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Lab Guide

PPM 202: Increase Resource Utilization with Better Planning

Spencer Beemiller & Christopher Laws

Default Login / Password:

admin / Knowledge15

itil / Knowledge15

employee / Knowledge15

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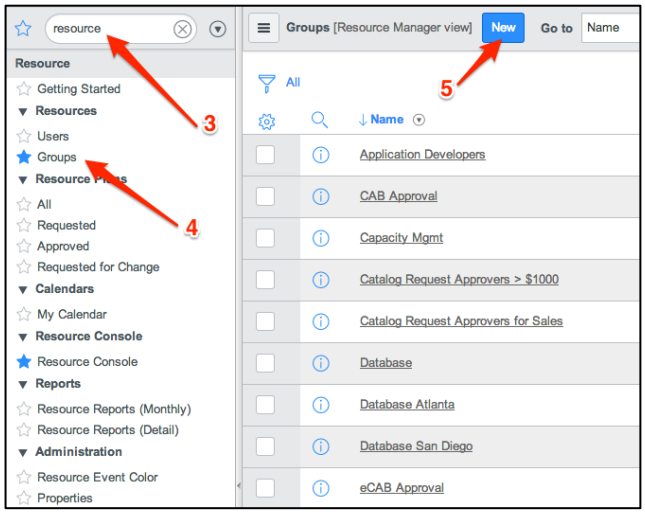
Lab Goal

For this lab, you impersonate company users/resources in your ServiceNow instance and set up their schedules accordingly. The admin uses the Weekend schedule; the rest of the team works standard 8 to 5 hours with an hour lunch break.

Lab 1
Setting Up Your Schedule

Log on to Your Training Instance and Set Your Schedule

1. Your instance URL is on the cover page.
2. Login using the **admin** credentials provided on the cover.
3. Scroll down to the Resource application or type Resource in the Type Filter text bar.

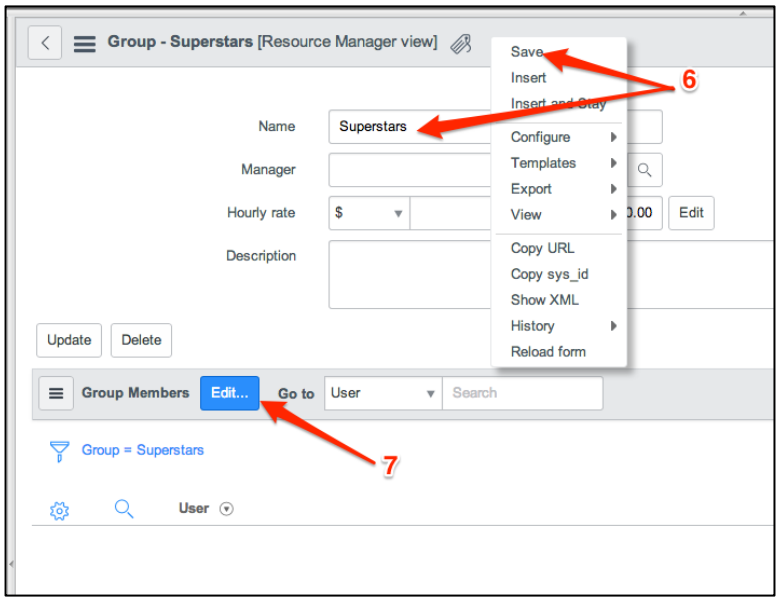


4. Click on the **Groups** module.
5. Click **New** at the top of the table.

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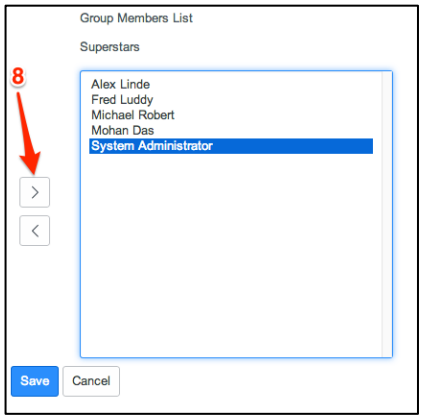
6. Enter **Superstars** for the Group Name. Right-click on the top bar to **Save**.

7. Click **Edit** on the Group Members Related List.



8. Add the following people to the Superstars Group: **Alex Linde**, **Michael Robert**, **Mohan Das**, **Fred Luddy**, and **yourself** (**System Administrator**).

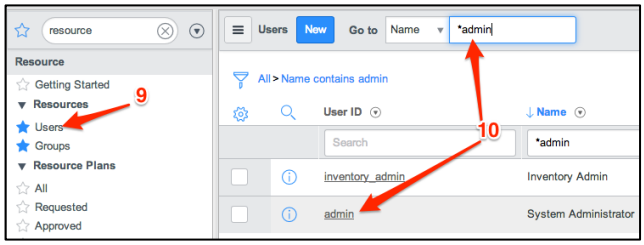
   Note: These users come with Resource Management Demo data, if not present please load.



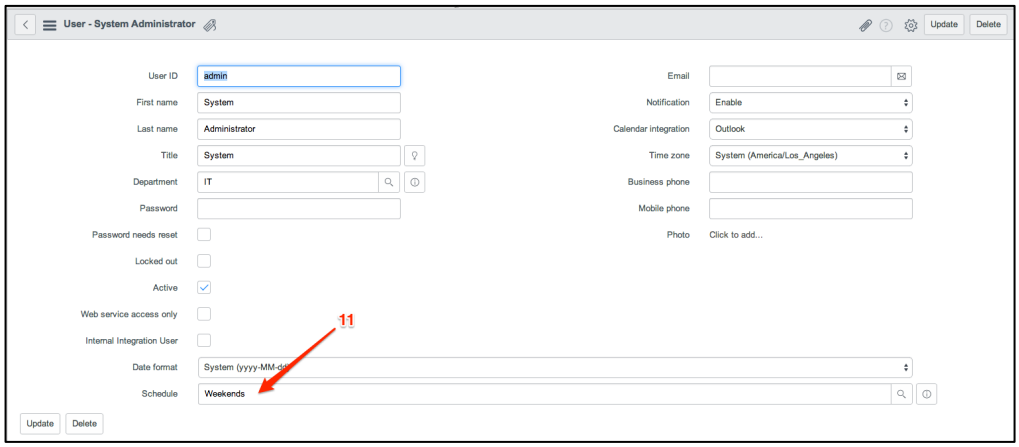
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9. Click the **Users** module in the Navigation menu.

10. Search for ***admin** (yourself) in the table and click the **System Administrator** record.



11. Associate yourself with the **Weekend** schedule in your user profile (you hard worker you).

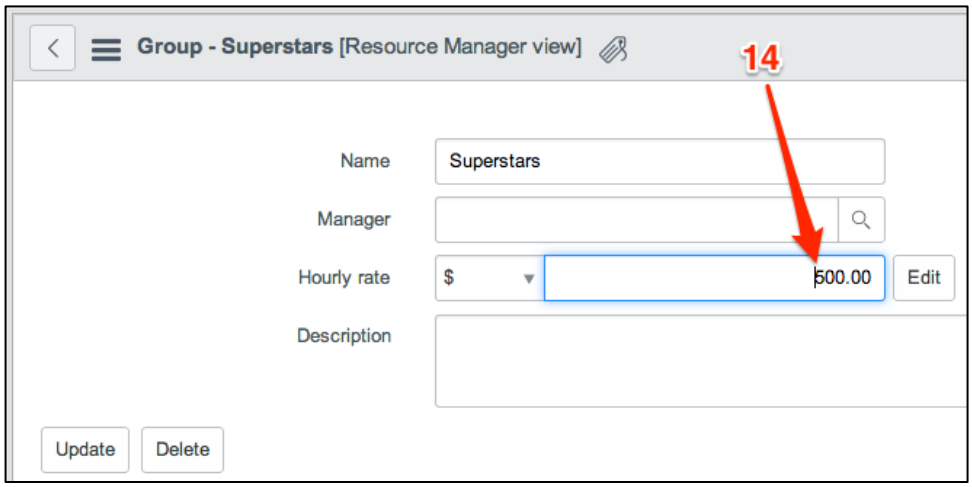


12. **Note**: By default, all users and groups follow the Resource Management Schedule, Monday through Friday 8 to 12, 1 to 5. This can be adjusted in the Properties Module of the Resource Management Application. Individual users can adjust which schedule they adhere to in their User profile as we just demonstrated.

13. Return to **Groups** under the Resource Management application and select the **Superstars** group you made in Step 6.

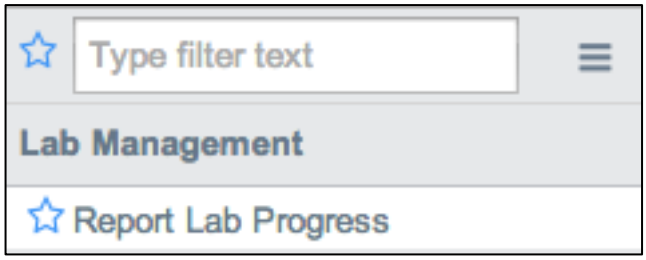
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14. Enter the rate of **500 dollars** per hour (after all, this is the Superstars team) and **Update** the record.

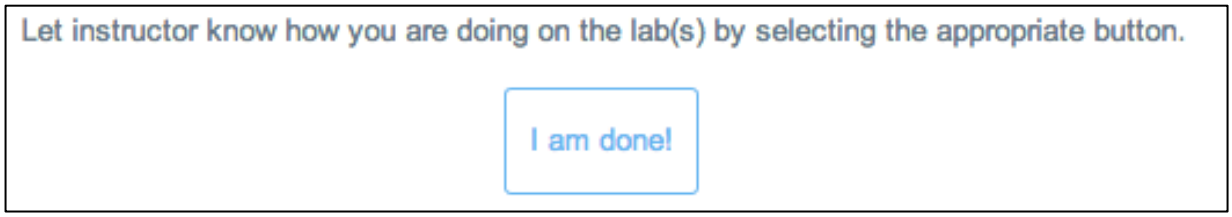


Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.



2. Click **I am done!**



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Lab Goal

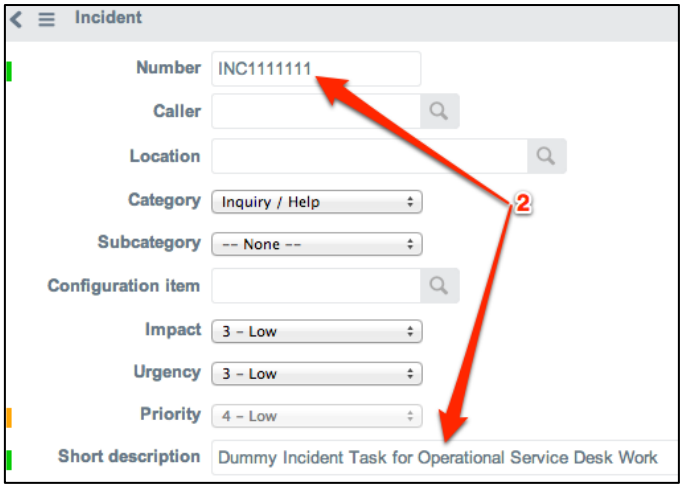
This lab explains how to block off a portion of our day/schedule to allocate for recurring operational tasks that do not necessarily have a start and end date. It also explores other types of events that we can reserve from an allocation point of view.

Lab 2
Allocate Recurring Tasks

Allocate Time for Operational Tasks

1. Go to the Incident application and **Create New.**

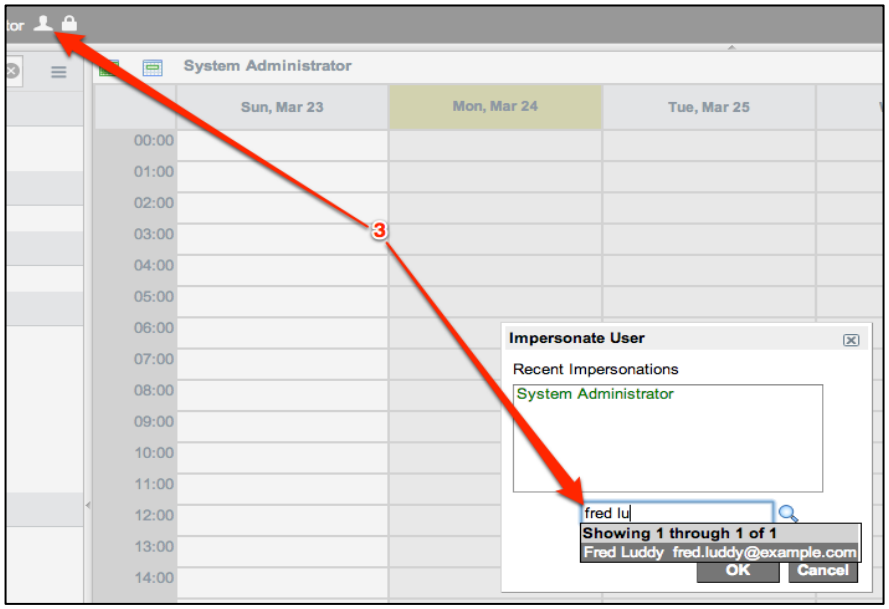
2. Create a dummy Incident for Reporting purposes that any User or Group can reuse for general Service Desk Operational use. Enter **INC1111111** for the number and fill out the short description as shown.



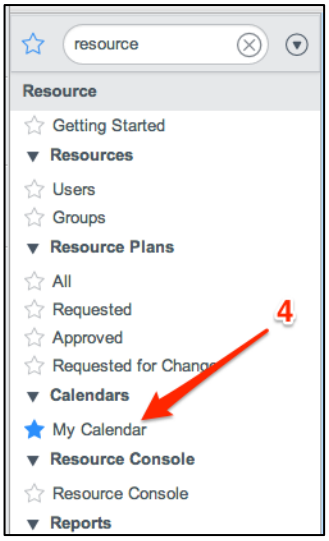
Note: For now, this is the best way to block operational time for allocation and reporting purposes. Actuals can be rolled up via Time Cards to give the exact time worked for the User on the exact Task.

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3. Impersonate **Fred Luddy** and block out **two** hours a day (weekdays) for him to work **Incidents** (Fred still likes to get his hands dirty in ServiceNow). Click the **Impersonate User** icon next to System Administrator in the menu bar and type **Fred Luddy** for the user.

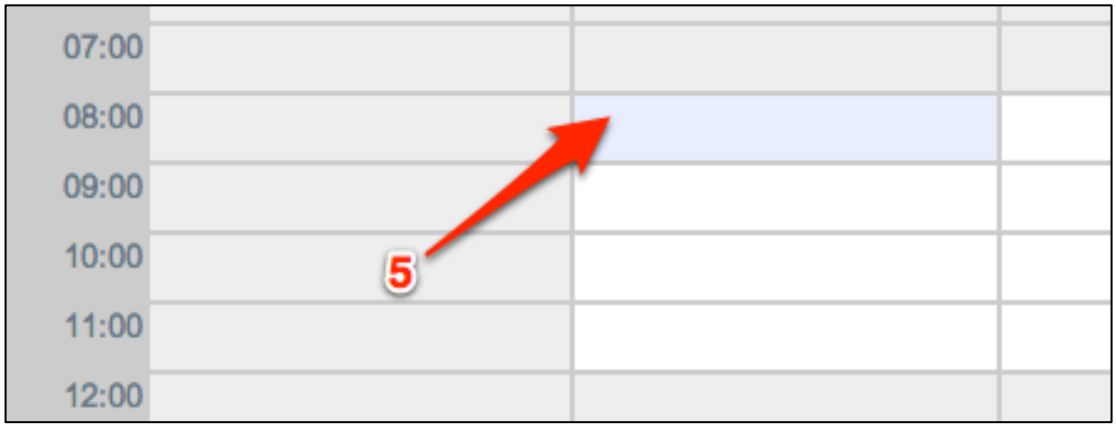


4. Now that you are impersonating Fred, click **My Calendar** in the Resource Application.

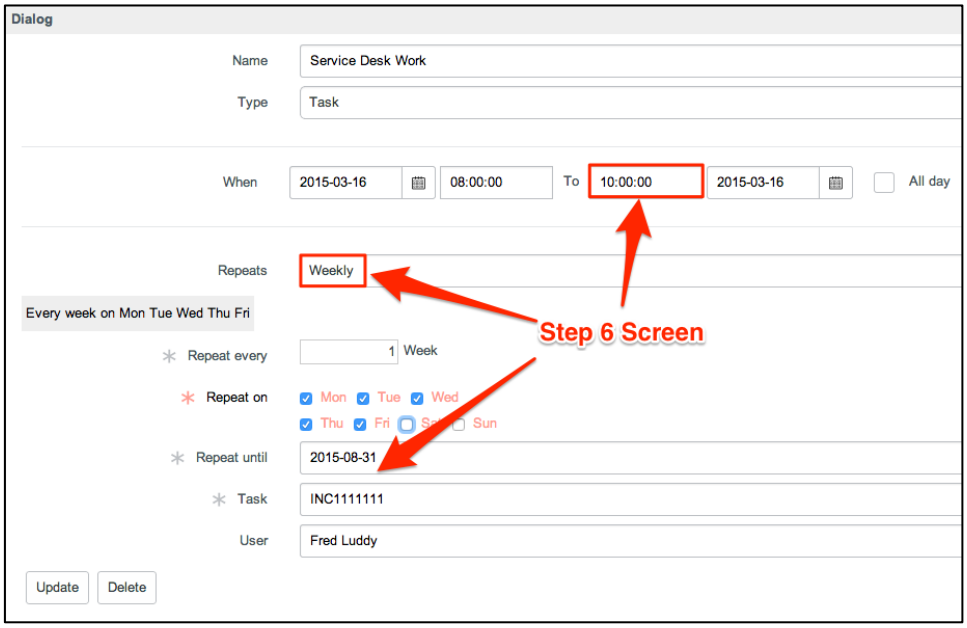


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5. Select the white block representing the **8 to 9 Monday** timeslot on the calendar by clicking it.



6. Add **2** hours a day to Fred's calendar for Service Desk work by selecting Type **Task**, changing the to time to **10:00:00**, repeating the event **Weekly** every workday until 2015-08-31 and associate it with the **Dummy Incident** task created in step 2. It should look like the example when completed.

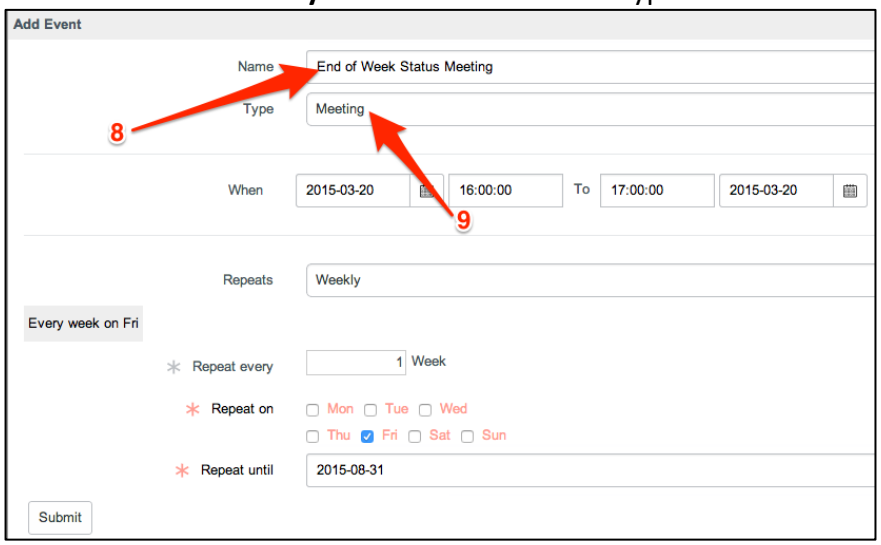


Note: User field may not appear until you save the form.

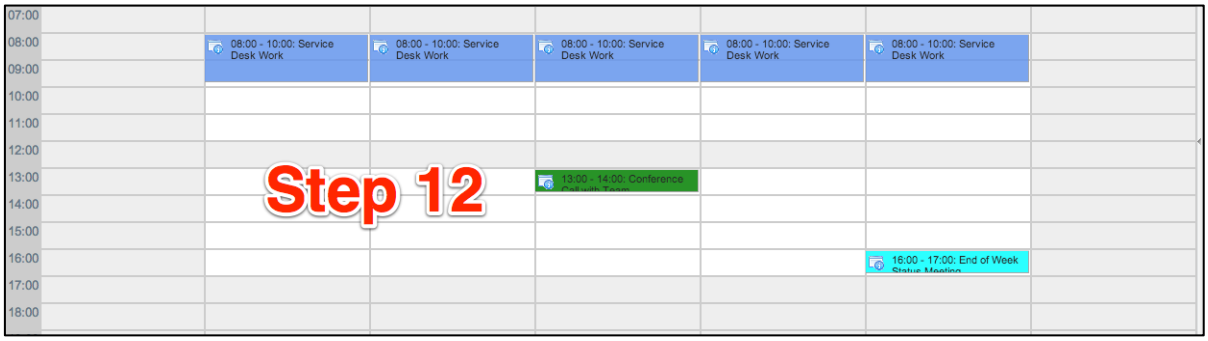
7. You should now see a repeating **blue** Task in Fred's schedule from 8 to 10 every weekday.

