Project Remedies Inc.

Supporting Your FITARA Goals
- Defining and Operationalizing the Acquisition Life Cycle
- Capturing Cost, Schedule and Performance Metrics
- Data Center Consolidation Services

Project Remedies' Services and Technology Together Provide for the Rapid Implementation of the Processes and Technology Needed to Meet Your FITARA Goals

"Project Remedies' team dove in and quickly understood the multiple levels of the issues we were dealing with. Their experience across both government and commercial organizations really helped us. Their realistic approach saved us a lot of time and money. Their continuing feedback was great and their emphasis on "finishing the project" was a refreshing change from what we are used to."

"After meeting with us, the workers, to understand the details and preparing their report, they flew in to meet with us to review the report before they presented it to our management. We really appreciated that. And their report was great. It was a roadmap of what needed to be done. We told them that if they could help us get the funding, this is what we wanted to do."

"All of Stan's people seem to have the "process gene." Rather than think about individual projects, they think in terms of common repeatable processes, and help us define them at a level that management can quickly understand. In the previous year, we had done the same type of project 11 times and never thought about it in terms of a repeatable process which it obviously was."

"Our organization is really spread out and we really struggled with how to train everyone on the process. Heaven forbid we wanted to tweak it later. Project Remedies approach eliminated the need. APM Plus is an elegant solution to the problem."

Project Remedies' Unique Capabilities for Supporting Your FITARA Implementation.

FITARA, the Federal Information Technology Acquisition Reform Act's goals are to:
- Enable the CIO's role, with respect to the development, integration, delivery and operations of any type of IT, IT service or information product.
- Strengthen the CIO's accountability for the agency's IT cost, schedule, performance, and security.
- Establish management practices that align IT resources with agency missions, goals, programmatic priorities, and statutory requirements.
- Establish IT management controls while providing agencies with the flexibility to adapt to agency processes and unique mission requirements.
- Enhance transparency and portfolio review.
- Support the Federal Data Center Consolidation Initiative.
- Successfully implement cybersecurity policies and processes.
- And more.

Project Remedies' combination of experienced consultants and Remedy-based technology are uniquely focused on all of these areas. Please call our President, Stan Feinstein, at 310-230-1722 to discuss your situation.

Services:

MG (R) Steve Smith. MG Smith, our Vice President, Federal Programs, leads our team of IT Operations, Process and Remedy "thoroughbreds." MG Smith was Commanding General of the 355th Theater Signal Command and was the Army Central Command (USARCENT) CIO/G6, responsible for the effective leadership of 2,800 soldiers and civilians deployed across the Middle East. In his last position at the US Army's Office of the CIO/G6, MG Smith was the Chief Information Security Officer. He developed and maintained Cyber Defense-Information Security strategic plan, policies, guidelines, and standards for Information Technology systems, and was the main architect of the Army Cyber Command.

Jim Manara. Jim is our CTO. He has the ITIL Service Manager (Expert), PMP, and Kepner Tregoe Foundations Certifications, and teaches Kepner Tregoe classes. As a CTO for Lockheed Martin Information Services & Global Solutions, Jim led numerous service desk implementations and is an expert in implementing the Remedy IT Service Management suite in various government environments.

Mitch McGovern. Mitch leads our Data Center Consolidation Team. Mitch brings over 30 years commercial IT Operations experience to his position. At Dell, he was Cloud Principal Executive within the Office of the Chief Technology Officer, and before that was Practice Executive responsible for Global Infrastructure Consulting Services. Previously, he had been was Vice President at Oracle responsible for Global Data Center Operations, i.e. all Oracle data centers worldwide.

Technology: ActionProgram Manager Plus

ActionProgram Manager Plus™. Our Remedy-based application ActionProgram Manager Plus (APM Plus) is a process and life-cycle management system, designed to be used enterprise-wide. And because it is Remedy-based, it leverages existing software licenses and can be easily customized to fit your specific requirements.

