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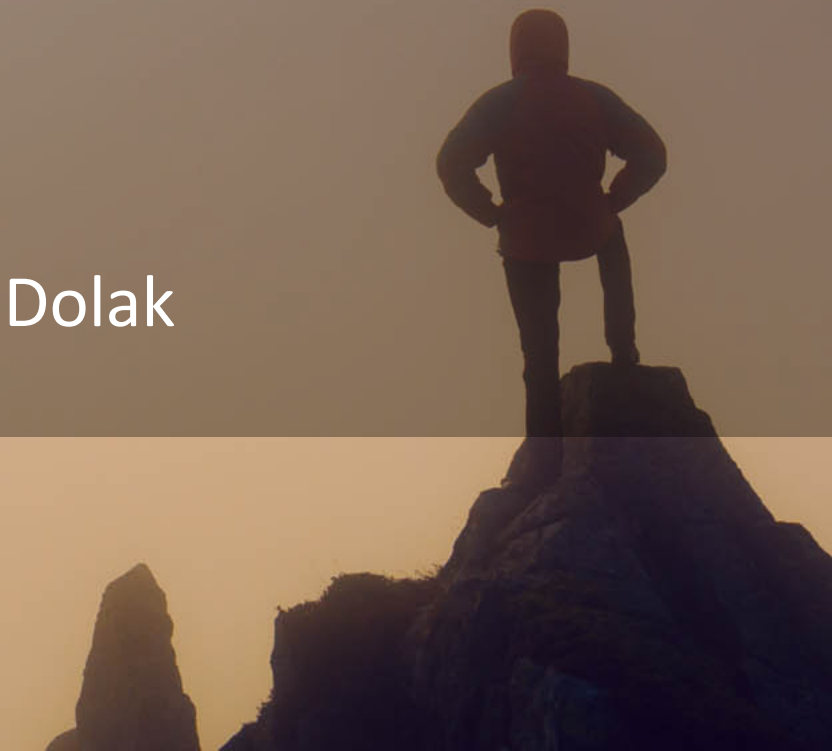
ServiceNow PPM Demo

Your Guides: Doug Greer and Jerry Dolak



Introductions

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

Agenda

- Platform Overview
- Key Components for PPM in ServiceNow
- Additional Applications Aligned to PPM
- ServiceNow PPM Demo
- Questions & Wrap-Up

