

# ServiceNow Project Portfolio Suite

## Benefits

### Work Smarter by Aligning Resources to Goals and Strategy

- Leverage self-service features to drive business users to a single entry point for all service requests and ideas
- Justify and prioritize demands in real-time by collaborating with key stakeholders across all portfolios so decisions are not made in isolation
- Change the perception of IT to one of a strategic business partner by aligning to their needs

### Work Faster Through Full Integration with the ServiceNow Service Management Cloud

- Spend less time chasing status and reacting – 66% of enterprise workers lack time to get their work done. In fact, 100 e-mails occupy over half an enterprise workers day
- Native integrations into the ServiceNow platform gives the PMO insight into non-project workloads, creating a more realistic view of resource availability, thereby avoiding unforeseen project delays
- Lower barriers to adoption caused by complexity and disparate PPM solutions

### Get up and Running in the Cloud Right Away

- Increase time to value with implement in less than 2-months versus 6-12 months for legacy solutions
- Seamless upgrades allow you to access innovation faster

### The Challenge

It's no secret that most organizations are under pressure to do more with the same budget. However, this problem is getting progressively worse. Rapidly advancing technologies requires you to work more efficiently in order to deliver transformational projects back to the business. Addressing this requires organizations to call into question whether traditional tools and processes have been creating inefficiencies across the project lifecycle for years.

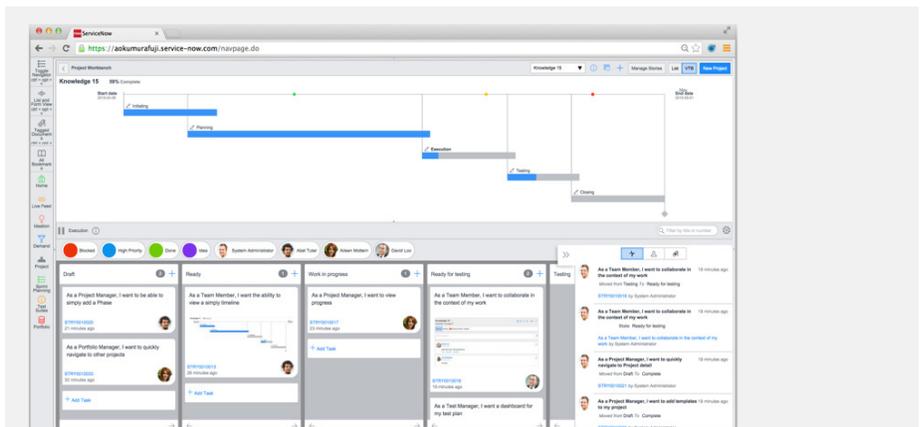
Leaders across the enterprise do not feel confident that they are investing in the right projects. There are a few challenges here to overcome, but first and foremost is the lack of insight into business demand. Ideas are coming in from different parts of the organization via phone call or e-mail and it's very inefficient. The business doesn't have a single entry point to request new services or make suggestions for enhancing an existing service. As a result, demand intake is decentralized. Additional e-mails or phone calls will ensue as these different groups try to route the idea through the appropriate channel for review and delivery.

Once a project has been finally approved, teams are managing work in silos using multiple disparate systems. It has created a big gap between the Project Manager and the Project Team. As a result management is struggling to capture timely status updates throughout the project lifecycle. However, a larger problem here is that there is little confidence that any of this work will provide value back to the organization. And with a non-structured approach to prioritization for projects, work can be out of alignment with the goals and strategy of the enterprise.

With limited visibility into the increasing backlog of prioritized demands it is difficult if not impossible to optimize resource allocations and budgets. It is no wonder that organizations today are looking for new ways to meet these increasing business demands.

### The ServiceNow Solution

ServiceNow® Project Portfolio Suite is the cloud productivity platform for project teams empowering them to work faster and smarter across all kinds of work, right away. It is a comprehensive suite including ServiceNow Project Portfolio Management, Resource Management, Demand Management, and Software Development Lifecycle Management. Project teams can overcome today's challenges by leveraging the ServiceNow Project Portfolio Suite.



