# IT Demand Management

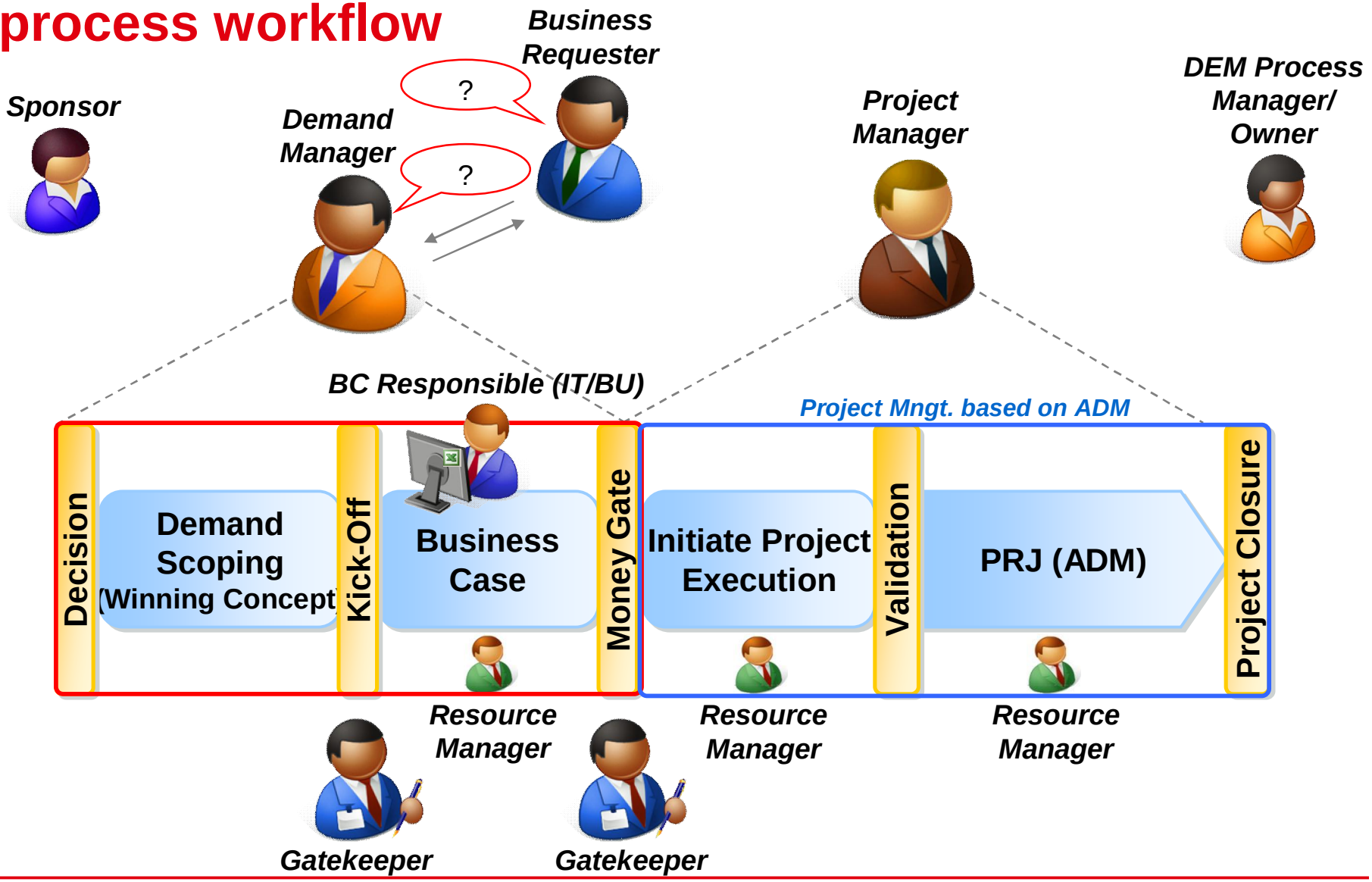
Process Management DEM
Integrated Business Solutions (IBS)
Henkel AG & Co. KGaA
October 2013

Henkel Excellence is our Passion

# Agenda

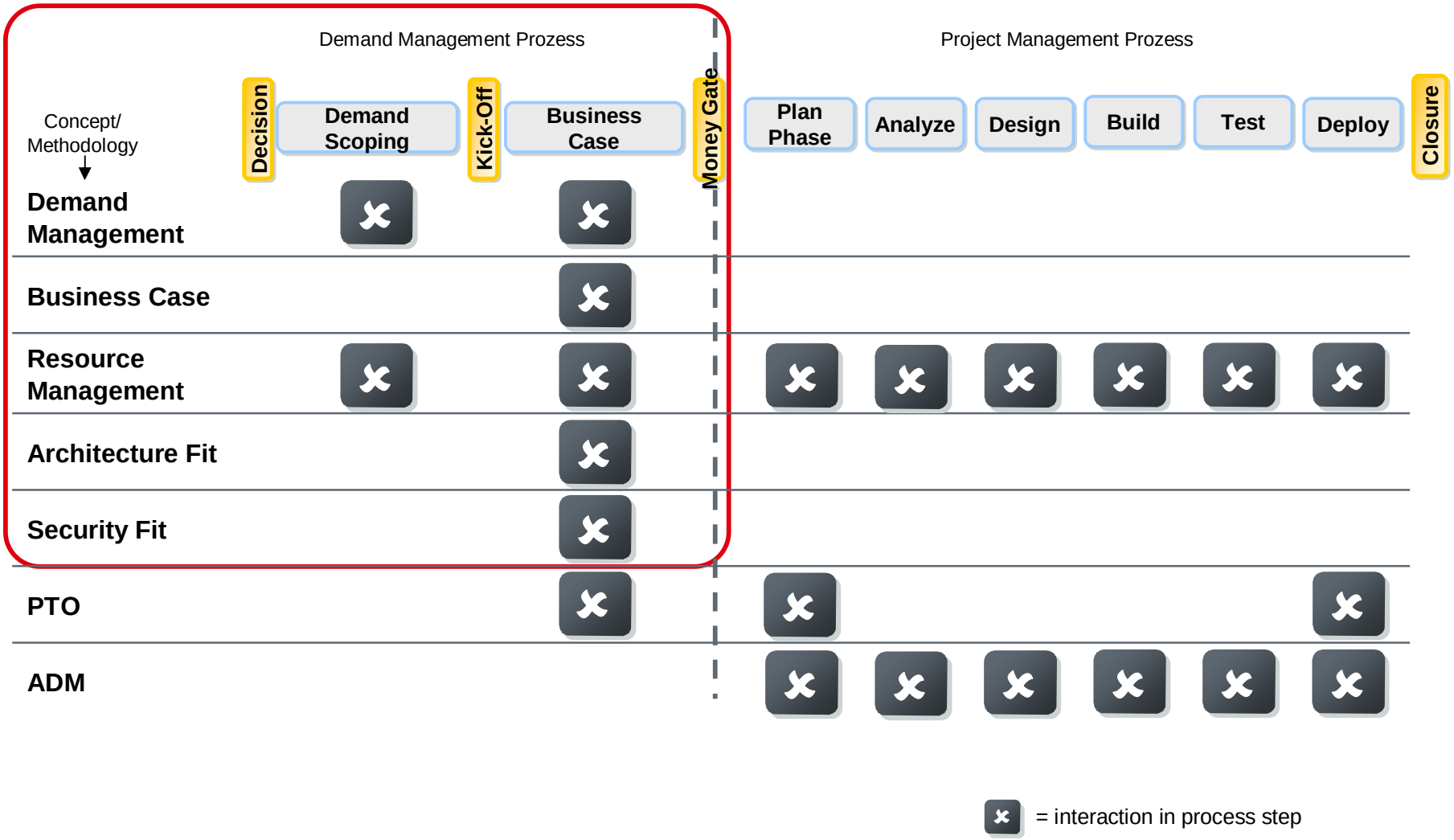
- DEM Process & Templates
- DEM System-based Scenarios (Clarity)
- DEM Reporting

