

# HP Project and Portfolio Management Center

Software Version: 8.00

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## HP Program Management User's Guide

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# 1 Getting Started with HP Program Management

## Introduction to HP Program Management

HP Program Management is an HP Project and Portfolio Management Center (PPM Center) product that provides a single location from which to initiate, operate, and manage your organization's portfolio of programs and projects.

You can use HP Program Management to:

- Align IT projects with business objectives
- Eliminate duplicate and low-priority efforts
- Improve operational efficiency
- Ensure delivery on time and within budget

To help you meet these business requirements, HP Program Management provides a full program lifecycle solution. It enforces the systematic capture of all relevant functional specifications and priorities. Business user approvals based on project scope, approved budget, and other business rules are built in. The program provides a single location from which to view and control relevant projects and requests.

# Overview of HP Program Management

A program is a set of related projects that are grouped together, usually to coordinate efforts toward achieving a business goal. With HP Program Management, you can create programs that provide a high-level perspective on projects underway in your organization.



For information on how to create programs, see [Chapter 2, \*Creating Programs\*, on page 15](#). For information on how to view programs and update program priorities, general information, health indicators, and security, see [Chapter 4, \*Viewing and Modifying Programs\*, on page 39](#).

You might organize projects into a program for many different reasons. You can create a program to manage a group of projects that were all designed to meet a single business objective. For example, you could design a program around a single deliverable (a project that requires infrastructure, coordinated development, and other deliverables), or around work performed for a given client.

How you group projects into programs typically reflects how your organization controls projects internally. Each program has one or more owners (program managers) who are responsible for the overall coordination of the projects, resolution of issues that cannot be resolved through individual projects, overall budget management, and so on.

In some cases, a program is designed to provide visibility into a set of projects that share something in common, but do not share a business goal. For example, you can create a program that provides a department with a consolidated picture of all the projects it “owns,” even though the individual projects are part of otherwise unrelated programs.

You can use HP Program Management to assess the various risks, issues, and changes in scope that arise during the life of a program, and make the changes necessary to manage these events.



For information on how to configure business objectives and associate them with programs, and on how to use requests to address concerns that arise during the life of a program, see [Chapter 3, \*Business Objectives, Issues, Risks, and Scope Changes\*, on page 19](#). For information on how to manage your programs, see [Chapter 5, \*Managing Programs\*, on page 75](#)

HP Program Management can help you:

- Oversee related IT projects
- Coordinate inter-project deliverables and milestones
- Manage scope change
- Identify and mitigate risks
- Resolve inter-project issues

You access the HP Program Management interface through the PPM Dashboard and menu bar. The PPM Dashboard displays portlets that you can customize to fit your specific business requirements.



For information about the HP Program Management portlets that you can display on your PPM Dashboard pages, see [Chapter 6, Program Manager Page, on page 97](#)

At the top of the standard interface is the menu bar, which consists of hierarchically organized task menus. You perform most HP Program Management work through the items listed under the **Open > Program Management** menu. However, to perform some of the tasks described in this document, you use the Project Management and Administration submenus. *Figure 1-1* shows the menu bar and the PPM Dashboard.

Figure 1-1. Menu bar and PPM Dashboard

The screenshot displays the PPM Dashboard interface. At the top is a menu bar with options: Dashboard, Open, Search, Create, My Links, and History. A search bar is located on the right. Below the menu bar, the dashboard content is organized into several sections:

- Program List:** A table with columns: Program Name, Relative Priority, Program Manager, Program State, Issues, Risks, and Scope Changes. It lists two programs: Enterprise Business Apps and Major Infrastructure Activities.
- Program Project List:** A table with columns: Project Name, Project Manager, and Project No. It lists several projects related to ERP Upgrade and IT Defect processes.
- Issue List:** A table with columns: Project, Issue #, Priority, Escalation Level, Status, and Description. It lists three issues related to ERP Upgrade.
- Program Scope Change List:** A table with columns: Project, Scope Change #, Severity, Change Request Level, Status, and Description. It lists one scope change for ERP Upgrade.
- Program Risk List:** A table with columns: Project, Risk #, Probability, Impact Level, Status, and Description. It lists four risks related to ERP Upgrade and IT Defect processes.

## Related Documents

HP recommends that, in addition to this guide, you consult the following related documents:

- *HP Program Management Configuration Guide*
- *HP Project Management User's Guide*
- *HP Demand Management User's Guide*
- *HP Financial Management User's Guide*
- *HP-Supplied Entities Guide* (includes descriptions of all HP Program Management portlets, request types, and workflows)



Many HP Program Management controls are modeled based on *A Guide to the Project Management Body of Knowledge* (PMBOK Guide from the Project Management Institute). These program controls include issues, risks, and scope changes.



---

## 2 Creating Programs

### Overview of Creating Programs

A program is a collection of projects and associated scope changes, risks, and issues. Programs feature full drill-down into projects and roll-up of relevant data. Like projects, programs have health indicators and configurable exception indicators. This chapter provides details on how to create programs in PPM Center.

For example, at XYZ Corporation, a manager creates a program to oversee the upgrade of the customer Service computer system for better integration with the Sales force. The Customer Service, Sales, and IT managers create the projects. Each resource handles his or her own part of the work, which is linked to and monitored through the program. At the same time, risks and scope changes submitted against the program are tracked and managed.

# Creating Programs

To create a program, you must have the HP Program Management license and either the Edit Programs and Create Programs access grants or Edit All Programs access grant. See *Security Model Guide and Reference* for more information about access grants.

To create a program:


1. Log on to PPM Center.
2. From the menu bar, select **Create > Program**.

The Create New Program page opens.

Create New Program

---

\* Program Name:

Program Managers:  

Description:

Benefit:

Status Notes:

Projects					
Project Name	% Complete	Project State	Sched	Sched	Project
<a href="#">Add Project</a>					

Business Objectives				
Name	State	Owner	Priority	Description
<a href="#">Add Business Objective</a>				

---

Notes

New Note:

---

[Create](#)



3. In the **Program Name** field, type the program name.
4. (Optional) Provide the following program information:

Field Name	Description
Program Managers	One or more resources to assign as program managers.
Description	Description of the program.
Benefit	Description of the benefits of the program.
Status Notes	Additional information to record about the program status.

5. To add one or more projects to the program:

- a. In the **Projects** section, click **Add Project**.

A project search window opens.

- b. Select the projects to add to the program.



The projects listed are only the projects for which you are a participant. If you have the View All Projects access grant, all projects are listed.



You can use the **Ctrl** or **Shift** key to select several project names.

- c. Click **OK**.

The **Projects** section lists the projects you added.

6. In the **Business Objectives** section, add one or more business objectives to the program, as follows:

- a. Click **Add Business Objective**.

A window opens and displays the list of existing business objectives.

- b. Select the business objective to associate with the program.

The business objective is added to the program. To add more business objectives to the program, repeat this step.



For information on how to create and manage business objectives, see [Chapter 3, Business Objectives, Issues, Risks, and Scope Changes](#), on page 19.

7. In the **Notes** section, in the **New Note** field, you can type any supplementary information about the program that you want to record.

8. Click **Create**.

The program is created and the View Program page opens.

---

# 3 Business Objectives, Issues, Risks, and Scope Changes

## Overview of Business Objectives

Business objectives provide a way for you to capture business goals as discrete entities that you can then prioritize and tie to other PPM Center entities, including programs. For example, XYZ Corporation creates the business objective “Reduce order to delivery time,” assigns it a priority, and associates it with a program created to upgrade the customer service system. You can create business objectives in either HP Portfolio Management or HP Program Management.

You can associate a program with existing objectives. If you want to associate a program with a business objective that does not yet exist, you can either create the business objective before you create the program, or create it later and make the association after you create the program. This section provides the steps you use to create business objectives from HP Program Management.

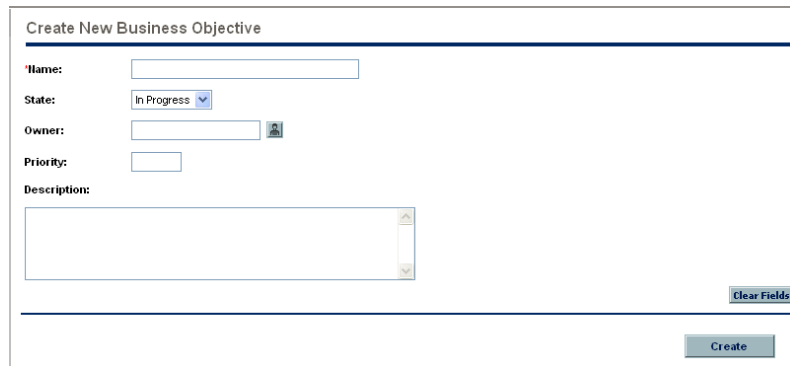
## Creating Business Objectives

To create a business objective:

1. Log on to PPM Center.

- From the menu bar, select **Create > Administrative > Business Objective**.

The Create New Business Objective page opens.



- Provide information about the business objective that you want to add.

Field Name	Description
Name	The name of the business objective.
State	The status of the business objective: <ul style="list-style-type: none"><li>• <b>In Progress:</b> The business objective is being developed.</li><li>• <b>Achieved:</b> The business objective has been completed.</li><li>• <b>Cancelled:</b> The business objective has been cancelled.</li></ul>
Owner	The program manager responsible for the business objective.
Priority	A positive non-zero integer used to rank the business objective. More than one business objective can share the same priority.
Description	A description of the business objective.

- Click **Create**.

The Manage Business Objectives page now lists the new objective.

If your PPM Center instance supports multiple languages, any business objective you create is defined in the language you selected at logon (your session language). After the business objective is created, it can be modified only in its definition language. For more information, see the *Multilingual User Interface Guide*.



# Managing Business Objectives

This section contains information about how to edit and delete business objectives.

## Modifying Business Objectives

Because business objectives can change over time, you may want to update them by adding details or removing obsolete information.



If your PPM Center instance supports multiple languages and the business objective is defined in a language other than your session language, you cannot modify the business objective. For more information, click **Why?** in the header or see the *Multilingual User Interface Guide*.

To modify a business objective:

1. Log on to PPM Center.
2. From the menu bar, select **Search > Administrative > Business Objectives**.

The Manage Business Objectives page opens and lists existing objectives.

Manage Business Objectives				
Item	Status	Owner	Priority	Description
<input checked="" type="checkbox"/> Compliance	In Progress	Benjamin U. Cason	2	Ensure that practices in place are in compliance with regulatory requirements.
<input checked="" type="checkbox"/> Efficiency Across Teams	In Progress	Barbara Getty		
<input checked="" type="checkbox"/> Expand to new markets	In Progress	Dennis Morrison	1	Deploy sales force in new Pacific NW office.
<input checked="" type="checkbox"/> Top of the line infrastructure	Achieved	Ron Steel	1	

[Create New Business Objective](#)

- In the **Name** column, click the name of a business objective you want to modify.


The Modify Business Objective page opens.

Modify Business Objective Increase Sales 2.5%

---

**Name:**

**State:**

**Owner:**  

**Priority:**

**Description:**

Increase sales 2.5 percent

---

- Make necessary changes to the field values, and then click **Done**.

## Deleting Business Objectives

If a business objective becomes obsolete, you can delete it.

To delete business objectives:

- Log on to PPM Center.
- From the menu bar, select **Search > Administrative > Business Objectives**.

The Manage Business Objectives page opens and lists existing objectives.

Manage Business Objectives				
Name	Status	Owner	Priority	Description
<input checked="" type="checkbox"/> Compliance	In Progress	Benjamin U. Cason	2	Ensure that practices in place are in compliance with regulatory requirements.
<input checked="" type="checkbox"/> Efficiency Across Teams	In Progress	Barbara Getty		
<input checked="" type="checkbox"/> Expand to new markets	In Progress	Dennis Morrison	1	Deploy sales force in new Pacific NW office.
<input checked="" type="checkbox"/> Top of the line infrastructure	Achieved	Ron Steel	1	

3. To the left of the obsolete objective, click the **Delete** icon.

HP Program Management prompts you to confirm that you want to delete the objective.

4. Click **OK**. The business objective is deleted.

## Submitting Issues, Risks and Project Scope Changes

During the life of a program, concerns surface that must be addressed. PPM Center provides a framework to identify and resolve such concerns in the form of requests. You can submit (create), track, reject, complete, and report on requests.

The following requests can affect programs:

- **Program Issues.** To manage problems having to do with running the program itself, you can submit program issues. For example, submit a program issue if you have a problem assigning a manager or support staff to a program, or if a change in corporate direction requires that you reassess program goals. If an issue logged against a project linked to a program cannot be resolved by the project manager, then it needs to be visible at the program level. Program issues often involve coordination among multiple projects.
- **Project Issues.** Project issues introduce a framework for all project-related issues to identify and resolve. Issues can span multiple request types to provide a more detailed view of the resolution process.

