ACCELERATE - Drive Business Value with Service & Portfolio Management

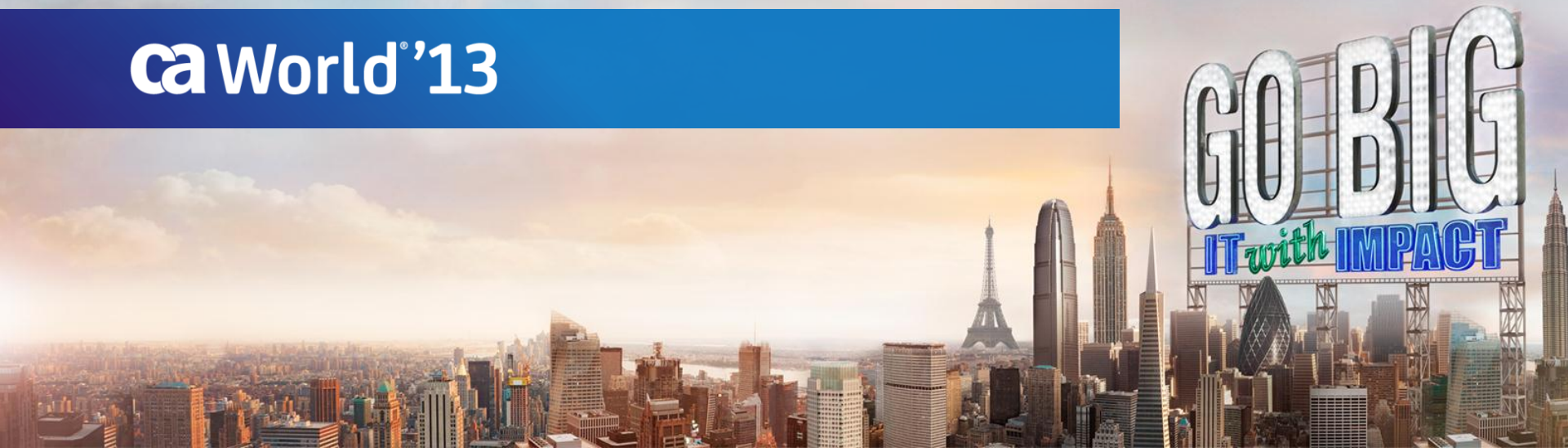
PP206SN

Using CA Clarity™ for Professional Services: Resource Management

Peter Romano
Allscripts

Allscripts™

ca World '13



Abstract

Peter Romano

Allscripts, Sr. IT Business Analyst

How Allscripts uses CA Clarity™ PPM for Resource Management, from resource record creation, requesting, booking and scheduling, to utilization, capacity planning, and forecasting. All of this has utilized 'out-of-the-box' functionality and the power of Clarity Studio to drive value through streamlined business processes and increased Professional Services' efficiency and success.

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Peter Romano, Sr. IT Business Analyst
Allscripts

- Third consecutive CA World
- CA Clarity user for roughly 7 years
- Experience:
  - Project Manager, Super User
  - Configuration; Studio, Portlets, etc.
  - Functional analysis, design, and development
  - Application Administration
    - “Keeping the lights on”
  - Level 3+ support

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Agenda

- About Allscripts
- CA Clarity Resource Management
- Creating resources in CA Clarity PPM
- Scheduling resources for work
  - Requisitions – out-of-the-box
  - ‘Resource Request’ – custom object
- Resource Utilization Reporting
- Summary
- Q & A

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About Allscripts

Allscripts Healthcare Solutions (NASDAQ: MDRX) provides innovative solutions that empower all stakeholders across the healthcare continuum to deliver world-class outcomes. The company's clinical, financial, connectivity and information solutions for hospitals, physician practices and post-acute organizations are the essential technologies that enable a Connected Community of Health.

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About Allscripts

Just the Facts

The Allscripts Team

- 7000+ team members
- 46 locations in 24 US states, Asia, Australia, Canada, India, and the United Kingdom
- Corporate Headquarters: Chicago, IL, USA

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About Allscripts

A Connected Community of Health

Our Mission

- To be the most trusted provider of innovative solutions that empower all stakeholders across the healthcare continuum to deliver world-class outcomes.

Our Approach

- One Network. One Platform. One Patient.
  Allscripts delivers the largest network of clients in healthcare on a single platform resulting in one patient record.

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About Allscripts

A Connected Community of Health

Our Clients

- Connected to 180,000 physician users
- Connected to 1,500 hospitals
- Connected to 10,000 post acute care organizations

Our Values

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About Allscripts

Using CA Clarity™ PPM

- Users Since 2002
  - Niku 6 Beta Testers
- Current Installed Release: 12.1.3
  - Planned upgrade to 13
- ≈ 5,000 active users & ≈ 29,000 active projects
  - IT Services, Solutions Development, Professional Services, others
- Project & Resource Management
- Multiple Application Integrations (Contracts, ERP, BI, others)

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Creating Resources

Integration with Oracle HRIS

Goal: Automate user/resource setup process

- Data held in Oracle HRIS
- Data populated in CA Clarity SQL database 2x daily
- Utilizes VB to generate XML from HRIS data
  - Series of custom object “rules tables”
- User & Resource XOG to create/update CA Clarity records

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Creating Resources

Custom Object "Rules" Tables

Goal: Maintain data mapping in CA Clarity user interface

- Determine ***which*** users to integrate with CA Clarity
- Determine values required CA Clarity attributes:
  - OBS Unit Association
  - Primary Role
  - Financial attributes
  - Security Group Membership
  - Other necessary standard & custom data attributes

