

# CREATING IT CAPACITY

TO DELIVER DIGITAL TRANSFORMATION

2016 Resource Management and Capacity Planning Benchmark Study

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Delivering on **DIGITAL TRANSFORMATION INITIATIVES** is required to provide delightful customer experiences.

Year after year, IT leaders say they have too much work for their people. What if the way IT evaluates demand could free up capacity to deliver the projects that transform the business? Good news: it can!

Top Pain Points of IT and PMO Leaders:

- Overcommitted resources
- Constant change that affects assignments
- Inability to prioritize shared resources



## TOP RISKS of NOT IMPROVING on Resource Management and Capacity Planning



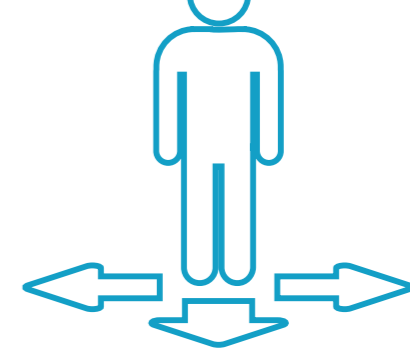
53%

Inability to complete projects on time



43%

Increased project costs



41%

Inability to innovate fast enough

Improving Capacity Planning Maturity **SPEEDS INNOVATION** and **REDUCES RISKS**.

By every measure, higher maturity organizations reduce pain points significantly compared with their lower maturity counterparts.

HOW?



## 5 STEPS to CAPACITY CENTERED IT

### 1 Gain visibility into pipeline demand



50% of the projects lower-maturity organizations work on are unplanned

For many lower maturity organizations, up to 50% of the projects they are working on are unplanned. They need a better view into the demand for resources.

### 2 Understand resource capacity

31%

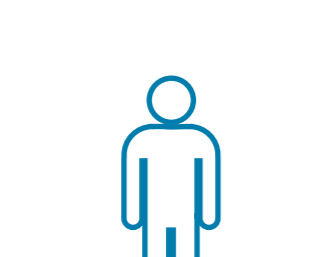
of lower maturity organizations consider capacity in their project approval process



72%

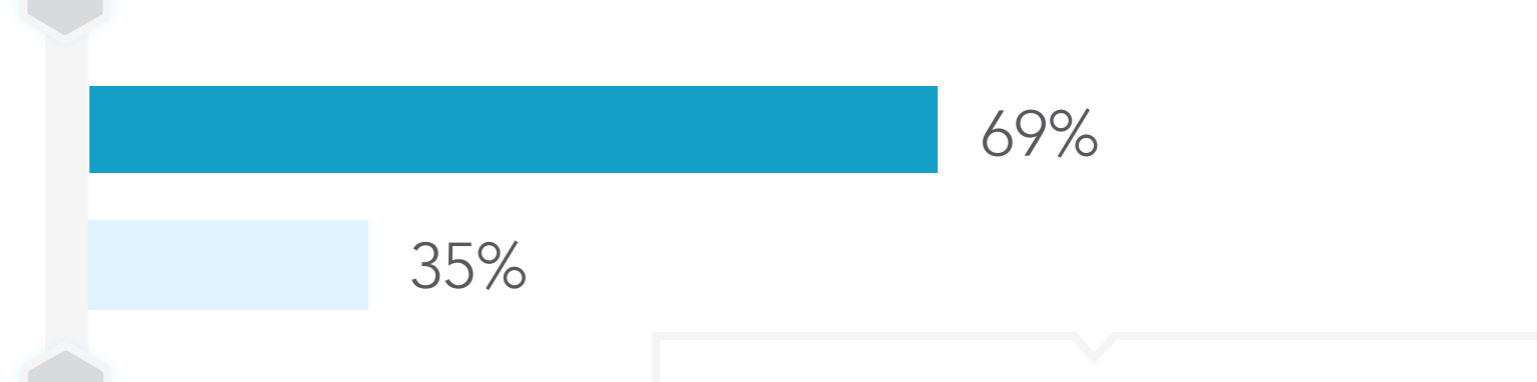
of higher maturity counterparts evaluate capacity most or all of the time

