ITBuzz

A Revolutionary Suite of Solutions…

- Portfolio Management
- Project Management
- IT Health Check
- Issue Management
- Capability Management
- Results Management
- Service Management

…bringing Visibility, Control, and Optimization to your IT Organization!

Seven Integrated Solutions

IT Buzz provides a cost effective solution for delivering Risk Management, Best Practices, Knowledge Management, Governance, and Management Systems.

IT Health Check

EFFECTIVELY HARNESS YOUR ORGANIZATION

IT HealthCheck Buzz helps you analyze your organization to deliver optimal solutions. With HealthCheck Buzz you can focus on what matters most.

Portfolio Management

DELIVER VALUABLE, ALIGNED, AND BALANCED SOLUTIONS TO YOUR BUSINESS

With Portfolio Buzz, you can easily align your resources to the projects that contribute the highest value to the business.

Project Management

ENSURE PROJECT SUCCESS

Project Buzz is a management solution that helps you answer the question, "Will my project be successful?"

Issue Management

ENSURE TIMELY RESOLUTION OF ISSUES

Issue Buzz ensures issues are tracked and commitments are managed for timely resolution.

Capability Management

DRIVE RESULTS BY REFINING YOUR PROCESSES

Capability Buzz provides the visibility you need to improve your service delivery processes.

Service Management

OPTIMIZE YOUR ORGANIZATION'S OPERATIONS

Service Buzz oversees your deployed IT products and day-to-day services.

Results Management

DEVELOP APPLICATIONS BETTER AND FASTER

Optimizing your resources, processes, and development performance will help you deliver maximum value to the business.

POWERED BY Advanced Management Insight℠

Doing the right things, and doing them right!

How often do you take your car for a tune-up and oil change?

As individuals, we all understand the value of regular maintenance and good preventive behavior. We would never want to put ourselves at risk of having our car break down in the middle of a family vacation. A firm's information technology (IT) function also needs a regular check-up to ensure that the business will not be at risk because of the breakdown of a component of the IT function during a critical time period.

What can happen to you if you have a "sick" IT organization?

- Missed opportunities
- Business interruptions
- Financial decline
- Legal exposure
- Security breaches
- Business failure

A high functioning IT organization is critical for extraordinary business success.

Business growth is a direct result of how effectively the power and functionality of technology are harnessed.

CIOs in high performing organizations focus on:

- Business Alignment
- Cost Containment
- Risk Mitigation

Doing the right thing and doing things right

IT HealthCheck enables us to quickly assess where business and IT strategy are not aligned and determines if the IT function is following generally accepted practices. This is enabled via a unique and proprietary assessment process. IT HealthCheck answers the questions of whether or not IT is serving the needs of the business (doing the right things) and if IT is following generally accepted practices (doing things right).

With CAI Buzz's IT HealthCheck you can make sure your IT organization is focused on effective success. Our IT HealthCheck is objective, impartial, and customized to your business needs.

Benefits of an IT HealthCheck

A check-up can help to make your business better and more profitable. Opportunities for improvement can be identified, and issues that place the business at risk can be eliminated. An IT check-up helps to provide a complete view of the status and problems of internal operations, as well as potential management disconnects:

- Enhance Business Alignment
- Support for Critical Business Objectives
- Drive Market Share Increases
- Increase Overall Effectiveness
- Reduce Costs
- Efficient Use of Technology
- Identify Business Alignment, Process Compliance, and Availability Issues
- Reduce Risks
- Best Practice Adherence
- Identify Disconnects

Balancing your project portfolio for maximum return!

Deliver valuable, aligned, and balanced solutions to your business

With Portfolio Buzz, you can easily align your resources to the projects that will contribute the highest value to the business:

- Optimally allocate resources to reduce effort expended for a marginal return

- Identify where you are spending resources and balance the portfolio as needed

- Build a portfolio of projects that have the right mix of risks/rewards to maximize what is important to your business

- Review of in-flight projects to determine if they should continue or be terminated

Portfolio Buzz value

Portfolio Buzz delivers benefits throughout the organization.

EXECUTIVE LEADERS
- Balance portfolios to prioritize investments

- Align resources with strategic enterprise objectives

- Evolve ideas, proposals, and initiatives into measurable programs and projects

PROGRAM AND PROJECT MANAGERS

Make timely informed decisions based on accurate project data

- Ensure that Best Practices are followed for all management processes

- Balance workload and manage skills inventory and usage

- Actively manage risks and issues as they arise

- Ensure that time and expenses are tracked

PRACTITIONERS
- Leverage reusable process templates for collaboration and communication

- Communicate, coordinate, and collaborate globally

Portfolio Buzz functions

PROJECT VALIDATION

Confirm how a project adds value to your organization. With Portfolio Buzz each proposal is accompanied by a simple Value Proposition document describing the work and the value it will provide. The Value Proposition will also show proposal alignment with the overall strategy and goals.