# Key players' role in DEM, RES and PRJ process workflow



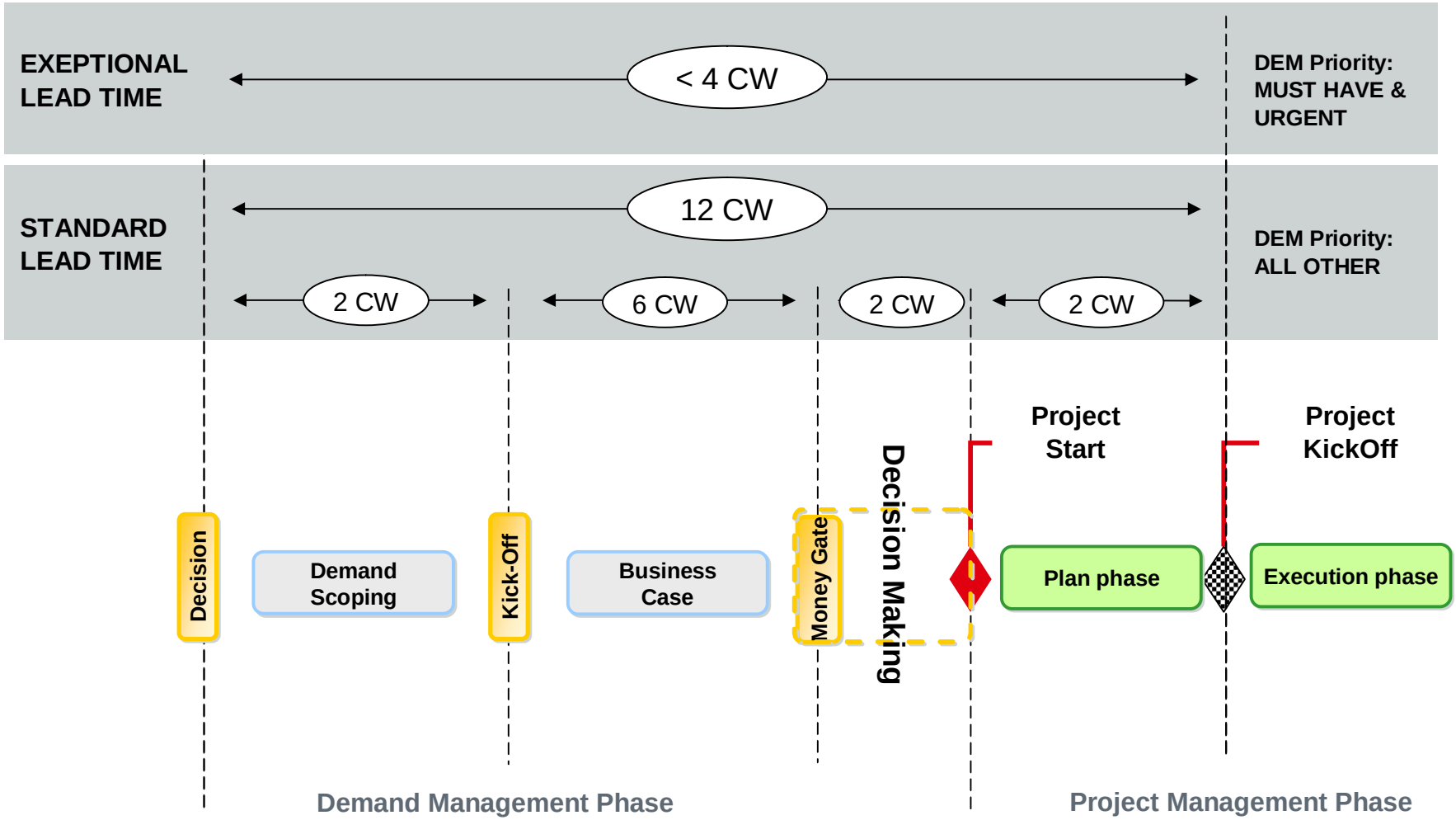
# Process Framework Overview

## How DEM fits into IT process environment



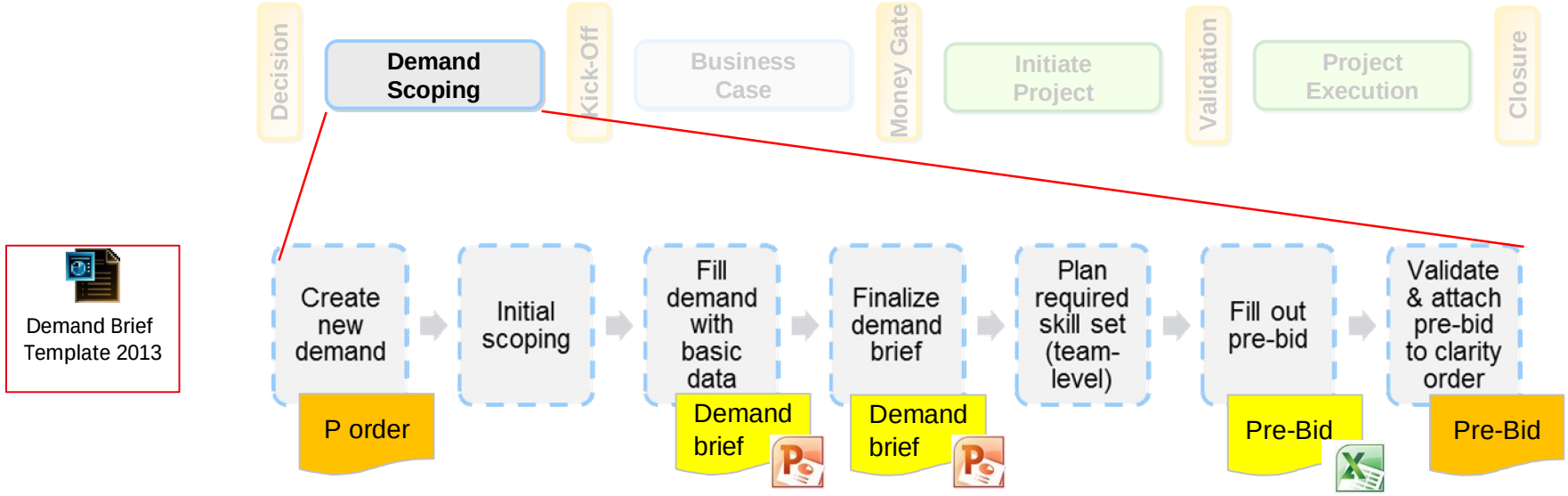
# Target Lead Times Demand Management

## Standard cases w/o additional complexity drivers



# Roles and Responsibilities – Demand Scoping

## Major tasks and deliverables



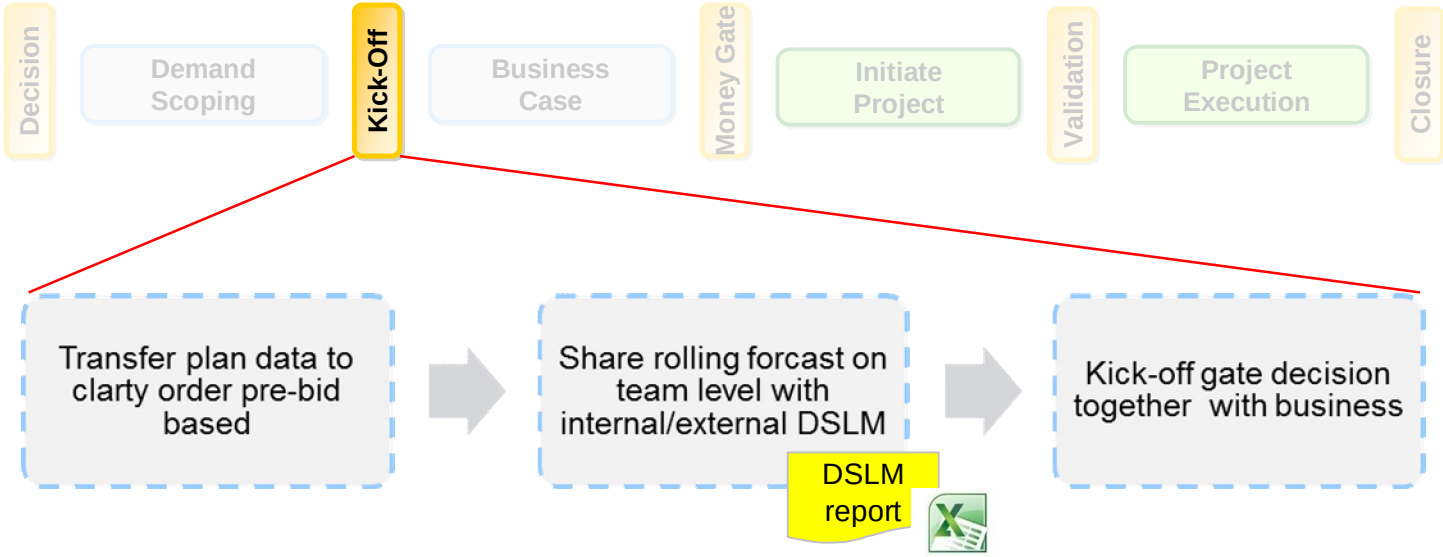

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| DM | E | E | E | I | I | I | E |
| BCR | | | | | | | |
| PM | | | I | | I | | |
| RM | | | | C | C | | |
| SSC | | | | | | | |
| C/SME | | | | E | E | E | |
| SP | | | | | | | |
| RES | | | | | | | |