For example, although bugs and enhancements are both issues and may share common fields for tracking purposes, each request type is processed along its own assigned workflow.

- **Project Risks.** Risks supply a way to log and resolve threats to a project. The process of gathering information about possible risks, including impacts and probability of occurrence, is streamlined. You can configure program health indicators to alert users to varying levels of risk.

For example, the program manager at XYZ Corporation configures the customer service upgrade program to show a red indicator if more than two risks that have an impact level of 1 and probability factor of High are created.

- **Project Scope Changes.** Scope changes provide a way to ensure that the scope of a program and its individual projects stay manageable. Submitted scope change requests can be assessed before they are rejected or incorporated into program or project scope. To control program and project scope, ensure that possible changes are clearly identified, aligned, and processed.

## Submitting Program Issues

During the life of a program, a problem may arise or a business decision may be made that you must add as a program issue. Such changes can be brought up, processed, and decided on in the form of issues. You can use the Program Management Issues request type to identify these issues, collect key information (impact level and probability of occurrence), and deal with them in a timely manner.

To submit a program issue:



To submit a program issue, you must be specified as a Program Issue request type participant who can create program issues. This is set in the Request Type window from the Request Workbench.

1. Log on to PPM Center.



- From the menu bar, select **Open > Program Management > Issues > Submit Program Issue**.



If you have the required permission, you can also use HP Demand Management to submit a program issue

The Create New Program Issue page opens.

Create New Program Issue

[Expand All](#) [Collapse All](#) Submit

---

Header

Summary

**Issue Status:** Not Submitted

**Created By:** Admin User

**Program:**

**Priority:**  **Assigned To:**

**Description:**

---

Details

Issue Details

**Date Identified:**  **Due Date:**

**Issue Type:**

**Detailed Description:**

**Proposed Solution:**

**Business Function:**

---

Notes

Notes to be added on save:

---

References

Submit Cancel

3. Provide information in all required fields (**Program, Priority, Description, and Date Identified**) and any optional information you want to associate with this issue.

Field Name	Description
<b>Header Section: Summary</b>	
Program	The program associated with the issue.
Priority	The priority of the issue. In HP Program Management, issues are grouped according to their assigned priority values. The values specified in the <b>Priority</b> field are used to calculate program health.
Assigned To	The resource to which the issue is assigned.
Description	A description of the issue.
<b>Details Section: Issue Details</b>	
Date Identified	The calendar date on which the issue was recognized.
Due Date	The date by which the issue should be resolved.
Issue Type	The type of issue being raised.
Detailed Description	A detailed description of the issue.
Proposed Solution	The proposed solution for the issue.
Business Function	The business function that is affected by the issue.
<b>Notes Section</b>	
Notes to be added on save	Additional information to record about the program issue.
<b>References Section: Reference Additions</b>	
New Reference	Reference(s) to add to the program. See <a href="#">Program References</a> on page 64 for more information.

#### 4. Click **Submit**.

The submitted program issue request begins to move along its automatically assigned workflow toward resolution.

## Submitting Project Issues

To manage the obstacles and business challenges that arise during the life of a project, use Project Issue request types. Project issues identify these challenges, collect key information about them (impact level and probability of occurrence), and deal with them in a timely manner.

To submit a project issue:



To submit a project issue, you must be specified as a Project Issue request type participant who can create project issues. This is set in the Request Type window from the Request Workbench.

1. Log on to PPM Center.

- From the menu bar, select **Open > Project Management > Project Controls > Submit Project Issue**.

The Create New Project Issue page opens.

Create New Project Issue

Expand All Collapse All Submit

Header  
Summary

Issue Status: Not Submitted

Created By: Admin User Assigned To:

Project:

Priority:  Escalation Level: Project

Description:

Details  
Issue Details

Date Identified:  Due Date:

Issue Type:

Detailed Description:

Proposed Solution:

Business Function:

Notes  
References

Submit Cancel

3. Provide information in all required fields (**Project, Priority, Escalation Level, Description, and Date Identified**) and any optional information you want to associate with this issue.



For a project issue to show up in HP Program Management, you must add the project to the program (or add a program as a reference to the project issue), and, in the **Summary** section of the Project Issue detail page, select **Program** in the **Escalation Level** list.

Field Name	Description
<b>Header Section: Summary</b>	
Assigned To	The resource to which the issue is assigned.
Project	The project associated with the issue.
Priority	The priority of the issue. Values in this field are linked to the issue health of a project, configured in the <b>Issue Health</b> policy. See the “Configuring Project Types” chapter of the <i>HP Project Management User’s Guide</i> for more detailed information.
Escalation Level	The escalation level of the issue. Possible values are <b>Project</b> or <b>Program</b> . If there are program(s) associated with the project, setting the escalation level to <b>Program</b> will make the issue visible at the program level. If you are not using programs, this field may be hidden.
Description	A description of the issue.
<b>Details Section: Issue Details</b>	
Date Identified	The calendar date on which the issue was recognized.
Due Date	The date by which the issue should be resolved.
Issue Type	The type of issue being raised.
Detailed Description	A detailed description of the issue.

Field Name	Description
Proposed Solution	The proposed solution for the issue.
Business Function	The business function that is affected by the issue.
<b>Notes Section</b>	
Notes to be added on save	Additional information to record about the project issue.
<b>References Section: Reference Additions</b>	
New Reference	Reference(s) to add to the project. See <a href="#">step 4</a> for more information.

4. To add a program as a reference to the project issue:
  - a. At the bottom of the Create New Project Issue page, expand the **References** section.
  - b. In the **New Reference** list, select **Program**.
  - c. Click **Add**.  
The Reference Program window opens.
  - d. Use the **Program** field to select the program to which you are adding the issue as a reference.
  - e. Click **Add**.

At the bottom of the Create New Project Issue Page, the **References to be added on Save** field displays the name of the program you selected.

5. Click **Submit**.

The submitted project issue request begins to move along its assigned workflow toward resolution.

## Submitting Project Risks

As a program evolves, risks to projects linked to the program can develop. You can use the project risk request type to identify these risks, collect information about them (impact level and probability of occurrence), and deal with them quickly.

To submit a project risk:

1. Log on to PPM Center.
2. From the menu bar, select **Open > Project Management > Project Controls > Submit Risk**.

The Create New Project Risk page opens.

Create New Project Risk

Expand All Collapse All Submit

Header

Summary

Risk Status: Not Submitted

Created By: Admin User Assigned To:

Project:

Priority:  Risk Impact Level:  Probability:

Description:

Details

Risk Details

Risk Type:  Date Identified:

Detailed Description:

Closure Criteria:

Action Plan:

Notes

References

Submit Cancel

3. Provide information in all required fields (**Project, Risk Impact Level, Probability, Description, and Date Identified**) and any optional information you want to associate with this risk.



For the project risk to show up in HP Program Management, you must add a project associated with a program or the program itself as a reference to the project risk.

Field Name	Description
<b>Header Section: Summary</b>	
Assigned To	The resource to which the risk is assigned.
Project	The project associated with the risk.
Priority	The priority of the risk.
Risk Impact Level	Select a value to indicate risk severity. The risk impact level is used in analyzing risk activity and calculating risk resolution time. For more information, see <a href="#">Analyzing Risk Activity on page 87</a> and <a href="#">Analyzing Risk Resolution Time on page 88</a> .
Probability	Select a value to indicate the estimated likelihood that the risk can occur.
Description	A description of the risk.
<b>Details Section: Risk Details</b>	
Risk Type	Select the type of risk being raised.
Date Identified	The calendar date on which the risk was recognized. The date the risk was created is used to calculate risk resolution time. For more information, see <a href="#">Analyzing Risk Resolution Time on page 88</a> .
Detailed Description	A detailed description of the risk.
Closure Criteria	The criteria for successfully closing the risk.
Action Plan	The proposed plan of action for dealing with the risk.



Field Name	Description
<b>Notes Section</b>	
Notes to be added on save	Additional information to record about the project risk.
<b>References Section: Reference Additions</b>	
New Reference	Reference(s) to add to the project. See <a href="#">step 4</a> for more information.

4. To add a program as a reference to the project risk:
  - a. Expand the **References** section.
  - b. In the **New Reference** list, select **Program**.
  - c. Click **Add**.  
The Reference Program window opens.
  - d. Use the **Program** field to select the program to which you are adding the project risk as a reference.
  - e. Click **OK**.
  - f. In the Reference Program Window, click **Add**.

At the bottom of the Create New Project Risk Page, the **References to be added on Save** field displays the name of the program you selected.

5. Click **Submit**.

The submitted project risk begins to move through its workflow toward resolution.

## Submitting Project Scope Changes

Events during the life of a program may require changes in program scope. These changes can be brought up, processed, and acted on in the form of Program Management Scope Change request types.

To submit a project scope change:

1. Log on to PPM Center.
2. From the menu bar, select **Open > Project Management > Project Controls > Submit Scope Change**.

The Create New Project Scope Change Request page opens.

Create New Project Scope Change Request



[Expand All](#) [Collapse All](#) Submit


---




Header

Summary

Scope Change Status: Not Submitted

Created By: Admin User Assigned To:   

Project:  


Priority:   CR Level:   Business Impact Severity:  

Description:

---

Details

Scope Change Details

Assigned Release:  Target Implementation Date:  

Detailed Description:

Benefit of Proposed Change:

Alternatives:

List of Impacted Deliverables:

Impact Summary:

Financial Impact: \$  Schedule Impact (in days):

---

Notes

References

Submit Cancel

- Provide information in all required fields (**Project, CR Level, Business Impact Severity, and Description**) and any optional information you want to associate with this scope change.



For the scope change request to show up in HP Program Management, you must add a project associated with a program or the program itself as a reference to the scope change request.

Field Name	Description
<b>Header Section: Summary</b>	
Assigned To	The resource to which the scope change is assigned.
Project	The project associated with the scope change.
Priority	The priority of the scope change.
CR Level	Select a value to indicate the impact or importance of the scope change. <b>Level 1</b> indicates a larger scope change request than <b>Level 2</b> , and <b>Level 2</b> indicates a larger scope change request than <b>Level 3</b> . Only scope changes requests that are assigned <b>Level 1</b> or <b>Level 2</b> are visible in HP Program Management.
Business Impact Severity	The severity of the scope change's impact on the business.
Description	A description of the scope change.
<b>Details Section: Scope Change Details</b>	
Assigned Release	The release to which the scope change is assigned.
Target Implementation Date	The date by which the scope change should be implemented.
Detailed Description	A detailed description of the scope change.
Benefit of Proposed Change	The benefit the proposed scope change would have.

<b>Field Name</b>	<b>Description</b>
Alternatives	Any alternatives to the scope change that exist.
List of Impacted Deliverables	A list of the deliverables impacted by the scope change.
Impact Summary	A summary of the impact the scope change will have.
Financial Impact	The dollar amount of the scope change's impact.
Schedule Impact (in days)	The number of days by which the scope change affects the schedule.
<b>Notes Section</b>	
Notes to be added on save	Additional information to record about the project scope change.
<b>References Section: Reference Additions</b>	
New Reference	Reference(s) to add to the project. See <a href="#">step 4</a> for more information.

4. To add a program as a reference to the scope change request:
  - a. Expand the **References** section.
  - b. In the **New Reference** list, select **Program**.
  - c. Click **Add**.

The Reference Program window opens.

- d. Use the **Program** field to select the program to which you are adding the project risk as a reference.
- e. Click **OK**.
- f. In the Reference Program window, click **Add**.

At the bottom of the Create New Project Scope Change Request page, the **References to be added on Save** field displays the name of the program you selected.

5. Click **Submit**.

The project scope change request begins to progress through its workflow toward resolution.



---

# 4 Viewing and Modifying Programs

## Overview of Modifying Programs

During the life of a program, much can happen that requires you to modify the program. You can update the following aspects of a program:

- Priority (Prioritize Programs page)
- General information (Modify Programs page)
- Health indicators (Adjust Program Settings page)
- Access settings (Configure Access Program page)

The following sections provide the steps used to perform each of these tasks.

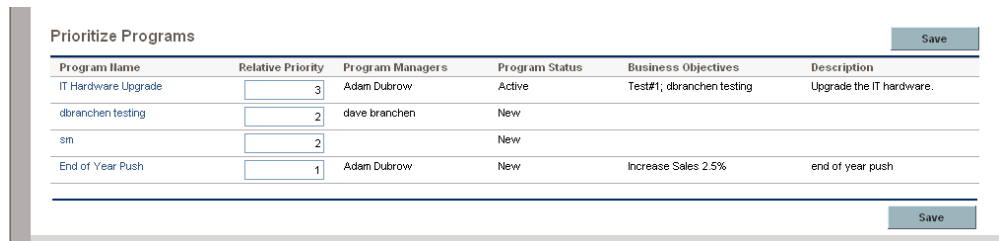
# Updating Program Priorities

Over time, as some business objectives are met and others become more pressing, you can change the priorities of the programs underway in your organization. This helps to ensure that the most critical issues maintain high visibility for stakeholders.

