

ServiceNow Project Portfolio Management

The Project and Program Balancing Act Challenge

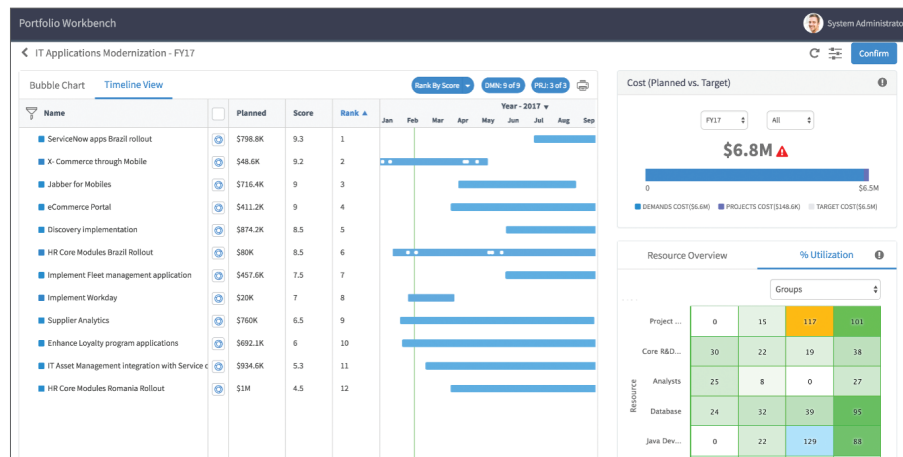
It's no secret that many organizations are under pressure to do more with the same (or even less) budget. Rapidly advancing technologies and constant change require you to work more efficiently in order to deliver transformational business projects. Unfortunately, traditional tools and processes lead to inefficiencies across project lifecycles.

Because they lack insight into their business demands, enterprise leaders aren't confident they're investing in the right projects. Without a single entry point to request new services or make suggestions for enhancing an existing service, idea intake is decentralized, coming in from different parts of the organization through inefficient means, like phone calls or emails.

Once a project has been approved, teams manage work in silos using multiple disparate systems. This creates big gaps between project manager, project team, and IT leadership. Management struggles to capture timely status updates throughout the project lifecycle. Even worse, there is little confidence that any of this work will provide value to the organization.

The ServiceNow Solution

ServiceNow Project Portfolio Management is a part of the IT Business Management Suite. Project teams overcome today's challenges by using ServiceNow—a cloud productivity platform for project teams that leads to working faster and smarter across planned and unplanned tasks. It's a comprehensive solution that includes project portfolio, resource, demand, and agile development applications.



The portfolio workbench is your window into real-time portfolio management.

ServiceNow Project Portfolio Management:

- Aligns work to goals and strategy – With insight into business demand, you can now access demand-balancing criteria to ensure IT is working on the right projects
- Increases visibility with real-time dashboards – The business end user and the project team get status updates much closer to real time and reporting is fluid and timely
- Provides faster time to value – With adoption at the team member level, project teams are more productive and IT delivers services more quickly

Benefits

Work Smarter by Aligning Resources to Goals and Strategy

Provide self-service access and a single entry point and a centralized repository for service requests and employee ideas.

Make IT part of your business strategy and align with business needs.

Collaborate with stakeholders to justify and prioritize your organization's demands.

Work Faster through Full Integration with the ServiceNow Service Management Cloud

Automate processes and bring your disparate PPM solutions together so you can gain insight into non-project workloads and avoid unforeseen project delays using a realistic view of your resource availability.

Get up and Running in the Cloud Right Away

Implement in weeks rather than months, and enjoy seamless upgrades that allow for faster innovation using solutions you can easily find on the platform, including IT Financial Management and Application Portfolio Management.

Project Portfolio

Project Portfolio organizes development tasks into projects, and projects into programs and portfolios, giving you collaboration, reporting, and tracking for your project planning and more information for better business decision-making.