### 3 Achieve a comprehensive view of both capacity and demand

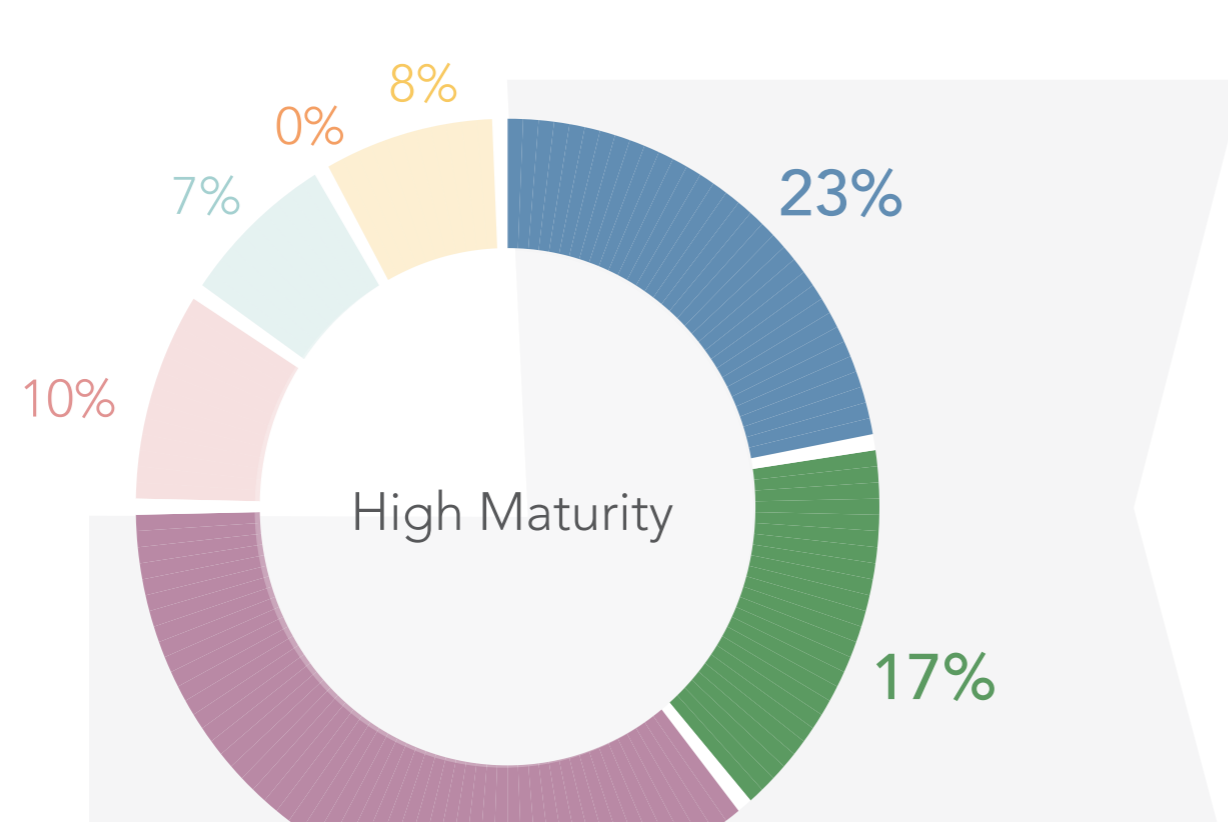


Higher maturity companies are 34% more likely to have a real-time view into the portfolio pipeline and the people available to do the work. They have the right software tools and don't rely on spreadsheets.

