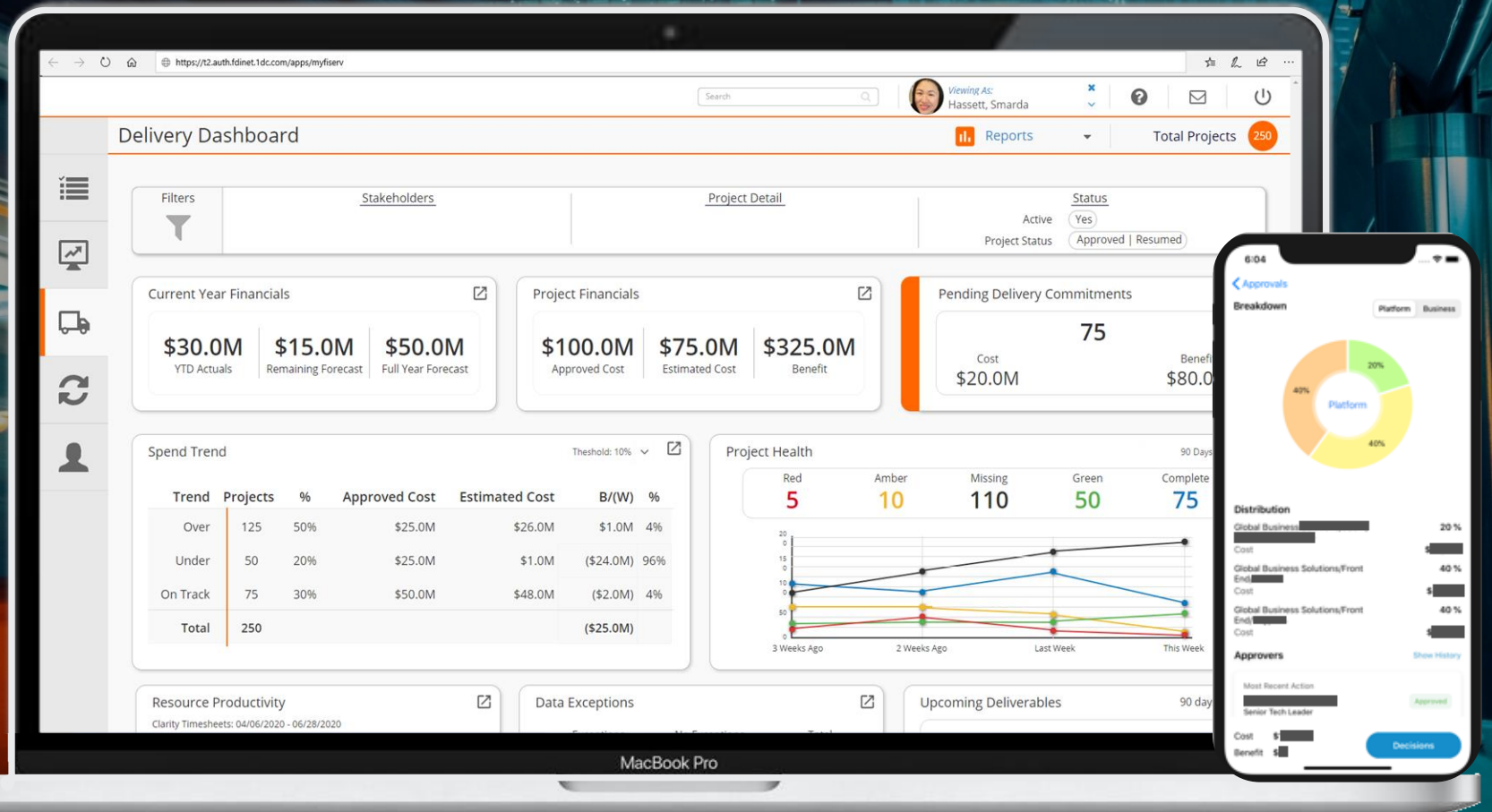


myfiserv.

Smarda Hassett

fiserv.



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

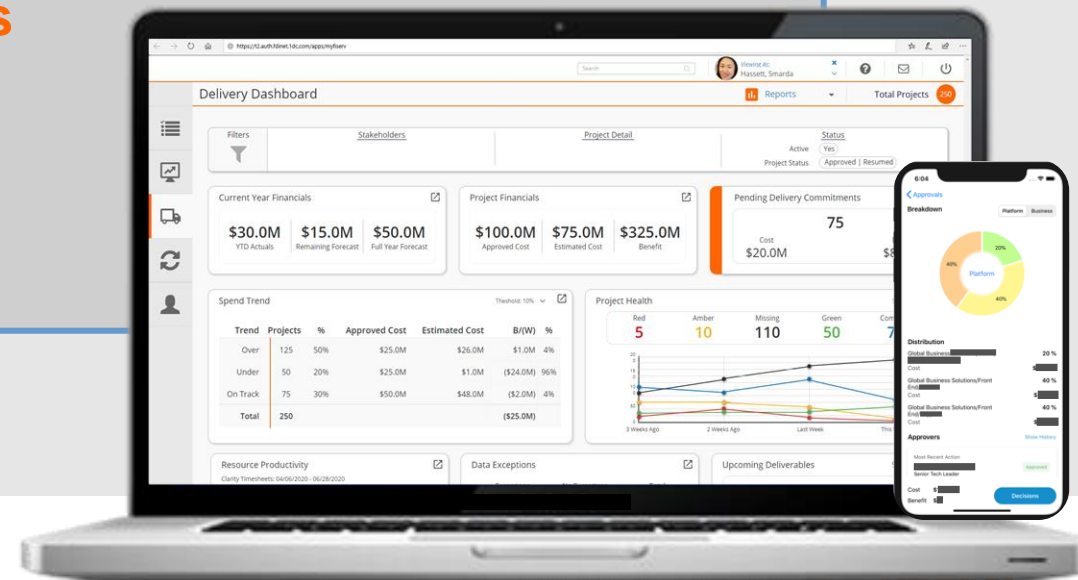


Enterprise Level Business Analytics

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
	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
	Integrated Governance Routines		Data-driven Performance Metrics
		Coaching & Training	

A close-up photograph of a person's hands holding a smartphone. The phone's screen displays a line graph with two data series, one in red and one in blue, plotted against a grid. The background is blurred, showing a person in a dark jacket. The word "Appendix" is overlaid in white text on the left side of the phone's screen.

Appendix

myFiserv Architecture Framework

