

## FITARA and Beyond: Enabling Federal Agency CIO's to Streamline Acquisition Planning

### Managing IT as a Strategic Resource

The U.S. federal government spends over \$80 billion a year on IT products and services. Major portions of this spend goes to band-aiding old and out-of-date systems, leaving unpatched and vulnerable databases coupled with the increased costs that come with poor prioritizing as the scenario for most government agencies. The Federal Information Technology Acquisition Reform Act (FITARA) requires agencies to ensure that their CIO and other management officials take a more active role in the decision processes and policies related to information technology resources.

While this seems straight forward, it is a huge undertaking. For agency CIOs to be able to make effective decisions, she/he needs to have access to real-time data that would help paint an accurate picture of the health of IT services, the associated projects and the underlying resources from strategy to operations. The challenge is the difficulties in quantifying IT efficiencies and calculating the true costs of IT when there is no formal process for managing the steady flow of new demand relative to active IT projects and related tasks.

This overview will aim to demonstrate how ServiceNow enables the Federal CIOs to make effective financial decisions through capture of pertinent information using a common platform with key integrated processes, and seamlessly facilitates achieving the goals of FITARA and beyond.

### What Makes FITARA Unique?

By design, FITARA positions the Federal agency CIO at the forefront of Federal IT investments and accountable for the mission-enabled outcomes of the agency. However, according to the OMB, and through TechStat, PortfolioStat, and CyberStat sessions, agencies struggle with successful implementation of IT projects that lack close coordination between the program leaders and the CIO. Strengthening these relationships and the collaboration between program leadership and the CIO's organization is a major objective of FITARA. Having complete visibility into the following initiatives within an enterprise – combined with in-depth intelligence about those assets – will be critical to CIOs and other leaders as they walk through the FITARA journey:

- Category Management
- Shared Services
- Strategic Sourcing
- Incremental and Modular Contracting



### Assisting CIOs to Achieve FITARA and Beyond

ServiceNow's Project Portfolio Management (PPM) organizes development tasks into projects, and projects into portfolios – providing collaboration, reporting and tracking for project planning and business decision-making in near real-time. With easy-to-create personalized dashboards and timeline visualizations for executive visibility into projects and project portfolio across the entire enterprise, CIOs will have the ability to define a standard level of detail within IT resource levels and leverage those levels through the planning, programming, and budgeting stages of a portfolio. Moreover, the CIO now has one-location approvals of major IT investments and the project owner has one location to go for budget requests – providing true end-to-end transparency of the IT Portfolio.

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Now that a common record has been established for the IT Portfolio, constant collaboration and reporting of each IT resources that support the portfolio will be needed. The ServiceNow platform offers many ways to easily consume the data within – one of which is the ServiceNow IT Governance, Risk and Compliance (GRC) application that automates the agency-critical process of measuring and managing adherence to legislative policies. ServiceNow has taken various aspects of FITARA, PortfolioStat, TechStat, and other compliance/policies and loaded them into the ServiceNow GRC module. This will now allow agencies to reduce the compliance complexity of doing an Investment and Portfolio Management Maturity assessment or tracking how many programs within a portfolio are meeting the policy guidelines of FITARA.

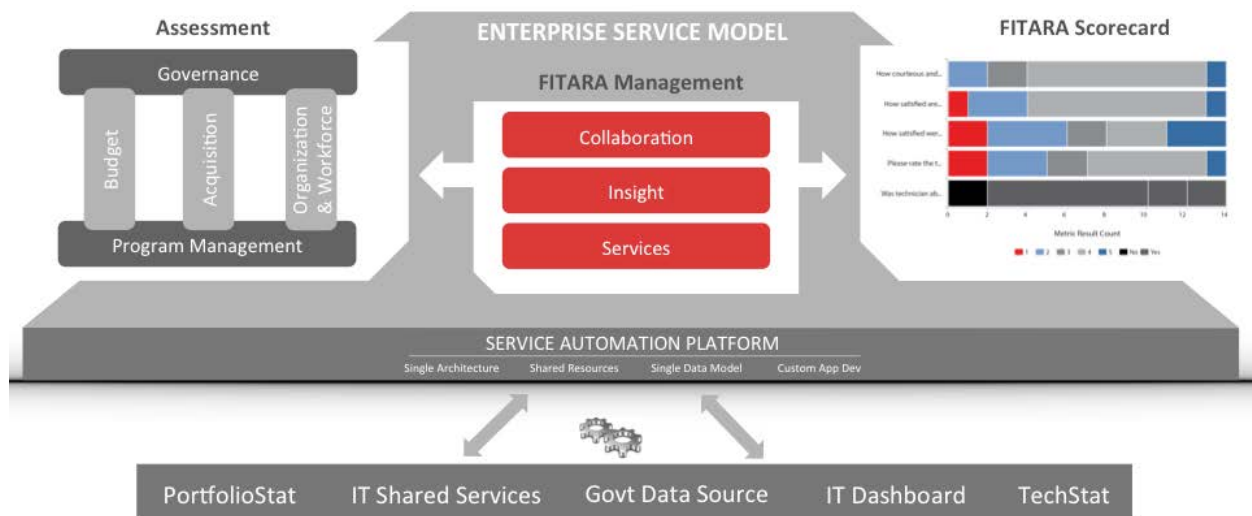


Figure 1 - Seamless Enablement of FITARA through ServiceNow Enterprise Service Model

ServiceNow has decomposed the FITARA requirements and extended our out of the box capabilities to exceed the implementation guidance provided by OMB. This will enable agencies to leverage the platform to more quickly provide a consistent way of reporting and tracking of the various data points required while providing the agency as a whole with a single source of truth and streamlined process for establishing management practices that align with IT resources; establish a “Common Baseline”; strengthen the relationship between CIO, CFO, CxO and program management; and provide enhanced transparency and improved risk management of IT investments. Figure 1 depicts seamless enablement of FITARA through the ServiceNow Enterprise Service Model

### About ServiceNow

ServiceNow is changing the way people work. With a service-orientation toward the activities, tasks and processes that make up day-to-day work life, we help the modern enterprise transform the delivery and management of services. ServiceNow provides service management for every department in the enterprise including IT, human resources, facilities, field service and more.