# IT Portfolio Management

Managing investments in technology

Presented by

## Information Services Division

**Washington State**
**Administrative Office of the Courts**

March 4, 2011

# IT Portfolio Management (ITPM)

We invest in technology for one reason…

**to advance the efficient and effective operation of the Washington Judicial System.**

**ITPM** is a "best-practice" approach for managing IT investments.

# The Value Proposition

ITPM is a management tool for decision-makers to plan, measure, manage & communicate investment decisions.

- How are we spending our IT dollars? Communicate
- How well are our investments doing? Performance/Value
- What do we need to watch out for? Risk
- Should we be investing differently? Alignment

**GOAL**: Align IT investments with strategic business plans & goals, maximize return on investment within acceptable risk.

# ITPM Transformation Initiative #2.4

**Project Goal**: Develop and implement a framework for planning and IT decision making for applications and projects

**Objective:** To **establish** a process through which ISD can model its strategic IT decisions and **a methodology** that supports the goal of being able **to properly manage, monitor and measure the costs and performance of IT assets**

**Status:** Project completed November 2010. IT Portfolio Coordinator hired October 2010. Ongoing effort to build out the rest of the portfolio, automate the process and develop metrics.

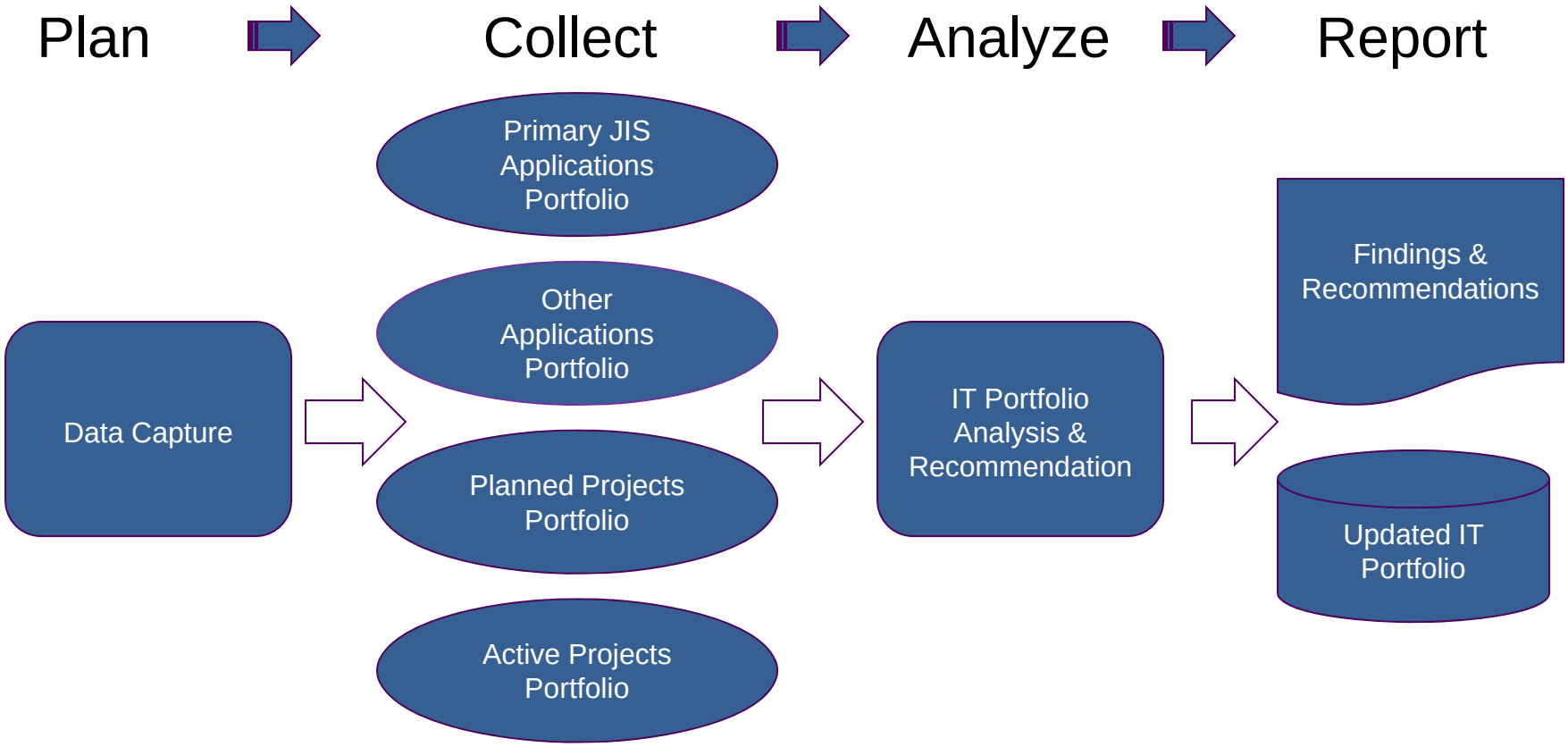
| Project Deliverables | |
|---|---|
| Definition of Terms | Process Workflow Automation Rqmts |
| Process Descriptions | Reporting Plan |
| Output Metrics Framework | Review Process Methodology & Plan |
| Portfolio Inventory - Applications & Projects | Initial Portfolio Review |

