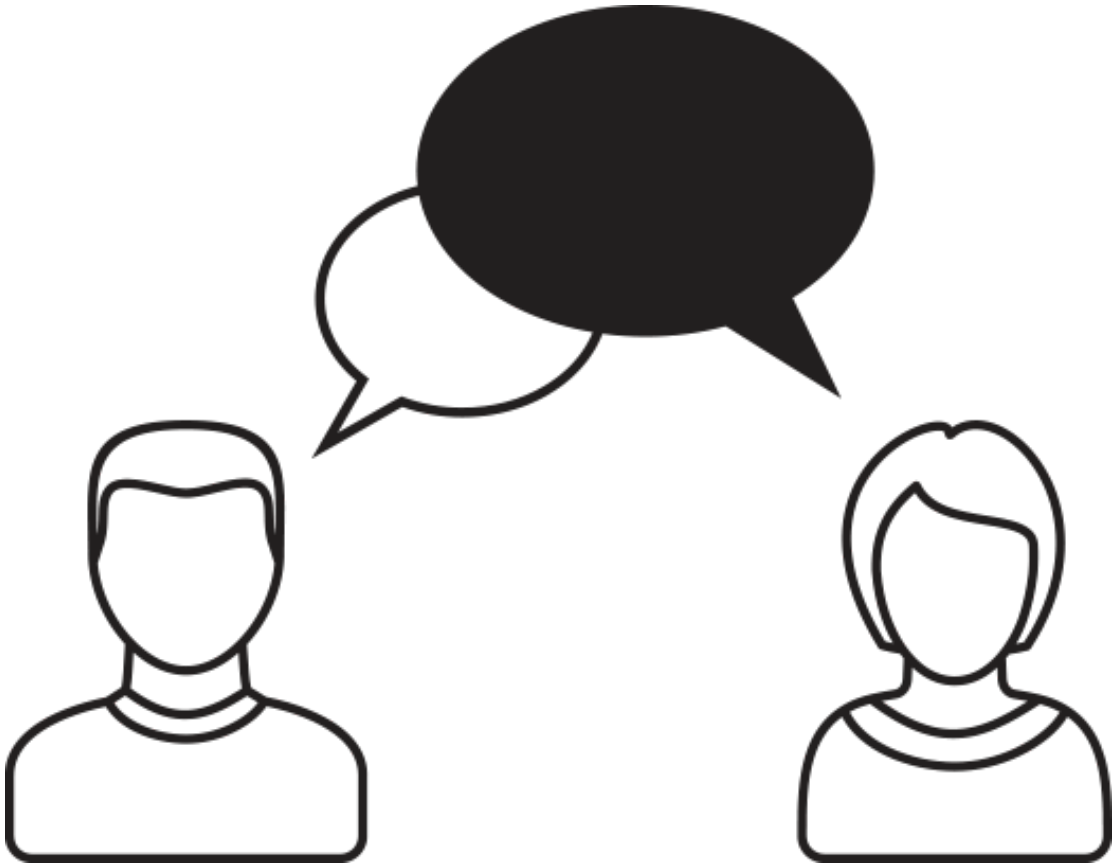
regoUniversity 2017
Service Now | ITBM Overview
Your Guides: Eric Van Blarcum, Doug Greer

