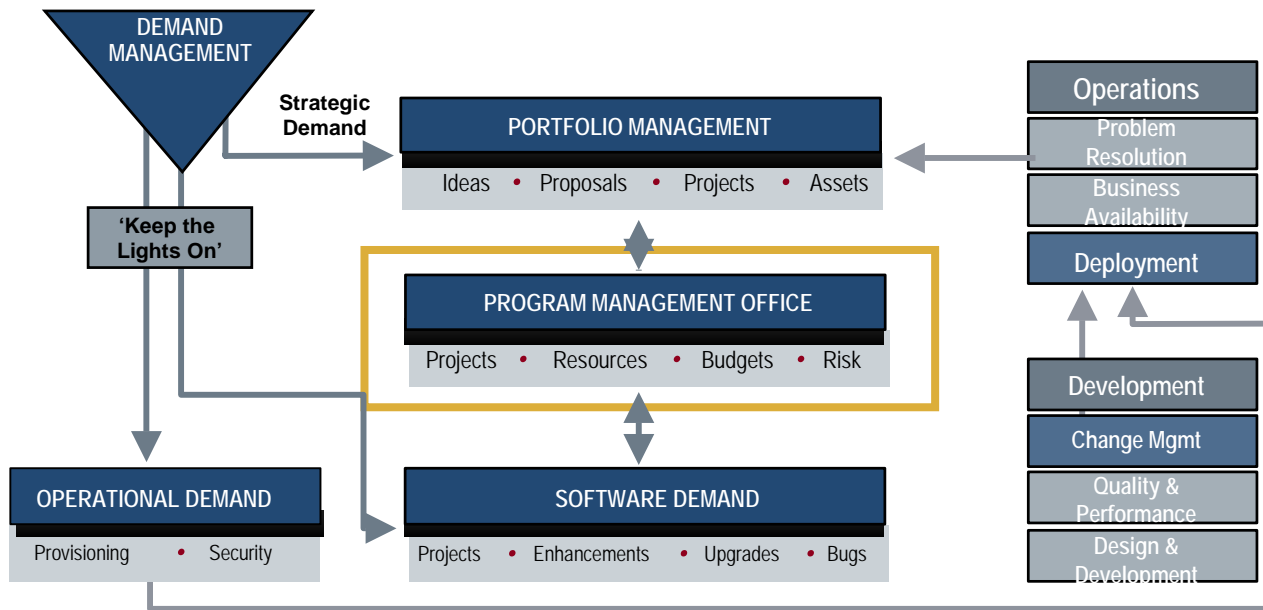
Strategic IT Planning and Budgeting



WITH MERCURY

- IT portfolio dashboard
- Project proposal ranking, approval and prioritization
- What-if scenarios
- Consolidated view of proposals, projects, and application assets

