

Project and Portfolio Management—Demand Management Module

Consolidate and effectively prioritize your business demands.

Product Highlights

Address the Most Important IT Demands

In today's environment of growing demand and tight resources, it is difficult to be fully responsive to all new ideas and requests. How can you know whether your organization is working on the highest business priorities? How many systems do you use to collect, track, and resolve ideas and demand? Numerous "back-door" requests consume staff time without delivering appropriate business value, and often, no automated process exists to evaluate, prioritize, and resolve this demand.

You may be facing the following challenges:

- Lack of visibility and control over the demands on your business
- Difficulty in allocating resources and budget to both strategic and operational activities
- Poor alignment with strategic business objectives
- Difficulty in meeting service levels
- Inability to measure, manage, and report on all the demands placed on each department within your organization
- Inability to provide accurate status on requests that have been made.

The Micro Focus® Project and Portfolio Management (PPM) Demand Management module

leverages a powerful workflow process engine that helps automate IT portfolio management and other business processes. This lets you consolidate, prioritize, and fulfill all requests, including strategic projects and operational activities. With better visibility and control, you can focus on the highest-priority requests and deliver on your commitments.

Consolidate Ideas and Demands First

The Micro Focus PPM Demand Management module captures all requests so that you know what your organization is asking for and you can focus your valuable resources and budgets on the most important business priorities. Users and stakeholders get a comprehensive picture of past, present, and future ideas and demands, grouped by demand category, so that these requests can be prioritized, assigned, viewed, and organized across multiple dimensions to identify trends in your resource management process.

Automate the Complete Idea and Demand Lifecycle

The PPM Demand Management module processes requests based upon the best practice process and business rules for that type of request, after each request is captured. For example, it automates the project management process steps to review and organize business ideas as well as IT requests. The

Key Features and Benefits

- **Shared demand repository:** Consolidates and stores all ideas and demands in a central repository for better reporting, visibility, and control.
- **Unlimited demand categories:** Lets you configure demand categories, such as business initiatives, business units, departments, applications, groups, and assignments to users and others to meet your organization's needs for reporting, scheduling, and more detailed management. You can store documents with demand requests, using built-in document management.
- **Demand scheduling and prioritization:** Lets you schedule requests by priority, date, contribution, or other metrics. You can adjust priorities to reflect current or expected business needs.
- **Drag-and-drop process modeling:** Allows you to adjust processes and create new processes in minutes to meet your specific business needs.
- **Complete audit trail:** Captures every change to every request for a complete, detailed audit trail.

process behind each request is modeled, automated, enforced, and measured. Automated, best practice processes, including proposed projects, application-related enhancements, stage gate methodologies, project scope change requests, non-project related requests, and others are easily configured to support your organization’s specific best practices, using a drag-and-drop process modeler. Automating the demand lifecycle enforces business processes and reduces the time required to resolve requests by 50 percent or more.¹

Integrate with Existing Tools

With the PPM Demand Management module, you can instantly respond to new demands and changing priorities by redeploying resources. You can integrate with your existing help desk or demand-capture solutions through Web services or our ready-to-use integrations with solutions such as Micro Focus Service Management, Micro Focus Quality Center (QC), Micro Focus Application Lifecycle Management (ALM), Micro Focus Application Portfolio Management, Micro Focus Universal Configuration Management Database (UCMDB), and others.

Manage Status, Service Levels, and Trends

The PPM Demand Management module provides the automated processes and data necessary to manage status, service-level agreements (SLAs), and trends effectively. Web-based dashboards provide real-time visibility into request status, priority, next steps, and summary views. service-level agreements are updated automatically as each request is processed.

¹ Customers prove a positive ROI using PPM Center software, business white paper.