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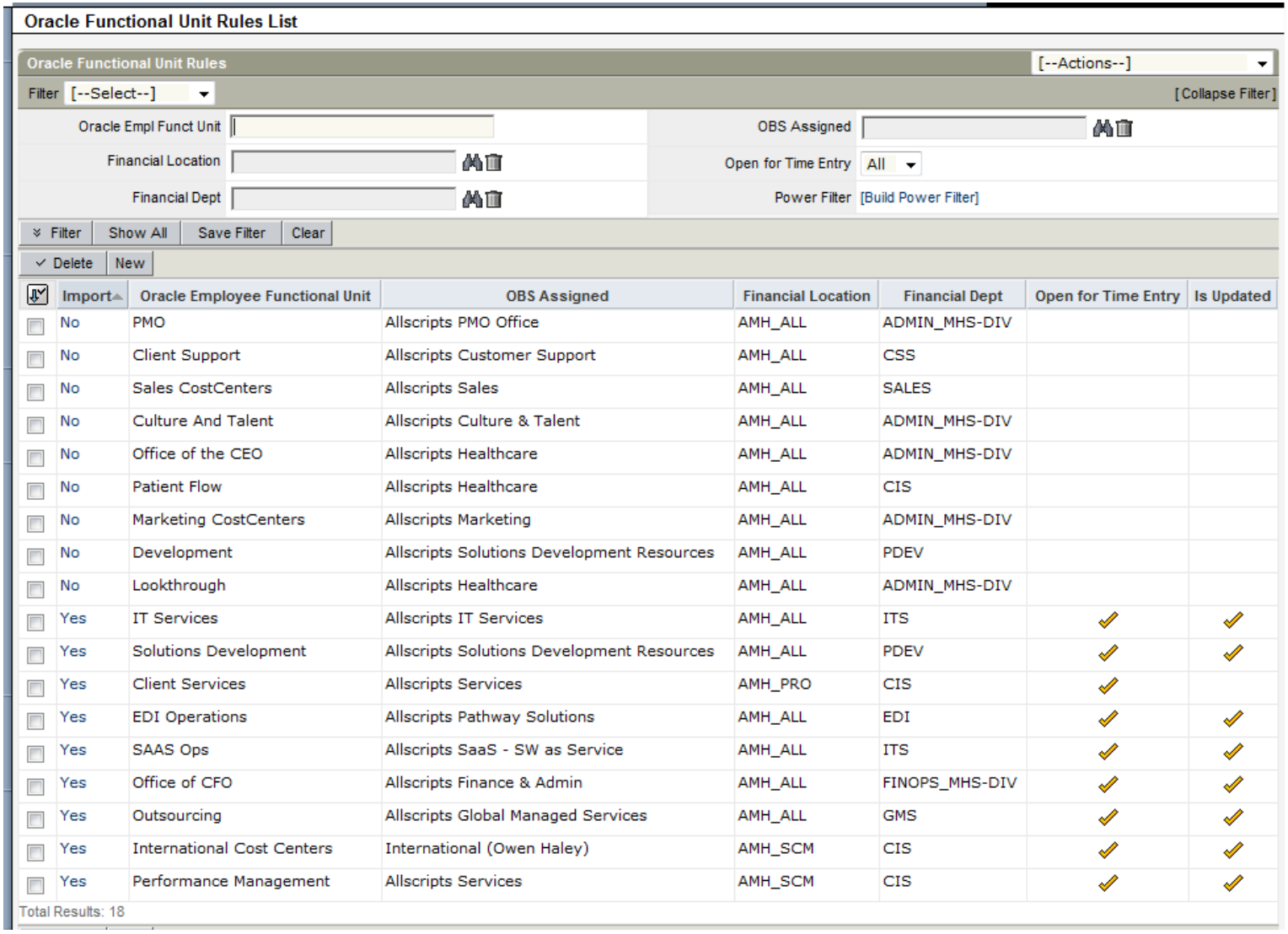
Creating Resources

Custom Object "Rules" Tables: Oracle Functional Unit Rules



Oracle Functional Unit Rules List

Oracle Functional Unit Rules [--Actions--]

Filter [--Select--] [Collapse Filter]

Oracle Empl Funct Unit | OBS Assigned

Financial Location | Open for Time Entry: All

Financial Dept | Power Filter: [Build Power Filter]

Filter | Show All | Save Filter | Clear

Delete | New

Import	Oracle Employee Functional Unit	OBS Assigned	Financial Location	Financial Dept	Open for Time Entry	Is Updated
No	PMO	Allscripts PMO Office	AMH_ALL	ADMIN_MHS-DIV		
No	Client Support	Allscripts Customer Support	AMH_ALL	CSS		
No	Sales CostCenters	Allscripts Sales	AMH_ALL	SALES		
No	Culture And Talent	Allscripts Culture & Talent	AMH_ALL	ADMIN_MHS-DIV		
No	Office of the CEO	Allscripts Healthcare	AMH_ALL	ADMIN_MHS-DIV		
No	Patient Flow	Allscripts Healthcare	AMH_ALL	CIS		
No	Marketing CostCenters	Allscripts Marketing	AMH_ALL	ADMIN_MHS-DIV		
No	Development	Allscripts Solutions Development Resources	AMH_ALL	PDEV		
No	Lookthrough	Allscripts Healthcare	AMH_ALL	ADMIN_MHS-DIV		
Yes	IT Services	Allscripts IT Services	AMH_ALL	ITS	✓	✓
Yes	Solutions Development	Allscripts Solutions Development Resources	AMH_ALL	PDEV	✓	✓
Yes	Client Services	Allscripts Services	AMH_PRO	CIS	✓	
Yes	EDI Operations	Allscripts Pathway Solutions	AMH_ALL	EDI	✓	✓
Yes	SAAS Ops	Allscripts SaaS - SW as Service	AMH_ALL	ITS	✓	✓
Yes	Office of CFO	Allscripts Finance & Admin	AMH_ALL	FINOPS_MHS-DIV	✓	✓
Yes	Outsourcing	Allscripts Global Managed Services	AMH_ALL	GMS	✓	✓
Yes	International Cost Centers	International (Owen Haley)	AMH_SCM	CIS	✓	✓
Yes	Performance Management	Allscripts Services	AMH_SCM	CIS	✓	✓

Total Results: 18

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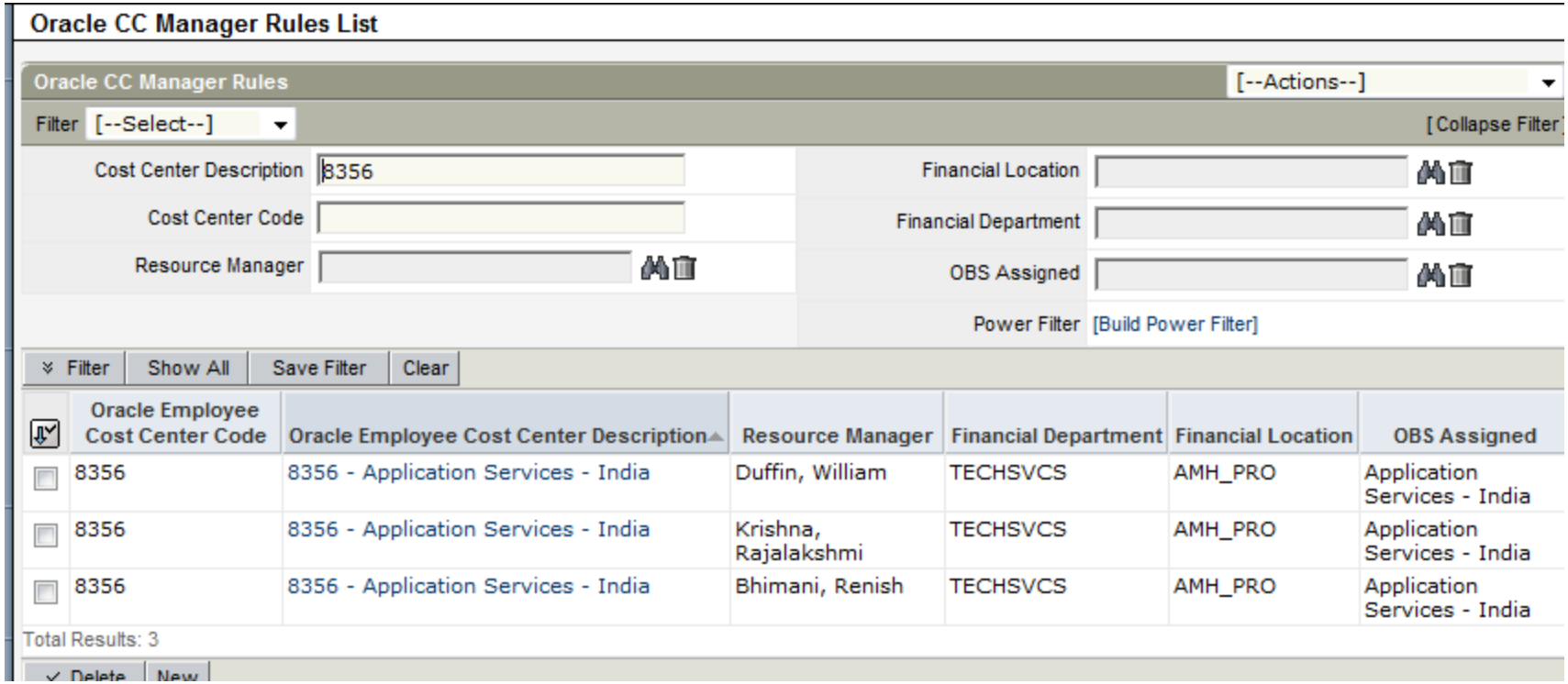
Creating Resources

