

Application Portfolio Management Success Map

An overview of implementing, maintaining, and getting maximum value from Application Portfolio Management



Now Value: Envision Success Foundations: Critical inputs for successful implementation and maintenance

Vision and value

Outcome: Unify the visibility of application and technology landscape and rationalize the application portfolio and reduce business risk.

Sample KPIs

- # apps by risk
- Completeness of inventory
- # apps without CIs
- # apps retired

Governance

Special roles added to governance team

- CMDB owner:** Owns CMDB access, use and maintenance.
- Application owners:** Own requirements for demand process and assessments.
- Enterprise architects:** Technical maintenance; capability management, and CSDM alignment.

Foundational ServiceNow apps

Implement APM after defining its alignment with the CSDM framework.

- CMDB
- Service Mapping
- Discovery
- IT Service Management

OCM and enablement

Owners and users of APM are informed and provided an enablement plan.

Implementation roles

General

- Executive sponsor
- Platform owners (business and technical)
- Process owner
- Technical resources (sys admin, developer, tester, architect)
- Security

Trained in APM products (see the skills profile)

- Enterprise architect
- Sys admin
- Product owner

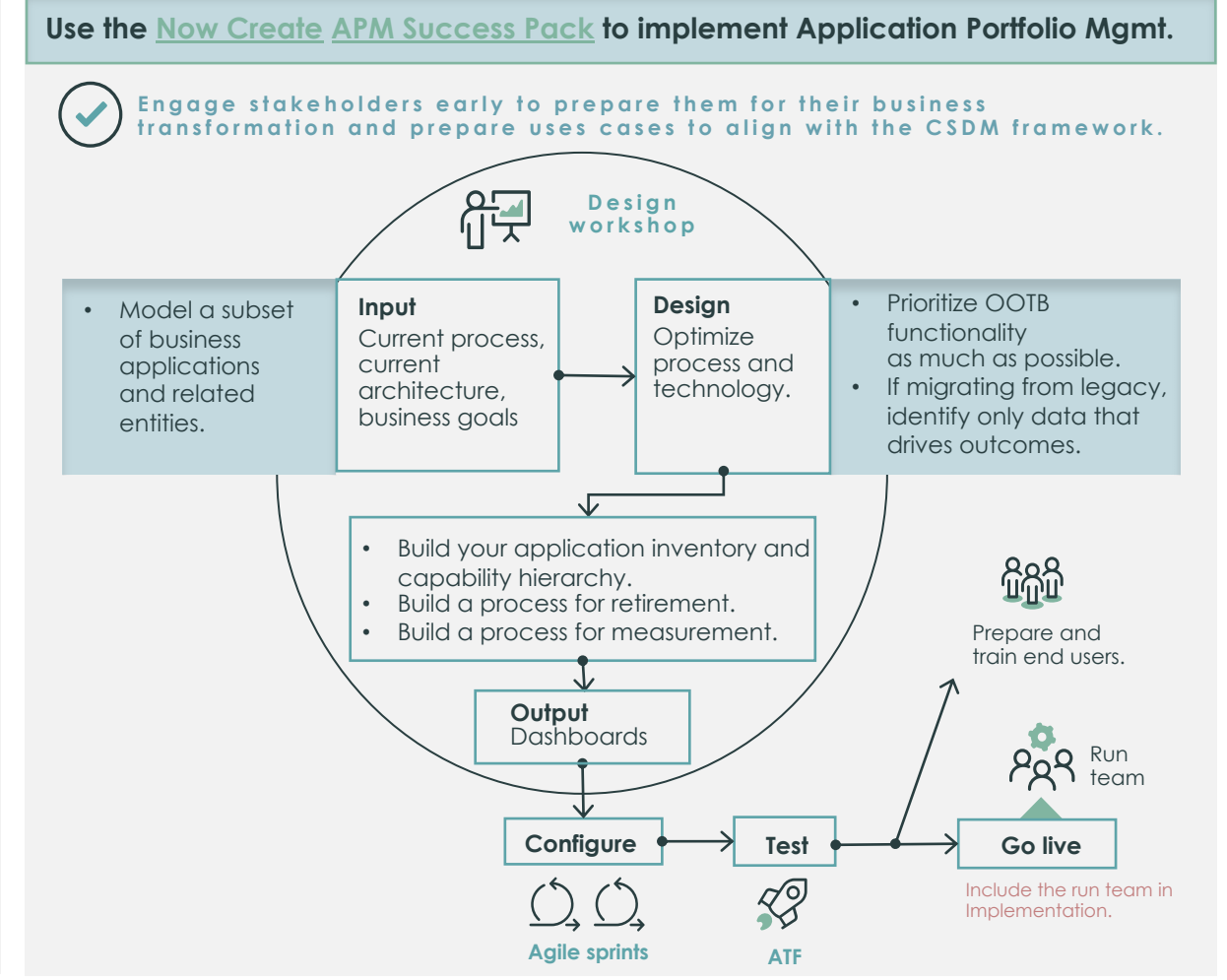
now Skills and expertise

- APM Fundamentals, APM Implementation
- Sources: ServiceNow Expert Services, ServiceNow-certified APM Partner, ServiceNow-certified internal employees (We recommend a combination of sources.)

Project planning

- Refer to [Now Create](#) scoping, kickoff, and workshop preparation guides.
