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Maximizing Project & Portfolio Management with Trianz

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The key to scaling your business is the trifecta of having the right people with the right skills and the right tools. As your organization grows, so will the number and scope of your project portfolios, each comprised of programs and tasks with multiple interdependencies that can quickly create chaos from a project management perspective.

These interconnections are often shared between departments, stakeholders, and resources, adding an extra level of complexity. In fact, fewer than one-third of projects are completed on time and on budget. To avoid conflicts, mitigate risk, stay within budget, manage demand, and meet deadlines, project managers need to have both detailed and general views of the who, what, where, when, why, and how of every project.

At Trianz, we have a deep understanding of the challenges associated with managing an ever-increasing project portfolio. Given our mission to provide robust and efficient business solutions, we've teamed with ServiceNow® to offer the Project Portfolio Management (PPM) as part of the IT Business Management suite, which specifically addresses each major pain point of project management.

Communication, Collaboration, and Expectation Management

Without a doubt, it takes effective communication to successfully manage stakeholder expectations. Each team member or department will have their own different viewpoint regarding the expected outcome of a project. For example, sales and marketing will be focused on customer satisfaction, while the goal of the finance department is always to stay within budget and to maximize a return on any investment.

Consequently, the objectives of each portfolio need to be clearly stated across departments and individuals. As each project within a portfolio progresses, changes are inevitable. Project managers are charged with the responsibility of keeping everyone aligned with the essential objectives of the entire business and with all projects within the larger portfolio.

In addition, remote collaboration is quickly becoming the predominant form of work participation. Team members are no longer located all in the same building. Several projects may require programmers in Europe, China, and India, while their project managers are in a centralized Los Angeles office. Remote collaboration increases the need for consistent and clear communication to achieve synergy across time zones and team member responsibilities.

PPM provides communication capability including chat and live feeds which are situated on an easily accessible, user-friendly dashboard. Fluid file sharing and a central, cloud-based repository of information add collaborative functionality to a unified workspace to which all team members have access.

The integrated PPM application creates an environment where essential decision-making information is transparent and readily available to everyone.

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Within a single location, project managers can easily access messages between stakeholders, enabling them to:

- Prevent miscommunication
- Improve the quality of information sharing
- Increase the speed of project completion
- Maintain focus on common objectives
- Boost collaborative morale

As teams grow, so does PPM's capacity to onboard additional stakeholders. Therefore, rather than being preoccupied with scaling software to meet the needs of an expanding portfolio, project managers are able to concentrate on the fundamental details required for successful project completion.

Demand Management

Successful demand management is based on the principle of a "closed loop," in which the predictability of outcomes is fed by the continuous results and feedback gleaned from demand plans. To achieve this closed loop, visibility is critical, and the best way to have visibility is via the aperture of centralization.

By centralizing demand management, business managers can forecast, plan for, and manage the demand of incoming requests, thus delivering higher quality services at faster rates.

Concerning demand management, Trianz keeps four main components at the center of its PPM solution:

- Planning Demand
- Communicating Demand
- Influencing Demand
- Prioritizing Demand

Together, these components comprise the overarching process Demand Control: optimal alignment of supply and demand in the face of unexpected shifts in the Demand Plan. By accomplishing this, our clients avoid impulsive, reactive decision-making, which may negatively impact workloads, costs, and ultimately customer satisfaction.

Analysis and Reporting

Project management is a broad term that encompasses strategic and functional methods for optimal execution.



By centralizing demand management, business managers can forecast, plan for, and manage the demand of incoming requests, thus delivering higher quality services at faster rates.



For each project or program within a portfolio, project managers are charged with the tasks of:

- Tracking work time for each team member
- Analyzing expenses in relation to a budget
- Assessing risk
- Developing detailed work plans
- Ensuring quality
- Reviewing deliverables
- Approving and assigning change requests

These responsibilities are merely a small sample of project management requirements. With this in mind, the number of variables—including human capital, which is the most fluid and complex variable of all — will escalate exponentially. Therefore, a tremendous amount of data must be presented in a convenient, easy-to-interpret format.

PPM places specific emphasis on visibility by providing graphical summaries that boost transparency across all projects. When everyone involved in a project can see critical project data, stakeholders at all levels are enabled to make better decisions. One of the many tools that PPM provides to assist organizations in achieving greater visibility is an adaptable report builder complete with customizable dashboards. This feature helps project participants to visualize project details, respect timelines, and remain within budgets.

Additionally, simple and intuitive interfaces make it possible for people to submit traceable project requests regardless of their license privileges.

Consolidated work queues aggregate related projects in a common location where service providers can triage their assignments and prioritize tasks with varying levels of urgency. Integration with Resource Management and Gantt Chart views make it possible for managers to assess any type of work at an extraordinary level of granularity, exposing task dependencies, project checkpoints, and resource availability.

Ingenious social IT applications equip employees to collaborate on questions and provide experience-based answers, generating vital organizational knowledge that can prevent projects from being derailed. Using the graphical workflow editor, employees can establish business rules that meet current business demands or improve overall automation, increasing efficiency through greater standardization. What's more, PPM provides opportunities to cut costs as it learns each organization's applications and reveals duplicate efforts that can be eliminated within them.

Finally, in-app timecard entry and tracking features offer real-time resource management capabilities. Together, these tools unveil layers of project information that are typically completely hidden to most organizations.

Business Benefits

Beyond the benefits of clear visibility into project processes, PPM provides actionable data to guide your organization to holistic health and success. Through a centralized project management mechanism, your stakeholders will gain the power to execute all necessary tasks, carefully evaluate risks, and instantly share what they learn from their experiences.



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Synthesizing information from several realworld case studies involving organizations that have already implemented the Trianz-ServiceNow PPM, we have outlined several of the platform's specific benefits :

- 45% improvements in resource forecasting in the first 6 months
- Improved transparency and clarity on project status and budgets
- Improved focus on and organization of priority projects
- Greater involvement of stakeholders in decision-making
- Significant reduction in staffing costs with more effective resource utilization

Many businesses simultaneously deploy several different project management software solutions. However, this method creates confusion and disorganization as stakeholders, team leaders, and project managers shift back and forth between applications. PPM streamlines all components needed for an effortless project management process.

Summary

Every business is unique. Moreover, each project involves distinctive dimensions that grow in complexity as new tasks are added or changes are requested as the project progresses.

PPM supports varying project paradigms that align with the constant adjustments required throughout the larger business feedback loop, resulting in more flexible and responsive project management cycles.

Whether a team uses the Agile or Waterfall method, PPM allows project managers the versatility to structure projects as desired, including:

- New timesheet functionality that combines all the hours users submit via time cards for multiple tasks assigned to them
- Customizable approval workflows reflecting diverse organizational processes
- Customizable solutions to account for different Capex and Opex cost types
- Different pre-populated skills to help in skill-based assignment
- Labor rate cards tying labor rates to employees and contractors
- Different reports for tracking actuals vs. planned project status

At Trianz, we are in the business of helping companies solve complex problems. PPM is a robust and reliable, all-in-one project management solution that promotes the best practices in team collaboration and in-depth analysis.

ABOUT TRIANZ

Trianz simplifies digital evolutions through effective strategies and excellence in execution. Collaborating with business and technology leaders, we help formulate and execute operational strategies to achieve intended outcomes by bringing the best of consulting, technology experiences, and execution models. Powered by knowledge, research and perspectives, we serve Fortune 1000 and emerging organizations across industries and geographies to transform their business ecosystems and achieve superior performance by leveraging Cloud, Analytics, Digital, Infrastructure and Security paradigms.