D: Decide E: Execute C: Consult I: Inform

file clarity

# Roles and Responsibilities – Kick-Off

## Major tasks and deliverables




| | | | |
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| DM | | I | D |
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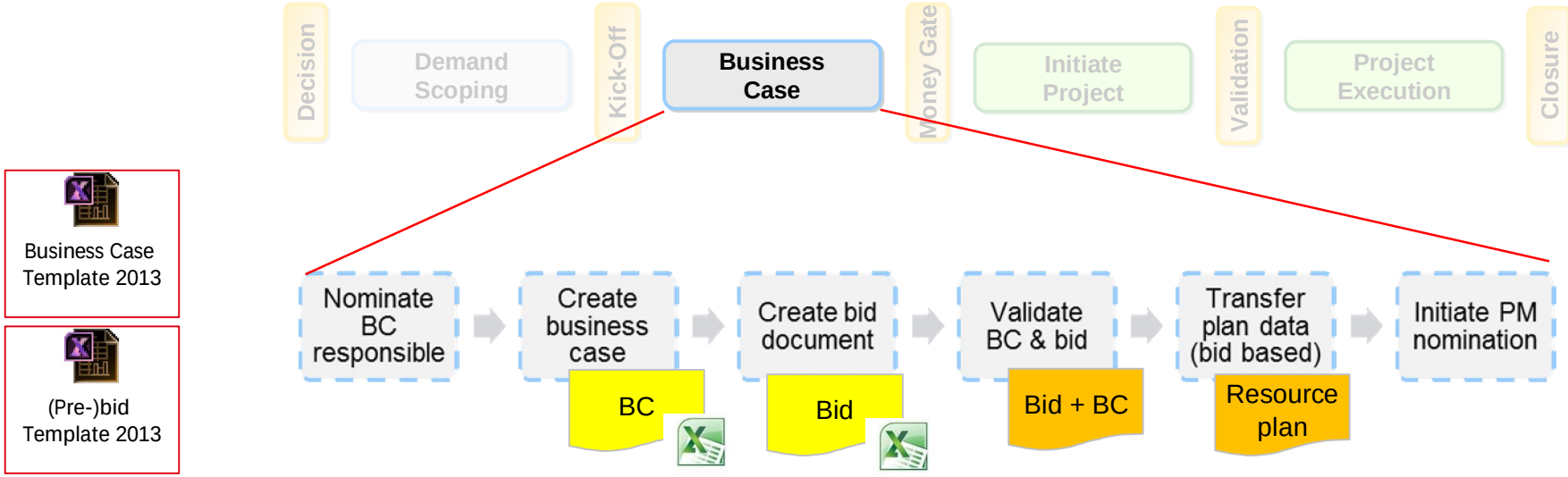
| PM | | | |
| RM | | I | |
| SSC | E | | |
| C/SME | | | |
| SP | | I | |
| RES | | E | I |

D: Decide E: Execute C: Consult I: Inform

file clarity

# Roles and Responsibilities – Business Case

## Major tasks and deliverables




| | | | | | | |
|---|---|---|---|---|---|---|
| DM | E | I | C | E | | E |
| BCR | I | E | E | C | | |
| PM | I | | I | I | | |
| RM | C | I | I | | | I |
| SSC | | | | | E | |
| C/SME | | C | C | | | |
| SP | | | I | | | |
| RES | | | | | | |
| ARC | *ARCfit will request the Business Case Responsible (BCR) via BPM to complete the ARCfit questionnaire.* | | | | | |

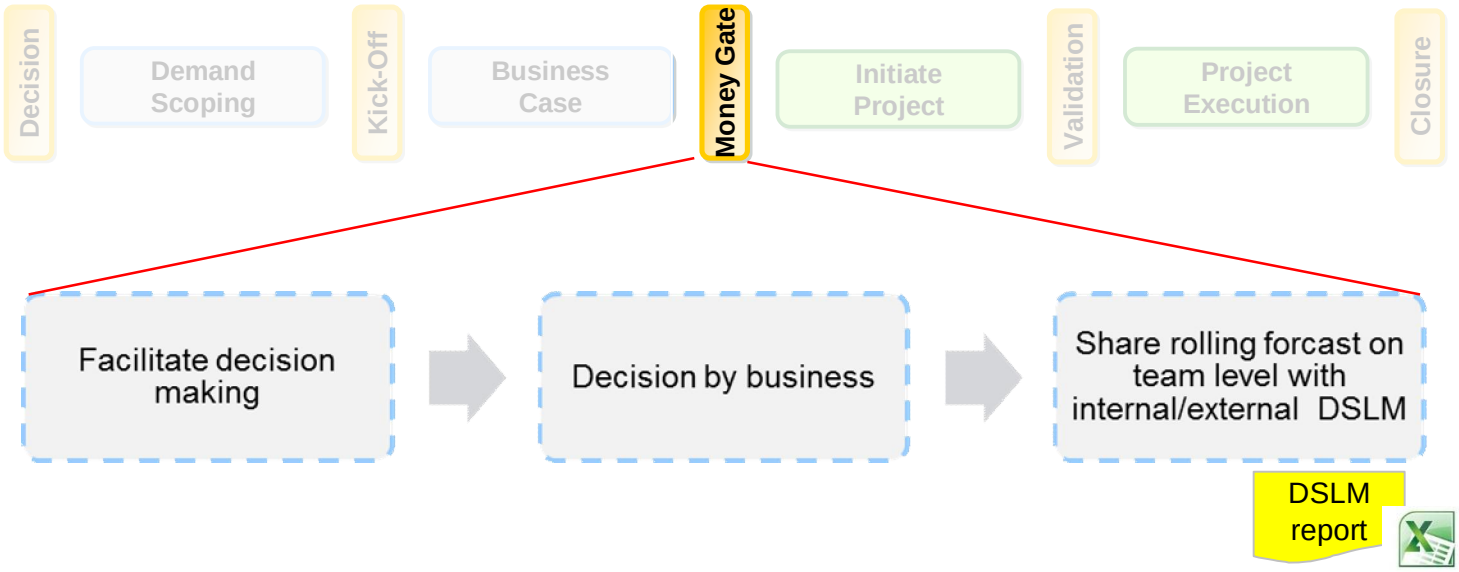
D: Decide E: Execute C: Consult I: Inform



file clarity Henkel

# Roles and Responsibilities – Money Gate

## Major tasks and deliverables




| | | | |
|---|---|---|---|
| DM | E | D | I |
| BCR | | | |
| PM | | | |
| RM | | | I |
| SSC | | | |
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| SP | | | I |
| RES | | | E |