Platform Overview

How PPM Aligns and Utilzied

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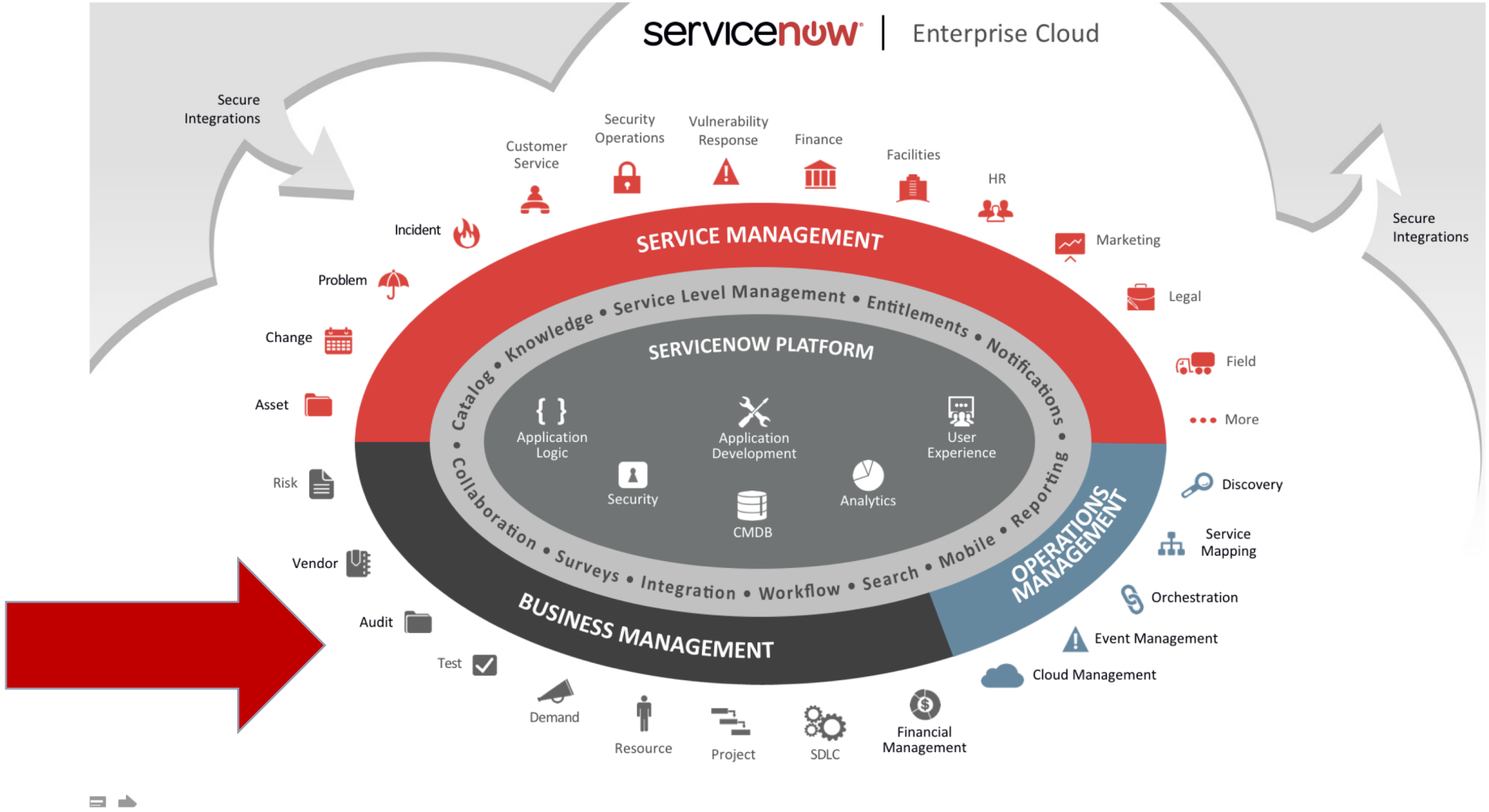
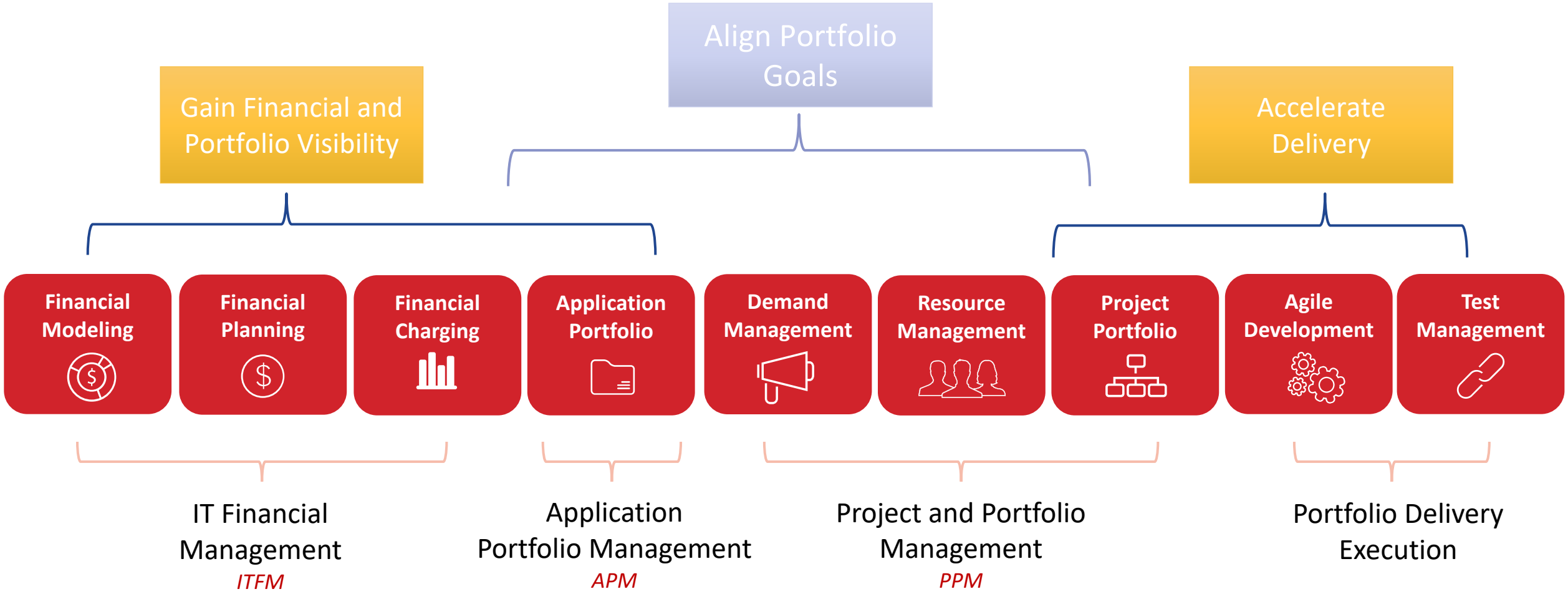
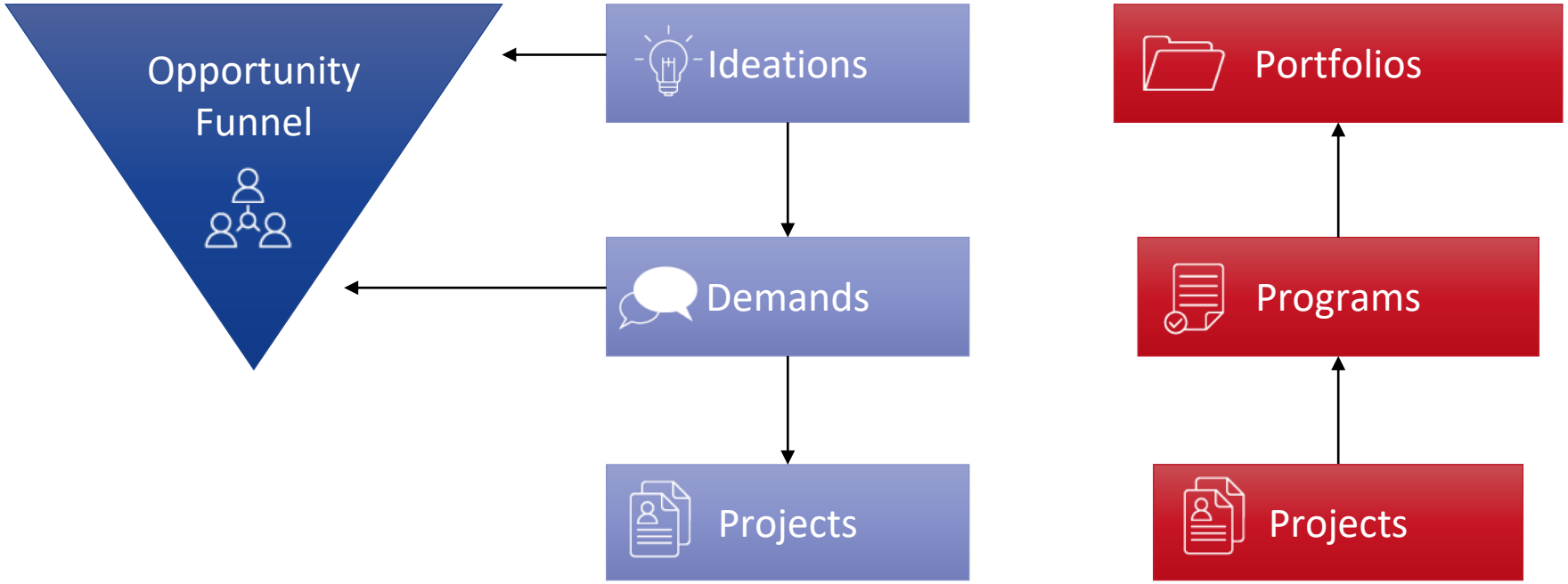
ServiceNow Platform