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8. Also add in an end of week status meeting for Fred from 4 to 5 every Friday. Click the **16:00 to 17:00** timeslot on **Friday** in Fred's calendar and type **End of Week Status Meeting**.



9. Select **Meeting** for the event type. Notice users can also block off Time off, Appointments, and Phone Calls as event types. Remember, you saw type **Task** in step 6.
10. Fill out the rest of the Event to match the example above.
11. Small Challenge: Add an Event of Type **Phone Call** to repeat weekly every **Wednesday from 13:00 to 14:00**.
12. When you finish, double check to make sure Fred's calendar displays like the example.



13. Log back in as the System Administrator by clicking the **impersonate** icon again and choosing **System Administrator**. The section of allocating operational tasks is now complete!

Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.
2. Click **I am done!**

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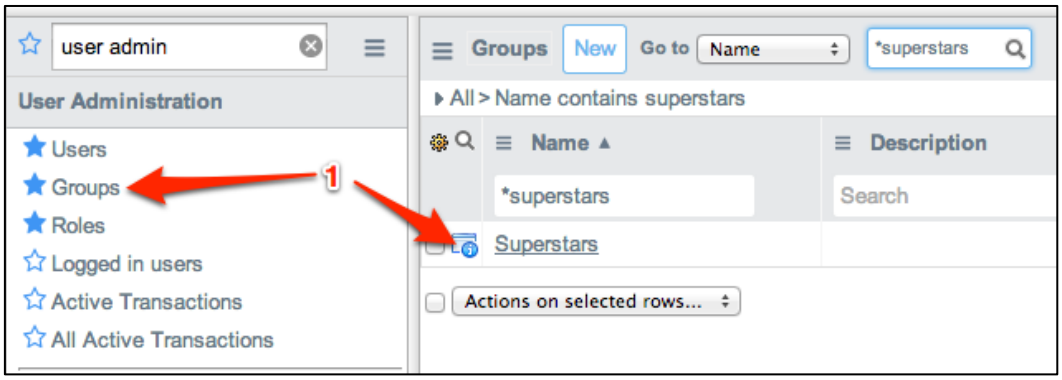
Lab Goal

In this lab, you impersonate Michael Robert, a Resource User on our Superstar team. While acting as Michael, you submit an idea for a project through the global Service Catalog and allocate a Resource Plan for that project against the Superstars group.

Lab 3 Create Resource Plan from PPM

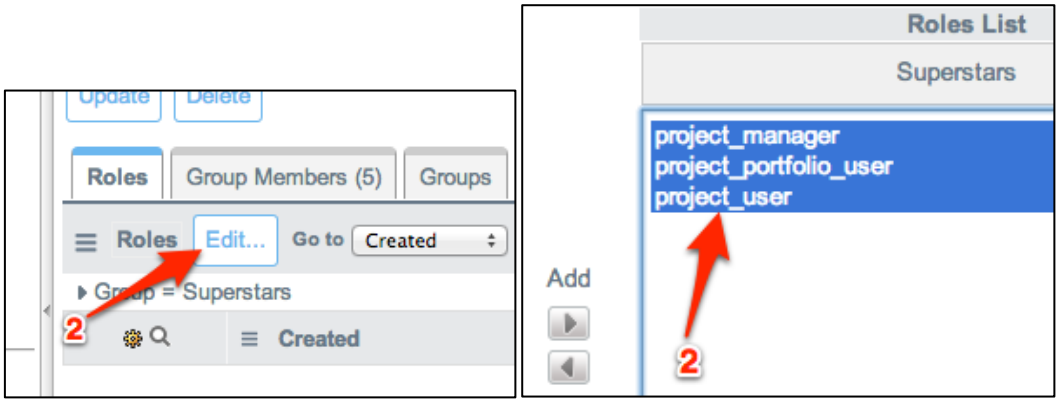
Set up Group Privileges and Adjust Project Form

1. First, give the Superstars group access to the Project Application. Click **Groups** under the User Administration Application. Search for *Superstars and click into the record.



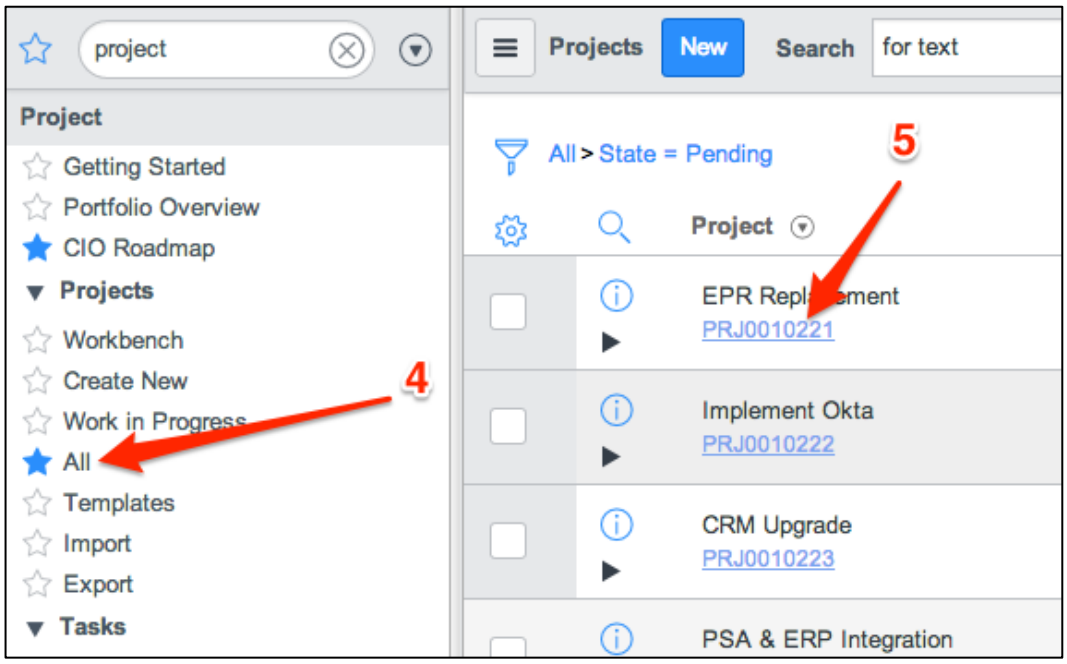
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2. On the roles tab of the record click **Edit** and add in **Project Manager**, **Project User** and **Project Portfolio User** roles**.**



3. **Save** the Related List and **Update** the Superstars group record accordingly. *Anyone in the Superstars group should now have access to the Project application.

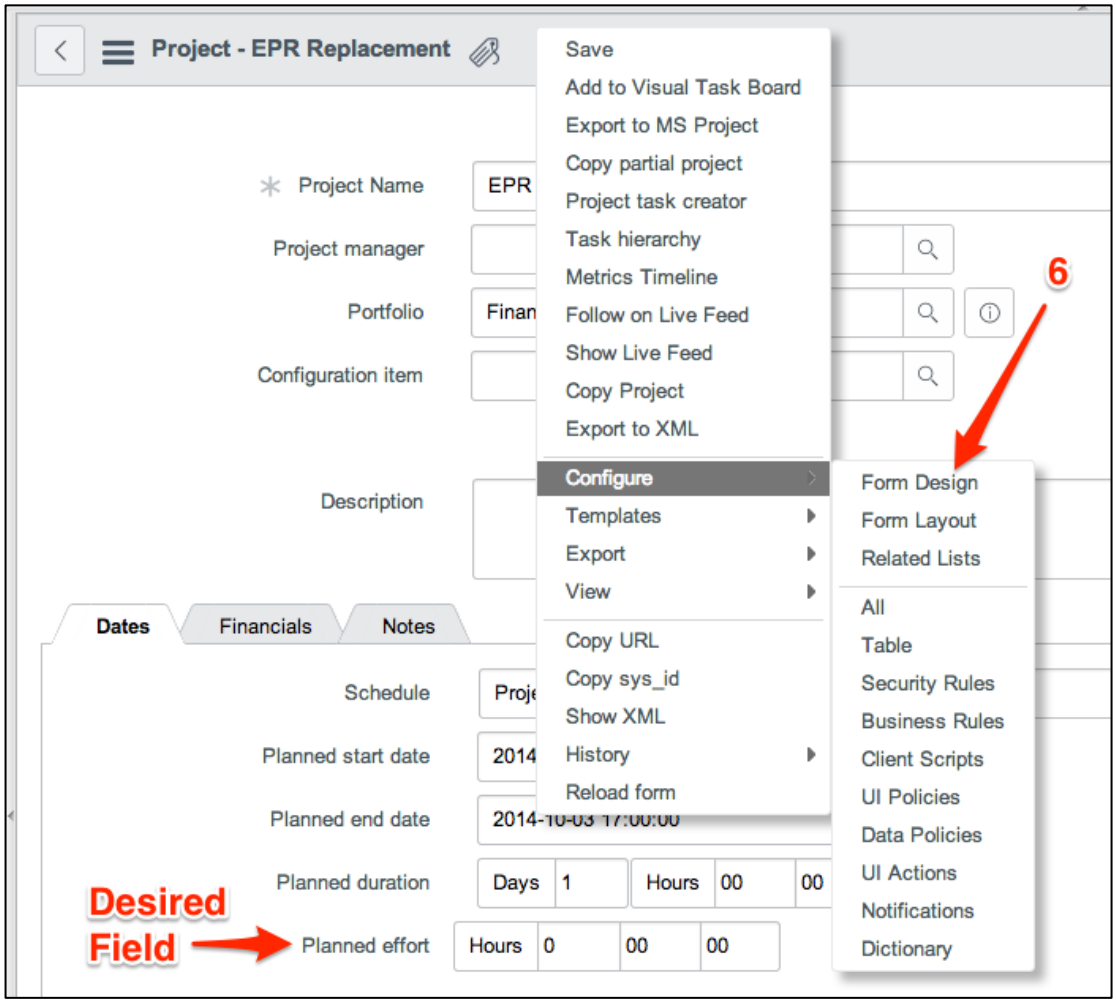
4. Now ensure a field is on the project form that auto-populates a field in the Resource Plan later (Eureka and prior instances may need to add this when upgrading to Fuji). Go to the Project application and click **All** Projects.



5. Click any **Pending** Project in the list.

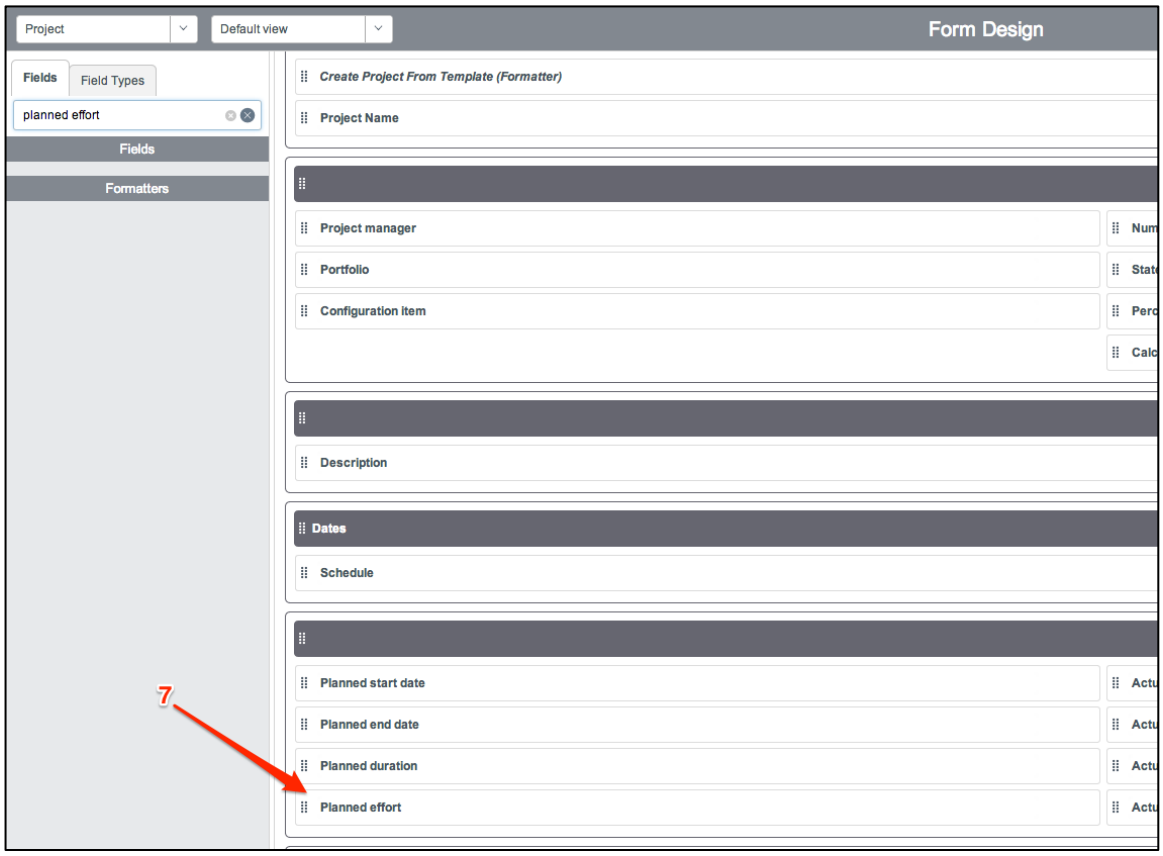
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6. Right-click the Project menu bar and select **Configure -> Form Design**.



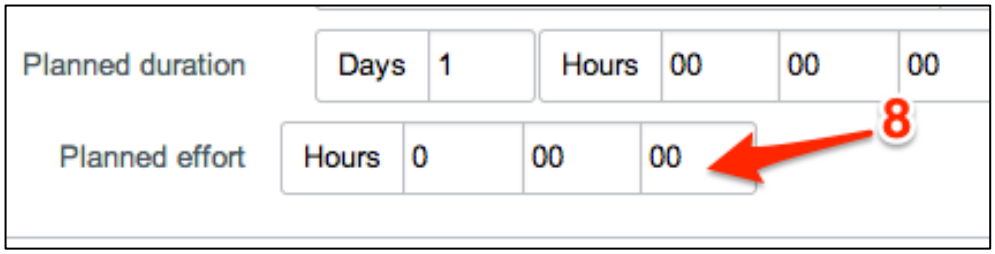
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7. From the Form Design page, filter on **Planned Effort** on the left side, drag and drop the field under Planned Duration, and **Save** the form.



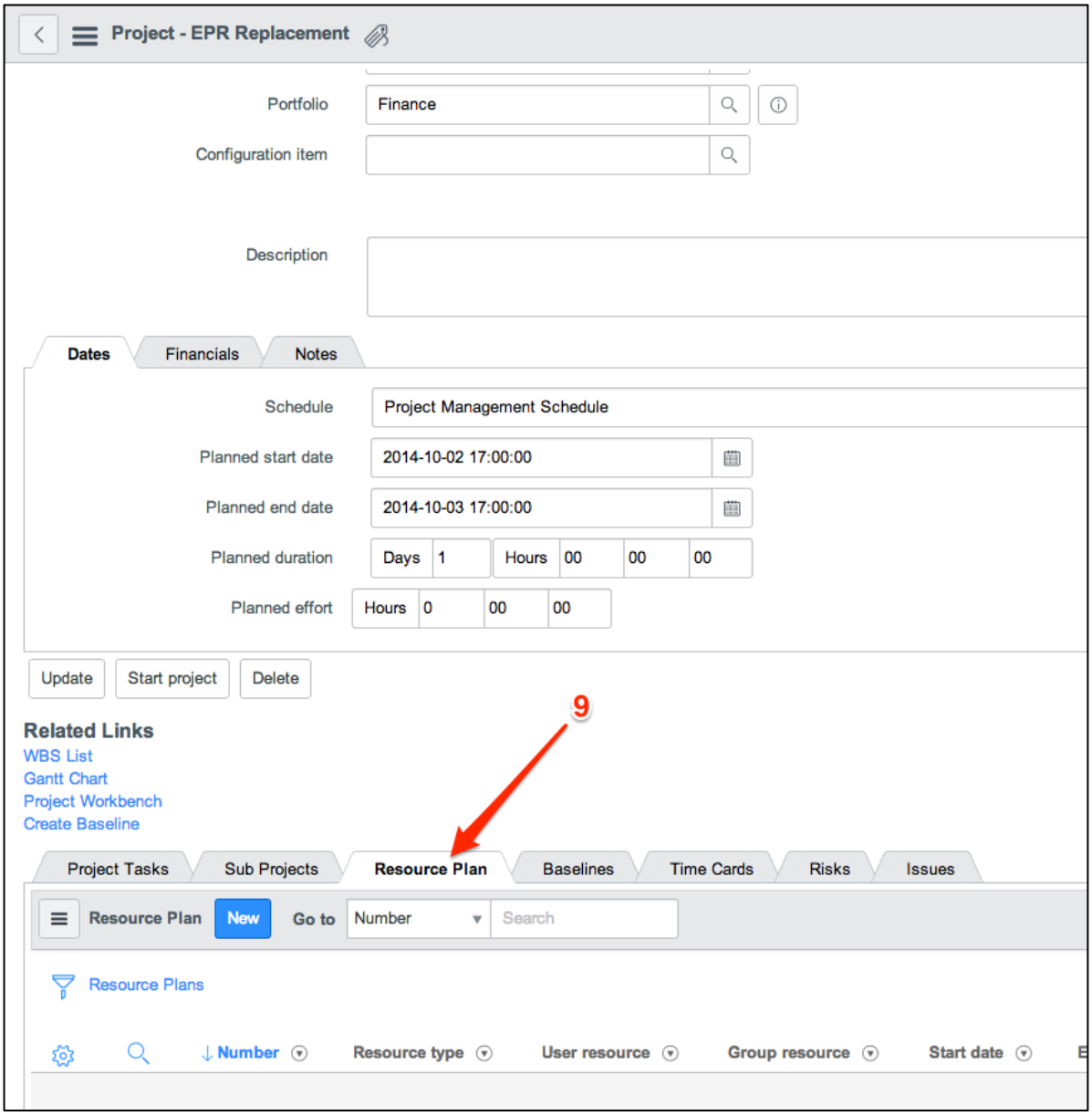
Note: This should already be present in your Lab instance but may not be in your company's instance on the default Project Form.

8. Refresh the project page to see the newly added Planned Effort field.



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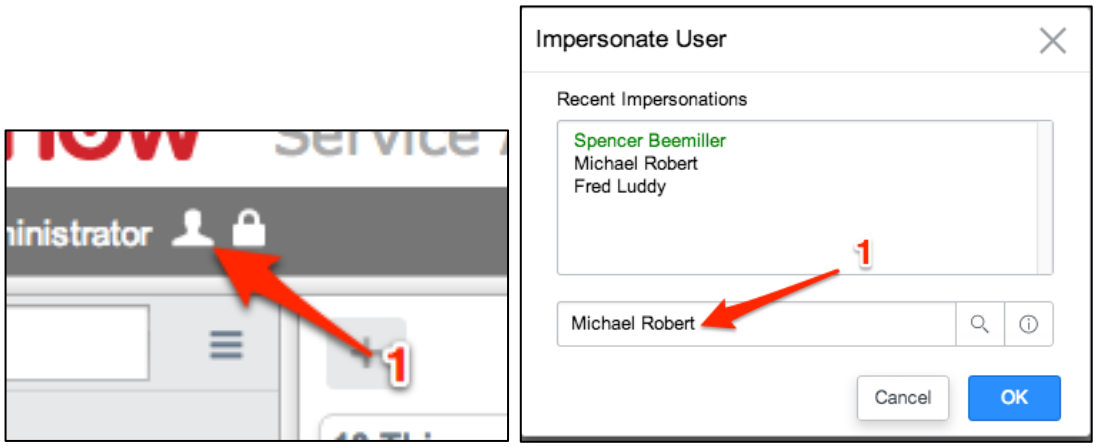
9. Also ensure the **Resource Plan** related list displays at the bottom of the Project Form. This should also be there by default in you lab instances but may need to be added after upgrade for pre-Dublin customer instances.