D: Decide E: Execute C: Consult I: Inform

file clarity

# Agenda

- DEM Process & Templates
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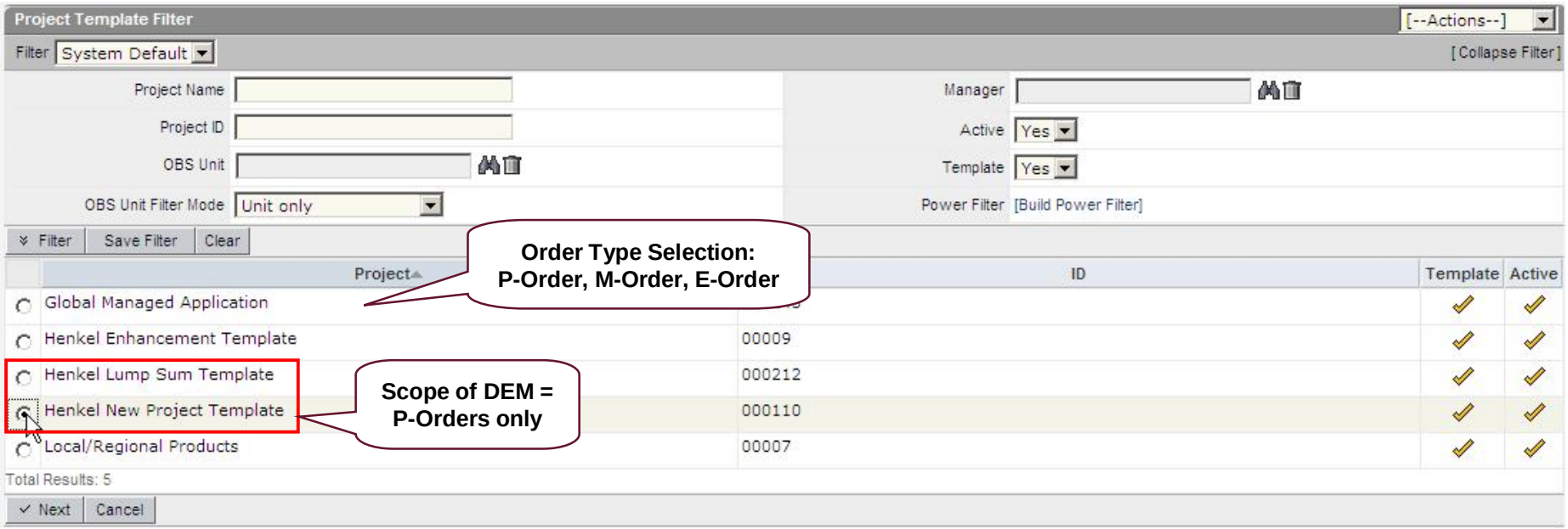
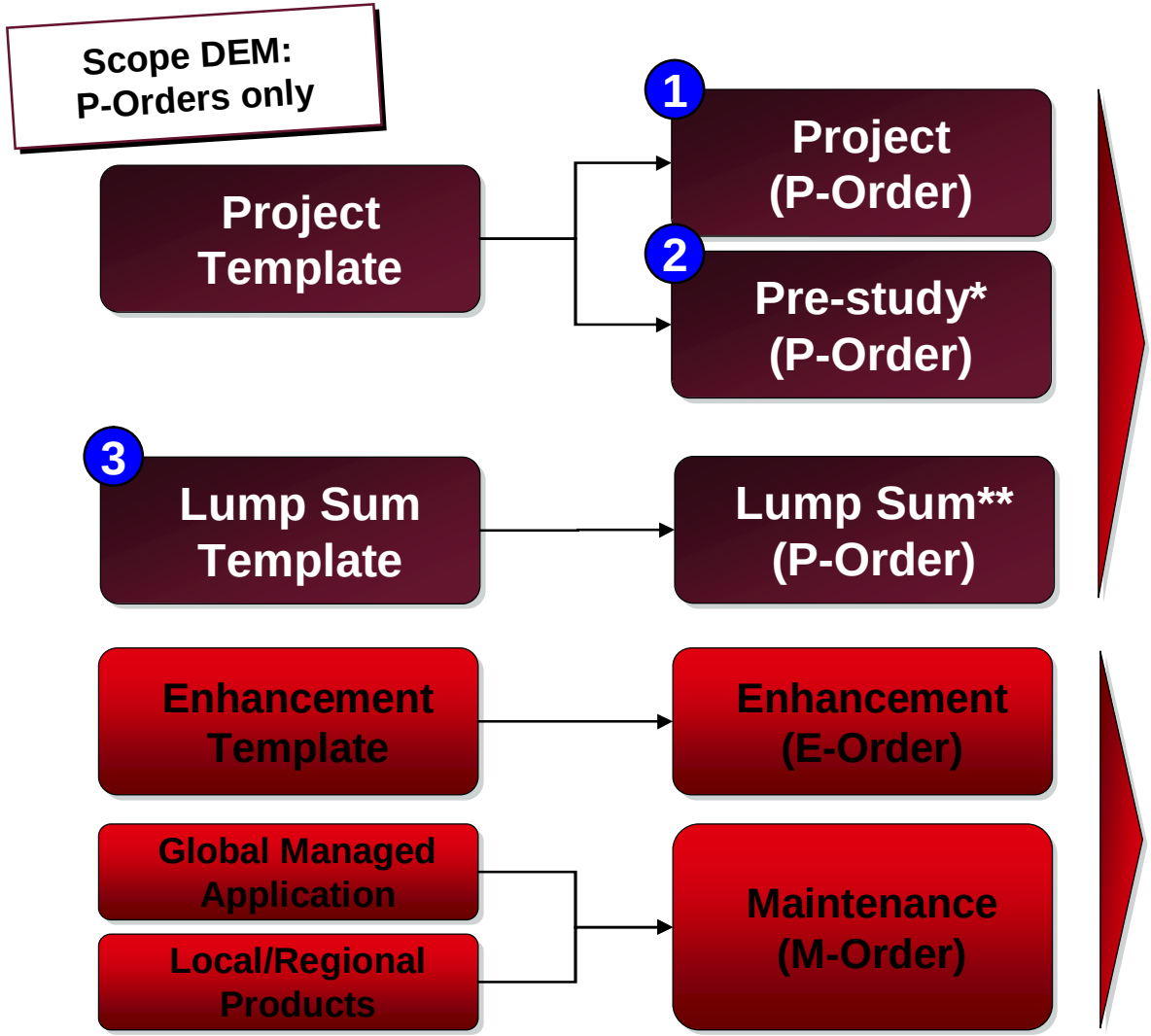
- DEM Reporting