Introductions

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



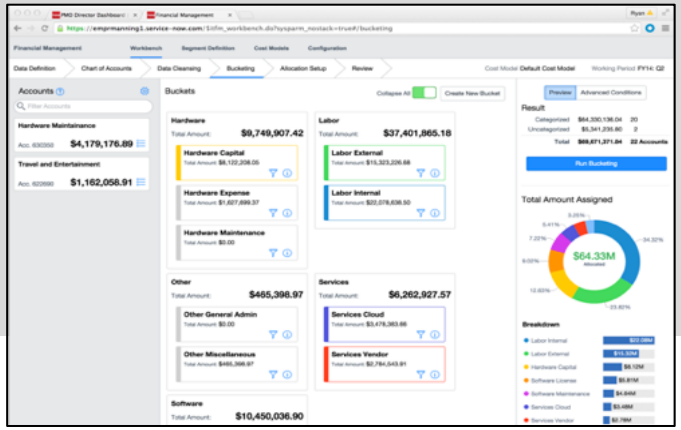
Agenda

- 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

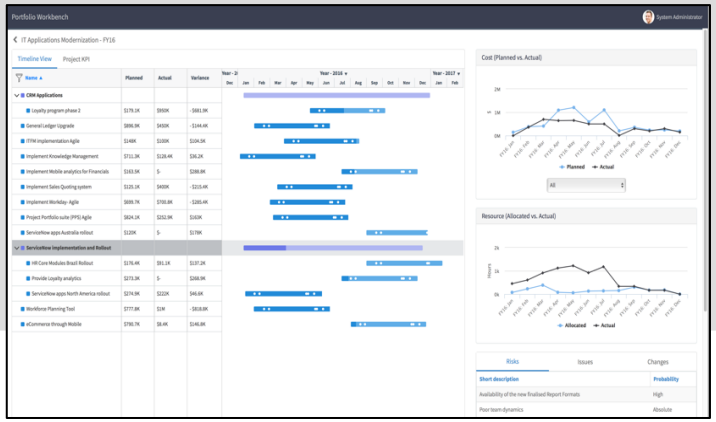


Align Portfolio Goals

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

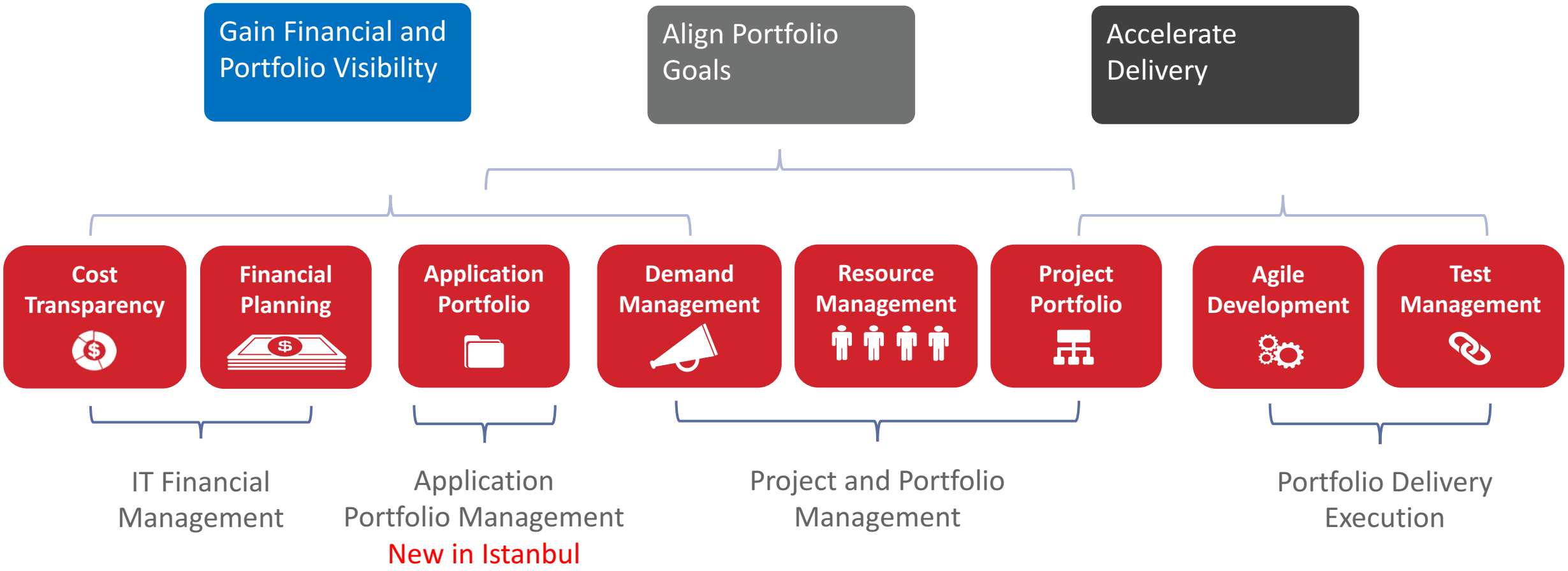
Accelerate Service Delivery

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



IT Business Management Product Overview

