



ACTIVATE BUSINESS WITH THE POWER OF I.T.™



IT Business Management

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CIO Business Drivers



**Reduce
Costs**

**Deliver
More Value**

**Operational
Stability**

**Increase
Transparency**

**Sustained
Compliance**

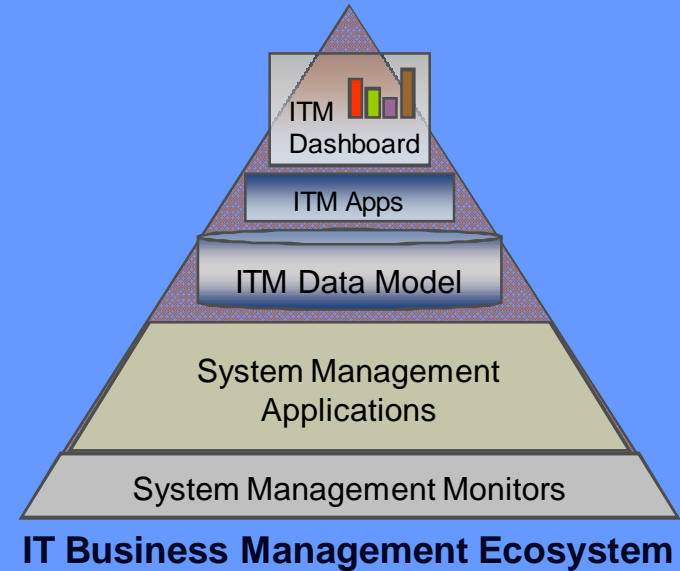
ITBM Summary



Founded and run by ex CIOs and IT leaders

Targeting CIOs and senior IT management

Provides system of record for IT management supporting fact based decisions, cost reduction, financial transparency and business alignment



ITM IT Business Solution Benefits

Strengthen CIO relationships – LOB, CEO & CFO

Better, more strategically aligned decisions

Eliminate redundant and misaligned projects

Eliminate 5% of overall IT spend

Reduce annual IT compliance audit costs

Communication



Business Alignment



Project costs



20%+

IT spend



5%+

IT audit costs



50%+

What We Believe



- **The CIO is the General Manager of a large, complex line of business (LOB)**
- **IT is critical to every part of the enterprise**
- **IT has deployed business solutions to help run every other LOB**
- **IT has no equivalent solution for success**