Bring Together All Strategic Planning



Platform Structure



Ideation → Demand → Project → Resource → Time Card

Strategic

Agile/SDLC

Tactical

PPM Overview

Primary Components of ServiceNow PPM

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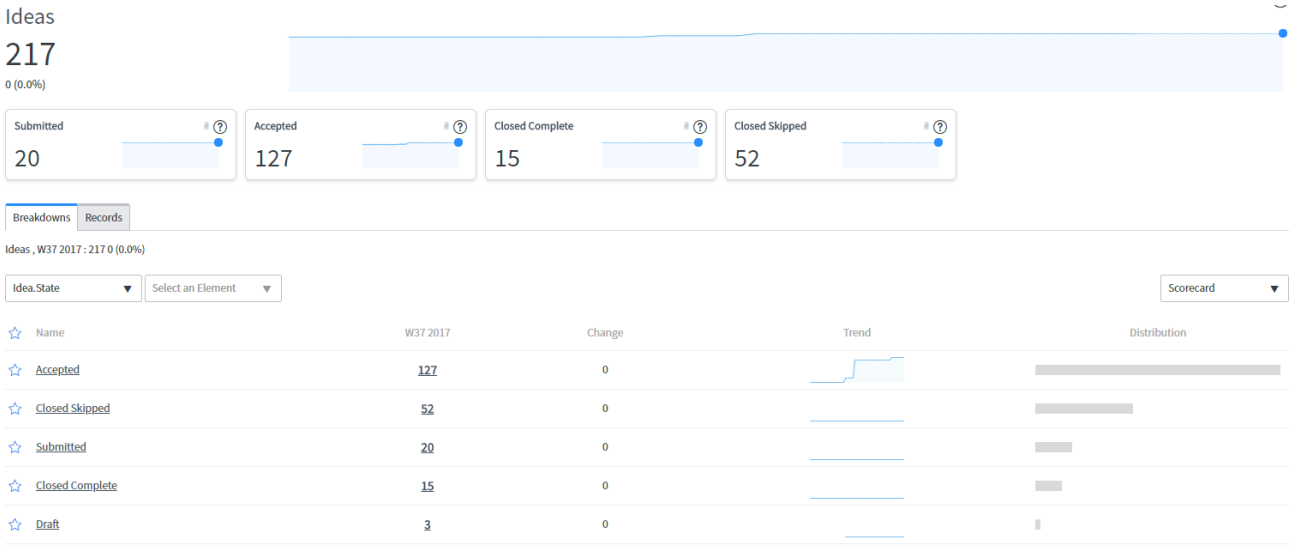
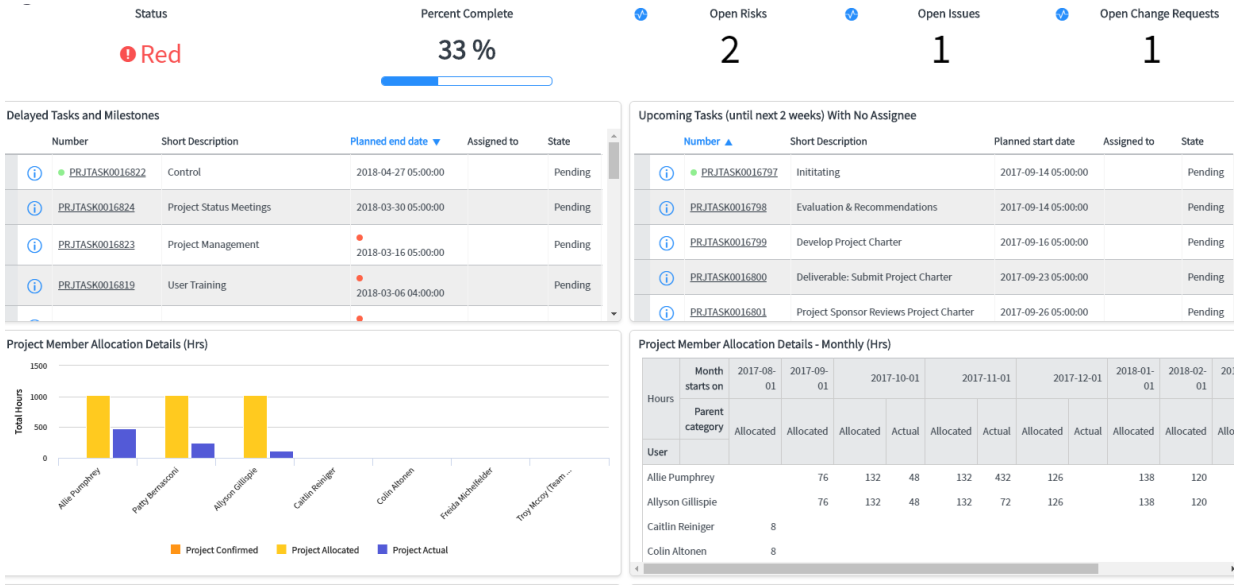
Ideas and Demands

