ITM Platform
Services

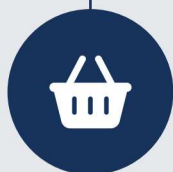### Maximize the potential of ITM Platform

With ITM Platform Services, you build solid project portfolio management with guidance that fits your needs and ensures the best possible implementation. We align our product, and our technical and strategic expertise to your goals so that you get the most out of ITM Platform.

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Adoption Journey

Product Discovery
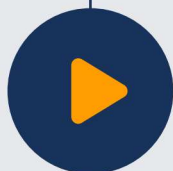Customer receives product demonstration

License Acquisition
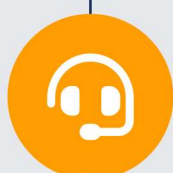Customer purchases licenses

Training
Managers and end-users. 6 and 10 hour packs

GO LIVE

Product Utilization
Support Service

Optional Services

Mock-up Service
Limited Mock-up to show how the solution supports specific business needs

Standardized Configuration Service
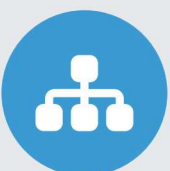Two-week standard configuration and training

Advanced Business Customization
Integrations and out-of-standard product adaptations

Best Practice Service
Coaching and mentoring bundled In 10-hour packs

Custom Extensions
Extension development. Sized In 10, 25 and 50 hours

ITM Platform Managed
On Demand PMO

www.itmplatform.com

• compulsory

ITM Platform Services
Training

Objective

Provide admins, project managers and team members with training on ITM Platform's features

Estimated Time

Packs of 4, 6 or 10 hours

In Scope

General-purpose training

Out of Scope

Process training or training in tools and solutions not provided by ITM Platform

How it works

Scheduled online training sessions. Unlimited attendants.

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● included in licensing

ITM Platform Services
Support Service

Objective

Solve users' technical questions and issues.

Estimated Time

Contract duration

In Scope

Licensed ITM Platform products and services

Out of Scope

Any product or configuration not included in license or contract.

How it works

Ticketing system

● optional

ITM Platform Services
Mock up Service

Why

Your company requires a basic sample version to showcase how ITM Platform can respond to business requirements.

Objective

Show how ITM Platform supports specific needs not addressed by the product demonstration or trial.

Mock up availability

1 month

In Scope

Configuration of a specific feature already available within ITM Platform.

Out of Scope

Full configuration or interaction with other applications.

How it works

- Requirement identification session
- Creation of mock up
- Mock up demo and testing

● optional

ITM Platform Services
Standardized Configuration Service

Why

Your company requires help to configure ITM Platform and wants to make sure it is done according to standards.

Objective

Help you successfully deploy the solution, based on a standardized model.

Estimated Time

Duration of 15 days

In Scope

- Assessement of the current project management model through questionnaires.
- Recommendations document.
- ITM Platform configured
- Online user training (6h)

Out of Scope

- Data migration
- Standard or custom integrations with third-party products.
- Setting up list-type parameters (users, professional categories, etc.)

How it works

- Initial planning session
- Submitting questionnaires
- Recommendations document
- Configuration document
- Conclusions presentation meeting
- ITM Platform configured.
- Training sessions

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● optional

ITM Platform Services
Best Practice Service

Why

Your company requires guidance and support to take full advantage of ITM Platform's features.

Objective

Accelerate adoption by advising you how to improve project management processes.

Estimated Time

10, 20, 40 hour packages

In Scope

ITM Platform best-practice online sessions

Out of Scope

Customizations

How it works

Weekly or fortnightly sessions

● optional

ITM Platform Services
Custom Extensions

Why
Your company requires a custom extension that you don't have the resources to build yourself.

Objective
Custom extension that responds to your needs

Estimated Time
Standard extensions development times: 10, 25 or 50 hours

In Scope
ITM Platform custom extension development and testing

Out of Scope
Other developements or extra configurations.

How it works
- Definition of requirements
- Development
- Deployment and testing

● optional

ITM Platform Services
Advanced Business Customization

Why

Your company requires features that are not included out-of-the-box or achievable through custom extensions.

Objective

Adapt ITM Platform to requirements not supported by standard functionalities or extensions.

Estimated Time

Depends on requirements

In Scope

New or modified feature

How it works

- Definition of requirements
- Development
- Deployment and testing

● optional

ITM Platform Services
ITM Platform Managed

Why

Your company requires an outsourced PMO powered by ITM Platform

Objective

Having a fully funtioning PMO

Estimated Time

Yearly contract

In Scope

- ITM Platform set up
- Weekly review of budget alignment, milestones, scope control
- Monthly portfolio status report
- Coaching and mentoring sessions for PMs up to 4 hours per week

Out of Scope

- Project Management
- PM formal training

How it works

Scheduled reviews and sessions