# Portfolio Management vs. Portfolio

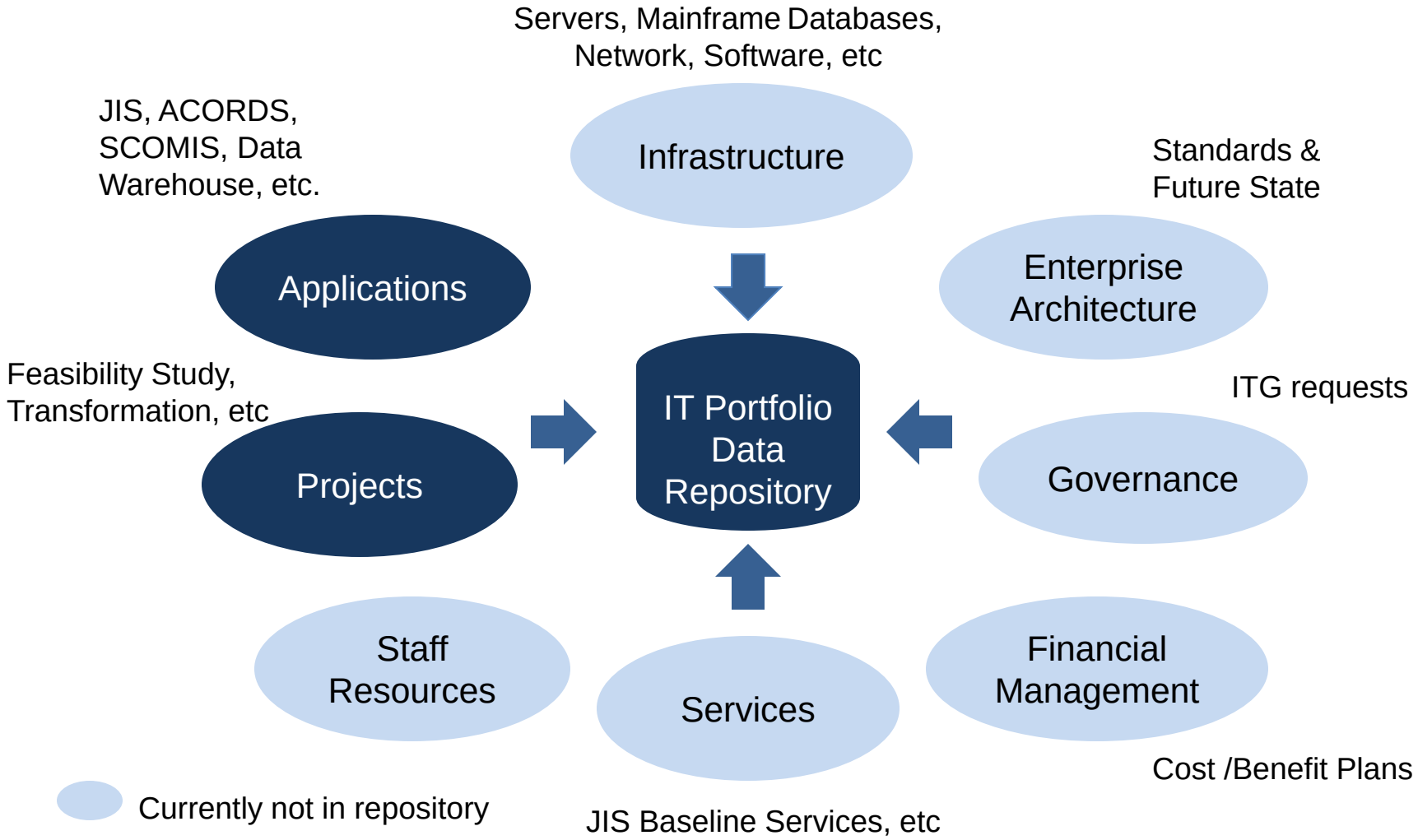
IT Portfolio Management – processes to Plan, Collect, Analyze and Report on the performance of the investments in the portfolio.