To change the priority of a program relative to other programs set up for your organization, do the following:

1. Log on to PPM Center.
2. From the menu bar, select **Open > Program Management > Prioritize Programs**.

The Prioritize Programs page opens and lists existing programs. If the programs have been assigned priority values, the page lists them in descending order of priority.



Program Name	Relative Priority	Program Managers	Program Status	Business Objectives	Description
IT Hardware Upgrade	<input type="text" value="3"/>	Adam Dubrow	Active	Test#1; dbranchen testing	Upgrade the IT hardware.
dbranchen testing	<input type="text" value="2"/>	dave branchen	New		
sm	<input type="text" value="2"/>		New		
End of Year Push	<input type="text" value="1"/>	Adam Dubrow	New	Increase Sales 2.5%	end of year push

3. In the **Relative Priority** field to the right of the program name, type an integer that indicates the new priority level.
4. If necessary, change the relative priority values for other programs listed.
5. Click **Save**.



# Searching for and Viewing Programs

You can search for programs in one of two ways:

- **Search box.** Use the search box if you know the name of the program or want to search for one or more programs that start with a particular phrase or fragment of text in its name. The search box is located in the upper-right corner.
- **Search Programs page.** Use the Search Programs page if you want to search for a program based on criteria such as program manager, program status, contained project, creator, business objectives, priority, or creation date.

## Using the Search Box

The search box is used to locate and open programs based on program names that begin with the specified text.

To locate and open a program using the search box:

1. Log on to PPM Center.
2. In the search box, located on the right side of the menu bar, type @ followed by the text for which to search that is at the beginning of the program name. When you start typing the text, a submenu appears (the search is not case-sensitive).
3. Once you have finished typing your search text, select **Search for programs: <search\_text>**.

If the search text matches only one program name, the View Program page for that program opens.

If the search text matches more than one program name, the Search Programs page opens, displaying a list of programs with matching names. Click the name of a program to open its View Program page.

## Using the Search Programs Page

To search for and view an existing program using the Search Programs page:

1. Log on to PPM Center.
2. From the menu bar, select **Search > Programs**.
3. From the Search Programs page, specify your search criteria, and then click **Search**. Alternatively, to view a list of all programs, click **Search** without providing search criteria.

The Search Programs page lists the programs that meet your search criteria.

4. Under **Select a Program to View**, in the **Program Name** column, click a program name.

## The program is displayed on the View Program page.

### View Program IT Hardware Upgrade

<a href="#">Modify Program</a>	<a href="#">Program Settings</a>	<a href="#">Configure Access</a>			<a href="#">Done</a>
--------------------------------	----------------------------------	----------------------------------	--	--	----------------------

**Program Status:** Active  
**Program Managers:** Adam Dubrow  
**Relative Priority:** 1  
**Description:** Upgrade the IT hardware.  
**Benefit:** Better, stronger, faster hardware.  
**Status Notes:** Just starting.

---

Details  
 Program Details

Projects

Project Name	% Complete	Project State	Sched	Sched	Project
<input checked="" type="checkbox"/> kde_new_project	100%	In Planning	11/17/05	11/17/05	Admin User

Issues, Scope Changes, Risks

**Issues (Program and Project Level) - Total = 3**

Priority	Count
Critical	1
High	1
Normal	0
Low	1

**Scope Changes (Level 1 and 2) - Total = 1**

Severity	Count
Critical	0
High	1
Medium	0
Low	0

**Risks - Total = 3**

Probability	Impact Level 1	Impact Level 2	Impact Level 3
High	2	0	0
Medium	1	0	0
Low	0	0	1

---

Business Objectives

Name	State	Owner	Priority	Description
Test#1	In Progress			
dbranchen testing	In Progress	Antonio Jimenez		testing new business objectives

---

Notes

<b>Admin User (admin)</b>	test
November 15, 2005 7:15:51 AM PST	

---

References

Requests

Req #	Assigned User	Description	Request Type	Status	% Complete	Relationship	Relationship Details
30360		bug test	Bug	New	0%	Related to this Program	Informational: The Request is related to the referenced P...

Highlighted items are actively controlling this Program

<a href="#">Done</a>
----------------------

# Modifying General Program Information

You can use the Modify Program page to update general program information such as notes, references, and assignments.

To modify general program information:

1. Log on to PPM Center.
2. Search for and select the program (see *Searching for and Viewing Programs* on page 41).

The View Program page opens.

### 3. Near the top of the page, click **Modify Program**.

The Modify Program page opens.

Modify Program: Enterprise Business Apps Save Done Cancel

**Program Name:** Enterprise Business Apps

**Program Status:** Active

**Program Managers:** Carolyn Sayer

**Description:**  
Establish, Maintain and Improve enterprise business application selection, delivery and maintenance in order to ensure seamless business operations with a high degree of availability, efficiency and business value. This includes our back office OraApps ERP system, Hyperion for global consolidations and financial reporting and minimal data warehousing, as well as sales interfaces. Sales-specific tools are not included.

**Benefit:**  
Increased efficiency, global processes, data available for analysis.

**Status Notes:**  
Applications are in maintenance-mode except for OraApps ERP, which is undergoing an upgrade to the newest release to take advantage of some new CRM capabilities.

**Projects**

	Project Name	% Complete	Project Status	Sched Start	Sched Finish	Project Manager
<input checked="" type="checkbox"/>	ERP Service Pack - Sept 2006	46%	Business Readiness S...	7/6/06	8/24/06	Joseph Banks
<input checked="" type="checkbox"/>	Ops: BackOffice Acceleration	5%	Requirements	7/3/06	10/10/06	Joseph Banks; Caroly...
<input checked="" type="checkbox"/>	ERP Upgrade	65%	In QA	4/3/06	11/20/06	Teju Krishna, Joseph ...
<input checked="" type="checkbox"/>	Internal Web Site Rollout - IT	0%	Deploy	1/16/06	3/6/06	Joseph Banks
<input checked="" type="checkbox"/>	Internal Web Site Rollout - sal...	0%	Assign Project Manager	6/1/06	7/20/06	Joseph Banks

**Business Objectives**

Name	State	Owner	Priority	Description
------	-------	-------	----------	-------------

**Notes**

**References**

**Requests**

Req #	Assigned User	Description	Request Type	Status	% Complete	Relationship	Relationship Details
30214	Leslie Franklin	Deploy to alpha test s...	Program Issue	Open	0%	Related to this Program (System)	Informational: The Request is related to the referenced P...
30215	Finn Gill	Coordinate pre-beta te...	Program Issue	New	0%	Related to this Program (System)	Informational: The Request is related to the referenced P...
30216	John Groom	Develop new migration ...	Program Issue	New	0%	Related to this Program (System)	Informational: The Request is related to the referenced P...

**Reference Additions**

**New Reference:** Attachment   Highlighted items are actively controlling this Program

**References to be added on Save:**

Delete Save Done Cancel

4. Make any necessary changes to field values.
5. To add one or more projects to the program:

- a. In the **Projects** section, click **Add Project**.

A selection window opens.

- b. In the **Project Name** column, select the name of one or more projects to add to the program.



The projects listed are only the projects for which you are a participant. If you have the View All Projects access grant, all projects are listed.



You can use the **Ctrl** or **Shift** key to select several project names.

- c. Click **OK**.

The **Projects** section now lists the selected projects.

For information about how to create projects, see the *HP Project Management User's Guide*.

6. To associate a business objective with the program:

- a. In the **Business Objective** section, click **Add Business Objective**.

A selection window opens and displays a list of business objectives.

- b. Click the name of the business objective to associate with the program.

The selection window closes and the **Business Objective** section now lists the objective you selected.

- c. To add more business objectives to the program, repeat [step 6](#).

For information on how to create business objectives, see [Creating Business Objectives on page 19](#).

7. To add a note to the program:

- a. In the **Notes** section, click **Add Notes**.

The Add Notes to Program window opens.

- b. Click inside the text field.
- c. Type the note contents, and then click **Add**.

The **Notes** section displays the note next to your user name and the date and time you created the note.

8. To add a reference to the program:

- a. In the **References** section, in the **New Reference** list, select the type of reference to add to the program.
- b. Click **Add**.

Which selection window opens next depends on the reference type you selected in the **New Reference** list. For a complete list of the reference types and the corresponding selection windows, see [Program References on page 64](#).

The **References to be added on Save** section lists the selected reference.

- c. To attach the listed reference to the program, on the Modify Program page, click **Save**.
- d. To remove a reference from the program, to the left of the reference name, click the **Delete** icon.

9. To save the changes to the program and close the Modify Program page, click **Done**.

## Deleting Programs

You can use the Modify Program page to delete a program. The program's projects and associated scope changes, risks, and issues are not deleted. You must have either the PMO: Edit All Programs or PMO: Edit Programs access grant to delete a program. See *Security Model Guide and Reference* for more information about access grants.

To delete a program:

1. Log on to PPM Center.
2. Search for and select the program (see *Searching for and Viewing Programs on page 41*).

The View Program page opens.

3. Near the top of the page, click **Modify Program**.

The Modify Program page opens.

4. Near the bottom of the page, click **Delete**.

## Configuring Program Indicators

Program indicators let you see at a glance the status of program issues, scope changes, risks, and, if HP Financial Management is enabled for the program, cost data. These indicators are displayed as color-coded icons in the Program List portlet and on the View Program page.

Each request type that is visible from HP Program Management has its own health indicator, which you can configure independent of the other indicators. To configure these indicators, use the **Health Indicators** section of the Program Settings page. The following sections provide information about these health indicators.



## Project and Program Issues

Issues introduce a framework for identifying and resolving all project and program-related issues. Issues can span multiple request types to provide a finer level of visibility over the resolution process.

Issues logged directly against a program represent problems in the program itself. For example, a change in corporate direction may call for a re-evaluation of program goals.

➤ Issues submitted against projects can be escalated to the program level as necessary. Project issues that have not been escalated to the program level are not visible from HP Program Management.

If an issue logged against a project that is linked to a program cannot be resolved by the project manager, that issue must be made visible at the program level. For example, an issue might involve coordination among multiple projects.

➤ Issue tracking is enabled by default in HP Program Management. To disable issue tracking, navigate to the **Program Issues** subsection of the Program Settings page, and then, next to the **Track issues for this program?** option, select **No**, and then click **Save**.

Issue health is based on the number of issues that are assigned a priority. Only open issues logged directly against the program, or escalated to the program level of a project within the program, are considered in calculating program issue health. The program manager can assign different weights to issues that are assigned different priorities. The program manager can also assign thresholds for the health status levels signified by yellow and red indicators.

For example, suppose that you have assigned weights to the issue priorities for the program as follows:

- Critical: 8
- High priority: 5
- Medium priority: 3
- Low priority: 1

Suppose your program has the following issues:

- 3 high priority issues
- 2 medium priority issues
- 6 low priority issues

The overall health value computed for these program issues is  $(3 * 5 + 2 * 3 + 6 * 1)$ , or 27.

If the threshold value for the yellow health indicator is 20, and the threshold value for the red health indicator is 40, then the issue health indicator for this program is yellow.



You can change the values (their names and how many are listed) displayed in the Priority list from the Validation Workbench. (To access the Validation Workbench, open the PPM Workbench, and then, on the shortcut menu, select Configuration > Validations.)

The default indicator thresholds are:

- Red: 40
- Yellow: 20
- Green: all values less than 20

The default weights assigned to program issue priorities are:

- Critical: 5
- High priority: 3
- Medium priority: 1
- Low priority: 0

## Program Risks

Risks provide a way to log and resolve threats to program success. The process of gathering information about possible risks (including their impact and probability of occurrence) is streamlined.

Risks logged against a project in a program must be visible at the program level so that they can be addressed in a coordinated way. In many organizations, the program manager focuses only on risks that are likely to occur.



Risk tracking is enabled by default in HP Program Management. To disable issue tracking, navigate to the **Program Risk** subsection of the Program Settings page, and then, next to the **Track risks for this program?** option, select **No**, and then click **Save**.

Program risk health is based on the number of risks that fall into given risk levels and probabilities. Because you cannot directly log a risk against a program, only risks logged against the projects included in a program are used in calculating program risk health.

The program manager can assign different weights to risks that have different impact levels and probabilities assigned to them. The program manager can also set threshold values for yellow and red health indicators.

Suppose, for example, that the weights assigned to risk impact and probability are as follows:

- Impact Level 1: 7
- Impact Level 2: 5
- Impact Level 3: 3
- Probability High: 3
- Probability Medium: 2
- Probability Low: 1

Three risks are logged against the program, as follows:

- Risk #1: Impact Level = 1, Probability = High
- Risk #2: Impact Level = 2, Probability = Low
- Risk #3: Impact Level = 3, Probability = High

The overall computed health contribution of each risk is computed by multiplying the weights based for its impact level and probability. In this case, the computed risk health value is  $(7 \times 3 + 5 \times 1 + 3 \times 3)$ , or 35. If the yellow health threshold is 20, and the red health threshold is 30, then the risk health for this program has a red health indicator.

