

Guiding Your Best Path to PPM, ITSM & Governance Best Practices

Clarity PPM V13 Upgrades – The Experience So Far

Presentation Panel:

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www.digitalcelerity.com
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About Digital Celerity



➤ Clarity PPM Expert Services & Solutions

- Awarded Premier CA Technologies Partner & Growth Market Reseller
- 1999 Beta Client/Partner - Niku 2.0 PSA
- Contributed Specs for RCM/WFM Module in Niku 2.0
- 42 Clarity PPM Expert Practice Members – Globally (No America, Mexico, India, Europe)
- Exceptionally Referenced by Dozens of CA Clarity PPM Clients
- Leading Expert Services Provider of Clarity PPM for IT, and New Product Development (NPD)
- Renown Clarity PPM Transformation, Education, Coaching-Mentoring and Self-Paced, Computer Based Training Packages
 - Clarity PPM v13 Alpha/Beta Partner – ILT/CBTs | CA AGILE VISION



CA Clarity PPM
Global User Community



➤ CA Clarity PPM Training Partner

➤ CA Service Management Expert Services Training & Solutions

➤ Registered Education Provider – Project Management Institute



➤ ITIL v3 Certified Process Compliant

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Representative Clients





Clarity PPM v13 Upgrades The Experience So Far

- **Clarity PPM v13 Alpha/Beta – September 27, 2011 – October 12, 2012**
- **Digital Celerity's Clarity PPM v13 Alpha/Beta Testing Team**
 - Seven (7) Senior Clarity PPM Practice Members
 - Representing all Clarity PPM Functional, Technical and Integration Practice Disciplines
 - Tested Clarity PPM v13
 - Components, Configuration, Performance, Documentation (online only), & Entire Product
- **Enhancements**
 - Improvements to the User Experience
 - Interactive Gantt View
 - Object Actions
 - Grouping Attributes on Cost Plans
 - Processes on Cost Plans
 - Configurable Notifications





Clarity PPM v13 Upgrades The Experience So Far

■ Outcomes

- Filed 38 Cases with CA for Defect Resolution or Unexpected Behavior (none critical)
- All Alpha Test Cases Closed on October 11, 2012
 - 3 Admin Cases Remained Unresolved
 - All dealt with consistent UI experiences such as not having a Return Button on a view

■ Progressed to Beta Testing – October 17, 2012 – November 11, 2012

- Filed 23 Cases with CA for Defect Resolution
- Continuing Issue – Widget Printing of More Than One Page
- Financial defect in 12.1.1 was noted as remaining present in v13 Beta release: Inaccurate roll-up of Cost Plan data when costs are zeroed out directly in plan
- Service Connect for Remedy to Clarity v13 PPM was successfully tested
- The Installation Process for v13 was 45% Faster than comparable installations of 12.1.1



Clarity PPM v13 Upgrades The Experience So Far

Some Upgrade Experiences

- Instance Rights Issues
 - Hanging/Excessive Upgrade Time
 - Data Base size found to be inflated
 - Upgrade failed/took over 24 hours
 - Cause was multiple overlapping Instance Rights
 - Later versions of upgrade script resolved hangs, but some instance rights are lost
 - May be resolved in v13.1
- Customized Portlet Views
 - Not all Portlet Views are Retained, especially Portfolio views
 - Fix: Can XOG in v12 Views



Clarity PPM v13 Upgrades

The Experience So Far

- **MSP and Schedule Connect**
 - Documentation for the MSP Settings
 - None in the User Guides, Only in the Green Books
 - Does not Cover all Scenarios, especially for non-admin users
 - Follow Guidelines Carefully
 - Expect to execute a full un-install and re-install, may fail on initial attempt
 - Dependencies Data not displayed in Gantt View: to be fixed in 13.1
- **As a result, there is no global view of the lifecycle of an application to objectively make optimal decisions**
 - Total Cost of Ownership (TCO)
 - Determine source of production failures
 - Business benefit attainment
 - Skills required to manage application
 - Costs in terms of “business currency”
 - Application consolidation or expansion
 - When to enhance, upgrade or retire
- **At the end, applications fail more often than expected, cost more than they should, delivery less value than expected and are more complex than originally planned**





Clarity PPM v13 Upgrades

The Experience So Far

■ PMO Accelerator Install Issues

- The Add-ins Appear to be Installed, But Many Not Accessible
 - Uninstall the add ins.
 - Review the files which the install tool is installing.
 - Identify the files in the order of dependency
 - XOG in each of the files in order.



