ServiceNow
Project Portfolio Management

The IT Challenge

IT executives need to understand the complete breadth of IT projects and project portfolios across the enterprise in order to make informed business decisions. But this is difficult when data about resources, tasks, requests, projects and configurations is stored in disparate systems. Consequently, legacy project and portfolio management systems end up adding considerable overhead to tracking resources, recording time and planning.

Project managers are typically burdened with administrative duties such as re-entering information from a multitude of sources or updating tasks on behalf of team members who either don't have access to the application or simply refuse to login to the project management system. In addition, it is often challenging for project contributors to share their knowledge and collaborate with one another. The result is that many organizations end up duplicating efforts, wasting unnecessary resources and time or experiencing unexpected delays. With no method to manage all tasks in one location or track initial requests through execution – team members are unable to work together to add value to assigned tasks and projects.

The ServiceNow Solution

ServiceNow® Project Portfolio Management (PPM) delivers a versatile, scalable approach to managing IT projects and portfolios across the enterprise. Leveraging lists, forms, gauges, Gantt charts, dashboards and timeline visualizations, the application helps to manage costs, schedule resources, and meet quality standards. With this solution, ServiceNow provides end-to-end visibility, from initial request to execution and delivery and all the way through to ongoing operations.

ServiceNow PPM organizes IT tasks into projects, and projects into portfolios – providing collaboration, reporting and tracking for project planning and business decision-making. This provides organizations 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. Out-of-the-box interoperability with ServiceNow Demand Management and Resource Management provides a complete solution. The ServiceNow PPM application also leverages other ServiceNow applications and social features like ServiceNow Chat, Live Feed and Knowledge Management to empower every team member to easily collaborate and add value to assigned tasks and projects. This provides transparency, and allows project management teams to work together, reducing duplicate efforts and solving everyday project conflicts – quickly and efficiently.
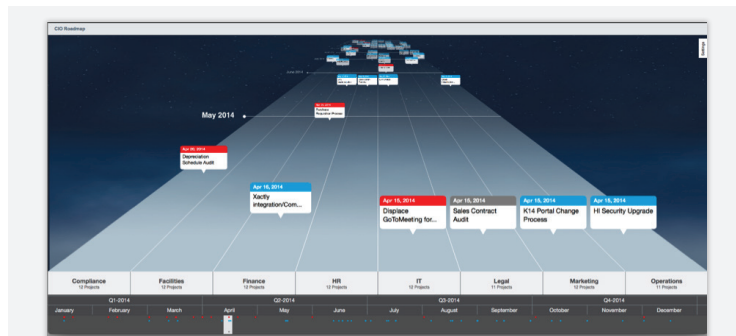
Executive level timeline visualization that displays all an organization's IT projects and portfolios

Stay Informed and Aligned

Get an at-a-glance view of projects with reports, the portfolio dashboard, and project views and view them anywhere, anytime, on any device. Gain visibility into slipped milestones, graphs of resources by project, and projects listed by percentage complete and percentage to plan. Integration with ServiceNow Resource Management provides comprehensive oversight of project resource requests, allocations and availabilities. Create personalized dashboards for executive visibility and leverage Gantt charts, automated notifications and milestone tracking, and on-demand and scheduled reports. Help the business better understand the entire IT project portfolio so they can make more informed investment decisions aligned to strategic goals and objectives.

Timeline Visualization

Timeline visualization provides a high-level view of an organization's strategic and operational activities over time. The CIO Roadmap is an interactive visualization that shows all an organization's IT projects and portfolios – providing an elevated perspective of strategic and operational activities over time and a granular list view of requests by portfolio. This visualization gives executives, stakeholders and decision makers multiple ways to view the projects within each portfolio and effectively plan future projects and estimate resource requirements.

Centralize and Standardize Project Requests

Project data is often stored across disparate systems, making it difficult to track and manage projects successfully. ServiceNow provides a single system of record and multiple ways of capturing project requests through a unified interface. Organizations can centralize the capture of project requests – through a self-service portal or right-click conversion of any incident, problem or change request tracked in ServiceNow – and leverage
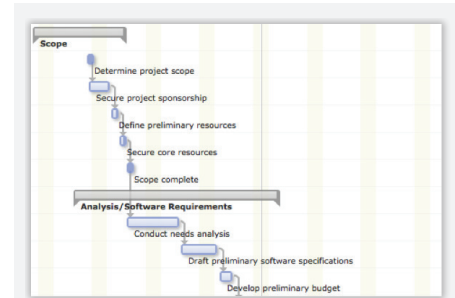
ServiceNow Demand Management to build and assess a business case. Upon approval, projects are tracked in ServiceNow throughout their lifecycle. With this process, the business can standardize how requests are submitted, processed and executed. IT leaders, requesters, key stakeholders and decision-makers can then track the status and progress of all project requests across the enterprise.

Task and Resource Optimization

The ServiceNow workflow engine supports any project methodology, allowing project managers to mirror current business processes or develop innovative new ways to automate project tasks. Simple, consolidated work queues facilitate project task management and balance importance vs. urgency to better prioritize tasks to deliver against expectations while allowing resources to continue day-to-day operational responsibilities. Managers have consolidated views of all types of work assigned to users and specific resource groups. Users view and update multiple task records using visual task boards in a graphic-rich environment, ideal for touch screen devices. The interactive Gantt chart views give users the ability to drill down to task level detail or change resource timeline allocations with drag and drop functionality. Project timelines automatically update based on dependencies of tasks, milestones and resource availability. The unified system makes managing projects very intuitive and straightforward.

Communicate, Share and Collaborate

Collaborate across the organization with inbuilt chat, Live Feed and a robust knowledgebase – anywhere, anytime, on any device. Chat capabilities can be used to improve collaboration from the initial project request through execution and delivery. ServiceNow Live Feed publishes information about upcoming or ongoing projects and their status to an internal subscriber-base of interested parties and stakeholders. The internal online community can also document and

respond to inquiries based on previous knowledge and experience, ensuring that project teams are fully informed and stay on track.

Use Gantt charts to review project timelines and highlight potential conflicts

Compare planned resources against actual resources to improve forecasting
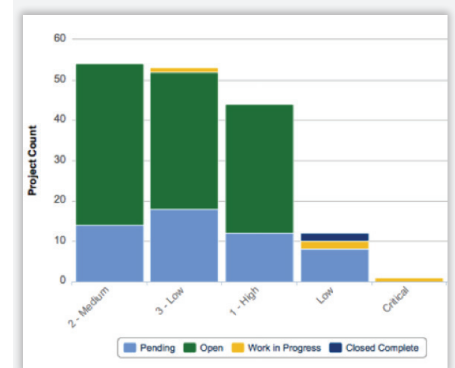
Dashboards make critical information rapidly actionable