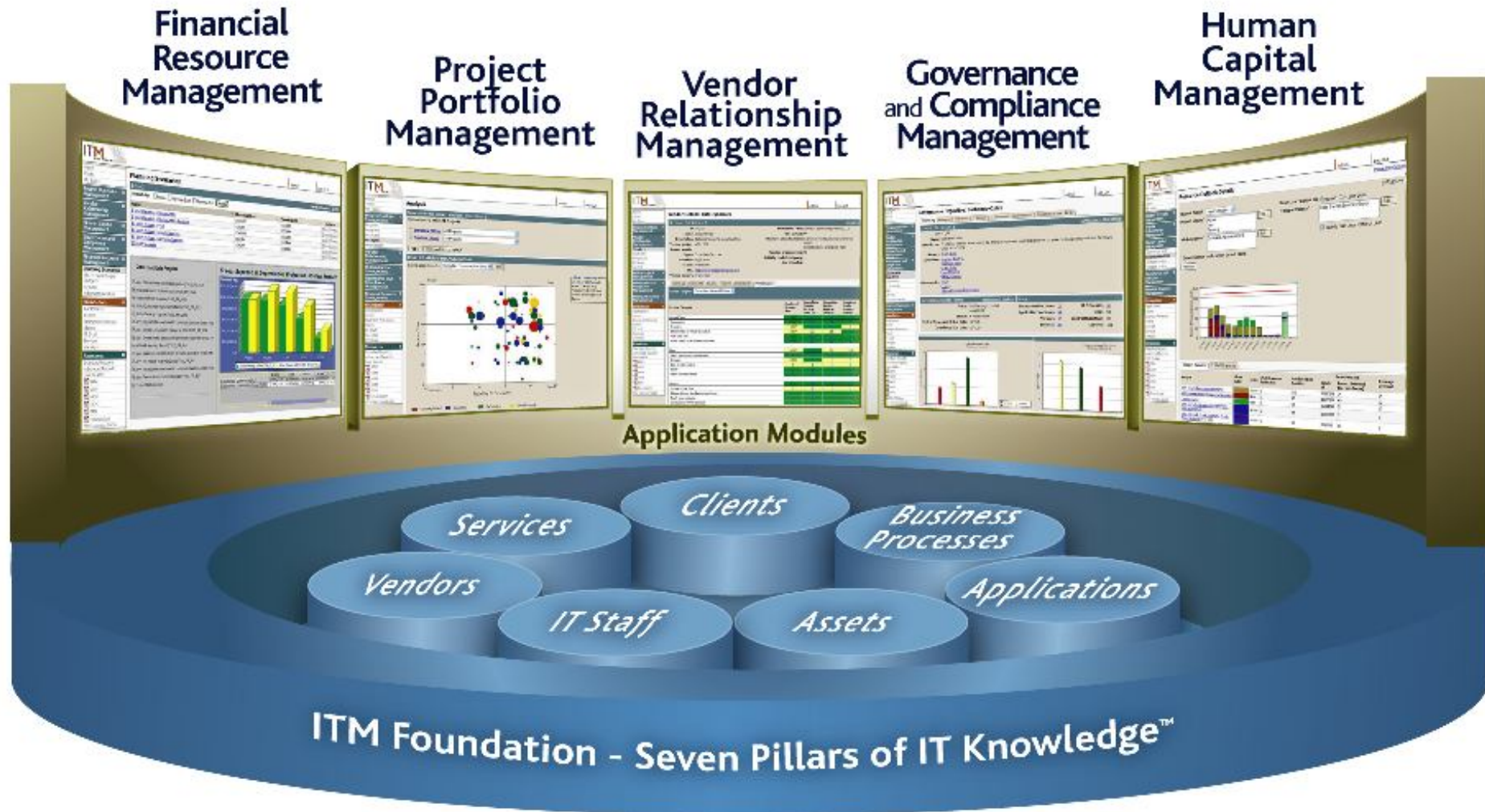
“The IT organization cannot be credible unless it can have meaningful conversations in the language of business. This means having the right information to guide business decisions.”

Barbara Gomolski
Research Vice-President

Gartner

The ITBM Business Suite

Integrated IT Business Application Suite



Gartner

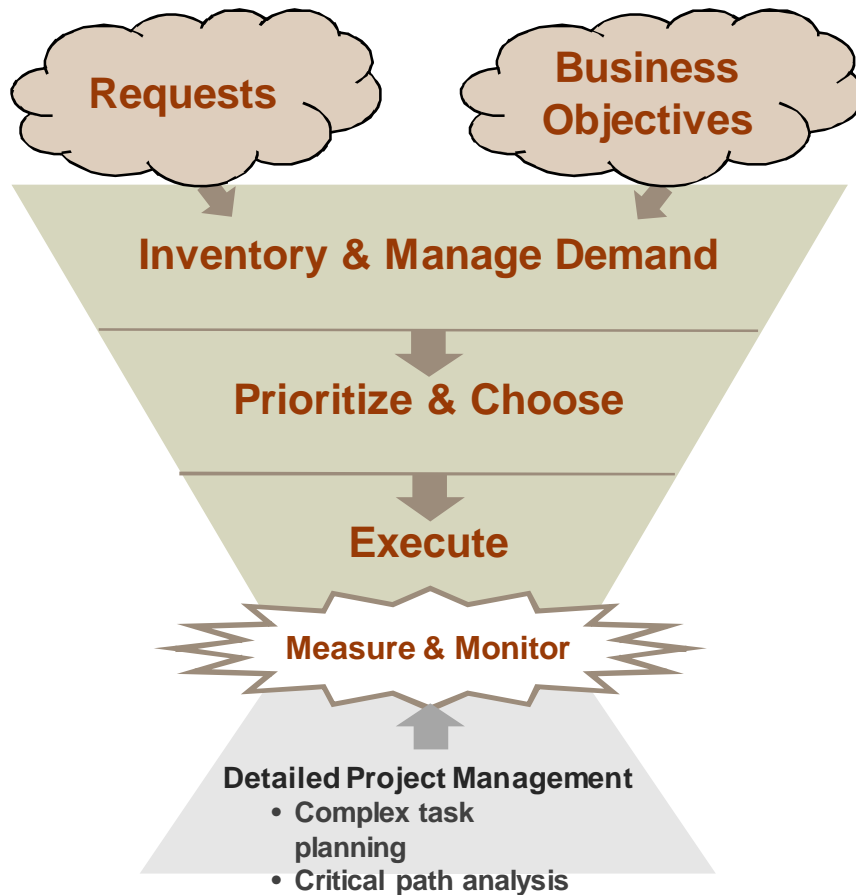
“Gartner believes the integrated suite approach makes the most sense in the IT management processes space.” Barbara Gomolski, Vice President, Gartner Research

