regoUniversity 2017

Service Now | ITBM Overview

Your Guides: Eric Van Blarcum, Doug Greer

Introductions

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





Agenda

- IT Business Management Product Suite
 - Project Portfolio Management
 - Portfolio Delivery Execution
 - Application Portfolio Management
 - IT Financial Management
- ServiceNow ITBM Demo
- Questions & Wrap-Up

ITBM For the Full Service Investment Lifecycle

Gain Financial and Portfolio Visibility

- Inventory Applications
- Establish Cost Model
- Set IT Cost Baseline

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Align Portfolio Goals

- Set Goals Based on Enterprise Strategy
- Centralize Demand
- Create Governance and Funding Model
- Establish KPIs



Accelerate Service Delivery

- Establish LOB Work Methods
- Improve Reliability and Quality
- Optimize Resources
- Streamline Work through Collaboration



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IT Business Management Product Overview

ServiceNow is the Only Company Able to Bring Together Strategic Planning for All the Technology Portfolios



Project Portfolio Management





Project Portfolio Management

ServiceNow Project Portfolio Management aligns project investments, and consolidates resource and project data into a single system. Being a part of the ServiceNow ITBM portfolio enables a seamless and end-to-end process for initiating project requests and balancing the project portfolio.

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Ideation captures and ranks ideas with crowdsourcing as one way of capturing demand



Manage resources more effectively to make project delivery more predictable



Understand business impact to manage demand more effectively

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Manage Agile projects alongside waterfall projects or combine them in a hybrid project



Get a handle on Project timelines with planning tools and a consistent approach across the organization



Add Financial Management to gain new insights into project costs and to align costs with service delivery

Portfolio Delivery Execution

Portfolio Delivery Execution includes the Agile Management and Test Management Suites

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Sprint Planning Board



Epic Release Roadmap



Visual Task Boards



Business Process Mapping



Agile Dashboard



Test Management Dashboard

Application Portfolio Management

Application Portfolio Management is new in the latest release of ServiceNow.



Application Roadmap

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Application Category Analysis



Business Process Mapping



Application Landscape



Application Assessment Trending



Application Workload



IT Financial Management

ServiceNow IT Financial Management delivers insight to CIO's seeking to understand costs, explain their budgets and better align investments with business objectives.

ITFM Cost Allocations Workbench				
Data Definition Data Cleansing B	adating Alexation Serup Review			Working period: PY14
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Bucketing



Trending Dashboard



Allocation Setup



Financial Breakdown



Allocation Mapping



CIO Dashboard



ServiceNow ITBM Demo



Let Rego be your guide.

Questions?





Let Rego be your guide.

Thank You For Attending regoUniversity

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





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