

Reducing Implementation Risks with Changepoint Accelerators

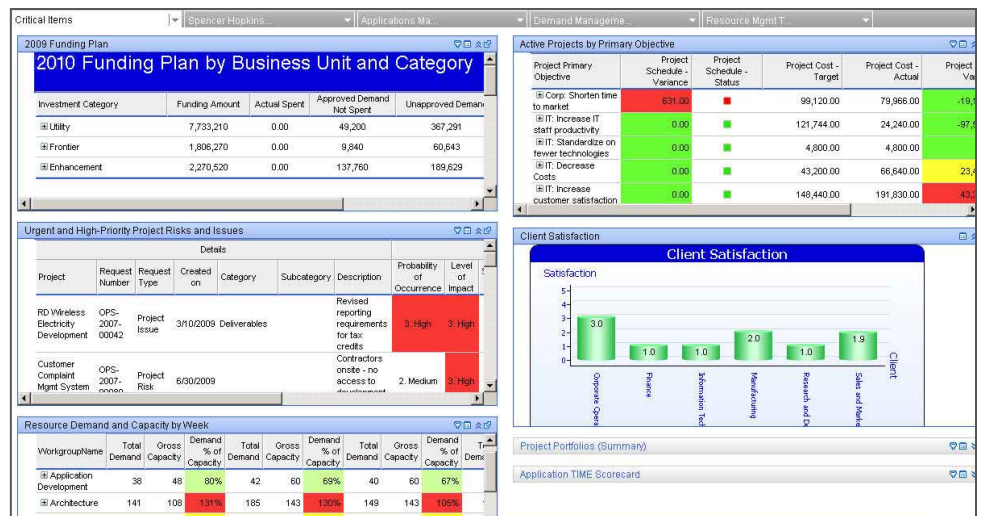
Compuware Changepoint provides you with full visibility into your technology investments—projects, products, applications, services and resources—improving your ability to manage costs, make better investment decisions and ensure alignment with business goals.

For an IT executive, Changepoint integrates three core elements for IT portfolio management: Portfolio and Investment Planning, Project Portfolio Management and Application Portfolio Management. This combination delivers a solid framework that takes IT organizations from multiple, disparate environments to a single, integrated platform.

For a technology executive, Changepoint blends the power of Project Portfolio Management with Professional Services Automation, providing automated and unified management control and visibility across critical functions in a technology company including: product management, product development/R&D, support and maintenance, and services for mature product development processes. Changepoint enables superior service delivery, as well as provides executives with big-picture visibility.

For the services executive, Changepoint offers market-leading professional services automation capabilities to streamline service delivery projects from engagement through billing including recommended approaches and reports for resource planning, budgeting, forecasting, profitability measurement, as well as services invoicing, billing, and time and expense tracking.

With Changepoint's built-in accelerators, our customers benefit from industry best practices and Compuware's own extensive experience—without the lengthy, difficult process of trial and error—to drive return



The Supply and Demand Accelerator guides you through best practices to manage strategic and operational demand, as well as project management and reporting.

on investment more quickly. With pre-configured starting points such as metrics, workflow and dashboards, your organization can be on the fast track to deliver maximum business value from your Changepoint investment.

SUPPLY AND DEMAND ACCELERATOR

Where other portfolio management solutions address either demand management or supply management, the Supply and Demand Accelerator embodies best practices for both. It offers pre-packaged business metrics, process automation and management portlets, as well as reports and templates, all based on industry standards such as PMBOK—capabilities that give you the means to manage both sides of the equation.

Demand Management centers on tracking, analyzing, prioritizing and funding ongoing efforts and new project requests. It lays the groundwork for three focused disciplines and the core of the Changepoint Supply and Demand Accelerator:



STRATEGIC PLANNING AND ANNUAL BUDGET ALLOCATION

Changepoint provides a pre-defined set of: common corporate and IT strategies; business processes for evaluating potential investments; investment categories to evaluate portfolios in accordance with investment goals; fund tracking and reporting by line of business and investment category; demand analysis that presents all requests and associated costs by line of business and type of request.

