



Project Remedies Inc.



ISV Partner



*Streamlines
Processes*

*Reduces
Cost*

*Improves
Project
Insight*

*Eliminates
Silos*

ActionProgram Manager Plus

A Collaborative, Enterprise-Wide
Process and Life-Cycle Management System

- Operationalizes Common Repeatable Processes
- Improves Resource Utilization
- Captures Performance Metrics: Duration and Time Spent
- Captures Total Cost of Ownership of Assets and Services
- Eliminates Silos
- Improves Tempo
- Improves Service Levels, Reducing Frustration and Cost
- Improves Sr. Leadership Visibility
- Implements Discipline

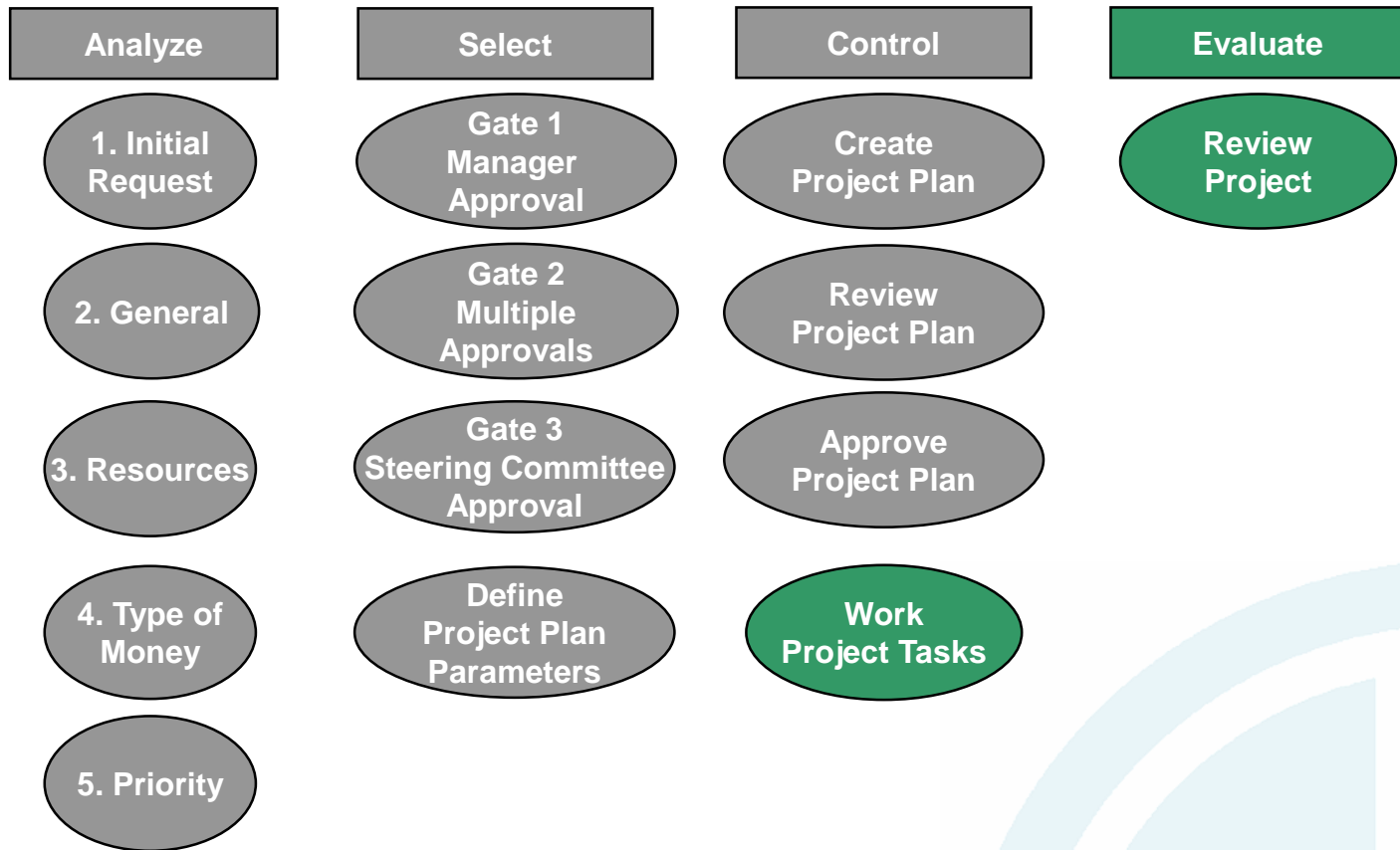
ActionProgram Manager Plus

*Real-Time & Remedy-based Integrated
IT Process and Life-Cycle Management
System that Includes:*

- -Process Management
- Project Management
- Program Management
- Portfolio Management
- Governance
- Resource Management
- Risk Management
- Cost Management



The Complete Project & Acquisition Life Cycle



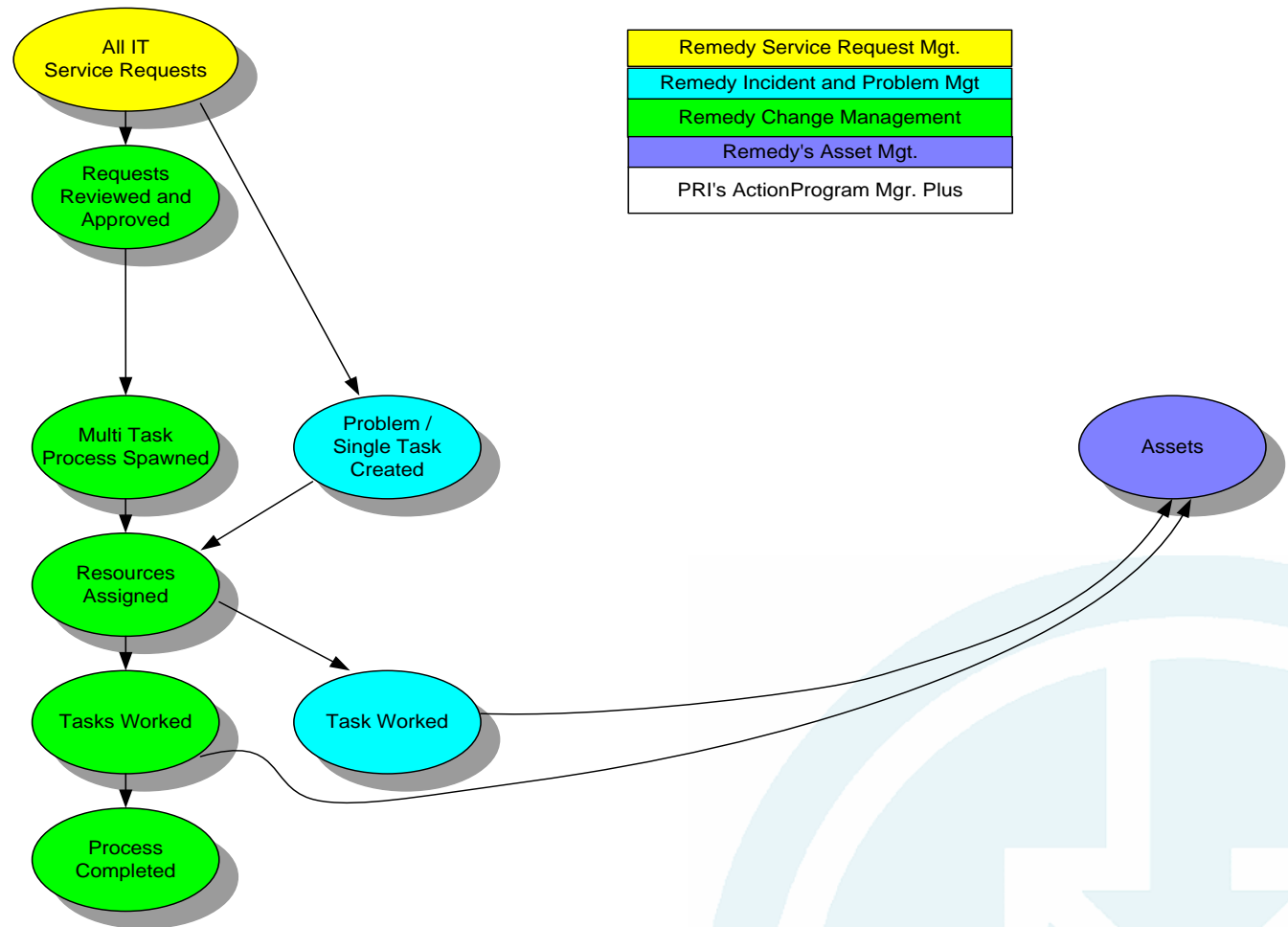
Legend:

Proposed Project

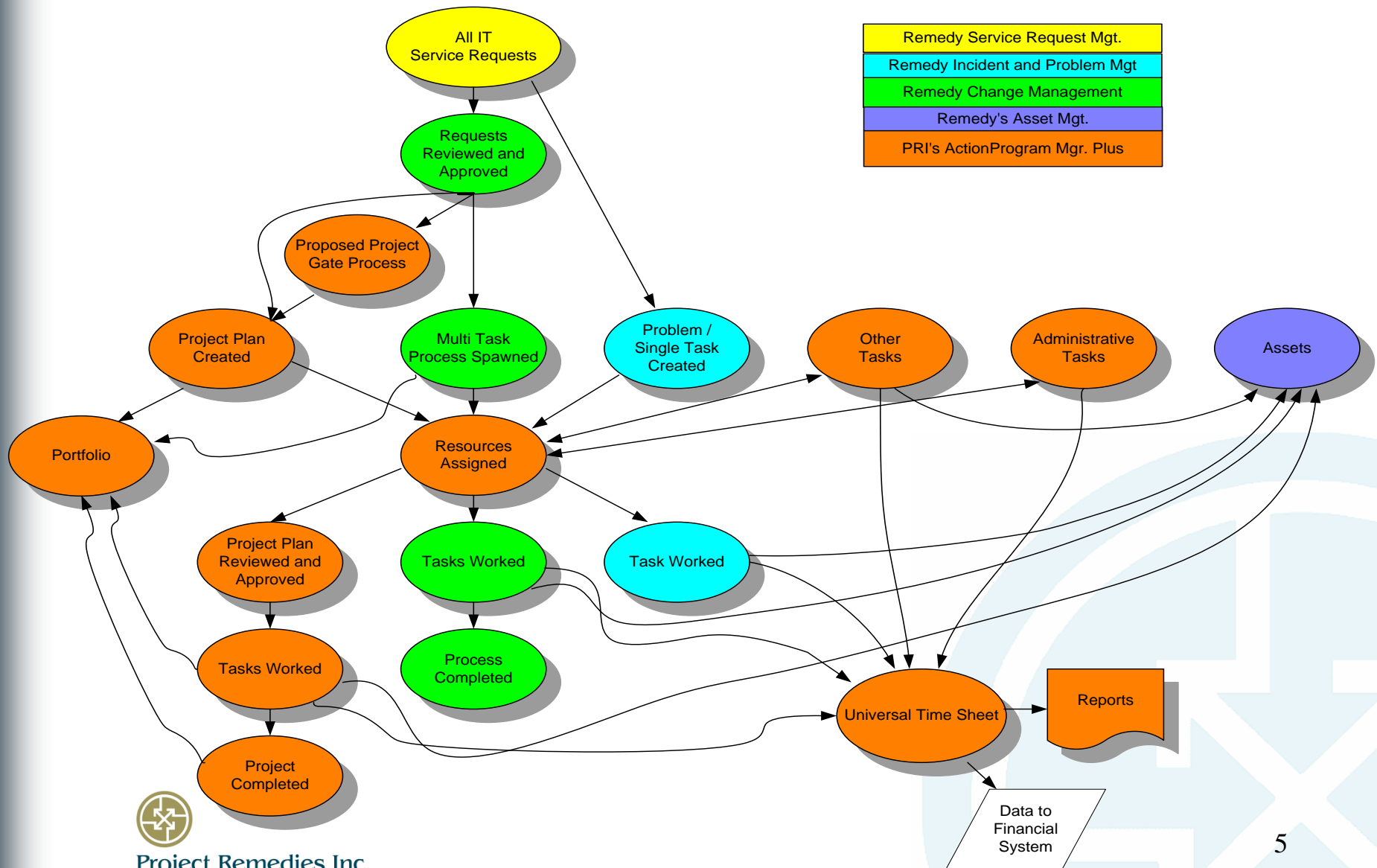
Active Project



Turns the ITSM Suite . . .



A Remedy-based Demand Management System!!