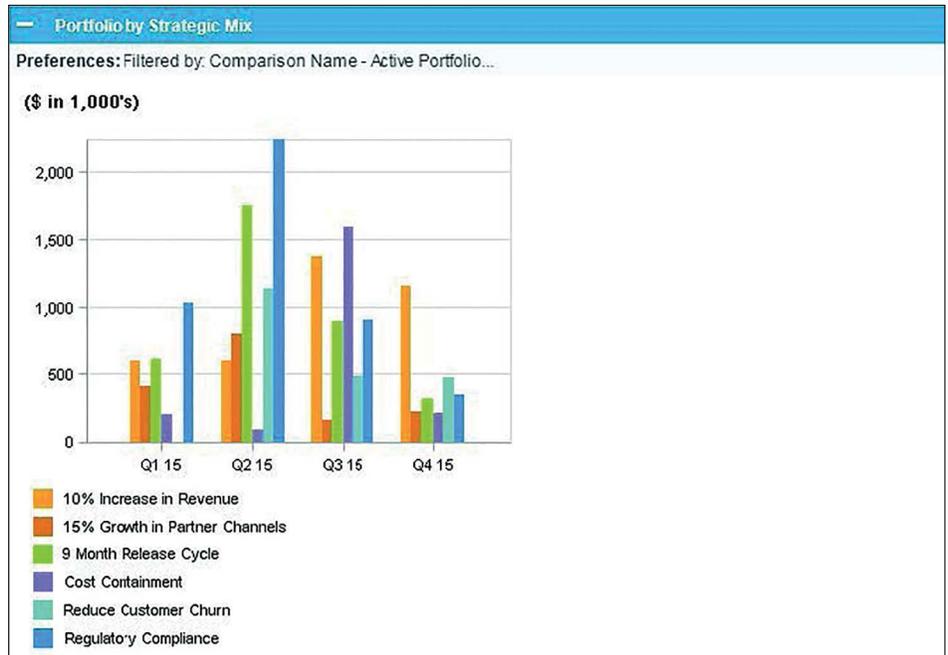


Figure 1. Portfolio by strategic mix

Business rules define when to send notifications so that PPM Demand Management module can monitor processes in real time and alert you when something needs your attention. Flexible reporting makes it easy to identify trends across request types, response times, escalations, and priorities to help focus your limited resources appropriately. When priorities change, cycle times are exceeded or other requirements are not met, the PPM Demand Management module can trigger an escalation process. You can also view and report on what happens to a request through an extensive audit trail and transaction history. With this level of visibility and control, you can focus on the highest-priority requests and spend your time making business strategic decisions and resolving exceptions.

How PPM Demand Management Module Works

End users complete a configurable and dynamic request form using a standard Web browser. Each request type has an associated workflow, which specifies the process for reviewing, evaluating, prioritizing, scheduling, and approving the request. Based on the project and portfolio management workflow, the reviewer can assign the request to a person or team for scheduling and delivery. Notifications defined as part of the process can be activated at any step to indicate work that needs to be done, has not been done, or is being escalated, or for any other reason. A Web-based dashboard delivers the real-time information as needed. Using a browser, managers can assign tasks, and staff can view and work on

Gain visibility into ideas and demands: the Micro Focus PPM Demand Management module centralizes the demand placed on your organization by type, giving you an understanding of what kind of work is being asked of your skilled resources.

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tasks assigned to them while end users can check the status of submitted requests. SLAs are updated in real time, and changes are captured for a complete audit trail. By using the new mobile Web access for PPM, executives can easily see and approve requests from their mobile devices.

Choose the Delivery Option That Is Best for You

The PPM Demand Management module is offered as a Software as a Service (SaaS) or an in-house project and portfolio management solution. You benefit from the flexibility to jump-start your implementation using our SaaS solution and migrate in-house when and if you choose to. Plus, Micro Focus best practices are provided whether you opt for our SaaS solution for faster time-to-value and lower total cost of ownership (TCO) or for an in-house implementation backed by an expert team of consultants.

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A Complete Solution

Comprehensive Training

Micro Focus provides a comprehensive curriculum of Software and Project and Portfolio Management courses. These offerings provide the training you need to realize the full potential of your solutions, increase your network optimization and responsiveness, and achieve better return on your investments.

With more than 30 years experience in meeting complex education challenges worldwide, Micro Focus knows training. This experience, coupled with unique insights into Software products, positions us to deliver the optimum training experience. For more information about these and other educational courses, visit <https://software.microfocus.com/en-us/software/enterprise-software-education-services>.

Micro Focus Services

Get the Most from Your Software Investment

Micro Focus provides high-quality software services that address all aspects of your software application lifecycle needs. With Micro Focus, you have access to standards-based, modular, multi-platform software coupled with global services and support. The wide range of service offerings—from online self-solve support to proactive mission-critical services—enables you to choose the services that best match your business needs.

For an overview of Micro Focus software services, visit <https://software.microfocus.com/en-us/software/enterprise-software-education-services>.

To access technical interactive support, visit Software Support Online at <https://softwaresupport.softwaregrp.com/>.

To learn more about Micro Focus Enterprise Standard Support, a one-stop information and learning portal for software products and services, visit <https://software.microfocus.com/en-us/software/customer-technical-support-services>.

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