



Projects fail without engaged resource managers.

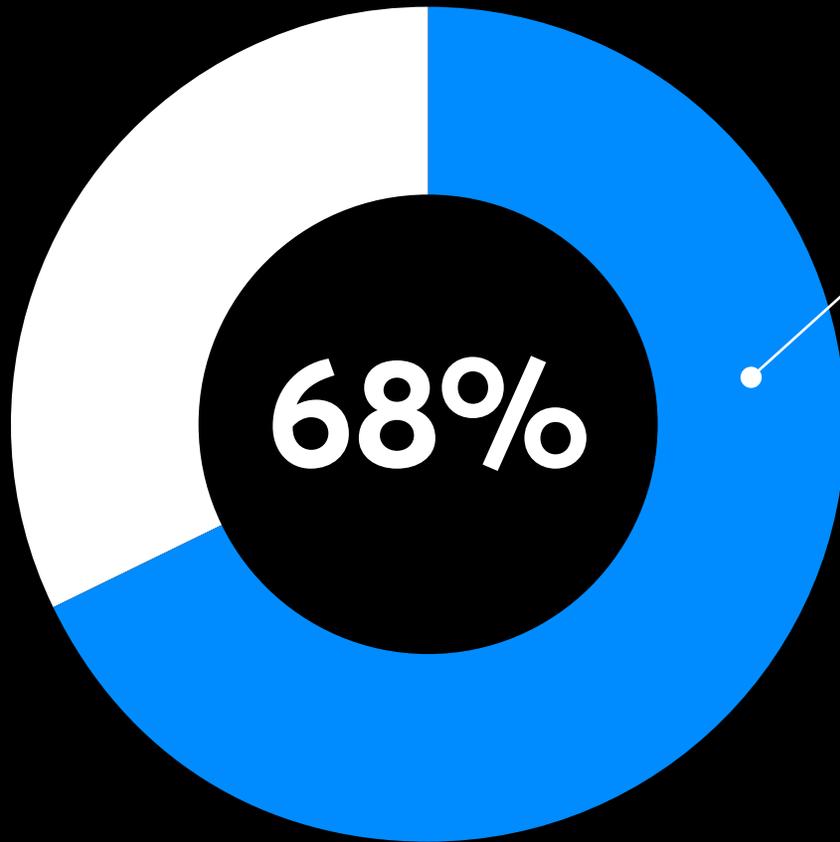
And resource managers rarely
feel engaged.

Resource managers don't ask for much.