STRATEGIC DEMAND MANAGEMENT

The strategic demand management capabilities of the Accelerator enable you to track key business information—business sponsor, strategic fit, architecture compliance, funding source, estimated benefits and risk assessment—and pre-defined risk assessment criteria such as complexity, scale, technical risk, process and organization impact. This is combined with a pre-packaged workflow to track initial ideas through multiple evaluations based on more detailed assessments.

OPERATIONAL DEMAND MANAGEMENT

The Accelerator's operational demand management capabilities deliver business processes for tracking various types of demand over time and addressing routine requests like ongoing system maintenance, plus trend analysis for long-term decision making.

Supply Management provides a standardized approach to managing all aspects of project delivery, from tracking costs and allocating resources to overseeing stage-gate transitions and reviewing project status.

The Supply Management side of the Accelerator spans the following disciplines:

PROJECT PORTFOLIO MANAGEMENT

While Project Portfolio Management helps you track the health of your overall portfolio, our Accelerator provides the dynamic portfolio definition, a selection of pre-defined portfolio metrics and multiple views of the portfolio to get you started.

RESOURCE MANAGEMENT

Key resource management capabilities in the Accelerator provide you with views into the “health” of the workforce. You can assess current staffing levels and skill sets to help you determine where to allocate valuable resources to handle incoming demands through a variety of views based on capacity, function and qualification gaps.

PROJECT MANAGEMENT

To instill a Project Management discipline, the Accelerator provides out-of-the-box project templates and project methodology incorporating workflow to help enforce proven methods consistently across the organization. These templates and methodologies result in a collection of detailed views among IT, projects and business stakeholders to spur more collaborative decision making during project delivery. In addition, the Accelerator provides a PMBOK-based approach to managing issues, risks, defects and change within a project.

PROJECT REPORTING

The Changepoint Accelerator summarizes project changes, risks, issues and milestones. It does this through a set of prepackaged reports: Project Status Reporting, Milestone Reporting and Project Profile, Risk Register and Open Request List (by project).

USER ADOPTION METRICS

Predefined user adoption metrics help IT managers monitor their employees' use of the application and ensures organization usage drives the intended business outcome. Standard metrics include compliance with time submissions, deadlines, task status and approvals.



The Application Portfolio Management Accelerator helps you gather the information needed to view the health of applications across the entire portfolio.

APPLICATION PORTFOLIO MANAGEMENT ACCELERATOR

The **Changepoint APM Accelerator** helps you overcome many of the common challenges of deploying APM strategies like identifying inventory, capturing the right metrics and generating analysis that both IT and business can understand. The APM Accelerator delivers a comprehensive set of metrics providing insight into application health, automates data collection and maintains those metrics in a single repository. It also provides:

- a broad, balanced set of sustainable metrics that can be used to assess application health. Metrics focus on strategic alignment, technology compliance, and the financial and vendor perspective of running an application. These metrics can be user-entered; calculated; populated by other business processes managed within Changepoint; populated through integration with external systems; or driven by our integrated survey engine.

- a set of application scorecards to drive high-level visibility, with the opportunity to drill down into low-level detail around each application.
- TIME views to drive assessment and roadmap building (based on Gartner’s TIME triage framework—Tolerate, Invest, Migrate and Eliminate).
- visibility into the application portfolios at an executive level from client, financial, resource, life-cycle and technical perspectives.

The APM Accelerator provides the functionality and framework needed for IT to gain visibility into the application inventory, as well as capture and store data that can help you assess the portfolio to further guide roadmap development. This, combined with its flexibility to grow with your organization over time, gives a starting point toward a greater end: smarter investment decisions to drive innovation, cost savings and rapid returns.

AGILE ACCELERATOR

IT organizations are adopting more iterative software development approaches, such as Agile, to better respond to business needs. While interest and adoption are increasing, IT organizations still deliver projects using more traditional approaches. An ITPM solution is required to

manage the total project portfolio, but must be flexible enough to address these different methodologies, even within a single project.