- Plan for the target value from APM.

Now Value: Create Implement: Implementation activities and best practices



Now Value: Validate Run: Plan and execute Now Platform® maintenance

Run roles

- Enterprise architect
- Business application owner

Platform health

- Perform CMDB health checks.
- Use APM dashboards to identify the status of data integrity and rationalization opportunities.
- Plan for continuous improvement management.

Application management

- Have a process for the intake of new business applications.
- Perform data integrity checks on a regular basis.

Enhancements

- Check for new apps related to APM released via the ServiceNow Store quarterly.
- Install Digital Portfolio Workspace.

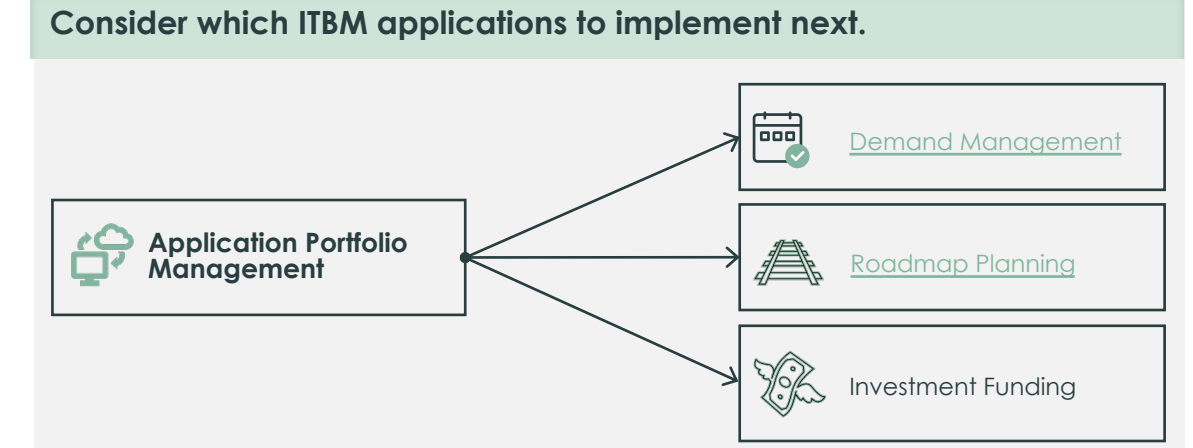
Upgrades

- Prioritize OOTB options to ease upgrades.
- Stay current on releases (N-1).

Assess value

- Use value dashboards.
- Track adoption metrics.
 - Risk reduction
 - Capability and Applications scores
- Track business case and value realization.

Now Value: Champion Optimize and Expand: Maximize value from your ITBM Professional licenses—increase value from the Now Platform®



Consider which Now Platform product suites to implement next.

APM → Hardware Asset Management

Understand the underlying technology and track versions/lifecycle.

APM → GRC (Governance, Risk and Compliance)

Identify and assess the risks on business applications and related assets.

APM → Software Asset Management

Understand the underlying technology and track versions/lifecycle.

APM → Digital Portfolio Workspace

Turn your software and application inventory into a system of action.