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APPLICATION PORTFOLIO MANAGEMENT



Presented by:

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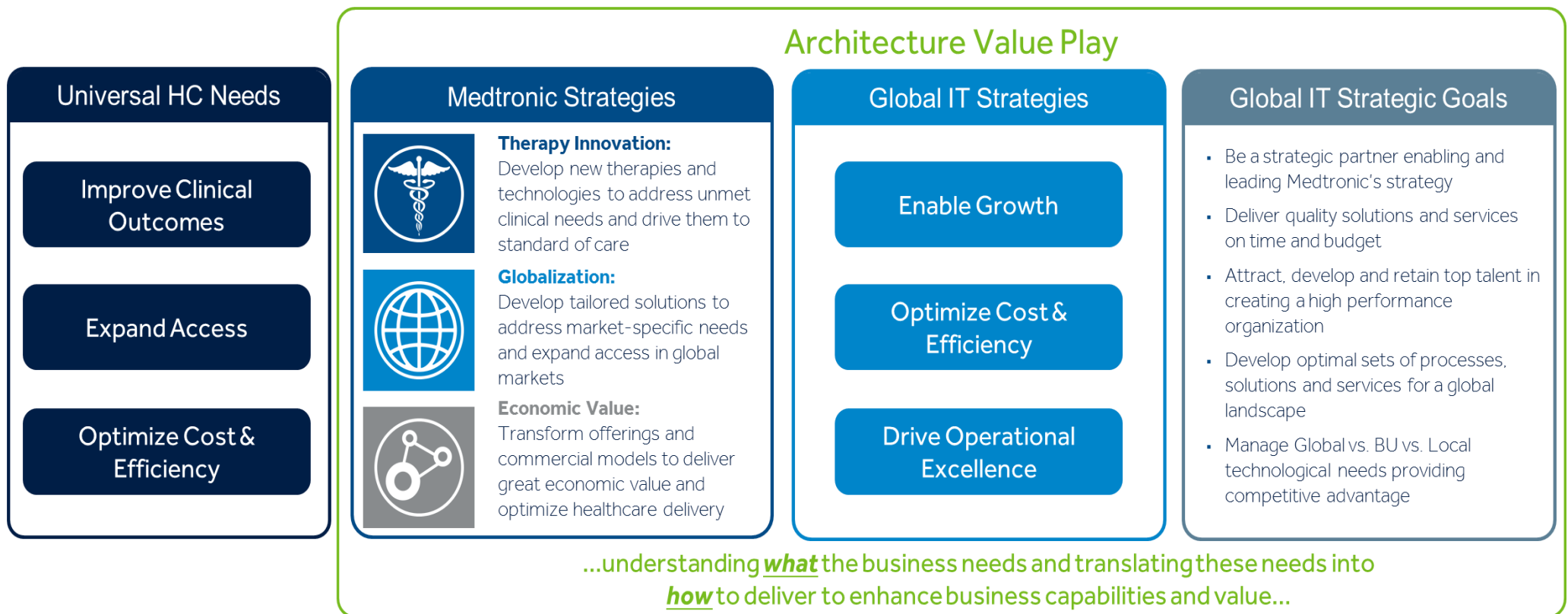
Sr IT Manager



Medtronic
Further, Together

MEDTRONIC BUSINESS STRATEGIES & GLOBAL IT ALIGNMENT

The vision is to act as the trusted source in bridging business and technology strategy and delivery to enhance business capabilities and value. This entails defining & driving the right technology strategy to enable business strategies and leading technology 'solutions' to show possibilities.



PROBLEM STATEMENT

OPPORTUNITY

Application portfolio Management drives business value through the governance of Medtronic's enterprise applications and the lifecycle process from creation to disposal.