Custom Object “Rules” Tables: Oracle Cost Center + Manager Rules



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Scheduling Resources

Custom Object “Rules” Tables

Two ways:

- Out-of-the-box Requisitions
  - Custom ‘tweaks’ for data population, and notifications
- Custom Object: “Resource Request”
  - Increased granularity
  - WebApp Scheduler Tool
    - View scheduled resources by teams by project or by date

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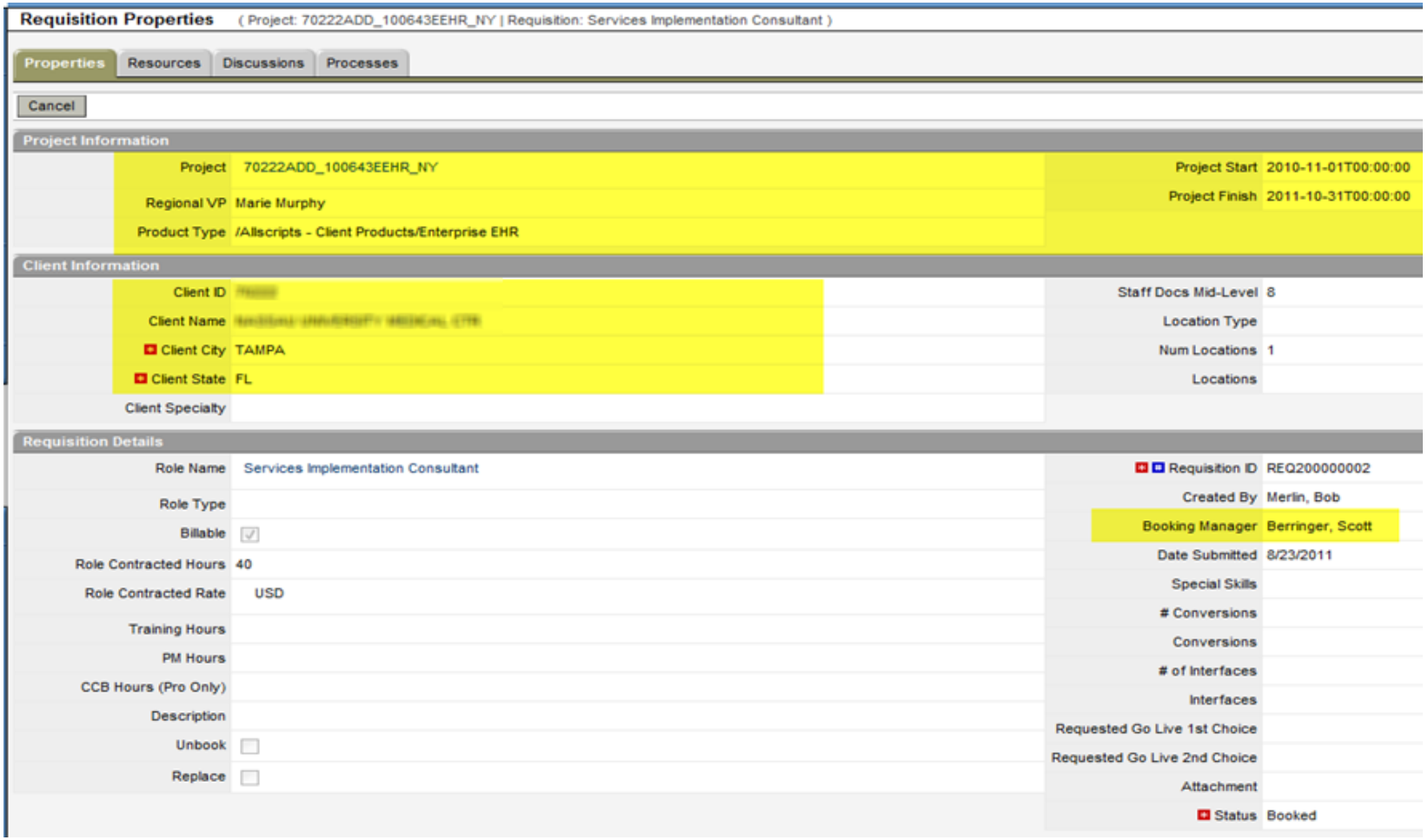
Scheduling Resources

Out-of-the-box Requisitions: Auto-Populated Data



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Scheduling Resources

Out-of-the-box Requisitions: Custom Routing/Notifications

Booking Manager List

Booking Manager [--Actions--]

Filter [--Select--] [Collapse Filter]

Role: Services Implementation Cor | Financial Location:
Product Line: | Booking Manager:
Contract Type: | Power Filter: [Build Power Filter]

Filter | Show All | Save Filter | Clear

Delete | New

Role	Product Line	Contract Type	Financial Location	Scheduler Team	Booking Manager
Services Implementation Consultant	Allscripts Interfaces & Conversions	Add-On	Allscripts Enterprise Solutions	Enterprise ICs	Berringer, Scott
Services Implementation Consultant	Allscripts Interfaces & Conversions	New System	Allscripts Enterprise Solutions	Enterprise ICs	Berringer, Scott
Services Implementation Consultant	Allscripts MyWay	Add-On	Allscripts Professional Solutions		Longo, Amber
Services Implementation Consultant	Allscripts MyWay	New System	Allscripts Professional Solutions		Longo, Amber
Services Implementation Consultant	Allscripts MyWay	Upgrade	Allscripts Professional Solutions		Longo, Amber
Services Implementation Consultant	Enterprise EHR	Add-On	Allscripts Enterprise Solutions	Enterprise ICs	Berringer, Scott
Services Implementation Consultant	Enterprise EHR	New System	Allscripts Enterprise Solutions	Enterprise ICs	Berringer, Scott
Services Implementation Consultant	Enterprise EHR	Non-Contractual	Allscripts Enterprise Solutions	Enterprise ICs	Berringer, Scott
Services Implementation Consultant	Enterprise EHR	Upgrade	Allscripts Enterprise Solutions	Enterprise MU Upgrades	Drummond, Zac
Services Implementation Consultant	Homecare	Add-On	Allscripts Health Systems Group		Cargill, Carmen
Services Implementation Consultant	Homecare	New System	Allscripts Health Systems Group		Cargill, Carmen
Services Implementation Consultant	Homecare	Upgrade	Allscripts Health Systems Group		Cargill, Carmen
Services Implementation Consultant	Professional EHR	Add-On	Allscripts Professional Solutions	Pro EHR ICs	Thurman, Christy
Services Implementation Consultant	Professional EHR	New System	Allscripts Professional Solutions	Pro EHR ICs	Thurman, Christy

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Scheduling Resources

Custom Object: 'Resource Request'

Why use instead of Requisitions?

- Ability to book resources to greater level of detail
  - Hourly/Daily Level
- Generate a resource schedule to the same granular detail.
- Ability to store or use resource location as compared to assignment location
- Ability to view in 'grid' format – groups of resources and their current

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Scheduling Resources

Custom Object: 'Resource Request'

Workflow:

- Requester fills out Resource Request (Project Team Tab).
- Notification sent to Booking Manager and Requester that a request has been created.
- Booking Manager opens Resource Request Object to initiate scheduling request in CA Clarity.
- Booking Manager uses CA Clarity or WebApp to search for appropriate resources, based on the team's scheduling preferences.