Project manager enters the Project Workbench, applies a template, and begins planning

The ServiceNow Project Portfolio Suite:

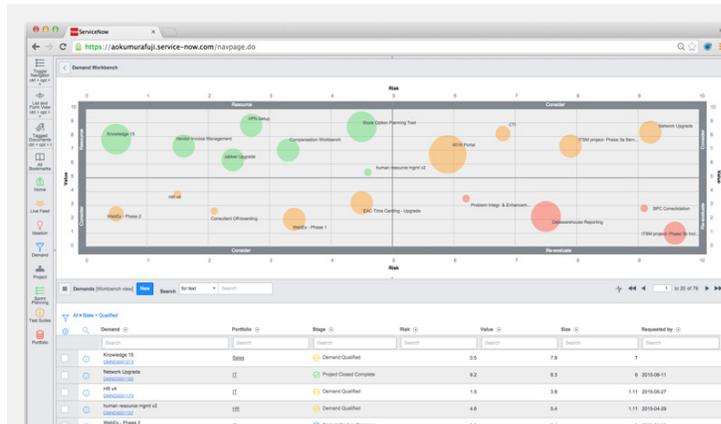
- **Helps align work to goals and strategy:** With insight into business demand, you can now leverage a structured workflow to ensure IT is working on the right projects.
- **Increases visibility with real-time dashboards:** The business end user has access to the state of the idea submitted within a ServiceNow dashboard and also be notified that the idea was accepted, demand was approved, and project work is in progress. The project team gets status updates much closer to real-time and reporting is very fluid and timely.
- **Provides faster time-to-value:** You get adoption at the team member level, which is enabling your Project Teams to be more productive. IT begins delivering services faster and smarter.

**ServiceNow Project Portfolio Management**

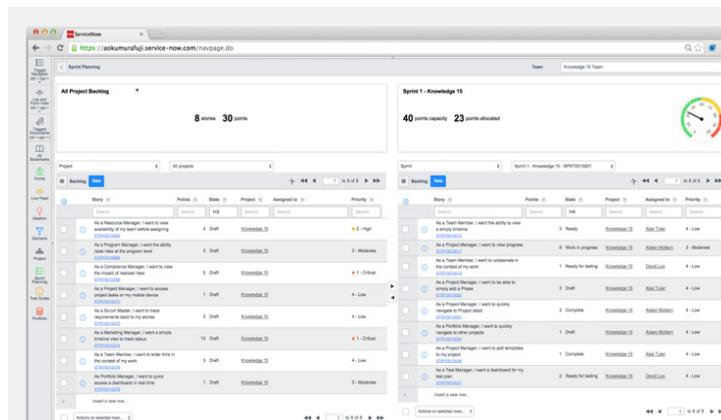
ServiceNow Project Portfolio Management (PPM) organizes development tasks into projects, and projects into portfolios – providing collaboration, reporting and tracking for your project planning and business decision-making.

This provides you with the ability to 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 projects and ITIL® processes (including incident, problem, change and release management) from a single system of record ensures all project activities are captured and enables the business to administer all their tasks in one place.

ServiceNow PPM delivers a versatile, scalable approach to managing projects and project portfolios across the enterprise by leveraging lists, forms, gauges, Gantt charts, dashboards and timeline visualizations. PPM helps you to manage costs, schedule resources and meet quality standards. Included with PPM are out of the box integrations with ServiceNow Demand Management and Resource Management to provide you a complete program management approach.



Demand Workbench provides information required to prepare business case, qualify, and work with executive team to approve demand



Sprint Planning in SDLC: Service Owner collects user stories to form Project Backlog, forms Scrum Team, and Plans Sprints

ServiceNow PPM helps you improve your visibility by simply and easily creating personalized dashboards and timeline visualizations for executive visibility into projects and project portfolios across your entire enterprise. In addition you can keep all your project teams informed with consolidated work queues to help resources manage project work in parallel to their day-to-day operational responsibilities so you can keep workers and managers in synch with consolidated work queues and an understanding of the status of every task, project and portfolio.

Finally you can automatically update project timelines based on task dependencies, milestones and resource availability with interactive task and resource allocation enabling you to easily adapt at the speed of business. You can help the business better

understand the entire IT project portfolio for more informed investment decision making while at the same time improve the ability of IT to explain the value of projects to business decision makers.

