

A photograph of three hikers (two women and one man) walking away from the camera on a dirt trail. They are wearing backpacks and outdoor gear. The background shows a valley with a lake and mountains under a cloudy sky. A semi-transparent geometric wireframe overlay is present on the left side of the image.

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CA PPM and ServiceNow | Demand Integration

Your Guides: Eric Van Blarcum, Doug Greer

Introductions

- Take 5 Minutes
- Turn to a Person Near You
- Introduce Yourself



Agenda

- Introduction
- Demand Management Process
- Integration Overview
- Demand: CA PPM vs. ServiceNow
- Demonstration: ServiceNow Demand Management
- Questions & Wrap-up
- Appendix A: Integration Details

Introduction

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Quick Questions

- Show of Hands:
 - How many have ServiceNow within your organization?
 - How many have formal project initiation processes that include both CA PPM and ServiceNow?
 - To initiate projects within CA PPM, are you using:
 - Ideas?
 - CA PPM Incidents?
 - Create projects directly?
 - If you are using ServiceNow
 - Are you using Incidence, Problem, Change?
 - Are you using Idea or Demand?

Why Integrate ServiceNow & CA PPM

- Users are already using ServiceNow for ITSM requests, expanding to initiate Ideas/Demand may lead to higher adoption.
- Traceability of ITSM service based requests to Projects within CA PPM, and traceability of CA PPM Projects back to idea/incident/request.
- Create a unified process for end users, and a single place for interaction with the business.
- Remove dual entry when the source of a CA PPM project is initial work done in ServiceNow.