APM

- Managing the portfolio
- Drive lifecycle management
- Rationalize use of technology
- Total cost of ownership

Benefits

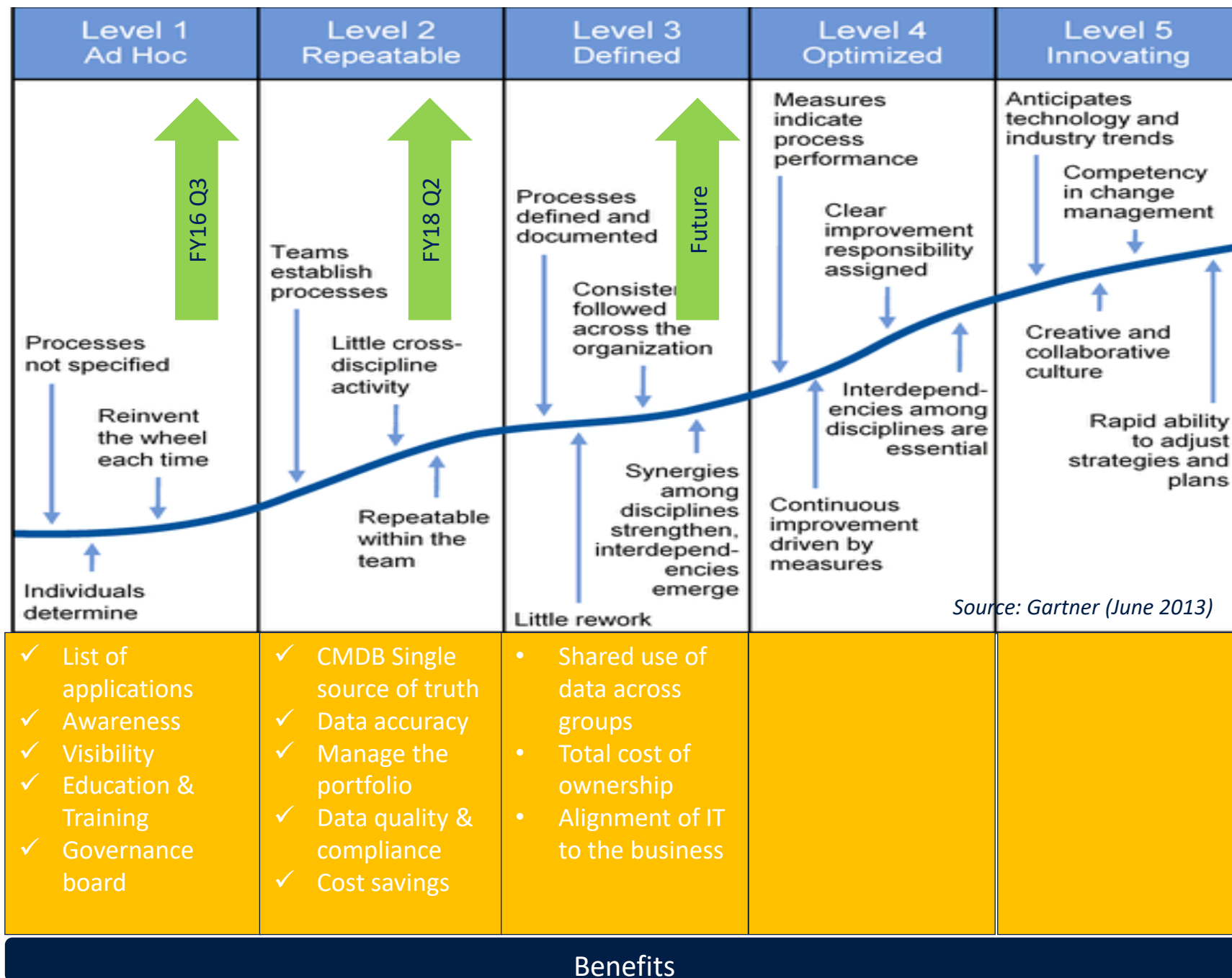
- Understand & Simplify the portfolio
- Improve investment planning
- Optimize costs and efficiency
- Enable growth

