

ServiceNow Resource Management

Benefits

- Get Accurate, Real-time Views of Resource Availability**
 Provide resource requesters and managers with accurate availability information across all resources necessary to accomplish any task managed by a ServiceNow application, enabling more accurate resource allocation and faster creation and resolution of resource requests.
- Achieve a Single Resource Management System for All IT Work**
 Deliver consistent resource management to every operational and project-related IT task and all relevant applications, for greater integration of resource management and task-related information views and actions.
- Match Resources with Requirements More Effectively**
 Enable more precise alignment of resources with requests via calendars, schedules, and flexible allocation options, to avoid repeated over-allocation of resources for operational tasks “just in case.”

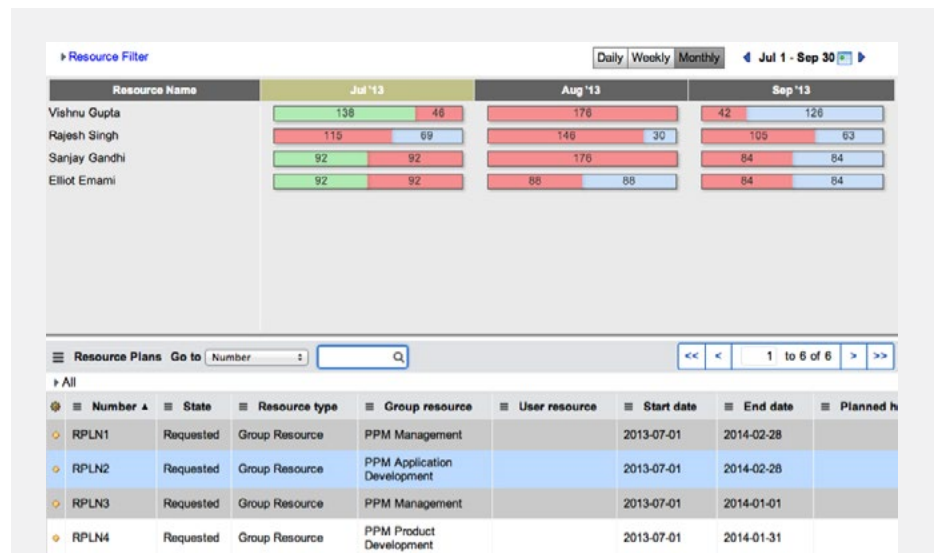
The IT Challenge

Staffing costs are often the largest component of an IT budget. Yet typically, more management effort is focused on the IT infrastructure than on the most expensive resources IT requires: people. IT struggles to gain accurate, timely visibility into the capacity, allocations, and availability of those resources. This lack of visibility leads to suboptimal resource distribution, inaccurate budget forecasts, and resource underutilization.

Legacy resource management products often exist outside of the core IT infrastructure. This disconnection results in unreliable availability information. In turn, IT teams respond by abandoning those products for manual, error-prone processes and spreadsheets requiring near-constant updates and revisions. Resource managers are then constantly challenged to produce accurate resource availability reports based on merging constantly outdated, incomplete information. Those challenges are amplified by the frequent changes common to IT tasks, both operational (e.g., incidents, problems, changes) and planned (e.g., projects, enhancements, defect corrections).

The ServiceNow Solution

The ServiceNow Resource Management application enables project managers and resource managers to create resource plans, request staffing for projects, and assign people to specific tasks. The application also provides an accurate, real-time view of IT resource availability. Integration with the ServiceNow IT Service Automation Suite provides a consolidated view of staff capacities, allocations, and availability for all work tracked in any ServiceNow application. This includes applications used to manage operational and project tasks, as well as custom applications built on the ServiceNow Service Automation Platform.