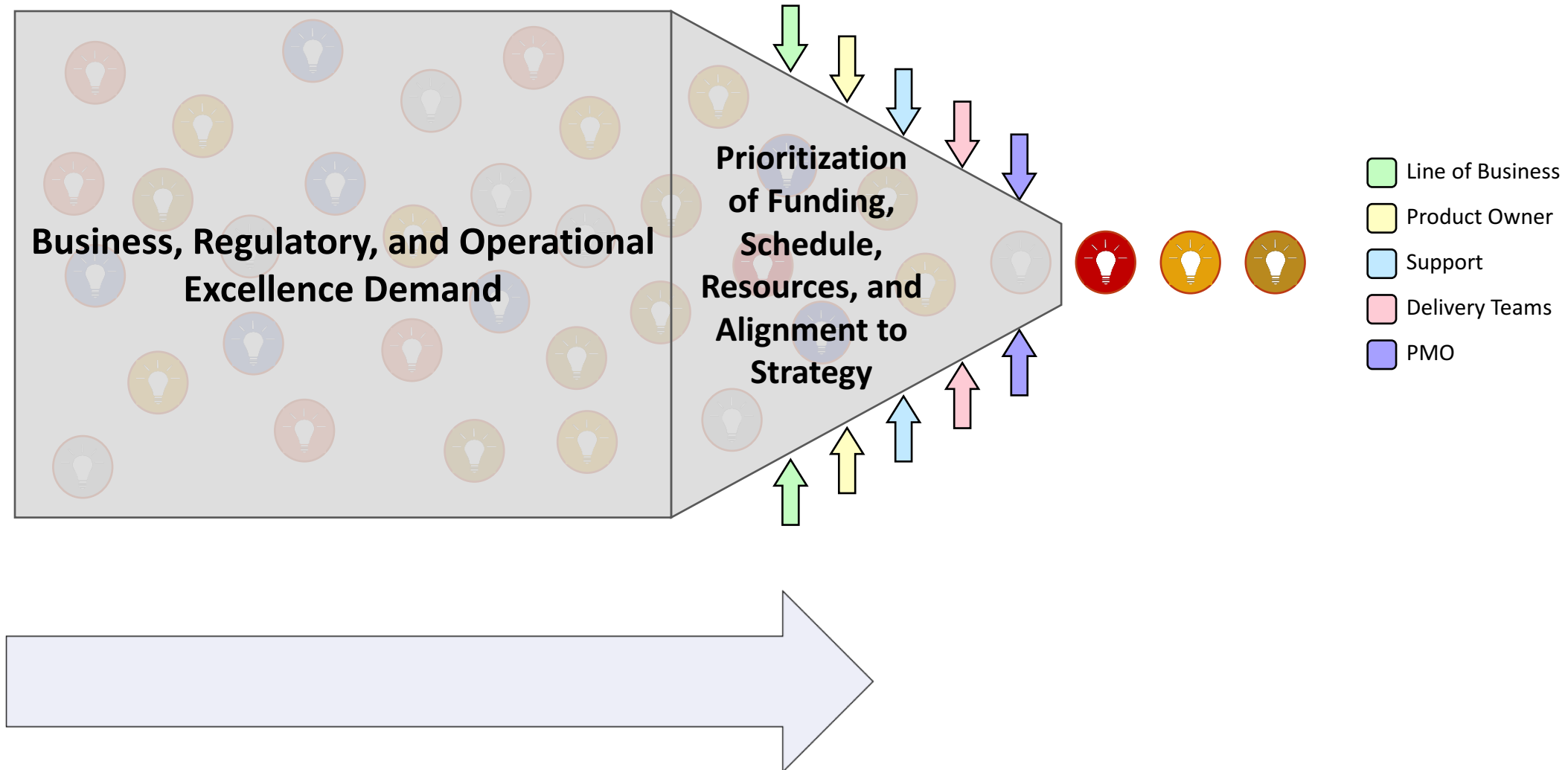
Demand Management Process

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