■ Some Miscellaneous Issues

- Need to Insure Documents are in a Different Path from the Core Clarity Folders
- If Your System has Very Large Portlets, May need to Increase Memory for the Upgrade
- Be Sure to Re-run Index jobs/Recreate all Indexes

Clarity PPM v13 Upgrades The Experience So Far

■ Conclusions



- CA Clarity PPM™ v13 represents an exceptional opportunity for your organization to enjoy enhanced productivity, Clarity PPM adoption and governance
- Knowing the issues that can impact your v13 upgrade in advance is like having a compass in the forest
- Teaming with CA Technologies or a trusted partner for the upgrade can be a significant success factor, and worthy of consideration



Clarity PPM v13 Upgrades The Experience So Far

Your Turn- Share Your Experiences



Sharing Knowledge, Exchanging Ideas, Building Community



Thank You NYC User Group Community!



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Raffle Winners Select Their Clarity PPM Training Course



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- My profile
- My courses
- Courses

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Course categories

Self Paced Training Course

- 📁 SPT-OWB-1301 Using Open Workbench with Clarity PPM Self Paced Training (SPT) Course
- 📁 SPT-MSP-1302 Using Microsoft Project with Clarity PPM Self Paced Training (SPT) Course
- 📁 SPT-CLA-1303 Using Project and Resource Management with Clarity PPM Self Paced Training (SPT) Course
- 📁 SPT-CLA-1304 Project Analysis with Clarity PPM Self Paced Training (SPT) Course
- 📁 SPT-CLA-1305 Timesheets with Clarity PPM Self Paced Training (SPT) Course
- 📁 LMS-CLA-3305 Timesheets with v13 Clarity PPM - Self Paced Training

Virtual Learning Class

- 📁 CM VLE-1 Project Management with Clarity PPM using Microsoft Project



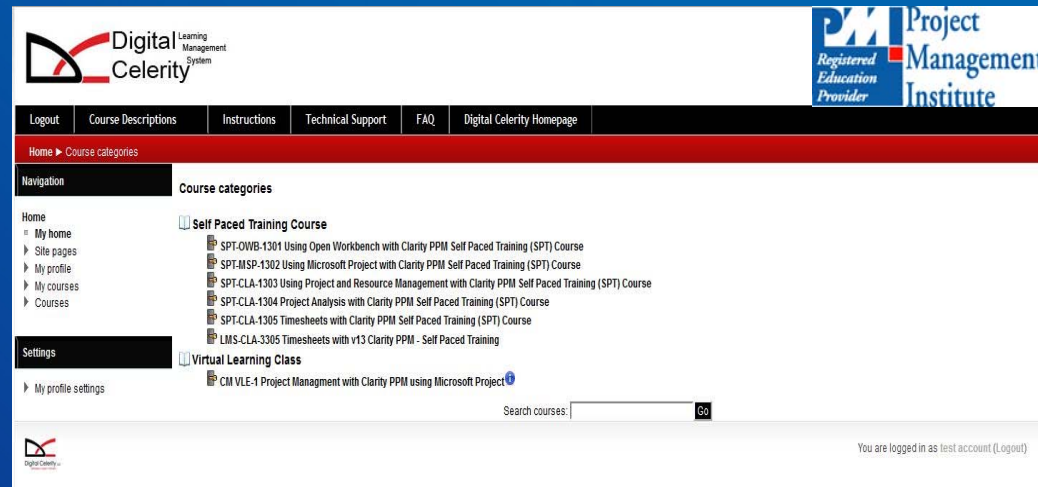
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Raffle Winners Select Their Clarity PPM Training Course of Choice

Thank You
NYC User Group Community
Lucky Raffle Winners Please Contact Digital Celerity's Expert Clarity PPM
Training Practice Manager: Noland.Eidsmoe@DigitalCelerity.com
For your online Clarity PPM course of choice!