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Project Portfolio Management

A Top-Down, IT Portfolio Focused Approach



Top-Down Portfolio Management

- Focuses on demand management, informed project selection, and visibility
- Delivers lightweight project management, ideal for most IT projects
- Minimizes change management issues, onerous process burdens
- Creates broad visibility, encouraging joint business / IT ownership
- MS Project Integration to support complex project planning

A Highly Agile Approach That Delivers Value in 90 days

Human Capital Management

Staffing To Maximize Value



- What is the makeup of our workforce?
- What is our workforce capacity?
- How does project demand map to our capacity?
- How is the workforce spending their time?
- Do we have the right staffing profile to meet the needs of the business?

Resource Outlook Details

Outlook Period: Next 18 Months

Project States: Active, New, Pending

Job Categories: Database Administrator 3

Base Chart Colors on: Project, Project State

IT Departments: Data Center Services Group

Include Sub Organizational Units:

Project Demand (person-hours)

| Project | Chart Color | State | # of Resource Estimates | Total Load for Duration | Week of | Peak Demand Project Demand (person-hours) | Average Demand |
|------------------------------------|-------------|-------|-------------------------|-------------------------|---------|---|----------------|
| APP - Research latest CRM trends | Green | New | 1 | 174 | 5/20/04 | 73 | 72 |

Timecard Analysis

Analysis Options

Start Date: 01/12/04

End Date: 8/1/05

Job Categories: Application Developer 1, DBA 1, DBA 2

Primary Organizational Unit: ITM Software

Base Chart Colors on: Timecard Categories

IT Staff Type: Any

Timecard Categories: Project, IT Service, Application Instance

Contractor Vendor: [Empty]

Category Analysis Chart

IT Staff with timecards: 6 of 6 (100%)