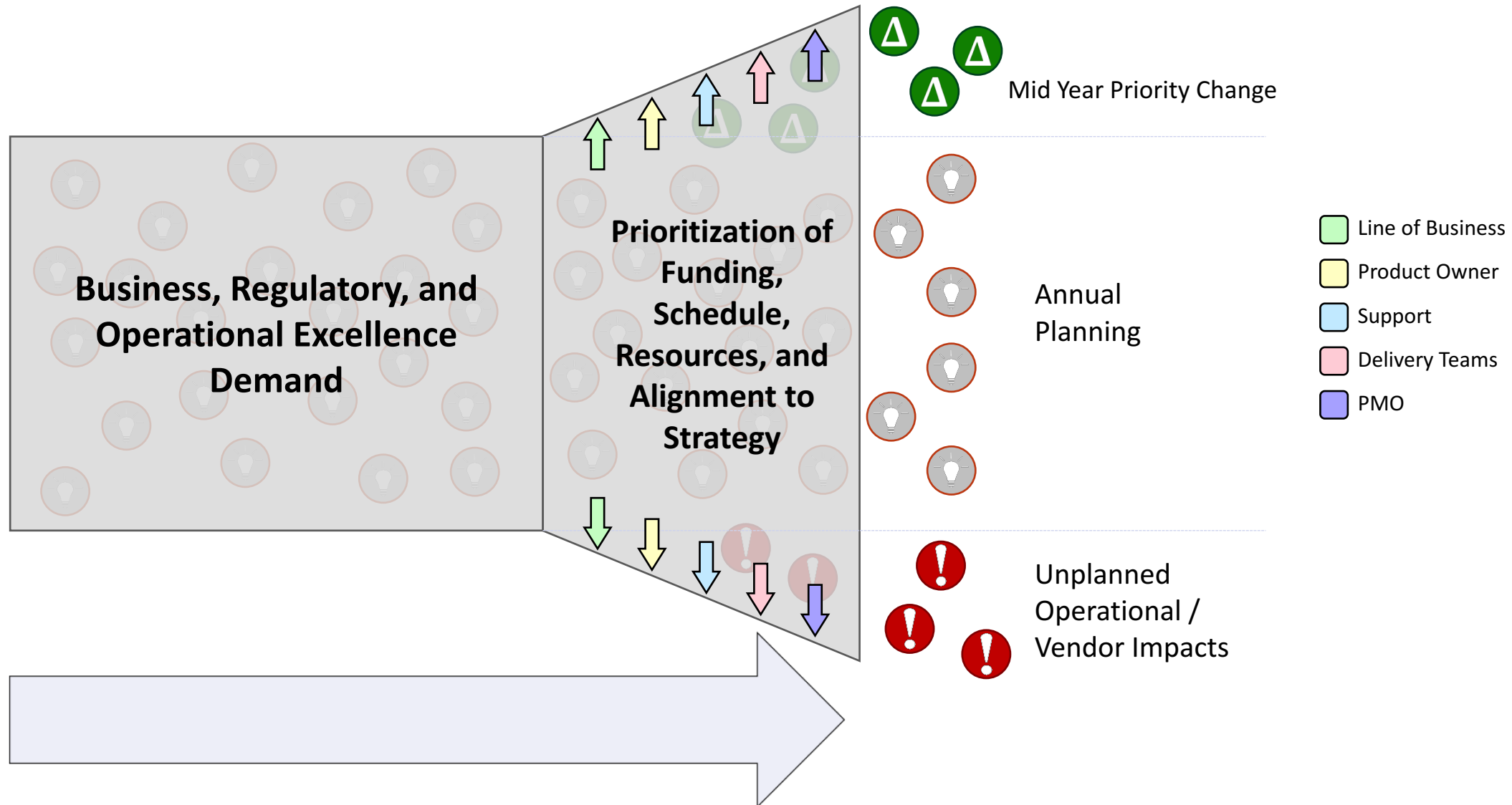
Best Practice of Demand Process