The default indicator thresholds are:

- Red: 40
- Yellow: 20
- Green: All values less than 20

The default weights assigned to risk impact and probability are:

- Impact Level 1: 5
- Impact Level 2: 3
- Impact Level 3: 1
- Probability High: 5
- Probability Medium: 3
- Probability Low: 1

## Program Scope Changes

Scope changes provide a way to ensure that the scope of a program and its individual projects stay manageable. Scope changes logged against projects in the program must be visible at the program level if they are large or require focused attention for other reasons.

Submitted scope change requests can be assessed and then rejected or incorporated into program or project scope. Program and project scope can be controlled by ensuring that potential changes are clearly identified, aligned, and processed.



Scope change request tracking is enabled by default in HP Program Management. To disable scope change request tracking, navigate to the **Program Scope Changes** subsection of the Program Settings page, and then, next to the **Track scope changes for this program?** option, select **No**, and then click **Save**.

Scope change health is based on the number of scope changes that fall into a given severity. Only open scope changes logged against a project in the program are used in computing scope change health.

The program manager can assign different weights to scope changes of different severities. The program manager can also set threshold values for the yellow and red health indicators.

Suppose, for example, that the assigned weights of scope change severity for a program are:

- Critical severity: 8
- High severity: 5
- Medium severity: 3
- Low severity: 1

Suppose too that the program has the following scope changes:

- 3 critical scope changes
- 2 medium severity scope changes
- 6 low severity scope changes

Then, the overall computed health value for issues is  $(3 \times 8 + 2 \times 3 + 6 \times 1)$ , or 36. If the yellow health threshold is set to 20, the red health indicator threshold is set to 40, then the program scope change health is displayed with the yellow indicator.

Default threshold values for program scope change health indicators are:

- Red: 40
- Yellow: 20
- Green: all values less than 20

The default weights assigned to program scope change severities are:

- Critical: 5
- High: 3
- Medium: 1
- Low: 0



Issues, risks, and scope changes are modeled after the Project Management Institute's *A Guide to the Project Management Body of Knowledge*.

## HP Financial Management

HP Financial Management capabilities let you track planning-related cost data. You can view financial information for the projects included in a program if the projects are configured to track this information and if you enable HP Financial Management for the program.

Financial information includes overall cost information for the active baseline, forecast and actuals, with breakdown based on labor versus non-labor, and capital expenses versus operating expenses. You can capture cost data during project plan execution, and then compare this cost data to financial data recorded in project or program financial summaries.

If HP Financial Management is enabled, Cost and EV Analysis tabs display on the View Program page. The Cost tab displays a summary of project financial data allowing you to track project costs for the program. The EV Analysis tab allows you to compare cost data, such as SPI and CPI, across projects in the program. See *HP Financial Management User's Guide* for more information about cost data and formulas.

In the Cost tab, you can also select a link to view the program's financial summary, which shows a summation of financial information for all projects included in the program and includes the ability to export the data to Microsoft® Excel. See *HP Financial Management User's Guide* for more information.



Depending on whether you have capitalization tracking activated, you may see different categories for your program and project financial summaries.

## Editable Financial Summaries

The financial summary automatically linked to a program uses the financial data provided by the projects included in the program. You cannot directly edit this financial summary.

HP Financial Management allows you to enable an editable financial summary associated with the program in which you can modify the forecasts and approved budget. Only one editable financial summary can be associated with a program. However, you can take snapshots of the editable financial summary.

See *HP Financial Management User's Guide* for more information about editable financial summaries.

## Modifying Program Indicator Settings

To modify the indicator settings for a program:

1. Log on to PPM Center.
2. Open a program for which you want to change the indicator settings.



For information on how to find and open a program, see [Searching for and Viewing Programs on page 41](#).

The View Program page displays the details for the selected program.



### 3. Click **Program Settings**.

The Program Settings page opens.

Program Settings for IT Hardware Upgrade Save Done Cancel

---

**Financial Management Settings**

Enabling Financial Management will allow you to view financial information and Earned Value Analysis for this Program. Disabling Financial Management will block configuration of other Program Financial Settings. Budget will still be available.

**Enable Financial Management for this Program**

---

**Health Indicators** Restore Defaults

Program Issues

**Track issues for this program ?**  Yes  No

The Issue Health of the program is determined by adding up the weights of all of the program's issues. Below you can specify the weight for the issue, based on its priority.

Priority	Weight
Low	<input type="text" value="0"/>
Normal	<input type="text" value="1"/>
High	<input type="text" value="3"/>
Critical	<input type="text" value="5"/>

---

**Health**

The program's issue health is ■ when the weights of all open issues total at least:

The program's issue health is ■ when the weights of all open issues total at least:

---

**Program Risk**

**Track risks for this program ?**  Yes  No

The Risk Health of the program is determined by adding up the weights of all of the program's risk. Below you can specify the weight for the risk, based on its impact and probability.

Impact	Weight	Probability	Weight
Level 1	<input type="text" value="5"/>	High [26-100%]	<input type="text" value="5"/>
Level 2	<input type="text" value="3"/>	Medium [11-25%]	<input type="text" value="3"/>
Level 3	<input type="text" value="1"/>	Low [0-10%]	<input type="text" value="1"/>

---

**Health**

The program's risk health is ■ when the weights of all open risk total at least:

The program's risk health is ■ when the weights of all open risk total at least:

---

**Program Scope Changes**

**Track scope changes for this program ?**  Yes  No

The Scope Change Health of the program is determined by adding up the weights of all of the program's scope changes. Below you can specify the weight for the scope changes, based on its severity.

Severity	Weight
Critical	<input type="text" value="5"/>
High	<input type="text" value="3"/>
Medium	<input type="text" value="1"/>
Low	<input type="text" value="0"/>

---

**Health**

The program's scope change health is ■ when the weights of all open scope change total at least:

The program's scope change health is ■ when the weights of all open scope change total at least:

---

Save Done Cancel

4. To enable HP Financial Management for this program, under **Financial Management Settings**, select the **Enable Financial Management for this Program** checkbox.
5. To enable the editable financial summary for this program, under **Financial Management Settings**, select the **Enable and show Editable Financial Summary** checkbox.



This checkbox only displays when the `ENABLE_PROGRAM_EDITABLE_FS` parameter in the `server.conf` is set to `TRUE` on the PPM Server. For more information on configuring the `server.conf` file, see the *Installation and Administration Guide*.

6. Program issue health is determined by adding the weights of all open program issues. You can assign relative weights to issues based on priorities.

To enable and set the health indicators for program issues, in the **Program Issues** section, do the following.

- a. To track program issues, next to **Track issues for this program?**, leave **Yes** selected.
- b. To change the weight values for the program priorities, in the **Weight** fields, type new weight values for each priority. The default values are as follows:
  - Low = 0
  - Normal = 1
  - High = 3
  - Critical = 5

To calculate program health, HP Program Management add the weights of all open program issues. You can set threshold values to display the warning (yellow) and critical (red) indicators as the number and severity of issues reach levels that warrant attention.

- c. To change the program issue warning threshold value, under **Health**, next to the yellow indicator, type a new value (the default is 20).

- d. To change the program issue critical threshold value, under **Health**, next to the red indicator, type a new value (the default is 40).
7. Program risk health is determined by adding the weights of all open program risks. You can assign a relative weight to risks based on impact and probability.

To configure program risk indicators, in the **Program Risk** section, do the following:

- a. To track program risks, next to **Track risks for this program?**, leave **Yes** selected.
- b. To change the weight values for the impact levels, type new numbers for each impact level. The impact levels have the following default values:
  - Level 1 = 5
  - Level 2 = 3
  - Level 3 = 1
- c. To change the weight values for the probability values, type new numbers for each probability. The probability values have the following default values:
  - High [26-100%] = 5
  - Medium [11-25%] = 3
  - Low [0-10%] = 1
- d. To change the program risk warning value (yellow), under **Health**, type a new number. (The default is 20.)
- e. To change the program risk critical value (red), under **Health**, type a new number. (The default is 40.)

8. Program scope change health is determined by adding the weights of all open program scope changes. You can assign different weights to scope changes of different severities.

To enable and set the health indicators for program scope changes, under **Program Scope Changes**, do the following:

- a. To track program scope changes, next to **Track scope changes for this program?**, leave **Yes** selected.
  - b. To change the weight values for the severity of the scope change, type new numbers for each severity. The default values are:
    - Critical = 5
    - High = 3
    - Normal = 1
    - Low = 0
  - c. To change the program scope change warning value (yellow), type a new number. (The default is 20.)
  - d. To change the program scope change critical value (red), type a new number. (The default is 40.)
9. To save the changes to the indicator settings and close the Program Settings page, click **Done**.

## Configuring Program Access

Organizations usually control access to some internal information and business processes, either to protect sensitive information, such as salaries, or to simplify business processes by hiding data that is of no interest to some users. HP Program Management includes two levels of data access:

- Program Access
- Cost Access

Program Access and Cost Access are configured on a program-by-program basis using the Configure Access page.

To edit or update access to a program:

1. Log on to PPM Center.
2. Open a program.



For information on how to search for and open a program, see [Searching for and Viewing Programs on page 41](#)

The View Program page displays the program information.

3. At the top of the page, click **Configure Access**.

The Configure Access page opens.

Configure Access for IT Hardware Upgrade Save Done Cancel

---

**Program Access**

In addition to Adam Dubrow, the Program Manager(s) of this Program, give view access to:

- No One
- All Project Managers of Projects in this Program
- All other Program Managers
- All Program Managers, and Project managers in this Program
- Only these Security Groups:

Security Group

**Add Security Group**

Note: Only the Program Manager(s) of this Program can delete this Program.

---

**Cost and Benefit Access**

In addition to Adam Dubrow, the Program Manager(s) of this Program, give view access to:

- No One
- All Project Managers of Projects in this Program
- All other Program Managers
- All Program Managers, and Project managers in this Program
- Only these Security Groups:

Security Group

**Add Security Group**

Save Done Cancel

4. In the **Program Access** section, select one of the following to be given access to the program.

- **No One**
- **All Project Managers of Projects in this Program**
- **All other Program Managers**
- **All Program Managers; and Project managers in this Program**
- **Only these Security Groups:**

Effectively, a program manager is any user who has the Edit Program (or Edit All Programs) access grant. If a user is an assigned program manager, but he does not have a required access grant, he cannot manage the program.

A user who has the Edit All Programs access grant already has full access to the program, even if, in the **Program Access** section, **No One** is selected.

5. If you selected **Only these Security Groups**, do the following:

a. Under **Security Group**, click **Add Security Group**.

A selection window opens.

b. To select a security group, click its name.

The selection window closes and the **Security Group** section lists the selected security group name.

To remove a listed security group from the Configure Access page, click the delete icon to the left of its name.

To add another security group, click **Add Security Group** again.

6. If HP Financial Management is enabled, in the **Cost and Benefit Access** section, select one of the following to be given view access to the program cost data:

- **No One**
- **All Project Managers of Projects in this Program**
- **All other Program Managers**
- **All Program Managers; and Project managers in this Program**
- **Only these Security Groups**



By default, the program manager has full access to the program.

7. If you selected **Only these Security Groups**, do the following:

a. Under **Security Group**, click **Add Security Group**.

A selection window opens.

b. To select a security group, click its name.

The selection window closes and the **Security Group** section lists the selected security group name.



To remove a listed security group from the Configure Access page, click the delete icon to the left of its name.

To add another security group, click **Add Security Group** again.

8. To save the changes and close the Configure Access page, click **Done**.

# Program References

This section contains information about the types of references you can add to a program such as attachments, existing packages, new packages, projects, existing requests, new requests, tasks, and URLs.

## Attachments as References

You can specify attachments as program references.

To reference an attachment:

1. Open a program.



For information on how to search for and open a program, see [Searching for and Viewing Programs on page 41](#)

2. At the top of the View Program page, click **Modify Program**.

The Modify Program page opens.

3. Scroll to the **References** section.

4. In the **New Reference** list, leave **Attachment** (the default) selected and click **Add**.

The Add Document window opens.

The screenshot shows a dialog box titled "Add Document". It has a "File:" label followed by a text input field and a "Browse..." button. Below that is an "Author:" label followed by a text input field containing "Denise Newell". Underneath is a "Description:" label followed by a text area and a small icon. At the bottom right, there are two buttons: "Add" and "Cancel".

5. In the **File** field, type the full path of the file to add as a reference.



The attachment must be accessible from your workstation.



6. In the **Author** field, you can type the name of the person who authored the attachment.
7. In the **Description** field, you can type information about the attachment and why it is referenced.
8. Click **Add**.

The file you specified is uploaded. In the **References** section of the Modify Program page, the **References to be added on Save** field displays the file name.