# Selection of Template: Project, Lump Sum, Enhancement or Maintenance



# Selection of Template: Project, Lump Sum, Enhancement or Maintenance




***"Depending on the template you select, Clarity DEM will follow different workflows and screens."***

***"Screens and workflows stay as-is"***

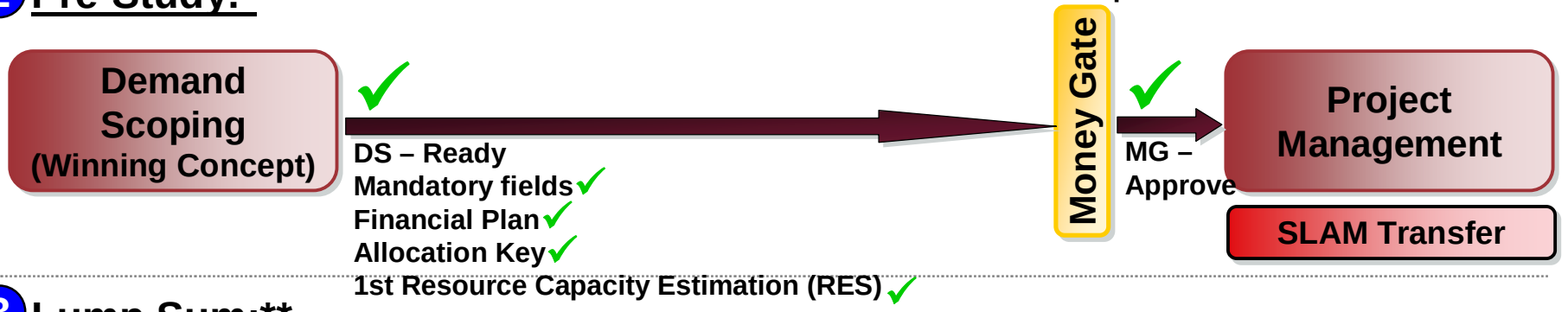


** Demand Scoping (Winning Concept) / Main Deliverable = Pre-Study*

# Handling of Stages and Gates in different workflows

## 1 P-Order (Demand):

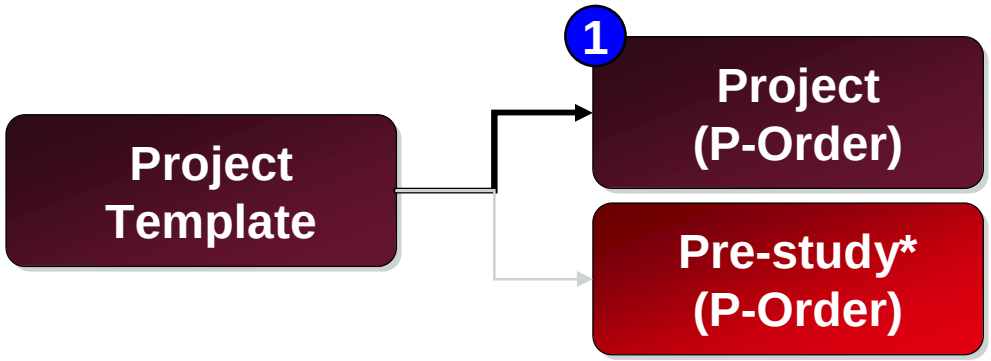
## 2 Pre-Study:*



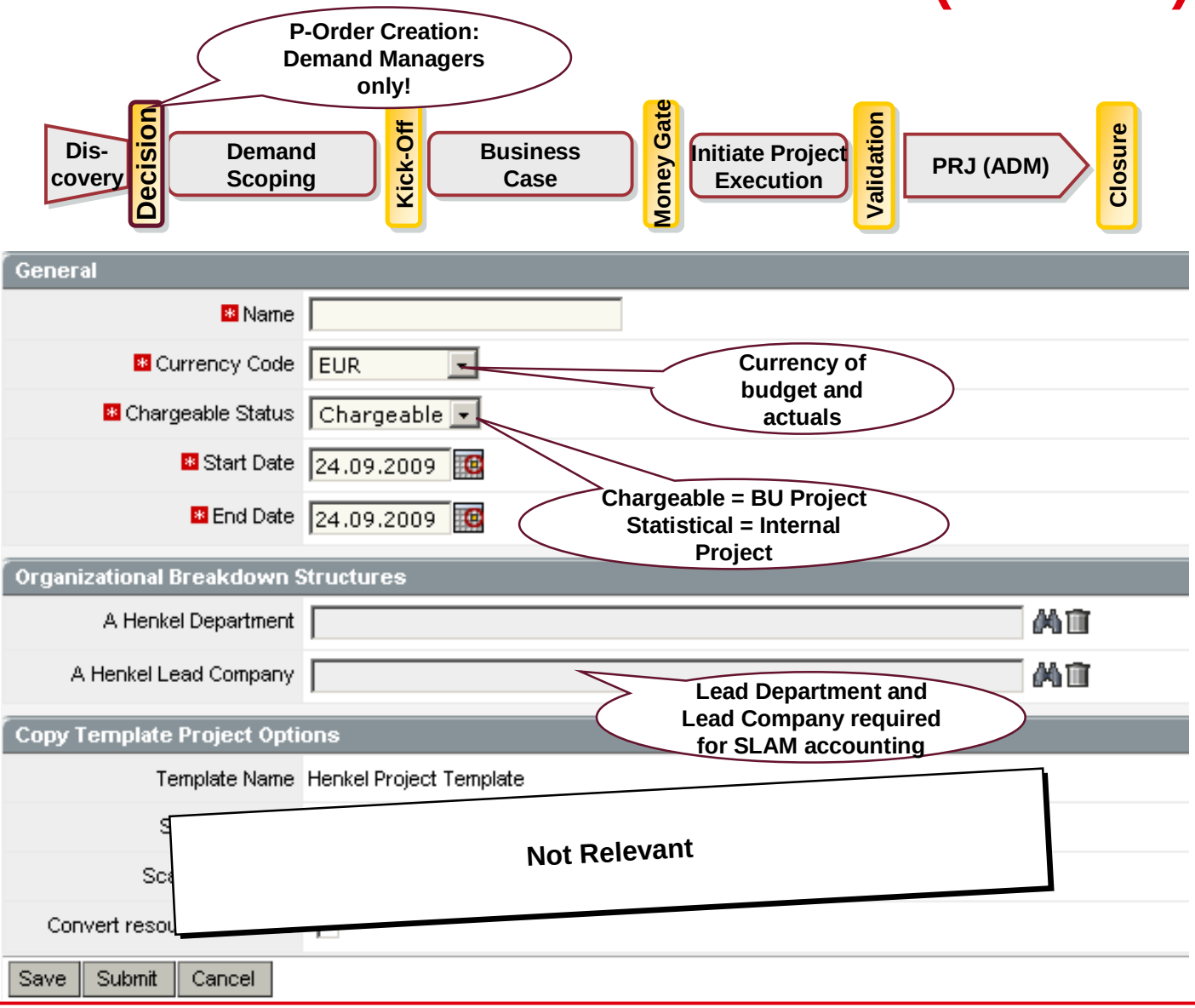

## 3 Lump Sum:**

** Demand Scoping (Winning Concept) / Main Deliverable = Pre-Study; ** Decision Gate = Lump-sum Template*

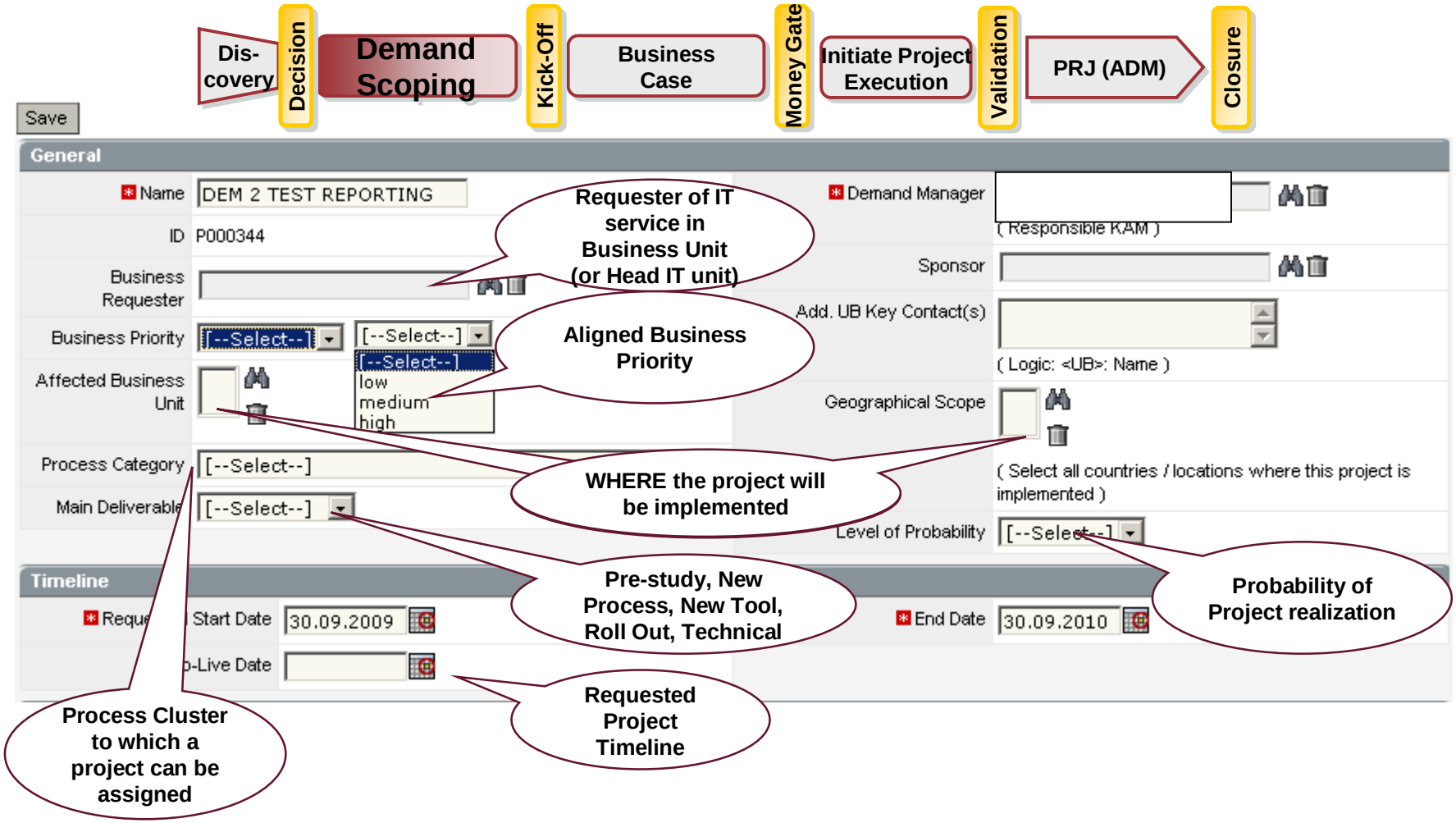
# Demand (P-Order)



