knowledge16

Experience the Service Revolution



Optimize Your Resource Allocation 202

KARLO PARULAN
SENIOR SOLUTION CONSULTANT, SYDNEY
ServiceNow

BRETT HAMILTON
SENIOR SOLUTION CONSULTANT, SYDNEY
ServiceNow

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Agenda

Australia?

Typical Questions

Challenges

Labs

Top 3 Takeaways

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Where Is Australia?



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Why Not Come to Australia?

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Typical Questions

Which resources are available for additional tasks?

What tasks are my resources working on?

How can I compare my teams resource efficiency?

How can I redistribute the workload across resources?



How busy are my resources over a period of time?

How many resources do I need to execute current and future projects?

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Challenges



OTHER SYSTEM

EXCEL

EXTERNAL SYSTEM

INHOUSE

EMAIL

SEPARATE DATABASE

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What Resources Managers Need



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Typical Questions…Answered

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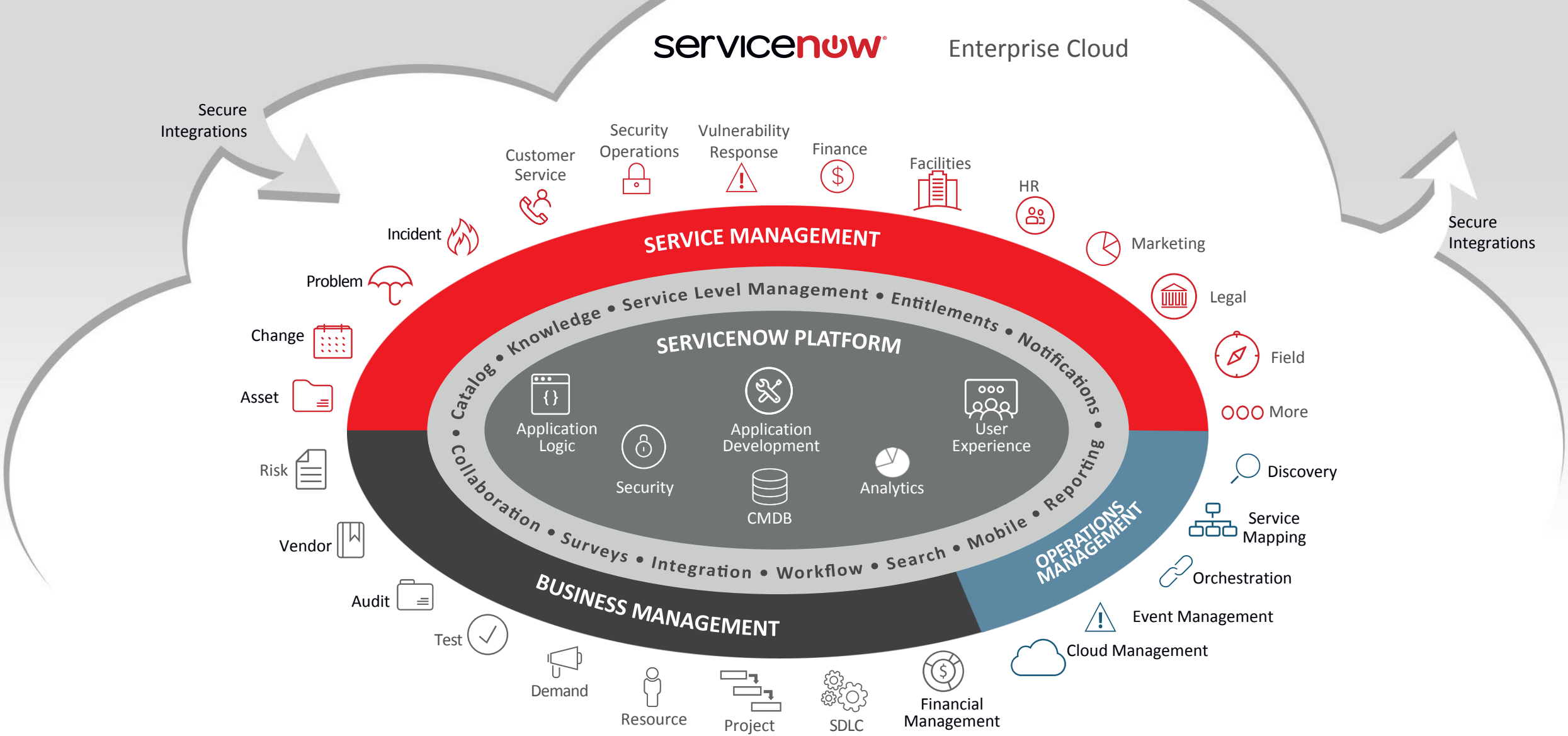
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What Resources Managers Have in ServiceNow