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



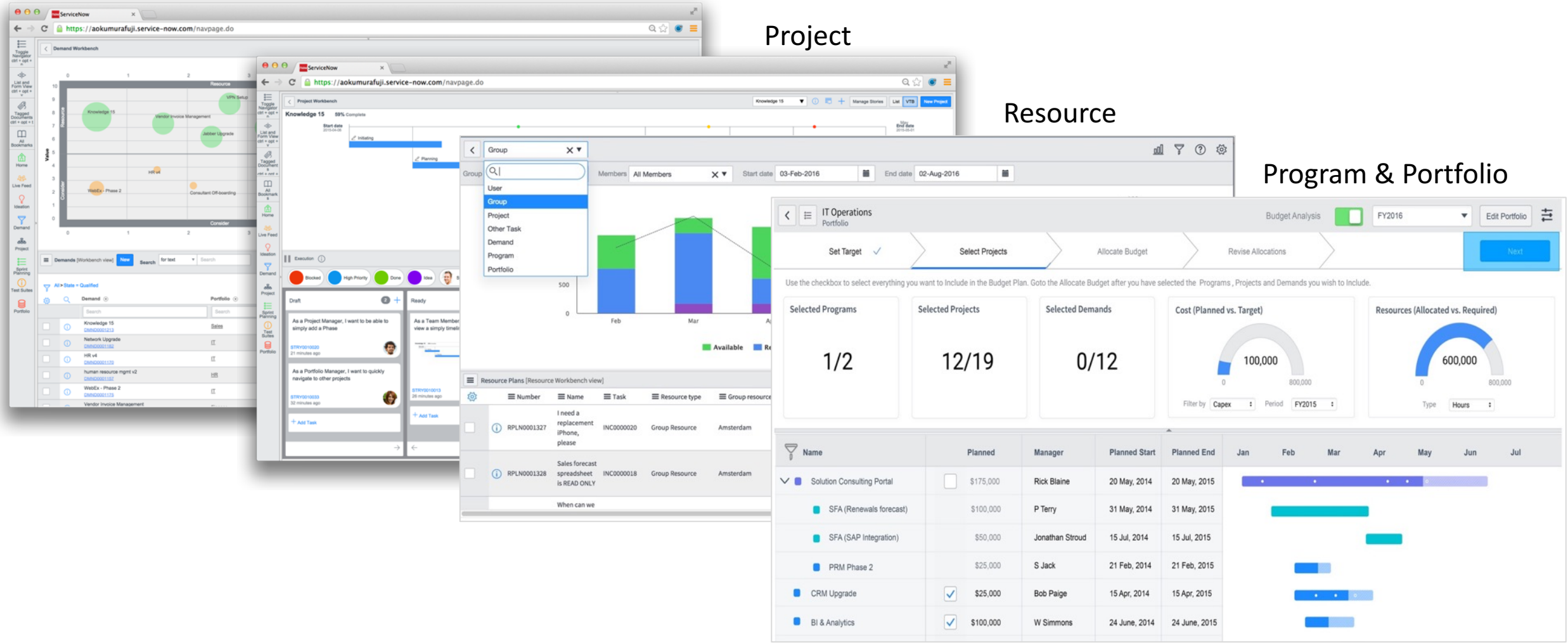
Project Portfolio Management

Demand

Project

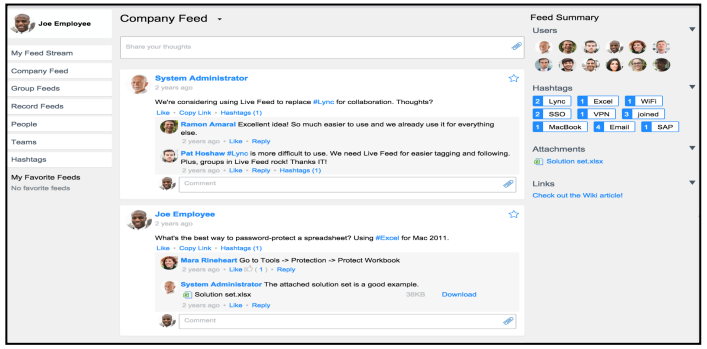
Resource

Program & Portfolio

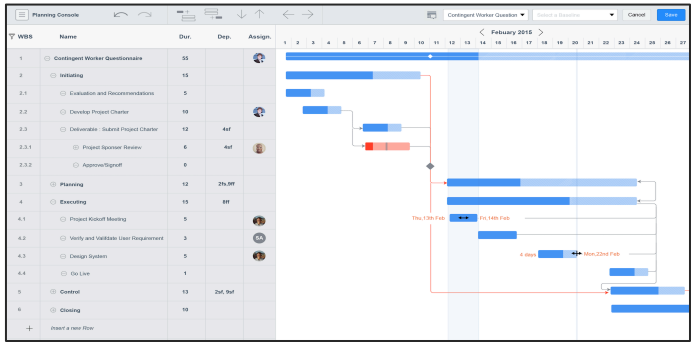


Project Portfolio Management

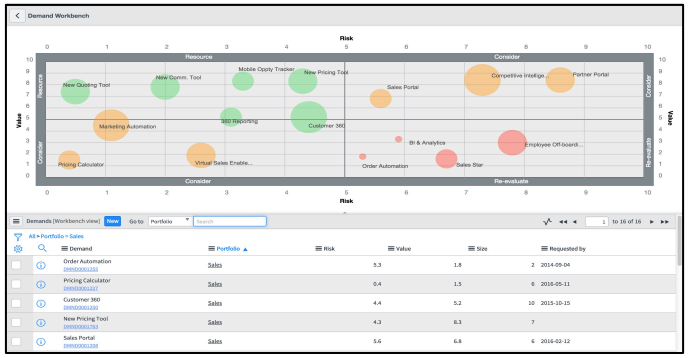
ServiceNow Project Portfolio Management aligns project investments, and consolidates resource and project data into a single system. Being a part of the ServiceNow ITBM portfolio enables