9. Click **Save**.

## Existing Packages as References

You can reference existing packages to a program.

To reference an existing package:

1. From the PPM Dashboard, open the program.



For information on how to search for and open a program, see [Searching for and Viewing Programs on page 41](#)

2. At the top of the View Program page, click **Modify Program**.

The Modify Program page opens.

3. Scroll to the **References** section.
4. In the **New Reference** list, select **Package (Existing)**.
5. Click **Add**.

The Add Reference: Package search window opens.

6. Specify the search criteria, and then click **Search**.

Add Reference: Package

**Select which relationship the selected Packages will have to Program #30030:**

Related to this Program - (Informational) - Selected Package is related to Program 30030

Package Search Results							Showing 1 to 6 of 6
Pkg #	Workflow	Status	Priority	Assigned To	Pkg Lines	Description	
<input type="checkbox"/> 30124	Test Alpha > Test Beta	New	Normal	jasmith	3	Copy of 30122	
<input type="checkbox"/> 30123	Test Alpha > Test Beta	New	Normal	jasmith	3	Copy of 30122	
<input type="checkbox"/> 30122	Test Alpha > Test Beta	In Progress	Normal	jasmith	3	Upgrade to patch 4.5.4.7	
<input type="checkbox"/> 30121	Test Alpha > Test Beta	New	Normal	jasmith	3	ERP Patch v4.5.4.7 Migration Test	
<input type="checkbox"/> 30079	Test Alpha > Test Beta	New	Low	jasmith	3	Copy of 30073	
<input type="checkbox"/> 30073	Test Alpha > Test Beta	In Progress	Low	jasmith	3	Test package.	

Showing 1 to 6 of 6

The Add Reference: Package window lists relationship types and displays the package(s) that match your search criteria.

7. Select the type of relationship, the package or packages, and then click **Add**.

The **Reference to be added on Save** section lists the selected package.

8. Click **Save**.

## New Packages as References

You can add a new package as a program reference.

To reference a new package:

1. From the PPM Dashboard, open the program.



For information on how to search for and open a program, see [Searching for and Viewing Programs on page 41](#)

2. At the top of the View Program page, click **Modify Program**.

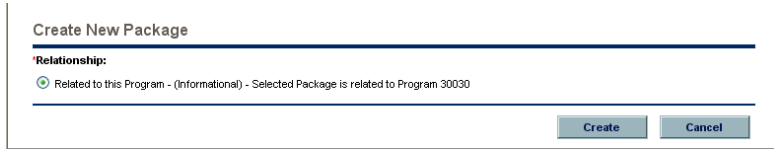
The Modify Program page opens.

3. Scroll to the **References** section.

4. In the **New Reference** list, select **Package (New)**.

5. Click **Add**.

The Create New Package window opens.



6. Select the relationship, and then click **Create**.

The New Package window opens.

7. Type the package information, and then click **Save**.

The **Reference to be added on Save** section lists the new package. See the *HP Deployment Management User's Guide* for more information about packages.

8. To attach the package to the program, click **Save**.

## Projects as References

To attach an existing project as a program reference:

1. From the PPM Dashboard, open the program.



For information on how to search for and open a program, see [Searching for and Viewing Programs on page 41](#)

2. At the top of the View Program page, click **Modify Program**.

The Modify Program page opens.

3. Scroll to the **References** section.
4. In the **New Reference** list, select **Project**.

5. Click **Add**.

The Add Reference: Project window opens.

Add Reference: Project

Search for Projects to View

Project Name contains:  Project Manager:

Project Type:  [Detailed Search](#)

Planned Start Date From:  To:

Planned Finish Date From:  To:

Include Finished Projects:  Yes  No

Health:     None

Associated Programs:

Region:

Sort By:   Ascending  Descending **Results Displayed Per Page:**

[Search](#)

6. Specify your search criteria, and then click **Search**.

Add Reference: Project

**Select which relationship the selected Projects will have to null #30000:**

Related to this Program - (Informational) - Selected Project is related to Program 30000

Select Project to View Showing 1 to 3 of 3 [Prev](#) [Next](#)

<input type="checkbox"/>	<input type="checkbox"/>	Project Name <input type="text"/>	Status	Project Manager	Project No	Region	Project Type	Project Start (period)	Project Finish (period)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Execution Phase - Exposing Mainframe Account Data	Design	Joseph Banks	30127	MercuryUS	Small Project	June 2007	August 2007
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Expose historical mainframe account information	Business Readiness Sign-Off	Joseph Banks	30124	MercuryUS	Small Project	January 2007	March 2007
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Sample - Delete or remove or repurpose	Assign Project Manager	Admin User	30060	MercuryUS	Large Capital Projects	January 2007	January 2008
<input type="checkbox"/>	<input type="checkbox"/>	Check all							

Showing 1 to 3 of 3 [Prev](#) [Next](#)

[Add](#) [Cancel](#)

7. Locate and select one or more projects to add as program references.

8. Click **Add**.

9. The **Reference to be added on Save** section lists the selected program(s).

10. To attach the project(s) to the program, click **Save**.

## Existing Requests as References

You can associate project risks, scope changes, and issues directly to a program without linking the associated project(s) to the program. Any such project requests that you attach as a program reference are visible in the corresponding sections of the View Program page (in the **Issues**, **Scope Changes**, and **Risks** bar graphs) and affect program health only if they are from projects that are directly linked to the program.

To reference existing requests to programs.

1. From the PPM Dashboard, open the program.



For information on how to search for and open a program, see [Searching for and Viewing Programs on page 41](#)

2. At the top of the View Program page, click **Modify Program**.

The Modify Program page opens.

3. Scroll to the **References** section.
4. In the **New Reference** list, select **Request (Existing)**.
5. Click **Add**.

The Add Reference: Request search window opens.

## 6. Specify your search criteria, and then click **Search**.

Add Reference: Request

**Select which relationship the selected Requests will have to Program #30030:**

Related to this Program - (Informational) - Selected Request is related to Program 30030

Request Search Results							Showing 1 to 9 of 9
Req # 7	Request Type	Description	Status	Assigned To	Priority	Created By	
<input type="checkbox"/>	30332	PFM - Project	Assign Project Manager			John Smith	
<input type="checkbox"/>	30331	PFM - Project	Assign Project Manager			John Smith	
<input type="checkbox"/>	30210	PFM - Proposal	New			Jane Smith	
<input type="checkbox"/>	30124	PFM - Proposal	New			Jane Smith	
<input type="checkbox"/>	30123	PFM - Project	Design			Jane Smith	
<input type="checkbox"/>	30122	PFM - Project	Assign Project Manager			Jane Smith	
<input type="checkbox"/>	30121	PFM - Proposal	New			Jane Smith	
<input type="checkbox"/>	30120	PFM - Project	Assign Project Manager			Jane Smith	
<input type="checkbox"/>	30106	PFM - Proposal	New			Fred Bleko	

Showing 1 to 9 of 9

The window lists the relationship types you can select to indicate how the requests you select are related to the program, and it displays the requests that match your search criteria.

## 7. Select the relationship type and the requests to add as references.

## 8. Click **Add**.

The **Reference to be added on Save** section lists the selected request(s).

## 9. To attach the request(s) to the program, click **Save**.

## New Requests as References

To add a new request as a program reference:

### 1. From the PPM Dashboard, open the program.



For information on how to search for and open a program, see [Searching for and Viewing Programs on page 41](#)

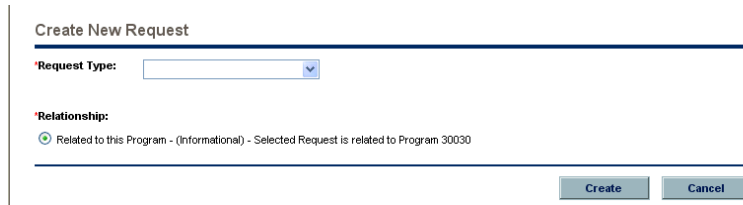
### 2. At the top of the View Program page, click **Modify Program**.

The Modify Program page opens.

### 3. Scroll to the **References** section.

4. In the **New Reference** list, select **Request (New)**.
5. Click **Add**.

The Create New Request window opens.



Create New Request

Request Type:

Relationship:

Related to this Program - (Informational) - Selected Request is related to Program 30030

Create Cancel

6. In the **Request Type** list, select the request type.
7. Under **Relationship**, select the relationship option that indicates how the new referenced request is related to the program.
8. Click **Create**.

The Create New window opens.

9. Type the information required to create the request.



For complete details on how to create requests, see the *HP Demand Management User's Guide*.

The **Reference to be added on Save** section lists the new request.

10. To attach the new request to the program, click **Save**.

## Tasks as References

You can add existing tasks as program references.

To reference an existing task:

1. From the PPM Dashboard, open the program.



For information on how to search for and open a program, see [Searching for and Viewing Programs on page 41](#)

2. At the top of the View Program page, click **Modify Program**.

The Modify Program page opens.

3. Scroll to the **References** section.
4. In the **New Reference** list, select **Task**.
5. Click **Add**.

The Add Reference: Task search window opens.



- Specify your search criteria, and then click **Search**.

The window lists relationship types and lists the tasks that match your search criteria.

Add Reference: Task

\*Select which relationship the selected Tasks will have to Program #30030:

Related to this Program - (Informational) - Selected Task is related to Program 30030

Task Search Results								Showing 1 to 5 of 5
<input type="checkbox"/>	Task Name Δ	Project Path	Activity	Task State	Scheduled Start	Scheduled Finish	Resource	Department
<input type="checkbox"/>	Actualize Potentials	Infrastructure Redevelopment > Initialize Development Cycle > Actualize Potentials	Realign Goals	In Progress	November 1, 2004	November 5, 2004	Brad Nolan	
<input type="checkbox"/>	Adjust Upper Sales Band	CRM System 6.7 > PL Level 6 > Adjust Upper Sales Band	Realign Goals	Pending Pred...	November 16, 2004	November 18, 2004	Brad Nolan	
<input type="checkbox"/>	Adjust Upper Sales Band	UDM Deployment > PL Level 6 > Adjust Upper Sales Band	Realign Goals	Pending Pred...	November 18, 2004	November 22, 2004	Brad Nolan	
<input type="checkbox"/>	PR Containment	WCB Project 2 > Stabilize Market Pipeline > PR Containment	Retune CSD Core	In Progress	October 28, 2004	November 1, 2004	Brad Nolan	
<input type="checkbox"/>	PR Containment	CDA System 3 > Stabilize Market Pipeline > PR Containment	Retune CSD Core	In Progress	November 15, 2004	November 17, 2004	Brad Nolan	

Showing 1 to 5 of 5

- At the top of the page, select the type of relationship task(s) are to have to the program.

- Click **Add**.

The **Reference to be added on Save** section displays the referenced task(s).

- To attach the reference to the program, click **Save**.

## URLs as References

You can reference an existing URL to a program.

To specify a URL as a program reference:

1. From the PPM Dashboard, open the program.



For information on how to search for and open a program, see [Searching for and Viewing Programs on page 41](#)

2. At the top of the View Program page, click **Modify Program**.

The Modify Program page opens.

3. Scroll to the **References** section.
4. In the **New Reference** list, select **URL**.
5. Click **Add**.

The Reference URL window opens.

The dialog box titled "Reference URL" contains two input fields: "URL:" and "Description:". The "URL:" field has a "View URL" button to its right. At the bottom right of the dialog are "OK" and "Cancel" buttons.

6. In the **URL** field, type the URL.
7. In the **Description** field, you can type information about the URL.
8. Click **OK**.

The **Reference to be added on Save** section displays the URL.

9. To attach the reference to the program, click **Save**.

---

# 5 Managing Programs

## Overview of Managing HP Program Management

During the life of a program, much can happen. For example:

- Risks can develop.
- Program project scope can change.
- Issues may arise.
- Associated projects might finish, stall, or be canceled altogether.
- Business objectives can change or become obsolete.
- References may close out or otherwise change

For HP Program Management, these events are distilled into the following:

- Program and project issues
- Risks
- Scope Changes

This chapter provides information on how to manage your programs and the events that affect them.

# Managing Issues

Issues provide a means of identifying and resolving the concerns that surface during the life of a program in the form of requests that you can track and report on. You can file issues directly against a program, or escalate issues filed against the projects that are linked to the program. This allows project managers to work with project-level issues and escalate only those issues that require program-level attention.

This section provides information on how to track and analyze program and project issues in HP Program Management. For information on how to submit issues, see [Submitting Program Issues](#) on page 24.

