



Crystal Clear

IT governance-focused solutions from CA help government agencies modernize existing systems, integrate them with new systems and create a clear picture for the future.

When the going gets tough, the more optimistic among us will recall that Rome was not built in a day. The reality is, of course, that Rome, in its grandeur, was built over many centuries — only to collapse under the weight of far-flung and unaccounted-for assets while ill-conceived projects drained the treasury.

From coast to coast, government enterprises share many of the same challenges the Romans encountered. Failure to maintain a grasp on the projects being undertaken, inability to define and manage inventory, and an allegiance to an underperforming, underpowered infrastructure can spell disaster. Project/portfolio management, asset management and

legacy renewal are critical elements for government agencies working to deliver the services today's citizens demand.

One company has dedicated itself to offering solutions that help governments avoid pitfalls that hamper efficient operations. CA, one of the world's largest IT management software companies, unifies and simplifies the management of enterprisewide IT in a secure way for greater business results. CA's tools and expertise help governments manage risk, improve service, manage costs and align their IT investments with their business needs. This new approach, Enterprise IT Management (EITM), is CA's vision for the

“Clarity has provided the foundation we needed to implement our enterprise development strategy, where we build it once, pay for it once, and everyone benefits.”

Phil Bertolini, CIO,
Oakland County, Mich.



future of IT and how customers can realize the full power of their technology. CA products are foundational to the core systems that help government systems meet ever-increasing demands for e-government services.

Project and Portfolio Management

With legacy systems renewed and assets confidently inventoried, one piece remains: an enterprisewide perspective that couples top-down portfolio planning and analysis with bottom-up project management.

CA Clarity™ provides agency administrators with a real-time view of initiatives, investments and resources. CA Clarity allows agencies to assess the various applications and systems they possess, giving them insight across a range of projects within the enterprise.

Regardless of the strategic tools currently being used to manage those projects, CA Clarity illuminates what's happening across the enterprise — what's failing, who's on task and who's falling behind. It's project management at the macro level. Agency resources can be quickly shifted while CA Clarity demonstrates how each project might be affected.



Case Study

Upper Management

Oakland County, Mich., finds clarity.

Oakland County, Mich., has garnered a reputation as an IT leader.

In the mid-1990s, however, Oakland County had yet to integrate project management. The county's Department of Information Technology serves dozens of county departments and numerous public safety organizations throughout southeast Michigan, and its business processes were inconsistent and unpredictable. The county had a backlog of 900 work orders that were not prioritized, and underresourced IT staff could not respond to dissatisfaction issues among its customers — the county agencies. The situation led to rapidly increasing labor costs and decreased customer confidence.

After examining its options, the county found a solution that helped it transform county IT operations: CA Clarity™. The IT governance solution enables agencies to run at peak efficiency by integrating portfolio planning, demand management, project management, resource planning, and time and cost management.

The Solution

The county created a centralized Project Management Office (PMO) in conjunction with the software rollout. With the PMO in place, the IT Department developed a master planning process executed within CA Clarity that created a prioritized

project portfolio and enables agencies to communicate their IT needs, helps the IT Department efficiently allocate resources and make informed decisions concerning current and future technologies, and provides the framework to measure and re-evaluate technology efforts.

As a result, customer confidence rose as Oakland County better managed expectations. CA Clarity software's resource management and capacity planning features helped the county save between \$5 million and \$10 million by more effectively managing vendors and enabling selective outsourcing. The county reduced fixed labor expenses by 8 percent in one year by leveraging development across multiple entities. Customer confidence increased. And the county can now make rapid, fact-based portfolio adjustments to cope with budget cuts.

"Clarity has provided the foundation we needed to implement our enterprise development strategy, where we build it once, pay for it once, and everyone benefits," said Oakland County CIO Phil Bertolini. "Oakland County has established enterprise development as the norm across county divisions and other local governments."

With the new software and project management systems in place, the Oakland County Department of Information Technology now handles its operations with the agility and insight worthy of the jurisdiction's reputation as an IT innovator.

Relying on spreadsheets for project management may be enough to stay afloat, but such a strategy generally means inaccuracy and gross inefficiency.

Project and portfolio management is the centerpiece of an IT governance strategy. Coupled with CA's Legacy Renewal and IT Asset Management (ITAM) solutions, executives and employees alike can take ownership of their projects and become a part of IT management in a way they couldn't before.

IT Asset Management

When Rome stretched from Britain to Babylon, Caesar and the senate grew incapable of managing their assets, leading to the empire's collapse.