Architecture Strategy

- Simplify architecture
- Modernize architecture
- Advance business architecture
- Business alignment & value

APM MATURITY MODEL

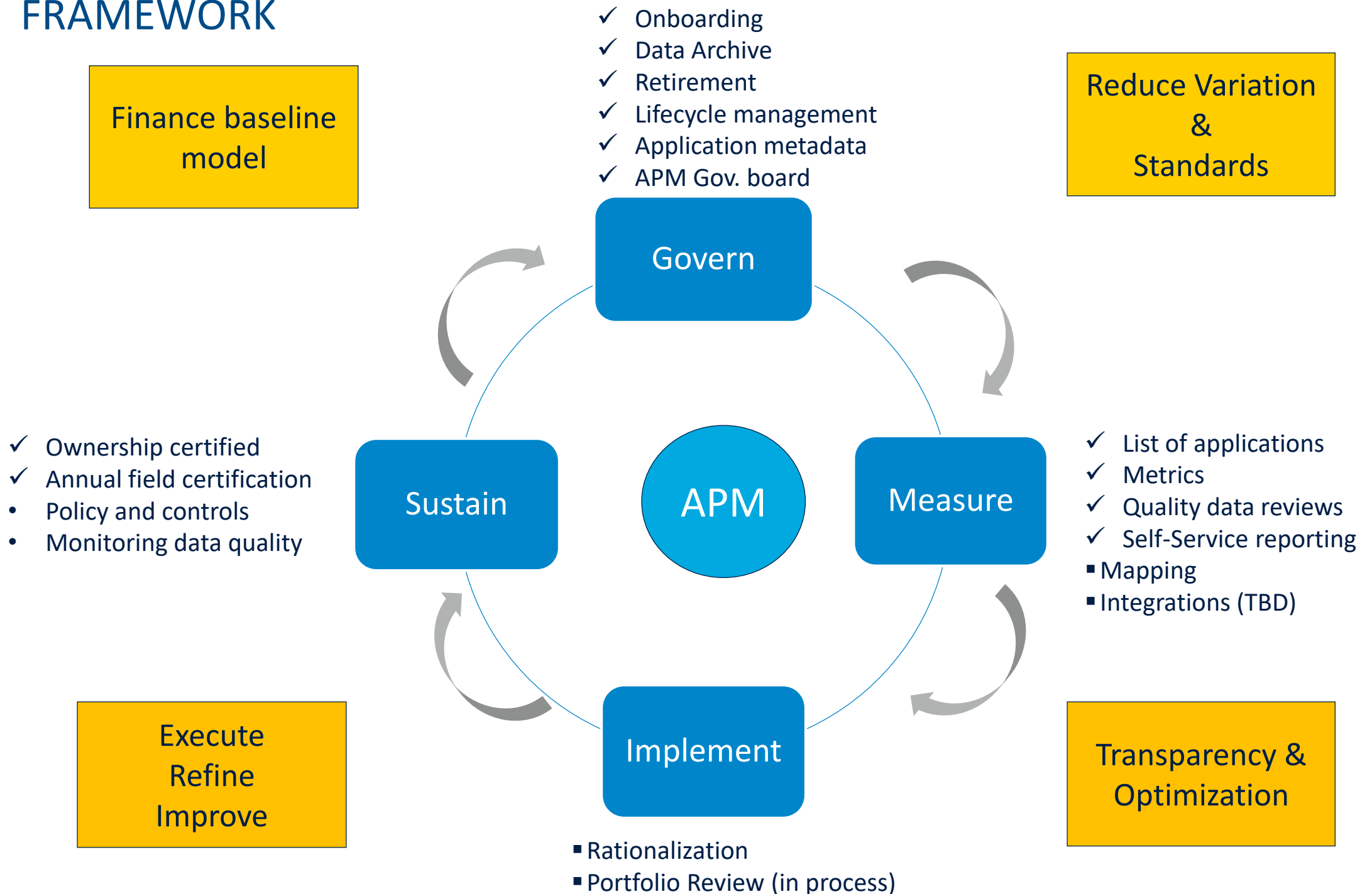
MANAGING & OPTIMIZING THE PORTFOLIO



APM USE CASES

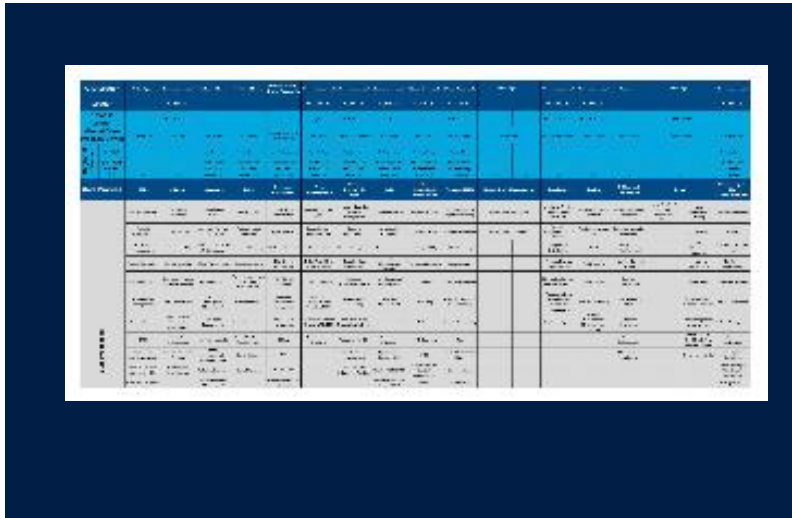
Stakeholders	Use Case	Outcome
EPMO	Data & process enrichment	Refine and integrate MP3 and APM (Business app CI's)
	Investment spend	Spend by app, service, capability, BU, Region
Infrastructure	Cloud program	Manage how infrastructure is being supported (IAAS, PAAS, SAAS)
	IT Service Management	CMDB adoption as source of truth to manage IT operations, foundation for TBM and service management
Capability Owners business unit owners	Portfolio management	List of applications to better manage their portfolio, drive business alignment, transparency, roadmaps and rationalization
Global Security Office	Manage crown jewels	Data used to complete data privacy assessments and manage risks
Quality & Compliance	MSCM, Audit	Manage application compliance and quality (SOx, validation, regulatory review, Part 11, HIPPA) fields
	Software Development lifecycle management	Integrate shared metadata with BPM tool
Legal	Retention & litigation	Single source of truth on applications and data, retention policy managed
Architecture	Capability alignment	Ensure business alignment, gaps and lifecycle is maintained
ATGC	Technology standards	Manage standards formally in CMDB by CI (Application install/version)
APM	Application portfolio	List of applications to be used to rationalize, retire, and/or manage the lifecycle, ensure ownership and sustainability of APM process in accordance with Medtronic and IT policies and SOP's.