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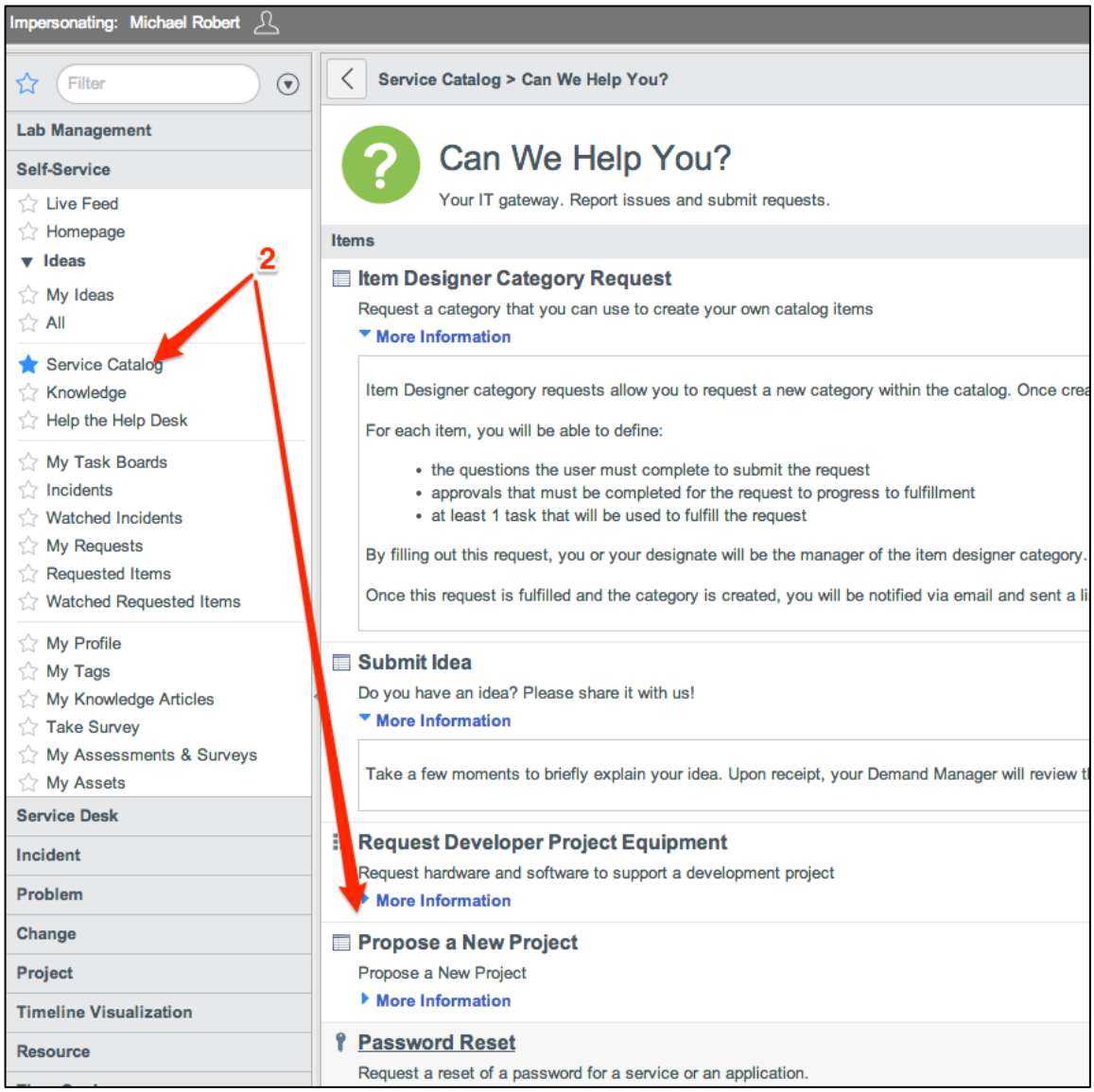
Submit a Project through Service Catalog & Add a Resource Plan

1. Impersonate Michael Robert by clicking the **Impersonate User** icon.



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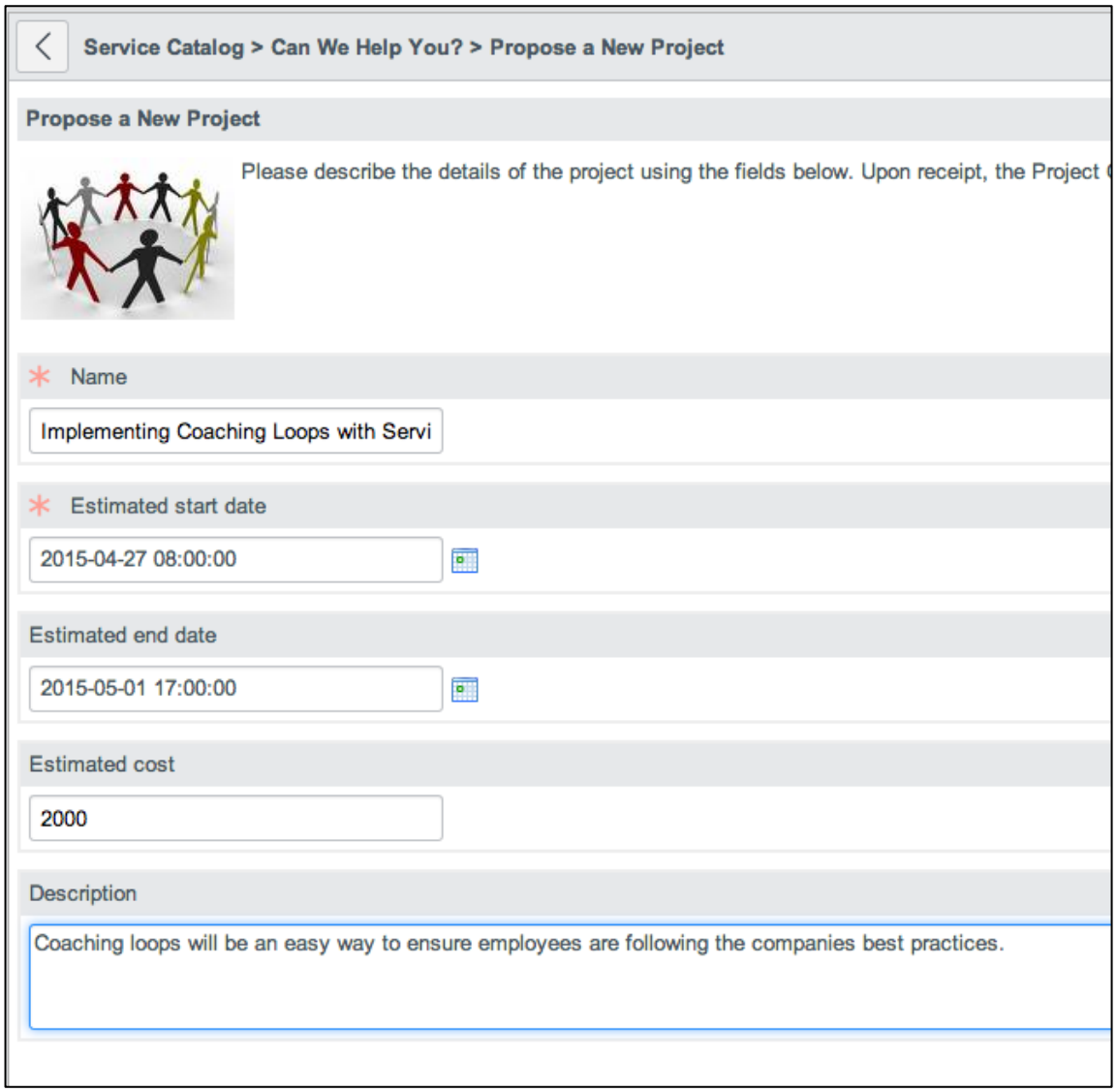
2. Click **Service Catalog** under the Self-Service application and **Propose a New Project** in the **Can We Help You?** category section**.**



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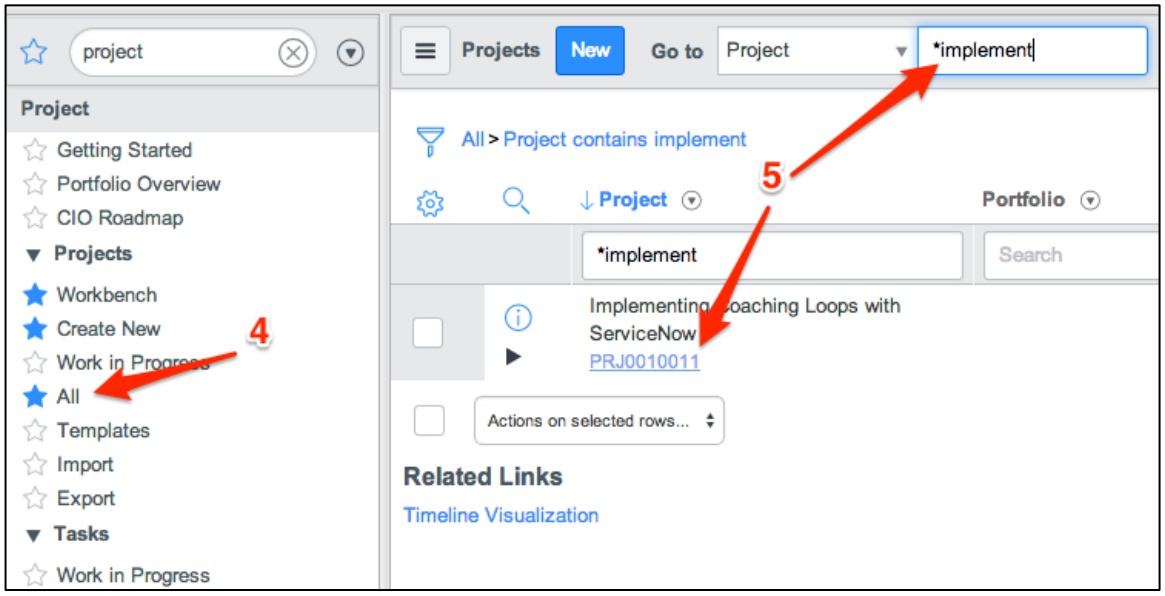
3. Fill the fields out as follows and click **Submit**.

   Name: **Implementing Coaching Loops with ServiceNow**
   Estimated start date: **2015-04-27 08:00:00**
   Estimated end date: **2015-05-01 17:00:00**
   Estimated cost: **2000**
   Description: **Coaching loops will be an easy way to ensure employees are following the companies best practices.**



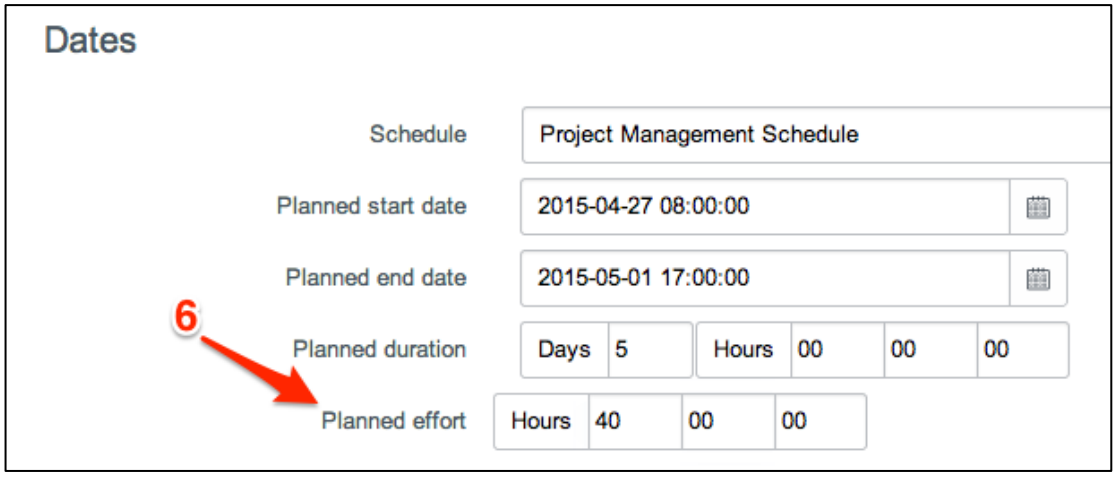
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4. Go to **All** projects under the Projects application.



5. Search for the Project just submitted by typing ***Implement** in the search bar. Click into the newly submitted project record.

6. Since the project is going to take a week to build, test and implement, enter in **40** hours for the **planned effort** and **save** the form.



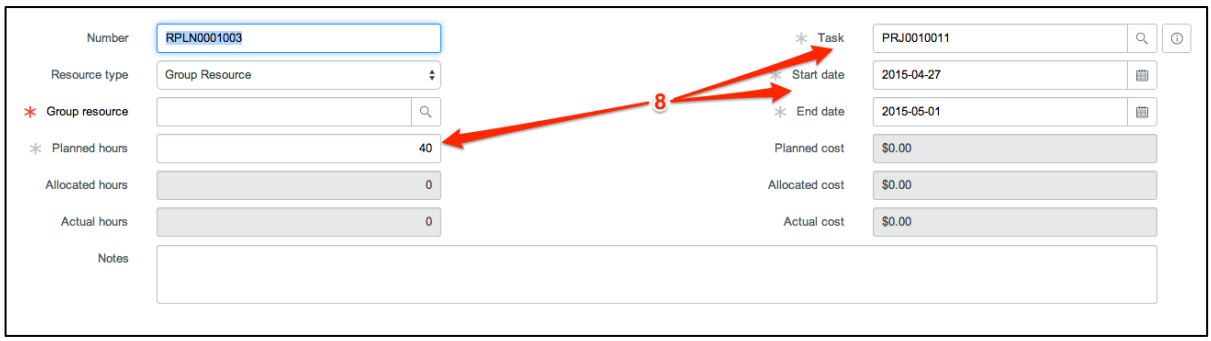
Note: For more information on building out the different areas of Project, sit in on the PPM labs and visit **https://wiki.servicenow.com/index.php?title=Project_Management**.

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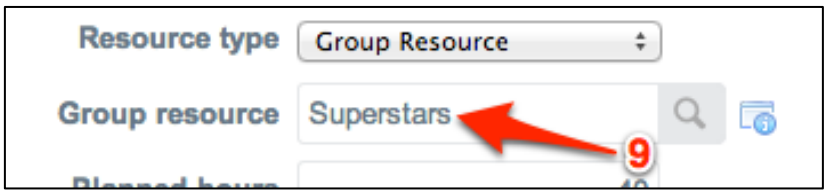
7. Scroll to the Resource Plan related list and click **New**. You are welcome to change to Tabbed Forms.



8. This is the **Resource Plan** form. Notice that the **Task**, **Start/End Date**, and the **Planned Hours** are brought in automatically from the Project.



9. Since the **Superstars** team handles everything ServiceNow, plug them in as the **Group Resource** to allocate to this Project.



10. Right click at the top to **Save** the resource plan.

    Challenge: Notice any fields change?

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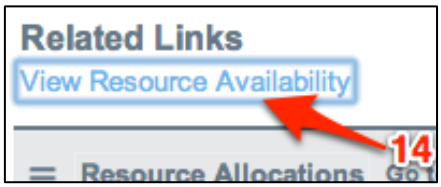
11. Spoiler Alert: The Planned Cost for the resources was automatically calculated based on the Group's Resource hourly rate and the Planned hours or effort that this plan is going to take.



12. Click the **Request** button to place the plan in a Requested state (which you see from the process flow formatter at the top of the form) for the Resource Manager to allocate the Superstar team accordingly later.

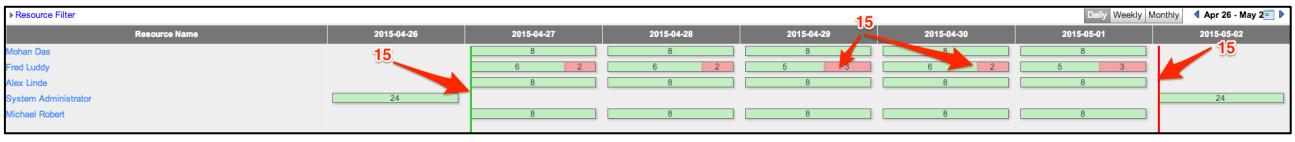
13. The user you are currently impersonating, Michael Robert, only has the **resource_user role**. He still has access to view the resource availability of the plan he is submitting, but will not be able to allocate the Users because he does not have the **resource_manager** role (later steps cover this role change process).

14. Click the **View Resource Availability** related link on the plan form.



15. This opens a Resource Console in a separate tab or window with the users in the Superstar group listed and their current allocated hours. Notice the following:

    - There are Green and Red bars encapsulating the timespan of the resource plan. If the resource manager tries to schedule a user outside the given span, he/she will get a popup notifying them to allocate the user within the required dates.
    - Fred has some recurring **red** areas of his calendar. Perfect! That is what you blocked off in his calendar earlier in Section 2. The resource manager will be able to drill down in to these red areas to get more detail.
    - The System administrator has a different schedule than everyone else. Perfect! You associated the admin with the Weekends schedule in Section 1.



Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.
2. Click **I am done!**

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Lab Goal

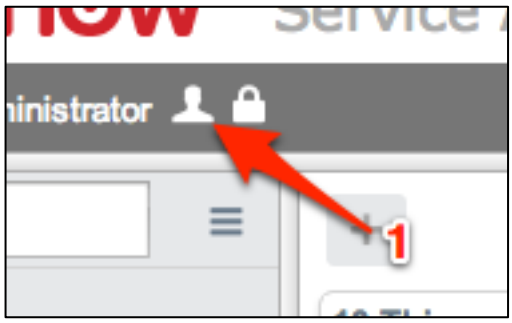
Lab 4 Create Resource Plan from Change

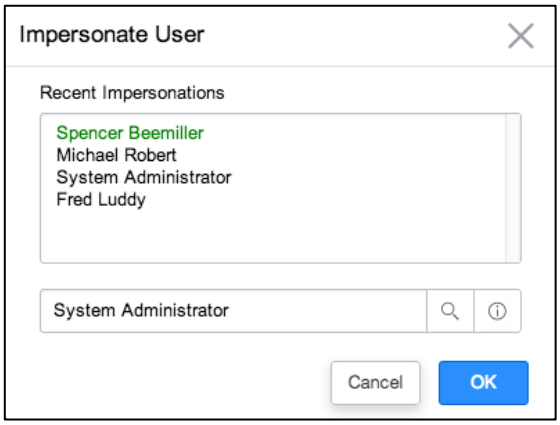
The beauty of the ServiceNow platform and by nature the applications within platform (for our purposes Resource) is the seamless integration throughout all the applications. The previous lab gave you an example of creating a Resource Plan for a Project, where Resource allocation is a natural fit, but what about other apps on the Platform?

This lab explains how to create a Change Record and then submit a resource plan to check the allocations of the Superstars team to complete the Change at the requested time.

Add Resource Plans to Change (if not already there)

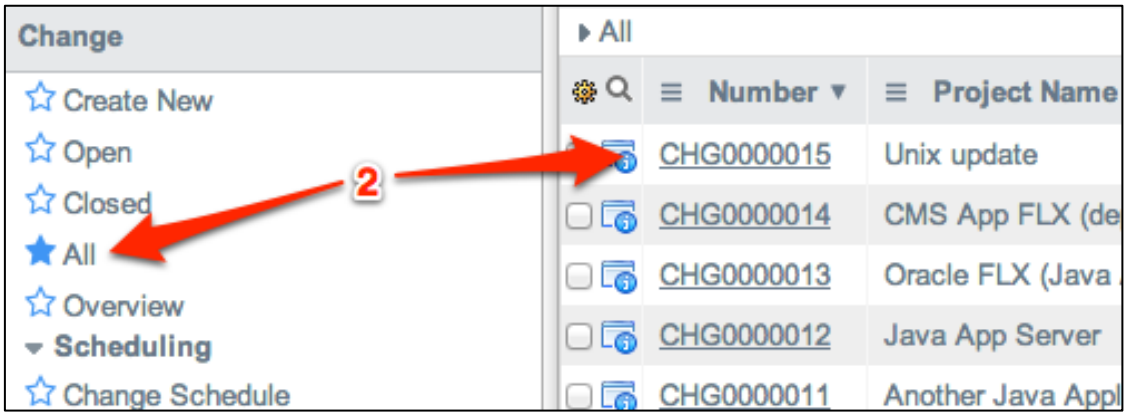
1. Log back in as the **System Administrator** by clicking the **Impersonate** icon and selecting **System Administrator**.