The IT Portfolio is the collection of investments - applications, databases, software, networks, servers and projects used to deliver service to our customers.

# ITPM Processes



# AOC's Future IT Portfolio



# AOC's Current IT Portfolio

## Portfolio

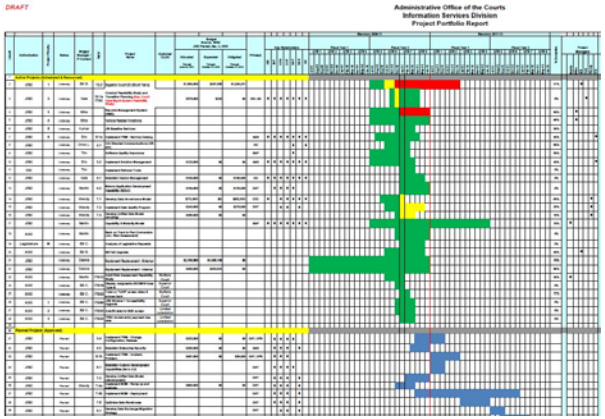
[Primary JIS Applications]

[Other Applications]

[Active Projects]

[Planned Projects]

## Reports



# Portfolio Metrics

| Applications | Projects |
|---|---|
| Risk | Risk & Benefit |
| Cost | Budget |
| # Tickets by Application | Schedule |
| # Change Requests | Resource Utilization |
| # Known Errors | |
| Application Availability | |

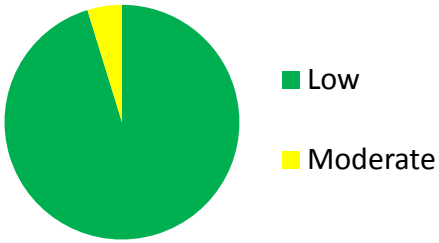
# JIS Application Portfolio Review – October 2010

- Primary JIS Application Portfolio consists of 9 applications
- 66% of the JIS applications are mission critical. Loss of service would have significant impact.
- Average age of systems is 11 years old
- Newest is Data Warehouse – 3 years old
- Oldest is SCOMIS – 34 years old
- ACORDS , JRS are ranked high risk in terms of sustainability, maintainability & extensibility.
- JCS is the only system developed in Magic/UniPaas
- Systems with the highest number of Known Errors:
  - JIS(DISCIS) – 471 CAPS – 169
- CAPS used by the smallest number of users.