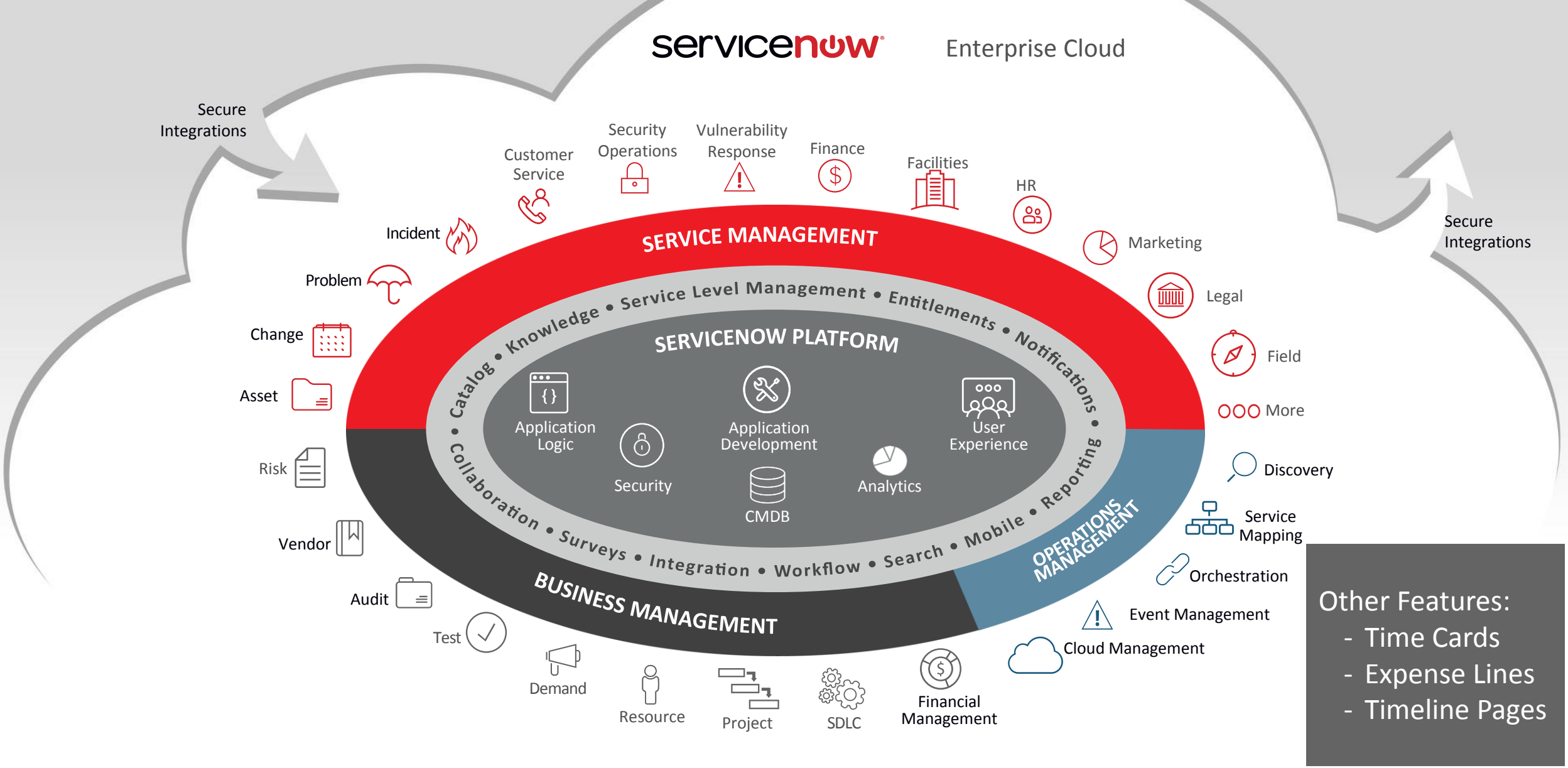
Keep calm because it’s better together.

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servicenow Enterprise Cloud



Other Features:
- Time Cards
- Expense Lines
- Timeline Pages

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The Lab



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Story



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Operational Work



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New Initiatives



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Future Projects



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Top Takeaways

1. Leverage platform features that are available to you – “better together.”
2. Use Project Portfolio Suite for a team to begin with – “turn it on and try it.”
3. Create reports and dashboards for all types of users – “make it relevant.”

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Take the Survey

Please take a moment to complete a session survey in the Knowledge16 app.

Thank You

Karlo Parulan

Senior Solution Consultant
ServiceNow

karlo.parulan@servicenow.com

Brett Hamilton

Senior Solution Consultant
ServiceNow

brett.a.hamilton@servicenow.com

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