## Searching Program Issues

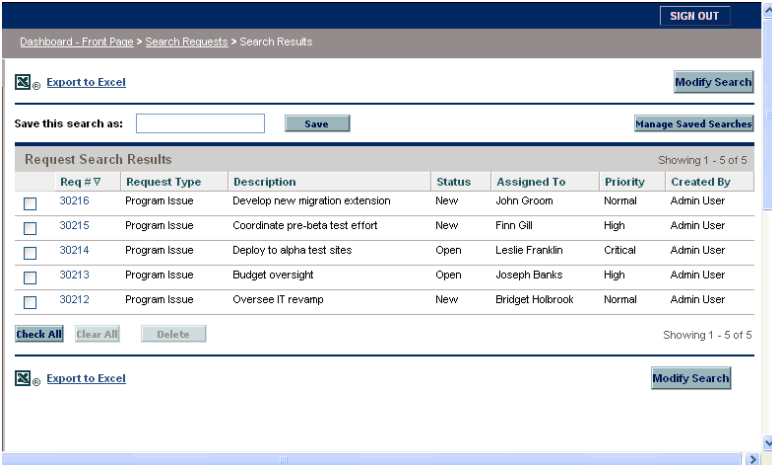
To search for program issues:

1. Log on to PPM Center.
2. From the menu bar, select **Search > Program Issues**.

The Search Requests page opens. **Program Issue** is selected in the **Request Type** list.

3. Specify the search criteria for the request, and then click **Search**.

The **Request Search Results** section lists the program issues that match your search criteria.



The screenshot shows the 'Request Search Results' page in the PPM Center. The page has a dark blue header with 'SIGN OUT' and a breadcrumb trail: 'Dashboard - Front Page > Search Requests > Search Results'. Below the header, there are buttons for 'Export to Excel' and 'Modify Search'. A 'Save this search as:' field with a 'Save' button and a 'Manage Saved Searches' link are also present. The main content is a table with the following data:

Req #	Request Type	Description	Status	Assigned To	Priority	Created By
<input type="checkbox"/> 30216	Program Issue	Develop new migration extension	New	John Groom	Normal	Admin User
<input type="checkbox"/> 30215	Program Issue	Coordinate pre-beta test effort	New	Finn Gill	High	Admin User
<input type="checkbox"/> 30214	Program Issue	Deploy to alpha test sites	Open	Leslie Franklin	Critical	Admin User
<input type="checkbox"/> 30213	Program Issue	Budget oversight	Open	Joseph Banks	High	Admin User
<input type="checkbox"/> 30212	Program Issue	Oversee IT revamp	New	Bridget Holbrook	Normal	Admin User

Below the table, there are buttons for 'Check All', 'Clear All', and 'Delete'. The page indicates 'Showing 1 - 5 of 5' results. At the bottom, there are more 'Export to Excel' and 'Modify Search' buttons.

4. In the **Req #** column, click an entry to open the corresponding program issue request.

The Program Issue page opens.

Dashboard - Front Page > Search Requests > Search Results > Request #30216

[Printable Version](#) Result 1 of 5

### Program Issue - #30216

Description: Develop new migration extension

Request Status: New ([View Full Status Below](#))

**Available Actions**

**Review and Assign Issue**

[Assign](#) [Review](#) [On Hold](#) [Cancel](#)

[Make a Copy](#) [Delete](#)

[Expand All](#) [Collapse All](#) [Save](#)

**Header**

**Summary**

Issue No.: 30216 Issue Status: New

Created By: Admin User Created On: September 20, 2006

Program: Enterprise Business Apps

Priority: Normal Assigned To: John Groom

Description: Develop new migration extension

**Details**

**Issue Details**

Date Identified: August 1, 2006 Due Date: September 29, 2006

Issue Type: Technical

Detailed Description:

Proposed Solution:

Business Function:

**Notes** No Notes Exist

**Status**

**References** 1 Reference Exists

[Make a Copy](#) [Delete](#)

5. Make any necessary changes to fields on the Program Issue page, and then click **Save**.

## Searching for Project Issues

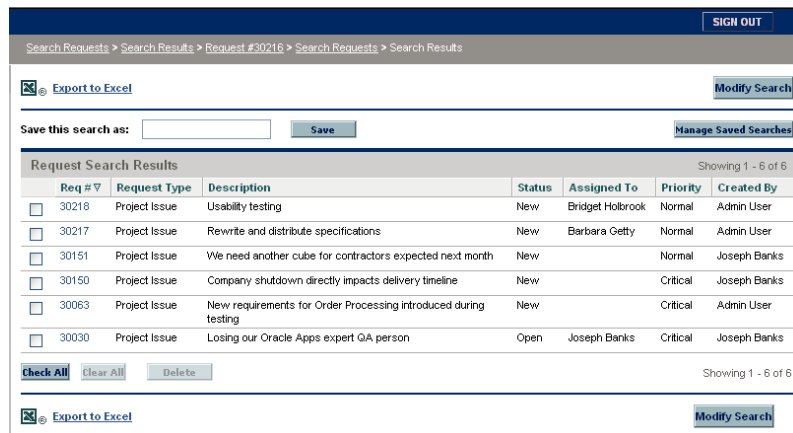
To search for project issues:

1. Log on to PPM Center.
2. From the menu bar, select **Search > Project Issues**.

The Search Requests page opens. Note that **Project Issue** is already selected in the **Request Type** list.

3. Specify your search criteria for the request, and then click **Search**.

The **Request Search Results** section lists the project issues that match your search criteria.



The screenshot shows the 'Request Search Results' page in the PPM Center. The page has a dark blue header with a 'SIGN OUT' button. Below the header is a breadcrumb trail: 'Search Requests > Search Results > Request #30218 > Search Requests > Search Results'. There are two buttons: 'Export to Excel' and 'Modify Search'. Below this is a search filter section with 'Save this search as:' followed by an input field and a 'Save' button, and a 'Manage Saved Searches' button. The main content is a table titled 'Request Search Results' with columns: 'Req #', 'Request Type', 'Description', 'Status', 'Assigned To', 'Priority', and 'Created By'. The table shows 6 results, with the first one expanded. At the bottom of the table are buttons for 'Check All', 'Clear All', and 'Delete', and a status indicator 'Showing 1 - 6 of 6'. At the very bottom, there are 'Export to Excel' and 'Modify Search' buttons again.

Req #	Request Type	Description	Status	Assigned To	Priority	Created By
<input type="checkbox"/> 30218	Project Issue	Usability testing	New	Bridget Holbrook	Normal	Admin User
<input type="checkbox"/> 30217	Project Issue	Rewrite and distribute specifications	New	Barbara Getty	Normal	Admin User
<input type="checkbox"/> 30151	Project Issue	We need another cube for contractors expected next month	New		Normal	Joseph Banks
<input type="checkbox"/> 30150	Project Issue	Company shutdown directly impacts delivery timeline	New		Critical	Joseph Banks
<input type="checkbox"/> 30063	Project Issue	New requirements for Order Processing introduced during testing	New		Critical	Admin User
<input type="checkbox"/> 30030	Project Issue	Losing our Oracle Apps expert QA person	Open	Joseph Banks	Critical	Joseph Banks

- To open a listed project issue, in the **Req #** column, click its request number.

The Project Issue page opens.

Request #30150 > Dashboard - Front Page > Search Requests > Search Results > Request #30063

[Printable Version](#) Result 5 of 6

### Project Issue - #30063

**Description:** New requirements for Order Processing introduced during testing

**Request Status:** New ([View Full Status Below](#))

**Available Actions**

**Review and Assign Issue (Step Timeout, override with actions below)**

[Assign](#) [Review](#) [On Hold](#) [Cancel](#)

[Make a Copy](#) [Delete](#)

[Expand All](#) [Collapse All](#) [Save](#)

**Header**

**Summary**

**Issue No.:** 30063 **Issue Status:** New

**Created By:** Admin User **Created On:** July 30, 2006 **Assigned To:**

**Project:** ERP Upgrade

**Priority:** Critical **Escalation Level:** Program

**Description:** New requirements for Order Processing introduced during testing

**Details**

**Issue Details**

**Date Identified:** July 24, 2006 **Due Date:** August 1, 2006

**Issue Type:** Business Function

**Detailed Description:** During testing, our business partners started identifying as bugs several things that were known and agreed to be out of scope, as showstopper issues. This includes an automatic decomposition of revenue for staggered recognition as well as re-combining piece parts into different configurations outside of OraApps VIP or PTO functionality. We do not have

**Proposed Solution:** None, as I think this would destabilize the upgrade.

**Business Function:**

**Notes** No Notes Exist

**Status**

**References** 1 Reference Exists

[Make a Copy](#) [Delete](#) [Save](#)

- Make any necessary changes, and then click **Save**.



## Analyzing Issue Activity

HP Program Management can display an issue activity graph that lets you view how many issues were created and how many resolved each month (or week) during a time range that you specify.

To view issue activity:

1. Log on to PPM Center.
2. From the menu bar, select **Open > Program Management > Issues > Analyze Issue Activity**.

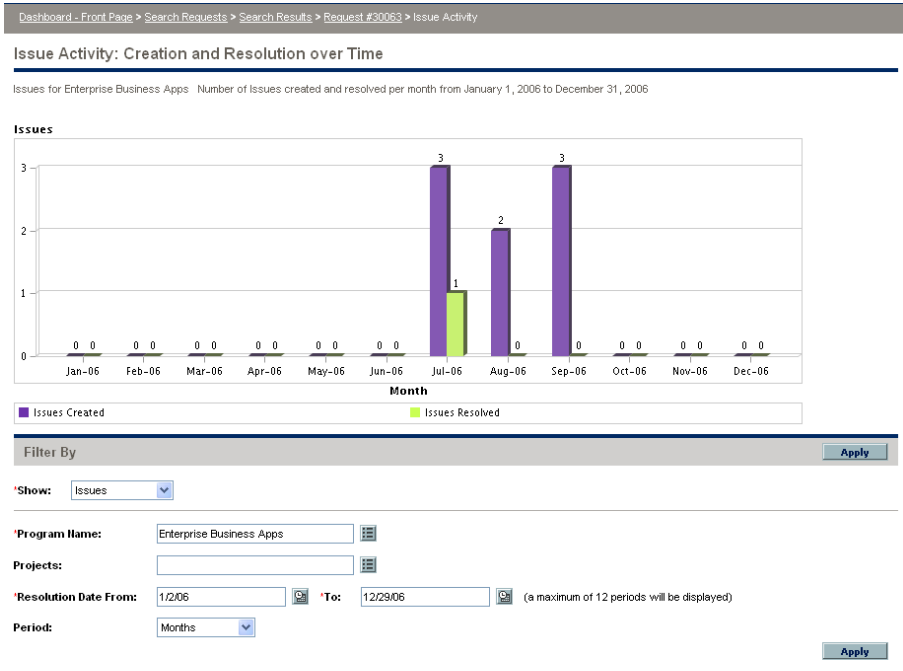
The Issue Activity: Creation and Resolution over Time page opens.

3. In the **Filter By** section, provide the following information:

Field Name	Description
Show	The type of request to view. Use the default selection ( <b>Issues</b> ).
Program Name	The name of the program for which you want to view issue resolution information.
Projects	The names of the projects linked to the selected program for which you want to view issues (escalated) information. If you leave the <b>Projects</b> field empty, HP Program Management displays issue resolution time information for issues escalated to the program level from all projects linked to the program.
Resolution Date	The date range for which you want to view issue resolution information.
Period	The time increments used to display the issue resolution information. Select either <b>Months</b> (the default selection) or <b>Weeks</b> .

#### 4. Click **Apply**.

The Issue Activity: Creation and Resolution over Time page displays the results.



This page displays a graph that depicts the created and resolved program issues and project issues that were escalated to the program level for the program and date range you specified.

## Analyzing Issue Resolution Time

HP Program Management provides graphs that let you view how quickly submitted issues (both program issues and project issues escalated to the program level) are getting resolved.

To analyze issue resolution time:

1. Log on to PPM Center.
2. From the menu bar, select **Open > Program Management > Issues > Analyze Issue Resolution Time**.

The Issue Resolution: Average Resolution Time page opens.

3. In the **Filter By** section, provide the following information:

Field Name	Description
Show	The type of request to view. Use the default selection ( <b>Issues</b> ).
Program Name	The name of the program for which you want to view issue resolution information.
Projects	The names of the projects linked to the selected program for which you want to view issues (escalated) information. If you leave the <b>Projects</b> field empty, HP Program Management displays issue resolution time information for issues escalated to the program level from all projects linked to the program.
Resolution Date	The date range for which you want to view issue resolution information. The time an issue request was submitted is used to calculate issue resolution time.
Period	The time increments used to display the issue resolution information. Select either <b>Months</b> (the default selection) or <b>Weeks</b> .

4. Click **Apply**.

HP Program Management displays a graph that depicts the average (mean) number of days required to resolve the issues that were resolved during the time period you specified. These include program issues and project issues that were escalated to the program level.

## Managing Risks

Project risks provide a means to identify risks and resolve them in the form of requests that you can track and report on. Although users can only file a risk against a project, you can escalate the risk so that it is visible from the program(s) to which the project is linked.

This section provides information on how to search for project risks, and view risk activity and risk resolution. For information on how to submit a risk request, see [Submitting Project Risks on page 31](#).

