

## About APM:

Application Portfolio Management (APM) is currently offered as part of the Shared Technology Services ServiceNow platform. It provides a centralized approach for collecting the various attributes of all business applications deployed within an Agency, empowering end users to make informed, prioritized investment and risk decisions in the delivery of secure technology services that will better support their core business needs.

## APM Benefits:

The key benefit of APM is to provide a complete inventory of an Agency’s business applications and the resources (e.g., budget, staff time, infrastructure) required to provide operational support of those applications over

their lifetime. With this, an Agency can make more informed investment decisions as to how they will enable the most cost-effective and secure technology services, ensuring the right balance between enabling features, maintaining infrastructure currency, and modernizing the underlying technology platform.



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## APM FAQ

### How can I access APM?

One can access APM using the following link:  
<https://dirsharedservices.service-now.com/sp>

### When can I start using APM?

ServiceNow APM is available to all DCS Customers. It requires some agency specific configuration. Thorough data discovery and input to the tool is key to maximizing the utility of the tool.

### What level of support should be expected? during the deployment process?

The MSI will work closely with DCS Customers by offering initial onboarding and configuration support

### When will the onboarding phase begin?

DIR and the MSI are currently working with five agencies in a pilot program that would help MSI to better plan and support the onboarding phase, as well as defining the best practice methodology for uploading any existing APM assessment and IRDR inventory data.

Upon pilot completion in Q3 2019, a project plan will be published for supporting remaining DCS customers. The

level of effort would vary by agency and could take from 2-6 months each.

### Who should be initially involved?

Agency IT and Business leadership including Business Program Managers; Application Development Managers; Information Technology Managers; Financial Officers; Business Application Owners; Agency APM Coordinators

### How do I upload/update data into APM?

Depending on the amount of data there are a few options.

- 1- With the appropriate access data can be loaded manually
- 2- Create a ticket for the upload/update request
- 3- The preferred method is to use the four templates (excel spreadsheets) that the MSI has created:
  - Business Application template
  - Business Capability template
  - Business Services template
  - CI to Business Service Relationships template

## Next Steps