Changepoint’s Agile Accelerator provides:

BEST PRACTICES FOR CAPTURING AND MANAGING BACKLOG

Changepoint can capture an “item” of any type, route it for initial review and place it into various statuses. This functionality enables you to capture and track product backlog requirements. The Accelerator provides the flexibility needed to support any type of requirement and any preliminary review process you may desire, leading up to placing the item into backlog.

CONFIGURABLE WORKFLOW FOR AUTOMATIC SPRINT CREATION

Changepoint’s workflow functionality has the ability for workflows to perform a complex action, take items selected for a sprint and automatically create the sprint tasks and assignments on the project plan, so team members don’t have to.

SCRUM MASTER SUPPORT

Sprint management configuration include task boards, sprint task detail as well as “burn up” and “burn down” reporting.

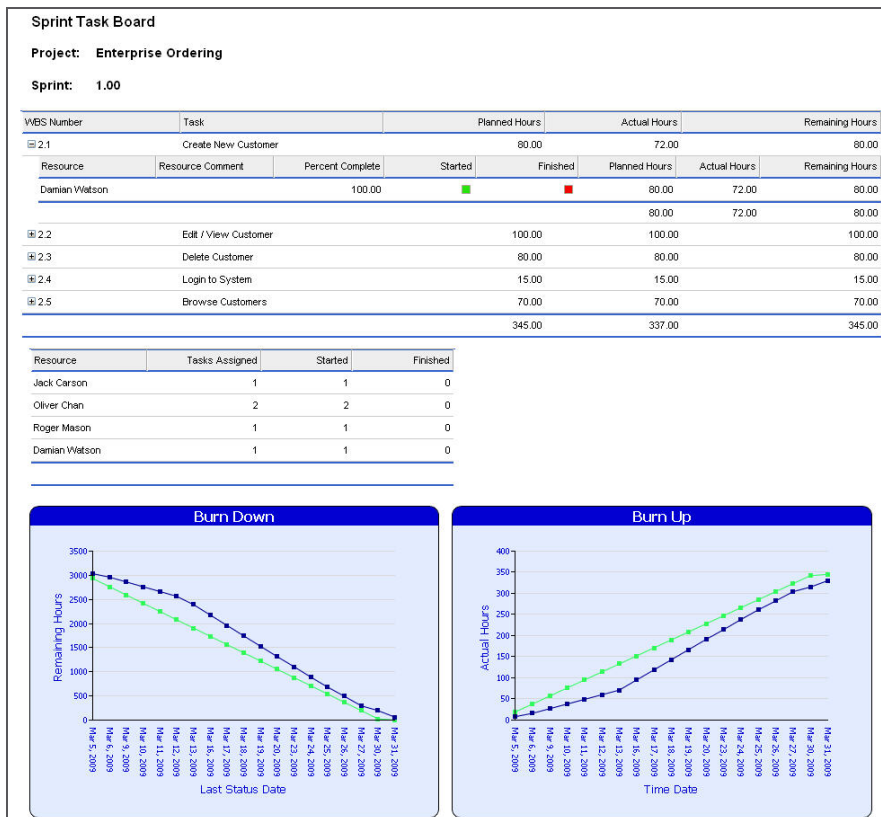
ACCELERATOR FOR TECHNOLOGY COMPANIES

Compuware’s Accelerator for Technology Companies is built for product-centric technology companies such as hardware or software vendors, who have a strong dependency on professional services and are seeking to better connect services with other key functions including product management, product development/R&D, and support and maintenance.