### Searching for Risks

To search for project risks:

1. Log on to PPM Center.
2. From the menu bar, select **Open > Program Management > Risks > Search Risks**.

The Search Requests page opens. Under **Search for Requests to Review**, **Project Risk** is selected in the **Request Type** field.

3. In the **Search for Requests to View** section, specify the search criteria for the request.
4. To configure the display of the search results, in the **Choose Columns** section, move items between the **Available Columns** and **Selected Columns** fields.

5. Click **Search**.

The **Request Search Results** section lists the project risk records that match the search criteria.

The screenshot displays a web application interface for searching project risk records. At the top, there is a header with 'Export Data to Excel' and 'Modify Search' buttons. Below the header, a 'Save this search as:' field with a 'Save' button and a 'Manage Saved Searches' link are visible. The main content area is titled 'Request Search Results' and shows a table of results. The table has columns for 'Req #', 'Request Type', 'Description', 'Status', 'Assigned To', 'Priority', and 'Created By'. There are five rows of data, each with a checkbox in the first column. Below the table, there are 'Check All', 'Clear All', and 'Delete' buttons, and a status indicator 'Showing 1 - 5 of 6' with 'Prev' and 'Next' navigation buttons. At the bottom, there are 'Export Data to Excel' and 'Modify Search' buttons again.

Req #	Request Type	Description	Status	Assigned To	Priority	Created By
<input type="checkbox"/> 30431	Project Risk	risk	New	Adam Dubrow		Admin User
<input type="checkbox"/> 30410	Project Risk	testing	New		Critical	Admin User
<input type="checkbox"/> 30409	Project Risk	testing program	New	dave branchen	Critical	Admin User
<input type="checkbox"/> 30403	Project Risk	issue 1	Open	dave branchen	Low	Admin User
<input type="checkbox"/> 30386	Project Risk	test2	New		High	Admin User

- To open a project risk request, in the **Req #** column, click the corresponding request number.

The Project Risk page opens.

Search Results > Request #30065 > Search Requests > Search Results > Request #30064

Printable Version Result 2 of 2

### Project Risk - #30064

Description: Resource drain due to KTLO activities

Request Status: New (View Full Status Below)

**Available Actions**

**Project Lead Review and Assign (Step Timeout, override with actions below)**

Assign Review On Hold Cancel

**PMO Lead Review and Assign (Step Timeout, override with actions below)**

Assign Review On Hold Cancel

Make a Copy Delete

Expand All Collapse All Save

Header

Summary

**Risk No.:** 30064 **Risk Status:** New

**Created By:** Admin User **Created On:** July 30, 2006 **Assigned To:** [ ]

**Project:** ERP Upgrade

**Priority:** Normal **Risk Impact Level:** Level 1 **Probability:** Medium [11-25%]

**Description:** Resource drain due to KTLO activities

Details

Risk Details

**Risk Type:** Schedule **Date Identified:** February 1, 2006

**Detailed Description:** This upgrade project is being implemented by the same resources that normally provide production-level support. Although we have agreement to suspend enhancements to production, given that the project will last a year, it is likely that there will be significant pressure to pull resources back to do production enhancements.

**Closure Criteria:** QA round 1 complete and no P1s

**Action Plan:** Change Control Board is tasked with monitoring this. Project schedules include a margin to absorb small pulls such as audit-related work. 2 junior developers will be available 50% time to make fixes or small enhancements.

Notes No Notes Exist

Status

References 1 Reference Exists

Make a Copy Delete

Save

- Make any necessary changes to the project risk request, and then click **Save**.

## Analyzing Risk Activity

To analyze risk activity for projects linked to a program:

1. Log on to PPM Center.
2. From the menu bar, select **Open > Program Management > Risks > Analyze Risk Activity**.

The Risk Activity: Creation and Resolution over Time page opens. In the **Show** list, **Risks** is selected.

3. Provide the following information:

Field Name	Description
Show	The type of request to view. Use the default selection ( <b>Risks</b> ).
Program Name	The name of the program for which you want to view risk activity.
Projects	The names of the projects linked to the selected program for which you want to view risk (escalated) activity. If you leave the <b>Projects</b> field empty, HP Program Management displays activity information on all risks for all projects linked to the program.
Resolution Date	The date range for which you want to view risk activity.
Period	The time increments used to display the risk activity. Select either <b>Months</b> (the default selection) or <b>Weeks</b> .

4. Click **Apply**.

HP Program Management displays a graph that depicts the number of risks created and resolved for the program and time range you specified.

5. To change the information displayed in the graph, in the **Filter By** section, modify the information, and then click **Apply**.

## Analyzing Risk Resolution Time

You can use HP Program Management to assess how quickly the project risks associated with your programs are getting resolved.

To analyze resolution time for project risks associated with a program:

1. Log on to PPM Center.
2. From the menu bar, select **Open > Program Management > Risks > Analyze Risk Resolution Time**.

The Risk Resolution: Average Resolution Time page opens.

3. In the **Filter By** section, provide the following:

Field Name	Description
Show	The type of request to view. Use the default selection <b>(Risks)</b> .
Program Name	The name of the program for which you want to view risk resolution times.
Projects	The names of the projects linked to the selected program for which you want to view risk resolution information. If you leave the <b>Projects</b> field empty, HP Program Management displays resolution information on all risks for all projects linked to the program.
Resolution Date	The date range for which you want to view risk resolution information.
Period	The time increments used to display the risk resolution times. Select either <b>Months</b> (the default selection) or <b>Weeks</b> .

4. Click **Apply**.

The Risk Resolution: Average Resolution Time page displays a graph that depicts the mean number of days required to resolve risks during the date range you specified.

5. To change the view in the graph, in the **Filter By** section, modify the information, and then click **Apply**.



# Managing Scope Changes

During the life of a project, events that change the scope of a project can occur. Changed project scope affect the scope of any programs with which the project is associated. You can view these changes, process them, and make decisions based on the changes through project scope change requests. You can view and monitor these scope change requests through HP Program Management.

## Searching for Scope Changes

To search for a project scope change:

1. Log on to PPM Center.
2. From the menu bar, select **Open > Program Management > Scope Changes > Search Scope Changes**.

The Search Requests page opens. The **Request Type** list field displays the value **Project Scope Change Request**.

3. In the **Search for Requests to View** section, specify your search criteria.
4. To configure the display of the search results, in the **Choose Columns** section, move items between the **Available Columns** and **Selected Columns** fields.
5. Click **Search**.



To list all project scope change requests, click **Search** without specifying search criteria.

The **Request Search Results** section lists project scope change requests that match your search criteria.

Request Search Results

Req #	Request Type	Description	Status	Assigned To	Priority	Created By
30411	Project Scope Change Request	pppppp	New			Admin User
30404	Project Scope Change Request	issue 1	New		Normal	Admin User
30377	Project Scope Change Request	opoopooo	New			Admin User
30368	Project Scope Change Request	test2	New		Critical	Admin User
30367	Project Scope Change Request	test1	New		Normal	Admin User

- To open a listed project scope change request, in the **Req #** column click the request number.

The Project Scope Change Request page opens.

Project Scope Change Request - #30404

Description: issue 1

Request Status: New

Available Actions

Identify and Document CR

Complete

Make a Copy Delete

Expand All Collapse All Save

Header

Summary

Scope Change No.: 30404 Scope Change Status: New

Created By: Admin User Created On: November 15, 2005 Assigned To:

Project: sm - 2

Priority: Normal CR Level: Level 1 Business Impact Severity: Critical

Description: issue 1

Details

Scope Change Details

Notes

Status

References 1 Reference Exists

Make a Copy Delete Save

- Make any necessary changes, and then click **Save**.

## Analyzing Scope Change Activity

To analyze project scope change activity:

1. Log on to PPM Center.
2. From the menu bar, select **Open > Program Management > Scope Changes > Analyze Scope Change Activity**.

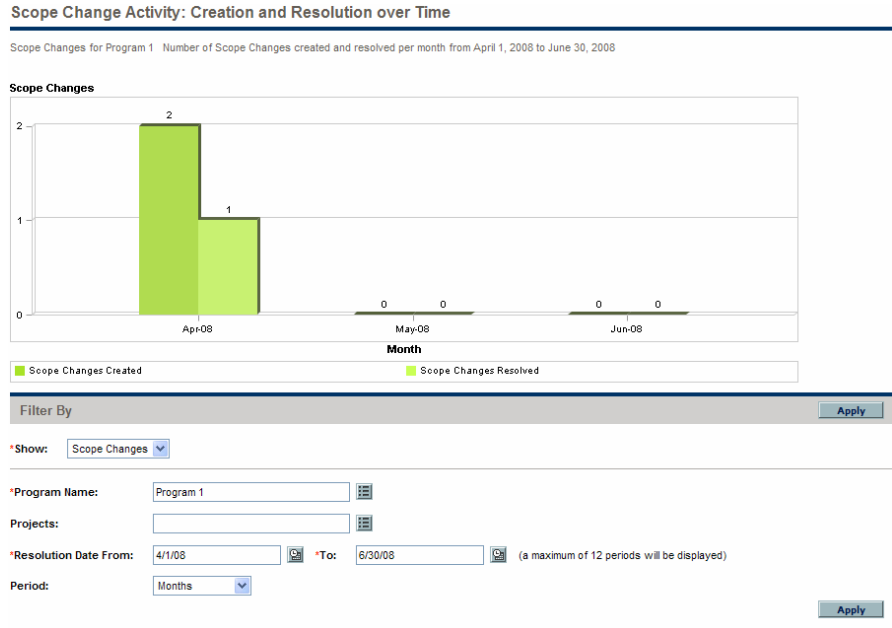
The Scope Change Activity: Creation and Resolution over Time page opens.

3. In the **Filter By** section, provide the following:

Field Name	Description
Show	The type of request to view. Use the default selection ( <b>Scope Changes</b> ).
Program Name	The name of the program for which you want to view project scope change request activity.
Projects	The names of the projects linked to the selected program for which you want to view scope change request activity. If you leave the <b>Projects</b> field empty, HP Program Management displays activity information for all scope change requests for all projects linked to the program.
Resolution Date	The date range for which you want to view scope change request activity information.
Period	The time increments used to display the scope change request activity. Select either <b>Months</b> (the default selection) or <b>Weeks</b> .

4. Click **Apply**.

HP Program Management displays a graph that depicts the number of project scope changes created and resolved per month (or week) during the time period you specified.



5. To change the view in the graph, in the **Filter By** section, modify the information, and then click **Apply**.

## Analyzing Scope Change Resolution Time

You can use HP Program Management to assess how quickly the project scope change requests associated with your programs are getting resolved.

To view project scope change resolution times:

1. Log on to PPM Center.
2. From the menu bar, select **Open > Program Management > Scope Changes > Analyze Scope Change Resolution Time**.

The Scope Change Resolution: Average Resolution Time page opens.

3. In the **Filter By** section, provide the following:

Field Name	Description
Show	The type of request to view. Use the default selection ( <b>Scope Changes</b> ).
Program Name	The name of the program for which you want to view project scope change request resolution times.
Projects	The names of the projects linked to the selected program for which you want to view scope change request resolution times. If you leave the <b>Projects</b> field empty, HP Program Management displays resolution times for all scope change requests for all projects linked to the program.
Resolution Date	The date range for which you want to view average resolution times.
Period	The time increments used to display the scope change request resolution times. Select either <b>Months</b> (the default selection) or <b>Weeks</b> .

4. Click **Apply**.

HP Program Management displays a graph that depicts the mean number of days required to resolve project scope changes for the specified program and time period.

5. To change the data shown in the graph, in the **Filter By** section, modify the information, and then click **Apply**.

## Managing Program Processes

Managing the program process means making changes to the workflow associated with the program issue, risk, or scope change request type. Changing the program process for one program changes the process for all programs. This can cause problems, especially if a workflow is currently used by a request type.

### Managing Issue Processes

You can use the PPM Workbench to manage the process that is applied to escalated project issues and program issues.

To manage the program issue process:

1. Log on to PPM Center.
2. From the menu bar, select **Open > Administration > Program Processes > Manage Issue Process**.

The Workflow Step Sources, Workflow Workbench, and Workflow: Issue Management Process windows open.

3. Use the tabs in the Workflow: Issue Management Process window to make any necessary changes to the program issue workflow, layout, allowed request types, and security.
4. Click **OK**. The Workflow: Issue Management Process window closes.
5. Close the PPM Workbench.

## Managing Risk Processes

To manage the process applied to risks submitted against projects linked to programs:

1. Log on to PPM Center.
2. From the menu bar, select **Open > Administration > Program Processes > Manage Risk Process**.

The Workflow Step Sources, Workflow Workbench and Workflow: Risk Management Process windows open.

3. Use the tabs in the Workflow: Risk Management Process window to make any necessary changes to the workflow, workflow steps, layout, allowed request types, and security.
4. Click **OK**. The Workflow: Risk Management Process window closes.
5. Close the PPM Workbench.