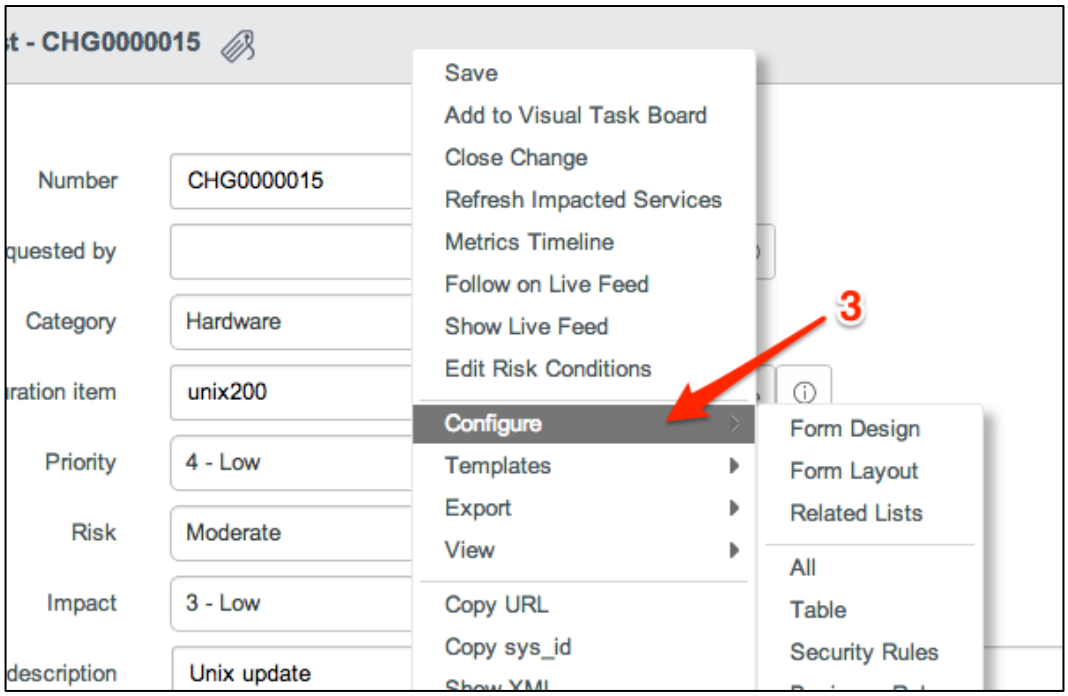


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2. Go to the Change application, click the **All** module and select any change record with the type **Comprehensive** in the associated table.

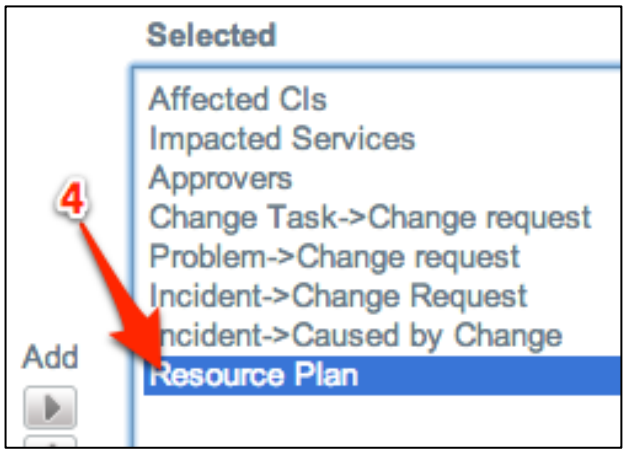


3. Once in the Change record, right click top menu bar and navigate to **Configure -> Related Lists.**

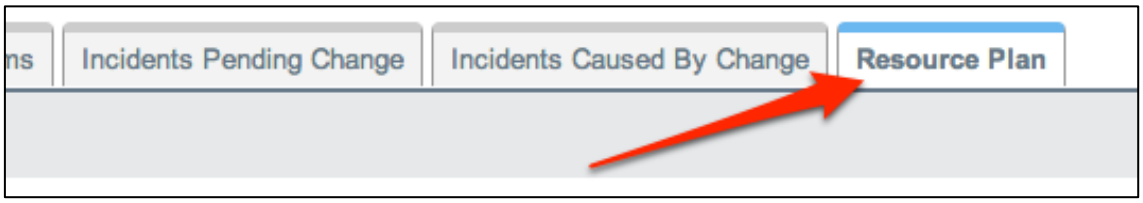


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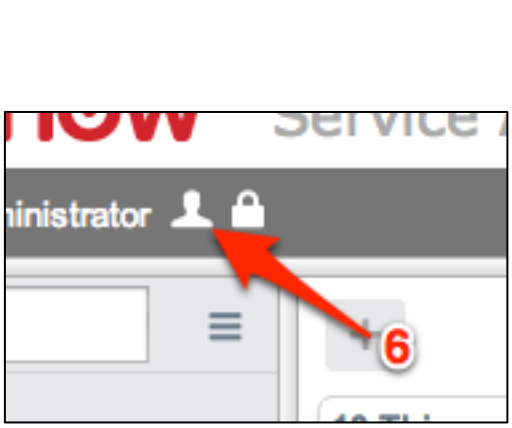
4. Bring the **Resource Plans** from the Available list to the Selected List and click **Save**. If it is already displayed on the Change record in your system, no need to bring it over ☺.

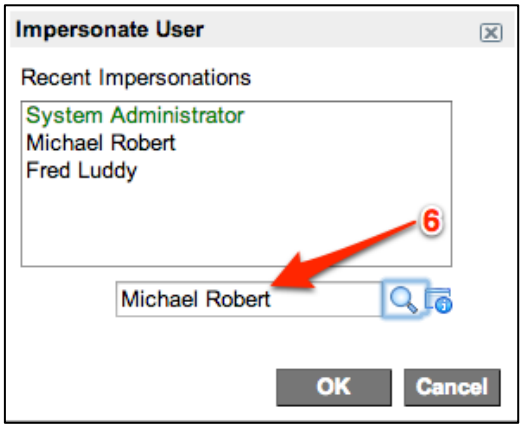


5. Verify that the **Resource Plan** related list shows up at the bottom of the Comprehensive Change record.



6. Impersonate **Michael Robert** again.



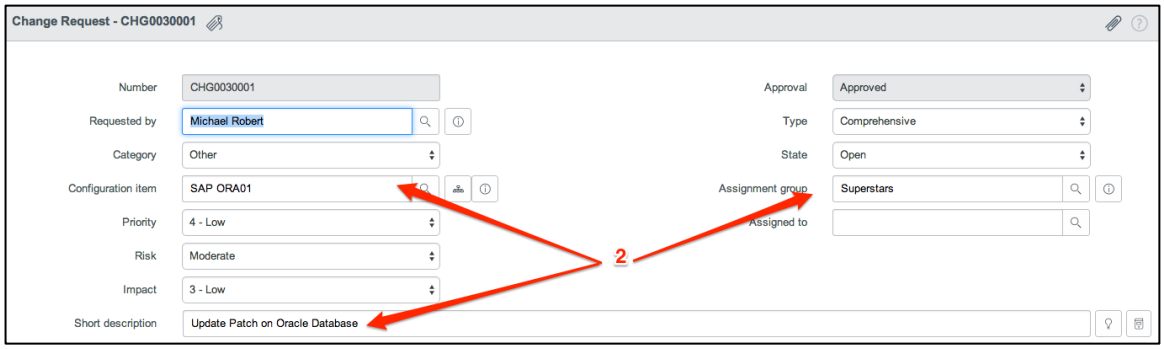


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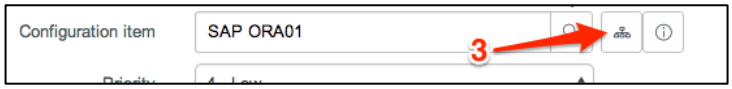
Submit a Change and Allocate a Resource Plan to it

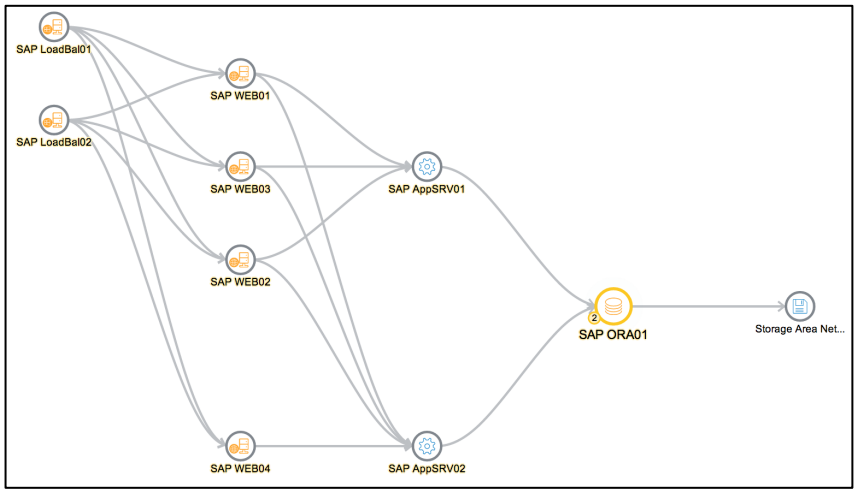
1. Go the **Change** application and hit **Create New.**

2. Set the configuration item to **SAP ORA01**, the short description to say **Update Patch on Oracle Database** and the assignment group to our beloved **Superstars**. It should look like the example when completed. Right-click and **Save** the form.



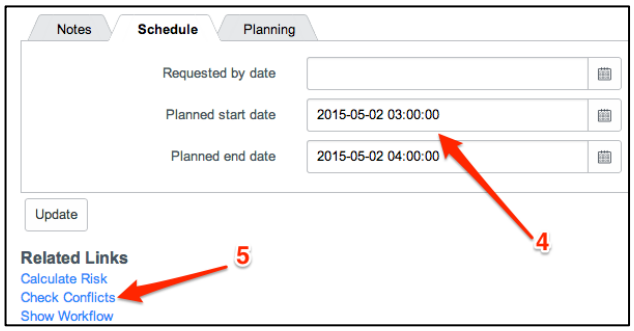
3. Now might be a good time to admire the new Business Service Map in Fuji if you have not seen it already. Click on the BSM icon next to the Configuration item field and admire its beauty.





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4. After you familiarize yourself with the new BSM, return to the change record and adjust the change schedule to match the example.

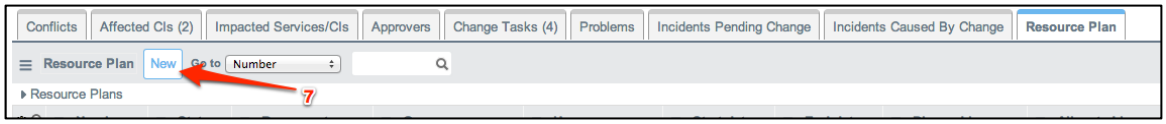


5. Hit the **Check Conflicts** related link and ensure it displays NO CONFLICTS at the top in Green.

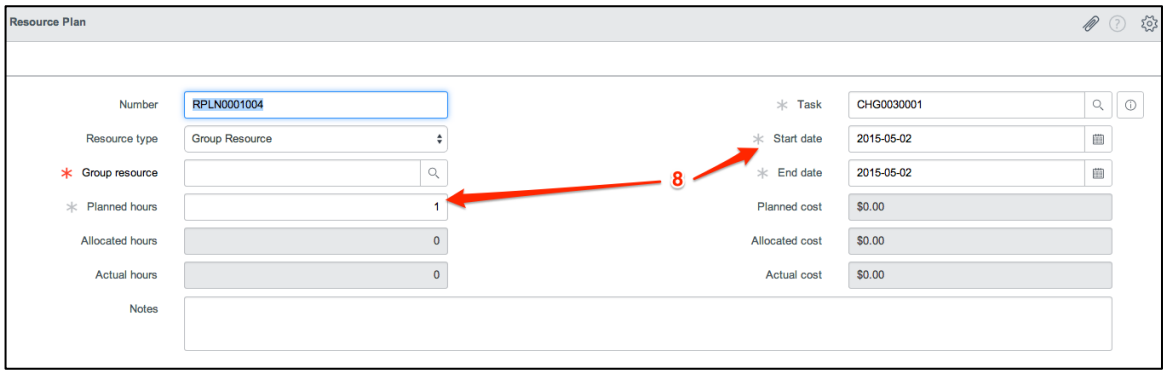


6. Now examine what Resources on the Superstar team can help at this time.

7. Go to the **Resource Plan** related list at the bottom of the Change record and click **New.**

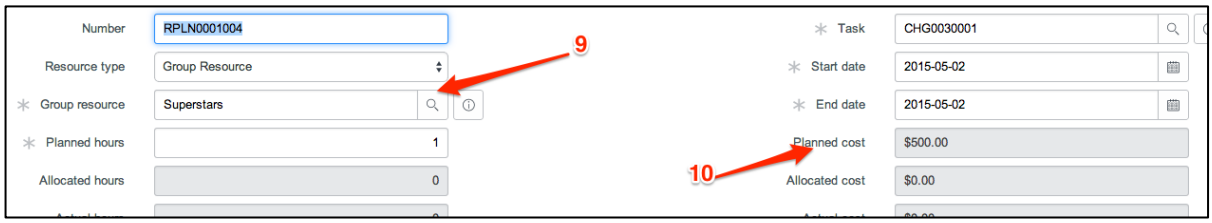


8. Notice again that the Resource Plan automatically populates with Information from the change.



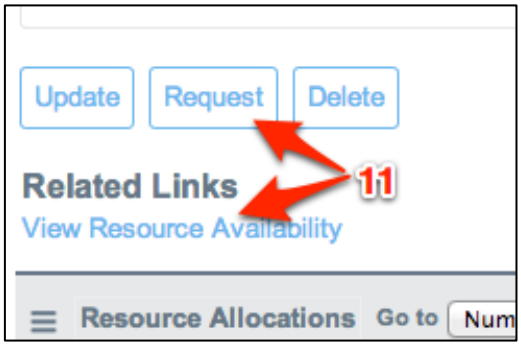
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9. If you update the **Group Resource** with the **Superstars** team, what would you expect when you **Save** the plan?

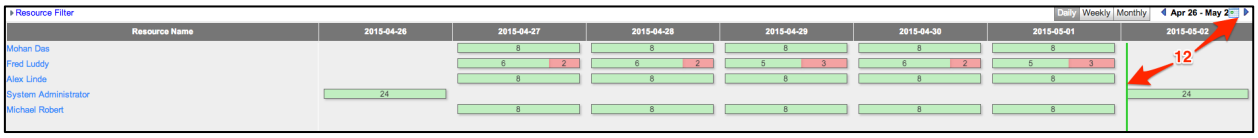


10. If you guessed a Planned Cost of $500 bucks, you guessed right!

11. Click the **Request** button to submit the Plan and **View Resource Availability** once again.



12. Depending on when you are taking the lab, you may have to adjust the Dates displayed on the Resource console by scrolling the timeline on the upper-right portion of the screen. Adjust accordingly until you see the start date of the Change visualized by the Green bar.



13. That is how easy it is to create Resource plans in another application besides Project within ServiceNow. Next you explore the Resource Managers' process and workflow.

Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.

2. Click **I am done!**

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Lab Goal

This lab explains what it takes to allocate users to multiple resource plans. You learn what the Resource Process flow looks like and get familiar with how a Resource Manager would use the application.

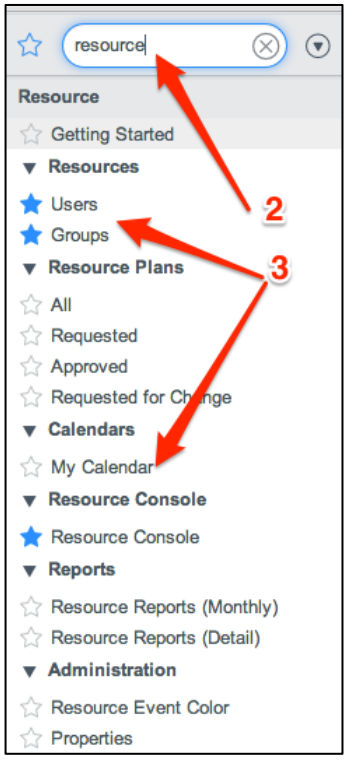
Lab 5 Resource Plan Workflow

Getting to Know the Resource Application and Flow with Project

1. Return to impersonating the **System Administrator**. This user has **resource_management** access to the Resource application.

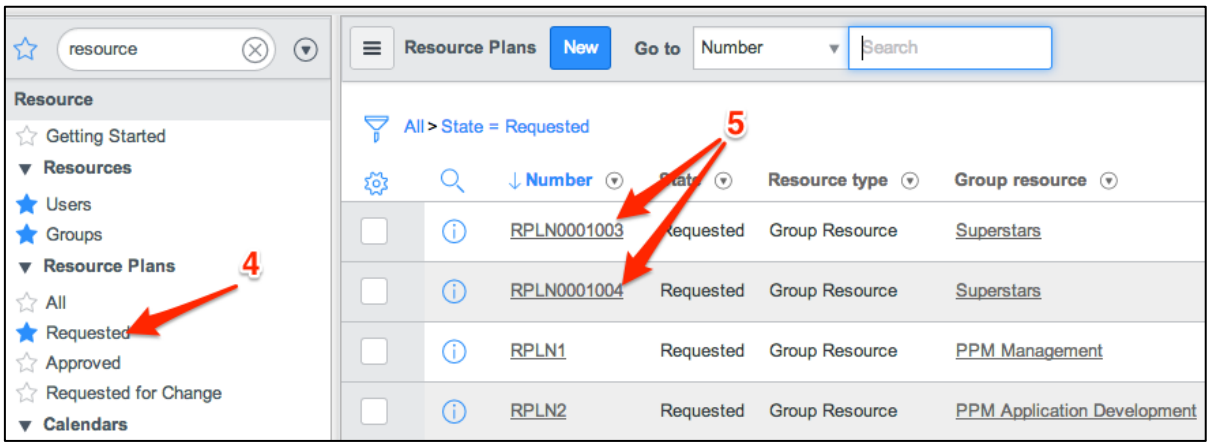
2. Type **resource** in the type filter text area to narrow down the application list to just Resource.

3. Here you see some Modules you are already familiar with including Users, Groups and My Calendar, which you edited earlier for Fred Luddy.



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4. Under the Resource Plans section, click **Requested** to see the resource plans in the requested state.



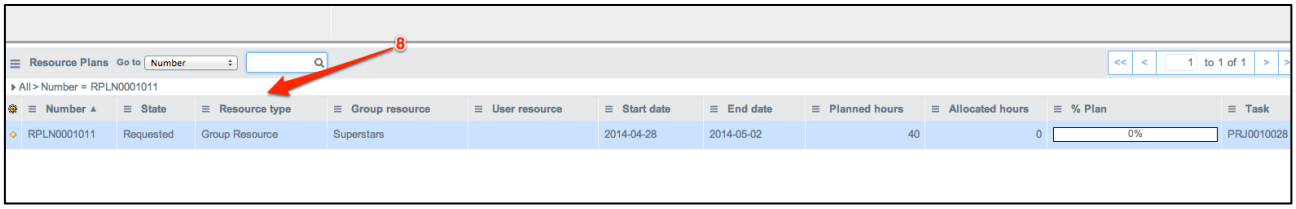
5. Within this list, you should see the two plans requested while impersonating Michael Robert.

6. First click in to the plan associated with the Project. It should have a value of **40** Planned hours in the list view (numbering may vary).

7. This form is already familiar to you because you viewed it as Michael when submitting it. Click the **View Resource Availability** related link to open up the Console.

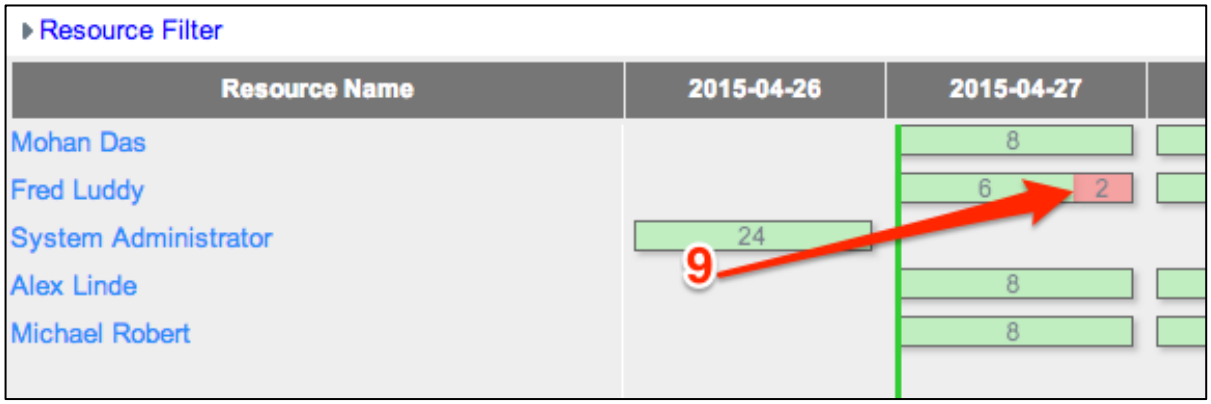


8. Notice because you have **resource_manager** privileges, you can now see the Resource Plan allocations at the bottom of the Console view. You also can click on the individual users' calendar to check their availability.

