

Service Portfolio Management

Ensure your organization's services are strategically managed and aligned with objectives, processes and functions

Managing business services requires an understanding of the underlying needs of an organization. This includes knowing the cost of each service, contractual obligations, and the services' maturity levels.

Answer the fundamental questions with iServer's rich interactive dashboards



Which services are critical to the operations of my organization?



Which systems, applications and technologies are required for the services to be delivered?



Which services needs to be matured or improved?



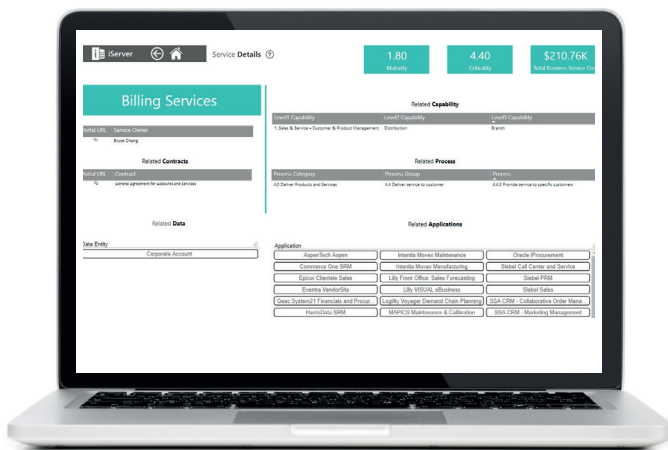
The SPM dashboards are driven by predefined views in the iServer repository and rendered in the most commonly used business intelligence tools, such as Microsoft's Power BI, Tableau or Qlik.

Service Portfolio Management

Essential dashboards for understanding services include:

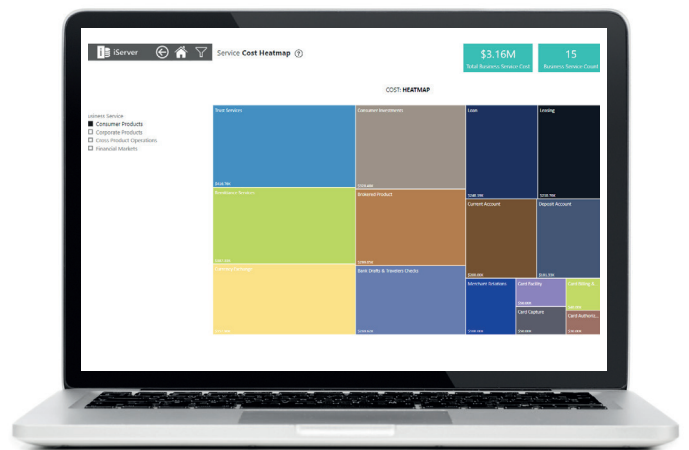
Service Catalog

A list of all business services with key information, including ownership, cost, and criticality.



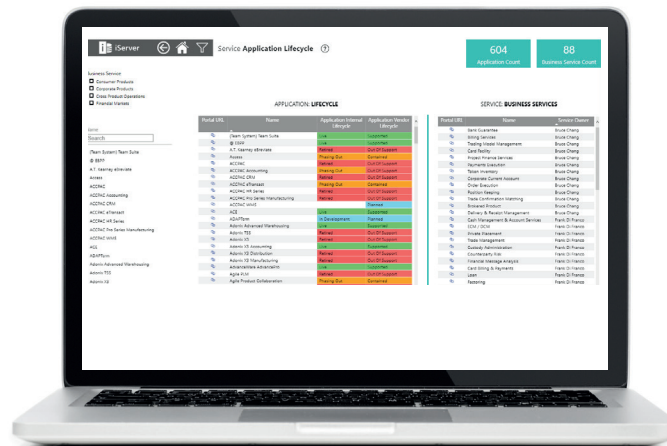
Service Maturity Assessment

Reports to enable identification of maturity gaps and opportunities for service improvements.



Services and Applications

Answers questions regarding technical dependencies, including which applications are used to fulfil services and their lifecycle status



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enquiries@orbusssoftware.com | www.orbusssoftware.com

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