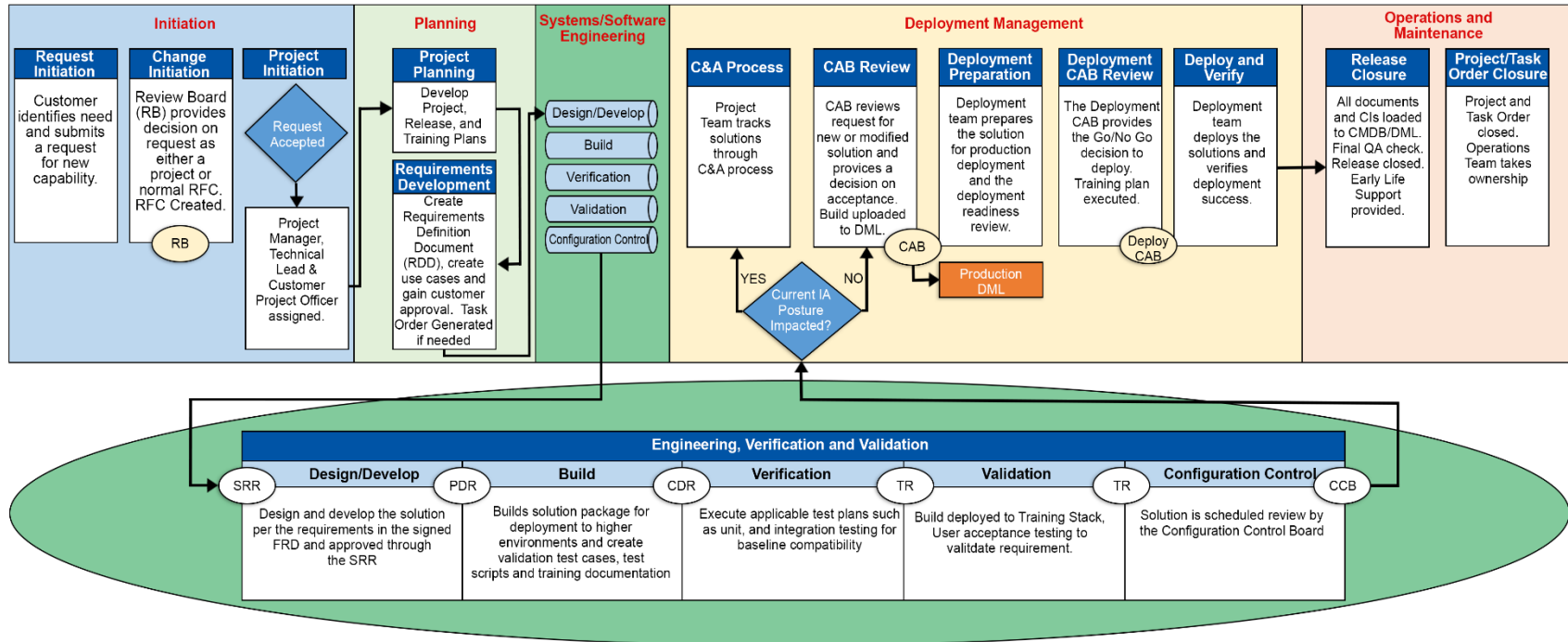
APM Plus Use Cases

- 1. Request Fulfillment: Complex Requests.**
- 2. Cost Analysis of Each Service Request. Cost Transparency**
- 3. Project and Acquisition Portfolio Management**
- 4. Acquisition Management**
- 5. Enhance Remedy Change Management**
- 6. Cybersecurity Incident / Event Remediation Management**
- 7. Governance**
- 8. Software Development Life Cycle Management. Agile Development**
- 9. Dev / Ops Interface: Bug Fix or Enhancement Request Management**
- 10. Network Services Projects**
- 11. Test Engineering Planning and Execution**
- 12. Ad Hoc Projects to Support Enterprise Initiatives**
- 13. Automated Provisioning Management**
- 14. Managing Scheduled and Unscheduled Asset Outages**
- 15. Requirements Management**
- 16. Manage Internal or External Audits**
- 17. Command Cyber Readiness Inspections**



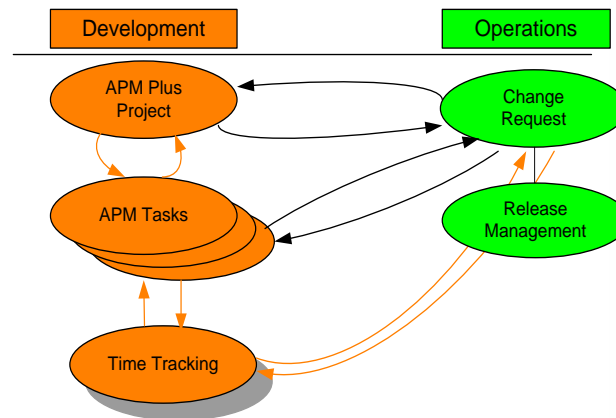
Managing Process: From Request to Release

G2SF BMC Remedy Software Development Lifecycle Flow



Dev/Ops: Speeding Up Releases

- Improve Tempo:
 - Defining and managing the process: Development to Change to Release
 - Connecting Agile to ITSM
- Capture KPIs needed for continuous improvement
 - Time spent and duration
- Eliminate Silos
 - Improving communication between Development and Operations
- Better documentation for Change Control Board



Key Features of Implementation

- Installs in less than a day on your existing Remedy environment.
 - Integrated Time and Expense Tracking across all Remedy applications by end of the 1st day
- Integrations with existing Remedy applications are fast.
 - Launch projects from multiple Remedy applications automatically using work templates and Remedy workflow
- Leverages Legacy Remedy Investment.
 - Uses Remedy Foundation Data
 - Reduced User Training
 - Same Interface
 - Templates are the Process - Process Knowledge Management System
 - Escalations and Notifications Done the Same Way
 - Mobile access and more- Runs on all the devices Remedy runs on.
 - Customized views for different users- Your lexicon
 - Maintained by Your Existing Remedy Team



Benefits: Integrated Project Management and Service Management

ActionProgram
Manager Plus

- Provides Management Visibility into all work
 - Easiest, Fastest and Least Expensive Way to Create an Integrated Demand Management System
 - Capture Cost and Duration at Every Touchpoint
 - Exposes the Process for Management Review
- Captures Total Cost of Ownership for Assets and Services
- More Efficient Processes. Easier Implementation of Cross-Organization, Cross-Application Processes
- Improves Communication at All Levels
- Improves Resource Alignment
- Eliminates Silos. Bringing Organizations Together.
- Faster Implementation of Applications and Bug Fixes.
- Fewer Products: More Applications can be Performed. At least 17 Use Cases



For More Information



For more information, please contact:

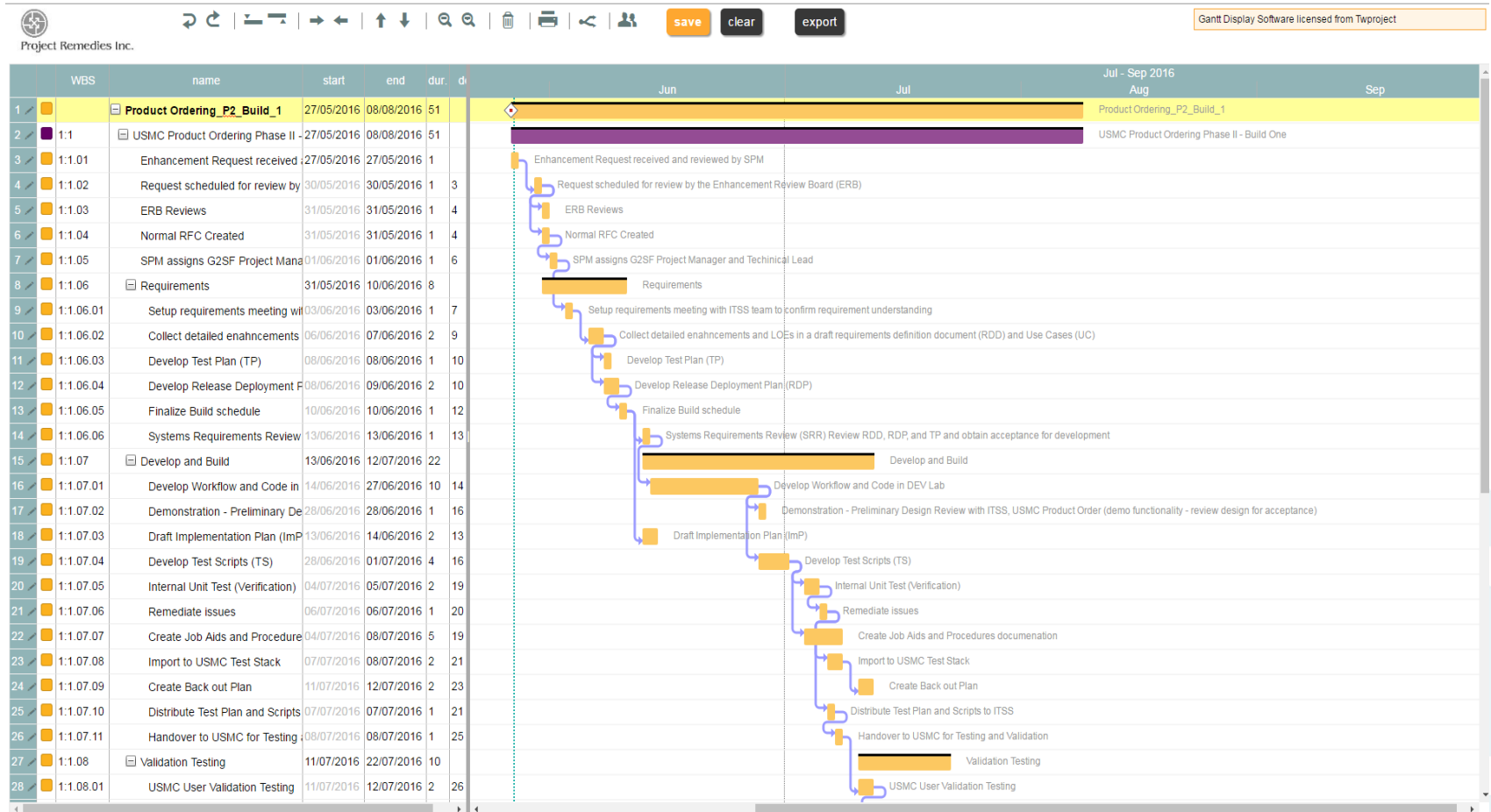
- Stan Feinstein
 - Phone: 310-230-1722
 - Email: stanf@projectremedies.com
 - Web: www.projectremedies.com