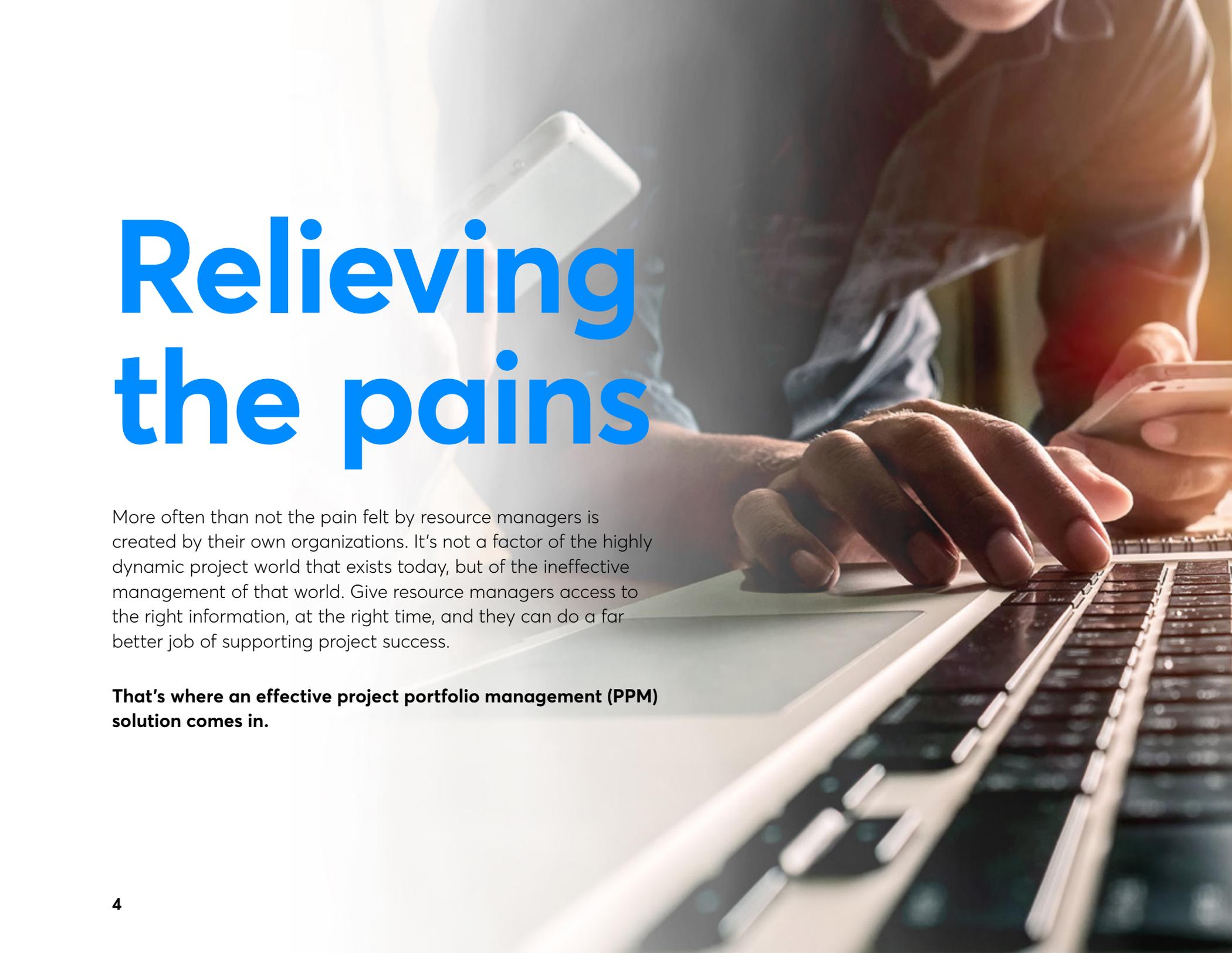
All they want to know is what skills are required, the number of people needed, when you need them and for how long. With that simple information they can help ensure projects get the resources they need to do the job right and plan for the work to follow. Of course plans change, and when they do resource managers need reliable, real-time information about what work is getting done and by whom so they can ensure their plans remain accurate and relevant.

In reality, what they get is multiple sources of information—contractors in one place, employees in another, some projects in one system, some in a different one, out of date and incomplete information on resource utilization, and insufficient notice for changes or new asks. They have no single view of what their people are doing today, what they are expected to do tomorrow or how those chores have changed from the original plan. And they have to juggle all of this misinformation in a world of distributed workforces and complex project dependencies. It's ineffective, inefficient and frustrating.

It doesn't have to be this way.



68 percent of organizations make ad hoc resource changes due to conflicting priorities.¹

A close-up, low-angle shot of a person's hands typing on a laptop keyboard. The person is wearing a blue shirt. A white smartphone is held in their left hand, and another smartphone is visible in the background. The scene is brightly lit, possibly from a window, creating a soft glow. The text 'Relieving the pains' is overlaid in large blue font on the left side of the image.

Relieving the pains

More often than not the pain felt by resource managers is created by their own organizations. It's not a factor of the highly dynamic project world that exists today, but of the ineffective management of that world. Give resource managers access to the right information, at the right time, and they can do a far better job of supporting project success.

That's where an effective project portfolio management (PPM) solution comes in.

Pain:

Assignment woes

Resource managers are managing teams with individuals allocated to multiple projects, often in different business areas. When those projects are being managed inconsistently—different planning and monitoring, different tracking systems, different communication methods— it is impossible to maintain an accurate view of staff utilization. That leaves the resource manager with overcommitted or underutilized teams and no insight into what is going to happen next. **How do you manage against that?**



Pain relief:

Give resource managers total visibility into work and planning.

Modern, centralized PPM solutions recognize the reality of a complex resource structure with people assigned to many different places. They recognize the importance of providing resource managers with a consolidated view of all of their people across any project.

With these solutions, resource managers can see upcoming bottlenecks or windows of opportunity, get notified in real time of changes and get alerts before shortfalls occur. Most critically, resource managers can access this information directly, interacting in the way they want, when they want—not in a fixed format of a project manager's choosing.

The result:

Resource managers can identify opportunities proactively and solve problems with confidence, helping the business maintain its competitive advantage.