PROJECT PRIORITY

Ensure your IT projects are aligned with your overall strategy. Portfolio Buzz helps you prioritize across all organizational units to build and maintain a list of projects that provide optimum value to the business.

OVERALL PROJECT BALANCE

Design a project mix that delivers the most valuable results in the shortest time. Portfolio Buzz helps you manage the overall portfolio risk by managing the mixture of high-reward, high-risk projects with your overall workload. Portfolio Buzz helps

you keep your entire organization moving forward despite committing to higher risk activities.

ACTIVITY

Slash wasted energies on unauthorized or redundant work. Gain control over your organization's work with Portfolio Buzz. Assign and delegate resources to the most valuable initiatives. This allows you to easily set aside funding and resources to complete the work and keep your organization focused on your strategic goals.

Portfolio Buzz

Proposal Submission
Registration & Categorization
Preliminary Estimate

Proposal Validation
Risk & Opportunity Analysis
Cost/Benefit Analysis
Business Alignment

Proposal Selection
Portfolio Balancing
Resource Planning
Budgetary Planning
Facilities Planning

Proposal Monitoring
Risk Monitoring
Performance Monitoring
Goal Alignment

Ensure success with world-class quality assurance reviews!

Project Buzz: A control room for your IT projects

Project Buzz is a ground-breaking software tool that provides automated QA reviews of every one of your IT projects, large and small. These reviews provide:

- Cost savings through early identification of off-track project activities
- Improved visibility and management of project risk
- Organizational learning through consistent enforcement of industry best practices
- Fewer surprises through enhanced team communication

How does Project Buzz work?

Project Buzz provides automated, phase-by-phase Project Office reviews of each project by:

- Collecting operational project data from your existing systems and incorporating feedback from all project stakeholders to form a holistic view of each project
- Continuously filtering this data through a built-in library of expert knowledge: industry best practices, standard processes, and customizable business rules
- Improving visibility by presenting easy-to-use dashboards identifying areas needing attention
- Building a comprehensive repository of project data and analysis for benchmarking and trending

Gain true visibility into project health and status

Project Buzz works like a control room to constantly monitor the health and status of all your IT projects, providing early warnings and comprehensive data. The data gathered through Project Buzz is presented in a user-friendly, use-it-now format through intuitive dashboards and easy-to-understand charts that prove to be indispensable for guiding and managing your IT projects.

Align IT resources with business needs

By facilitating stakeholder feedback throughout the entire life cycle of your IT projects, you can be sure that IT efforts are in line with your company's highest priorities. This reduces unnecessary work and ensures IT projects have the funding and support they need to be successful.

Ensure compliance with industry best practices

Project Buzz tracks best practice compliance across every one of your projects. Project phase gate checks verify that required deliverables are produced and that a proven set of processes are followed, improving productivity and consistency.

Spot early warnings of significant project/program risks

With Project Buzz, you can eliminate surprises by identifying risks before they become problems. Spotting the pitfalls on the path to meeting milestones can save you hours of rework and keep your projects on track.

Project Management Dimension	Traditional PM Tools	Automated Project Office
Time (Schedule)	MS Project, Primavera, Clarity, etc	●
Cost	ERP, Accounting System	●
Scope	—	✓
Integration	—	✓
Quality	—	✓
Human Resources	—	✓
Communications	—	✓
Risk	—	✓
Procurement	—	✓
Vendor Relationship	—	✓
PM Methodology Compliance	—	✓

● APO supplements traditional PM tools through project team feedback confirming or challenging status and projections derived from data systems.

Guarantee the timely resolution of issues!