## Managing Scope Change Processes

You can use the PPM Workbench to manage the process applied to project scope change requests.

To manage the program scope change process:

1. Log on to PPM Center.
2. From the menu bar, select **Open > Administration > Program Processes > Manage Scope Change Process**.

The Workflow Step Sources, Workflow Workbench, and Workflow: Scope Change Request Process windows open.

3. In the Workflow: Scope Change Request Process window, make any necessary changes to the workflow, workflow steps, layout, allowed request types, and security.

4. Click **OK**. The Workflow: Scope Change Request Process window closes.
5. Close the PPM Workbench.



---

## 6 Program Manager Page

### Overview of the Program Manager Page

HP Program Management comes with a preconfigured Program Manager page. The Program Manager page can display one or multiple programs, depending on how you configure the portlets on the page. You can also configure multiple Program Manager pages to view multiple programs. *Figure 6-1* shows the Program Manager page.

Figure 6-1. Program Manager page

Program Manager Switch to page...

Page last refreshed: 2/22/08 02:50:31 PM

**Program List**

Program Name	Relative Priority	Program Manager	Program State	Issues	Risks	Scope Changes
Enterprise Business Apps		Carolyn Sayer	Active	5	2	1
Major Infrastructure Activities		Carolyn Sayer	New	5	3	1

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**Program Project List**

Project Name Δ	Project Manager	Project No
<input type="checkbox"/> Change Actualizat...	azumwall	30210
<input type="checkbox"/> ERP Upgrade	jbanks;krishna	30018
<input type="checkbox"/> IT: Defect proces...	jbanks;krishna	30125
<input type="checkbox"/> Internal Web Site...	jbanks	30016
<input type="checkbox"/> Internal Web Site...	jbanks	30015

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**Issue List**

Project Δ	Issue #	Priority	Escalation Level	Status	Description
ERP Upgrade	30062	Normal	Project	Closed	development servers have not arrived and developers need.
ERP Upgrade	30150	Critical	Project	New	Company shutdown directly impacts delivery timeline
ERP Upgrade	30151	Normal	Project	New	We need another cube for contractors expected next month

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**Program Scope Change List**

Project Δ	Scope Change #	Severity	Change Request Level	Status	Description
ERP Upgrade	30066	High	Level 1	New	Automate Revenue recognition deferral timing ba...

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**Program Risk List**

Project Δ	Risk #	Probability	Impact Level	Status	Description
ERP Upgrade	30064	Medium [11 ...	Level 1	New	Resource drain due to KTLO activities
ERP Upgrade	30065	Medium [11 ...	Level 1	New	Org change management for the project is signif...
IT: Defect p...	30221	Medium [11 ...	Level 2	New	All departments must submit complete requirements
Internal Web...	30219	Medium [11 ...	Level 2	Closed	Limited time to research archived data.

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**Program Cost Summary**

Costs from Program: IT Hardware Upgrade

Cost Overview

	Planned	Actual
Capital		
Labor	\$0	\$0
Non-Labor	\$0	\$0
<b>Total Charge</b>	<b>\$0</b>	<b>\$0</b>
Operating		
Labor	\$0	\$0
Non-Labor	\$0	\$0
<b>Total Charge</b>	<b>\$0</b>	<b>\$0</b>
<b>Program Total Charge</b>	<b>\$0</b>	<b>\$0</b>

[Earned Value Details](#)

# Adding the Program Manager Page to the PPM Dashboard

To add the preconfigured Program Manager page to your PPM Dashboard:

1. Log on to PPM Center.
2. From the menu bar, select **Dashboard > Personalize Dashboard**.

The Personalize Dashboard page opens.

3. Click **Private pages** in the area to the right of the menu bar.
4. Click the **Add New** icon.
5. Select **Add Preconfigured Pages**.

A list of available preconfigured PPM Dashboard pages is displayed.

6. Select the **Program Manager** page and click **OK**.

The page is added to your PPM Dashboard.

7. Customize the Program Manager page and portlets as required.

The changes to your PPM Dashboard are automatically saved.

# Portlets on the Program Manager Page

This section provides description of the default portlets displayed on the Program Manager page. For information on how to personalize these portlets, see *Customizing Portlets* on page 106.

## Program List Portlet

The Program List portlet (*Figure 6-2*) provides a high-level summary of the details for all programs in your system. It displays such general information as program priority, status and associated issues. You can personalize this portlet so that it filters records based on program name or on a project-related criterion and so that users can focus on just the data relevant to them.

Figure 6-2. Program List portlet



Program Name	Relative Priority	Program Manager	Program State	Issues	Risks	Scope Changes
Enterprise Business Apps		Carolyn Sayer	Active	5	2	1
Major Infrastructure Activities		Carolyn Sayer	New	5	3	1

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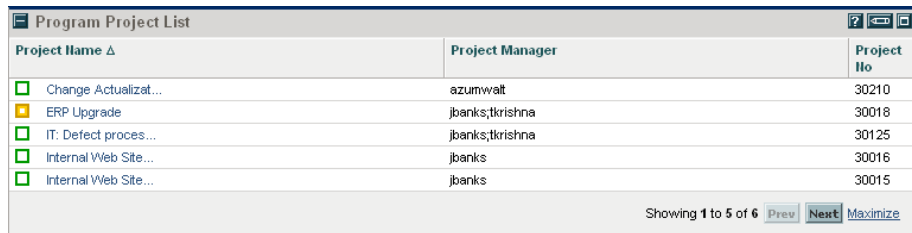
To view a listed program, click an item in the **Program Name** column.

To display descriptions of all the filter fields that you can configure for the Program List portlet, at the upper-right corner of the portlet, click the **Help** icon.

## Program Project List Portlet

The Program Project List portlet (*Figure 6-3*) provides a view into all the projects associated with a program and their respective health indicators. This portlet can have multiple instances for viewing different programs and their associated projects. You can select which projects the portlet displays based on a number of specified criteria, including project name, status, and health. Clicking an entry in the **Project Name** column drills down to the Project page.

Figure 6-3. Program Project List portlet



Project Name Δ	Project Manager	Project No
<input type="checkbox"/> Change Actualizat...	azumwalt	30210
<input checked="" type="checkbox"/> ERP Upgrade	jbanks;krishna	30018
<input type="checkbox"/> IT: Defect proces...	jbanks;krishna	30125
<input type="checkbox"/> Internal Web Site...	jbanks	30016
<input type="checkbox"/> Internal Web Site...	jbanks	30015

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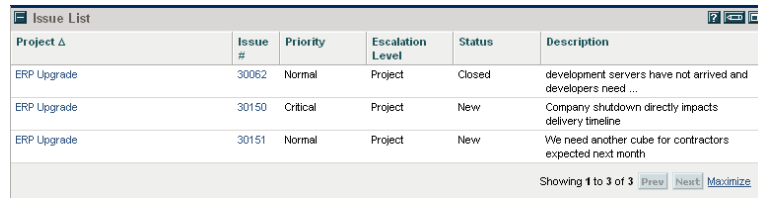
To display descriptions of all the filter fields that you can configure for the Program Project List portlet, at the upper-right corner of the portlet, click the **Help** icon.

## Issue List Portlet

The Issue List portlet (*Figure 6-4*) lists all the issues that are directly associated with a selected program. You can display multiple instances of this portlet on a page so that you can view several programs and their associated issues at the same time.

You can personalize the Issue List portlet to display issues based on specific criteria, including program status, priority, escalation level, and so on. You can view information about an individual project by clicking its listing in the **Project Name** column.

Figure 6-4. Issue List portlet



The screenshot shows a portlet titled "Issue List" with a table of three issues. The table has columns for Project Name, Issue #, Priority, Escalation Level, Status, and Description. The issues listed are all for "ERP Upgrade".

Project Δ	Issue #	Priority	Escalation Level	Status	Description
ERP Upgrade	30062	Normal	Project	Closed	development servers have not arrived and developers need
ERP Upgrade	30150	Critical	Project	New	Company shutdown directly impacts delivery timeline
ERP Upgrade	30151	Normal	Project	New	We need another cube for contractors expected next month

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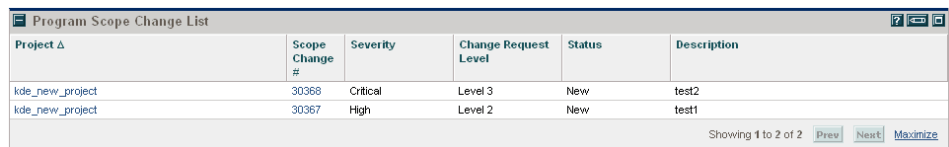
To display descriptions of all the filter fields that you can configure for the Issue List portlet, at the upper-right corner of the portlet, click the **Help** icon.

## Program Scope Change List Portlet

The Program Scope Change List portlet lists all the scope changes associated with a given program (*Figure 6-5*). You can display multiple instances of this portlet on a single page so that you can view several programs and their associated scope changes at the same time.

You can customize the Program Scope Change List portlet to display scope changes based on status, severity, change request level, and so on. You can view information about an individual project by clicking its listing in the **Project Name** column.

Figure 6-5. Program Scope Change List portlet



Project Δ	Scope Change #	Severity	Change Request Level	Status	Description
kde_new_project	30366	Critical	Level 3	New	test2
kde_new_project	30367	High	Level 2	New	test1

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To display descriptions of all the filter fields that you can configure for the Program Scope Change List portlet, at the upper-right corner of the portlet, click the **Help** icon.

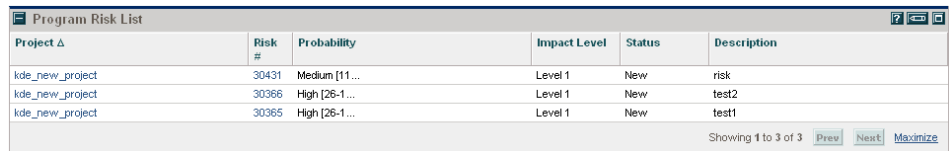
## Program Risk List Portlet

The Program Risk List portlet (*Figure 6-6*) lists all of the risks associated with a selected program. You can display multiple instances of this portlet on a page so that you can view several programs and their associated risks at the same time.

You can personalize the Program Risk List portlet to display risks based on status, impact level, probability, and so on.

Clicking an entry in the **Project** column drills down to the Project page.

Figure 6-6. Program Risk List portlet



Project Δ	Risk #	Probability	Impact Level	Status	Description
kde_new_project	30431	Medium [11...	Level 1	New	risk
kde_new_project	30366	High [26-1...	Level 1	New	test2
kde_new_project	30365	High [26-1...	Level 1	New	test1

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To display descriptions of all the filter fields that you can configure for the Program Risk List portlet, at the upper-right corner of the portlet, click the **Help** icon.



## Program Cost Summary Portlet

The Program Cost Summary portlet (*Figure 6-7*) displays an overview of program cost health based on rolled-up costs in the projects in the program. The displayed figures include breakdown of labor and non-labor costs, total expenses set against baseline, and planned versus actual costs.

The Program Cost Summary portlet has just one filter field, which is **Program Name**.



HP Financial Management must be enabled and financial summaries must be active in order for this portlet to display data. If a project's financial summary is not active, cost information from that project's work plan is used.

Figure 6-7. Program Cost Summary portlet

Program Cost Summary		
Costs from Program: IT Hardware Upgrade		
Cost Overview		
Capital	Planned	Actual
Labor	\$0	\$0
Non-Labor	\$0	\$0
<b>Total Charge</b>	<b>\$0</b>	<b>\$0</b>
Operating	Planned	Actual
Labor	\$0	\$0
Non-Labor	\$0	\$0
<b>Total Charge</b>	<b>\$0</b>	<b>\$0</b>
<b>Program Total Charge</b>	<b>\$0</b>	<b>\$0</b>

[Earned Value Details](#)

Click **Earned Value Details** to open the EV Analysis tab of the program. The EV Analysis tab allows you to compare cost data, such as SPI and CPI, across projects in the program. See *HP Financial Management User's Guide* for more information about cost data and formulas.

# Customizing Portlets

You can change what data a portlet displays and, to some degree, how it displays the data.

To customize a portlet:

1. Log on to PPM Center.
2. Open the PPM Dashboard page that displays the portlet you want to customize.
3. In the upper-right corner of the portlet, click the **Edit** icon.

The Edit Preferences page opens.

4. To change the portlet title displayed on the page:
  - a. At the top of the page, click **Change Title**.

The Edit Portlet Title window opens.

- b. In the **Title** field, select the current title, and then type the new title.
  - c. To save the title, click **Change**.
5. In the **Preferences** and **Choose Display Columns** sections, make any necessary changes.



To view a description of the controls in the **Preferences** section, return to the portlet, and, in the upper-right corner, click the **Help** icon.

6. Click **Done**.

The portlet reflects your changes.

For more information about working with portlets, see *Creating Portlets and Modules*.

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