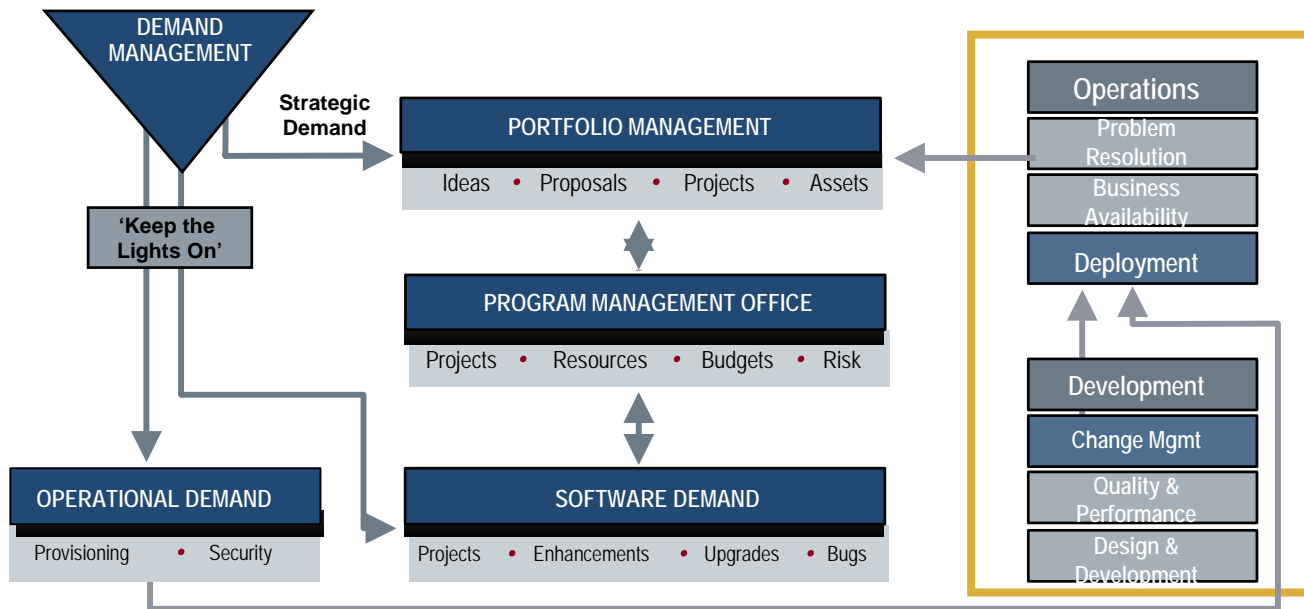
Project Visibility and Control



WITH MERCURY

- Real-time visibility of project status
- Detailed resource management
- Earned value analysis, NPV, ROI
- Managed risk and scope changes
- Stage gates best practices

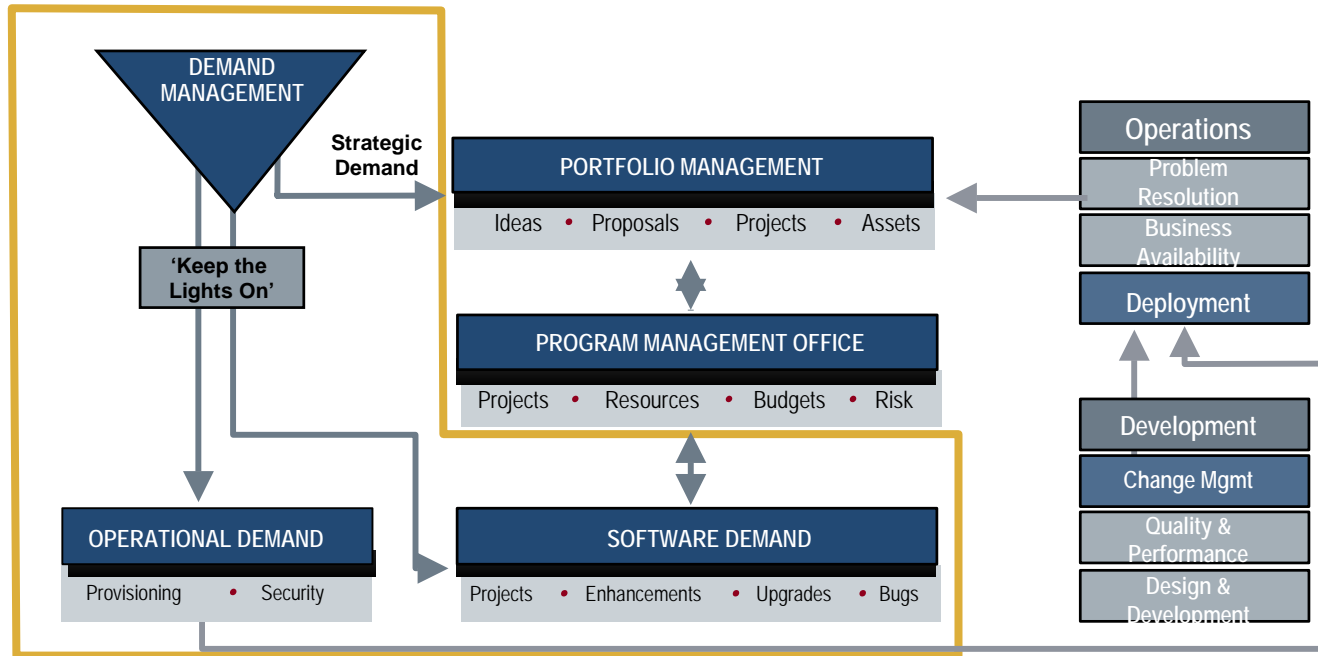
Application Change Management



WITH MERCURY

- Digitized processes, online approvals
- Complete audit trail
- Automatic change deployments
- Production system locked down

