

myfiserv.

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The image shows a laptop and a smartphone displaying the myfiserv Delivery Dashboard. The laptop screen shows a comprehensive overview of project delivery metrics, while the smartphone shows a mobile-optimized view with a donut chart and a list of approvers.

Delivery Dashboard (Laptop View)

Filters: Stakeholders, Project Detail, Status (Active: Yes, Project Status: Approved | Resumed)

Current Year Financials

\$30.0M	\$15.0M	\$50.0M
YTD Actuals	Remaining Forecast	Full Year Forecast

Project Financials

\$100.0M	\$75.0M	\$325.0M
Approved Cost	Estimated Cost	Benefit

Pending Delivery Commitments

75	Cost: \$20.0M	Benefit: \$80.0M
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Spend Trend (Threshold: 10%)

Trend	Projects	%	Approved Cost	Estimated Cost	B/(W)	%
Over	125	50%	\$25.0M	\$26.0M	\$1.0M	4%
Under	50	20%	\$25.0M	\$1.0M	(\$24.0M)	96%
On Track	75	30%	\$50.0M	\$48.0M	(\$2.0M)	4%
Total	250					(\$25.0M)

Project Health

Red: 5	Amber: 10	Missing: 110	Green: 50	Complete: 75
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Resource Productivity (Clarity Timesheets: 04/06/2020 - 06/28/2020)

Data Exceptions

Upcoming Deliverables

Mobile View (Smartphone)

Breakdown: Platform (40%), Business (40%)

Distribution

Global Business Solutions/Front End	20%
Cost	\$
Global Business Solutions/Front End	40%
Cost	\$
Global Business Solutions/Front End	40%
Cost	\$

Approvers

Most Recent Action: Senior Tech Leader (Approved)

Cost: \$, Benefit: \$

Decisions

Before myFiserv

Lack of Accountability & Visibility



Business Structure: New Fiserv

Complex Business Unit Portfolios across Technology Delivery and Professional Services organizations



Portfolio Management Governance

Individualized Process for:

- Project Approvals
- Project Intake
- Project Reviews



Technology Disparities

Multiple PPM tools and configurations including different versions of Clarity

Multiple Leadership interpretation and use of data: Multiple Power BI, Tableau, & manual reports

With myFiserv

Accountability & Visibility: One Consistent Set of Measures for the Enterprise



Business Structure: Alignment & Integration

Enterprise PPM Framework

Full integration with multiple Agile Life Cycle Management tools (Jira, VersionOne)

End-to-end visibility into project delivery & statistics

Standardized Practices / Integrated Governance Routines

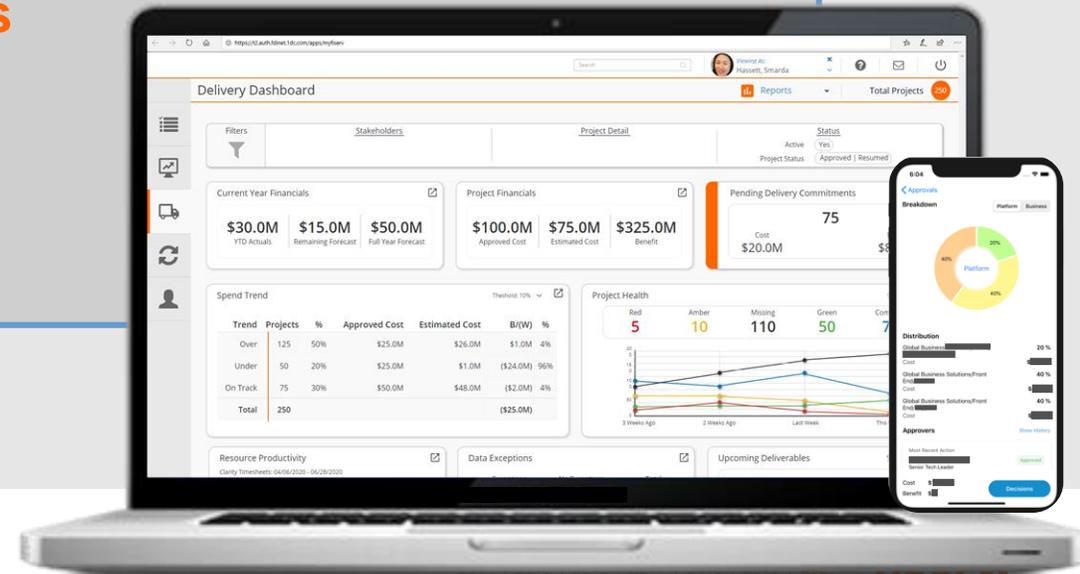


Enterprise Level Business Analytics

One Leadership reporting tool.

One Business.

Speaking **One** Language.



How We Got Here

Sponsorship

Investment

Governance

		Continuous Improvement	Standardized Practices		
Enterprise Alignment		End-to-end visibility to project delivery and integrated activities	Alignment of Fiserv standard tools and capabilities	Data-driven facts and metrics to support effective business decisions	Consistent Execution
		Comprehensive, data-driven performance metrics to proactively manage project delivery	Visibility to ensure we are delivering commitments	Coordinated monitoring and management of project costs and efforts	
Common Tooling		Consulting, coaching and training to support continuous improvement and best practices	Intake governance processes to support effective demand vs capacity management	Standard enterprise Project Management framework and methodology	Coaching & Training
		Integrated Governance Routines		Data-driven Performance Metrics	



Appendix

myFiserv Architecture Framework