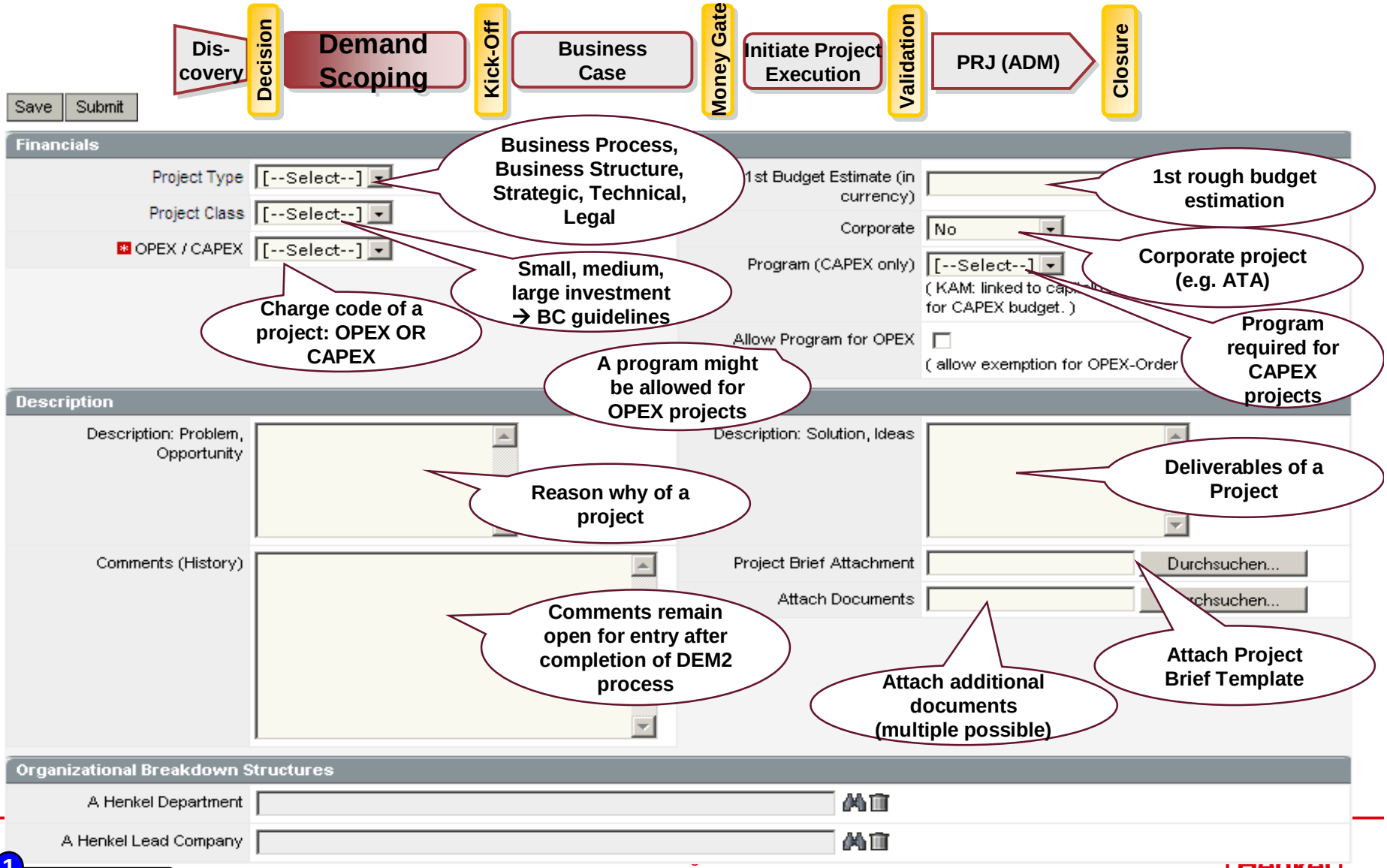
# Decision Gate: Creation of a Demand (P-Order)



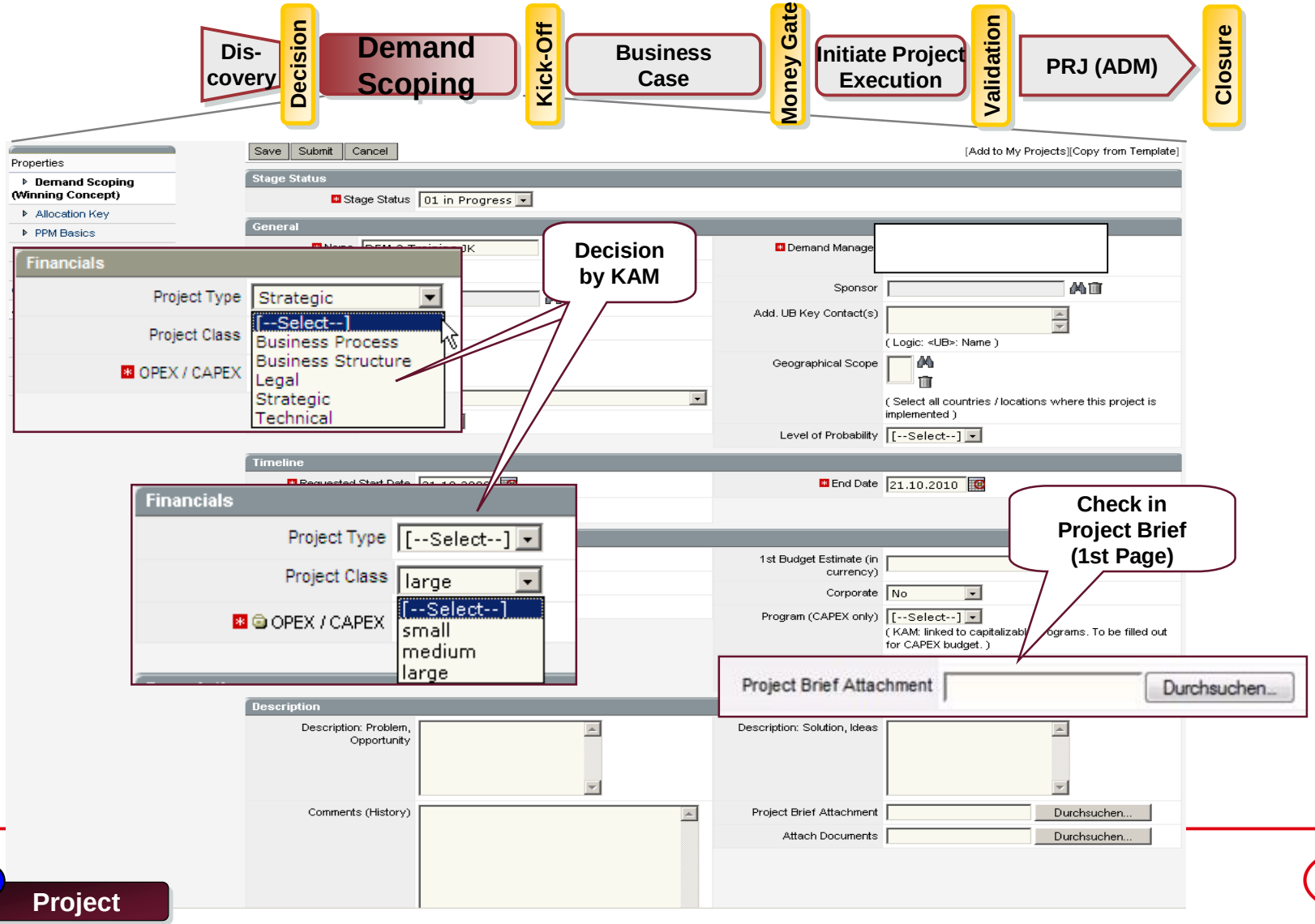
# Demand Scoping (Winning Concept) (1/2)



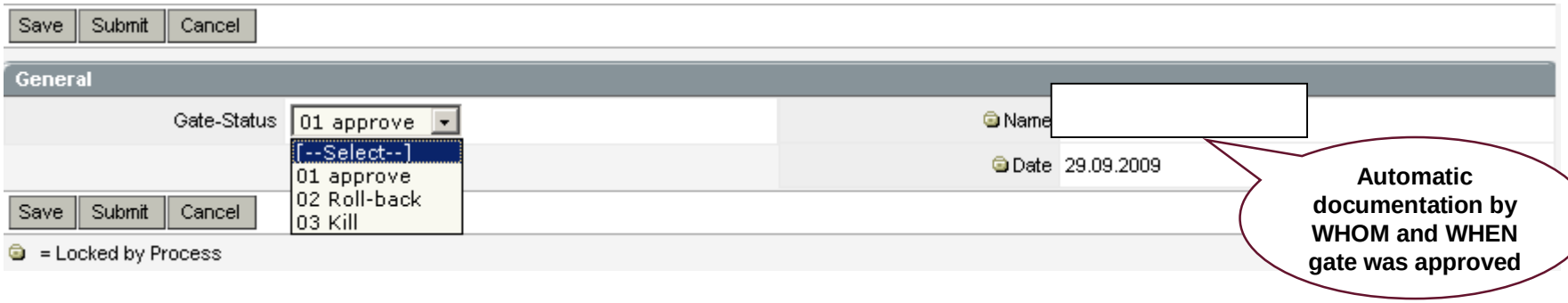
# Demand Scoping (Winning Concept) (2/2)