Raffle Winners Select Their Clarity PPM Training Course of Choice




Clarity PPM v13 Education Practice Course Catalog - Sept 2012



Item	CA Clarity v13				Clarity v13 Course Name	LMS Class Information		DVD Class Information		ILT Class Information		Clarity Server Provided
	Course	PMI	PMI / REP	PDU			BASE		BASE		BASE	
	Number	REP	Status	HRS		LMS	PRICE	DVD	PRICE	ILT	PRICE	
						LMS Courses are for a base of 15 Class		PMI REP Does Not Apply to DVD		ILT Courses are for a base of 15 Class		
1	SPT-CLA-3300a	NO	--	---	Clarity v13 Differences - Project Manager Level- Self Paced Training	X		---	---	---	---	---
2	SPT-CLA-3300b	NO	--	---	Clarity v13 Differences - Team Member Level- Self Paced Training	X		---	---	---	---	---
3	LMS-OWB-3301	YES	Pending	12	Open Workbench with v13 Clarity PPM - Self Paced Training	X	\$4,500	---	---	---	---	---
4	LMS-MSP-3302	YES	Pending	12	Microsoft Project with v13 Clarity PPM - Self Paced Training	X	\$4,500	---	---	---	---	---
5	LMS-CLA-3303	YES	Pending	12	Project and Resource Management with v13 Clarity PPM - Self Paced Training	X	\$4,500	---	---	---	---	---
6	LMS-CLA-3304	YES	Pending	7	Project Manager Financial Planning with v13 Clarity PPM - Self Paced Training	X	\$3,000	---	---	---	---	---
7	LMS-CLA-3305	YES	REP Registered	1	Time sheets with v13 Clarity PPM - Self Paced Training	X	\$1,000	---	---	---	---	---
8	DVD-OWB-3311	NO	---	---	Open Workbench with v13 Clarity PPM - Self Paced Training	---	---	X	\$25,000	---	---	---
9	DVD-MSP-3312	NO	---	---	Microsoft Project with v13 Clarity PPM - Self Paced Training	---	---	X	\$25,000	---	---	---
10	DVD-CLA-3313	NO	---	---	Project and Resource Management with v13 Clarity PPM - Self Paced Training	---	---	X	\$25,000	---	---	---
11	DVD-CLA-3314	NO	---	---	Project Manager Financial Planning with v13 Clarity PPM - Self Paced Training	---	---	X	\$20,000	---	---	---
12	DVD-CLA-3315	NO	---	---	Time sheets with v13 Clarity PPM - Self Paced Training	---	---	X	\$5,000	---	---	---
13	VLE-OWB-3331	YES	Pending	16	Open Workbench with v13 Clarity PPM – VLE Course	X	\$6,000	---	---	---	---	---
14	VLE-MSP-3332	YES	Pending	16	Microsoft Project with v13 Clarity PPM – VLE Course	X	\$6,000	---	---	---	---	---
15	VLE-CLA-3333	YES	Pending	16	Project and Resource Management with v13 Clarity PPM – VLE Course	X	\$6,000	---	---	---	---	Yes
16	VLE-CLA-3334	YES	Pending	8	Project Manager Financial Planning with v13 Clarity PPM – VLE Course	X	\$4,000	---	---	---	---	Yes
17	VLE-OWB-3335	YES	Pending	32	Project Management with v13 Clarity PPM using Open Workbench - VLE Course	X	\$12,000	---	---	---	---	Yes
18	VLE-MSP-3336	YES	Pending	32	Project Management with v13 Clarity PPM using Microsoft Project - VLE Course	X	\$12,000	---	---	---	---	Yes
19	ILT-OWB-3341	YES	REP Registered	14	Open Workbench with v13 Clarity PPM – ILT Training	---	---	---	---	X	\$6,000	---
20	ILT-MSP-3342	YES	Pending	14	Microsoft Project with v13 Clarity PPM – ILT Training	---	---	---	---	X	\$6,000	---
21	ILT-CLA-3343	YES	REP Registered	14	Project and Resource Management with v13 Clarity PPM – ILT Training	---	---	---	---	X	\$6,000	Yes
22	ILT-CLA-3344	YES	REP Registered	7	Project Manager Financial Planning with v13 Clarity PPM – ILT Training	---	---	---	---	X	\$3,000	Yes
23	ILT-CLA-3345	YES	REP Registered	1	Time sheets with v13 Clarity PPM – ILT Training	---	---	---	---	X	N/A	---
24	ILT-CLA-3346	YES	REP Registered	14	Financial Management Planning with v13 Clarity PPM – ILT Training	---	---	---	---	X	\$6,000	Yes
26	ILT-CLA-3348	NO	---	---	v13 Clarity PPM Administration – ILT Training (3-day class)	---	---	---	---	X	\$9,000	Yes
26	ILT-CLA-3349	YES	Pending	7	Agile Project Management with v13 Clarity PPM – ILT Training	---	---	---	---	X	\$3,000	Yes
26	ILT-CLA-3350	YES	Pending	14	Portfolio Decision Making with v13 Clarity PPM – ILT Training	---	---	---	---	X	\$6,000	Yes