Teams can create and manage a wide range of projects from a few small tasks to large portfolios of projects containing complex activities with various relationships and dependencies. Tracking and managing all work (including incident, problem, change, and release management) from a single system of record ensures all project activities are captured.

Improve your visibility with personalized dashboards and timeline visualizations delivering executive views into projects and project portfolios across your entire enterprise.

You can adapt at the speed of business with automatically updated project timelines and interactive task and resource allocation based on task dependencies, milestones, and resource availability. This allows your business to better understand the entire project portfolio for more informed investment decision-making, while also improving the team's ability to explain the value of projects to business decision-makers.

Resource Management

Resource Management brings management and forecasting capabilities together in a single tool. This allows you to allocate your staff effectively, see which resources are available at any given time, and distribute tasks with a thorough understanding of your existing resource workloads.

Demand Management

In many enterprises today, demands come in from multiple sources and are delivered via many channels. Because of this, executives are unable to access all the information they need to make informed, strategic decisions. And even if they can collect all the data, contrasting one demand against others while ensuring the right stakeholders are involved in the decision-making process is a challenge.

The ServiceNow Demand Management application centralizes all your strategic requests from the business and consolidates the investment decision process for new products and services. Demand Management facilitates ideation—generating, developing, and communicating new ideas—to support corporate initiatives that improve, drive, and grow the business. It allows you to easily assess, track, manage,

and accurately forecast demand for products and services.

Agile Development

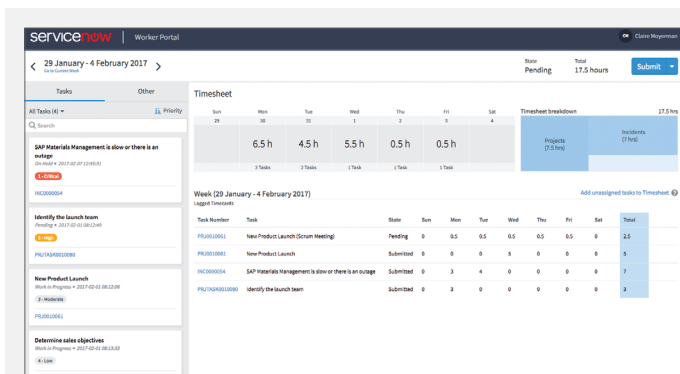
Many organizations have multiple, standalone tools for tracking software development and projects, creating a disconnect between enhancements and fixes. Agile Development solves that problem by managing scrum, waterfall, or mixed development efforts and defining tasks required for developing and maintaining software throughout the lifecycle—from inception to deployment.

Your visibility into the development lifecycle is increased and reported across development teams.

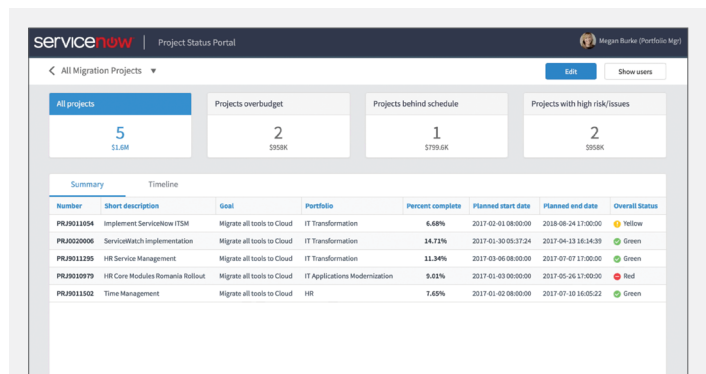
Test Management

ServiceNow Test Management is a user acceptance testing (UAT) framework that, used in conjunction with ServiceNow Project Portfolio and Agile Development, helps project teams and business users deliver higher quality services, faster. It aligns project teams and business users to a common outcome in the delivery of business services.

Visit our Project Portfolio Management page to learn more. www.servicenow.com/products/project-portfolio-management.html



Actual time worked on project tasks, incidents, stories and more can easily be tracked in the new timesheet



The Project Status Portal allows for ad-hoc viewing of projects across portfolios based on a variety of criteria.