Pain:

Actual vs. plan vs. forecast

Project plans are going to be wrong. They are built before the work starts and are based on assumptions and expectations that will inevitably change over time. Those changes have a disproportionate impact on resource managers, because the biggest variables are always around people. Too often, resource managers lack visibility into the plan—meaning they have to scramble to adjust. And if they also lack visibility into the work being done, they won't be able to respond to changes and may get **blindsided by unseen dependencies across projects**.



Pain relief:

A unified platform creates a shared understanding of work and planning.

Modern PPM platforms consolidate and integrate all actual project information for resources—time tracking, work completion, etc.—into a single source. That way, organizations can use multiple project-level tools (agile, waterfall, hybrid, etc), while still enabling the resource manager to have a clear picture of both demand and capacity. By combining this with an automated workflow that integrates with timesheets, on-going analysis become less onerous and more accurate. Because planning is taking place on that same platform, resource managers get automated updates when plans change and can quickly flow those new conditions into their plan, to create real-time forecasts of resource needs by project, skills category and individual.

Not only does this level of insight allow for better decisions to be made by project managers and resource owners it also improves future project selections. Deeper insight enables resource managers to develop performance metrics on individuals and teams, identifying training and development opportunities and better projecting capacity and capability for future work. That in turn leads to better resource utilization and improved organizational performance.

The result:

Resource managers can make better decisions, and organizations can make more informed project selections based on accurate capacity projections.

Pain:

Recruiting and staffing inefficiencies

It takes time to get the right people. Roles that can be filled quickly through contract staff are the exception, not the rule. For most positions there needs to be a level of understanding of the organization, products and systems that can only come with experience—and then you need to ensure that there's a good cultural fit. It takes time to find, recruit and train the right people, and **time is a luxury that today's businesses don't have.**



Pain relief:

Democratize access to data and reporting.

Effective modern PPM solutions begin with investment planning. They enable organizations to create roadmaps for development that not only show high level plans, but also the work that will be done to achieve those plans. That in turn allows for identification of upcoming resource needs both in terms of projects and the operations needed to support the outcomes of those projects. This means resource owners can gain valuable insight into the evolving skills and people-power required in their teams and can recruit and train proactively to meet those needs.

The greater the insight organizations have in to future resource needs, and the greater the confidence in those forecasts, the better able they are to have the right people, with the right skills, in the right part of the organization at the right time. From a practical standpoint, that makes resources more effective and efficient and from a people standpoint, it results in a more engaged, better motivated employee base. Both of those elements are critical to optimizing the return on the resource investment the organization makes.

The result:

Resource managers can recruit and staff more efficiently and better support and motivate their employee base.

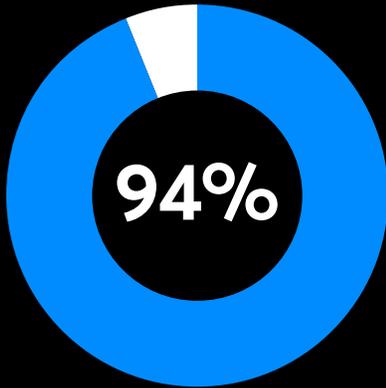


CA Project & Portfolio Management simplifies your resource management.

CA PPM comes with modern features that let you optimize staff utilization across the entire company with one single solution. A few clicks give you a complete picture of all the targeted initiatives, regardless of who's managing them, what departments are running them or which teams are involved.

Get alerts when a request is submitted or a question asked. Collaborate in real time with project coordinators to ensure the right roles are allocated to the right projects. Drill down to see what employees are working on and how much of their time is already reserved. Evaluate risks and dependencies by switching from the people view to the projects view to understand how resources intertwine. When a problem arises, telescope down into the specific time period for more granular information and explore adjustments with a spreadsheet-like experience that feels familiar from day one.

- CA PPM gives you a detailed real-time view of resource utilization to balance demand and capacity on the fly.
- Developer and contractors can enter time sheets in any system connected to CA PPM so you can accurately manage budgets and performance KPIs.
- CA PPM helps you optimize resource investments by tracking the company's needs for skills, geographical coverage and availability.



94 percent of surveyed organizations rated CA PPM's resource management as superior or better to the competition.¹

CA PPM, a modern PPM platform designed for the way today's businesses—and today's resource managers—work. To learn more about how CA PPM can help your business become an engine of innovation, visit us at:

ca.com/ppm

¹ TechValidate survey of 95 users of CA PPM, March 2017

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