

MERCURY PROGRAM MANAGEMENT

Mercury Program Management™ enables you to collaboratively manage your programs from concept to completion. It digitizes processes for managing scope, risk, quality, issues, and schedules.

Delivering complex programs on time and on budget is a major challenge for any organization. With diverse but interrelated projects, resources, and processes, conflicts are inevitable and success is often elusive. IT organizations would like to be able to say they know which of their programs are in trouble at any given time, and how they will get them back on track. Yet it is difficult to manage complicated program management processes. That's why many companies have implemented program management offices (PMOs).

Mercury Program Management is the best way to optimize the value your program management office (PMO) delivers to your

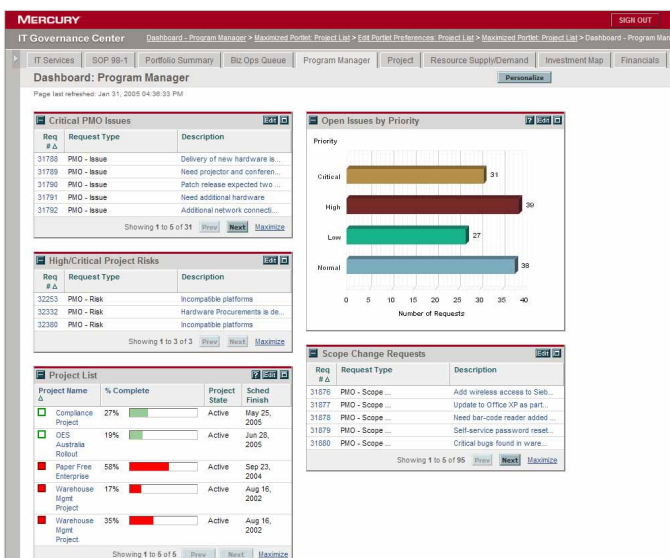
business while reducing risk. From large programs to individual projects and tasks across your IT portfolio, Program Management improves your PMO governance and execution. From business sponsors to program directors, project managers, software engineers, and QA personnel, Program Management provides the collaborative processes, visibility, and control to keep your PMO humming on schedule and on budget.

With Program Management, you no longer need multiple point tools and paper manuals to manage program initiation, approval, scope changes, risks, issue resolution, resources, or status. Mercury's best-practice PMO processes let you model and enforce corporate PMO standards while keeping stakeholders and team members aligned at every step, a critical requirement for achieving business technology optimization (BTO).

Provide Visibility and Control Across Projects

Each week, PMO staff members spend hours or even days compiling status reports from multiple data sources. Program Management frees up staff time by capturing all this information in a single repository and automatically rolling it up in the included Mercury IT Governance Dashboard™.

Program Management makes real-time project status available to all project participants and stakeholders using personalized IT Governance Dashboard pages. Red, yellow, and green indicators indicate program health, with updates occurring in real-time and notifications for exception conditions. Managers reviewing a program's summary project status can drill into project details and even down to individual tasks or outstanding issues. Many views enable you to directly act on the information, reducing the time lag and overhead associated with approvals, status updates, and priority changes.

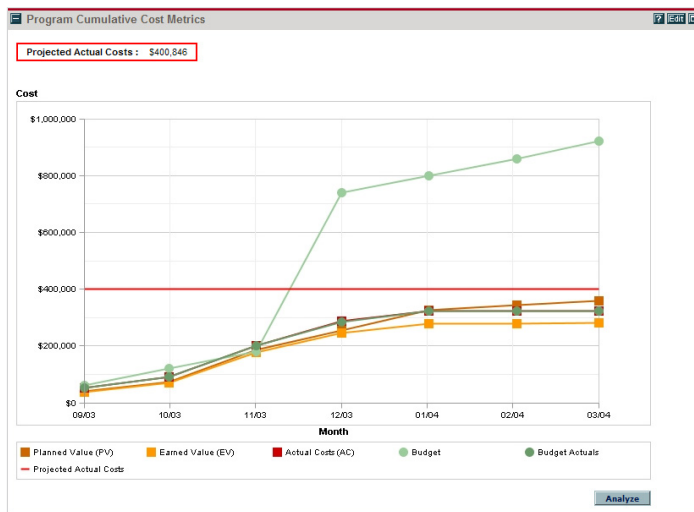


Real-time Program Summary Dashboard showing program status with drill-down capability into the details.

Using an intuitive user interface, you can model your programs in Program Management, specify which projects roll up to each program, and link projects to multiple programs. The end result is real-time access to all aspects of your complex programs.

Ensure Collaboration and Stakeholder Alignment

Program Management provides the shared repository, visibility, and security to feed all interested parties the information they need, plus the best practice processes to involve the right people at the right time. Resource requests and allocations follow a codified process so managers and stakeholders gain real-time visibility into resource requirements and the prioritized projects that generated them.



Program cost metrics covering planned value, earned value, budgeted costs, actual costs, and projected actuals among others.

Program Management enables you to work with dependencies, linking tasks, or even entire projects that affect another particular project or task. Mercury’s powerful scheduling engine automatically takes these dependencies into account so project views are kept up-to-date, providing stakeholders consistent views into program and project lifecycle status so tradeoffs can be made based on up-to-date information.

Our best-practice processes for managing risk, scope changes, resource requests, and issues guarantee that programs share common processes for “apples-to-apples” comparisons and reduced risk. As benefits are realized, they are collected and communicated so stakeholders always know what is going on from start to finish – a proof point on the road to BTO.



Mercury is the global leader in business technology optimization (BTO). We are committed to helping customers optimize the business value of IT. www.mercury.com

How it Works

Mercury Program Management provides the structure and out-of-the-box processes for managing scope changes, risk, quality, issues, schedules, resources, releases, and costs. You elect which you want to use out-of-the-box without losing the ability to adapt and extend these processes as your business changes with the Mercury IT Governance Foundation™ drag-and-drop process modeler.

Program Management’s out-of-the-box program initiation process gets you started with forms specifying what data is required, the requisite approval steps and established Program Dashboards providing visibility and real-time status. The process includes enforcing that the required data is collected, and that approvals and change requests are appropriately handled.

Program budgets, schedules, and resources are created as part of the initiation process. Projects and project plans can be tied to a program for detailed work breakdown structures, task management, or summary milestone reporting. Resource management is also easier – you can view and request resources by skill and/or by name, ensuring you have all resource requests in one place.

Part of Mercury IT Governance Center

Mercury Program Management is part of Mercury IT Governance Center™, an integrated set of software, solutions, and best practices that provides the first integrated transaction system to run IT like a business.

FEATURES AND BENEFITS

- **Digitized complex PMO processes:** Provides and enforces processes for managing scope changes, risk, quality, issues, schedules, resources, releases, and costs.
- **Out-of-the-box best-practice processes:** Offers best-practice processes right out-of-the-box so you can implement them quickly. You can also adapt and extend these processes using a simple drag-and-drop interface.
- **Visibility and control across projects:** Real-time information enables managers to monitor complex, multi-project programs and drill into current project details at any time.
- **Collaboration and stakeholder alignment:** Resource and cost visibility across programs, projects, and keep-the-lights-on activities coupled with a stage gate project lifecycle enables collaborative decisions on what takes priority. Detailed cost and schedule metrics from program initiation through delivery keeps stakeholders informed and aligned on costs, schedules, expected benefits, and realized benefits.