a seamless and end-to-end process for initiating project requests and balancing the project portfolio.



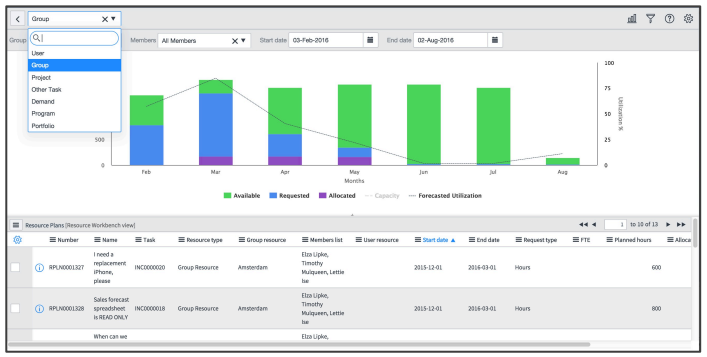
Ideation captures and ranks ideas with crowdsourcing as one way of capturing demand



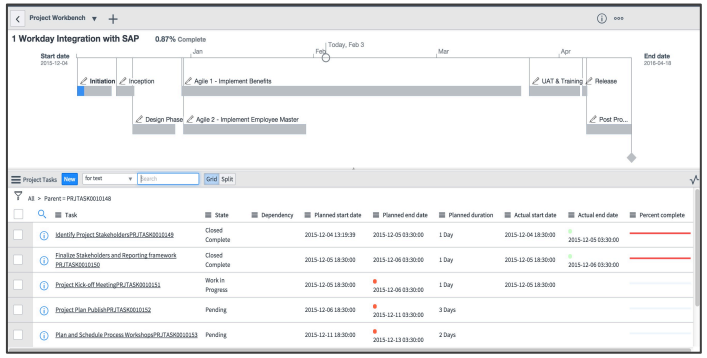
Understand business impact to manage demand more effectively



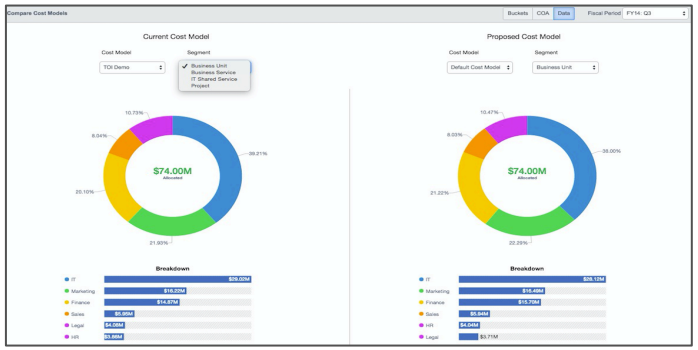
Get a handle on Project timelines with planning tools and a consistent approach across the organization