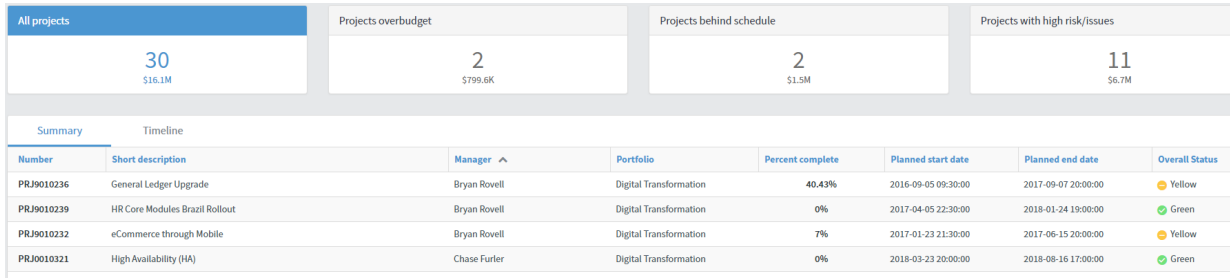


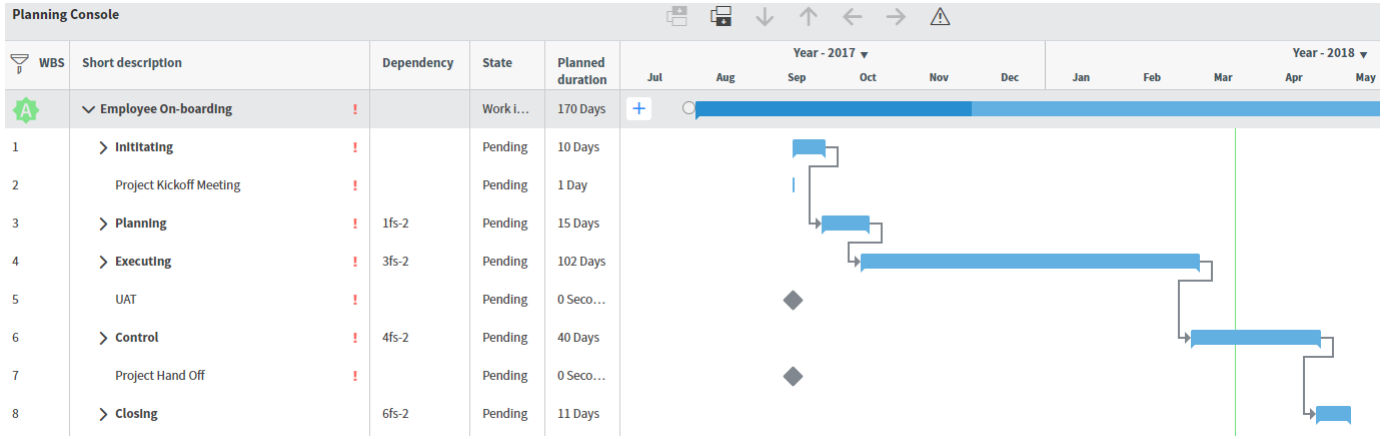
Ideas are a informal, first step into the overall demand management process. Often they are used to crowdsource from the broader user community.

Demands are more formal and typically used to drive business case level reporting and justification. Demand values, including staffing and costs, are transferred directly to a project when Approved.

