

Product Datasheet

PLANVIEW OPENSUITE FOR BMC REMEDY CHANGE MANAGEMENT

Seamlessly Integrate Planview Enterprise and BMC Remedy Change Management

Managing change within an organization's infrastructure is important to help prevent unplanned downtime. Many organizations find it challenging to integrate their change operations around projects and initiatives and show how operations support business objectives. It is imperative that organizations utilize resources effectively on work that has been prioritized with other key initiatives.

An Integrated Approach to Managing Change Requests

With Planview OpenSuite for BMC Remedy Change Management, you can now seamlessly integrate Planview Enterprise® – the system of record for resource management, financial management, and project and portfolio management – with BMC Remedy Change Management – the system of record for change management (changes, work log, Configuration Items (CI), and relationships to other service management objects). When these two powerful systems are bridged together, organizations get an efficient, ITIL®-compatible approach to managing change requests that map to their overall strategy and allow prioritization, resource allocation, and financial tracking in conjunction with all projects and initiatives in the organization.

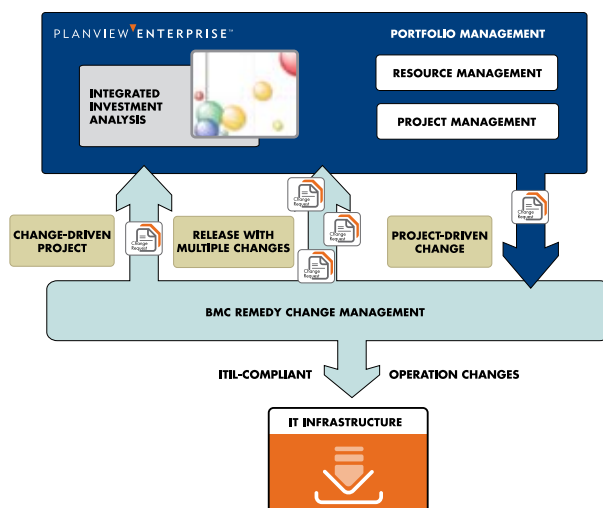
The Planview Change Management Bridge automatically transfers specific change requests directly into Planview Enterprise. This integration gives users the ability to create projects from single or multiple change requests (CR), create CRs from within projects, and prioritize this work against business objectives to balance the portfolio of innovation and sustaining activities.

According to ITIL process, no change can be made to a CI without a CR documenting the change. When troubleshooting, this helps the service desk know all the recent changes made to a CI; often the last change is the source of the problem.

Take the case where 30 people have lost email service in building 3. IT determines that the cause of the failure is that the operating system of the email server was just upgraded and the new OS requires more memory than the server has. IT then submits a change request to add more memory to the server. With Planview OpenSuite for BMC Remedy Change Management, you can manage single change requests with many tasks—or multiple CRs that involve the same business service, CI, resource, or program—as a project.

IT is able to manage corrective actions, change requests, and coordinate support efforts with great efficiency and effectiveness within BMC Remedy Change Management while utilizing the powerful project capabilities of Planview Enterprise.

The figure below illustrates how change requests can enter Planview Enterprise from BMC Remedy Change Management and how Planview Enterprise can drive change requests.



Planview OpenSuite

Planview® OpenSuite™ delivers out-of-the-box interoperability between the portfolio management benefits of Planview Enterprise® and the technology solutions you rely on every day. Now, you can easily share data in disparate systems to make the most informed decisions, while enabling those systems to do what they do best – manage IT service delivery, control the product development lifecycle, ease collaboration and productivity, and more – without dedicating scarce technical resources to the often arduous task of integration.

Learn more at www.planview.com/OpenSuite.

Use Planview OpenSuite for BMC Remedy Change Management to:

- Initiate a project-driven change from Planview Enterprise
- Aggregate change requests into a group for release management
- Optimize resource utilization across the organization
- Track the actual costs over time of change requests to projects at a granular level
- Align and prioritize projects



Integrated Investment Analysis

In Planview Enterprise, the integrated view of maintenance spend and innovation spend enables an organization to realize new investment analysis capabilities. A powerful feature of this integration is the ability to record the actual costs of change requests to projects and compare them to budgeted costs. These changes can be tracked over time at a granular level to determine if costs are going up or down. Additionally, one project can be compared to another for prioritization based on cost-efficiency and effectiveness. Having a greater breadth and depth view of change requests as a project progresses allows an organization to consider the efficacy of innovative versus sustaining activities.

Project-Driven Change

Through the course of managing a project, Planview OpenSuite integration allows a user to create change management requests through standard IT operations management business processes. A change request can be automatically created and updated from within a project or task in Planview Enterprise.

Release Management

In many cases, it is important to view multiple change requests and their tasks in a single plan to understand dependencies and resource constraints. Planview OpenSuite integration enables an organization to manage a single change request or groups of change requests as a project or as a release in Planview Enterprise. It also provides visibility into the impact of changes across multiple change requests and provides the information necessary to determine the alignment and priorities of these changes with other key strategic initiatives or projects.

Comprehensive Resource Management

Planview OpenSuite integration enables IT to optimize resources across the organization. Resources can be assigned to a change request based on availability, role, skill level, priority, date, contribution, or other metric. Having a comprehensive view allows you to resolve potential resource conflicts and aggregate time reporting across projects and sustaining activities.

Seamlessly Handle Change Management

With Planview OpenSuite for BMC Remedy Change Management, IT is able to manage corrective actions and change requests and coordinate support efforts with great efficiency and effectiveness within BMC Remedy Change Management while utilizing the powerful project, resource, and investment management capabilities of Planview Enterprise.

Learn more about Planview OpenSuite at www.planview.com/opensuite.



For 20 years, Planview has been advancing the discipline of portfolio management, helping our customers change the way they manage people and money to make better business decisions. With a singular focus on portfolio management, Planview is the only company that combines customer-driven software, unmatched domain expertise, and proven best practices to solve each customer's unique business problems. For more information, visit www.planview.com.

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