



Financial Management

Purpose: "...[S]ecure the appropriate level of funding to design, develop and deliver services that meet the strategy of the organization." (SS 4.3.1)

Activities: Budgeting – predicting and controlling the income and expenditure of money within the IT organization, Accounting – ... for the way IT money is spent (particularly the ability to identify costs by customer, by service and by activity), and Charging – billing customers for the services supplied to them. (SS 4.3.2)

General Platform Criteria Assessment Questions

PinkVERIFY #	General Platform Criterion Assessment Question
ISS #	
<i>Vendor Response: (cell expands to accommodate response)</i>	
FM-11-G-001 N/A	Does the tool use ITIL® 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations?
<i>Comment:</i>	
FM-11-G-002 9.16	Access Controls Does the tool have access controls to protect the security of financial data?
<i>Provide an overview description of the tool's security permissions' capability, structure and authority basis (e.g.: based on role, organization, location).</i>	
FM-11-G-003 N/A	Does the tool support designating fields as mandatory?
<i>Provide an overview:</i>	
FM-11-G-004 N/A	Does the tool provide out-of-the-box reports and facilitate flexible (ad hoc) report generation?
<i>Provide an overview:</i>	
FM-11-G-005 N/A	Does the tool facilitate the production of management reports from historical records?
<i>Provide an overview:</i>	
FM-11-G-006 N/A	Does the tool provide an audit trail for record information and updates? For example: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities
<i>Describe:</i>	
FM-11-G-007 N/A	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?
<i>Describe:</i>	
FM-11-G-008 N/A	Does the tool provide facilities within the tool database for archiving closed records?
<i>Describe:</i>	



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Core Criteria Assessment Questions

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<i>Vendor Response: (cell expands to accommodate response)</i>	
FM-11-C-001	Cost by Service
9.1	Can the tool show costs for individual services?
<i>Describe (can include screenshots):</i>	
FM-11-C-002	Cost Centers
9.4	Can the tool accommodate cost allocation to various cost centers?
<i>Describe (can include screenshots):</i>	
FM-11-C-003	Charging Tiers
9.10	Does the tool support charging tiers? Such as service levels of bronze, silver and gold.
<i>Describe (can include screenshots):</i>	
FM-11-C-004	Does the tool have the ability to distinguish and differentiate between Service Cost and Service Price? For example: a view or fields for service price based on demand metrics, and a view or fields for the actual cost to provide the service
N/A	
<i>Describe (can include screenshots):</i>	
FM-11-C-005	Cost Types
9.2	Does the tool accommodate cost details for: a) hardware purchases b) hardware maintenance c) software licenses d) software maintenance e) personnel costs f) utility costs
<i>Describe (can include screenshots):</i>	
FM-11-C-006	Cost Categories
9.3	Does the tool distinguish the cost data by: a) Capital and operational b) Direct and indirect c) Fixed and variable e) Unit costs
<i>Describe (can include screenshots):</i>	



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PinkVERIFY #	Core Criterion Assessment Question
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Vendor Response: (cell expands to accommodate response)	
FM-11-C-007 N/A	Does the tool support a hierarchical service-based costing model? For example: the roll-up cost of a customer-facing service (e.g. email) with the breakdown of the costs for the systems (e.g. MS Exchange, Lotus Notes) and the associated supporting IT infrastructure (e.g. servers, databases, network, storage) and applications
<i>Describe (can include screenshots):</i>	
FM-11-C-008 9.6	Shared Service Model Can the tool allocate service costs to one or more business units?
<i>Describe (can include screenshots):</i>	
FM-11-C-009 N/A	Does the tool support business planning in support of the annual budgeting processes?
<i>Describe (can include screenshots):</i>	
FM-11-C-010 9.7	Rolling Plan Can the tool assist with the management of a rolling plan?
<i>Describe (can include screenshots):</i>	
FM-11-C-011 9.11	Metered Usage Does the tool support metered usage? (i.e. based on number of installed hardware, hours of service utilization...)
<i>Describe (can include screenshots):</i>	
FM-11-C-012 9.5	Budget Deviation Analysis Does the tool support analysis of budget deviation?
<i>Describe (can include screenshots):</i>	
FM-11-C-013 9.9	Notional Charging Does the tool support notional charging?
<i>Describe (can include screenshots):</i>	
FM-11-C-014 9.13	Cost Plus Charging Does the tool support simpler cost plus charging and/or more complex charging like pay-per-use services that require sophisticated and flexible metering and financial management processes and models?
<i>Describe (can include screenshots):</i>	
FM-11-C-015 9.14	Fixed Charges Does the tool support fixed price charging?
<i>Describe (can include screenshots):</i>	



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<i>Vendor Response: (cell expands to accommodate response)</i>	
FM-11-C-016 9.8	Pre-Program ROI Does the tool support pre-program return on investment capital budgeting techniques? The book states a preference for net present value & internal rate of return but recognizes that there are other techniques.
<i>Describe (can include screenshots):</i>	
FM-11-C-017 9.15	Post Program ROI Does the tool support the calculation of post program ROI?
<i>Describe (can include screenshots):</i>	



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Integration Criteria Assessment Questions

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<i>Vendor Response: (cell expands to accommodate response)</i>	
FM-11-I-001	Does the tool provide the ability to pull from financial attributes recorded and managed in the Configuration Management System – CMDB to support service-based costing objectives?
N/A	
<i>Describe (can include screenshots):</i>	
FM-11-I-002	Does the tool provide an interface for IT Business Relationship Managers (Service Level Managers) to monitor and detect potential issues with fluctuations in the cost to provide a service? For example: a fluctuation in cost could be the result of actual consumption not matching planned consumption
N/A	
<i>Describe (can include screenshots):</i>	
FM-11-I-003	Does the tool integrate with Request Fulfillment, Change Management and procurement systems to support the routing of requests and procurement activities to cost center approvers?
N/A	
<i>Describe (can include screenshots):</i>	
FM-11-I-004	Input Data Can the tool import/use data from other sources/tools to assist with cost management against current and forecast service consumption?
9.12	
<i>Describe (can include screenshots):</i>	