# BC Related Data in Clarity and when to update along the DEM Process



# Kick-Off Gate

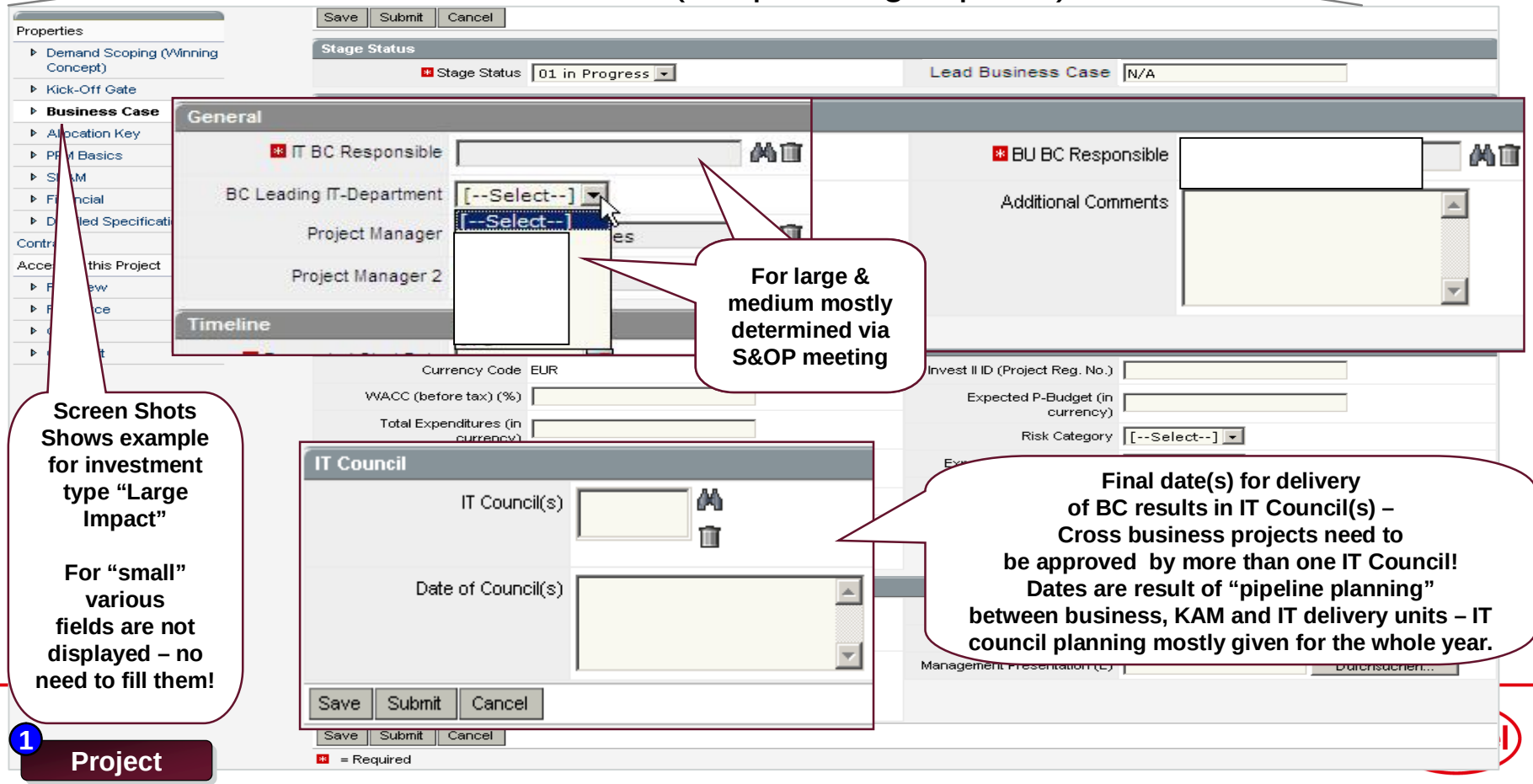


# BC Related Data in Clarity and when to update along the DEM Process

**Preliminary**
– currently being updated due to org changes 2012 –

Dis-covery | Decision | Demand Scoping | Kick-Off | **Business Case** | Money Gate | Initiate Project Execution | Validation | PRJ (ADM) | Closure

General Data (BC planning aspects)




**For large & medium mostly determined via S&OP meeting**

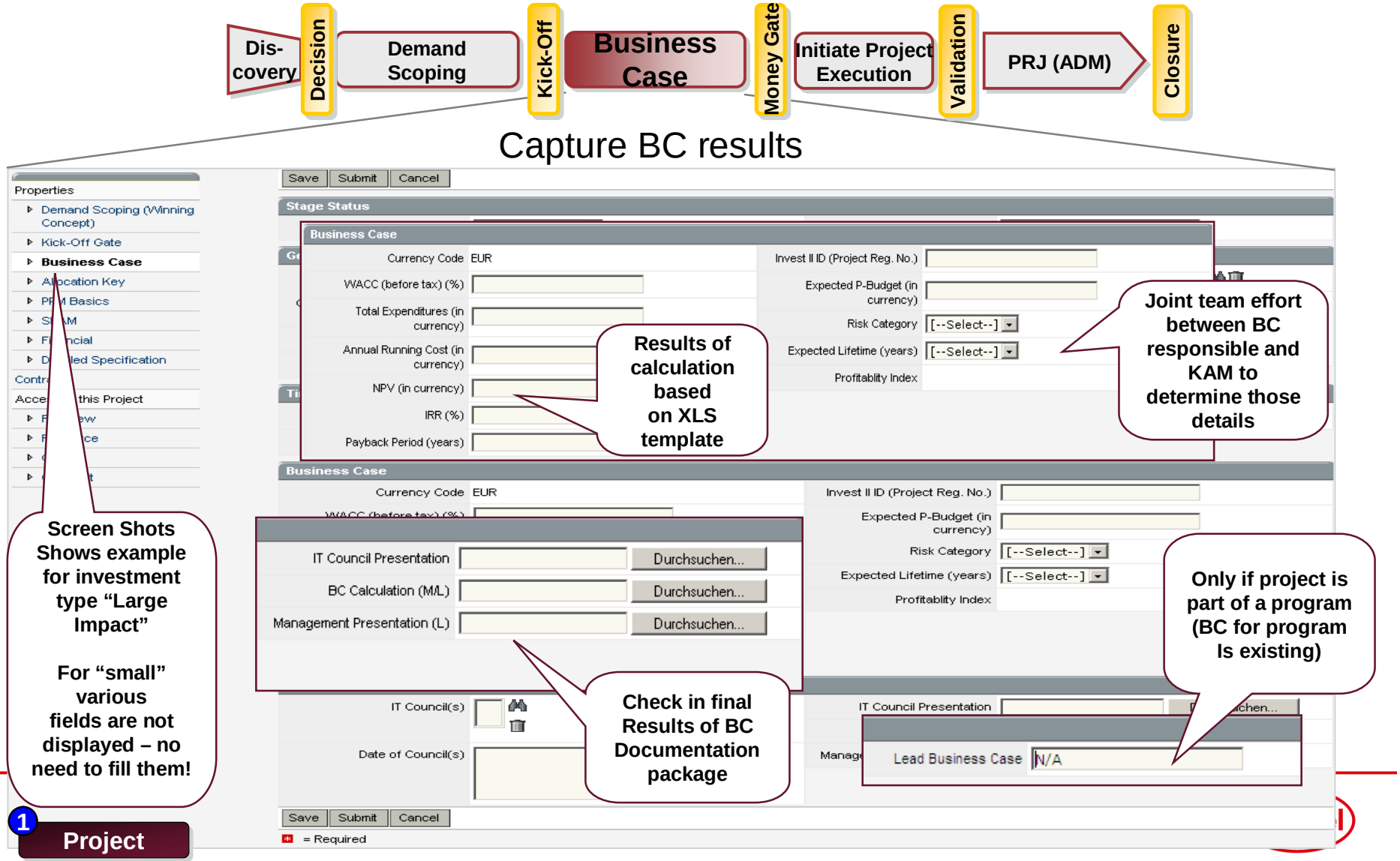
**Screen Shots Shows example for investment type "Large Impact"**

