



# 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

**Project Details: Deploy Siebel Customer Order Management**

[Projects](#)

ID: PR\_1 Expected Value: 82.72  
 State: Active Project Managers: Allbrook, Allen  
 Status: Initiating Benefiting Organizational Units: Calbro  
 Importance: High Last Updated By: Allbrook, Allen 3/9/11 2:51 PM  
 Committed Delivery Date: 4/30/11

Lifecycle | Project Overview | Status | Issues | Financials | Labor Actuals | **Related Changes** | Attachments | Links | Notes | Impact | All

Viewing Items: 1-3 of 3

Search by:  Summary  Change ID  Status  Urgency  Impact

Order	Summary	Change ID	Change Manager	Status	Urgency	Requested Start Date	Requested End Date	Last Updated	Task	Actions
1	Deploy new standard Virtual Machine-SILVER	CRQ000001003158	Allen Allbrook	Draft	3-Medium	3/10/11	3/25/11	3/9/11	Deploy new standard Virtual Machine-SILVER	<input type="button" value="Edit"/> <input type="button" value="Unlink"/>
2	Web Upgrade	CRQ000000002135	Allen Allbrook	Request For Change	4-Low	3/7/11	3/8/11	3/9/11	Web Upgrade	<input type="button" value="Edit"/> <input type="button" value="Unlink"/>
3	Web Upgrade	CRQ000000002143	Allen Allbrook	Scheduled	4-Low	1/16/11	1/20/11	3/9/11	Web Upgrade	<input type="button" value="Edit"/> <input type="button" value="Unlink"/>

Figure 1. Related Changes

**BUSINESS RUNS ON I.T.  
I.T. RUNS ON BMC SOFTWARE.**

Business thrives when IT runs smarter, faster and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across distributed, mainframe, virtual and cloud environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended December 31, 2010, BMC revenue was approximately \$2 billion.

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

Link	Change ID	Summary	Urgency	Status	Impact	Service	Release ID	Requested Start Date	Requested End Date
<input type="checkbox"/>	CRQ000000001775	Monthly Patch Update Bugatti	4-Low	Planning In Progress	4-Minor/Localized	Employee Services		1/14/11	1/14/11
<input type="checkbox"/>	CRQ000000001776	Configure Expense Reporting System	4-Low	Planning In Progress	4-Minor/Localized	Finance Applications		1/15/11	1/18/11
<input type="checkbox"/>	CRQ000000001779	Deploy Expense Reporting	4-Low	Planning In Progress	4-Minor/Localized	Payroll Service		1/15/11	1/15/11
<input type="checkbox"/>	CRQ000000002135	Web Upgrade	4-Low	Request For Change	4-Minor/Localized	Email		3/7/11	3/8/11
<input type="checkbox"/>	CRQ000000002136	Please replace ATM in branch office 23	4-Low	Scheduled	4-Minor/Localized	Online Retail Banking		1/18/11	1/20/11
<input type="checkbox"/>	CRQ000000002138	Monthly Patch Update Bugatti	4-Low	Scheduled	4-Minor/Localized	Payroll Service		1/13/11	1/20/11

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](http://www.bmc.com).