Ensure the timely resolution of issues

Issue Buzz ensures issues are tracked and managed. With Issue Buzz:

- Commitments are monitored for timely resolution
- Automated follow up techniques ensure on-point results
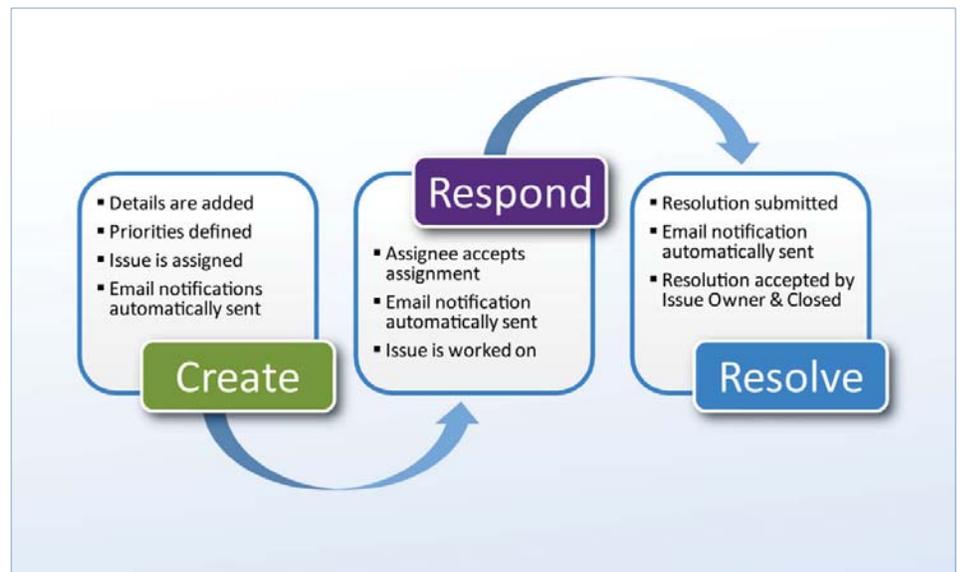- Catastrophic problems are avoided

As issues arise, prompt management is crutial to project success. Issue Buzz provides you with the ability to log issues, set priorities, assign and notify resources or contributors, and submit and approve/deny resolutions. The solutions key differentiator is that you can now monitor and enforce compliance with defined service level agreements (SLAs).

Issue Buzz takes the task of managing an issue to a higher level. As issues are logged and priorities are defined, email notifications are sent automatically to the assignee and contributors. As action is taken on the issue, additional email notifications are generated. Should an assignee not respond to an issue within the allotted time, Issue Buzz will automatically generate an email notification to the issue creator with a status update.

With Issue Buzz, managers, team members and stakeholders can enter and track issues in a central repository that provides a holistic view of potential project impediments.

Managers, team members, and stakeholders can view project issues in a variety of dashboards including:

- Number of Past Due Issues
- Number of Issues Open vs. Closed
- Past Due Issues by Assignee
- Number of Open Issues
- Average Time of Resolution
- Expected Resolution Date vs. Actual
- Resolution Date

- Issues with no Activity for the last 30 days
- Number of Issues by Status
- Number of Issues per Assignee
- Open Issues for the Last 30 days
- Project/Organization Responsiveness
- Overall Responsiveness
- Due Date Change
- Categories by # of Past Due Critical Issus

Built upon the revolutionary Advanced Management Insight Platform

IT Buzz is built on Advanced Management Insight (AMI) an industry changing revolutionary platform for creating management systems.

Powerful enterprise solutions. No programming required.

- This powerful yet easy-to-use development framework is used for building world-class global management systems

- Unlike other systems, AMI requires no programming and solutions can be implemented within 30 days

- Just as Excel™ is used to develop highly customized applications without coding, AMI allows you to build enterprise-wide, multi-user systems quickly and cost effectively

Flexible platform for rapid development

- Leverages five core systems to build highly customized solutions: a data collection system, expert knowledge system, analysis engine, report & dashboarding tools, and a performance repository

- Get up and running immediately with complete, "out-of-the-box" solutions or author your own custom applications within weeks without costly development

Create solutions that enhance visibility, control, and governance

- The AMI framework enables applications that enforce best practices, identify risks, and drive team communication.

- AMI solutions allow organizations to leverage their knowledge and experience across teams.

Low-cost and easy to implement

- As a software-as-a-service (SaaS) solution, it's easy to get started with IT Buzz.

- No hardware or software to install and maintain

- IT Buzz can be up and running within one month

ABOUT CAI

CAI is a full service Information Technology outsourcing firm with more than 30 years of experience and a world leader in IT measurement and IT productivity. CAI solutions include application support, application development, application knowledge capture, business consulting, desktop services, managed staffing services, and staff augmentation. A unique set of metrics based processes and proprietary toolsets enables CAI to deliver support and development solutions with the highest degree of efficiency. Employing more than 2500 associates worldwide, the company has provided services and solutions to more than 600 Fortune 1000 customers as well as federal, state, and local government agencies. CAI has offices throughout the US, Canada, Latin America, Europe, the Middle East, the Philippines, China, and Australia.To learn more, please visit CAI at www.compaid.com.

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