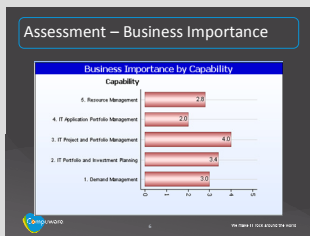




Strategic Assessment and Roadmap IT Portfolio Management

Experienced Consultants, Exceptional Technology

The Strategic Assessment and Roadmap service leverages the expertise of our senior architects and Compuware's 35-plus year history of providing leading service management technology.



BUSINESS CHALLENGE

Your company is evaluating major investments in people, process, and products to help manage Information Technology. But given the breadth of the business processes that are in the scope of IT, what should you prioritize and where should you start?

BUSINESS SOLUTION

Compuware can help customers understand and develop their ITPM practices with the ITPM Strategic Assessment and Roadmap service. This is a short yet compelling consulting engagement that rates the IT management practices of your organization against a topology of industry best practices. Solution Architects will conduct surveys and interviews with your staff to determine the business importance of each industry best practice, whether it has been adopted within your organization, and if so its process maturity. They will analyze the ratings to identify strengths and weaknesses. For example, a specific area could be identified that is of high business importance yet ranks low on maturity. Starting from this understanding of your organization's current standing, they will develop a proposed roadmap of best practice refinements. The proposed enhancements are grouped into phases based on priorities and dependencies.

BENEFITS

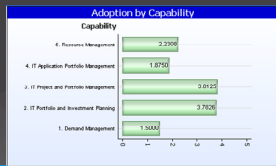
- Learn where to concentrate attention and investment for greatest returns
- Gain perspective over and above specific tools or technologies
- Move from reactive to proactive management
- Leverage the roadmap as a "master plan" for selecting IT projects

HOW WE COLLECT DATA

Focused surveys and interviews

First, we will ask you to identify subject matter experts (SMEs) for specific capability areas. The SMEs will receive web-based surveys, and they will be scheduled for in-person interviews. The surveys provide draft self-assessment ratings. The interviews allow Solution Architects to resolve conflicting self-assessment responses and to confirm ratings by asking follow-on questions. For each best practice in the framework, the Solution Architect will determine three ratings:

Assessment – Best Practice Adoption



- *Business Importance*, which is an indicator of the need for a best practice.
- *Adoption Status*, which is an indicator of what the business actually receives.
- *Process Maturity*, which is an indicator of quality.

HOW WE ANALYZE THE RATINGS

Compuware has developed a framework of dashboards and reports to analyze each organization’s ratings data. The reports visually present findings, with special emphasis on identifying opportunities for improvement. For example, a given capability may be of high business importance yet exhibit low best practice adoption or low maturity. All reports are available as part of the engagement deliverables.

The goal of the ratings analysis is to thoroughly understand the strengths and weaknesses of an organization’s current practices in the context of industry best practices.

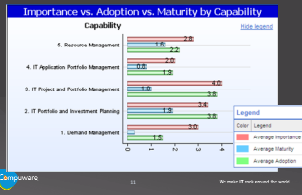
Assessment – Process Maturity



FORMULATING A ROADMAP

Solution Architects will prepare a list of suggested best practices to be implemented and arrange them into immediate, near term, mid term, and long term phases. The selection of best practices within each phase is a combination of business priority, logical dependencies, and experience with organizational change. Compuware has been consulting to IT organizations for over 35 years, and only the most seasoned consultants are selected for Roadmap engagements.

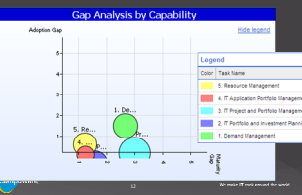
Assessment - Conclusions



DELIVERY TIMEFRAME

The effort required by a Strategic Assessment and Roadmap project varies based on organizational size and breadth of the assessment. However, to reduce your risk Compuware delivers these engagements for a fixed price. If delivered in one full-time assignment, these engagements can be expected to take three weeks.

Assessment - Conclusions



DELIVERABLES

1. Strategic Assessment and Roadmap report. Compuware will provide a professional report including all data and synthesizing conclusions and recommendations with suggested timelines. The report includes an executive summary and is supported by detailed data, charts, and analysis. The Recommendations and Roadmap report facilitates effective communication between functional groups and offers business-focused recommendations for improvement.

2. Executive Collaborative Presentation. Compuware consultants present the Strategic Assessment and Roadmap findings while encouraging customer participation. This provides an opportunity to discuss findings and recommendations, ask questions, and confirm results. Open collaboration between key stakeholders proves extremely beneficial to ensure maximum results.

Compuware Corporation makes IT rock around the world, helping CIOs optimize IT performance to achieve business goals. Compuware solutions accelerate the development, improve the quality and enhance the performance of critical business systems while enabling CIOs to align and govern the entire IT portfolio, increasing efficiency, cost control and employee productivity throughout the IT organization. Founded in 1973, Compuware serves the world’s leading IT organizations, including 92 percent of the Fortune 50 companies. Learn more about Compuware at compuware.com.

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