

# cplace

Complete transparency  
for all stakeholders ensures  
rapid decision-making

## IT Demand Management



solution  
templates

The management of IT requirements in an enterprise is a complex task. The difficulty comes from the large number of stakeholders and the interface with related methodologies such as project management and application management.

The *Solution Template IT Demand Management* elegantly combines these tasks through a seamless, process-oriented user experience. IT requirements can be created and viewed with key high-level KPIs. In addition, IT demand can be viewed in terms of application and business capability. A detailed scoring scheme enables

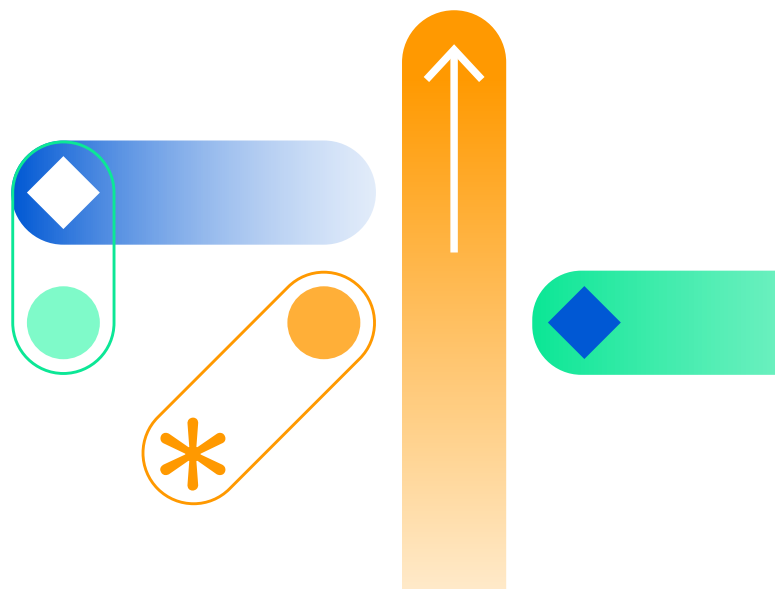
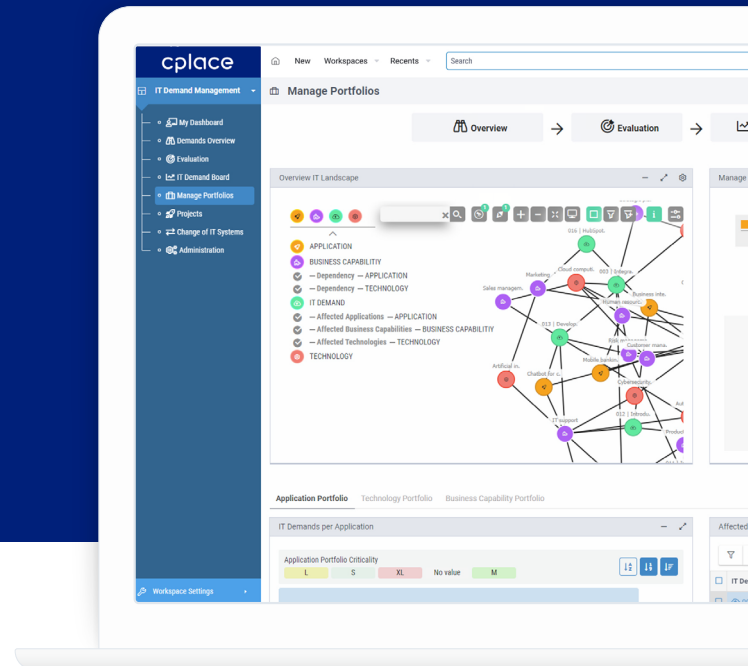
a thorough evaluation of IT requirements. The IT requirements are pushed through the various phases via a workflow and handed over to the project managers as a project.

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This Solution Template was developed by

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**Workflow-driven  
user journey meets  
workflow-based  
approvals**



**Thorough rating  
scheme based on  
T-shirt sizes**



**Visual  
representations  
provide transparency**

## Business Challenge

IT requirements management involves multiple stakeholders: IT requirements managers, IT business partners, project managers, and management. Maximum transparency should support informed decision-making through evaluation schemes, but also leave room for strategic decisions.

## Customer Benefits

The *Solution Template IT Demand Management* enables rapid decision-making across a wide range of departments within an organization. It provides a range of capabilities for capturing, documenting, and evaluating IT demand and interfaces with tasks such as application and portfolio management.

## Special Features

### 1. Application Portfolio at a glance

It is critical to have visibility into the link between applications and business capabilities. IT requirements have a significant impact on these portfolios, making them a key metric for evaluating IT requirements.

### 2. Simple scoring scheme

IT requirements are evaluated based on risk, effort, and value, with each dimension supported by more detailed criteria and based on an easy-to-understand and easy-to-use T-shirt-sized evaluation scheme. Scoring criteria range from effort, risk and portfolio criticality to the requirement's contribution to digitization.

### 3. Workflow-based capture and reporting

The Solution Template provides a predefined and practical user journey that can be customized to meet your needs. To successfully route IT requests through the organization, their workflow goes through several stages that must be carefully followed. For an IT request to move to the next stage, certain criteria must be met.