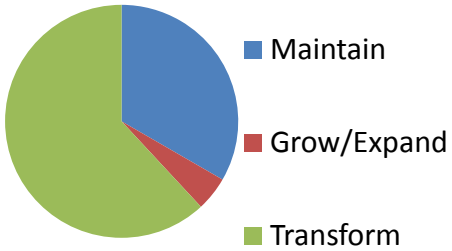
# Project Portfolio Review – October 2010

- 20 Projects in Active Status as of October 15, 2010
- 7 Projects Planned to start 2FQ2011 (Oct – Dec 2010)
- 5 Projects completed

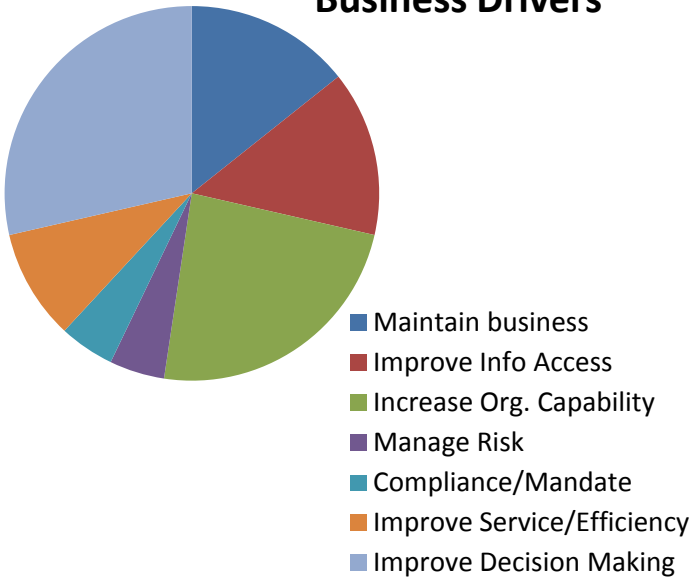
**Project Risk**




**Portfolio Balance**

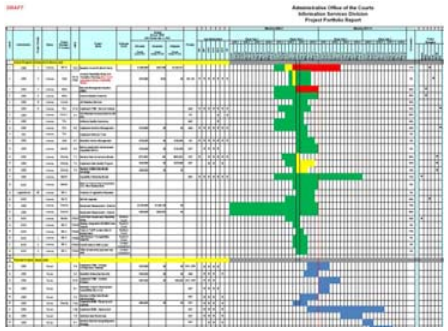



**Business Drivers**

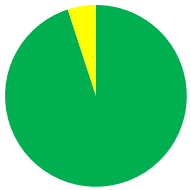


# ITPM Today

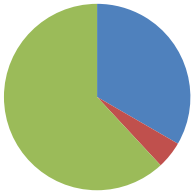
- A central repository of Application and Project data
- Beginning set of metrics for Applications & Projects
- Monthly summary project report
- Quarterly portfolio review & report (handout)



Project Risk



Portfolio Balance



# Next Steps

| Activity | Timeframe |
|---|---|
| Conduct ITPM Communications & Outreach | March – April 2011 |
| Complete Applications Portfolio (Other Applications) | March – May 2011 |
| Capture Infrastructure data in Portfolio | March – May 2011 |
| Implement Clarity (software to automate ITPM) | March – Aug. 2011 |
| Complete 3QFY11 Quarterly Review | April 2011 |
| Prepare Annual ITPM Report | May – July 2011 |
| Complete 4QFY11 Quarterly Review | July 2011 |
| Improve Quality of Data & Metrics | Ongoing |

# Thank you

# Engrossed Substitute House Bill 3178
# Section 7

The administrative office of the courts, under the direction of the judicial information system committee, shall:

(1) Develop a judicial information system information technology portfolio consistent with the provisions of RCW 43.105.172;

(2) Participate in the development of an enterprise-based statewide information technology strategy as defined in section 10 of this act;

(3) Ensure the judicial information system information technology portfolio is organized and structured to clearly indicate participation in and use of enterprise-wide information technology strategies;

(4) As part of the biennial budget process, submit the judicial information system information technology portfolio to the chair and ranking member of the ways and means committees of the house of representatives and the senate, the office of financial management, and the department of information services.