

ServiceNow Application Portfolio Management: **Modernize to improve visibility and (gain) control of your mission-critical application portfolio**

Business applications are major line items in every enterprise budget. After all, these applications are a mission-critical resource because they only exist to support the business. Nothing happens without them. But how much of the budget could be better utilized? How much IT budget is locked into running redundant, out-of-date, and unused business applications? Which critical business services and applications are at risk due to the underlying hardware and software components going end of support or end of life?

Those are important questions—and businesses don't always have the answers. Until now. ServiceNow Application Portfolio Management® (APM) helps you gain the visibility you need about your applications through a single system of record. This comprehensive inventory of your business applications arms you with the information and capabilities to help you:

- Make objective decisions on which of your applications to invest in, migrate, sustain, or decommission
- Reduce risk, enforce technology standards, and eliminate technical debt
- Align your application portfolio to your business strategy

Business applications and the technology that enables them to continue to evolve. With APM, you can embrace a more strategic approach to your application investments, ensuring the business application portfolio fully meets the future needs of your business.

Get control of your application portfolio

More organizations find the tracking of business applications a growing challenge—and a costly one. Some enterprises don't know how many technologies they own or how they're used. Beyond the technologies that run the applications, there are interfaces to other applications and artifacts that document these applications—vital information to track, secure, and make accessible. Even if they know that they're burning budget on redundant, outdated, and unused technology, they may not know how they can rein in that spending.

APM helps you get control of your application portfolio by creating a centralized inventory of all your business applications, including key indicators on cost, quality, risk, user satisfaction, and business alignment.

With the insight you gain, you can make data-driven decisions on how to invest in new technologies and whether to keep, migrate, or retire existing applications. You can eliminate spending on unneeded and redundant applications. And you'll understand how different teams, departments, and business units use applications to support their objectives. And when it's time to migrate workloads to the cloud, you'll know which applications are ready for the transition.



Reduce risk, enforce technology standards, and eliminate technical debt

Understanding your application portfolio is a key factor in your ability to manage risk. Why? When the hardware and software that run your applications reach end of support, end of extended support or end of life, the cycles of updates and patches come to an end. That leaves you open to unexpected failures and security vulnerabilities. In parallel, industry standards and regulatory requirements continue to evolve. If you don't continue to keep your applications in sync with those new requirements, you run the risk of compliance issues and violations.

For most organizations, the level of risk associated with their application portfolio is a question mark. They don't have an accurate picture of which applications are at risk from outdated software and hardware. Also, increasing levels of shadow IT spend with applications using non-standard software to run them makes it difficult to understand the cost of IT and where it is used.

Technology Portfolio Management within APM helps you proactively monitor and identify which business applications are at technical risk from being dependent on unsupported or end-of-life hardware and software. Using the Technology Reference Model, you can define the software product standards specific to your organization and set the right guardrails for technology usage. With an established reference model, it's easy to quickly identify the business applications

that have technical debt and are using non-standard software. This single, reliable source of truth for your application portfolio helps you comply with software audits and keep costs in check with predictive insight on retiring redundant or upgrading outdated applications. You can more accurately forecast your spending on new licenses and upgrades and focus your software investments on where they'll have maximum impact.

Align your application portfolio to your business strategy

As the size and complexity of application portfolios continue to grow, many organizations struggle to align specific applications with business strategies. Application roadmaps are maintained manually, disconnected from the overall portfolio strategy—making it difficult to see how an application's capabilities align with what the business needs to reach specific goals. Application spend can grow out of control, with little thought given to how it fits into the bigger strategic picture.

With APM, you can establish and maintain a capability map that's linked to the applications and services providing the capability. Indicators alert you to technology risks, gaps, and opportunities for improvement.

Ready to discover how a comprehensive inventory of your business applications helps you adopt a more strategic approach to the challenges you face? You can learn more about ServiceNow Application Portfolio Management [here](#).



Migrating the ServiceNow Application Portfolio Management capability into our existing ServiceNow environment means Veolia can finally integrate IT strategy with existing ITSM and ITOM operational activities. This gives unprecedented visibility into the end-end enterprise portfolio and its 'fit' to business value for digital transformation."

– Martin Black, Head of ITSM Centre of Excellence, Veolia