**For "small" various fields are not displayed – no need to fill them!**

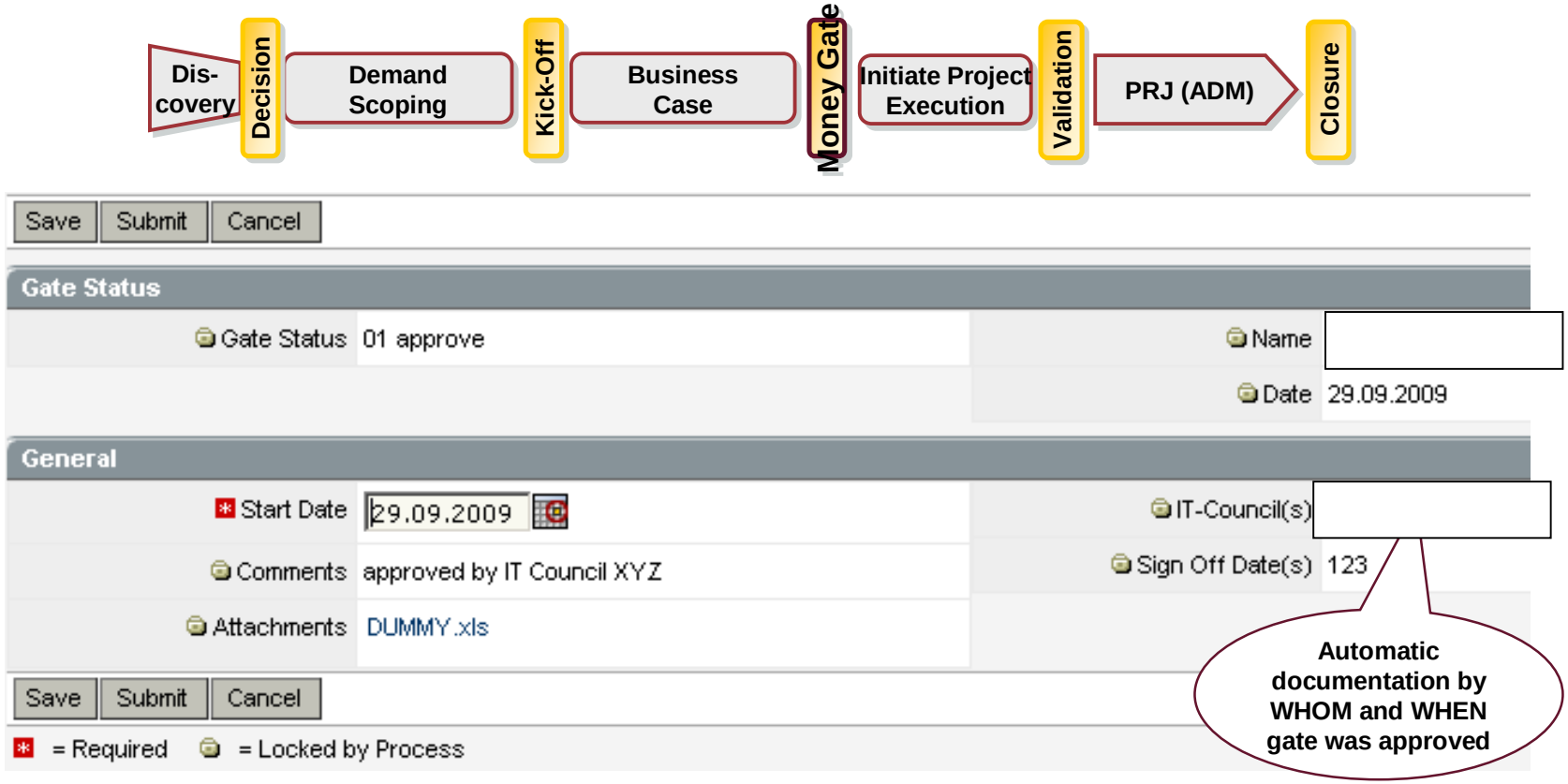
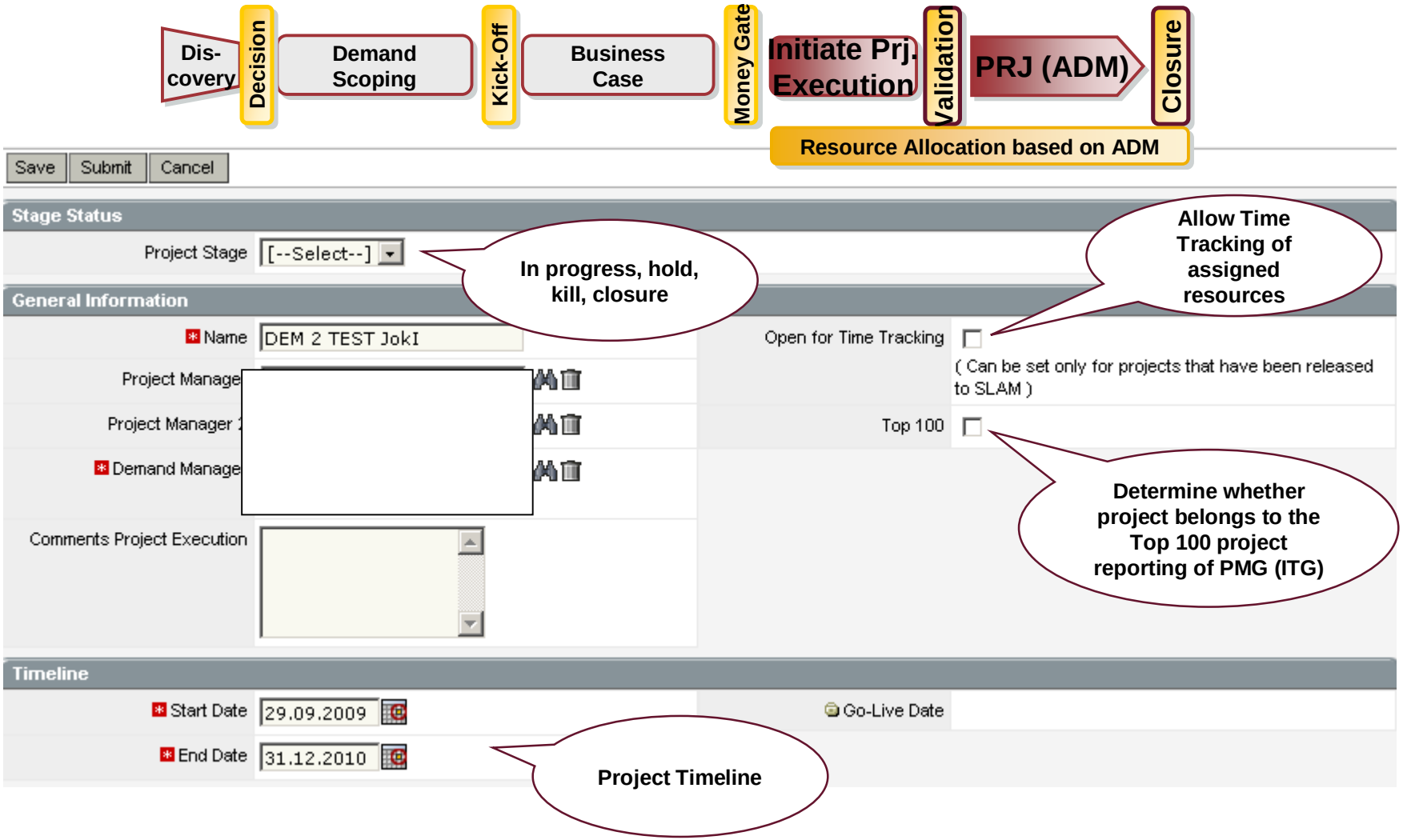
**Final date(s) for delivery of BC results in IT Council(s) – Cross business projects need to be approved by more than one IT Council! Dates are result of "pipeline planning" between business, KAM and IT delivery units – IT council planning mostly given for the whole year.**

1 Project

# BC Related Data in Clarity and when to update along the DEM Process



# Money Gate


Dis-covery
Decision
Demand Scoping
Kick-Off
Business Case
Money Gate
Initiate Project Execution
Validation
PRJ (ADM)
Closure
Save
Submit
Cancel
Gate Status
Gate Status
01 approve
Name
Date
29.09.2009
General
Start Date
29.09.2009
IT-Council(s)
Comments
approved by IT Council XYZ
Sign Off Date(s)
123
Attachments
DUMMY.xls
Save
Submit
Cancel
= Required
= Locked by Process
Automatic documentation by WHOM and WHEN gate was approved

# Project Execution