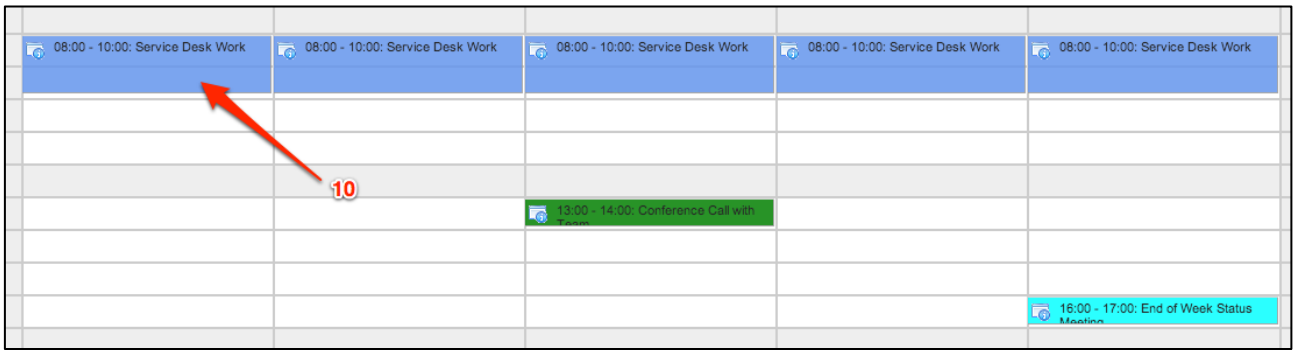


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9. Furthermore because of the resource manager role, you can view more details on the individuals that you are trying to schedule. Click the **2** hours of red time for Fred Luddy on **2015-04-27**.



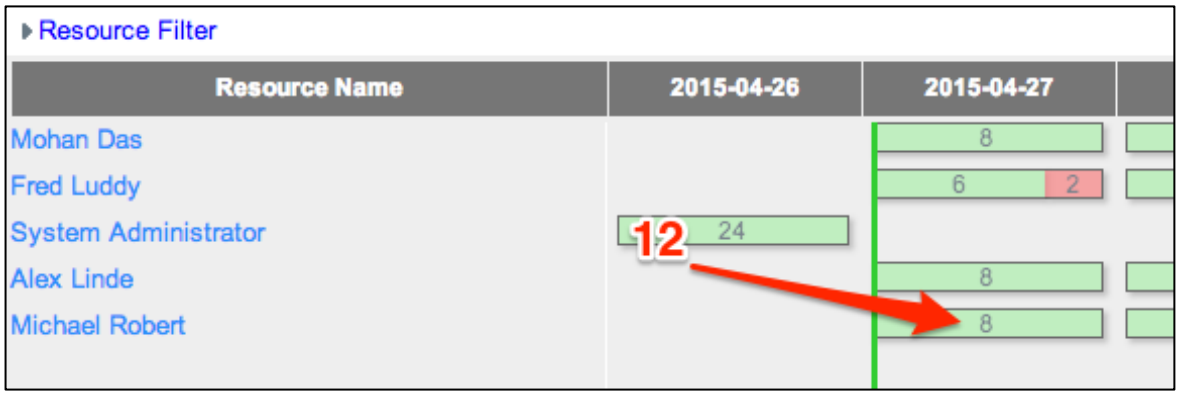
10. Observe that the Resource Manager can now see why Fred is unavailable for 2 hours during that day and further can see the types of Events Fred is already allocated to. He is slotted for 2 hours of Service Desk work in the morning (which you configured earlier), so he cannot be allocated to work on this Project for that time.



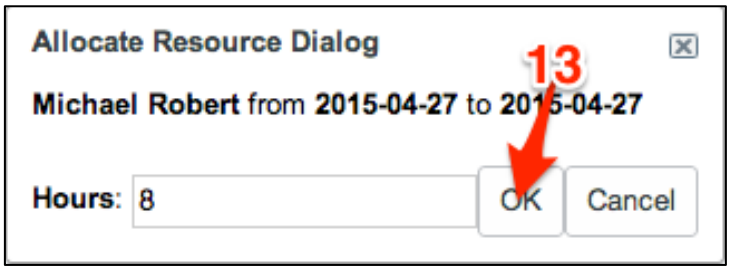
11. Close out Fred's calendar when you are finished viewing it.

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12. Now start allocating the resources for this task. Click on the **green** sections of **8** for **Michael Roberts** (since he is the one who submitted the project) for 2015-04-27.



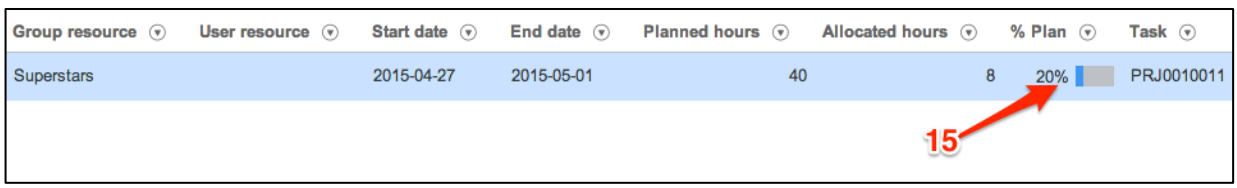
13. The Resource Console automatically fills in the maximum numbers you can schedule that individual that day for you. Click **OK** on the dialog box.



14. Notice what happens to that **8** hour day for Michael. It turned **blue** in the Console. **Challenge**: Why is it not Red?

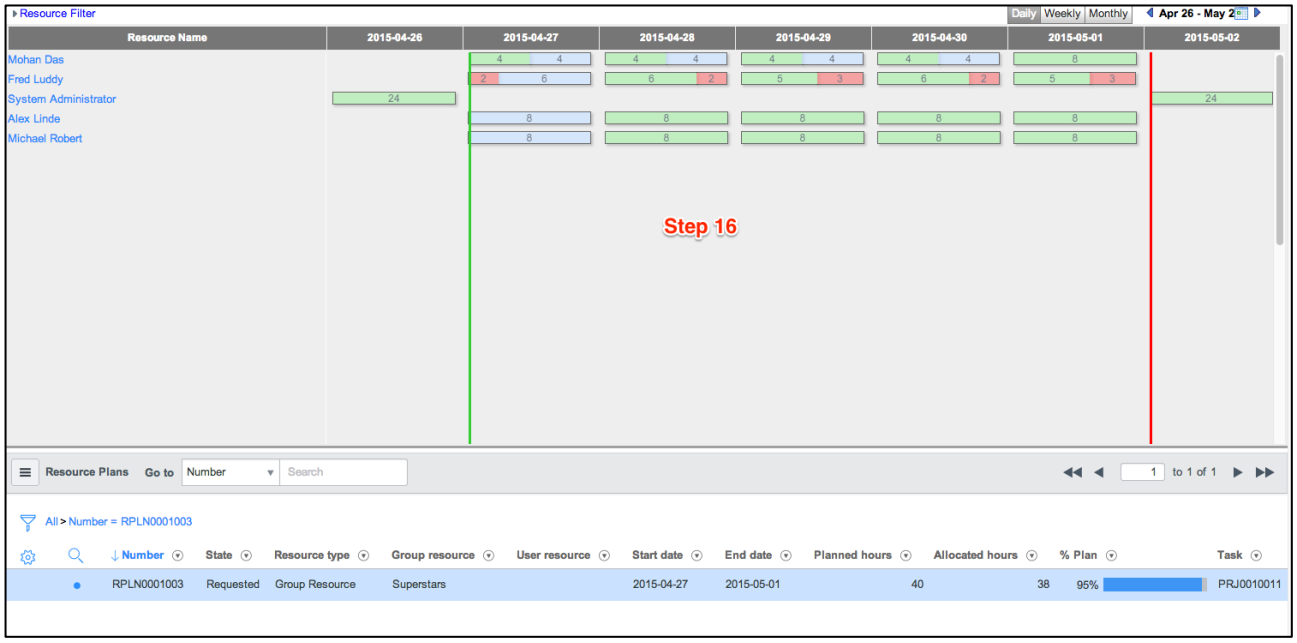


15. Also notice what happens to the percent allocation of plan tracker down at the bottom of the Console. It automatically calculates the % of plan we are currently at after that first 8-hour allocation.

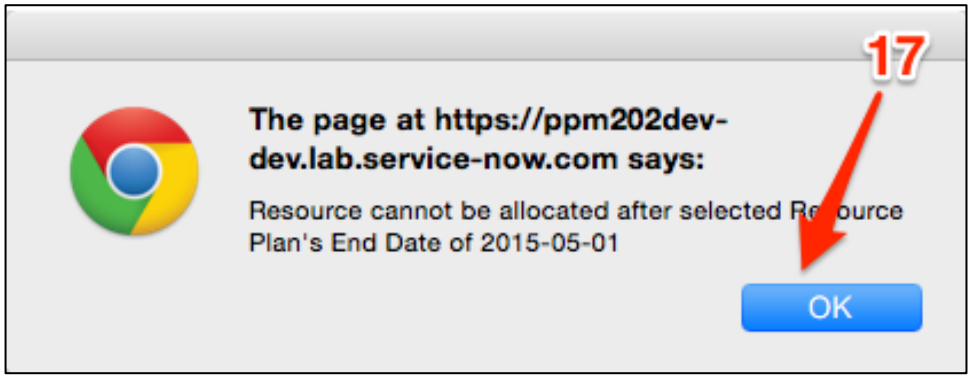


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16. Repeat the allocation process for **6** hours of **Fred's** time on **Monday**, **8** Hours of **Alex's** on **Monday** and **4** hours of **Mohan's Monday through Thursday**. When you are done, the Resource Console should look like the example and it should display 95% utilization of the plan.



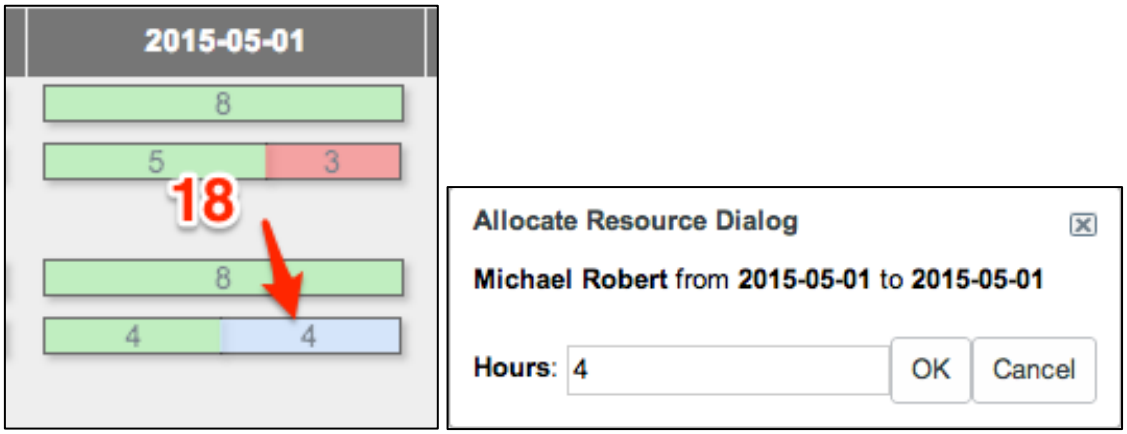
17. Now try to schedule the System Administrator on the **Saturday of 2015-05-02**. What happens? You should receive a dialog box similar to the example.



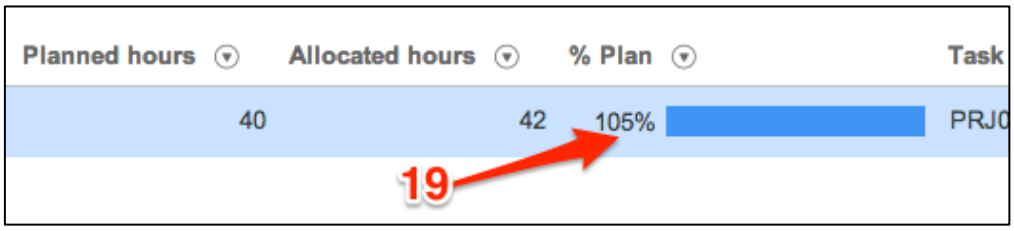
Note: By default, the system does not allow you to allocate a resource outside of the plan's start and end date. This can be adjusted in the **Resource Management -> Properties** section.

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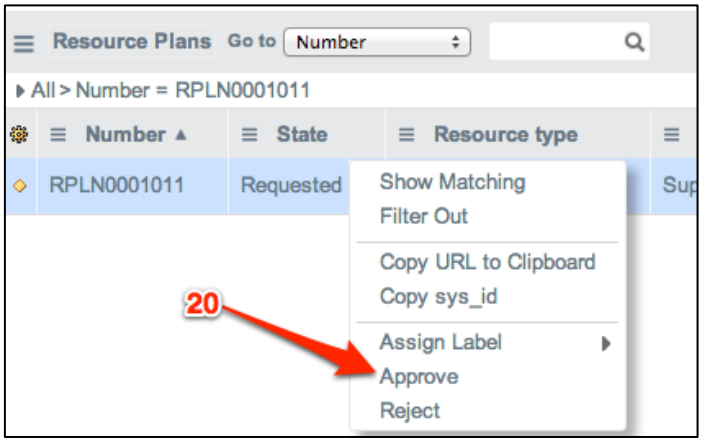
18. What happens if you want to account for a few extra hours as part of the plan? Try it! Allocate **Michael Robert** for **4** hours on **Friday 2015-05-01**.



19. It works! The Resource application allows you to over allocate a Resource Plan. It does not however allow you to over-allocate an individual user if his or her schedule is maxed out for that day/week/month.



20. Right-click on the Resource Plan state at the bottom of the Console and click **Approve**.



21. Close the window or tab and return to the main ServiceNow window.

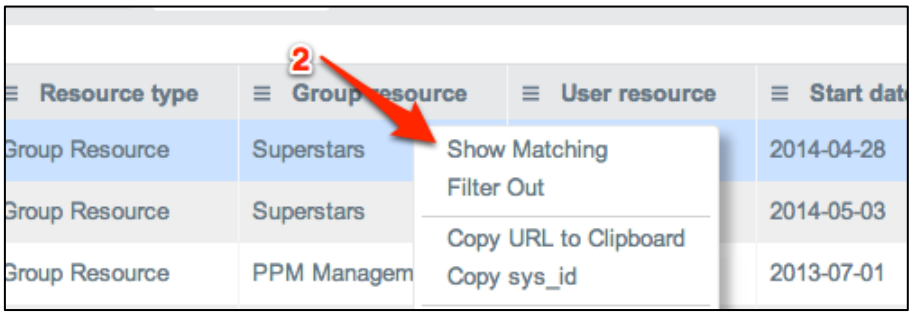
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Getting to Know the Resource Console with Change

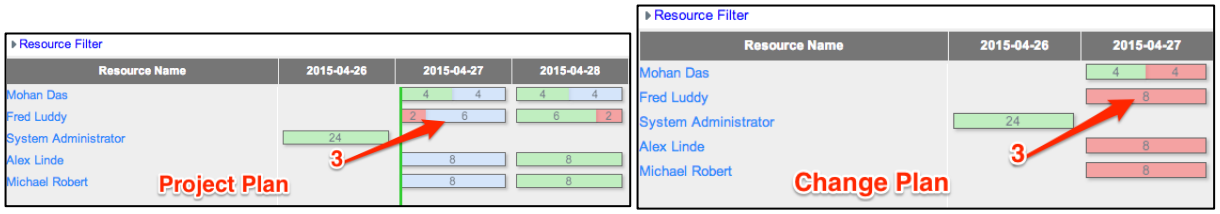
1. For the Resource Plan created for this change, work it from the global Resource Console. Go to the Resource Management application and click **Resource Console.**



2. Now you can view all the Plans and Resources from a single pain of glass. Right-click on the group resource of Superstars and click **Show Matching**. You still have filtering capability in this view.



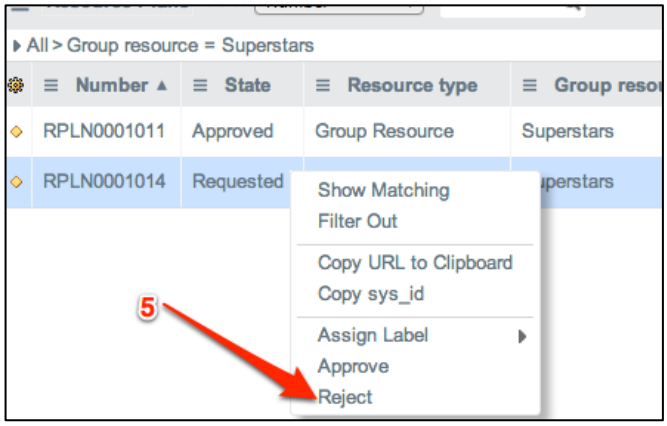
3. After filtering, you can see the two plans that the Superstars team is assigned. If you click between them, do you notice a difference in the displayed user resource calendars?



4. Besides the fact that the start and end dates differs between the two, the Project Plan contains some blue portions of the Users' schedules. This explains the challenge question from earlier. Resource time allocated to the current plan you are working on is displayed in **blue**. If you are working in a different plan but accessing those same users, it appears in **red**.

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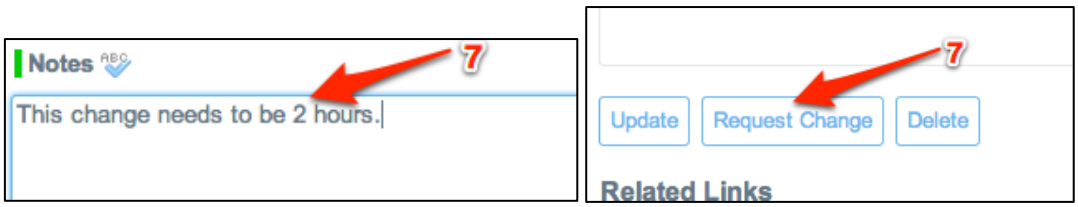
5. Right-click on the **State** of the change Resource Plan and click **Reject**.



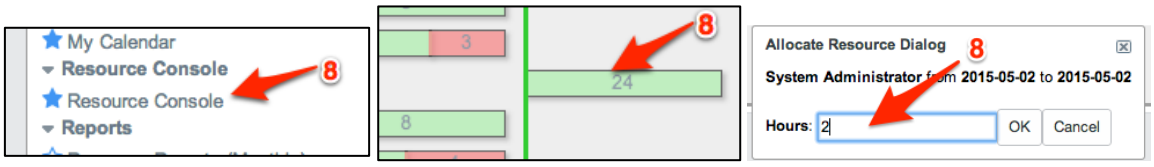
6. Notice that this bounces you back to the Resource plan record and sets the process flow back to Planning. The state shows up as Rejected in the list view (click **Resource Plans -> All**) but this allows the user who initially submitted the plan to edit the record and request a change.



7. Go back in to the Resource Plan for the change record, type **This Change needs to be 2 hours** into the notes and click **Request Change.**

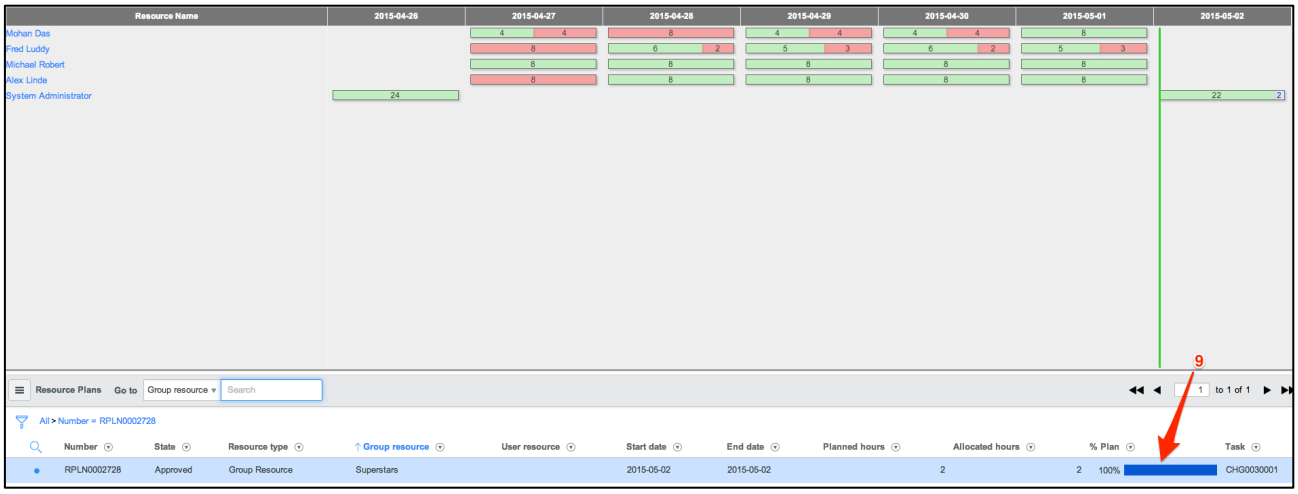


8. Go back to the global Resource Console, right-click to do a show matching on the Plans in the state of **Change** (there should only be one), and allocate to the **Sys Admin** (you) on that **Saturday**.