APPLICATION PORTFOLIO MANAGEMENT FRAMEWORK



PORTFOLIO STRATEGY PROCESS

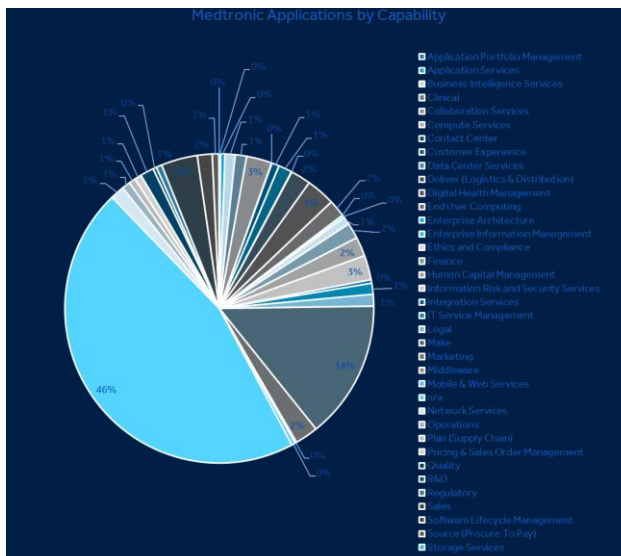
Business Capability Model



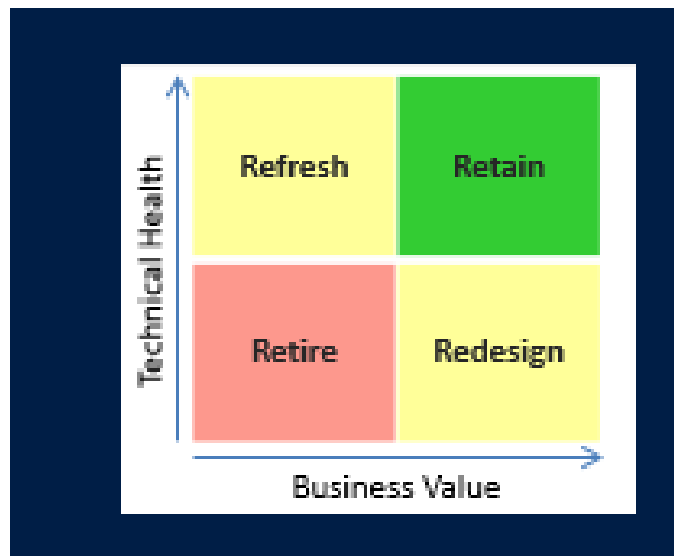
List of applications (Application Portfolio)

Name	Description	IT Manager	Lead	Operatic	Applic
Active Directory - Core	Production core.medicare	Shirley Cheryl	Daniel Sals	Operational	Retired
Active Directory - Exchange	Production ext-core.medicare	Shirley Cheryl	Daniel Sals	Operational	Retired
Active Directory - Exchange	LEGIS Active Directory Core	Shirley Cheryl	Glass Jaffe	Operational	Retired
Active Directory - Web	Production upa.medicare	Shirley Cheryl	Daniel Sals	Operational	Retired
Active Directory Federation	Active Directory Federation	Scott Osterland	Shirley Cheryl	Operational	Retired
Active Directory - Exchange	Production Active Directory	Shirley Cheryl	Daniel Sals	Operational	Retired
Adobe Experience Manager	Web Content Management 5	Dirk Helman	Chuck Day	Operational	Retired
Agilo	Oracle Agile PLM web core	Karen Paull	Byron Hear	Operational	Retired
Agile GAP-MITG	MITG Agile Product Lifecycle	Karen Paull	Karen Ozer	Operational	Retired
Agile MAP	Agile PLM MSP System	Karen Paull	Byron Hear	Operational	Retired
Agile Interaction Center	Call center software, client	Byron Hear	Andy Hear	Operational	Retired
Altera-Teamware	Before we really used for	Byron Hear	Alex Hefry	Operational	Retired
BitTalk	MITG integration platform	John North	Tomas Birc	Operational	Retired
Blaze & Adobe Upgrade	Upgrade all blaze & adobe	Janet Tapp	David Velez	Operational	Retired
BPCS-India & Billiar	Part of the ERP system BPCS	Jonathan Park	Soren West	Operational	Retired
BPCS-Production/Ship	Module in BPCS for the pro	Jonathan Park	Soren West	Operational	Retired
BPCS-Quality	Part of ERP system BPCS	Jonathan Park	Soren West	Operational	Retired
concur II	ECG Production License - Di	Scott Stalle	Orestis H	Operational	Retired
Overlink Network - Cal	The application that support	Jeff Ryan	Chris Jans	Operational	Retired
Overlink Network - Wb	The application that support	Jeff Ryan	Chris Jans	Operational	Retired
OCYAM WCC-AMER	Core WCC (Unified) Center	Pat Strickland	Luca Mast	Operational	Retired
ORMS	Mass mail subscription app	Paul Jorden	Patrick TBI	Operational	Retired
Core WCC Sp	Core WCC (Unified) Center	Chris Dauid	Chris Dauid	Operational	Retired
Core WCC Java	Core WCC (Unified) Center	Bar Jans	Patric Hall	Operational	Retired
Core WCC WCCP	Business Intelligence Tool 5	Steven Trev	Janet Hear	Operational	Retired
Cardiac Connect	Cardiac Connect - Custom	David Willm	David Willm	Operational	Retired
OTC_GBAS3-MITG	This is the Complete Tech	Julia Martin	Shante Ste	Operational	Retired
Core - American - Contact	OCOM - Core Unified Center	Hath O'Conne	Jan Hear	Operational	Retired
Core - American - Disab	OCOM - Core Unified Center	Hath O'Conne	Jan Hear	Operational	Retired
Core - American - Regul	OCOM - Core Unified Center	Hath O'Conne	Jan Hear	Operational	Retired
Customer Self Service Pa	Cardiac Connect	David Willm	David Willm	Operational	Retired
DIAB-CareLink Pro OPS	Commercial application for	Sheeba Kishan	Meti Kalka	Operational	Retired
DIAB-CareLink Pro US	Commercial application for	Sheeba Kishan	Meti Kalka	Operational	Retired
DIAB-CareLink Personal G	Therapy Management for a M	Sheeba Kishan	Meti Kalka	Operational	Retired
DIAB-CareLink Personal H	Commercial application for	Sheeba Kishan	Meti Kalka	Operational	Retired
DIAB-CareLink Pro m Wol	Commercial application for	Sheeba Kishan	Meti Kalka	Operational	Retired
DIAB-CareLink	This is the main OI for Cent	Charles Jorden	Jelle Dama	Operational	Retired