Project Management

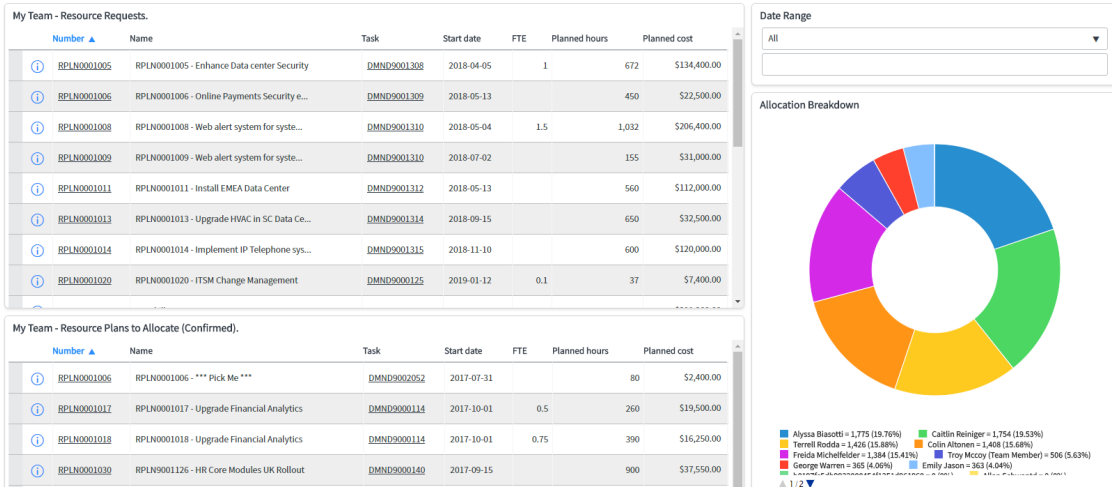


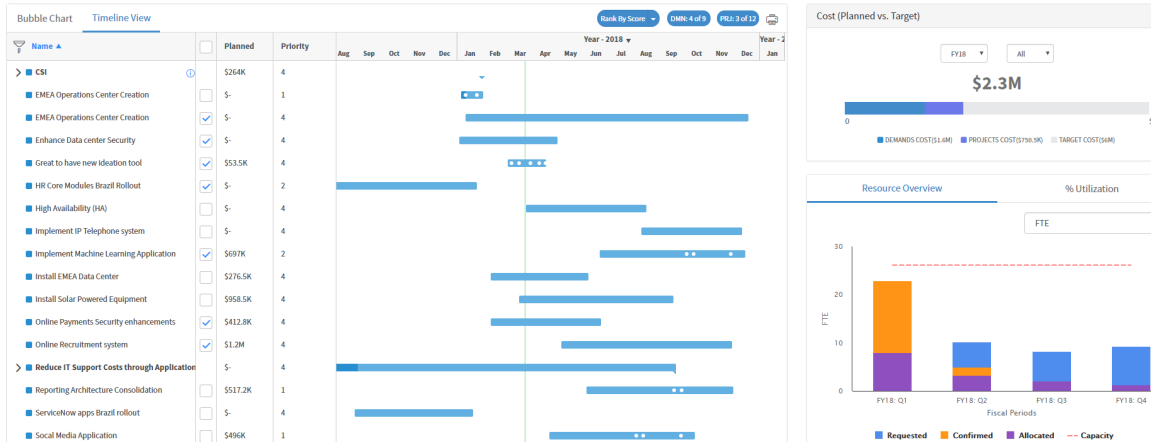




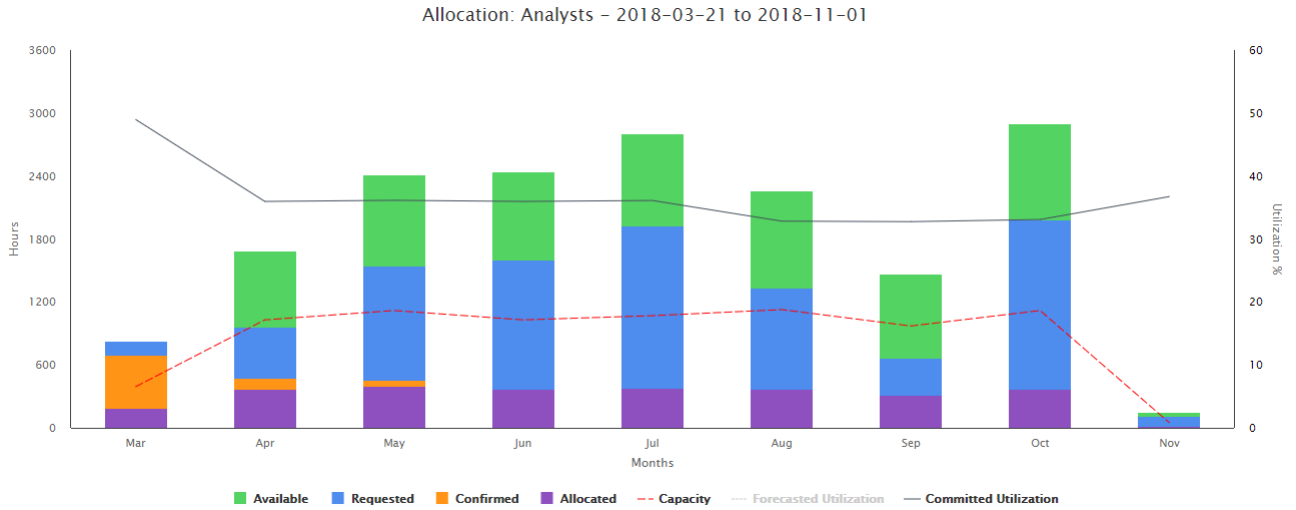
Project in ServiceNow are capable of running standard water-fall, Agile or hybrid. The screens are configurable to support the end-user that is interacting with the project (security, fields available, etc.).

Resource Management

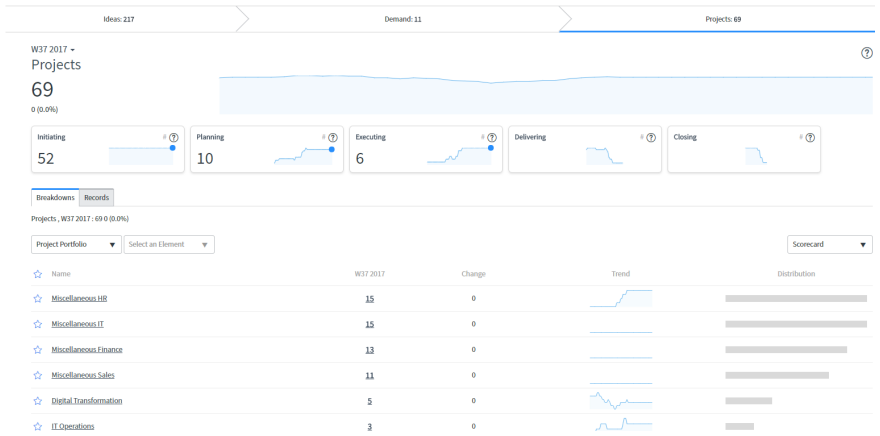


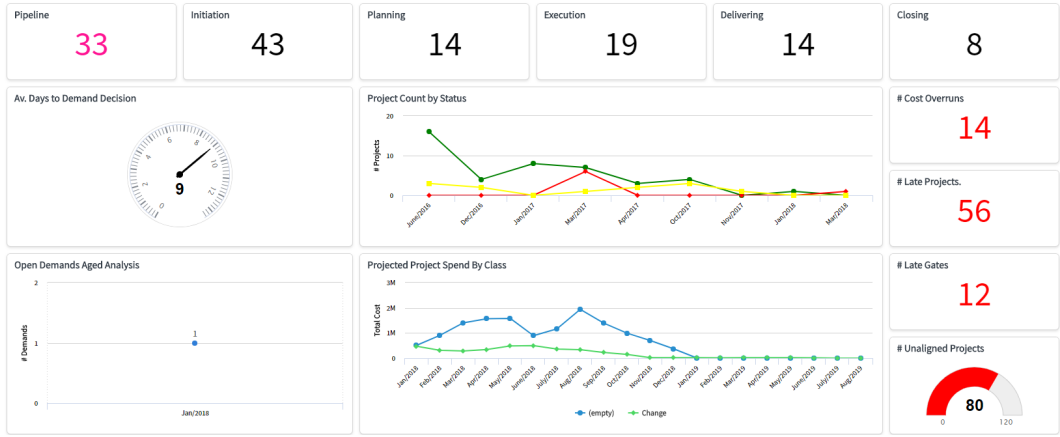


Team based resource planning that is integrated with Demand, Project and Portfolio. This allows for resources to be managed from any of those areas centrally by the resource manager. In the upcoming release of ServiceNow (London), Role based planning will also be introduced.