Clarity v12 Education Practice Course Catalog v6

Item							LMS Class Information		DVD Class Information		ILT Class Information	
	Course	PMI	PMI /REP	PDU	Course	Clarity v12 Course Name		BASE		BASE		BASE
	Number	REP	Status	HRS	Type		LMS	PRICE	DVD	PRICE	ILT	PRICE
							LMS Courses are for a base of 15 Class Participants		PMI REP Does Not Apply to DVD		ILT Courses are for a base of 15 Class Participants	
1	SPT-OWB-1301	YES	REP Registered	12	LMS	Using Open Workbench with Clarity PPM – Self Paced Training	X	\$4,500	---	---	---	---
2	SPT-MSP-1302	YES	REP Registered	12	LMS	Using Microsoft Project with Clarity PPM – Self Paced Training	X	\$4,500	---	---	---	---
3	SPT-CLA-1303	YES	REP Registered	12	LMS	Using Project and Resource Management with Clarity PPM – Self Paced Training	X	\$4,500	---	---	---	---
4	SPT-CLA-1304	YES	REP Registered	10	LMS	Project Analysis with Clarity PPM – Self Paced Training	X	\$4,500	---	---	---	---
5	SPT-CLA-1305	NO	---	---	LMS	Timehseets with Clarity PPM - Self Paced Training	X	\$1,000	---	---	---	---
6	SPT-OWB-1311	NO	---	---	DVD	Using Open Workbench with Clarity PPM – Self Paced Training	---	---	X	\$25,000	---	---
7	SPT-MSP-1312	NO	---	---	DVD	Using Microsoft Project with Clarity PPM – Self Paced Training	---	---	X	\$25,000	---	---
8	SPT-CLA-1313	NO	---	---	DVD	Using Project and Resource Management with Clarity PPM – Self Paced Training	---	---	X	\$25,000	---	---
9	SPT-CLA-1314	NO	---	---	DVD	Project Analysis with Clarity PPM – Self Paced Training	---	---	X	\$25,000	---	---
10	SPT-CLA-1315	NO	---	---	DVD	Timehseets with Clarity PPM - Self Paced Training	---	---	X	\$5,000	---	---
11	VLE-OWB-1331	YES	REP Registered	16	VLE	Open Workbench with Clarity PPM – VLE Course	X	\$6,000	---	---	---	---
12	VLE-MSP-1332	YES	REP Registered	16	VLE	Microsoft Project with Clarity PPM – VLE Course	X	\$6,000	---	---	---	---
13	VLE-CLA-1333	YES	REP Registered	16	VLE	Project and Resource Management with Clarity PPM – VLE Course	X	\$6,000	---	---	---	---
14	VLE-CLA-1334	YES	REP Registered	14	VLE	Project Analysis with Clarity PPM – VLE Course	X	\$6,000	---	---	---	---
15	VLE-OWB-1335	YES	REP Registered	32	VLE	Project Management with Clarity PPM using Open Workbench - VLE Course	X	\$12,000	---	---	---	---
16	VLE-MSP-1336	YES	REP Registered	32	VLE	Project Management with Clarity PPM using Microsoft Project - VLE Course	X	\$12,000	---	---	---	---
17	ILT-OWB-1341	YES	REP Registered	14	ILT	Using Open Workbench with Clarity PPM – ILT Training	---	---	---	---	X	\$5,000
18	ILT-MSP-1342	YES	Pending	14	ILT	Using Microsoft Project with Clarity PPM – ILT Training	---	---	---	---	X	\$5,000
19	ILT-CLA-1343	YES	REP Registered	14	ILT	Using Project and Resource Management with Clarity PPM – ILT Training	---	---	---	---	X	\$5,000
20	ILT-CLA-1344	YES	Pending	14	ILT	Project Analysis with Clarity PPM – ILT Training	---	---	---	---	X	\$5,000
21	ILT-CLA-1345	NO	---	---		Timehseets with Clarity PPM – ILT Training	---	---	---	---	X	N/A
22	ILT-CLA-1346	YES	Pending	14	ILT	Financial Management Planning with Clarity PPM – ILT Training	---	---	---	---	X	\$5,000
23	ILT-CLA-1347	NO	---	---	ILT	Clarity PPM Administration – ILT Training	---	---	---	---	X	\$5,000



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