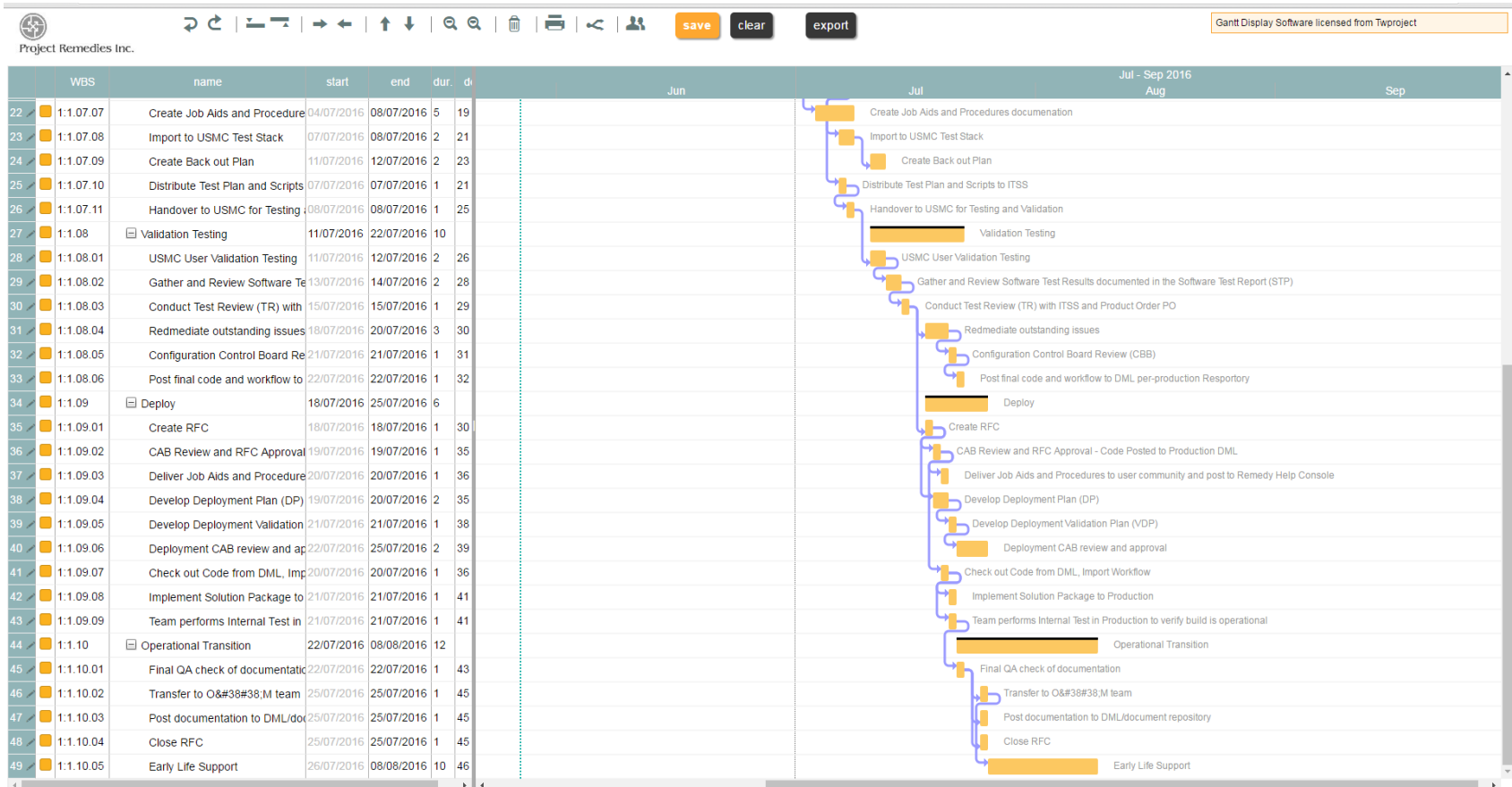
Additional Slides



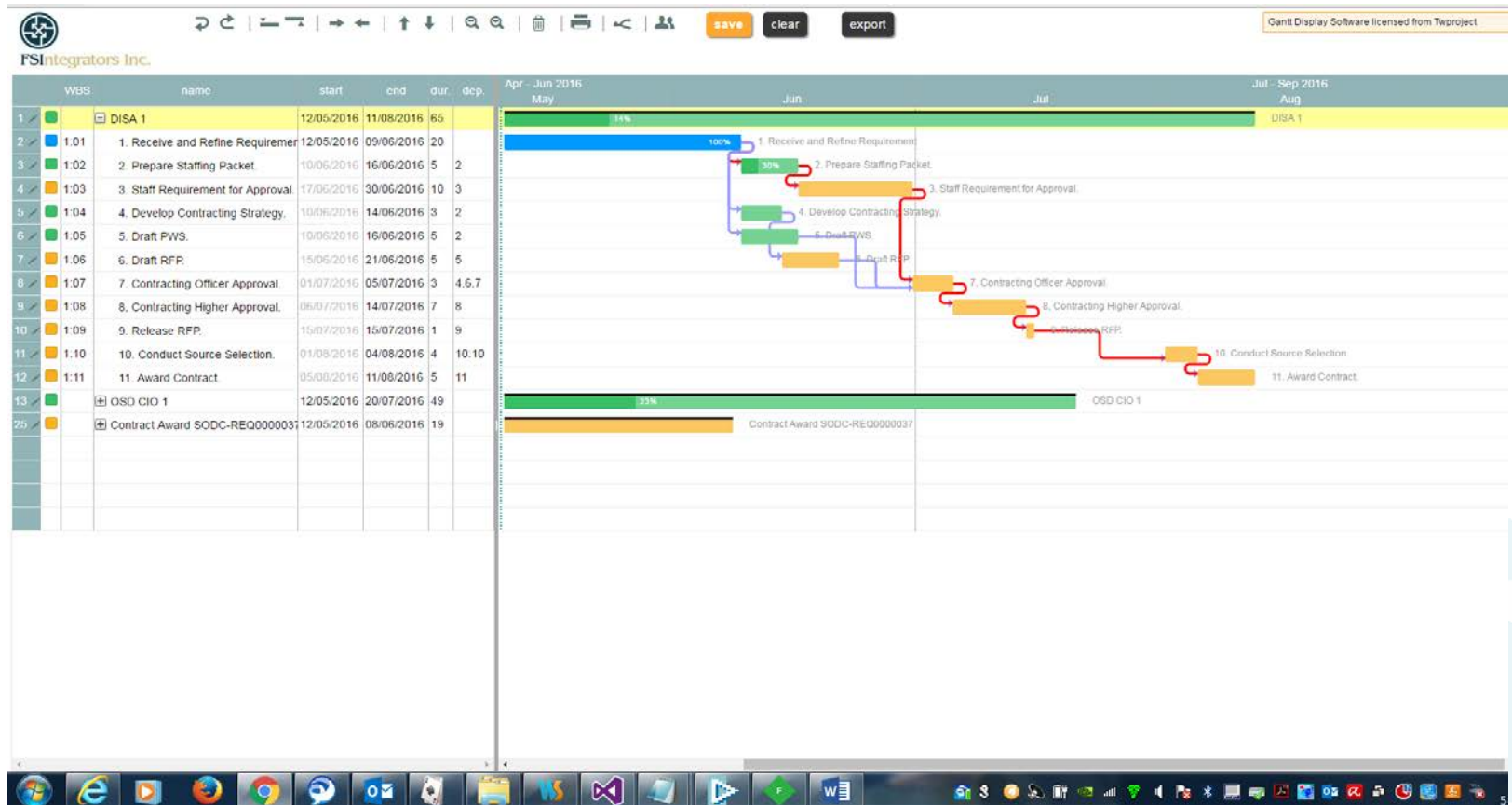
View Project Plan / Process (1)