Today, in the face of tight budgets, state and local IT governments confront mounting pressure to prove their value and produce more. But to get more from your past investments, you must know what you have today. This seems obvious enough, but many agencies do not have an accurate picture of their assets.

Without a clear view of their resources, government agencies may miss opportunities or ignore costly problems.

Once an agency has created an accurate asset management core, it can then make solid investment decisions and meet the more robust demands of modern service delivery.

As anyone in IT knows, manually inventorying assets is inefficient, expensive and highly inaccurate. CA's ITAM solutions give agencies tools they need to develop a dynamic enterprisewide



<https://www.city-data.com/city/Provo-Utah.html>

Case Study

Proactive in Provo

Provo, Utah, gets a handle on its assets.

When Bob Ridge became CIO of Provo, Utah, several years ago, the city had more than 500 desktops. Every user had full administrative rights, and many installed unauthorized software. Documentation was nonexistent and malware was running rampant through the city's computers.

"We had no clue as to how many licenses of software we had on anything," recalled Ridge. "We had very little feel for even what was connected to our network, what operating systems were being run on city desktops. I'm sure we were badly out of compliance. I suspected that, but I couldn't prove it because we had no records."

Small City Solution

Ridge began searching for an enterprisewide asset management solution. Ridge knew how important it was to get a handle on what was going on in Provo but needed a budget-conscious solution. CA's Unicenter® Asset Management fit the bill.

"We're now able to completely keep track of our existing machines," Ridge said. "If somebody loads a piece of software on it, we know within minutes. If employees need something, they simply give us a call, we don't even go out to where they are. It's installed on their machine in minutes, and they're up and running. It works really well."

CA also handled Provo's budget concerns, working with Ridge to craft a three-year pricing plan with no commitment for future use. Now in the third year, Provo owns the software outright.

"We now own it, and we're just deriving great value from it now," said Ridge. "CA was very good to understand our constraints. They tailored the way we deal with them, the way we paid for it, and the way we bought it to meet our restraints. They were the best vendor to understand what we needed and found a way for us to get it."

“ We’re now able to completely keep track of our existing machines. If somebody loads a piece of software on it, we know within minutes.”

Bob Ridge, CIO, Provo, Utah



understanding of their assets. Comprehensive asset management creates opportunities for better procurement, continuity, security and risk aversion.

CA's ITAM solutions sense and record what devices are connected to the network and deliver myriad hardware and software information to administrators who need it. ITAM quickly and accurately determines the scope of an enterprise's assets, resulting in reduced costs while vastly improving security and service.

Legacy Renewal

For many years, COBOL was the king of IT in both the public and private sector. Hundreds of billions of code lines were written in COBOL, and it worked well. Although COBOL hasn't changed much, the world around it has. New languages like J2EE and .NET have usurped COBOL's crown as the language of the day. Modern business demands require flexibility and adaptability COBOL cannot provide. For government enterprises that rely on processes written in COBOL, however, manually rewriting so many lines of code requires more risk, time, money and resources than almost any agency has the budget for.

Rewriting major COBOL applications may cost millions and take two or more years to complete. At the rapid pace of technological advance, who's to say what the language du jour will be in two or four years? To make matters worse, the few remaining employees who know the classic language are quickly approaching their twilight in civil service.

CA's Legacy Renewal solution analyzes the source code of old applications, extracts and documents business processes and

translates the code into a neutral notation. Using a sophisticated tool known as CA AllFusion® Gen, the Legacy Renewal solution can then support transforming business rules and database design of legacy applications into current target environments, such as .NET and J2EE, or languages yet to be created.

The power of CA's Legacy Renewal solution goes beyond simply updating code. It creates valuable options for government agencies. When, for example, COBOL is transformed to a neutral state, business processes and rules can be adjusted or changed before creating the renewed application. Perhaps more importantly, when COBOL code is converted to a modern language, it allows the enterprise to maximize past core system investments while extending their functionality to modern e-government Web-based front ends.

Many government agencies have plans to move to new technologies. With CA's Legacy Renewal solution, that new technology can be deployed at a fraction of the cost, time and risk that a rip-and-replace strategy would demand.

IT governance tools from CA incite a better understanding of IT's value and issues — and administrators don't have to learn IT to do it.

That's the power of CA IT governance-focused solutions: transforming infrastructure and bettering employees to improve service at a cost that makes sense in today's government.

CA offers the public sector innovative and powerful solutions for comprehensive project and portfolio management, asset management, and renewal of legacy systems. CA's tools promote effective IT governance and help transform government organizations, putting them on the cutting edge of efficiency and service.



For more information call: 866-466-3583 or go to ca.com/stateandlocal: Click on *IT Governance*.