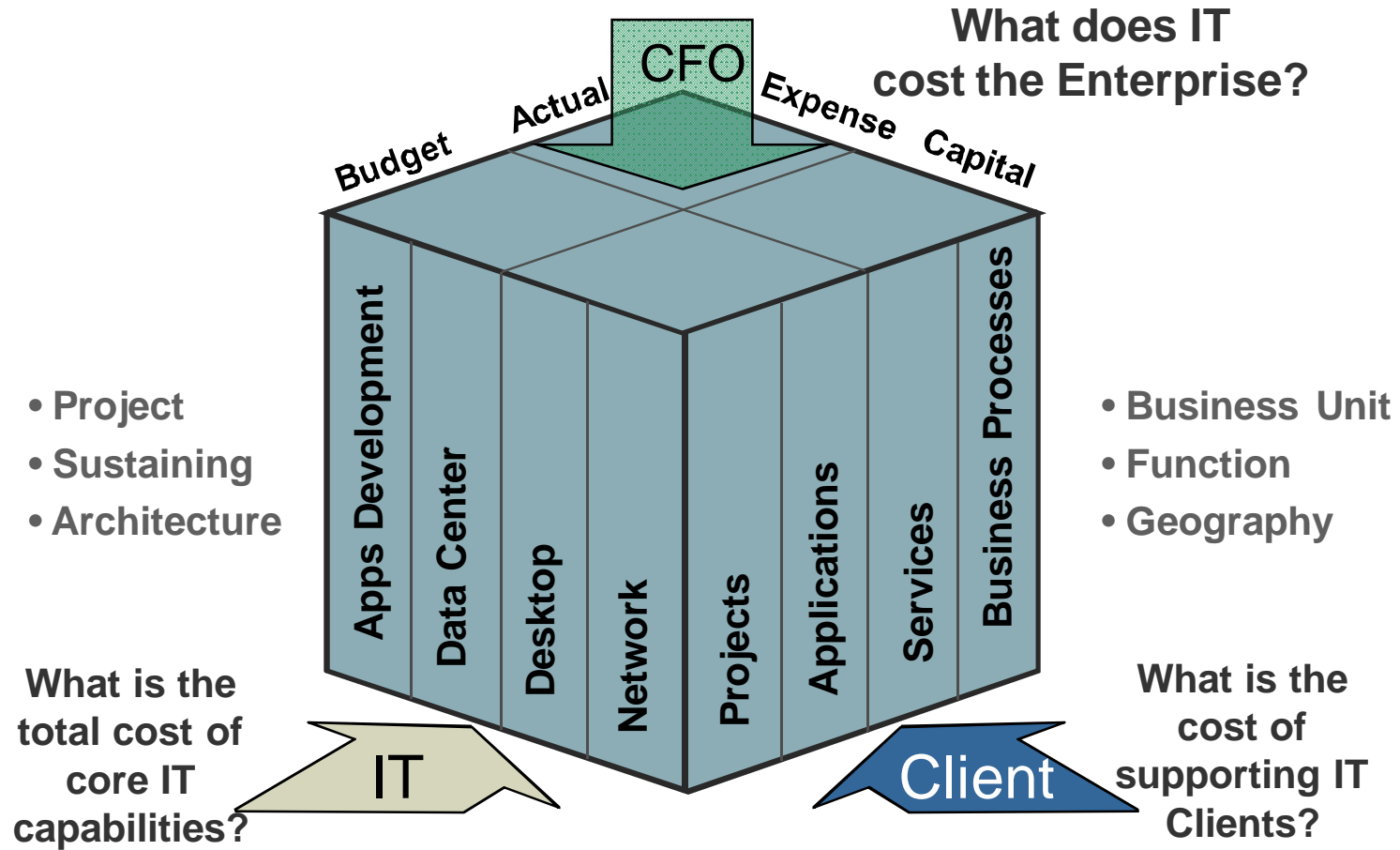
| Category | Percentage |
|-----------------------|------------|
| Project | 73% |
| Other Work | 4% |
| Other Sustaining Work | 6% |
| Other Non Work | 9% |
| IT Service | 1% |
| Application Instance | 6% |