8



Reality of Unmanaged Demand Process

9



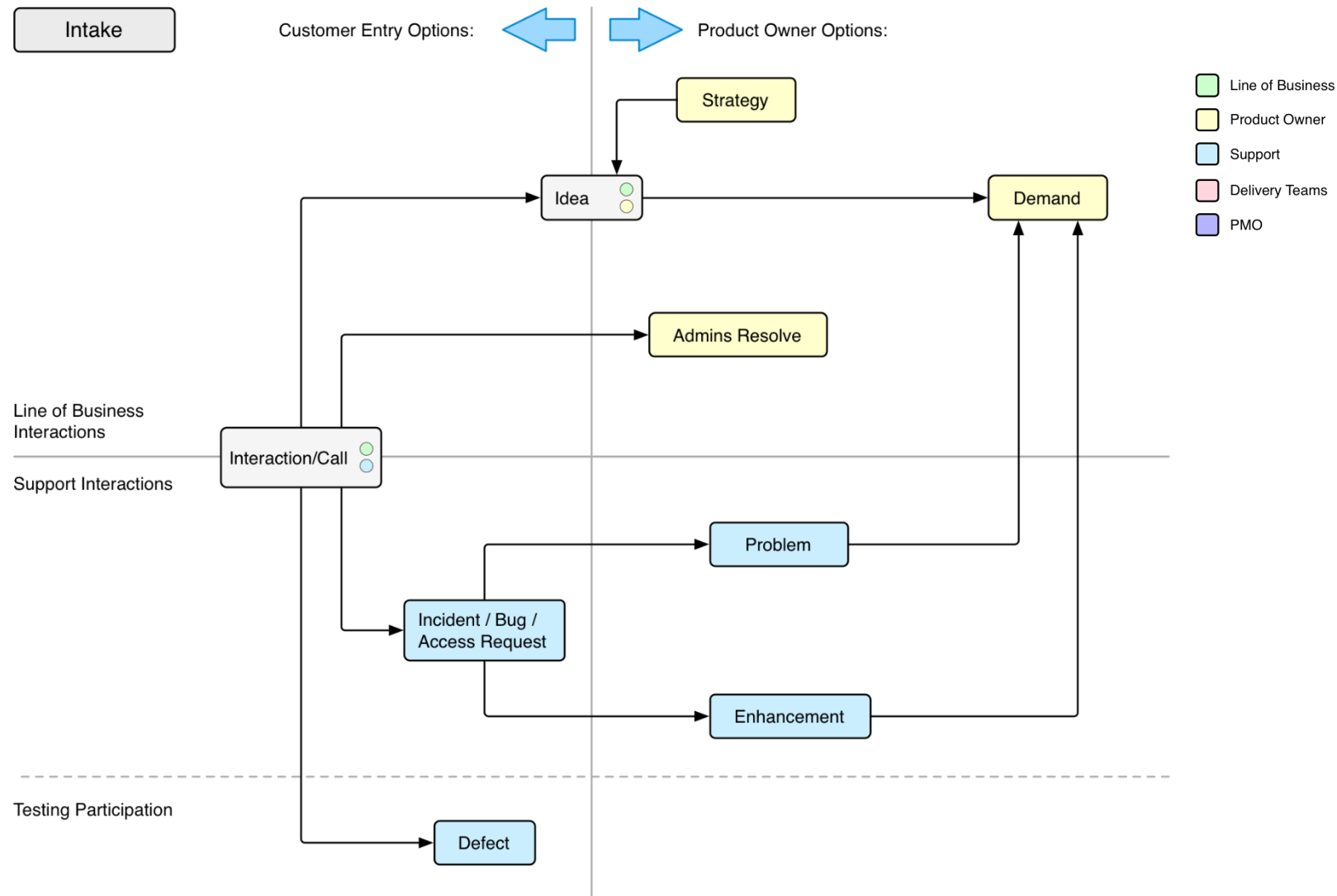
Guess who the donkey is

The Business

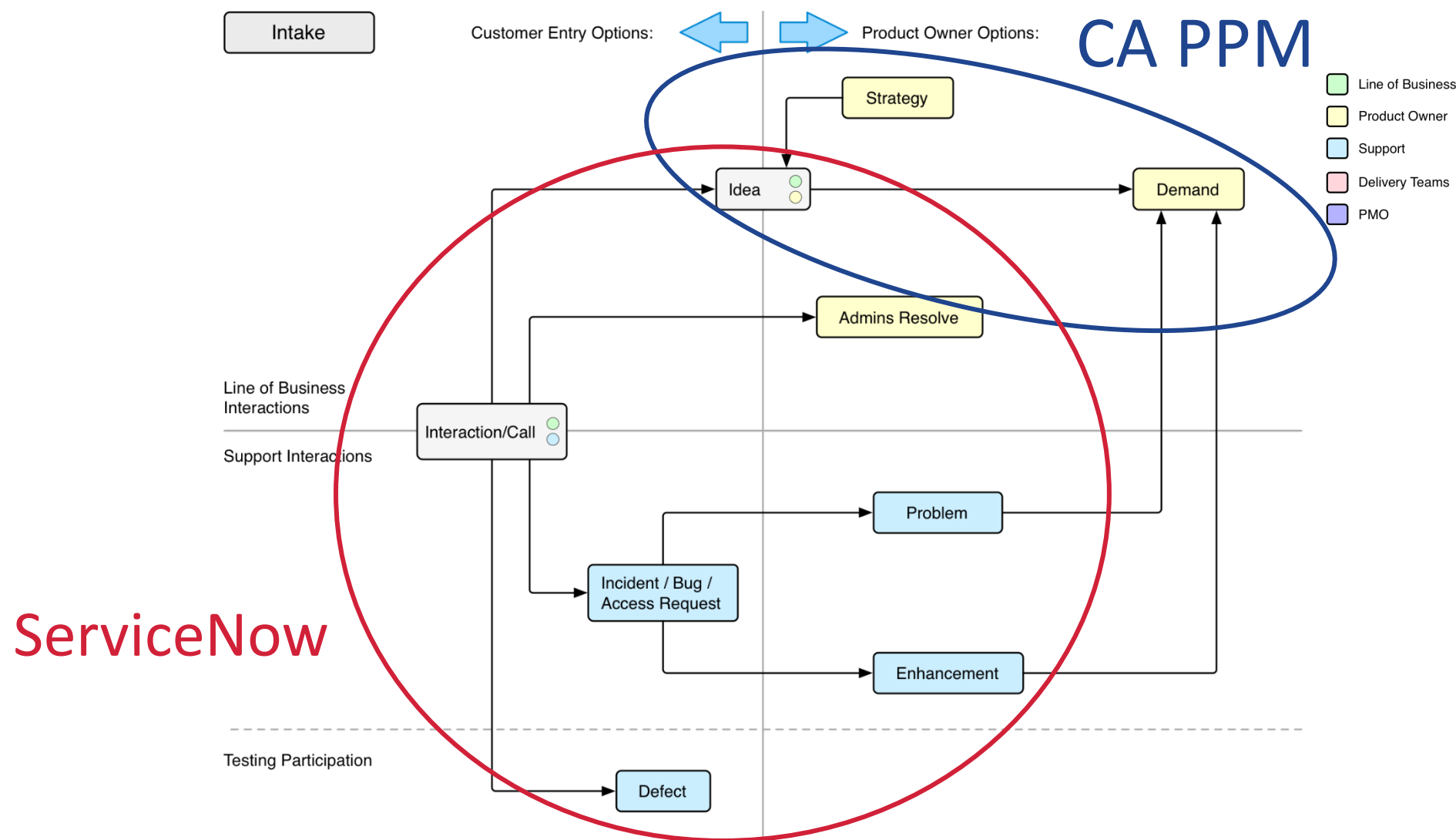


Moral of the Story:
Unmanaged demand
manages YOU.

PPM Intake – Where Does Demand Come From?



PPM Intake – Where Does Demand Come From?