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Scheduling Resources

Custom Object: 'Resource Request'

Workflow:

- Booking Manager assigns resource in CA Clarity via Custom Booked Resource and Booked Segment Sub-Objects.
- Resources is assigned to the project and allocation segments are set.
- Notification sent to Booking Manager, Requestor and Assigned Resource(s) regarding booking.

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Scheduling Resources

Custom Object: 'Resource Request'

Technology used:

- Custom Objects & Sub-Objects
- Process Engine
- XOG

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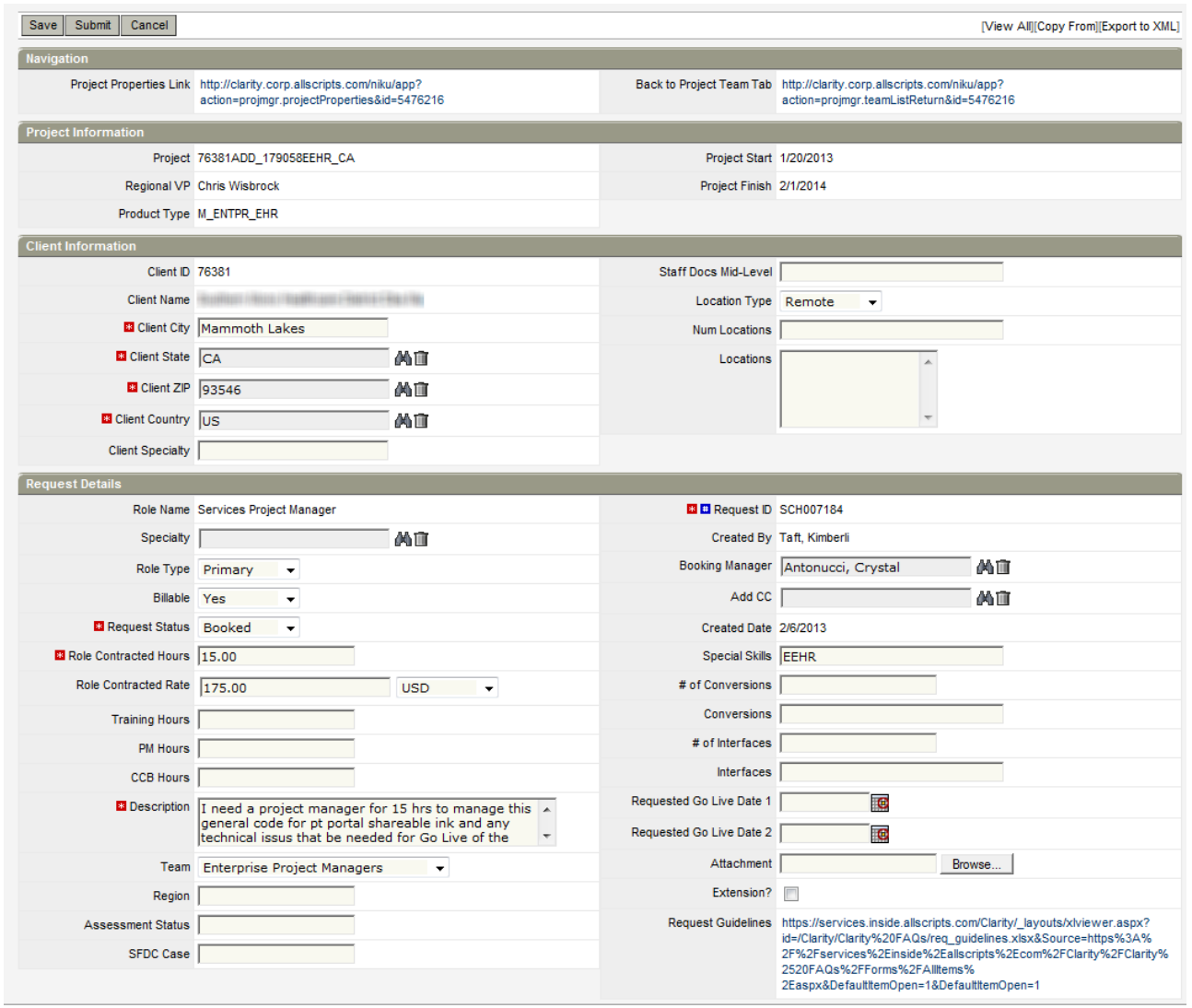
Scheduling Resources

Custom Object: 'Resource Request'



Save | Submit | Cancel — [View All][Copy From][Export to XML]

Navigation

Project Properties Link	http://clarity.corp.allscripts.com/niku/app?action=projmgr.projectProperties&id=5476216	Back to Project Team Tab	http://clarity.corp.allscripts.com/niku/app?action=projmgr.teamListReturn&id=5476216

Project Information

Project	76381ADD_179058EEHR_CA	Project Start	1/20/2013
Regional VP	Chris Wisbrock	Project Finish	2/1/2014
Product Type	M_ENTPR_EHR		

Client Information

Client ID	76381	Staff Docs Mid-Level	
Client Name	[redacted]	Location Type	Remote
* Client City	Mammoth Lakes	Num Locations	
* Client State	CA	Locations	
* Client ZIP	93546		
* Client Country	US		
Client Specialty			

Request Details

Role Name	Services Project Manager	* * Request ID	SCH007184
Specialty		Created By	Taft, Kimberli
Role Type	Primary	Booking Manager	Antonucci, Crystal
Billable	Yes	Add CC	
* Request Status	Booked	Created Date	2/6/2013
* Role Contracted Hours	15.00	Special Skills	EEHR
Role Contracted Rate	175.00 USD	# of Conversions	
Training Hours		Conversions	
PM Hours		# of Interfaces	
CCB Hours		Interfaces	
* Description	I need a project manager for 15 hrs to manage this general code for pt portal shareable ink and any technical issus that be needed for Go Live of the	Requested Go Live Date 1	
		Requested Go Live Date 2	
Team	Enterprise Project Managers	Attachment	Browse...
Region		Extension?	
Assessment Status		Request Guidelines	https://services.inside.allscripts.com/Clarity/_layouts/xlviewer.aspx?id=/Clarity/Clarity%20FAQs/req_guidelines.xlsx&Source=https%3A%2F%2Fservices%2Einside%2Eallscripts%2Ecom%2FClarity%2FClarity%2520FAQs%2FForms%2FAllItems%2Easpx&DefaultItemOpen=1&DefaultItemOpen=1
SFDC Case			