Manage resources more effectively to make project delivery more predictable



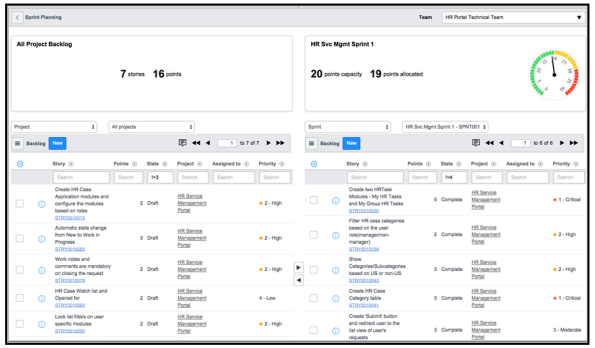
Manage Agile projects alongside waterfall projects or combine them in a hybrid project



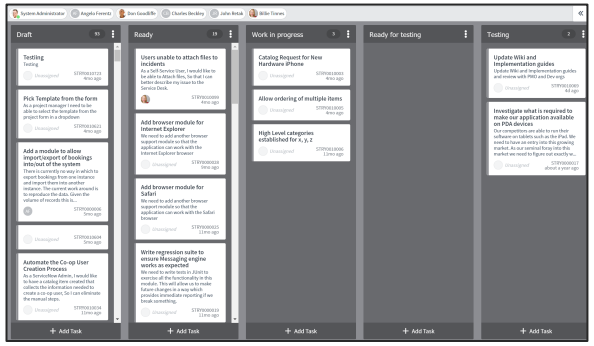
Add Financial Management to gain new insights into project costs and to align costs with service delivery

Portfolio Delivery Execution

Portfolio Delivery Execution includes the Agile Management and Test Management Suites