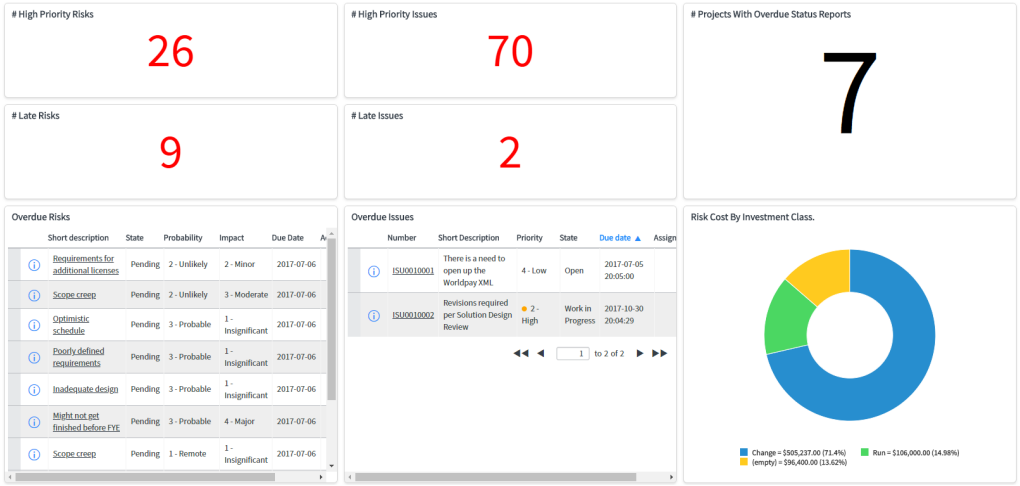


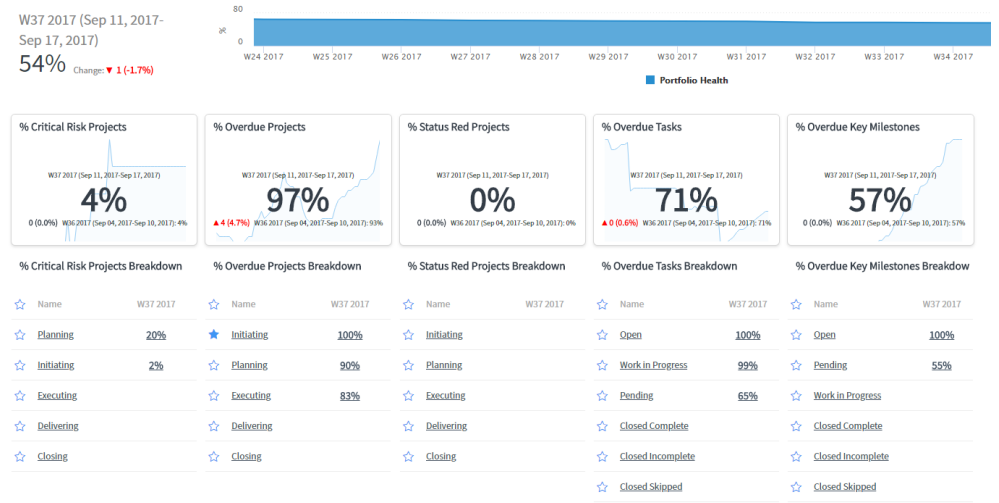
Portfolio Dashboarding Capabilities





Utilize Dashboard views to view Ideas, Demands and Projects across multiple portfolios. In addition, we Dashboard elements from outside of PPM (Applications, Incidents, etc.) can be pulled in to allow for single source viewing.





Alignments to PPM

Financial Management and Application Portfolio Management

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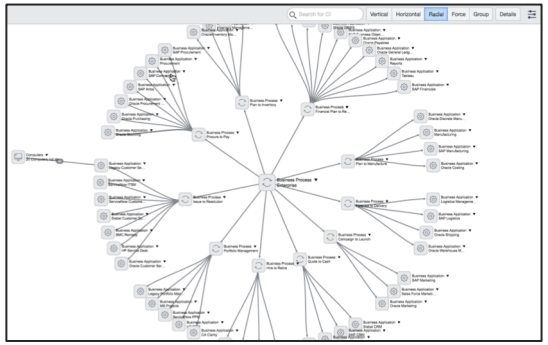
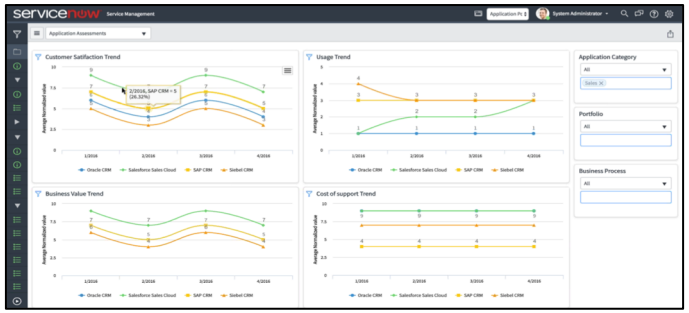
Application Portfolio Management