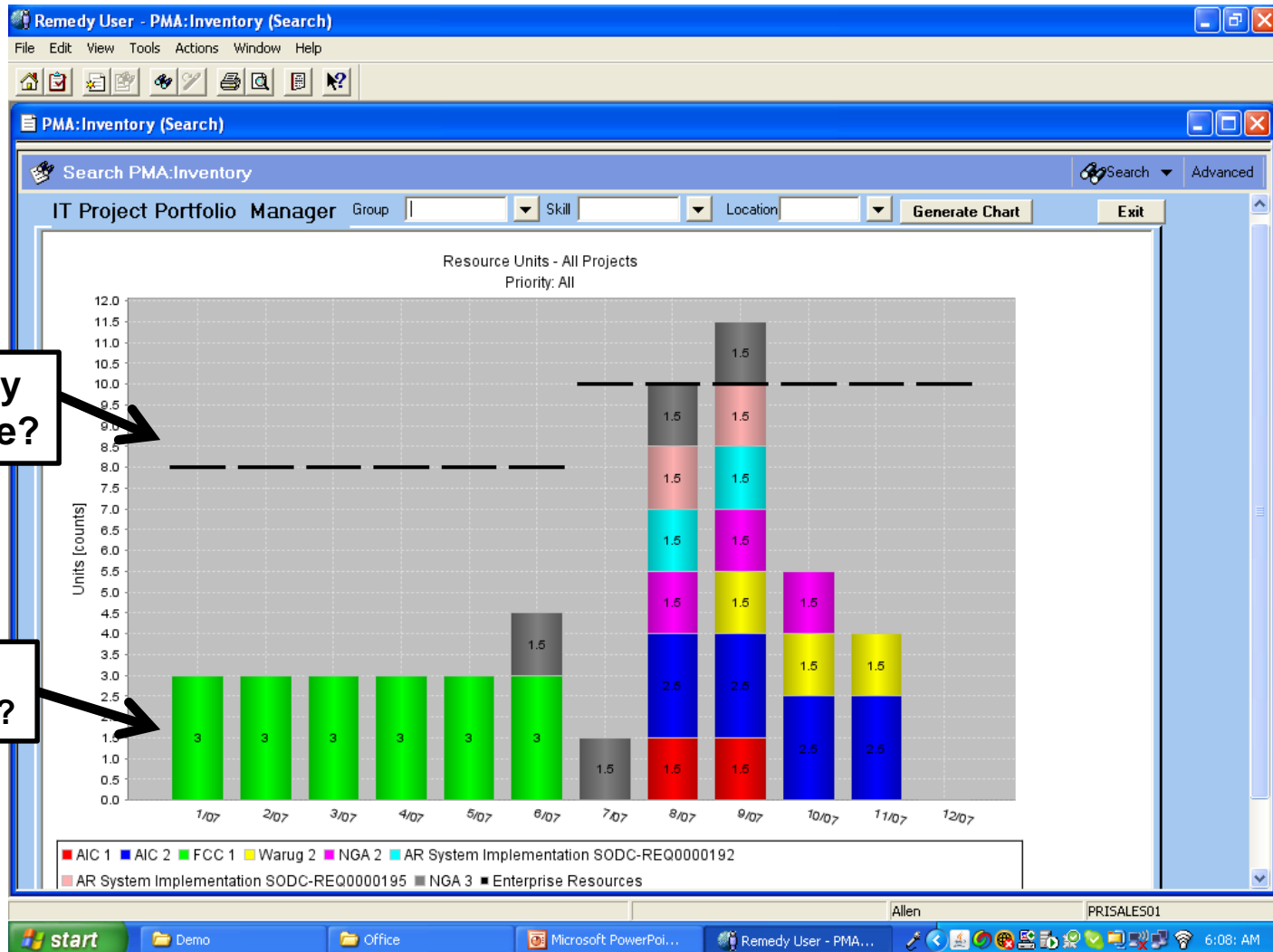
View Project Plan / Process (2)



Pool: See Multiple Projects Together



Will We Have Enough People?

