BMC Demand and Resource Management v7.6.04
Integration to BMC Change Management

INTRODUCTION

To effectively support business requirements, IT organizations need to align IT project investments with business priorities. They need to balance growth and operational activities, as well as foster ongoing collaboration to gain greater efficiency and speed — all while improving the effectiveness of both growth and operational spend.

As part of the BMC Remedy IT Service Management Suite, BMC Demand and Resource Management helps IT organizations manage resource demand vs. supply — while also optimizing the IT project portfolio — to improve overall IT effectiveness. Now, with out-of-the-box integration into BMC Change Management (also part of the suite), version 7.6.04 improves coordination of project activities and resulting operational changes, breaking down the silos between the Project Management Office (PMO) and Operations.

By linking project and change management processes, IT organizations gain a holistic view of resources and demand, enabling centralized prioritization, governance, and planning for projects and operational work.

INTEGRATED PROJECT PLANNING OF OPERATIONAL CHANGES

With BMC Demand and Resource Management, project managers can now request (or link to) operational changes directly from the project environment and track the progress and status of these changes directly from the project schedule. This enables better coordination of project activities and their resulting operational changes, breaking down the silos between the PMO and Operations.

- » Create and track change requests directly from the project context
- » Coordinate project activities and resulting operational changes
- » Reduce over-commitment of sustaining resources for project work

Figure 1. Related Changes

bmcsoftware
BUSINESS RUNS ON I.T.™

For BMC Change Management customers, this enhancement delivers greater visibility into changes resulting from projects. No longer will change managers be forced to deal with last-minute and emergency changes; instead, changes will be created early in the planning phase, becoming visible to the change manager well in advance of implementation.

PORTFOLIO PLANNING AND PROJECT GOVERNANCE OF OPERATIONAL CHANGE

With BMC Demand and Resource Management, IT organizations have a holistic view of resources and demand, enabling centralized prioritization, governance, and staff planning and costing for capital projects and operational work. Project managers can quickly create and manage maintenance projects directly linked to operational changes required for a release.

» Link releases and individual changes to existing or new projects from the change and release context

» Improve planning for releases and manage them as maintenance project benefits

» More effectively prioritize and govern resource planning and cost allocation of enhancements and fixes

Figure 2. Search and Link Changes

For BMC Change Management customers, this increases project managers' visibility into operational activities and resource utilization, enabling them to easily determine if potential project resources are already committed. As a result, change managers have greater confidence that their change release schedules will not be impacted by project activities.

PART OF A COMPREHENSIVE SOLUTION

BMC Demand and Resource Management is one of several IT business management solutions within the BMC Remedy IT Service Management Suite, bringing together best practices in IT business management and enterprise application deployment to ensure rapid time to value. Developed by former CIOs and IT executives who are experts in IT management and who have established best management practices for a multitude of IT domain areas, these applications are designed to be implemented rapidly, delivering value immediately — usually in less than 90 days.

To learn more on BMC Demand and Resource Management, please visit **www.bmc.com**.