The Resource Console provides a consolidated, flexible view of critical resource information

Resource Schedule and Calendar

The scheduling features of ServiceNow Resource Management include local time zone support, and enable resource managers to establish resource capacities quickly and accurately. Once capacity has been set for each resource through the resource schedule, each resource can add one-time or repeating events to his or her calendar. Event types include administrative, time off, operational work, or planned work. Resources can also allocate themselves to any task in the system, from the calendar or directly from the application being used for that task. People can schedule any event type as a future allocation, as an aid to more accurate planning of future work. Multiple resources can also be allocated to the same task with differing start and end dates. Users can easily see the tasks assigned to them, and tasks assigned to others to which those users have also been allocated.

Resource Plans with Workflow

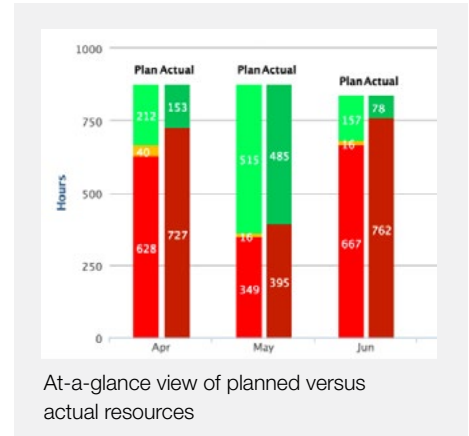
Resources can be requested from any task in the system, after which workflow helps automate notifications and approvals that improve collaboration and handling of changes in task schedules or requirements. Resource plans automatically inherit the information provided in the task description. Resource requesters can therefore quickly identify individual or groups of resources and estimate the effort needed to complete the task. Resource requesters can also immediately view the availability of selected resources before routing their requests to resource managers. This allows requesters to evaluate the likelihood of their requests for particular resources being granted before submitting those requests, reducing resource request volume and speeding up the overall requisition process.

Resource Console

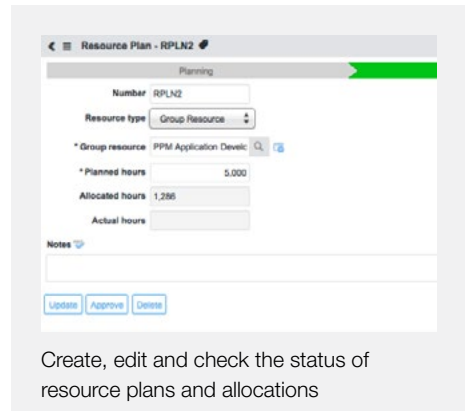
The resource console presents a consolidated interface for viewing and acting upon resource information. A single screen lists all resource plans and displays resource supply and availability information. Information display is filtered based upon the specific resource plan chosen by the resource manager.

The resource console also provides the resource manager with multiple options for viewing and acting upon the displayed information.

- *View Current Allocations*
A single click on a resource name or a color-coded allocation bar takes the resource manager directly to the appropriate calendar.
- *Use Time Periods*
Allocate or view availability of resources by day, week, or month, and across multiple time periods.
- *Filter Resource Views*
Quickly tailor resource information and plan views to specific preferences, roles, or needs, using the filtering features built into the ServiceNow Service Automation Platform.
- *Right-click Approvals*
Swiftly approve or reject completed resource plans.



At-a-glance view of planned versus actual resources



Create, edit and check the status of resource plans and allocations

| Resource Utilization (%) by Month | | | | |
|-----------------------------------|--------------------|-----|-----|--|
| Resource | Type | Jan | Feb | |
| PPM Management | Percent Allocation | 50 | 50 | |
| PPM Application Development | Percent Allocation | 50 | 100 | |

| Resource Availability (Hrs) by Month | | | | |
|--------------------------------------|--------------|-----|-----|--|
| Resource | Type | Jan | Feb | |
| PPM Management | Availability | 500 | 500 | |
| PPM Application Development | Availability | 200 | | |

| Resource Allocation (Hrs) by Month | | | | |
|------------------------------------|-------------------------|-------|-----|--|
| Resource | Type | Jan | Feb | |
| PPM Management | Allocation | 1,000 | 900 | |
| PPM Management | Allocation-Planned Work | | | |

View resource utilization, availability and allocation with built-in reporting and dashboards



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