ServiceNow
Application Portfolio Management

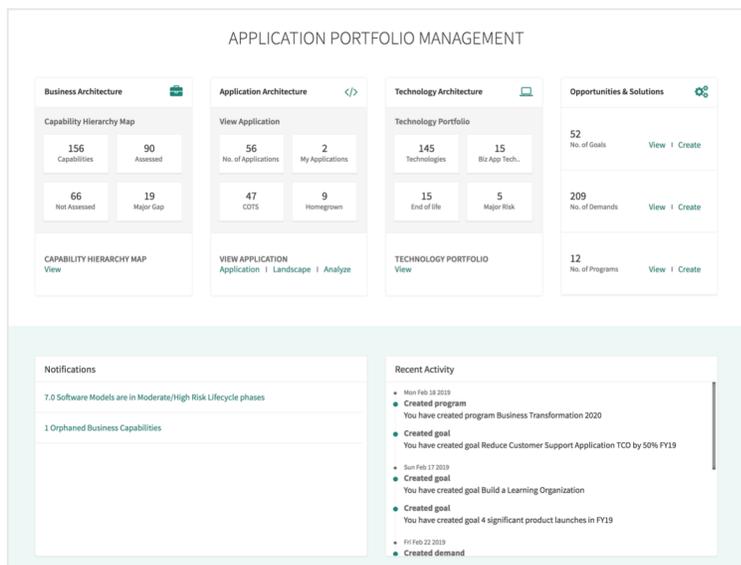### The Business Application Rationalization Challenge

The portfolio of business applications in an enterprise provides the critical capabilities for running the business. It is also a major proportion of IT expenditure. Additionally, maintaining the application portfolio includes a risk component, such as satisfying licensing conditions .

In most organizations, mergers and acquisitions, organizational changes, shadow IT, and other factors lead to the application portfolio growing with only minimal control. This results in a good deal of waste due to duplication, risk around licensing or version control, and a lack of oversight for strategic changes, like moving capabilities to the cloud.

The ServiceNow Solution

ServiceNow's Application Portfolio Management starts by building a comprehensive inventory of the business applications in use. This inventory goes beyond a technical description that comes from discovery, and it includes details, such as which functional modules are in use, the significance of an application to the organization, etc. The Now Platform features that include surveys of application owners and other ServiceNow applications, like IT Service Management and Asset Management, can be used to extend the depth of information.

Having built this unique library, ServiceNow provides an application assessment framework using indicators such as cost, quality, risk, user satisfaction, and business alignment. With these assessment insights, dashboards present the application landscape with strategy recommendations in a bubble chart and allow you to develop and track a roadmap for rationalization.

The Application Portfolio Management home page enables a guided process for rationalizing your business application portfolio.

Rationalize Applications

Identify applications that perform similar functions and compare multiple factors to choose which should be the standard.

Reduce Application Costs

Eliminate duplicates and focus on the most efficient delivery methods and contacts to reduce the overall application budget.

Invest in the Right Applications

Get the best return on your investment by seeing the significance, usage, and other factors of apps, allowing you to focus on the right ones.

Move Funds to New Innovaton

Free up wasted resources that have been spent on duplicates or outdated applications and redirect them to areas of innovation that demonstrate value to the business.

Provide Executive Oversight

Easily share data with managers so they can review the application landscape and understand the roadmap across the enterprise at any time.

Application Analysis

With the comprehensive inventory of applications augmented by information from elsewhere in ServiceNow and from external sources, Application Portfolio Management can help you assess the portfolio. Dashboards present a broad array of indicators, including cost, quality, risk, user satisfaction, business alignment, and more. If you need more dimensions not already provided out of the box, it's easy to add your own. Now it becomes easier to identify where to invest. Reports help to identify which applications should be modernized, which are candidates for replacement, which applications can be consolidated, and which applications you should retire.

Planning and Execution

With a comprehensive understanding of the business application portfolio and an analysis on where to focus, the next step is to build a plan and a roadmap on where to go next and then execute on that plan. Application Portfolio Management helps to determine the appropriate fate of each application, creates a roadmap for tasks, such as modernization, and tracks the execution of the plan. Working in conjunction with your enterprise architecture, you can adhere to a roadmap that focuses on the right applications and gets them to the version and deployment model that best suits your organization.

Stepping through the Process

Application Portfolio Management will guide you through the improvement of application management with a four-step process:

View the Landscape: Understand the current business application portfolio.

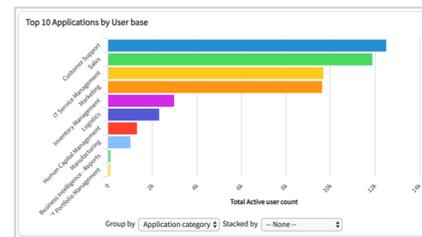*Create Goals:* Identify the roadmap for each application.

Create Programs: Link with project and portfolio management to define the program that will track progress.

View the Roadmap: Check at any time on the progress of your rationalization programs preventive action,
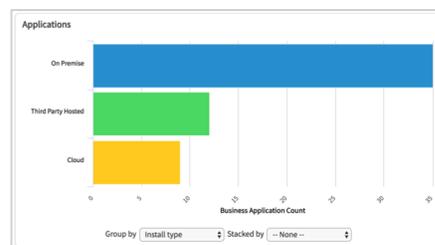
Integration

Application Portfolio Management is an ideal application for the ServiceNow Platform. So much information can be determined about an application based on data you already have from product areas including IT service management, IT operations management, asset management, and others. This avoids the need for integrations with other products that are costly to maintain. However, if you have more information available from external sources, then the standard integration capabilities of the ServiceNow Platform are all available to you. Visit the App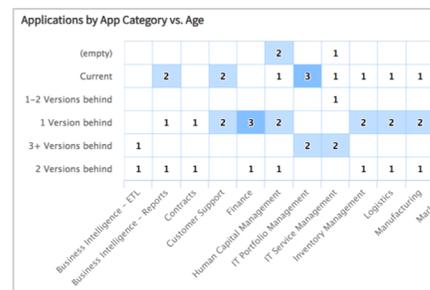lication Portfolio Management web page to learn more: **www.servicenow.com/products/application-portfolio-management.html**

View applications by user base, application family and category

View business application count by install type, platform, category, manufacturer, technology stack and currency

View application versions to track which are current and which are behind

servicenow