HCM Application Module



Financial Resource Management

Comprehensive Planning and Analysis For IT



Speed, Fidelity, and Transparency to Drive Alignment

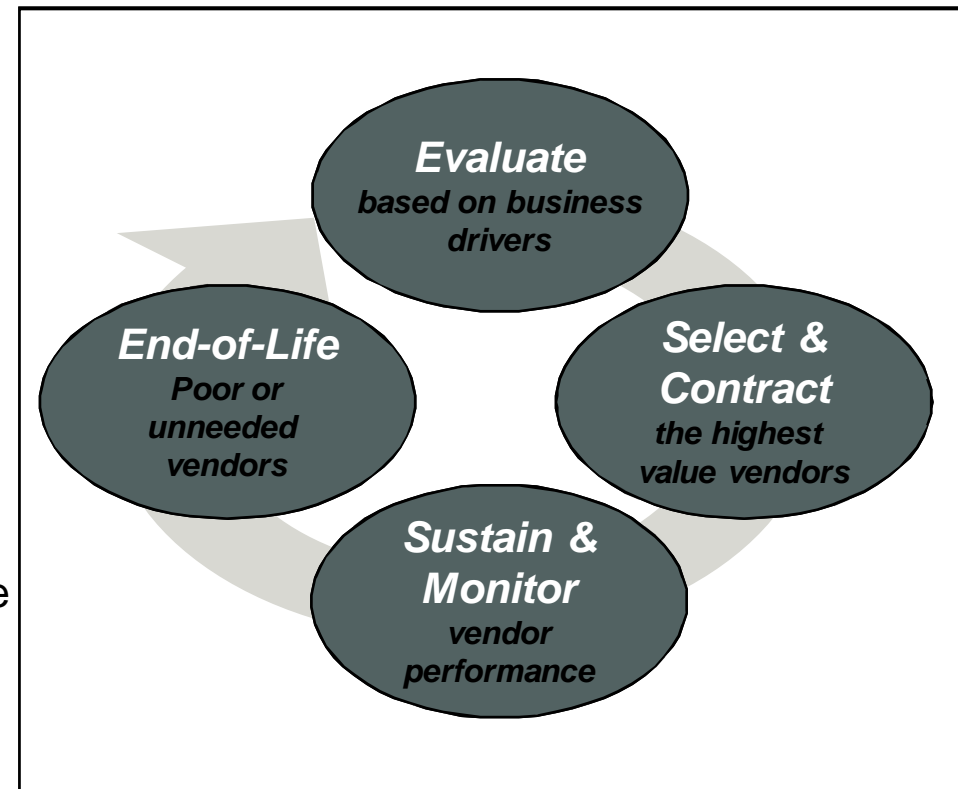
Vendor Relationship Management

Comprehensive Vendor Management Drives Savings



IT Management Vendor Relationship Management

- Manages the **full lifecycle** of the vendor, from evaluation to end-of-life
- Puts all critical information **in one place**
- **Connects** vendors to the services, applications, projects, and related assets
- **Integrates** existing vendor sources of truth
- Delivers **visibility** and transparency into the vendor portfolio and spend
- Incrementally automate key processes to achieve a **rapid ROI**



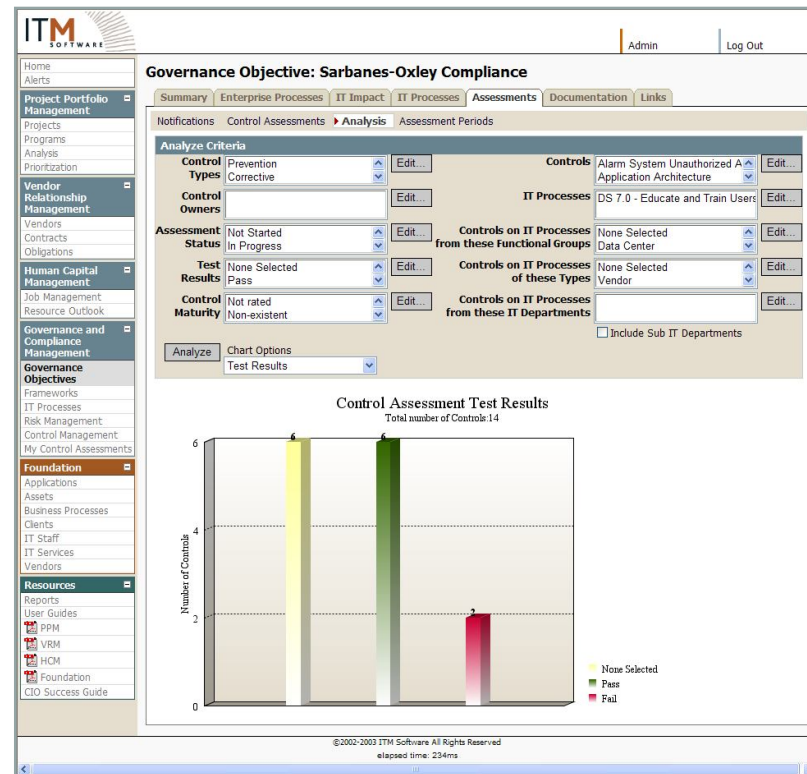
Achieve a 10 – 20x ROI in 90 to 180 Days with VRM

Governance and Compliance Mgmt

Accelerating Compliance in IT



- What are our Governance and Compliance objectives?
- What processes do we use for managing IT?
- How effective are we at those processes?
- What is our ongoing approach to attest for Sarbanes-Oxley?
- What level of confidence do we have in our compliance program?



Governance & Compliance Management
Application Module Prototype

BMC/ ITM Customers



Progressive IT leaders are working with ITM software to improve their organizations and define the future of IT business management





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Thank You