**ServiceNow Resource Management**

Staffing costs are one of the largest components of any budget, and yet significantly more management effort is expended on infrastructure than on these expensive resources. Effective management of resources and accurate forecasting of resource needs are constant challenges at any enterprise. ServiceNow Resource Management enables your project managers and resource managers to create resource plans, request staffing for projects and assign people to specific tasks. It provides a consolidated view of staff availability, allocation and capacities

for all work tracked in any ServiceNow application, including projects, incidents, problems, changes and even custom applications built on the ServiceNow Service Automation Platform. It also provides you accurate resource forecasting.

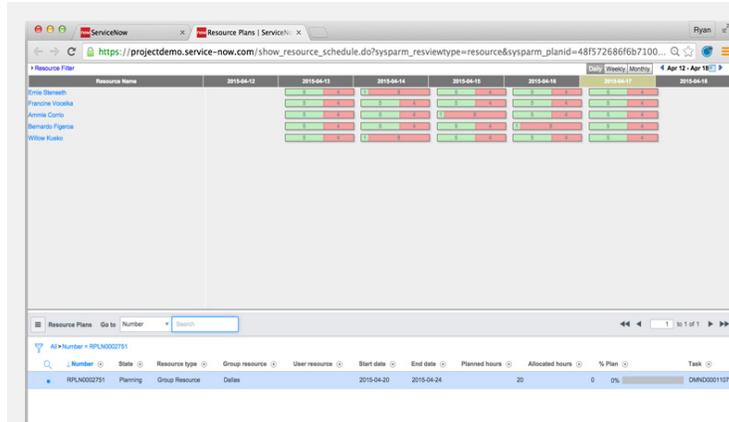
ServiceNow Resource Management brings you management and forecasting capabilities together in a single tool. As a result you can optimize staff allocation so you can see which resources are available at any given time while at the same time distribute tasks with an understanding of existing resource workloads. You are able to match your resources with requirements so you are able to be more precise in your alignment of resources with requests using easy to use calendars and schedules.

In summary, ServiceNow Resource Management enables more efficient resource analysis and forecasting because you can now analyze resource requirements quickly and easily using integration with ServiceNow Project Portfolio Management.

**ServiceNow Demand Management**

In many enterprises today, there many demands filtering in from a multitude of sources and delivered via many channels, executives often cannot access all the information that they need to make informed, strategic investment decisions. And even if they can collect all the data that they need, contrasting one demand against others can be challenging, as well as ensuring that the right stakeholders are involved in the decision-making process. The result is that demand is overwhelming PMO's and causing projects to be out of alignment to the needs of business. Further, it is almost impossible to get a complete view across all portfolios – making it extremely difficult to make, monitor, and validate future investment decisions.

ServiceNow Demand Management centralizes all your strategic requests from the business and streamlines the investment decision process for new



Resource Manager views resource plan inside Resource Console and allocates users to the Project

products and services – or enhancements and defect repairs to existing products and services. Demand Management enables the generation, development and communication of new ideas – supporting corporate initiatives to drive and grow the business. Demand Management provides you the ability to assess, manage and accurately forecast demand for products and services. It enables ideation – generating, developing, and communicating new ideas – to support corporate initiatives to help improve, drive, and grow the business. It provides you the ability to easily assess, track, manage, and accurately forecast demand for products and services.

**ServiceNow Software Development Lifecycle**

Many organizations have multiple, standalone tools for tracking software development and projects resulting in a disconnect between enhancements and fixes. ServiceNow Software Development Lifecycle (SDLC) helps you solve that problem as it manages development efforts and defines the tasks required for developing and maintaining software throughout its lifecycle. It manages scrum or waterfall development efforts and defines the tasks required for developing

and maintaining software throughout the lifecycle, from inception to deployment. Development and operations share data across applications and ITIL® processes to determine future enhancements or track issues based on actual incidents, problems and changes. Your visibility into the development lifecycle is increased and reported across development teams.

ServiceNow Test Management is a user acceptance testing (UAT) framework that, used in conjunction with ServiceNow Project and SDLC, enables project teams and business users to deliver higher quality services, faster. It helps you to align your project teams and business users to a common outcome in the delivery of business services. With ServiceNow, your quality teams can develop and manage test plans from requirements gathered during the life of the project without leaving the context of the project. This creates a more seamless and collaborative experience that will drive more efficiencies into your testing processes. Additionally, Test Management can help you remove the friction between your quality teams and the business by replacing manual, time-consuming documentation with a modern experience for UAT execution.



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