Lack of combined, holistic view of both resource capacity and pipeline demand



### 4 Conduct continuous prioritization and planning

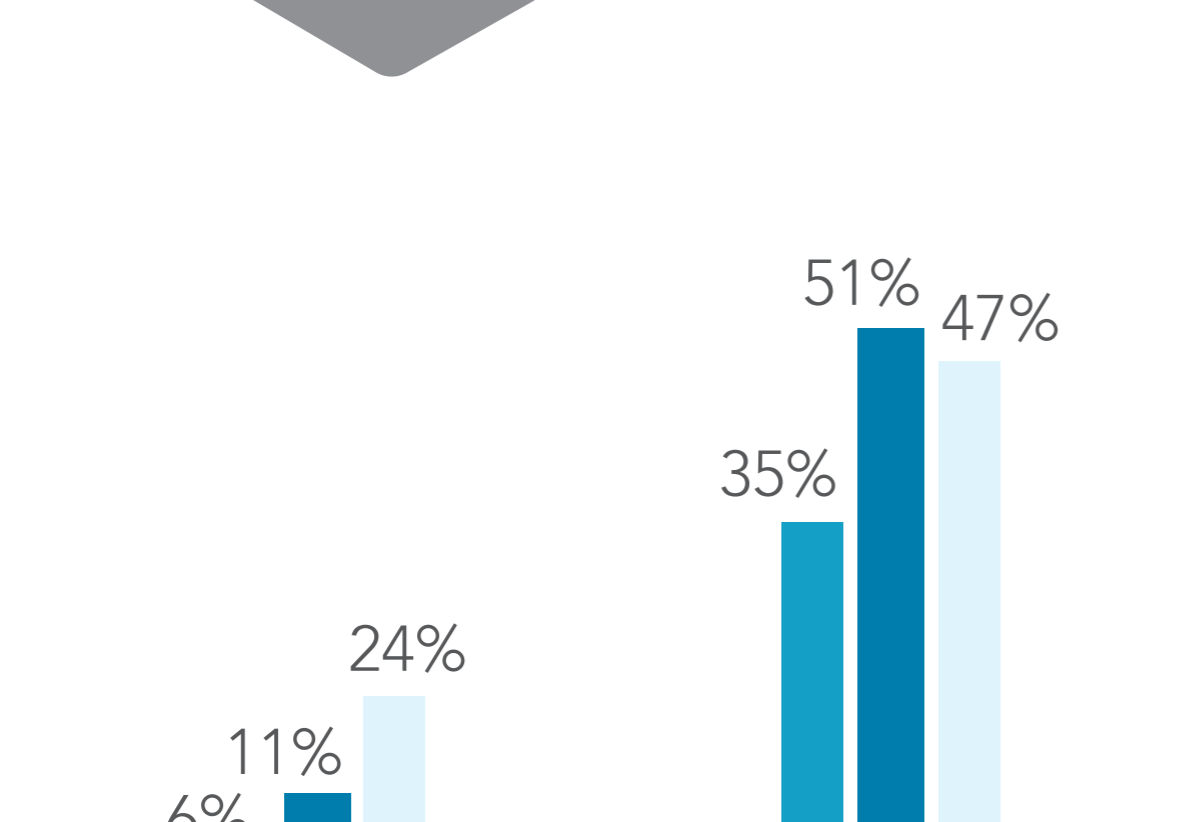


75%

do capacity planning weekly, monthly or continuously

75% of higher maturity organizations conduct capacity planning weekly, monthly or continuously. Only 25% of lower maturity companies can meet these intervals.

### 5 Run and analyze what-if scenarios



71%

respond to opportunities in hours or days

The pinnacle of maturity - 71% of IT leaders at higher maturity organizations are able to respond to innovation opportunities in hours or days instead of weeks or months. They can make data-driven tradeoffs and evaluate opportunity costs.

All organizations deem **CAPACITY PLANNING** as critical.

But, **51%** of lower maturity organizations think it's too difficult. This is a myth. It is solvable with the right team and tools.

Does your PMO take a **CAPACITY-CENTERED** approach to prioritize the project portfolio?

**BENCHMARK** your CAPACITY for **DIGITAL TRANSFORMATION**



**NEXT STEPS:**

- **ASSESS** your organization's maturity
- **BENCHMARK** with your peers
- **DOWNLOAD** the 18-page Guidebook for research findings and the 5 Steps To Capacity-Centered IT



Research conducted by Applesseed Partners. Sponsored by Planview. Research Methodology and findings: [Planview.com/RMCP](http://Planview.com/RMCP)

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