HP Project and Portfolio Management (PPM) Demand Management module lets you consolidate, prioritize, and fulfill both strategic and operational activities—so you can manage all of the demands placed on IT.

Address the most important demands on IT

In today’s IT environment of growing demand and tight resources, it is difficult to be fully responsive to business requests. How can you know whether IT is working on the highest business priorities? How many systems do you use to collect, track, and resolve IT demand? Numerous “back-door” requests consume staff time without delivering appropriate business value, and often, no automated process exists to evaluate, prioritize, and resolve demand.

You may be facing the following challenges:
• Lack of visibility and control over the demands on IT
• Difficulty in allocating resources and budget to both strategic and operational activities
• Poor alignment with business objectives
• Difficulty in meeting service levels for the business
• An inability to measure, manage, and report on all the demand placed on IT.

The HP Project and Portfolio Management (PPM) Demand Management module leverages a powerful workflow process engine that helps automate business processes. This lets you consolidate and prioritize all requests, including strategic projects and operational activities. With better visibility and control, you can focus on the highest-priority requests and deliver on service-level commitments to the business.
Consolidate all of the demands on IT
HP PPM Demand Management captures all IT requests so that you know what your organization is asking for and you can focus your valuable IT resources and budget dollars on the most important business priorities. Users and stakeholders get a comprehensive picture of past, present, and future IT demands, grouped by demand category, so that IT demands can be prioritized, assigned, viewed, and organized across multiple dimensions to identify trends.

Automate the complete IT demand lifecycle
HP PPM Demand Management processes the request based upon the best practice process and business rules for that type of request, after each request is captured. The process behind each request is modeled, automated, enforced, and measured. Automated, out-of-the-box best practice processes, including proposed projects, application related enhancements, project scope change requests, non-project related requests, and others, are easily configured to support your organization’s specific best practices, using a drag-and-drop process modeler. Automating the demand lifecycle enforces business processes and reduces the time required to resolve requests by 50 percent or more.

Integrate with existing tools
With HP PPM Demand Management, you can instantly respond to new demands and changing priorities by redeploying resources. And you can integrate with your existing help desk or demand-capture solutions through Web services or our out-of-the-box integrations with solutions such as HP Service Management Center, HP Quality Center, HP UCMDB, and others.

Manage status, service levels, and trends
HP PPM Demand Management provides the automated processes and data necessary to manage status, service-level agreements (SLAs), and trends effectively. Web-based dashboards provide real-time visibility into request status, priority, next steps, and summary views. SLAs are updated automatically as each request is processed. Business rules define when to send notifications so HP PPM Demand Management can monitor processes in real time and alert you when something needs your attention. Flexible reporting makes it easy to identify trends across request types, response times, escalations, and priorities to help focus your IT resources appropriately. When priorities change, cycle times are exceeded or other requirements are not met, HP PPM Demand Management can trigger an escalation process. You can also view and report on what happens to a request through an extensive audit trail and transaction history. With this level of visibility and control, you can focus on the highest-priority requests and spend your time making business decisions and resolving exceptions.
How HP PPM Demand Management works
End users complete a configurable and dynamic request form using a standard Web browser. Each request type has an associated workflow, which specifies the process for reviewing, evaluating, prioritizing, scheduling, and approving the request. Based on the workflow, the reviewer can assign the request to a person or team for scheduling and delivery. Notifications defined as part of the process can be activated at any step to indicate work that needs to be done, has not been done or is being escalated, or for any other reason. And, a Web-based dashboard delivers the real-time information as needed. Using a browser, managers can assign tasks, and IT staff can view, and work on tasks assigned to them while end users can check the status of submitted requests. SLAs are updated in real time, and changes are captured for a complete audit trail.

Choose the delivery option that is best for you
HP PPM Demand Management is offered as a Software as a Service (SaaS) or as an in-house solution. You benefit from the flexibility to jump start your implementation using our SaaS solution and migrate in-house when and if you choose. Plus, HP best practices are provided whether you opt for our SaaS solution for faster time-to-value and lower total cost of ownership or for an in-house implementation backed by an expert team of consultants.

Key features and benefits
- **Shared demand repository:** Consolidates and stores all IT demands in a central repository for better reporting, visibility, and control.
- **Unlimited demand categories:** Lets you configure demand categories, such as business initiatives, business units, departments, applications, groups, assignments to users and others to meet your organization’s needs for reporting, scheduling, and more detailed management. You can store documents with demand requests, using built-in document management.
- **Demand scheduling and prioritization:** Lets you schedule requests by priority, date, contribution, or other metrics. You can adjust priorities to reflect current or expected business needs.
- **Drag-and-drop process modeling:** Allows you to adjust out-of-the-box processes and create new processes in minutes to meet your specific business needs.
- **Complete audit trail:** Captures every change to every request for a complete, detailed audit trail.

A complete solution
**Comprehensive training**
HP provides a comprehensive curriculum of HP Software and IT Service Management courses. These offerings provide the training you need to realize the full potential of your HP solutions, increase your network optimization and responsiveness, and achieve better return on your IT investments.

With more than 30 years experience meeting complex education challenges worldwide, HP knows training. This experience, coupled with unique insights into HP Software products, positions HP to deliver the optimum training experience. For more information about these and other educational courses, visit: www.hp.com/learn

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