Application Portfolio Management

Simplify your legacy estate and accelerate cloud adoption aligned with strategy

The size and complexity of application portfolios continues to proliferate. Many organizations are unaware of the technologies they own, who’s using them, and the associated cost. With application inventories often residing in multiple spreadsheets, organizations are recognizing the need for better visibility and control of business applications to ensure that their technology estate supports the delivery of strategy at reduced levels of cost and risk.

Whether undertaking an application rationalization program, migrating applications to the public cloud, or ensuring critical applications are not at risk from outdated technology, Application Portfolio Management should play a vital role in reducing risk and lowering costs, and in better aligning your application portfolio with strategy.

ServiceNow’s Application Portfolio Management (APM) provides a complete picture of the application estate, including the underlying technology relationships.

APM starts by building a comprehensive inventory of your business applications, providing enterprise architects and application owners with four lenses by which to analyse the portfolio: Business Capability Planning, Application Migration & Rationalization, Technology Risk Management, and Information Usage.

With this level of visibility, architects can easily identify transformational opportunities, whether that’s reducing the number of on-premise or duplicate apps, reducing spend on non-critical applications or addressing gaps in the business capability model.

As APM provides both the technology and work perspective, architects can easily assess the impact of any changes on the architectural state. APM also ensures what is being planned is aligned with the technology and strategic goals of the organization.

Gain full visibility to all applications by creating a centralized inventory of business applications.

Reduced license, infrastructure & support costs by retiring redundant applications.

Faster migration of the right applications to the cloud.

Eliminate risk to critical applications from out of date software and hardware.

Achieve greater alignment of the application portfolio to business strategy.

The power of the Now Platform

APM is the perfect example of the advantages of ServiceNow’s platform approach, as it leverages data and capabilities across the Now Platform, including:

• Strategic Portfolio Mgmt. (SPM)
• IT Service Mgmt. (ITSM)
• IT Operations Mgmt. (ITOM)
• IT Asset Mgmt. (ITAM)
• Integrated Risk Mgmt. (IRM)

For example, APM + ITOM enables organizations to accelerate the creation of their centralized application repository.

Whereas, APM + IRM ensures the operational resiliency of business applications by providing visibility into the risks associated with a business application, and the details of the controls applied to test for application compliance to regulations.

Application Indicators enable data-driven decisions on whether to migrate, sustain or divest applications.
Decision Engine for Application Rationalization and Cloud Migration

Application Indicators are used to evaluate cost, risk, alignment, business value, functional fit etc. These dynamic indicators enable objective data-driven decisions on whether to migrate, sustain or divest applications.

Business Capability Planning

Create business capability maps, and link capabilities to the business applications and services providing them. Utilize data driven capability indicators to identify technology gaps in supporting business capabilities.

Technology Portfolio Management

Proactively manage technology risk for your critical business applications and services by monitoring the technology versions and lifecycles of the hardware and software that run them. APM uniquely automates technology risk calculations using underlying lifecycle and taxonomy data coming from ServiceNow IT Asset management.

Define and Manage Application Roadmaps

Create real-time roadmaps to plan application rationalization and migration activities, ensure work, finances and resources are aligned with strategy, and more effectively communicate progress and goal attainment to the wider business.

Manage Technology Standards

Using the Technology Reference Model, Enterprise Architects can define and manage the software product standards, and set the right guardrails for technology usage. Enabling the quick identification of business applications that have technical debt and are using non-standard software.

Architecture Models and Diagramming

Enterprise and Solution Architects can quickly create diagrams, including Business Application Hierarchy and Business Capability maps, by synchronizing application, service and capability information with Lucidchart for enhanced diagramming based on the ServiceNow CSDM.

Architectural Artifacts

Help Enterprise Architects to describe a system, solution, or the state of the enterprise through attached artifacts. Associate version controlled artifacts, links and Lucidchart diagrams, to business capabilities, business applications and business services.

Application Portfolio Status Reporting

Quickly generate branded application portfolio status presentations to rapidly convey critical application status and health details to stakeholders via PowerPoint.

To learn more visit the APM page:

www.servicenow.com/products/application-portfolio-management.html