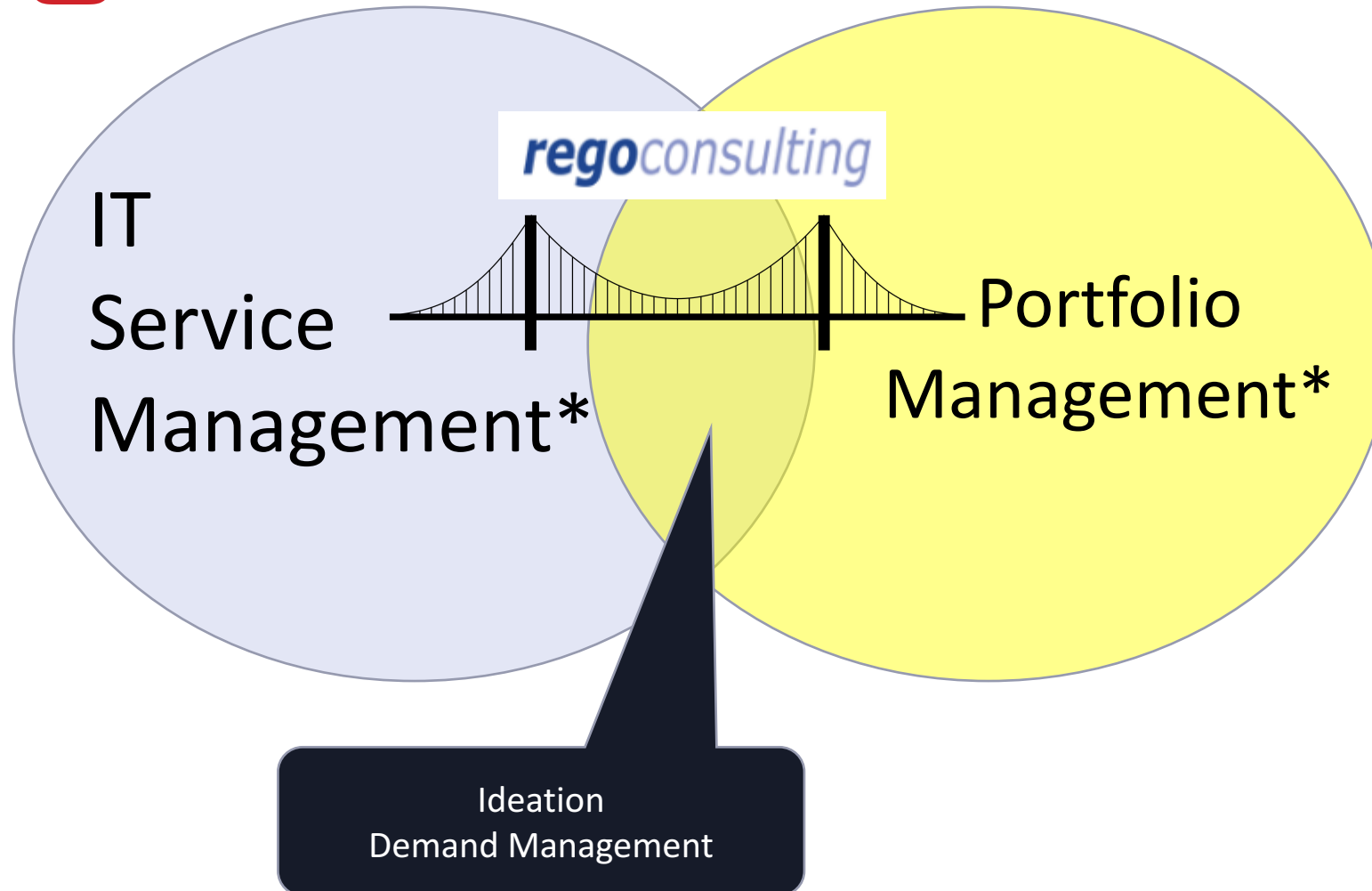
Demand Management - Tools

13



ServiceNow

CA PPM



*Traditional uses of the toolsets.

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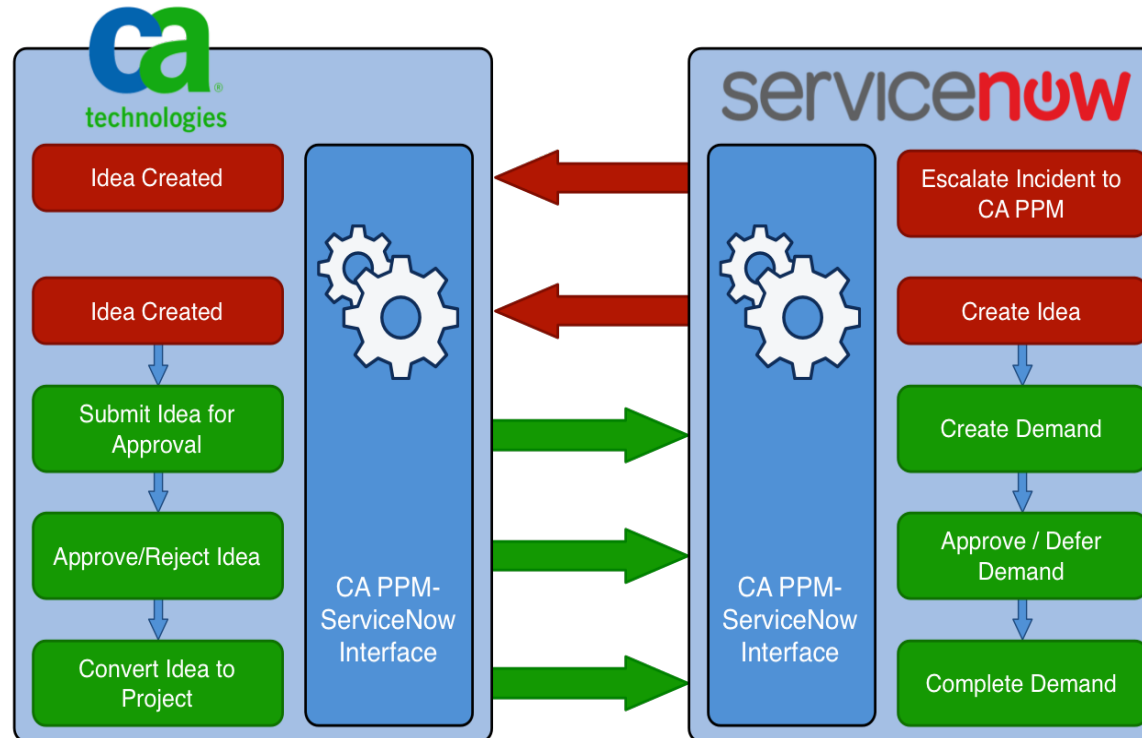
Integration Overview

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General Functionality

- Real-time interface thru SOAP
- CA PPM Ideas from ServiceNow Incidents and Idea (Red)
- CA PPM Updates ServiceNow Demand (Green)



***Rego is a Certified ServiceNow partner and is authorized to Build, Test and Certify Applications on the ServiceNow platform.**

Rego Connection Manager

The Connection Manager is a configured object in CA PPM and corresponding set of processes that stores the necessary credentials to support the interface.

Additional Rego interfaces (Smartsheet, Jira, etc.) also use the Connection Manager for credential controls.