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9. The final result should look like the example with the change Resource Plan 100% allocated.



10. Right-click the **Change** state and **Approve** the plan.

Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.

2. Click **I am done!**

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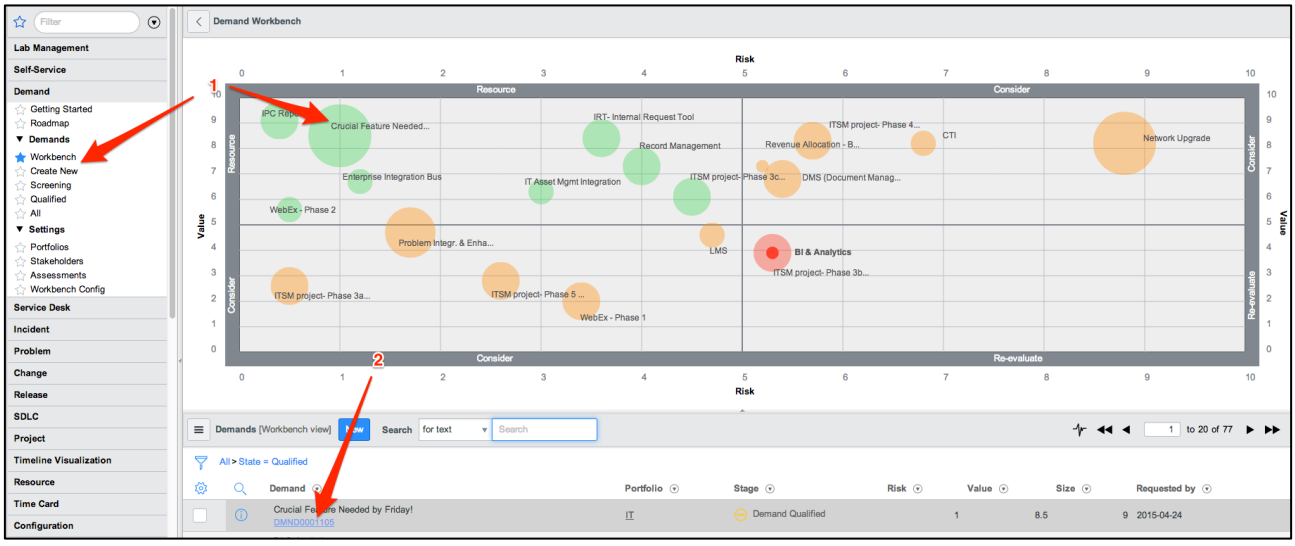
Lab Goal

Do you have the visibility or the information today to provision users and groups accordingly for Urgent Business Demands? This lab simulates a high-priority Demand requiring immediate resources and demonstrates how Resource Management can help you justify your teams' time to the business and position Contractor resources as an alternative.

Lab 6
Dealing w/ Conflict on High Demands

Getting to Know the Resource Application and Flow with Project

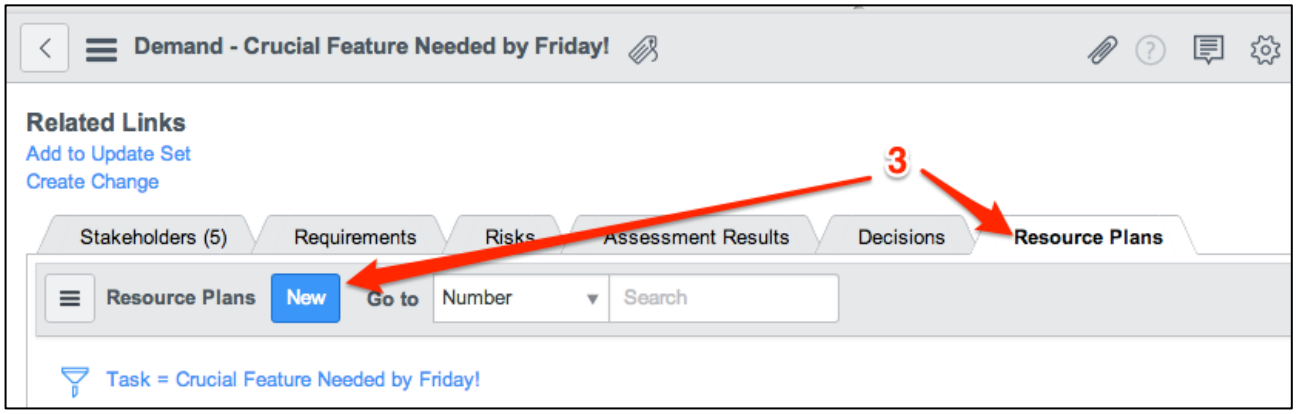
1. Navigate to the **Workbench** module in the Demand Application menu. In the plot, you notice a crucial demand in the **Resource** sections of the graph.



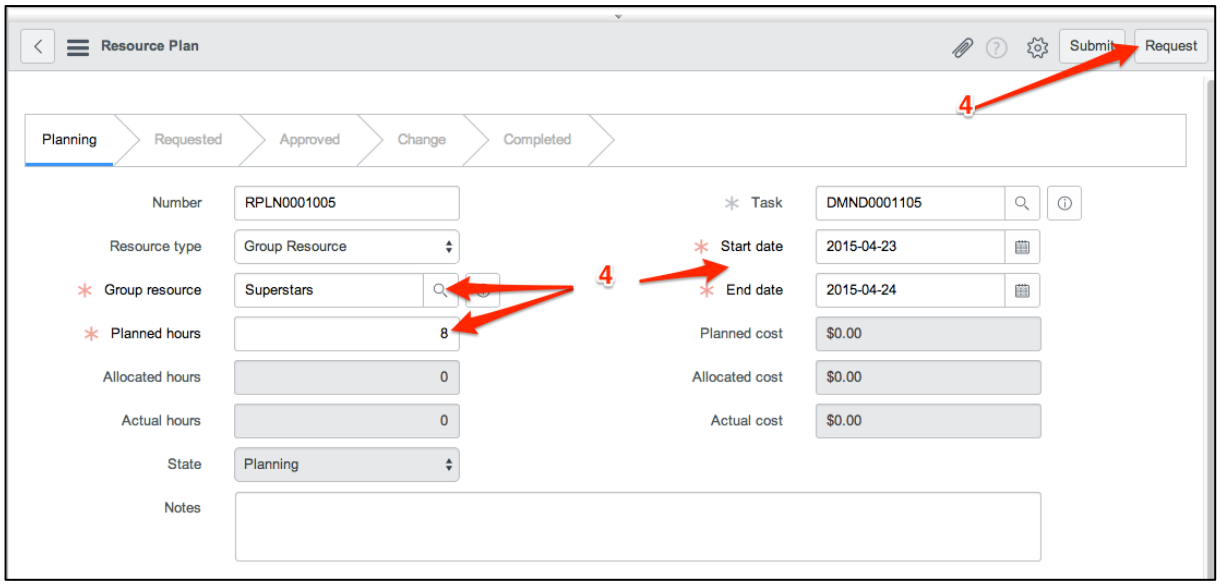
2. Click the **Demand** to view the Record.

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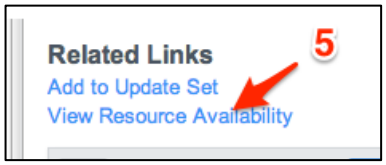
3. Scroll to the bottom of the Demand to the **Resource Plan** related list and click **New.**



4. Since this Demand has a high Business Criticality and an Urgent timeline, try to get the Superstars team dedicated to get it done. Fill out the Resource Plan for the Demand as follows and click **Request**.

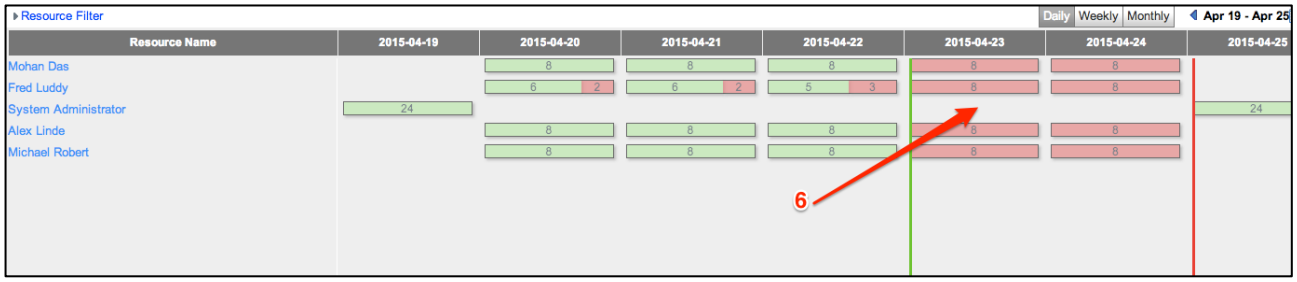


5. Notice the Planned cost Calculated again as expected. But what happens when you view **Resource Availability**?



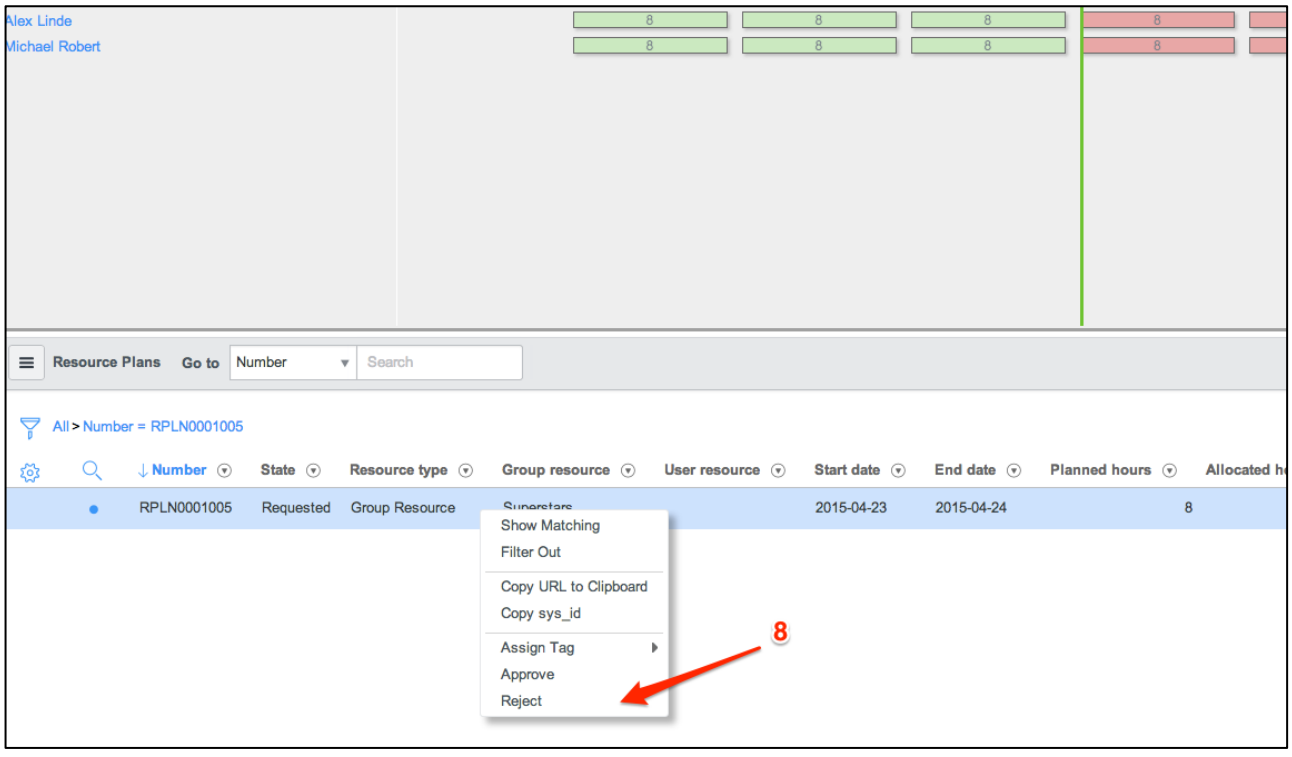
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6. Everyone's booked up!!! Good news, now you can bring this information back to the business to let them know the internal team simply does not have the Resources to be able to complete this project with its given load.



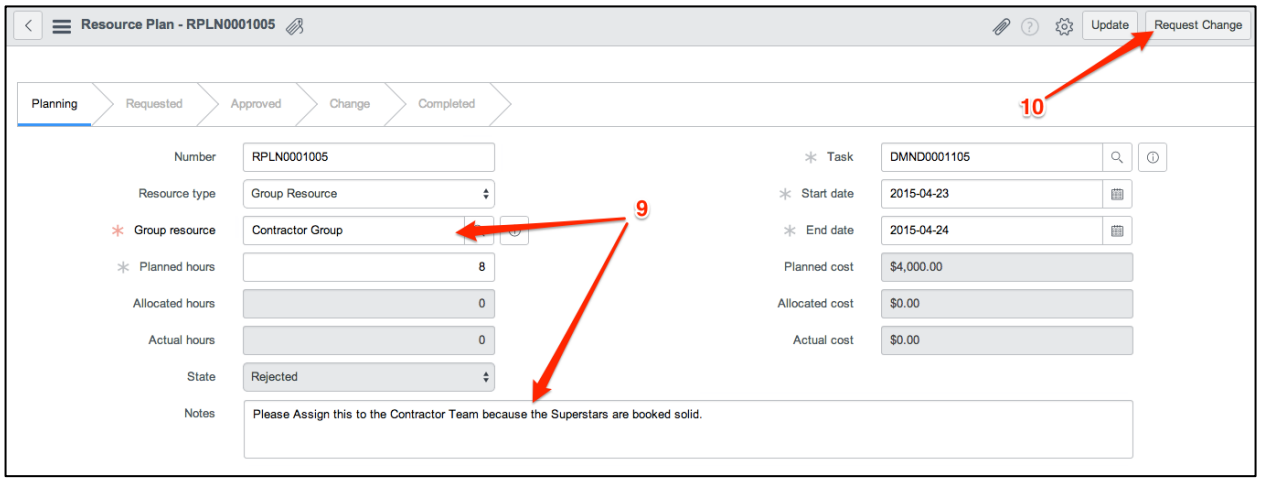
7. What could we do here to keep our Superstar team working on the tasks they need to be but still meet the Urgent Demand of the Business?

8. Try allocating a Contractor group at a higher rate. Reject the plan for the current request by right clicking the record at the bottom and clicking **Reject**.



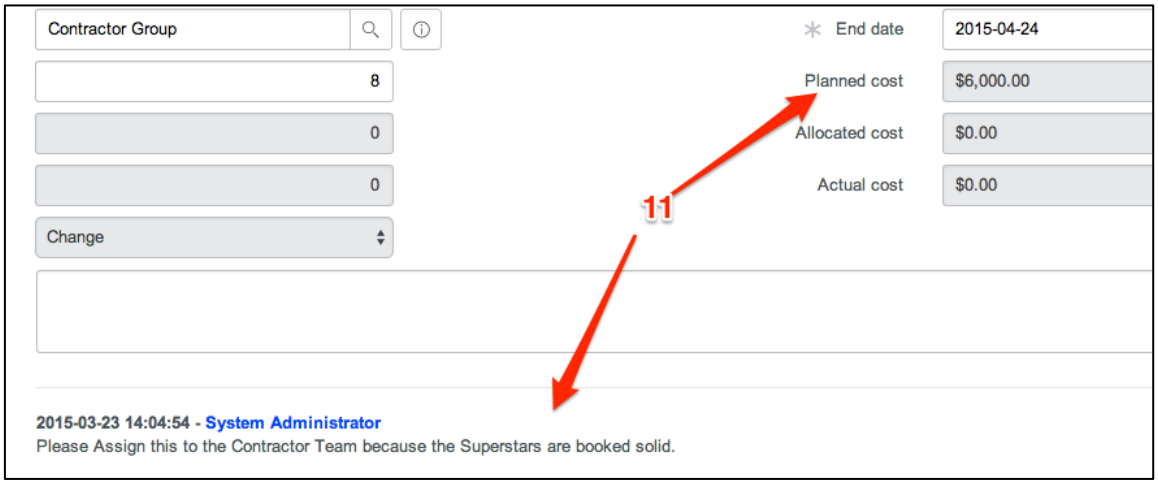
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9. Change the Group Resource to the **Contractor Group**. Enter in the **Notes** field the reason for the Change.



10. Click **Request Change** when completed.

11. Note the automatic adjustments made to the Planned Cost based on the new groups hourly rate and the log of why the change was made in the Form.

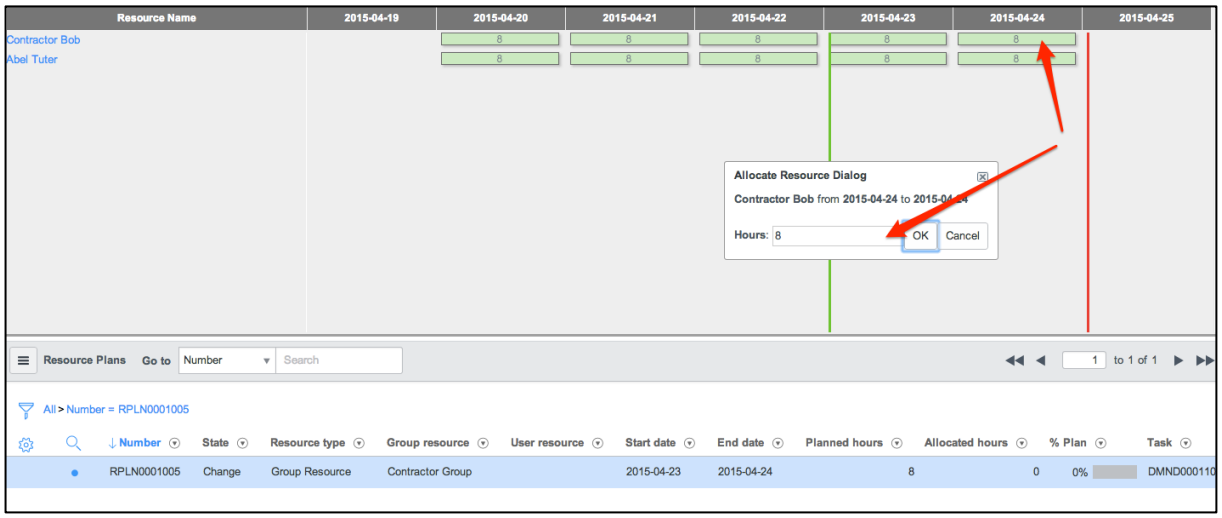


12. Click **View Resource Availability** again,

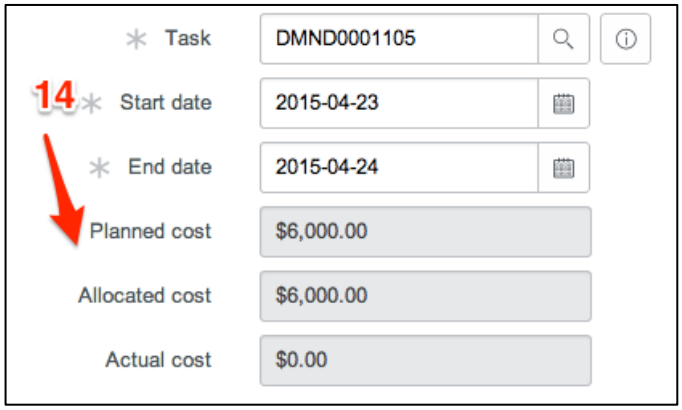


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13. Since the Contractors are allocated on an ad-hoc basis, schedule **Contractor Bob** the full **8 hours** on **Friday** to complete the **Demand** in short time given.