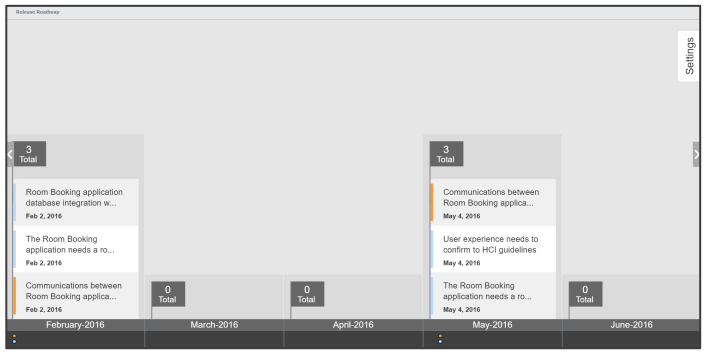


Sprint Planning Board

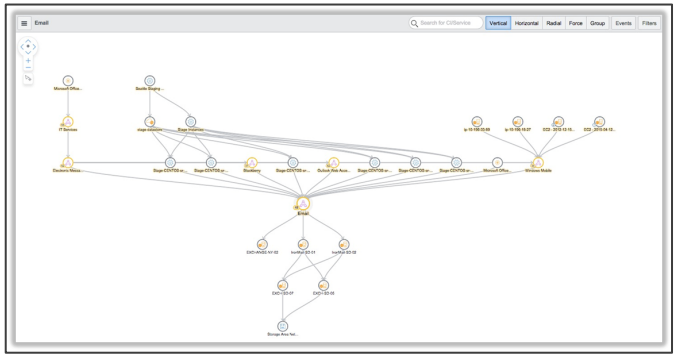


Visual Task Boards

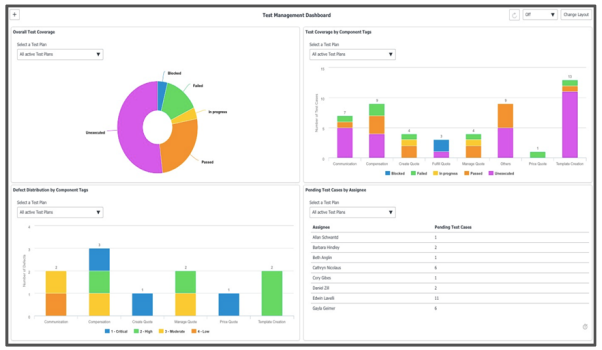
Agile Dashboard



Epic Release Roadmap



Business Process Mapping

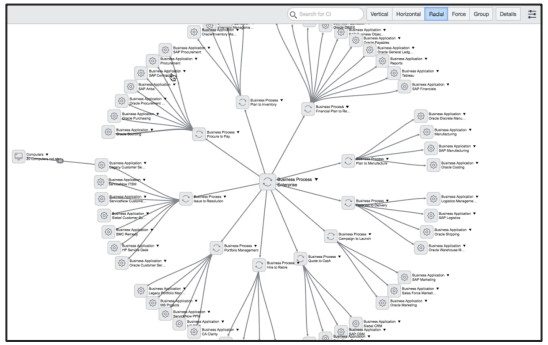


Test Management Dashboard

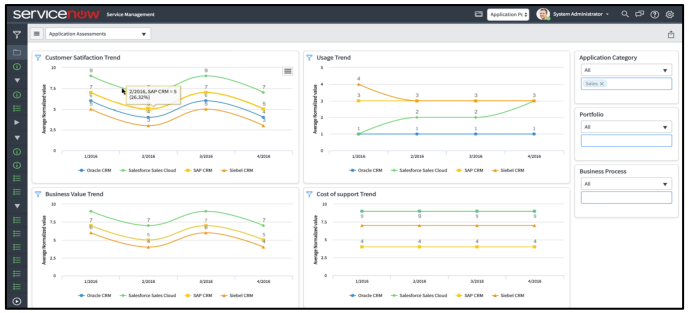
Application Portfolio Management

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

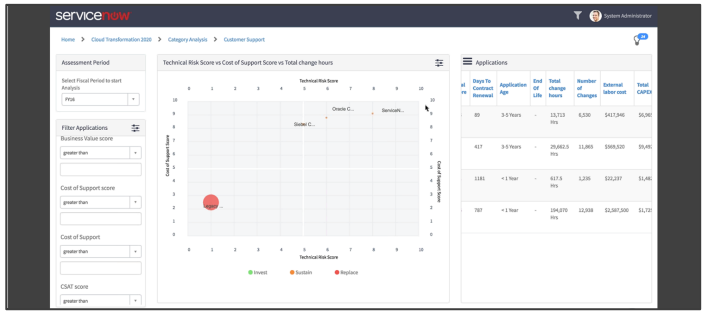
Application Roadmap



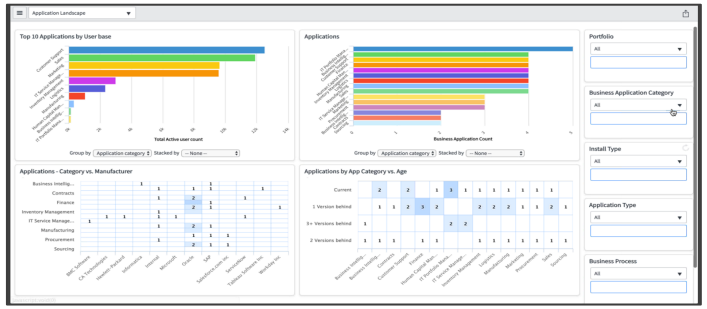
Business Process Mapping



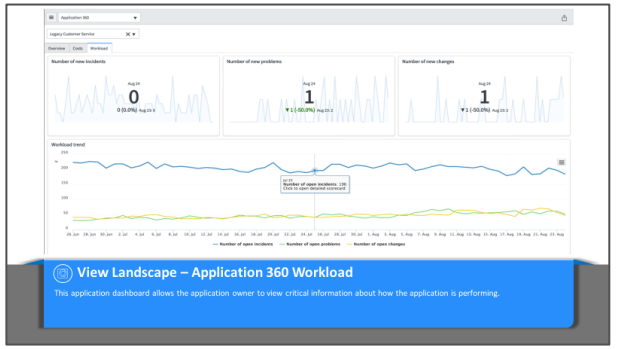
Application Assessment Trending



Application Category Analysis



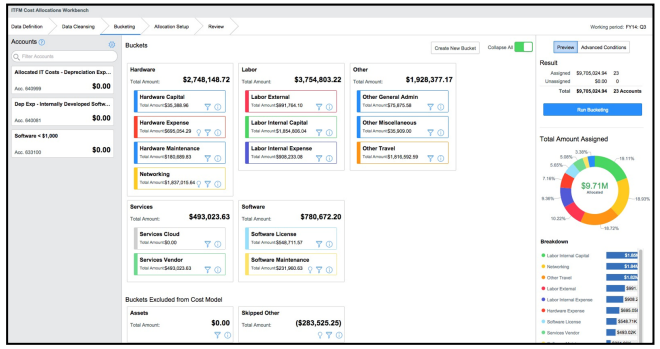
Application Landscape



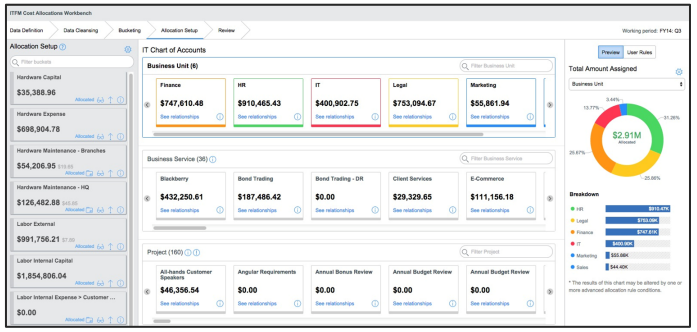