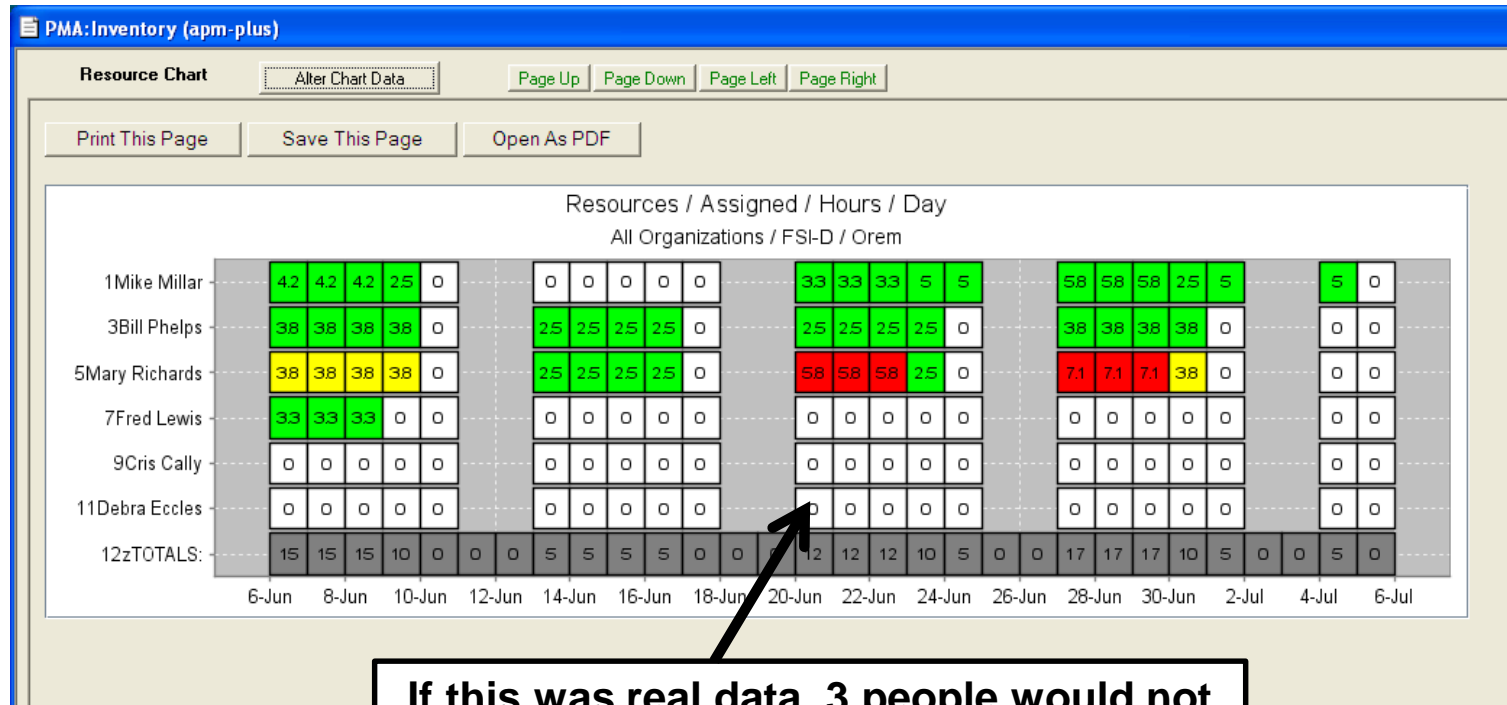


How many
do we have?

How many
do we need?



How Busy Is Each Person, Really?

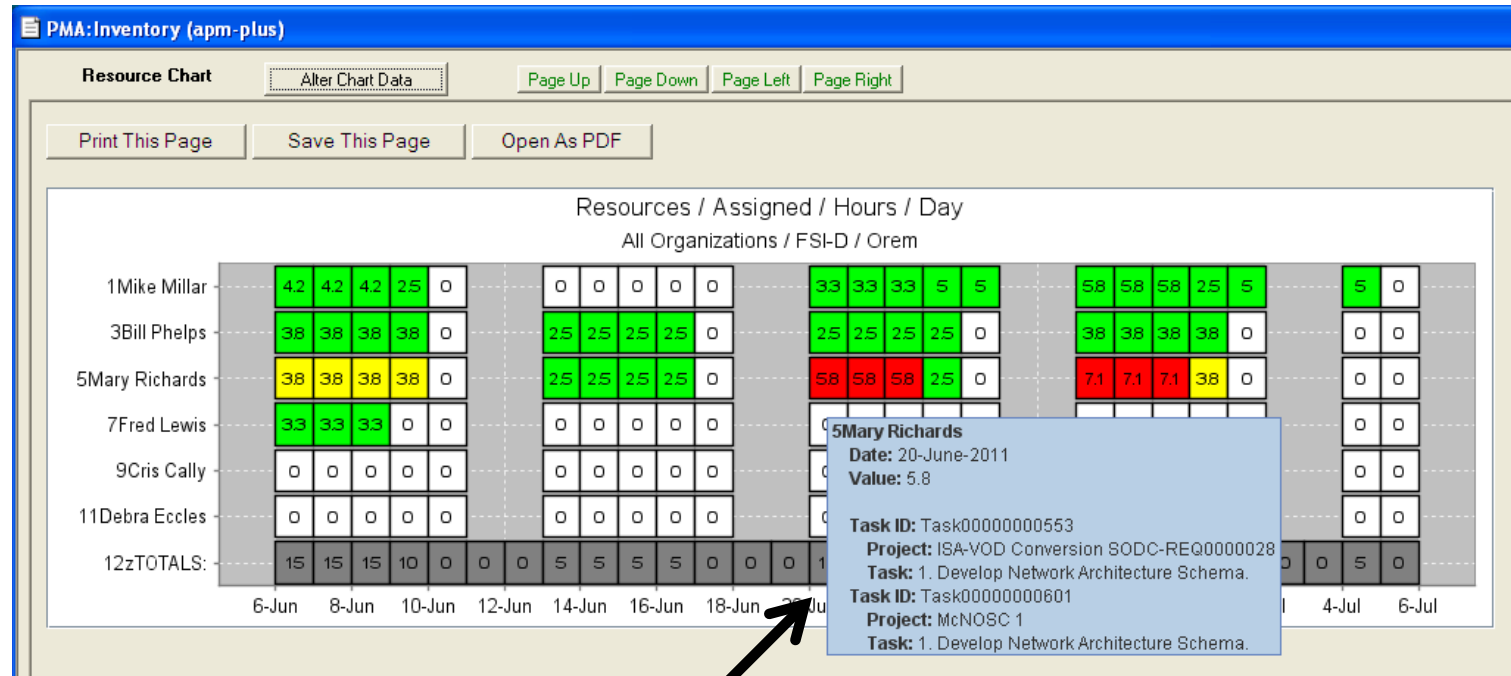


If this was real data, 3 people would not have any tasks assigned to them FOR A MONTH!!

Allows Sr. Management to ask: Can your team do what it does with fewer people? And show me.



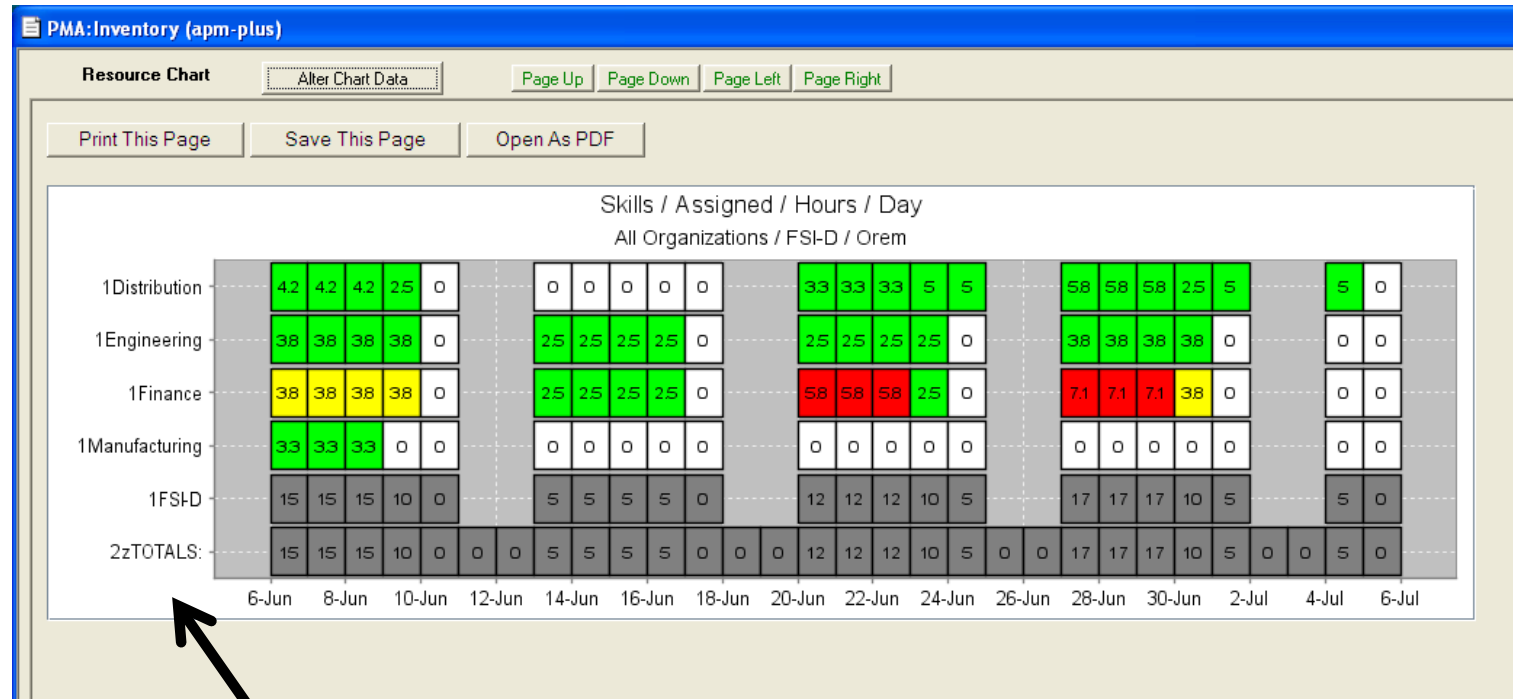
What are They Working On?



