

ServiceNow Project Portfolio Management

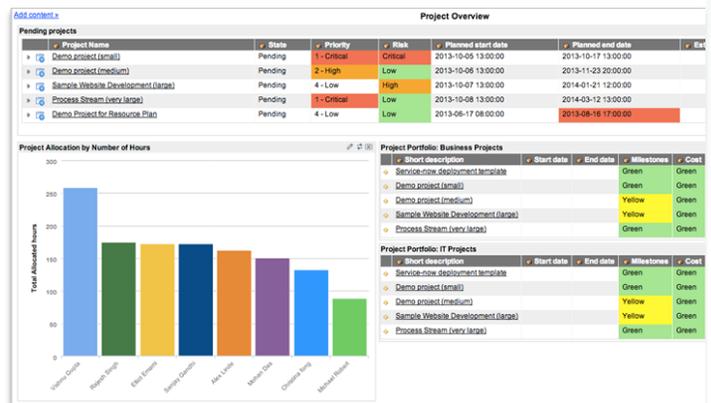
The ServiceNow Project Portfolio Management (PPM) application delivers a versatile, scalable approach to managing projects and resources across the enterprise. Leveraging lists, forms, gauges, Gantt Charts, and dashboards, ServiceNow Project Portfolio Management is designed to manage costs, schedule resources, and meet quality standards. With this solution, ServiceNow provides visibility from initial request through execution.

ServiceNow tracks and manages all projects, project resources, and ITIL processes (including incident, problem, and change) from a unified platform. This allows you to eliminate unnecessary project overhead of reentering information from disparate systems and allows employees to manage all tasks in one place.

ServiceNow Project Portfolio Management leverages other ServiceNow features like chat, Live Feed, and knowledge management, and ServiceNow Resource Management to empower every team member to easily participate, collaborate, and add value to assigned tasks and projects. This provides transparency, allowing project management teams to reduce duplicate efforts and solve everyday project conflicts.

Stress-Free Dashboard Creation

Point, Click, Configure! Let the ServiceNow flexible report builder help you to better understand project portfolio data, create personalized dashboards, update multiple records using powerful list edit capabilities, drill down to task and resource project details, and improve your ability to deliver projects on time, with required functionality, and within budget.



The screenshot shows the 'Incident' form in ServiceNow. The 'Number' field is populated with 'INC00010129'. The 'Caller' is 'Joe Employee'. The 'Created' date is '2011-08-25 11:10:23'. The 'Impact' is '3 - Low', 'Urgency' is '3 - Low', and 'Priority' is '4 - Low'. The 'Short description' is 'My SAP is Broken'. A 'Create Project' button is visible in the right-hand menu.

Integrated, Centralized, Standardized

Capture project requests through multiple interfaces throughout ServiceNow. IT users can easily submit project requests through the standard incident window. Even non-licensed end users can submit project requests through the employee self-service portal. No matter how a project is submitted, we will provide traceability and help you interpret project request data and make the best decisions.

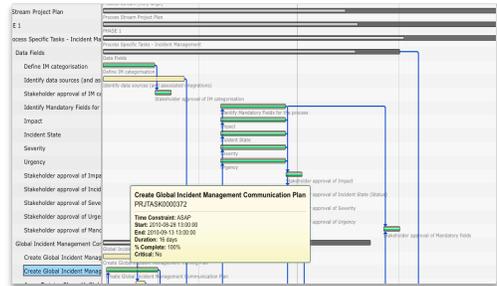
Simple Consolidated Work Queues

Project management is not an island. It is a network of resources tasked together to reach a common goal. The use of a consolidated work queue improves assignees' abilities to manage tasks from projects, service desk functions, or any other activity using ServiceNow. We will even help to balance importance versus urgency to better prioritize tasks to deliver on expectations.

Number	Configuration Item	Status	Short description	Opened
Priority: 1 - Critical (4)				
PRJTASK0000001		Work in Progress	Phase 1	2012-11-17 14:15:34
INC00010128	SAP_ORA01	Open	Outage on application SAP Financial Accounting beginning at 2011-08-25 11:04:18	2011-08-25 11:04:40
CHG00000003		Work in Progress	Roll back Windows SP2 patch	2010-07-02 16:47:34
CHG00000008		Open	Install new Cisco	2010-07-02 16:14:14
Priority: 2 - High (3)				
INC0000048	Sales Force Automation	Open	Having problems with performance on the Sales Tools	2011-03-10 14:05:36
INC0000027	Windows XP Hotfix (SP2) Q817606	Open	please remove this hotfix.	2010-11-02 16:55:55
PRB00000005	Car-1	Open	please remove this hotfix.	2010-07-02 17:40:00
Priority: 3 - Moderate (5)				

Interactive Task and Resource Allocation

Managers have consolidated views of all types of work assigned to users, and of specific resource groups. Integration with ServiceNow Resource Management and interactive Gantt chart views give the ability to drill down to task-level detail or change resource timeline allocations with drag-and-drop functionality. Automatically update project timelines based on dependencies of tasks, milestones, and resource availability in one single system – making managing projects and portfolios very intuitive and straightforward.

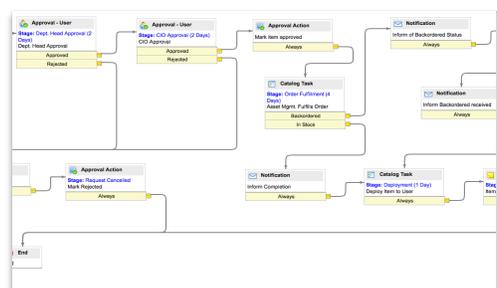


Communicate, Share, Collaborate

Unleash the brainpower of your organization with social IT tools from ServiceNow. Similar to commonly used social platforms, employees can post questions to a collaborative environment and have their internal online community respond to inquiries based on previous knowledge and experience, ensuring that your project teams stay on track.

Native Project Process Automation Engine

The ServiceNow graphical workflow editor supports any project methodology. Configure unique business rules to match your current business process or develop innovative new ways to automate project tasks. Increase efficiencies through standardized project templates and react quicker with automatic alerts, notifications, and approvals.



Track Time, People, and Money

Coordinate resource allocations and monitor project deadlines to ensure you are on target to deliver, on time, and within budgets. Project team members can conveniently update their own timecards through an easy-to-use web interface. Project and resource managers get accurate, high-level project, project portfolio, and resource management overviews, including budgets, timeline, and fulfillment rate of resources.

User	Allocation %	Planned hours	Actual hours
Ered Luddy	65	445.25	
David Leo	65	445.25	
Carol Coughlin	100	685	
Charles Beckley	65	445.25	
Charles Witherspoon	65	445.25	
Christen Mitchell	65	445.25	
Chuck Farley	65	445.25	

Get a handle on all your project requests ... select the most critical and profitable projects ... accurately allocate and track resources to meet demand ... and get social and save time with collaboration.