14. Last, return to the Resource Plan form to verify that the Allocated cost matches Planned cost.



This concludes one example in which a Resource Manager may solve conflicting allocations for last minute, high priority business demands.

Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.

2. Click **I am done!**

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Lab Goal

Do you have a good handle on cost forecasting and tracking actual labor costs?

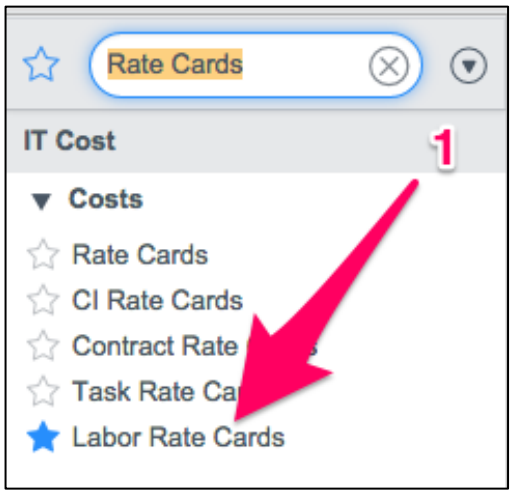
This lab explains how to allocate accurate labor costs to a project based on rate cards and tracking actual costs through time card management.

You make a change to Fred Luddy's labor rate card, allocate some additional time to the project, and submit a time card to show how you can track your actual labor costs automatically.

Lab 7
Planned, Allocated and Actuals

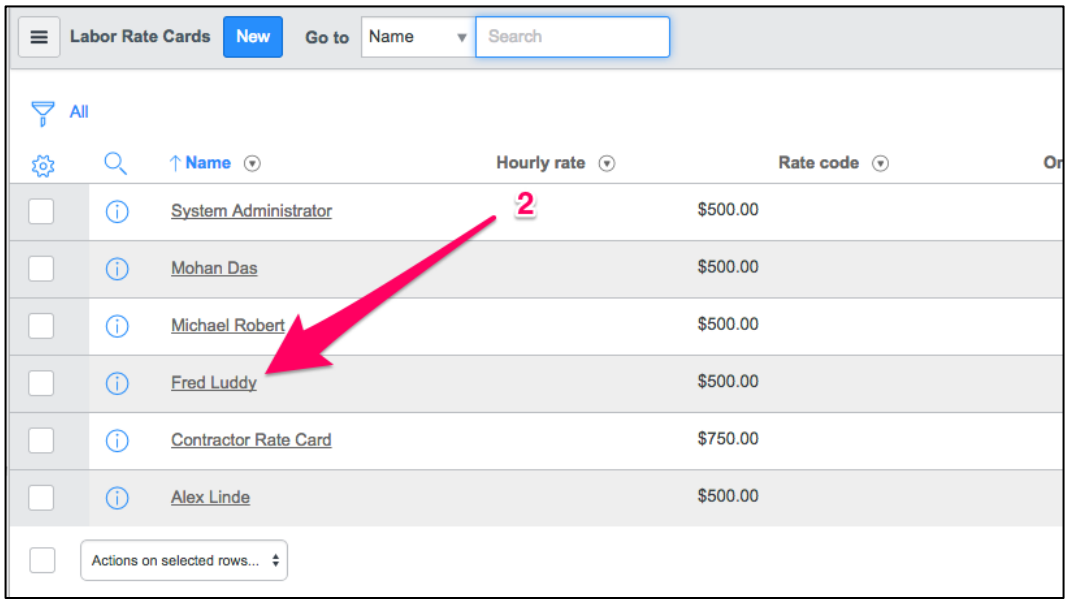
Differentiate Planned, Allocated, and Actual Hours of Resources

1. Type **Rate Cards** in the filter text box and click **Labor Rate Cards**.

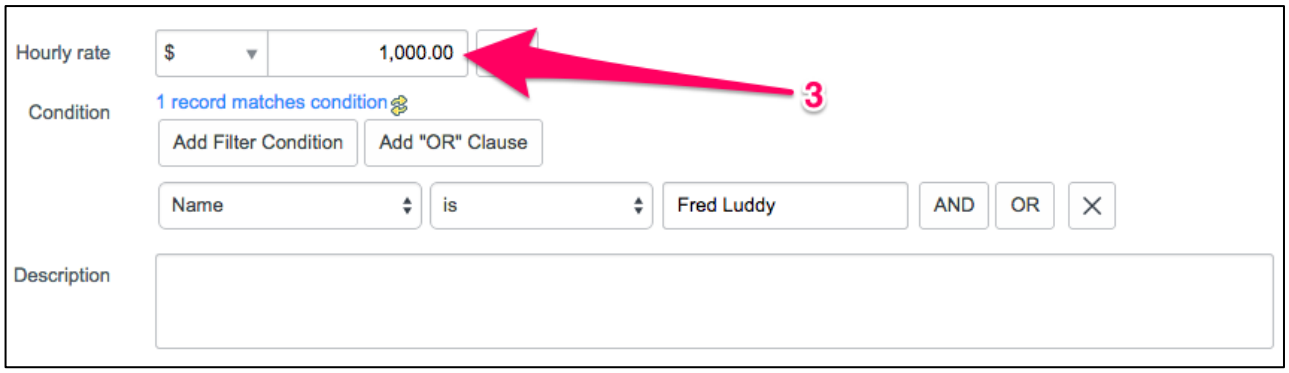


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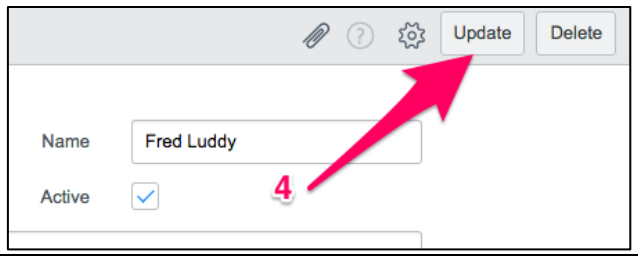
2. Open the rate card for **Fred Luddy**. Rate cards can be for groups of or individuals. In this case you modify his individual rate card.



3. **Modify** the rate card for Fred Luddy from $500 to something like **$1000**. This is what drives the allocated and actual cost calculations for a resource plan or project.

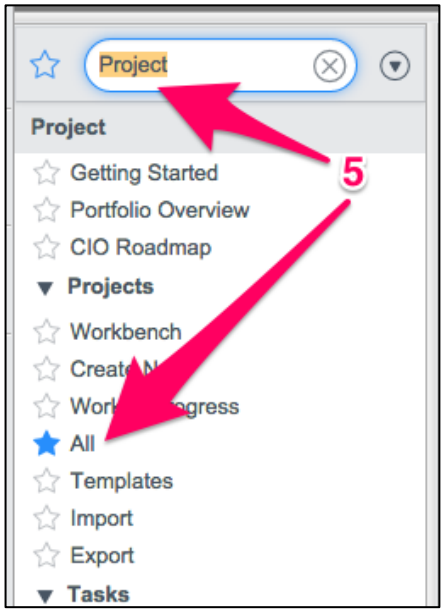


4. Click **Update** to save the changes for Fred Luddy's rate card.

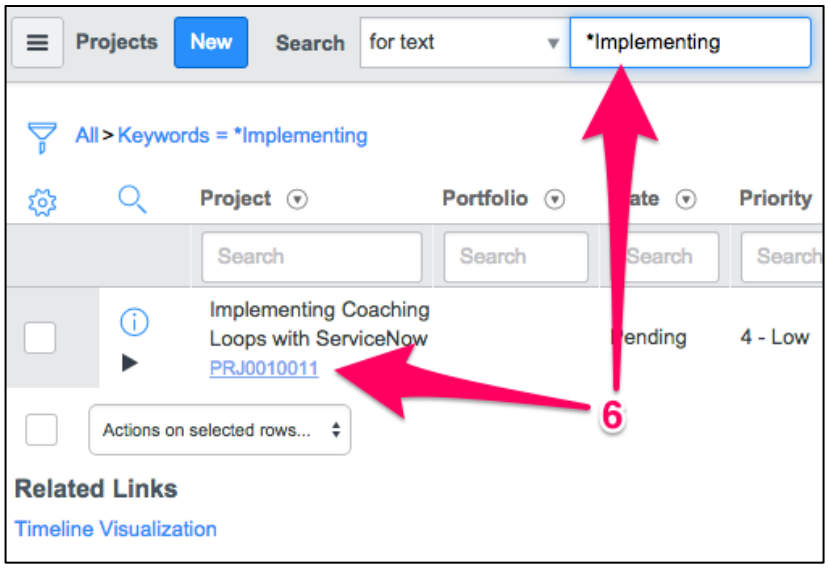


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5. Type **Project** in the filter text field and click **All** to show the list of the projects.

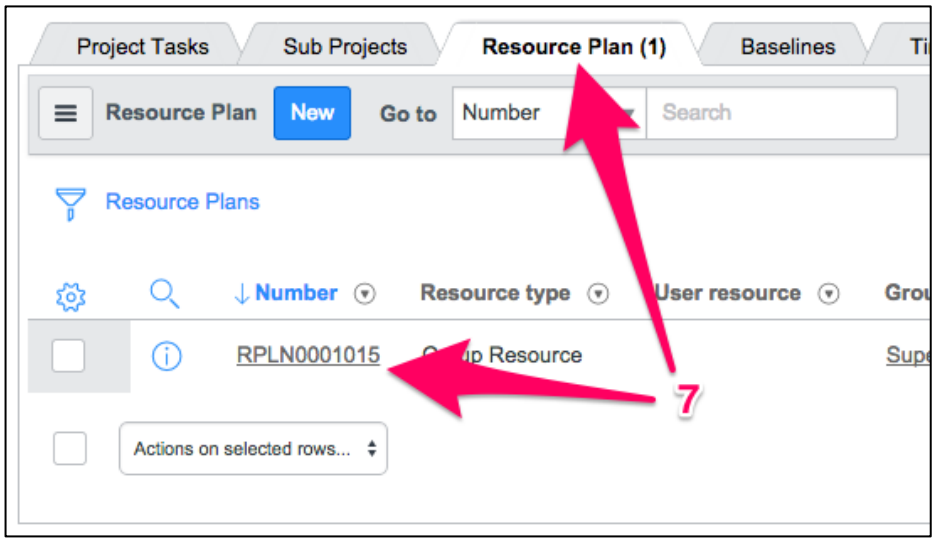


6. Type **Implementing** in the Search for text field box. Click the project link to open the project named **Implementing Coaching Loops with ServiceNow**.

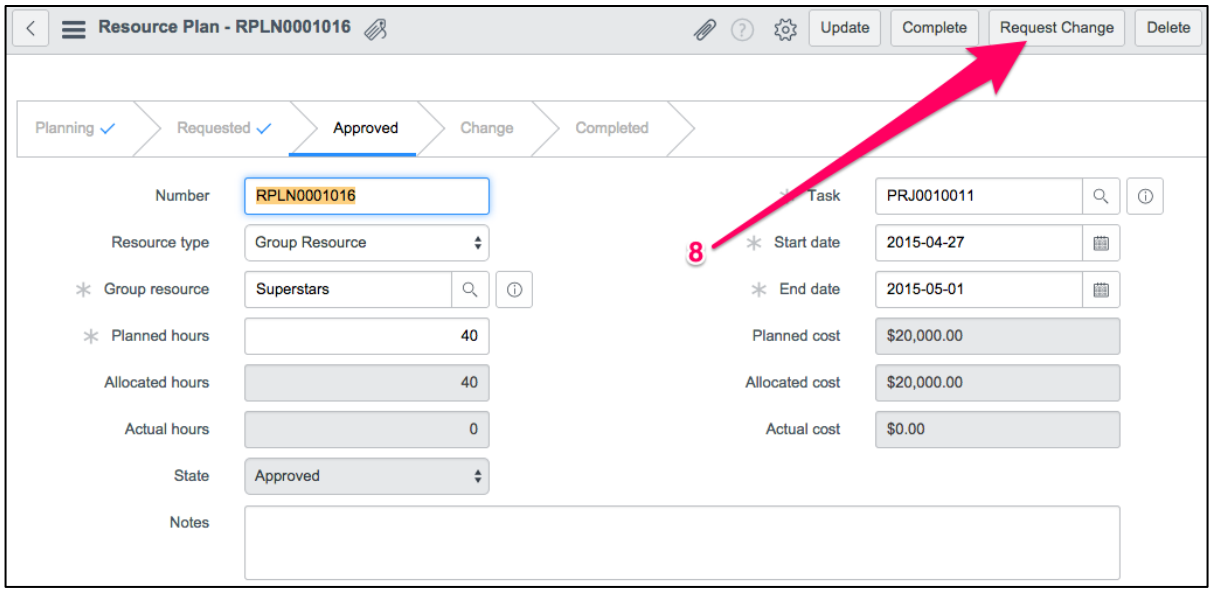


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7. Scroll down on the form. **Click** the **Resource Plan** tab. Then Click the **Resource plan** link to open it for the Superstars group.



8. Click **Request Change** to reopen the resource plan.

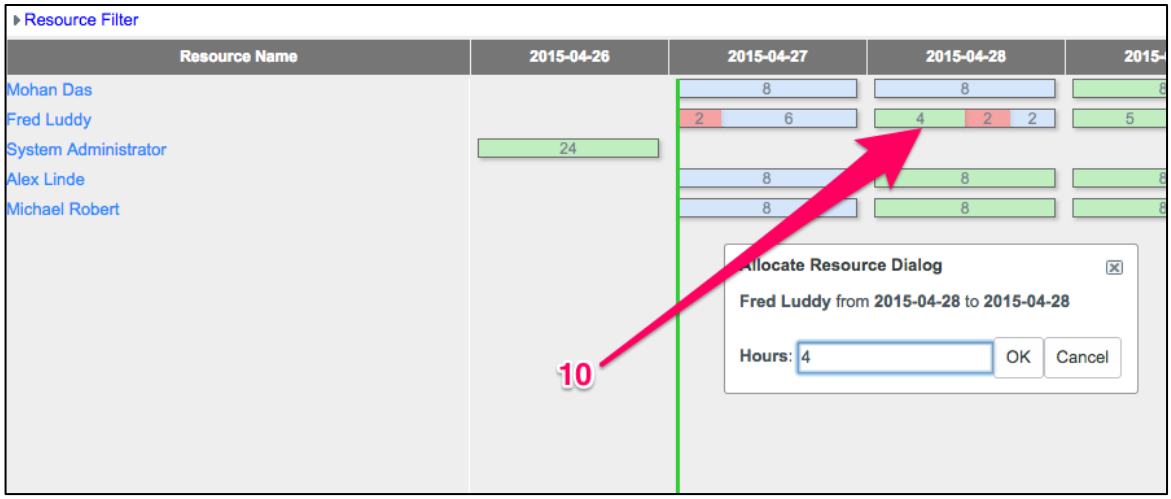


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9. Click the **View Resource Availability** link to make changes. You add some hours for Fred Luddy based on his new rate.



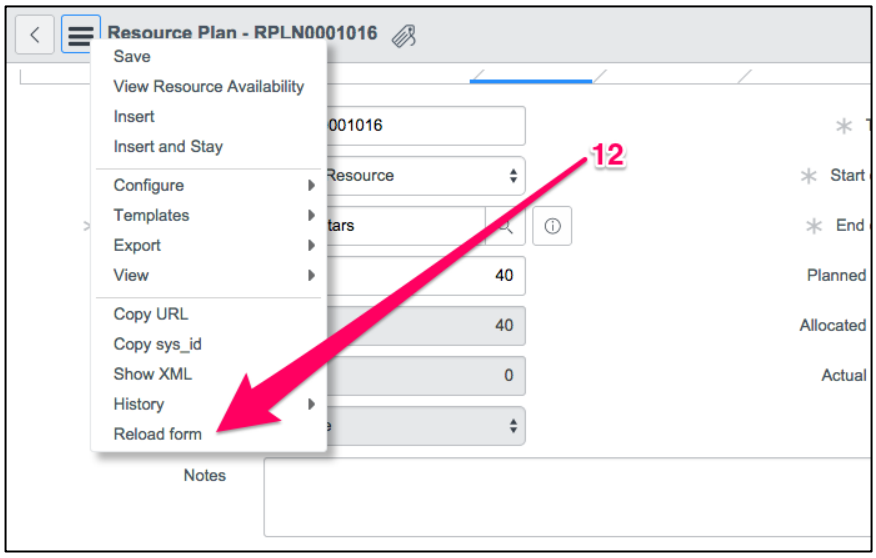
10. Click the **green** bar and allocate an additional **4** hours for **Fred Luddy**.



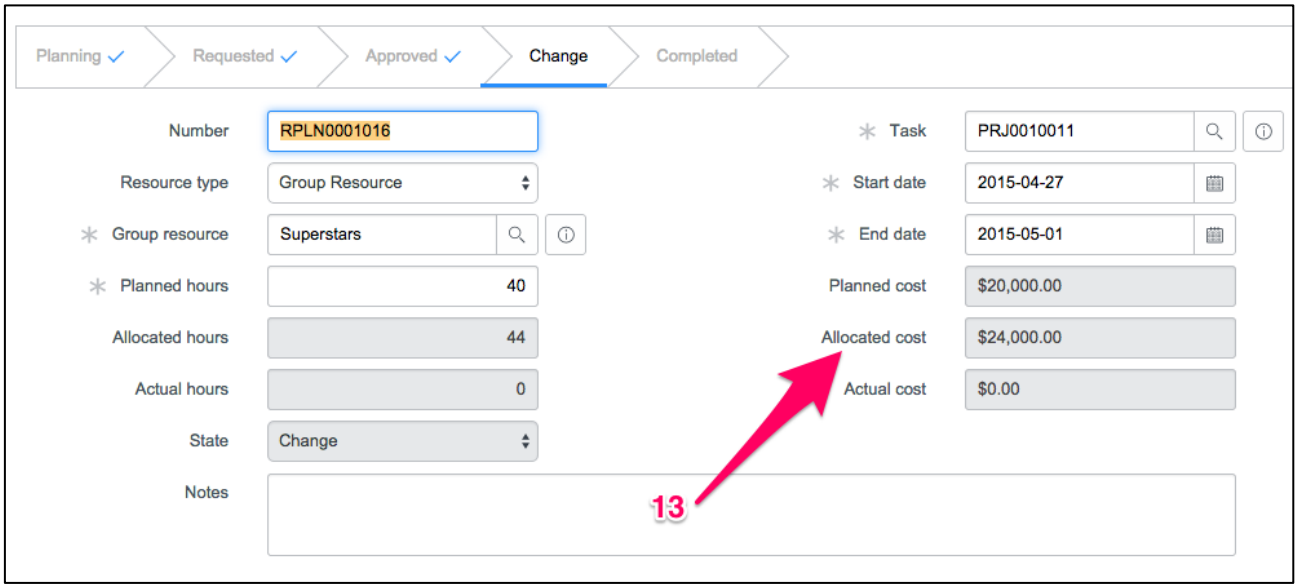
11. Close the **Resource Availability** window.

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12. Reload the **Resource Allocation** form to refresh the **Allocated Cost**. This should go up based on the number of hours and the rate you entered for **Fred Luddy**.



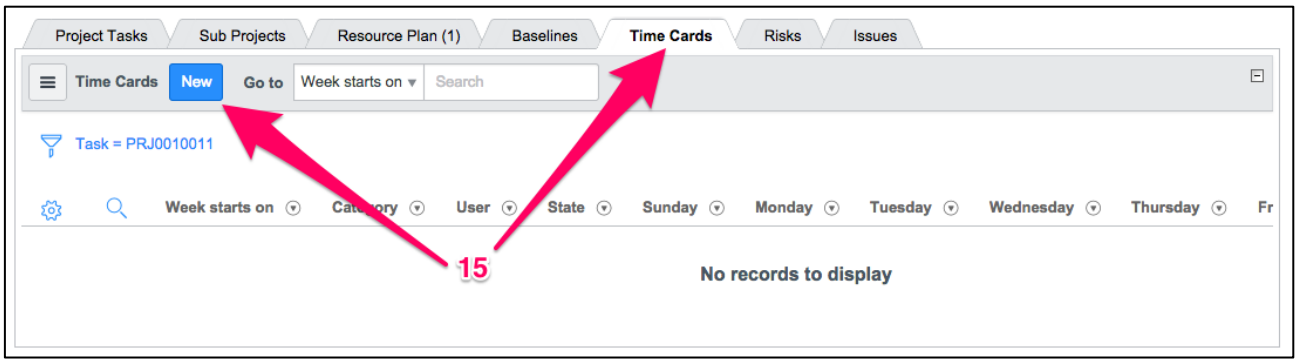
13. Note that the **Allocated Cost** increases by the appropriate amount based on the rate card change and number of additional hours you allocate to Fred. In this case, $4,000.