IT Services Automation



WITH MERCURY

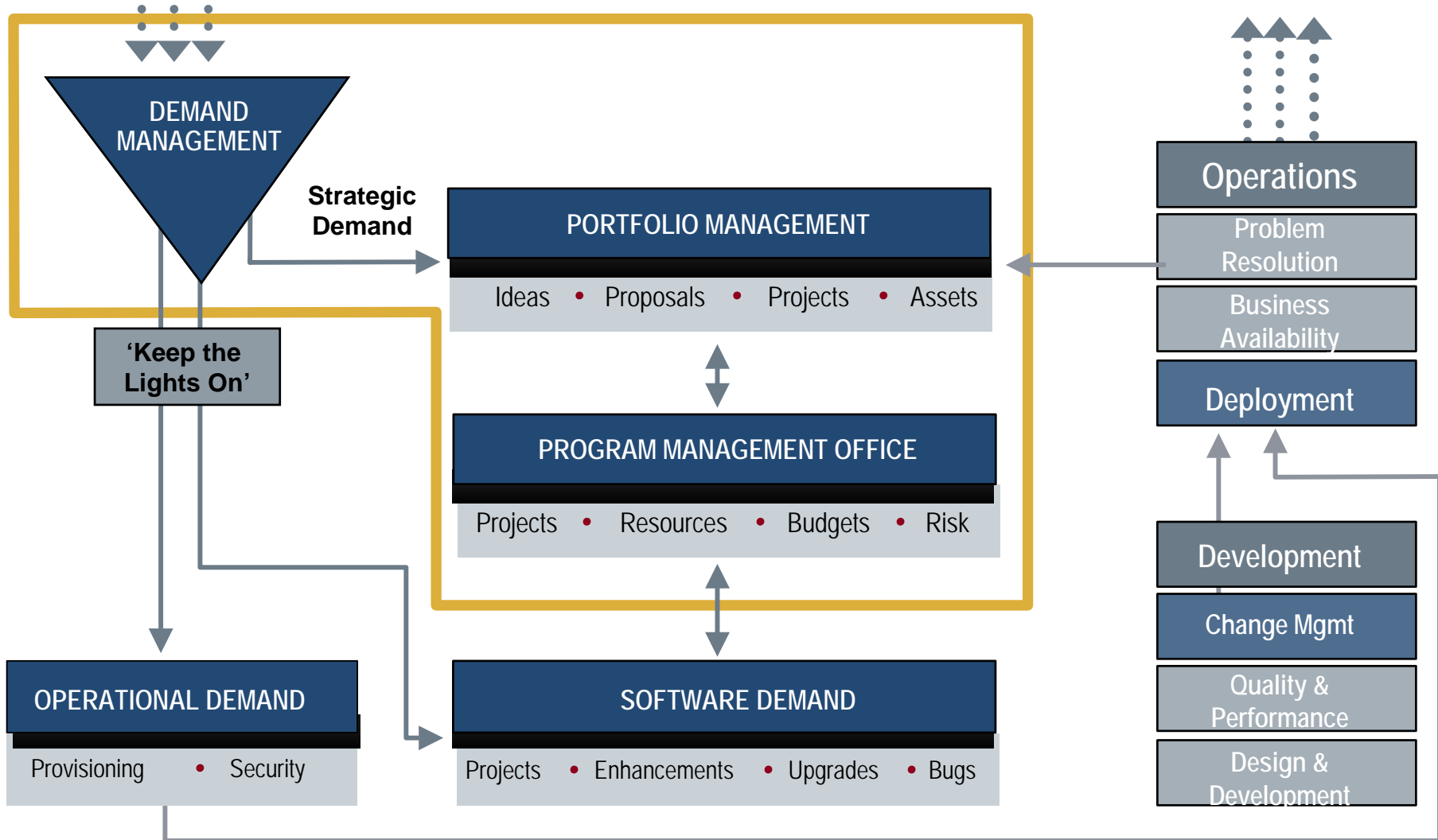
- Consolidated view of all IT demand
- Automation of tasks
- Visibility and collaboration
- Enforced best practices
- Catalogue of services with SLA's

Why Now?

- What would you do if you had:
 - 20% more budget
 - 85% of your projects on time
 - Over 35% reduction in project costs
 - 10x deployment productivity improvement
 - 90% less outages
 - Enforced best practices
 - High satisfaction rating from the business

The IT Governance Process

BUSINESS VALUE



Choose the Right Portfolio Mix

Scenario Comparison: FY04

Comparison Information Save

***Comparison Name:** **Last Updated On:** October 22, 2003 Allow others to view this comparison

Created By: Ron Steel **Last Updated By:** Ron Steel Allow others to update this comparison

Description:

Calculate **Total Budget** for comparison from the following Budgets:

Calculate **Total Available Resources** for comparison from the following Resource Pools:

Overview
Budget Summary
Cost Benefit
Budget by Asset Class
Budget by Project Class
Budget by Business Objective

