PPMetrics

"Finally EVERYBODY can easily view what changes are happening, will happen, and have happened in the environment...on our SharePoint home page."

- IT Operations Manager

COMPANY

- Non-profit, non-partisan organization that helps people 50 and older improve their lives
- More than 37 million worldwide members
- Advocates for mature consumers on family issues such as employment security, healthcare, and retirement planning

SOLUTION

- HP PPM
- Microsoft SharePoint
- SharePoint Connector (SPC) from PPMetrics

KEY BENEFITS

- Reduced redundant IT requests 15% by increasing enterprise-wide visibility into unplanned outages
- Improved IT ticket resolution times by 10% by enabling valuable collaboration around PPM data
- Helped accelerate change request turnaround by improving process visibility for all stakeholders
- Significantly streamlined IT processes and enterprise-wide communication

THE SCENARIO

Since 2008, the America Association of Retired Persons (AARP) has been using HP PPM to manage internal Requests for Changes (RFC) for all their IT applications, as well as Service Advisories (SA) of unplanned system outages. While these two PPM-managed processes are well-defined and widely adopted within the IT organization, confining them to PPM did not allow for sufficient visibility, control, or collaboration around their execution.

AARP has also been using Microsoft SharePoint since 2008 as a centralized enterprise portal, collaboration tool, and document repository. Therefore, they determined that utilizing these two systems *together* would provide a "best of both worlds" enterprise-wide solution: PPM would be leveraged for its powerful governance capabilities, while SharePoint would be leveraged for its enterprise-wide accessibility and collaborative features.

THE SOLUTION

The SharePoint Connector (SPC) by PPMetrics is the first and only true connector between HP PPM and Microsoft SharePoint. It is a seamless, turnkey solution that provides the following key capabilities:

- Bi-directional data exchange
- Synchronization of any PPM data
- Unlimited user-defined data mappings through a friendly wizard
- Creation of SharePoint "Project Sites" from PPM
- Export of PPM dashboards to SharePoint
- Integration with multiple SharePoint instances and sites

USE CASES

Publish IT Service Advisories to SharePoint

IT Service Advisories are created as PPM requests whenever an IT system experiences an unplanned outage. However, since many of these outages affect the work of multiple employees— many of whom don't have access to PPM or only use it infrequently—having this information restricted to PPM is not ideal. To provide adequate awareness of service issues, AARP uses the SPC to publish the information on a public SharePoint site, as well as on its main IT portal. This additional visibility keeps affected employees informed, while facilitating collaboration among the parties involved in handling the outages, thus improving the chance for a faster resolution times. Finally, since the open advisories information refreshes in nearly real-time from PPM, the IT Desktop support team conveniently uses SharePoint to check for status updates and respond to inquiries from employees who open related support tickets.
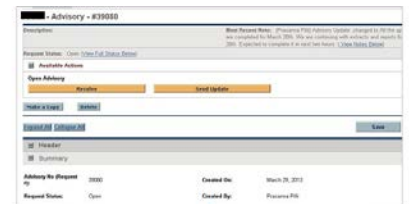
Using the SPC helps the IT team communicate important service information company-wide via SharePoint

Publish RFC Deployment Schedules to SharePoint Calendars

Deployment schedules for requested changes are accessible in friendly SharePoint calendars with drill-downs to the original RFCs in PPM

AARP processes approximately 300 RFCs per month, many of which involve multiple resources, dependencies, and constraints. While each RFC submitted through PPM follows a well-defined and effective process, PPM alone does not provide sufficient means of viewing, managing, managing, and collaborating on the RFC deployment schedule as a whole. Therefore, AARP uses the SPC to publish the RFC deployment schedule to a SharePoint calendar. The friendly and familiar SharePoint calendar not only displays all RFC deployment dates for the selected period, but also pulls multiple key data fields from the PPM RFC request. Finally, RFC stakeholders are able to drill down from each RFC on the SharePoint calendar to the RFC in the RFC in PPM, in order to obtain additional information or take action on the RFC.

THE ROAD AHEAD

Given their immediate success with the SPC, AARP plans to expand its use in the near future. As their PPM implementation grows and expands, the SPC will also continue to be developed to enable the following processes:

1. Exporting documents attached to PPM RFCs and Service Advisories to SharePoint
2. Exporting key RFC metrics to SharePoint
3. Exporting Service Advisory PPM portlets to SharePoint reports

For more information, visit www.ppmetrics.com or email info@ppmetrics.com