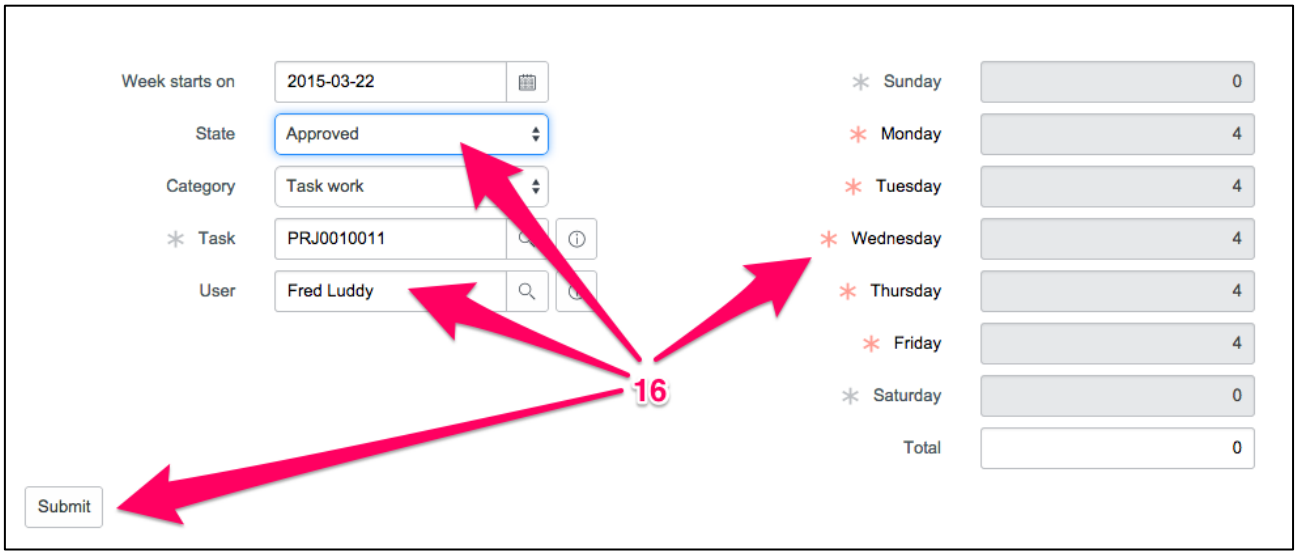
14. Click **Approve** for the resource plan and then **Click Update** to go back to the project record for the Implementing Coaching Loops with ServiceNow.

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15. **Click** the Time Cards tab. **Click New**.

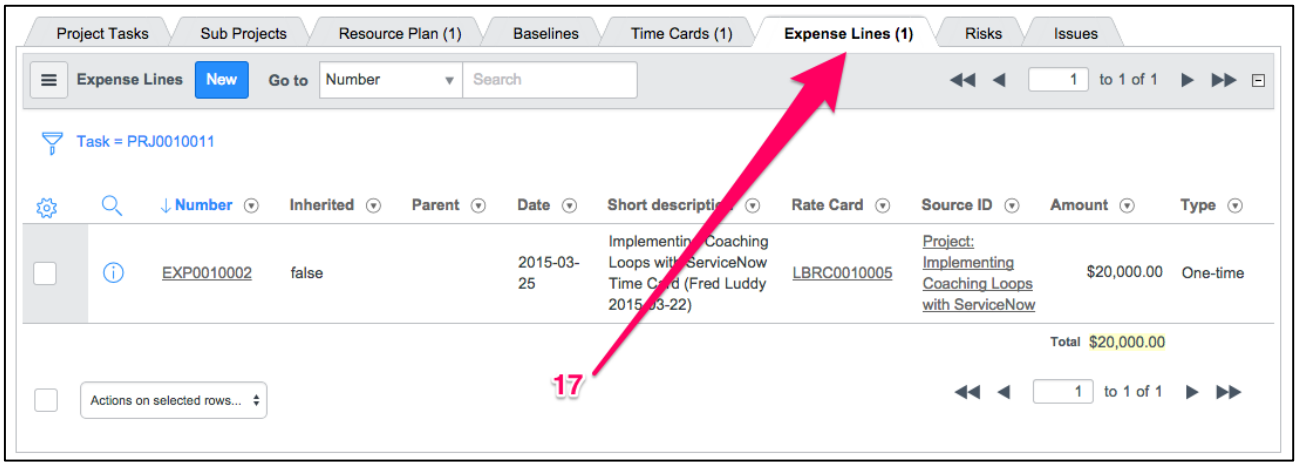


16. Change the Time Card User to **Fred Luddy** if necessary and enter **4 hours each day of the week Monday through Friday**. Change the state field to **Approved**. Click **Submit.**

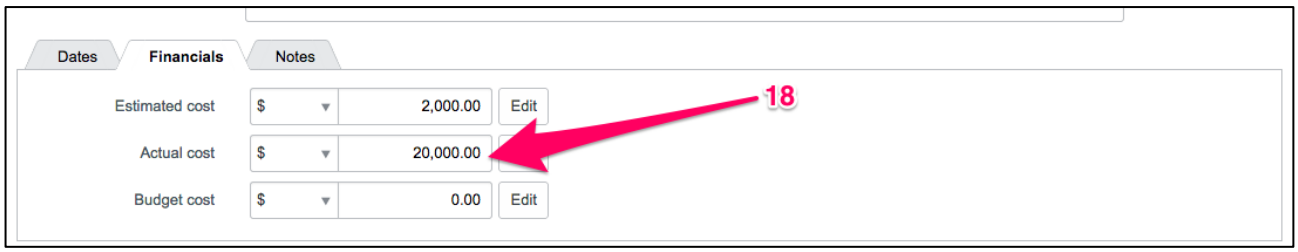


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17. Click the **Expense** Lines tab to view the automatically generated expense line. The amount is based on the number of hours entered multiplied by the rate card for Fred Luddy.



18. Click the **Financials** tab and note how the Actual cost went up based on the automatically generated line item expense.



This closes the loop on cost allocation, time tracking, and actual labor cost tracking. With a little up front setup it can be completely automated. Next you explore some of the reporting.

Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.

2. Click **I am done!**

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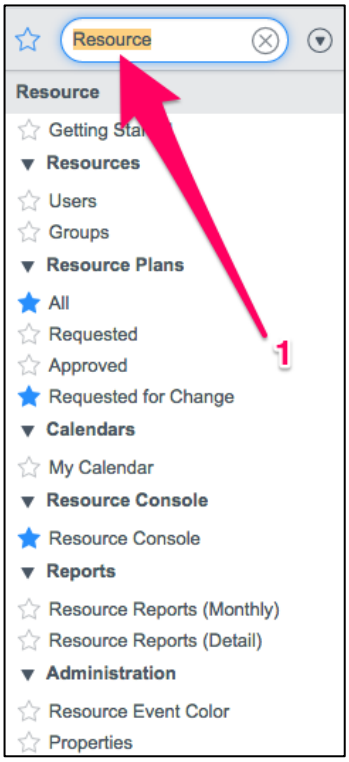
Lab Goal

Last part of resource management is to view the outcome of the hours allocated and plans made in the reporting module.

Lab 8
Reporting / Metrics

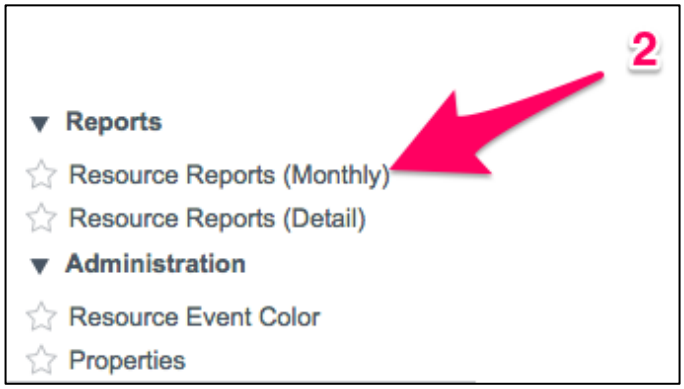
Report on Resources

1. Open the **Resource Application**. Type **Resource** in the filter text.



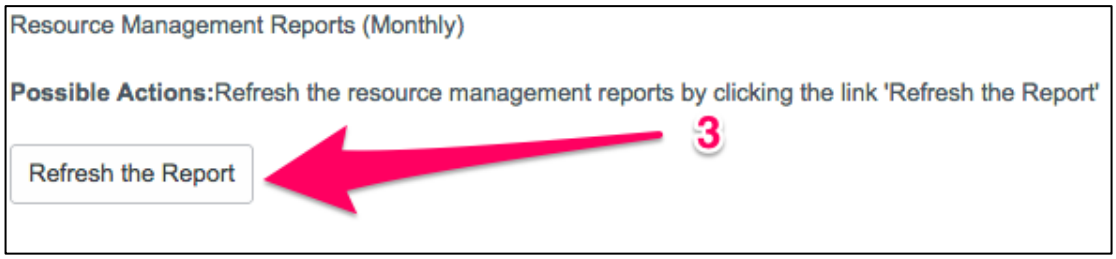
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2. Click on the **Resource Reports (Monthly)** module in the resource management application.



This displays a Dashboard with the **Resource Utilization** (%) by Month, **Availability** (hrs) by Month, **Allocation** (hrs) by Month, **Capacity** by Month (hrs) and **Actuals** (hrs) by Month.

3. Click the **Refresh the Report** button at the top.

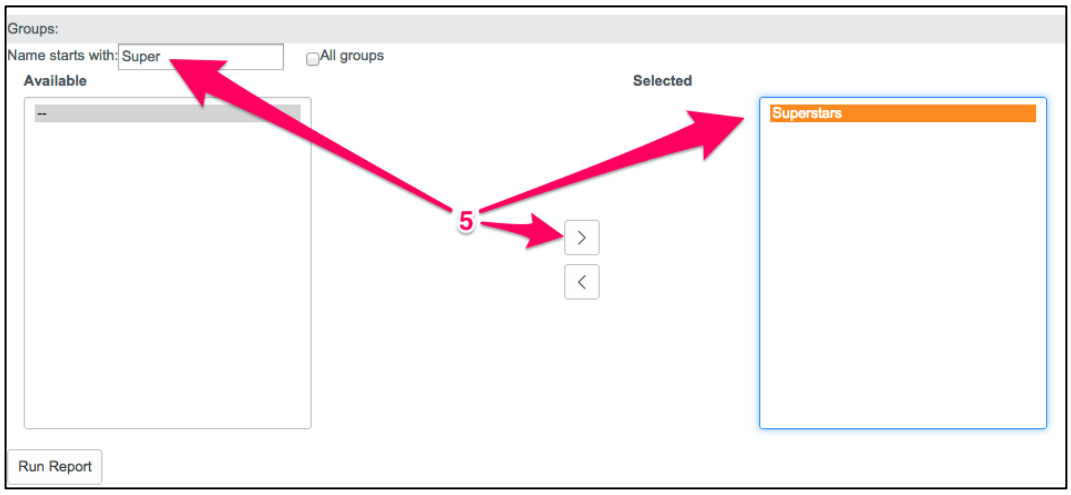


4. Enter the **start** and **end date t**o span the entire **2015** calendar year.

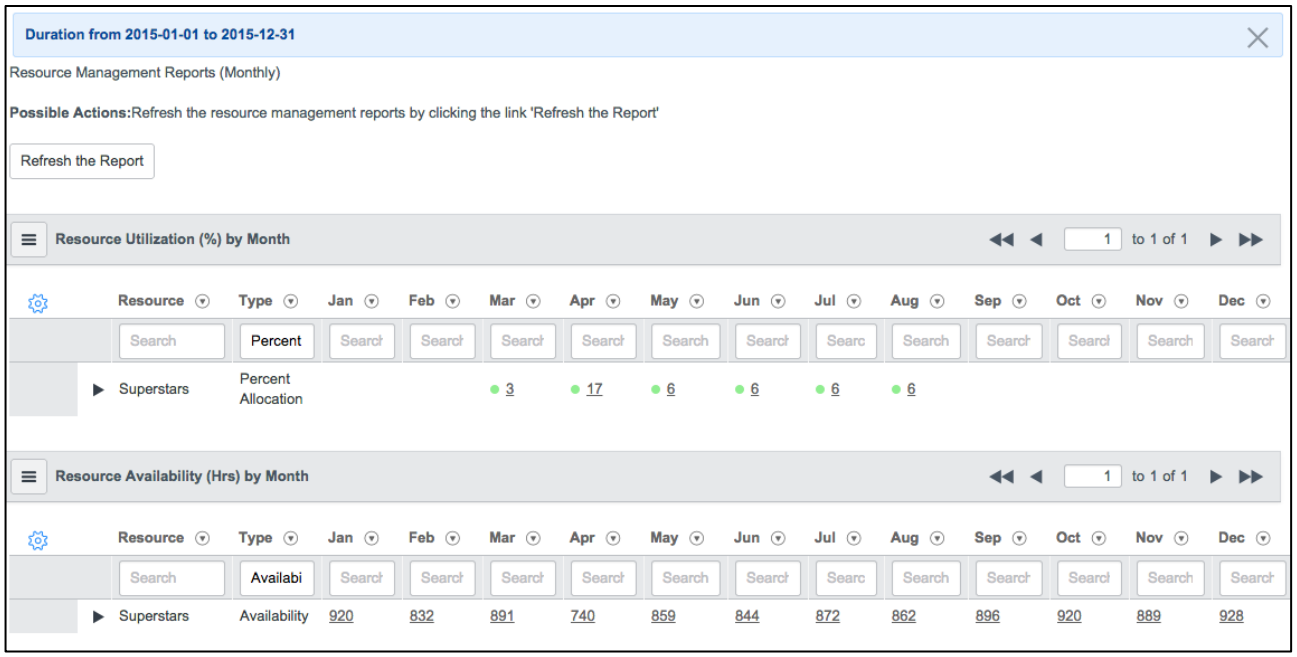


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5. Add the **Superstars** group to the Selected list. Click the **All groups** check box to show all groups and select from the available select box.

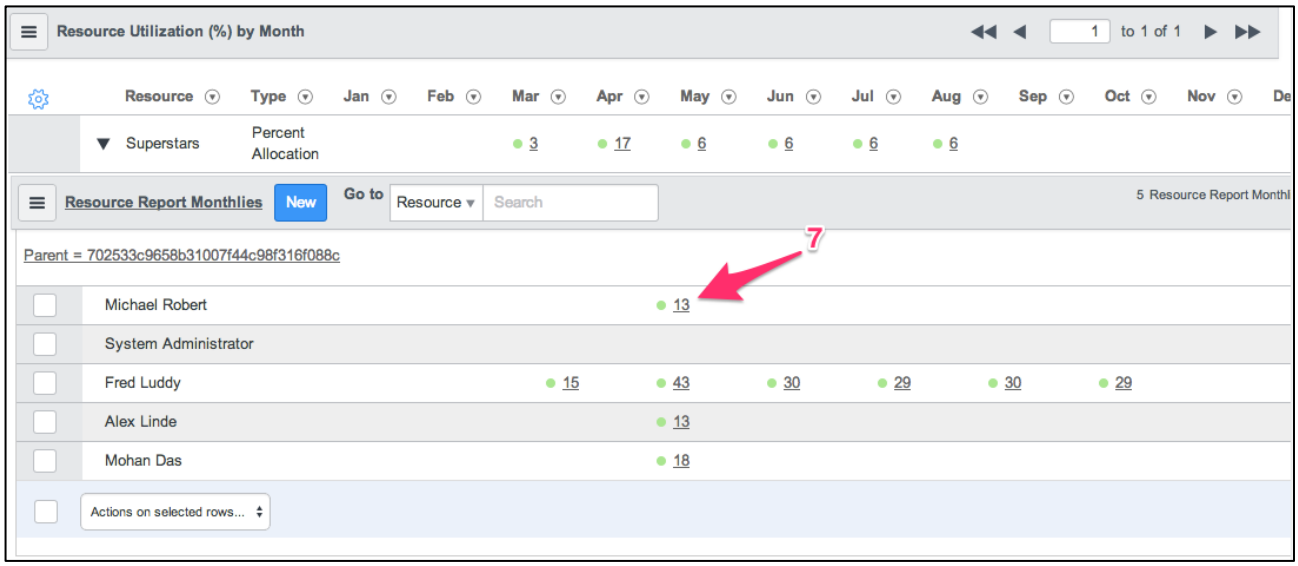


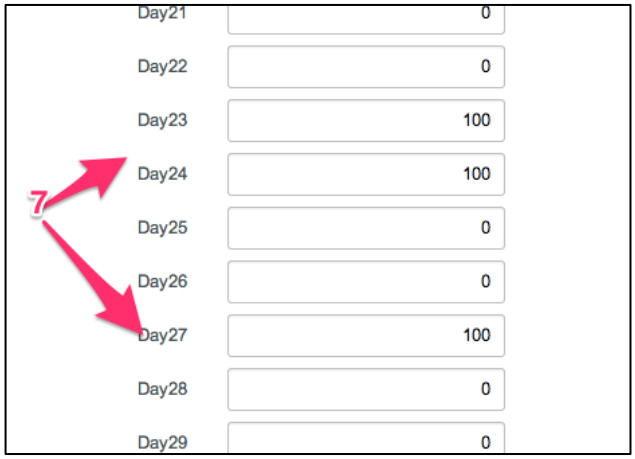
6. Click the **Run Report** button. It may take a moment to load and should look like the example.



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7. Click **Michael Roberts's 13%** utilization in the month of April to see the 100% (or 8 hours) we scheduled him for 3 days.





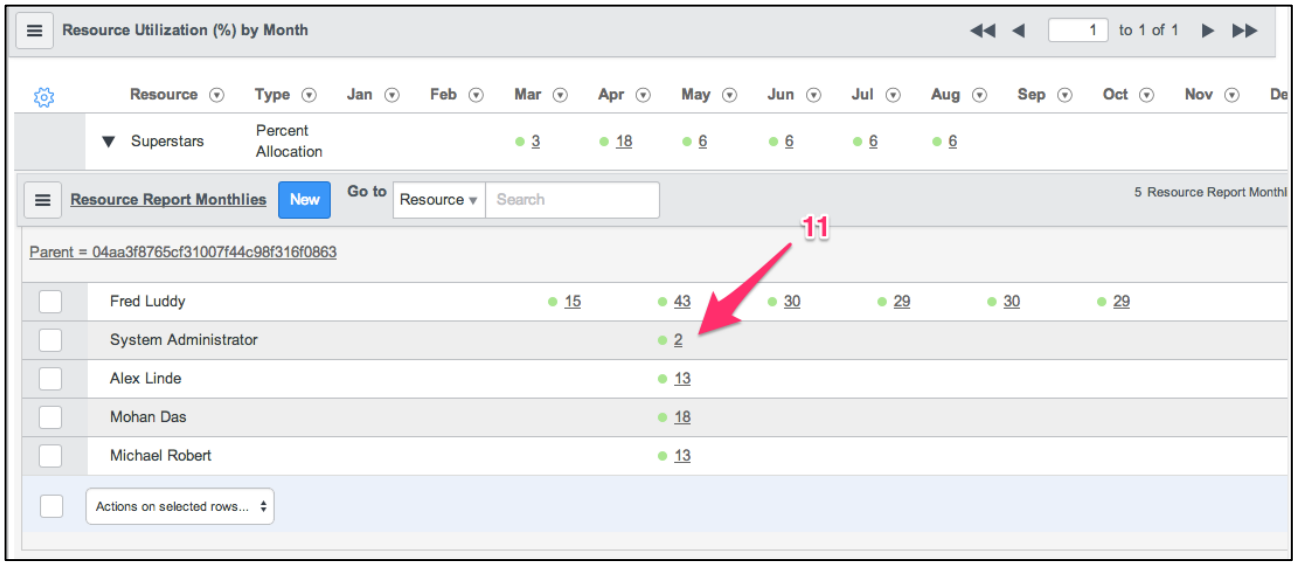
8. Feel free to explore the other report sections at your own pace, the general principal applies of the rolled-up numbers and the drill down feature into the daily view of that users month.

9. Notice that the System Administrator does not have a number filled in for Resource Utilization in the first chart even though we assigned him two hours of the change task to be completed. This is because the reports will only round up to whole numbers and he is currently utilized below 1%.

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10. **Challenge**: Create a new Resource Plan of 4 hours of work for the System Administrator in the Month of April. Allocate the admin to the Plan and refresh the report to reflect the Admin's Utilization.

11. Your end result should now contain 2% Utilization for the System Administrator in the month of April.



Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.

2. Click **I am done!**

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