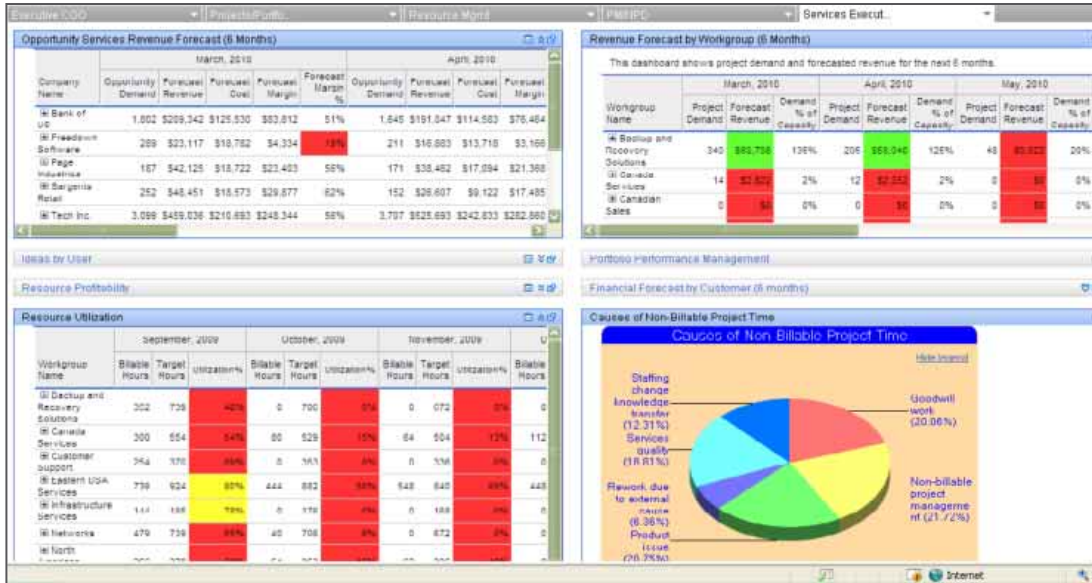
Compuware’s Accelerator for Technology Companies provides pre-configured workflows and best practices for new product development, release planning and development, project execution and services delivery, allowing software and hardware vendors to produce high-quality products and drive services revenue and margins. Key areas addressed within the Accelerator include:

NEW PRODUCT DEVELOPMENT

Our Accelerator provides key best practices, workflows and reports to guide a technology company through the new product ideation process, including an IDEA dashboard and portal, multi-level stage-gate process, as well as the pre-configuration of product attributes for product portfolio management.



The Agile Accelerator helps you collect, categorize and prioritize all project work in a central place for assigning to a particular sprint.



Changepoint's Accelerator for Technology Companies drives real-time dashboard views into the professional services organization to assist in forecasting, revenue recognition and resource planning.

RELEASE PLANNING

Technology companies must constantly gather, assess and prioritize when planning future product releases. The Compuware Accelerator for Technology Companies provides recommended approaches and accompanying reports for assessing and prioritizing product enhancements and fixes, as well as release planning. The Accelerator can also be fully integrated with the Agile development process where required.

PROJECT EXECUTION

The Accelerator's support for project execution includes our Agile configuration and associated reports to enable adoption of this highly popular and dynamic development methodology, and enhanced defect management workflow and reports, an industry-established three-point estimation method for project planning. For the services organization in a technology company, Changepoint's Accelerator offers best practices for management of service delivery projects from engagement through to billing.

SERVICE DELIVERY

With services an instrumental growth engine for most technology companies today, the Accelerator supports this function providing professional services automation capabilities, including recommended

approaches and reports for resource planning, budgeting, forecasting, profitability measurement, as well as services invoicing, billing, and time and expense tracking.

CONCLUSION

Changepoint Accelerators are a starting point for your Changepoint implementation, putting you on the fast track to achieving your business goals quickly. For IT organizations, Compuware offers a full range of accelerators for IT portfolio management, including supply and demand management, application portfolio management and agile software development. For the technology organization, Compuware's Accelerator provides a range of best practices, workflows and reports to enable product planning, product development, release planning and services delivery.

Choose one accelerator or mix and match relevant elements from some or all. Our accelerators complement our implementation methodology, and our choice of delivery options (on premise, SaaS or buy-and-host) to help you manage implementation and adoption, and drive ROI.

To learn more about Changepoint, please visit: www.compuware.com/changepoint

Founded in 1973, Compuware provides software, experts and best practices to ensure applications work well and deliver business value. Compuware solutions optimize application performance across the Enterprise and the Internet for leading organizations around the world, including 46 of the top 50 Fortune 500 companies and 12 of the top 20 most-visited U.S. web sites. Learn more at compuware.com.

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