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

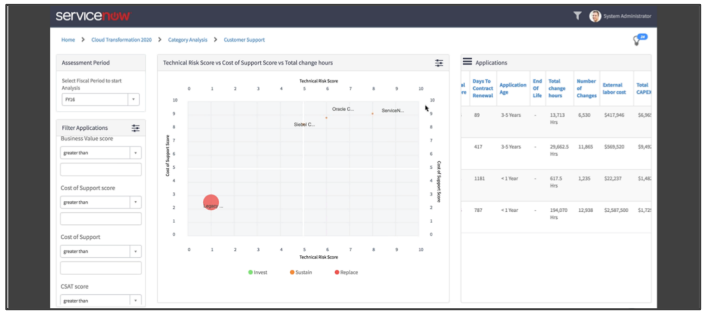
Application Roadmap



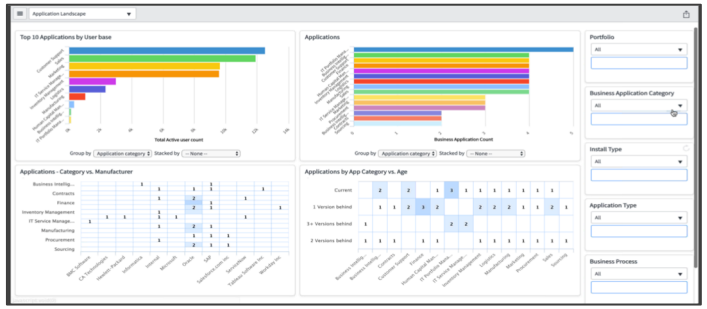
Business Process Mapping



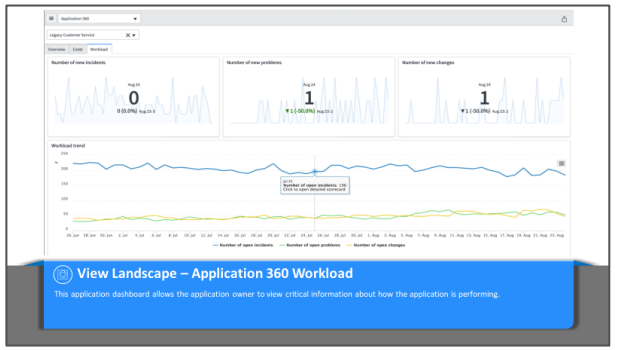
Application Assessment Trending



Application Category Analysis



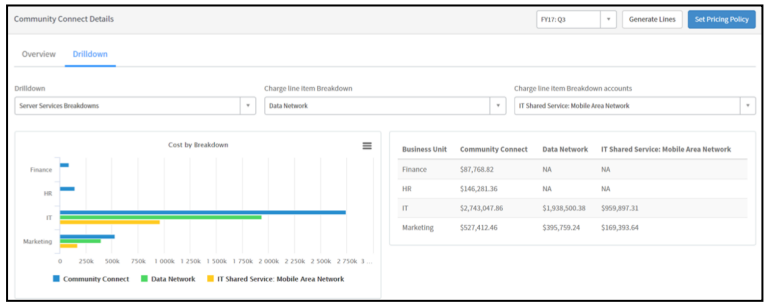
Application Landscape



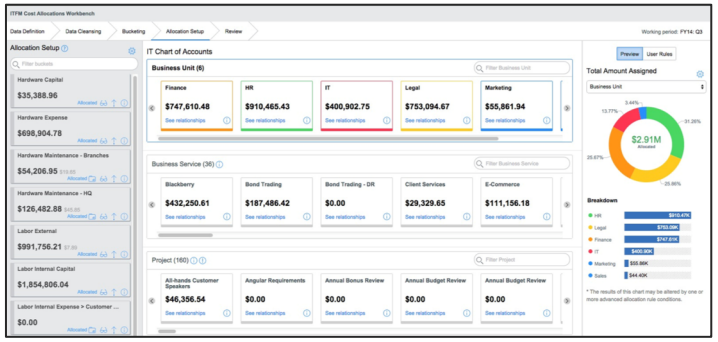
Application Workload

Financial Management

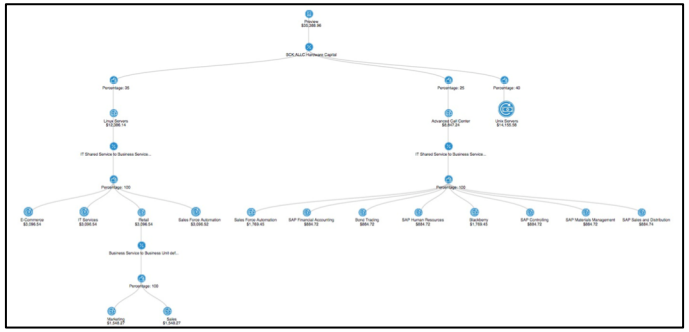
IT Financial Management delivers insight to CIO's and other IT executives seeking to understand TCO of applications and services across all IT spend, including projects. It provides the information needed tobetter align investments with business objectives.



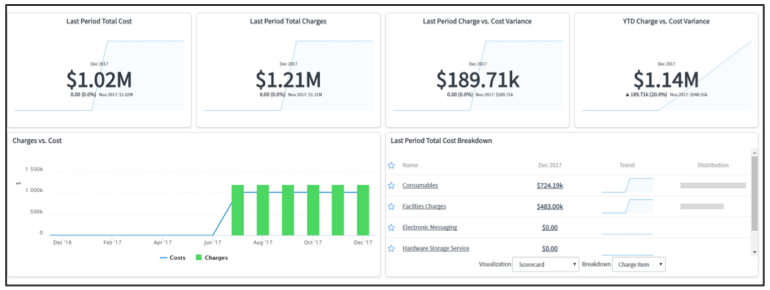
Cost of a Service



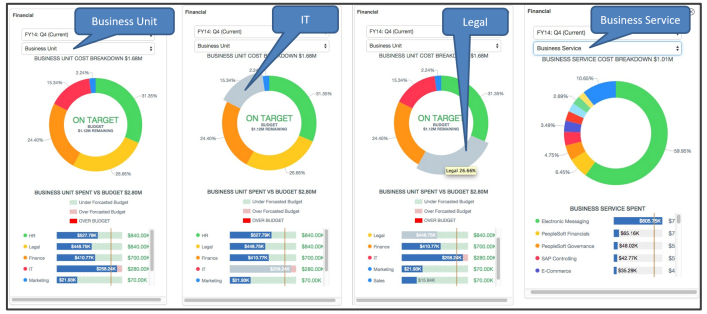
Allocating Costs to Projects, Apps, Services