What are they
working on?



Is Staffing Aligned with Services?

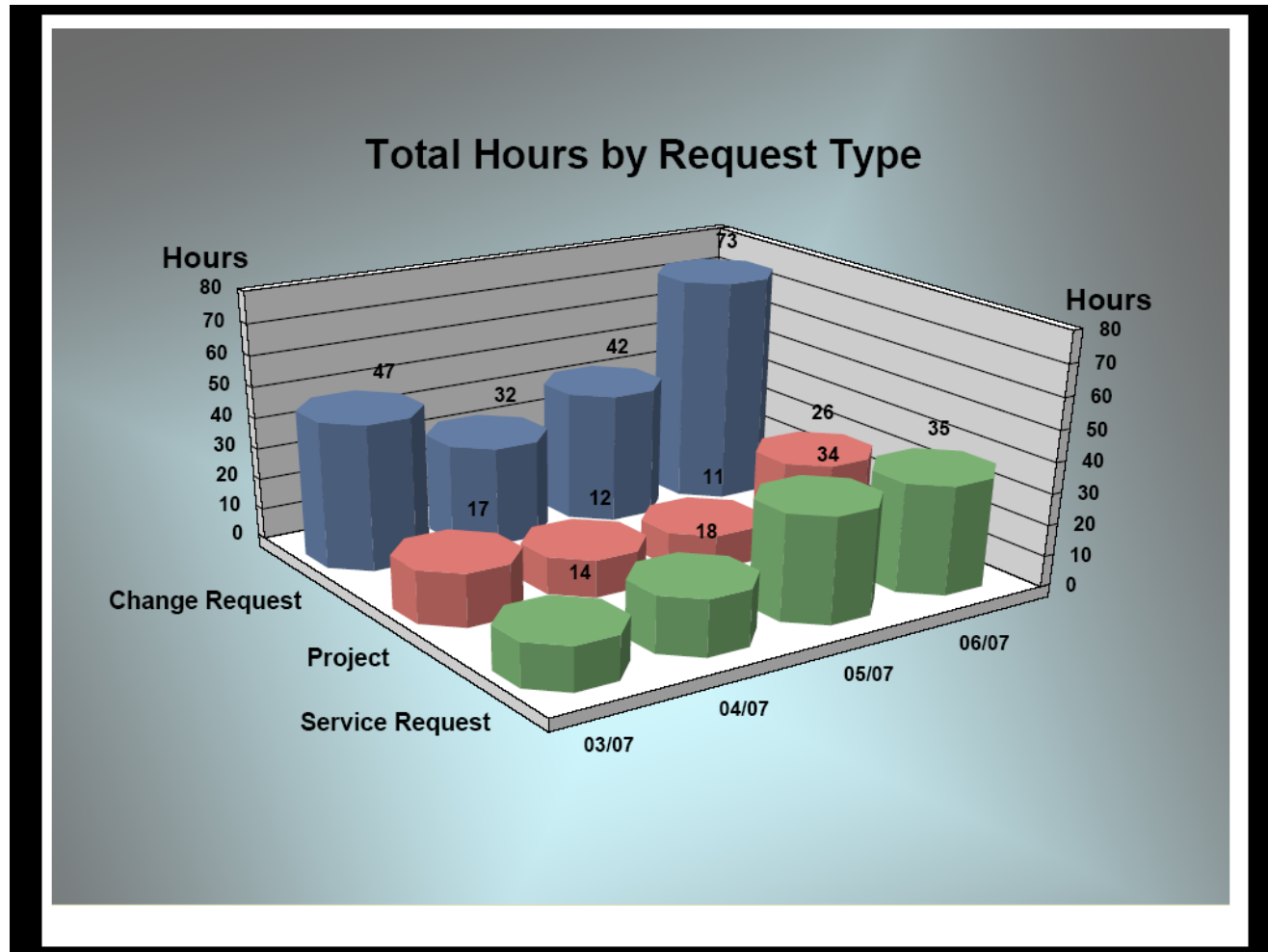


Are Departments organized correctly based on the demand coming in through the Service Catalog?



Activity Trends Report

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Earned Value Made Easy

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Manager Plus

BMC Remedy User - [Report Preview -- APM:Navigation (prisales01)]

File Edit View Tools Report Window Help

1 / 2 100%

BusinessObjects

Preview

Snapshot

Information as of: 3/18/2010
 Project Status: In Process & Completed
 Project Manager: Allen Crouder

Warning Variance Threshold: -10.00%
 Critical Variance Threshold: -20.00%

Project Name	Project Status	Completed Tasks	Remaining Tasks	Total Cost at Completion
DISA 1	In Process			
Actual + Plan		\$0.00	\$44,000.00	\$44,000.00
Baseline		\$0.00	\$44,000.00	\$44,000.00
Variance		\$0.00	\$0.00	\$0.00
% Variance		0.0%	0.0%	0.0%
Michael 1	In Process			
Actual + Plan		\$3,200.00	\$5,250.00	\$8,450.00
Baseline		\$3,000.00	\$6,000.00	\$9,000.00
Variance		-\$200.00	\$750.00	\$550.00
% Variance		(6.7)%	12.5%	6.1%
NGA 2	In Process			
Actual + Plan		\$0.00	\$44,375.00	\$44,375.00
Baseline		\$0.00	\$43,437.50	\$43,437.50
Variance		\$0.00	-\$937.50	-\$937.50
% Variance		0.0%	(2.2)%	(2.2)%
NGA 4	In Process			
Actual + Plan		\$5,400.00	\$40,625.00	\$46,025.00
Baseline		\$2,812.50	\$40,625.00	\$43,437.50
Variance		-\$2,587.50	\$0.00	-\$2,587.50
% Variance		(92.0)%	0.0%	(6.0)%
Paul 1	In Process			

Ready Allen prisales01



Manage Projects and Costs

Report Preview -- APM:Projects (fsihqmk2)									
1 of 1	90%	Total:13	100%	13 of 13					

Budget vs. Actual by Manager

Information as of: 8/3/01
Project Status: In Process & Completed
Project Manager: Allen Crowder
Total Budget: \$183,200.00
Total Actual: \$30,200.00