Storing Multiple Processes and Capturing the Key Performance Indicators. Whether you are defining all of the details of a new software development project, or acquiring an asset from a contractor, APM Plus can handle it all. For each type of product acquired, a process (the tasks to be performed and the sequence they are performed in) is pre-defined and saved as a template. APM Plus uses Remedy workflow functionality, the template and a planned start or completion date to generate a project time-line which includes all of the tasks in the template and the dates when each of the tasks needs to be performed to make the planned completion date. People are assigned to each task, and are notified automatically that they can start working their task when the predecessor task is completed. They work their task and enter the time spent. APM Plus captures the start and finish dates / times, i.e. the duration. Time spent and duration are the key metrics needed to speed up tempo. For example, if a package goes into Legal for a month, how much time is spent on each one? 1 hour? 3 hours? 30 hours? If some take 1 hour, you can have a conversation about improving the speed. Without capturing these metrics, you cannot even have the conversation.

The Complete Life Cycle. APM Plus can also manage the complete life-cycle:
- **Analyze**. This is where the acquisition is defined. What it is? Who will do it? How much do we think it will cost? What type of money will be used? What is the priority, i.e. how well is it aligned with our strategic plan?
- **Select.** APM Plus includes a 3-gate process. The manager of the department that defined it approves it. Then multiple managers can approve it before it goes to the Steering Committee. The Steering Committee tentatively approves it at a specific dollar amount. A project manager is assigned to develop the project plan which details how the monies will be spent. People are assigned to the tasks. Then the package goes through a shorter governance phase, finally coming back to the Steering Committee for their final approval.
- **Control.** The baseline plan is defined and the work begins. People work the tasks and enter their time against the tasks. The actual time and duration are captured.
- **Review.** After completion, the project results are compared with other similar projects to see if the process can be improved.

The "Plus" in APM Plus: 17 Use Cases.
Besides managing the acquisition life-cycle, because it is Remedy-based, APM Plus can be used for managing all kinds of processes including the Cyber Remediation process. Users have come up with 17 others. Ask your sales representative for APM Plus Use Cases or download it from our website.

Another "Plus" in APM Plus: Creating a Demand Management System
People in IT organizations work on Incidents, Problems, Changes and Projects. These all come from Service Requests, and affect Assets. The BMC Remedy IT Service Management Suite handles service requests, incidents, problems, changes and assets. When APM Plus is added to it, all work is managed in one system. This is the easiest, fastest and least expensive way to create a Demand Management System. And the time tracking functionality in APM Plus can be used for capturing time against all work elements. This approach improves transparency, gives management one place to look for status, and tells you what IT has done for each end-user organization, how much time has been spent, and how long it has taken.
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ActionProgram Manager Plus:

- *Operationalizes Common Repeatable Processes*
- *Supports ITIL processes*
- *Eliminates the Need to Train Everyone on Each Process*
- *Improves Resource Utilization*
- *Captures Performance Metrics: Duration and Time Spent*
- *Captures Cost*
- *Eliminates Silos*
- *Improves Tempo*
- *Improves Service Levels, Reducing Frustration and Cost*
- *Improves Sr. Leadership Visibility*
- *Implements Discipline*

"APM Plus is the only project management system that I've ever seen work. Every other one requires that everyone in the organization understand everything about project management up front, and they just can't."

"Project Remedies helped us define and operationalize all of our processes. APM Plus was so easy to use, we never actually had anyone in the project manager role. Our weekly meeting went from 3 hours of complaining to 30 minutes to actually discussing what had been done and what needed to be done. It added discipline to our undisciplined herd and completely changed the culture of our organization. We couldn't have done it without it.

"APM Plus made it easy for management and everyone else to see the status of any acquisition at any time."

"When we combined our existing Remedy implementation with PRI's ActionProgram Manager Plus, we got the resource information and the cost information we needed to run our business."