Mapping Applications by Capability



Portfolio Rationalization



Business Value



MEDTRONIC APPLICATION PORTFOLIO OVERVIEW - 11/1/17

~2,000

Active Applications in Service Now (Source of Truth)

206

Tier 1 Critical Applications

83%

Portfolio review completed

12

Average new or discovered *applications created each month



Building the Portfolios

274

Applications Retired
251 Applications identified for retirement in SN

~\$23M

In Cost Avoidance through Application Retirements (Vendor spend over 5 years)

~30%

Existing applications reviewed by IT Governance

* Existing applications that were previously not setup in ServiceNow

LESSONS LEARNED

Challenges	Keys to Success
Leadership buy in and why important to the company	<ul style="list-style-type: none"> • Passion • Creation of a governance board (Change Agents) • Alignment with the business strategy – Use risks, compliance, costs or long term results • Strong partnership with architecture, finance, PMO, governance, Vendor management • Approach – Top down <u>and</u> bottom up • Find quick wins – cost savings, efficiency • Recognizing and providing complementary services to business stakeholders
Building the process and managing ambiguity	<ul style="list-style-type: none"> • Collaboration and partnership with several functional teams globally • Map outcomes and maturity model
Understanding roles and responsibilities	<ul style="list-style-type: none"> • Drive ownership and accountability • Partnership and trust with APM and architecture
Change management in a large organization	<ul style="list-style-type: none"> • Embed process/steps into existing processes • Use your partnerships and resources • Reference policies, SOP, and importance • Use facts to overcome credibility and/or ownership challenges
Understanding the application portfolio	<ul style="list-style-type: none"> • Take 1 action or use case at a time • Alignment of apps to capabilities (portfolio strategy) • Driving process to view redundancies

QUESTIONS?

THANK YOU!



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Medtronic

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