The screenshot displays the 'Rego Connection Manager: Record - General - Properties' window. It features two tabs: 'Properties' and 'Processes'. The 'General' section contains the following fields:

- Application Name:** ServiceNow
- Application URL:** https://[redacted].service-now.com
- Change Credentials:** A red square button with a blue arrow pointing to it, labeled with a blue circle '1'.
- User Name:** joshua.leone
- Password:** A masked field with asterisks, labeled with a blue circle '2'.
- Token:** A masked field with asterisks.
- Encode & Lock:** A checked checkbox.

The **Status** section shows:

- Credentials Status:** Valid
- Last Status Check Date:** 2015-05-29 08:20:57

The **Validate Clarity Environment (Only for Clarity Application)** section includes:

- Validate Environment:** An unchecked checkbox.
- Environment Status:** Not Available (Valid if 'Application URL' matches with URL in properties.xml file, otherwise invalid.)
- Last Validated On:** Not Available

A legend at the bottom indicates that a red square icon represents a 'Required' field and a green lock icon represents a field 'Locked by Process'.

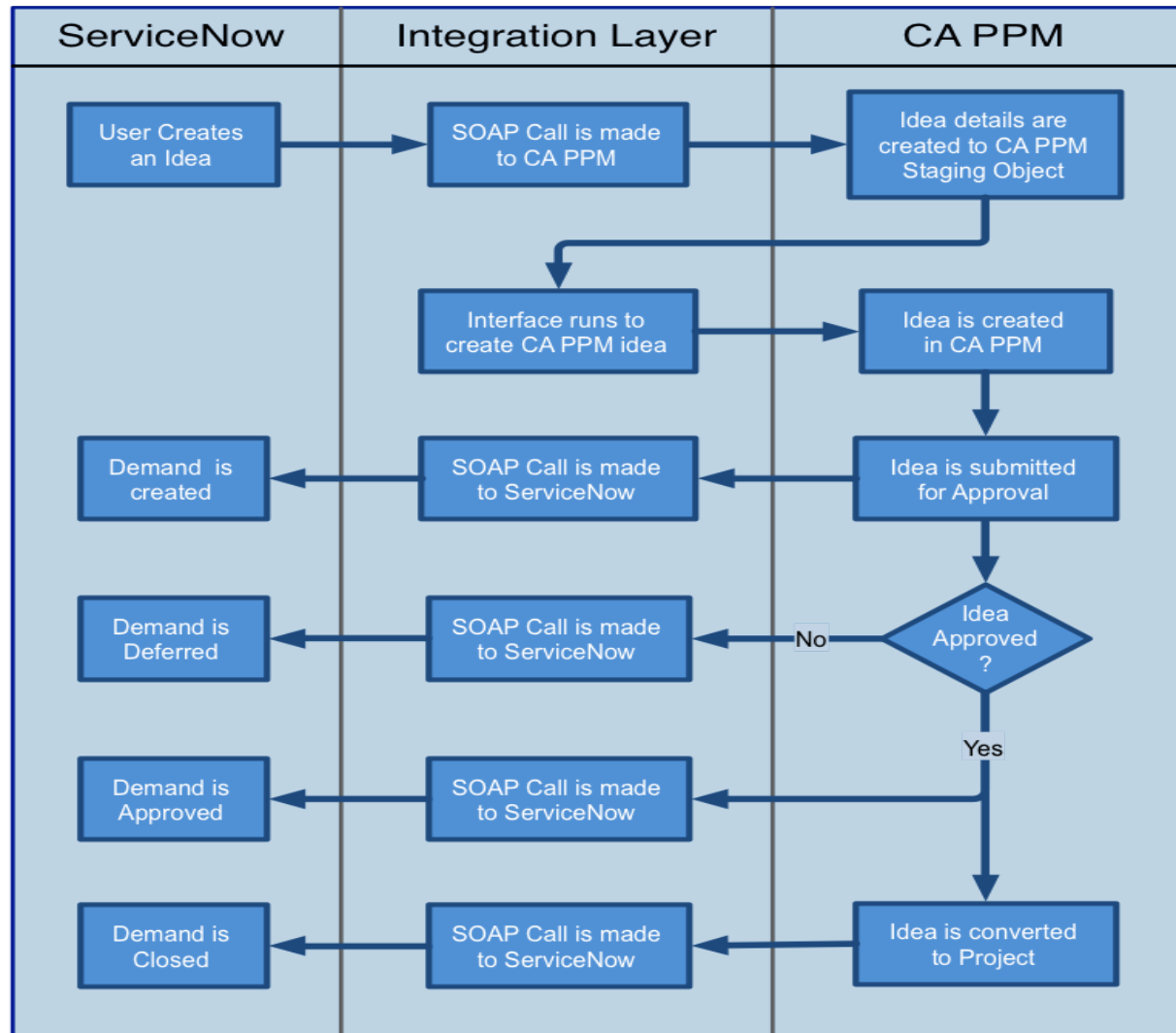
Attribute Mapping



CA PPM Idea		ServiceNow Incident	
Object	Field	Object	Field
Idea	ID	Incident	Number
Idea	Subject	Incident	Title
Idea	Priority	Incident	Priority
Idea	Objective	Incident	Close Notes

CA PPM Idea		ServiceNow Idea	
Object	Field	Object	Field
Idea	ID	Idea	Number