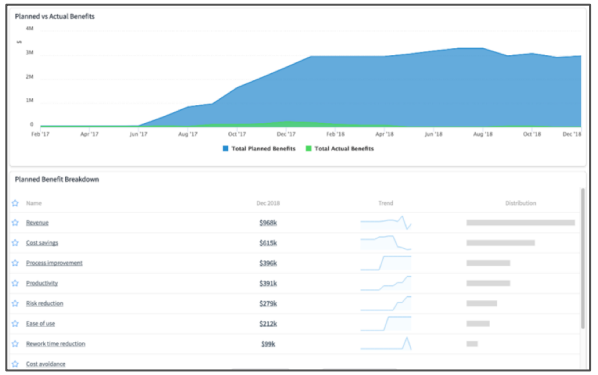
Tracing Cost Source



Trending Dashboard



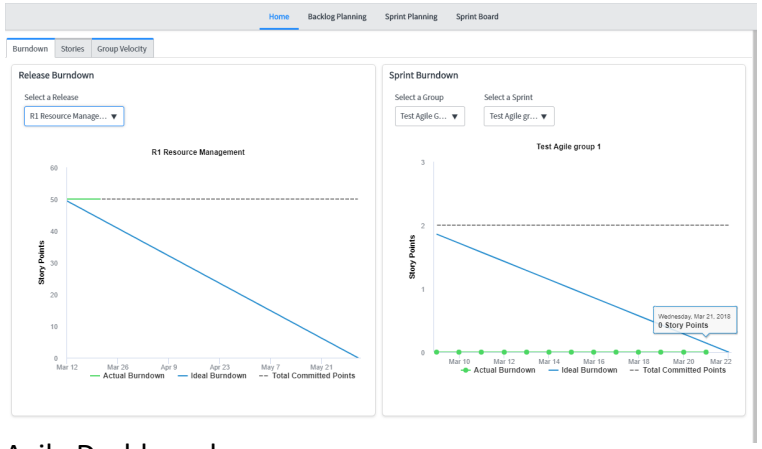
Financial Breakdown



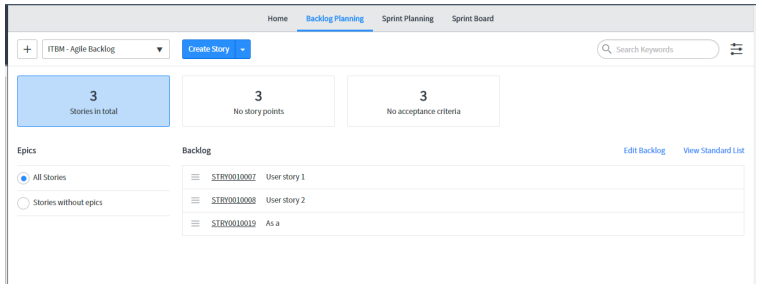
Planned vs Actuals

Agile - Scrum

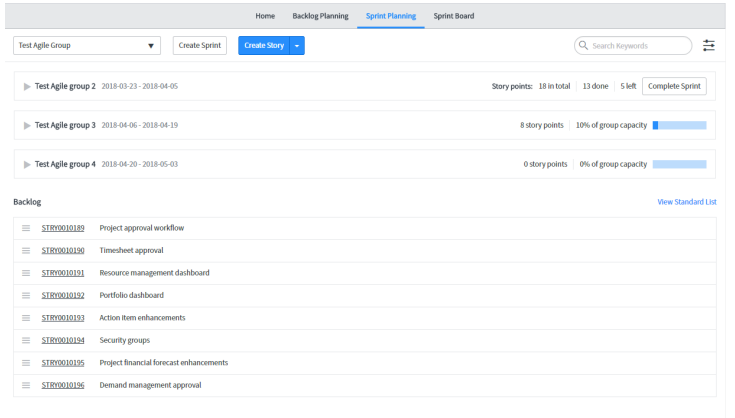
Perform leading practice team level Agile Scrum directly within ServiceNow.



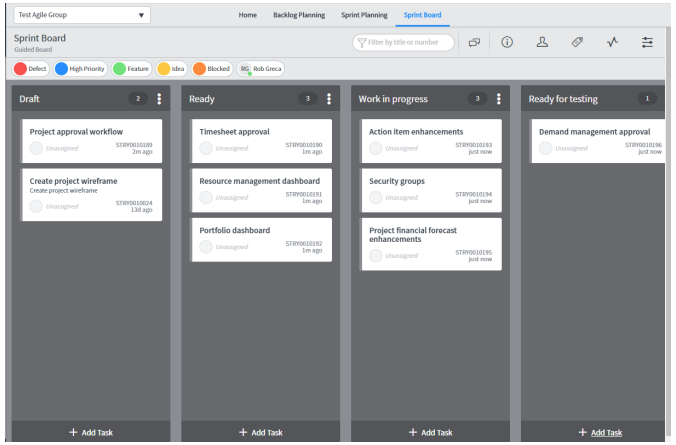
Agile Dashboard



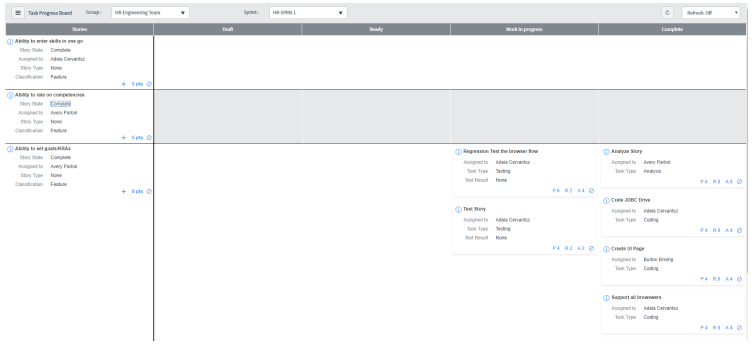
Backlog Planning



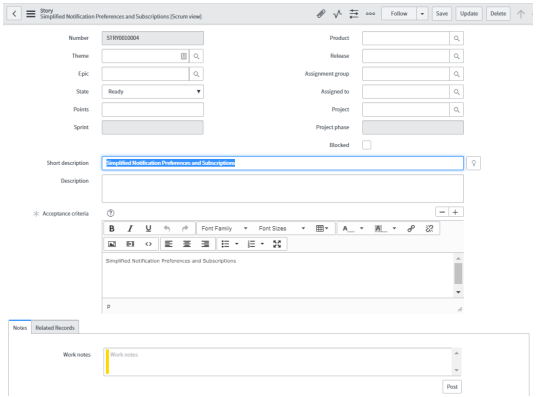
Sprint Planning



Visual Task Board



Scrum Task Board



User story form

Part II:
PPM Demonstration

Live Demo

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Let Rego be your guide.

What we will cover

- Data Views across the Platform
- Overview of Ideation and Demand
  - The differences between the two
  - How they are used in the ServiceNow Platform
- Project Overview
  - Project information populated from Demand
  - Project Dashboard views
  - Status Reporting
- Staffing
  - Group Staffing
  - Capacity Views by Team and within Portfolios
- Worker Portal for Time Capture

Questions?

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Thank You For Attending regoUniversity

Instructions for PMI credits

- Access your account at pmi.org
- Click on **Certifications**
- Click on **Maintain My Certification**
- Click on **Visit CCR's** button under the **Report PDU's**
- Click on **Report PDU's**
- Click on **Course or Training**
- Class Name = **regoUniversity**
- Course Number = **Session Number**
- Date Started = **Today's Date**
- Date Completed = **Today's Date**
- Hours Completed = **1 PDU per hour of class time**
- Training classes = **Technical**
- Click on **I agree** and **Submit**

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