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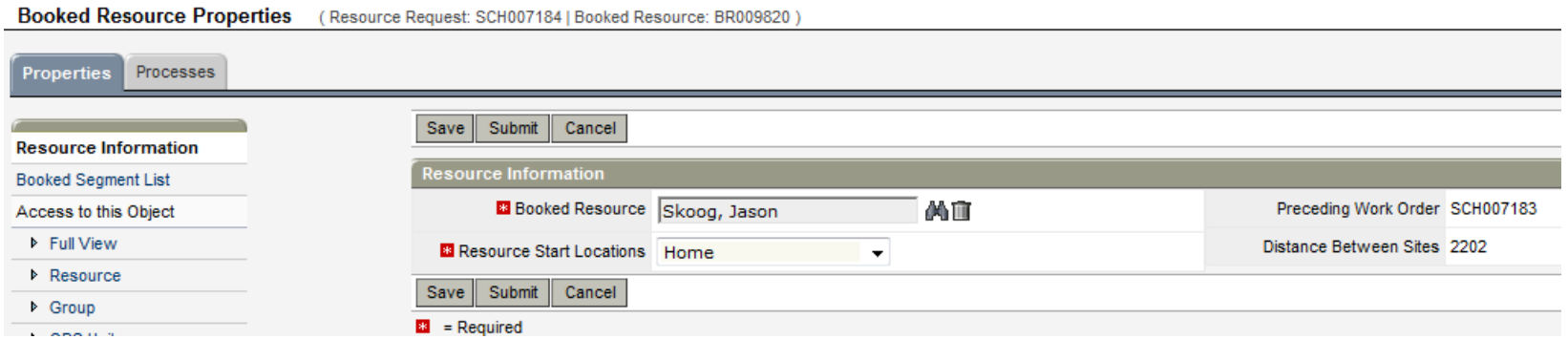
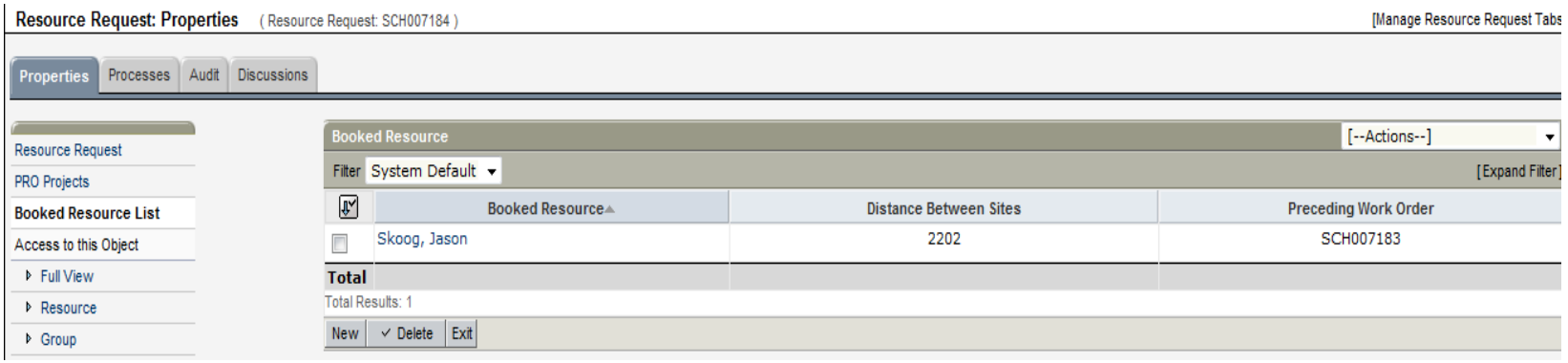
Scheduling Resources

Custom Object: 'Resource Request' / 'Booked Resource'





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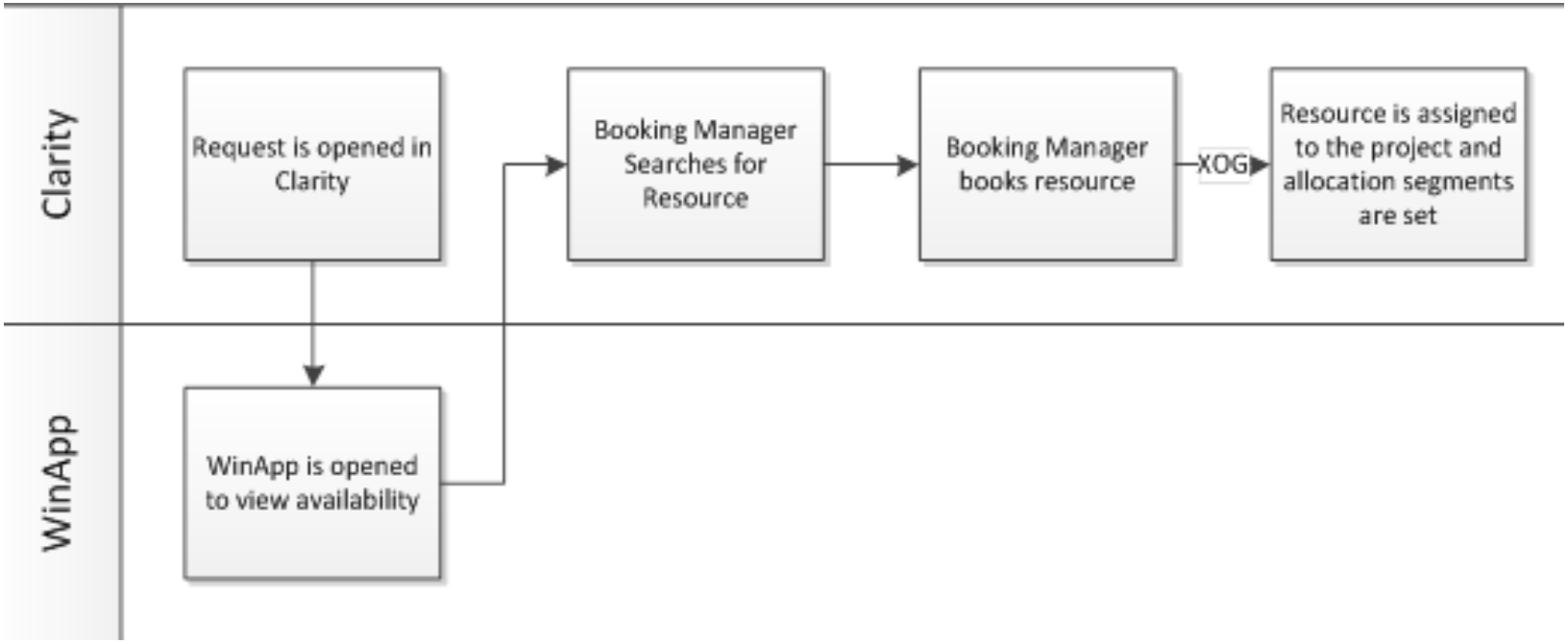
Scheduling Resources

Clarity & WebApp Process Flow



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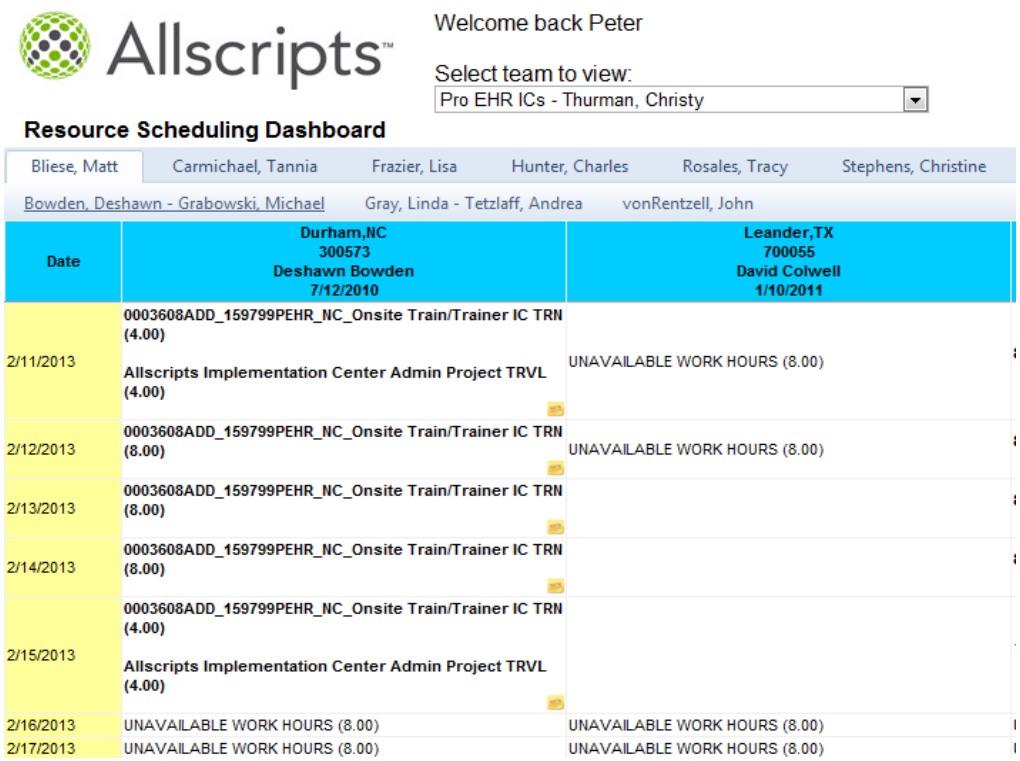
WebApp Scheduling Tool:

- View booked resources by team
  - By project
  - By date
- Read Only



Date	Durham,NC 300573 Deshawn Bowden 7/12/2010	Leander,TX 700055 David Colwell 1/10/2011
2/11/2013	0003608ADD_159799PEHR_NC_Onsite Train/Trainer IC TRN (4.00) Allscripts Implementation Center Admin Project TRVL (4.00)	UNAVAILABLE WORK HOURS (8.00)
2/12/2013	0003608ADD_159799PEHR_NC_Onsite Train/Trainer IC TRN (8.00)	UNAVAILABLE WORK HOURS (8.00)
2/13/2013	0003608ADD_159799PEHR_NC_Onsite Train/Trainer IC TRN (8.00)	
2/14/2013	0003608ADD_159799PEHR_NC_Onsite Train/Trainer IC TRN (8.00)	
2/15/2013	0003608ADD_159799PEHR_NC_Onsite Train/Trainer IC TRN (4.00) Allscripts Implementation Center Admin Project TRVL (4.00)	
2/16/2013	UNAVAILABLE WORK HOURS (8.00)	UNAVAILABLE WORK HOURS (8.00)
2/17/2013	UNAVAILABLE WORK HOURS (8.00)	UNAVAILABLE WORK HOURS (8.00)

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Scheduling Resources

WebApp Scheduling Tool

Allscripts

Welcome back Peter

Select team to view: Pro TCS - Harris, Anesa

Resource Scheduling Dashboard

Last updated: 2/11/2013 2:06:04 P

Update every 30 minutes

Rooks, Scott | Rundle, Mike

Barclay, Des - Craig, Stuart | Dean, Kirk - Mikutel, Christopher | Satterwhite, Chris - Vernocy, Patty

Date	Youngsville,NC 600540 Des Barclay 3/9/1987	Georgetown,TX 600578 Timothy Bunkley 11/22/1999	Wake Forest,NC 702712 Richard Cardona 9/26/2011	Raleigh,NC 600596 Rodel Cerdena 6/18/2007	Clayton,NC 600634 Stuart Craig 11/2/1987
2/11/2013		UNAVAILABLE WORK HOURS (8.00)			UNAVAILABLE WORK HOURS (8.00)
2/12/2013	UNAVAILABLE WORK HOURS (8.00)			UNAVAILABLE WORK HOURS (2.00)	
2/13/2013	UNAVAILABLE WORK HOURS (2.00)				
2/14/2013	UNAVAILABLE WORK HOURS (2.00)				70589ADD_171802TCS_TST21_SC PM MIG (8.00)
2/15/2013	0010849ADD_174781TCS_TST20/WE_FL PM MIG (0.67)	UNAVAILABLE WORK HOURS (8.00)	0008029UPG_174288TCS_TST4W/TSMISC_OH PM MIG (8.00) 58603UPG_177570TCS_TST21_GA PM MIG (7.33)	0000583ADD_177045TCS_TST20_VA UPG (11.00)	0001312ADD_179705TCS_TST16_NC PM MIG (8.00) 70589ADD_171802TCS_TST21_SC PM MIG (8.00)
2/16/2013	0010849ADD_174781TCS_TST20/WE_FL PM MIG (0.67)	UNAVAILABLE WORK HOURS (8.00)	58603UPG_177570TCS_TST21_GA PM MIG (7.33)	0000583ADD_177045TCS_TST20_VA UPG (11.00)	
2/17/2013	0010849ADD_174781TCS_TST20/WE_FL PM MIG (0.67)	UNAVAILABLE WORK HOURS (8.00)	58603UPG_177570TCS_TST21_GA PM MIG (7.33)		
SU	2.01	0.00	29.99	22.00	24.00
2/18/2013	UNAVAILABLE WORK HOURS (8.00)	UNAVAILABLE WORK HOURS (8.00)			UNAVAILABLE WORK HOURS (8.00)
2/19/2013					0009411ADD_168319TCS_TST5W_GA PM MIG (8.00)
2/20/2013	UNAVAILABLE WORK HOURS (4.00)				0009411ADD_168319TCS_TST5W_GA PM MIG (8.00)
2/21/2013			UNAVAILABLE WORK HOURS (8.00)		0009411ADD_168319TCS_TST5W_GA PM MIG (8.00)
2/22/2013	UNAVAILABLE WORK HOURS (8.00)	58212ADD_164369TCS_TST20_TN PM MIG (7.33) UNAVAILABLE WORK HOURS (8.00)		0004766ADD_179726TCS_TST20_MD PM MIG (11.00) 57887ADD_179090TCS_TST21_GA PM MIG (7.33)	0004881UPG_175937TCS_TST21/WE_IL PM MIG (7.33)
2/23/2013	UNAVAILABLE WORK HOURS (8.00)	58212ADD_164369TCS_TST20_TN PM MIG (7.33) UNAVAILABLE WORK HOURS (8.00)	0011219ADD_179500TCS_TST21_IA UPG (11.00) 69765ADD_179499TCS_TST21_IA PM MIG (11.00)	0004766ADD_179726TCS_TST20_MD PM MIG (11.00) 57887ADD_179090TCS_TST21_GA PM MIG (7.33)	0004881UPG_175937TCS_TST21/WE_IL PM MIG (7.33)
2/24/2013	UNAVAILABLE WORK HOURS (8.00)	58212ADD_164369TCS_TST20_TN PM MIG (7.33) UNAVAILABLE WORK HOURS (8.00)	0011219ADD_179500TCS_TST21_IA UPG (11.00) 69765ADD_179499TCS_TST21_IA PM MIG (11.00)	57887ADD_179090TCS_TST21_GA PM MIG (7.33)	0004881UPG_175937TCS_TST21/WE_IL PM MIG (7.33)
SU	0.00	21.99	44.00	43.99	45.99
2/25/2013	UNAVAILABLE WORK HOURS (8.00)	UNAVAILABLE WORK HOURS (8.00)			UNAVAILABLE WORK HOURS (8.00)
2/26/2013	UNAVAILABLE WORK HOURS (8.00)		UNAVAILABLE WORK HOURS (8.00)		
2/27/2013	UNAVAILABLE WORK HOURS (8.00)		UNAVAILABLE WORK HOURS (8.00)		

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Scheduling Resources

WebApp – Custom Formatting

Resource Scheduling Dashboard

Rooks, Scott | Rundle, Mike

Barclay, Des - Craig, Stuart | Dean, Kirk - Mikutel, Christopher | Satterwhite, Chris - Vernocy, Patt