Graph Period Interval: Change

Conservative Scenario

Confident Scenario

Agressive Scenario

■ Infrastructure
 ■ Transactional
 ■ Informational
 ■ Strategic

Scenario Contents

Name	Phase	Business Unit ▲	Total Cost	Total Benefit	Total Resources	ROI	Score	Conservative Scenario	Confident Scenario	Agressive Scenario
Upgrade Financial System	Proposal	Finance	\$12,324	\$90,304	30	34	28	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Asia Expansion	Project	Marketing	\$111,325	\$300,450	15	54	43	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Release 7.5	Project	Development	\$500,000	\$654,436	30	6	5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> BTO Solution	Project	Development	\$1,230,435	\$2,549,435	50	98	92	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Kintana	Asset	IT Services	\$50,036	\$80,435	34	3	43	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> T&E App	Asset	Finance	\$65,666	\$800,000	6	68	54	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> DT Pilot	Project	Sales	\$542,654	\$969,342	23	99	87	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> XP Upgrade	Proposal	IT Services	\$6,000	\$4,005	53	34	43	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Manage Project Details

Active Projects | Pending Projects | Resources | Planning | Inbox | Time Management | ECM | Other

Dashboard - Active Projects Personalize This Page

Current Projects ? Edit | + | - | X

Project Name	Cost Health	% Complete	Project State	Sched Start	Sched Finish	Project Manager
<input type="checkbox"/> IT Governance Process	■	54% <div style="width: 54%; height: 10px; background: linear-gradient(to right, green, gray);"></div>	Active	5/20/03	9/24/03	Lonnie Bath
<input type="checkbox"/> Kintana Pilot	■	44% <div style="width: 44%; height: 10px; background: linear-gradient(to right, green, gray);"></div>	Active	6/2/03	10/7/03	Keith Webster
<input type="checkbox"/> Single Sign On	■	80% <div style="width: 80%; height: 10px; background: linear-gradient(to right, green, gray);"></div>				
<input type="checkbox"/> XP Upgrade	■	22% <div style="width: 22%; height: 10px; background: linear-gradient(to right, green, gray);"></div>				

IT Governance Cost Summary ? Edit | + | - | X

Project Cost Health: ■

Cost Overview

	Baseline	Planned	Actual
Labor	\$107,960	\$107,960	\$75,260
Non-Labor	\$0	\$0	\$0
Total	\$107,960	\$107,960	\$75,260

Project Budget

IT Governance Process Planned: \$110,000 Actuals: \$0

Earned Value Summary

Planned Value: \$67,752 **Sched Variance:** (\$472)
Earned Value: \$67,280 **Cost Variance:** (\$7,980)
Actual Cost: \$75,260 **SPI:** 0.99 **CPI:** 0.89

Earned Value Details

Project Current Cost Metrics ? Edit | + | - | X

Filtered by: Master Project IT Governance Process, Kintana Pilot, Single Sign On, XP Upgrade, Size of bubble indicates Projected Actual Cost at Completion

Analyze

Project Cost Health: ■ Red ■ Yellow ■ Green ■ Not Enabled Target: CPI and SPI > 1.0

Project Gantt ? Edit | + | - | X

Filtered by: Project: Kintana Pilot; Time Range: Past 2 weeks, Next 6 weeks; Include in Gantt: Projects, Tasks, Miles...

Task Name	Jul 2003	Aug 2003	Sep 2003
	15 20 27	03 10 17 24	31 07
Kintana Pilot	[Gantt Bar]		
SOW	[Gantt Bar]		
Go/No-go Decision	[Gantt Bar]		
Code	[Gantt Bar]		
End-to-End Test	[Gantt Bar]		
UAT	[Gantt Bar]		
Training	[Gantt Bar]		

Tasks: Ready: [blue] In Progress: [green] Pending: [gray] Completed: [dark blue] Cancelled/By passed: [light gray] Exception: [red]

Critical Path: [blue] Milestone: [diamond] Projects: [green] Predecessors: [arrow] External Predecessor: [dashed arrow]