Idea	Subject	Idea	Title
Idea	Objective	Idea	Description
Idea	Idea Type	Demand	Type
Idea	Category	Demand	Category

Use Case: CA PPM Ideation Sync with ServiceNow



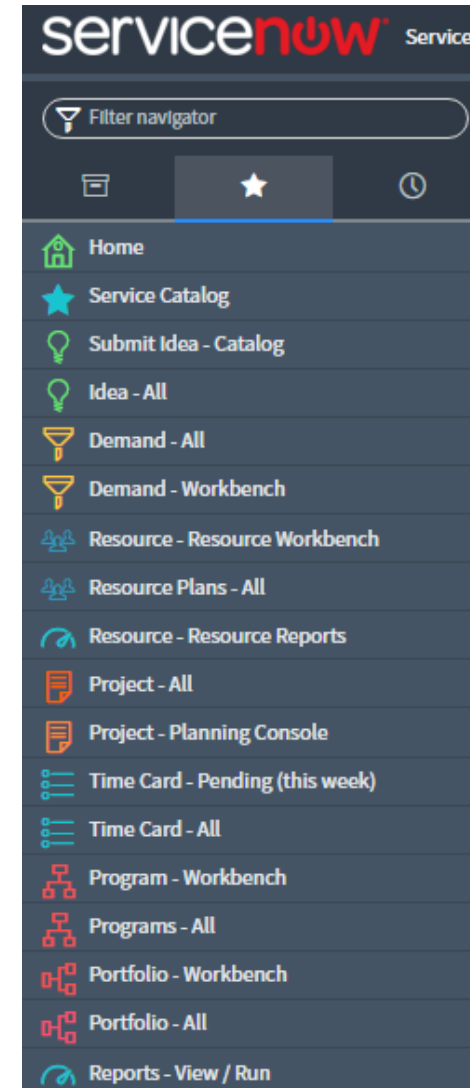
Demo of ServiceNow Demand Management

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ServiceNow Idea and Demand Management

- Idea
 - Service Catalog
 - Review Idea for business case
 - Review Idea for confidentiality
 - Convert Idea to a Demand
- Demand Management
 - New Demand Intake
 - Collaboration
 - Stakeholders / Approvals
 - Resource Plans / Cost Plans
 - Approvals
 - Demand Roadmap Workbench
- DEMO



Questions?



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Instructions for PMI credits

- Access your account at pmi.org
- Click on **Certification**
- Click on **Maintain My Certification**
- Scroll down to **Report PDU's**
- Click on Course Training (or other appropriate category)
- Enter **Rego Consulting**
- Enter Activity- **Enter Name of Course**
- Enter **Description**
- Enter **Date Started**
- Enter **Date Completed**
- Provide Contact Person **Name of Person to Contact**
- Provide Contact E-Mail **E-Mail of Person to Contact**
- Enter Number of **PDU's Claimed** (1 PDU per course hour)
- Click on the **I agree this claim is accurate box**
- Click **Submit** button



Let us know how we can improve!
Don't forget to fill out the class survey.



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