Date	Youngsville,NC 600540 Des Barclay 3/9/1987	Georget 600 Timothy 11/22
2/11/2013		UNAVAILABLE WORK HOURS (8
2/12/2013	UNAVAILABLE WORK HOURS (8.00)	
2/13/2013	UNAVAILABLE WORK HOURS (2.00)	
2/14/2013	UNAVAILABLE WORK HOURS (2.00)	
2/15/2013	*0010849ADD_174781TCS_TST20/WE_FL PM MIG (0.67)*	UNAVAILABLE WORK HOURS (8
2/16/2013	*0010849ADD_174781TCS_TST20/WE_FL PM MIG (0.67)*	UNAVAILABLE WORK HOURS (8
2/17/2013	*0010849ADD_174781TCS_TST20/WE_FL PM MIG (0.67)*	UNAVAILABLE WORK HOURS (8

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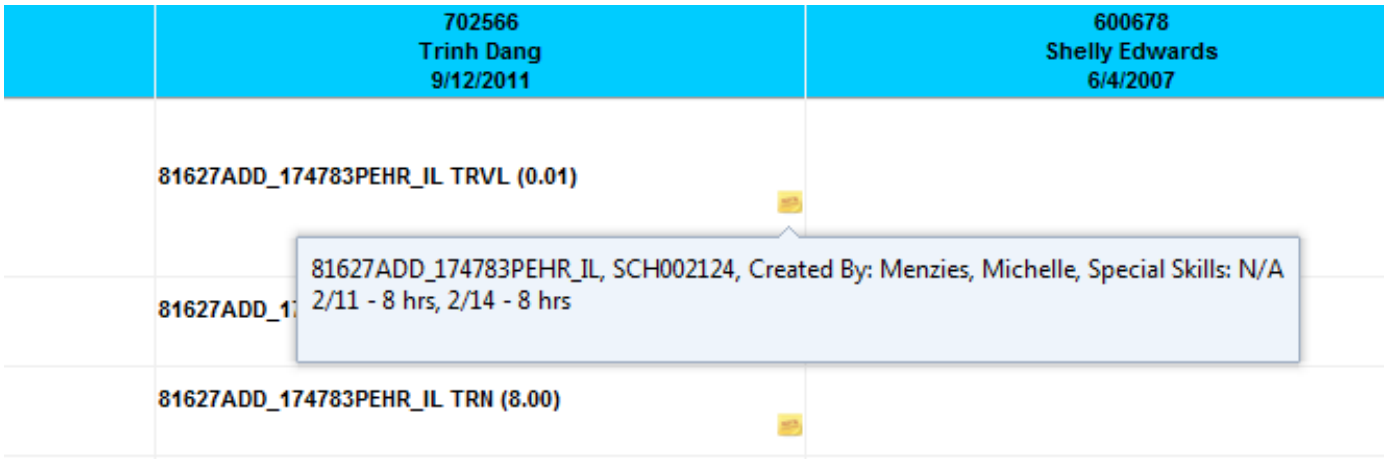
Scheduling Resources

WebApp Notes

Pop-up notes are handy feature for schedulers:



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Scheduling Resources

WebApp vs. Resource Planning Portlets

Data from BOTH ‘Resource Requests’ and Requisitions:

- …is held the **Task Assignment** level.
  - Use of ‘Effort Only Task’ on Projects for Requests.
- …is present in Time Slices

This allows ALL data to be accessible

to Clarity Resource planning views!

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Scheduling Resources

WebApp vs. Resource Planning Portlets

Resource	Investment Role	Investment	Allocation 2/11/13	2/18/13	2/25/13	3/4/13	3/11/13	3/18/13
1 2 3 4 5 6 7 8 9 10								
Buckley, Anne	Services Implementation Consultant	74201ADD_138960EPM_KY						
Buckley, Anne	Services Implementation Consultant	0005414SYS_124073EPM_IL						
Cheshire, Adam	Services Implementation Consultant	71862ADD_115131PEHR_GA						
Collette, Sheila	Services Implementation Consultant	77074SYS_159010PEHR_NV						
Colwell, David	Services Implementation Consultant	58248ADD_164831PEHR_LA	24.00	56.00	24.00	40.00	56.00	24.00
Conrad, Peggy	Services Education Consultant	74201ADD_138960EPM_KY						
Conrad, Peggy	Services Implementation Consultant	0008253UPG_171279PPM_PA	40.00	40.00	32.00	40.00	40.00	40.00
Cosner, Leslie	Services Implementation Consultant	58860UPG_157554PEHR_TN_Gold Skin						
Cosner, Leslie	Services Implementation Consultant	68189ADD_144981PEHR_NC (Additional Training for Neuroscience & Spine Center)						
Davis, Lauryn	Services Implementation Consultant	75113SYS_138761PPM_OH(CAO FAMILY MEDICAL CENTERS)						
Davis, Lauryn	Services Implementation Consultant	0000489UPG_157586PPM_NC						
Davis, Lauryn	Services Implementation Consultant	78060SYS_172146PPM_AZ	40.00	40.00	40.00	40.00	40.00	40.00
Edmonds, Shawn	Services Implementation Consultant	59533SYS_34341EHR_FL_Additional training						
Edwards, Kim	Services Implementation Consultant	73841SYS_126373MMY_MI						
Edwards, Kim	Services Implementation Consultant	76920SYS_157224MMY_MI						
Edwards, Kim	Services Implementation Consultant	76360SYS_151001MMY_FL	40.00	40.00	40.00	40.00	40.00	40.00
Edwards, Kim	Services Implementation Consultant	76823SYS_156042MMY_NY Dr. Meyerberg						
Edwards, Kim	Services Implementation Consultant	77610SYS_164816MMY_NY_Nicholas Gualtieri MD						
Edwards, Kim	Services Implementation Consultant	77664SYS_165683MMY_NY Dr. Josephine Samson						
Edwards, Kim	Services Implementation Consultant	75872SYS_146109MMY_MI						

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Scheduling Resources

WebApp vs. Resource Planning Portlets

Resource Workloads Portlet:

Filter | Show All | Save Filter | Clear

Resource	Manager		Primary Role		Availability / ETC														
					February 2013														
					4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
« ‹ 1 2 3 4 5 6 7 8 9 10 › »																				
Abayasekara, Sharon	Denda, Heidi		Services Implementation Consultant	Availability Rate	8.00	8.00	8.00	8.00	8.00			8.00	8.00	8.00	8.00	8.00			8.00	8.00
				ETC		6.40	6.40	6.40	6.40			6.40	6.40	6.40	6.40	6.40			8.00	8.00
Adams, Donald	Denda, Heidi		Services Implementation Consultant	Availability Rate	8.00	8.00	8.00	8.00	8.00			8.00	8.00	8.00	8.00	8.00			8.00	8.00
				ETC																
Adams, Regina	Denda, Heidi		Services Implementation Consultant	Availability Rate	8.00	8.00	8.00	8.00	8.00			8.00	8.00	8.00	8.00	8.00			8.00	8.00
				ETC																
Akins, Lynn	Denda, Heidi		Services Implementation Consultant	Availability Rate	8.00	8.00	8.00	8.00	8.00			8.00	8.00	8.00	8.00	8.00			8.00	8.00
				ETC	7.50	7.50	7.50	7.50	7.50			7.50	7.50	7.50	7.50	7.50			7.50	7.50
Alcock, Jamie	Autry, Catherine		Services Director	Availability Rate	1.50	8.00	8.00	8.00	8.00			8.00	8.00	8.00	8.00	8.00			8.00	8.00
				ETC																
Alcorn, Karen	Cassaro, Gino		Services Implementation Consultant	Availability Rate	8.00	8.00	8.00	8.00	8.00			8.00	8.00	8.00	8.00	8.00			8.00	8.00
				ETC	8.56	11.68	11.68	11.68	11.68			11.68	11.68	11.68	11.68	11.68			11.68	11.68
Alinder, Erik	Autry, Catherine		Services Manager	Availability Rate	8.00	8.00	8.00	8.00	8.00			8.00	8.00	8.00	8.00	8.00			8.00	8.00
				ETC								2.03	2.03	2.03	2.03	2.03	0.92	0.92	2.03	2.03