Showing 1 to 7 of 7 : Maximize

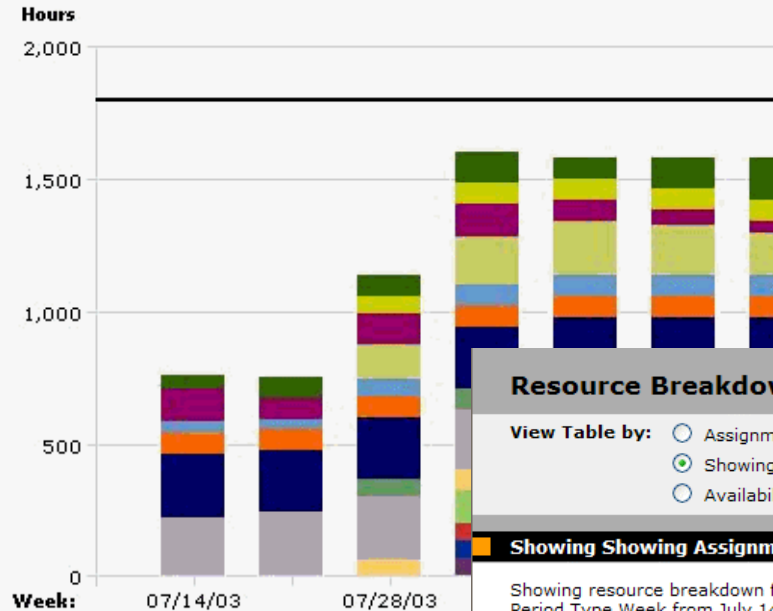
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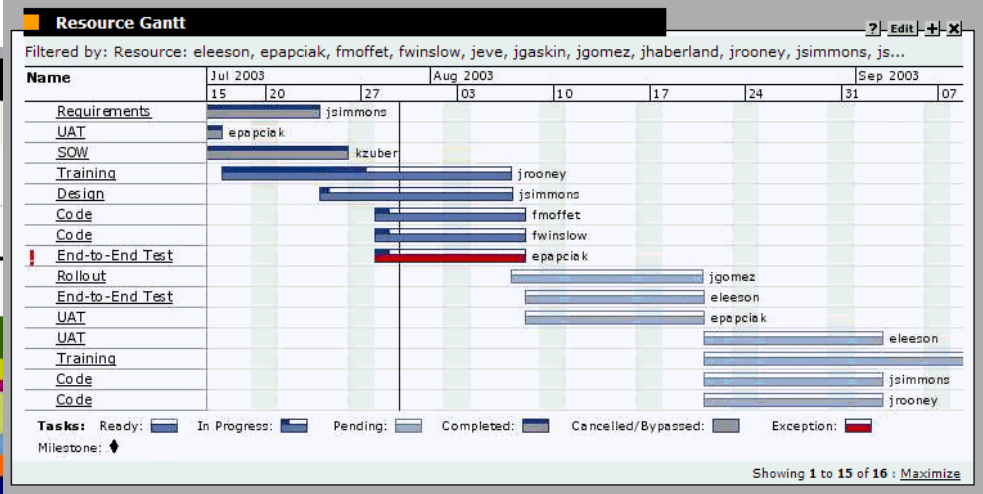
Manage Resources

Analyze Assignment Load

Showing capacity from Organization Units: Applications, Architecture,



- Architect
- Developer - Cobol
- Help Desk Tech
- QA
- Communic
- Developer
- Network A
- Release M



Resource Breakdown Table

- View Table by: Assignments / Capacity (%) Showing Assignments (hours) Availability (hours)
- Highlight: Overallocation Availability

Showing Showing Assignments (hours)

Showing resource breakdown for capacity from Resources on Project: Kintana Pilot. Total Assignment Values for: Scheduled Effort. Group By: None. Period Type Week from July 14, 2003 to September 14, 2003.

Name	07/14/03	07/21/03	07/28/03	08/04/03	08/11/03	08/18/03	08/25/03	09/01/03	09/08/03
Edward Lesson	96.0	80.0	80.0	88.0	40.0	40.0	40.0	16.0	0.0
Frank Moffet	0.0	0.0	40.0	32.0	0.0	0.0	0.0	0.0	0.0
Fred Winslow	0.0	0.0	40.0	32.0	0.0	0.0	0.0	0.0	0.0
Jenel Gaskin	0.0	0.0	0.0	32.0	40.0	40.0	40.0	40.0	40.0
Keith Webster	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Zuber Kim	40.0	40.0	64.0	80.0	80.0	80.0	80.0	80.0	80.0
Leroy Harmeyer	0.0	0.0	0.0	64.0	80.0	96.0	120.0	120.0	104.0
Mike Jones	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Martha Potter	0.0	0.0	0.0	0.0	0.0	80.0	80.0	104.0	120.0
Totals	136.0	120.0	224.0	328.0	240.0	336.0	360.0	360.0	344.0

Manage the *Entire* Portfolio