Application Workload

IT Financial Management

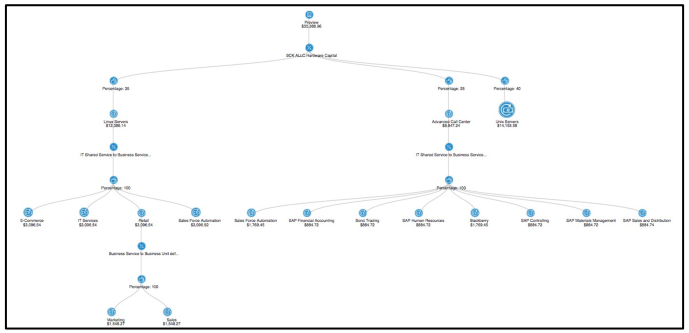
ServiceNow IT Financial Management delivers insight to CIO's seeking to understand costs, explain their budgets and better align investments with business objectives.



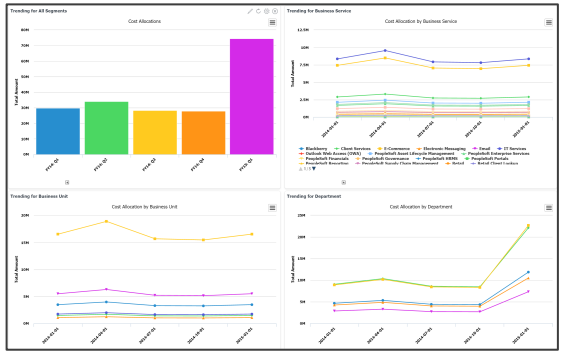
Bucketing



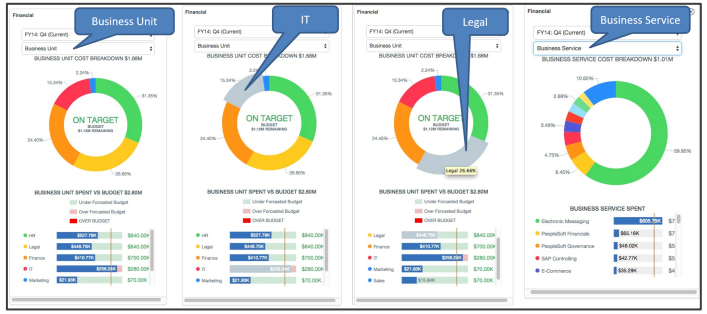
Allocation Setup



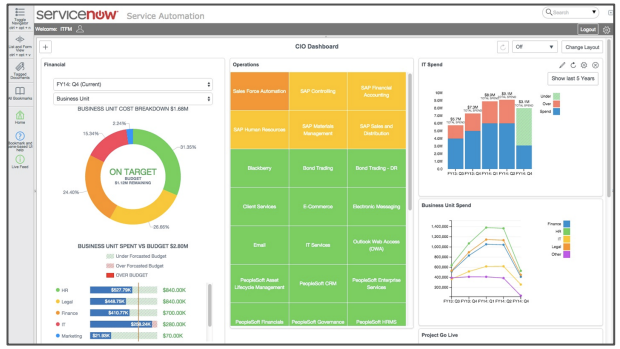
Allocation Mapping



Trending Dashboard



Financial Breakdown



CIO Dashboard

ServiceNow ITBM Demo

regoUniversity 2017

Let Rego be your guide.

Questions?

regoUniversity 2017

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

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

Phone
888.813.0444

Email
info@regouniversity.com

Website
www.regouniversity.com