Project Name	Project Status	Planned	% of Total Budget	Actual	% of Total Actual	Planned to Actual Variance	% Planned to Actual Variance
First Test	In Process	\$25,400.00	14.71 %	\$1,600.00	5.93 %	\$23,800.00	93.70 %
HHSDC 1	In Process	\$23,100.00	13.38 %	\$900.00	3.33 %	\$22,200.00	96.10 %
Alamo 1	In Process	\$16,400.00	9.50 %	\$1,100.00	4.07 %	\$15,300.00	93.29 %
Duke Won	In Process	\$14,100.00	8.16 %	\$1,200.00	4.44 %	\$12,900.00	91.49 %
Cheryl 1	In Process	\$13,500.00	7.82 %	\$1,200.00	4.44 %	\$12,300.00	91.11 %
Raytheon 1	In Process	\$13,300.00	7.70 %	\$4,050.00	15.00 %	\$9,250.00	69.55 %
Harvard 1	In Process	\$12,900.00	7.47 %	\$1,100.00	4.07 %	\$11,800.00	91.47 %
AEP 1	In Process	\$12,000.00	6.95 %	\$2,850.00	10.56 %	\$9,150.00	76.25 %
Cox Comm 1	In Process	\$11,900.00	6.89 %	\$1,600.00	5.93 %	\$10,300.00	86.55 %
CA ISO 1	In Process	\$11,400.00	6.60 %	\$3,300.00	12.22 %	\$8,100.00	71.05 %
GCSS	In Process	\$9,700.00	5.62 %	\$4,500.00	16.67 %	\$5,200.00	53.61 %
Hill AFB 1	In Process	\$9,000.00	5.21 %	\$3,600.00	13.33 %	\$5,400.00	60.00 %
Total In Process		\$172,700.00	100.00 %	\$27,000.00	100.00 %	\$145,700.00	84.37 %
Cal State U. Stan 1	Completed	\$10,500.00	100.00 %	\$3,200.00	100.00 %	\$7,300.00	69.52 %
Total Completed		\$10,500.00	100.00 %	\$3,200.00	100.00 %	\$7,300.00	69.52 %



Manage Projects and Costs

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Report Preview -- APM:Tasks (fsihqmk2)

1 of 1 100% Total:3 100% 3 of 3

Should Have Started Report

Information as of: 12/13/01
 Project Id: Proj000000000006
 Project Name: Aegon 1
 Project Manager: Allen Crouder
 Project Time Unit: Days
 Project Schedule Orientation: Project Start Date

Line Item	Task ID	TaskName	Status	Late By
1	Task0000000000027	Move to Operations Approval	Hold	5.29
2	Task0000000000028	Execute Operations Checklist	Hold	2.67
3	Task0000000000029	User Test and Acceptance.	Hold	-4.33

Report Preview -- APM:Tasks (fsihqmk2)

1 of 1 100% Total:4 100% 4 of 4

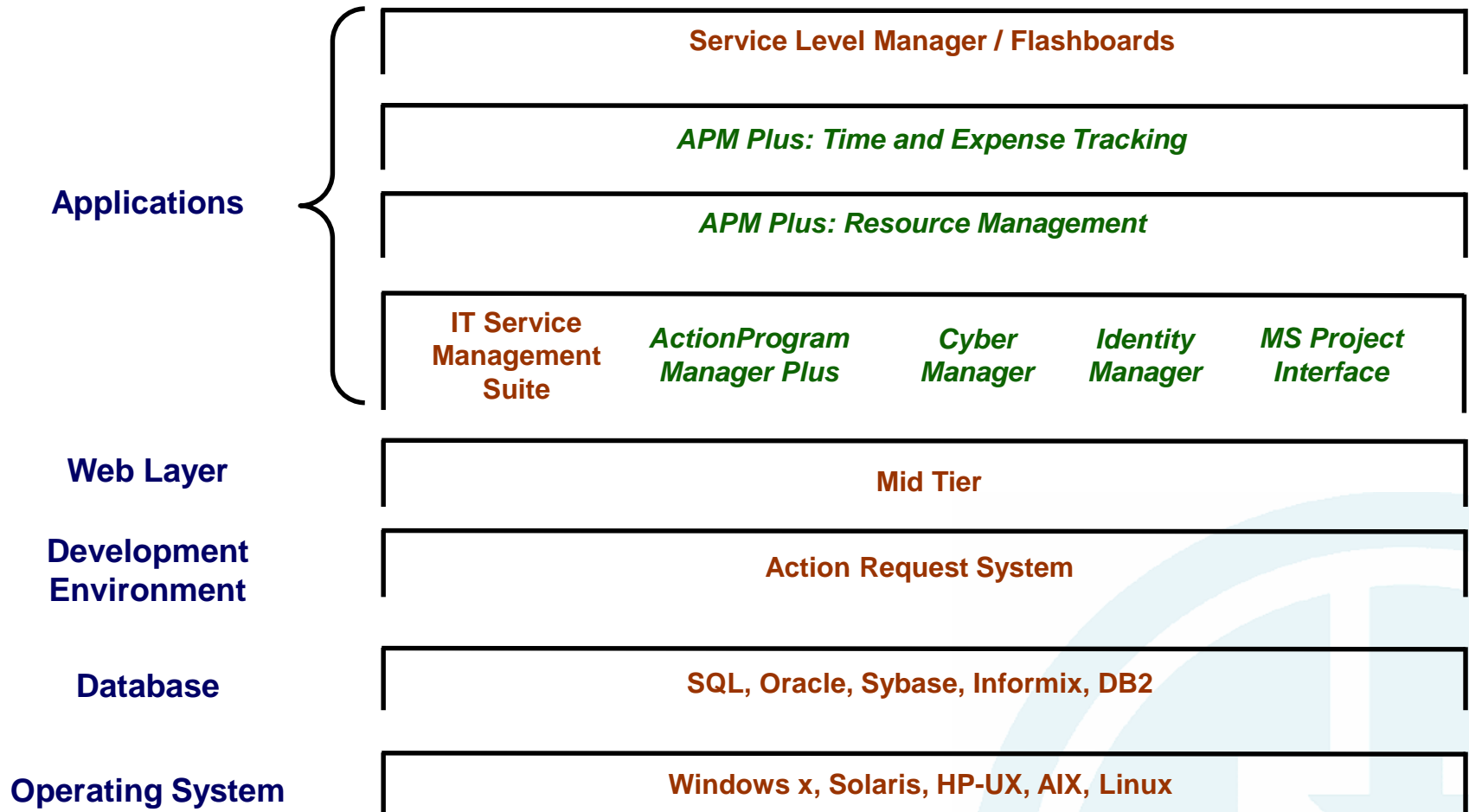
Should Have Finished Report

Information as of: 12/13/01
 Project Id: Proj000000000006
 Project Name: Aegon 1
 Project Manager: Allen Crouder
 Project Status: In Process
 Project Time Unit: Days
 Project Schedule Orientation: Project Start Date

Line Item	Task ID	TaskName	Status	Late By	Critical	Slack	Duration/ Time Units	Plan Start Plan Finish	Revised Plan Finish	Predecessor
1	Task0000000000026	Execute Implementation Checklist	In Process	5.29	Y	0.00	3.00 D	12/5/01 8:00:00AM 12/7/01 5:00:00PM	12/7/01 5:00:00PM	Execute Engineering Checklist
2	Task0000000000027	Move to Operations Approval	Hold	5.29	N	0.00	0.00 D	12/7/01 5:00:00PM 12/7/01 5:00:00PM	12/10/01 8:00:00AM	Execute Implementation Checklist
3	Task0000000000028	Execute Operations Checklist	Hold	-1.71	Y	0.00	5.00 D	12/10/01 8:00:00AM 12/14/01 5:00:00PM	12/14/01 5:00:00PM	Move to Operations Approval
4	Task0000000000029	User Test and Acceptance.	Hold	-8.71	Y	0.00	5.00 D	12/17/01 8:00:00AM 12/21/01 5:00:00PM	12/21/01 5:00:00PM	Execute Operations Checklist



Integrates with BMC IT Service Mgt Suite



Leverages Your Investment in Remedy!