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Reporting

Custom Utilization Reports

Goal: Track Billable Productivity for Resources

- Standard Hours (Available)
- Total Hours
- Total Charged Hours / % Charged
  - Which means…
- Total Productive Hours / % Productive
  - Which means…

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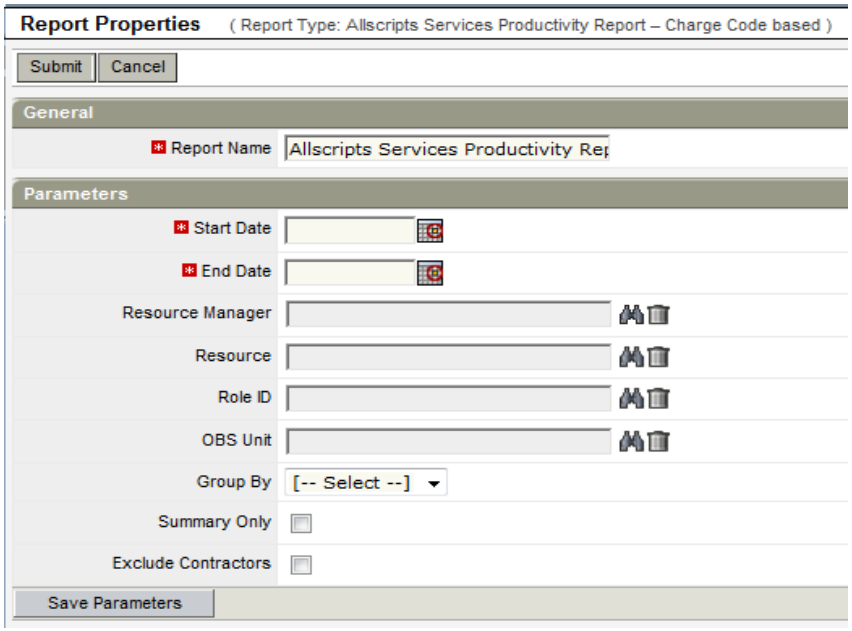
Reporting

Custom Utilization Reports



Resource Name	Period End Date	Standard Hours	Total Hours	Total Charged	%Charged	Total Productive	%Productive	Implement	Issues	Class Training	Internal	Administration	Travel	Overhea
[redacted]	02/05/2012	24	26.75	16.50	68.75%	16.50	68.75%	16.50	0.00	0.00	0.00	5.50	5	0
[redacted]	02/12/2012	40	49.00	30.50	76.25%	30.50	76.25%	30.50	0.00	0.00	0.00	8.50	10	0
[redacted]	02/19/2012	40	40.00	21.00	52.50%	21.00	52.50%	21.00	0.00	0.00	0.00	19.00	0	0
[redacted]	02/26/2012	40	40.00	6.50	16.25%	6.50	16.25%	6.50	0.00	0.00	0.00	33.50	0	0
[redacted]	03/04/2012	24	24.00	5.00	20.83%	5.00	20.83%	5.00	0.00	0.00	0.00	19.00	0	0
		168	179.75	79.50	47.32%	79.50	47.32%	79.50	0.00	0.00	0.00	85.50	14.75	0.00
	Grand Total	**168**	**179.75**	**79.50**	**46.92%**	**79.50**	**46.92%**	**79.50**	**0.00**	**0.00**	**0.00**	**85.50**	**14.75**	**0.00**

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Summary
A Few Words to Review

- Resource creation
  - Custom object “mapping tables”
- Scheduling Work
  - Requisitions vs. Custom Object
  - Portlets
- Reporting
  - Utilization / Productivity

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Recommended Sessions

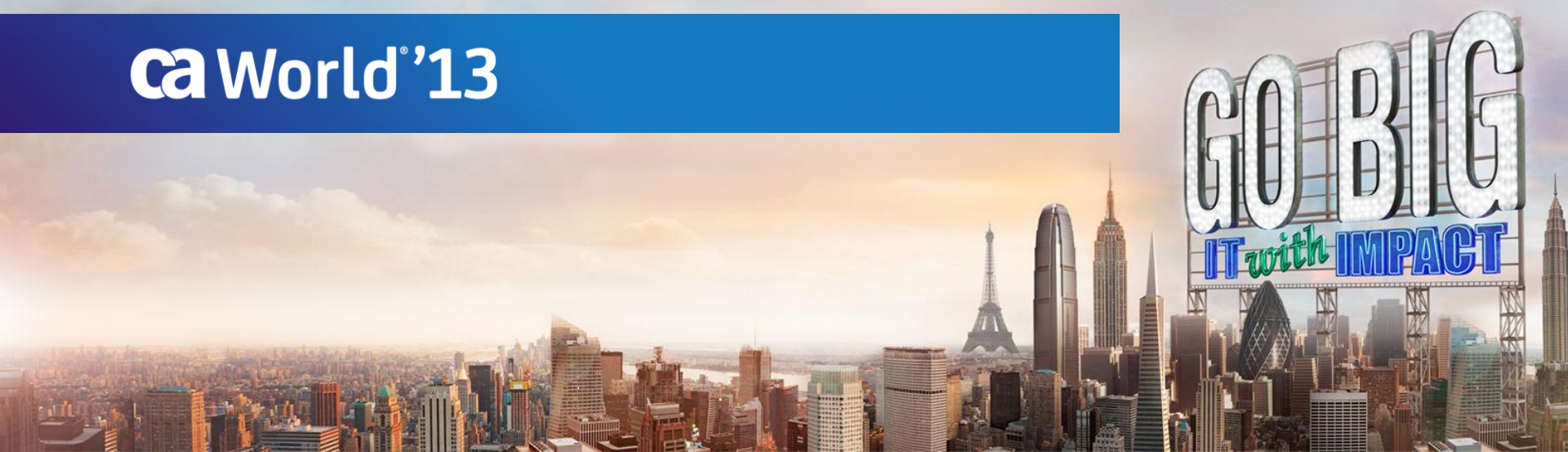
SESSION #	TITLE	DATE/TIME
PP101SR	What's New in CA Clarity™ 13.2	04/23/2013 at 8:30 am
PP213SN	Resource Management… Why Project Management Can't Get Along Without It	04/23/2013 at 11:15 am
PP411SN	Successes and Failures of Rolling Out a Global Resource Management Process	04/24/2013 at 8:30 am

Related Technologies

- **Booth 205 & 207** – CA Clarity™ Solution, CA Technologies
- **Booth 206** – CA Clarity™ Agile, CA Technologies
- **Booth 204** – CA Clarity™ Playbook, CA Technologies

Q&A

ca World '13



Session Evaluation

- Download the CA World Mobile App now to provide your feedback about this session
- Session #:PP206SN

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