knowledge17

WORK at LIGHTSPEED™

Real Life Experiences and Future Plans for Application Portfolio Management

MODERATOR:
MARK BODMAN
SR. APM PRODUCT MANAGER
ServiceNow

PANELISTS:
Peter Young, *IT Solutions Architect,* Granite Construction
Jose Ignacio (Nacho) Fresco*, Head of Service and Demand Management*, Sulzer Management Ltd
Diane Doak-Fisher, *Program Architect,* Ascension Health
Laurence Dudson, *Product Portfolio Lead,* EY
Matteo Petrelli, *Project and program office leader*, Banca Popolare di Sondrio

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NAME: Peter Young

TITLE: IT Solutions Architect

COMPANY: Granite Construction



NAME: Mark Bodman (Moderator)

TITLE: Sr. APM Product Manager

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NAME: Nacho Fresco

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COMPANY: Sulzer Management Ltd



NAME: Diane Doak-Fisher

TITLE: Program Architect

COMPANY: Ascension Health



NAME: Matteo Petrelli

TITLE: Project and program office leader

COMPANY: Banca Popolare di Sondrio



NAME: Laurence Dudson

TITLE: Product Portfolio Lead

COMPANY: EY

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Session Overview



Objectives

- Learn why many organizations use Application Portfolio Management as a key portfolio to manage IT



What You Will Learn

- Learn about how Service Now is a no-brainer platform for APM
- Hear how organizations have addressed Application Portfolio Management needs and lessons learned
- Interact with the panelists during Q&A

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Panel Questions

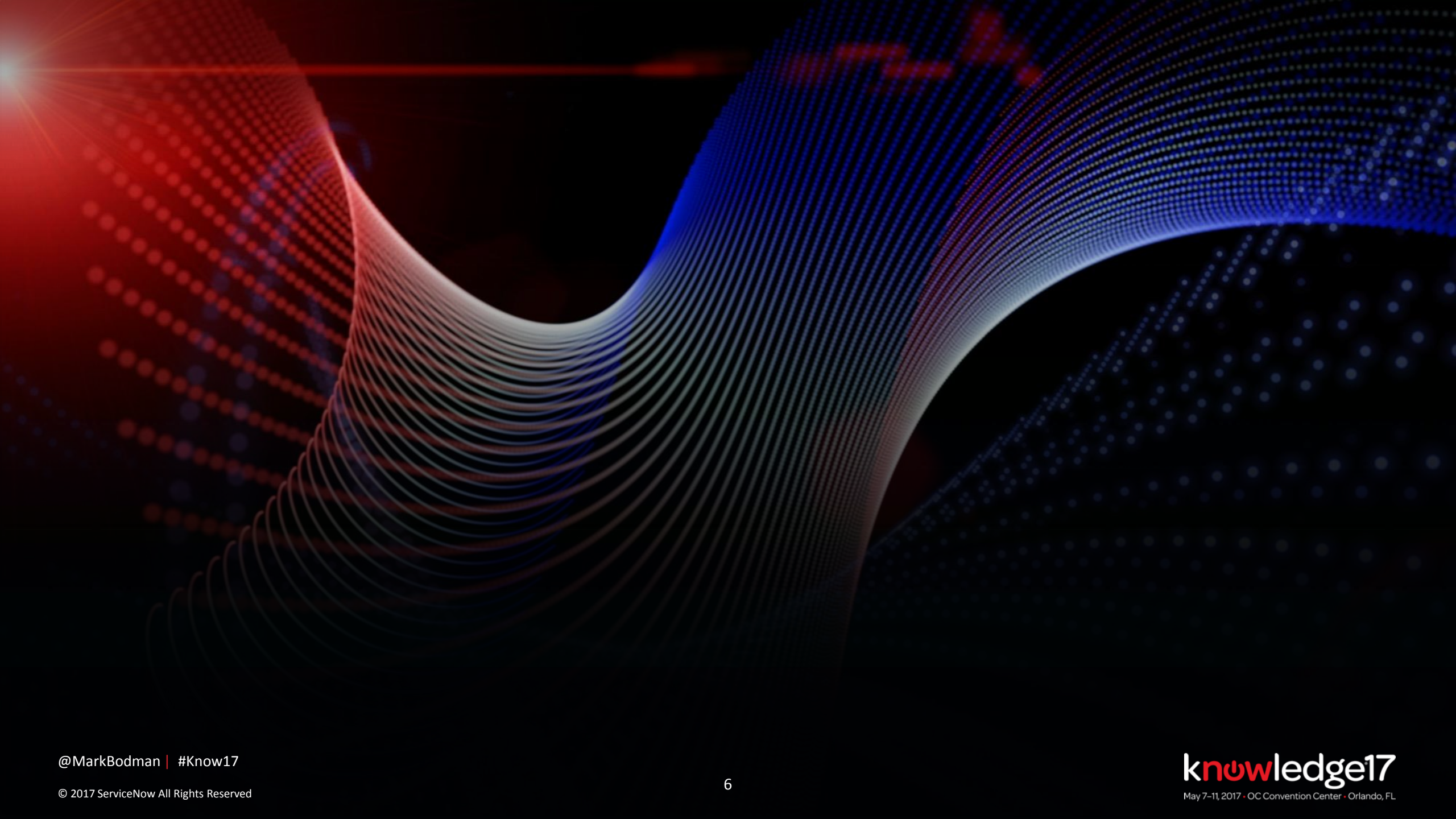
- Context questions
  - What industry are you in?
  - What other ServiceNow products do you own?
  - Why is APM important for your organization?
- Detailed questions
  - How does your organization define the Business Application?
  - How do you relate application and Service?
  - What's the value of APM for your organization?
  - Why was APM a natural for your ServiceNow instance?
  - How do you leverage the APM within IT?
    - In your business interactions?
  - Do you leverage other products in ServiceNow to augment your APM detail?
    - Which other products?
  - Any plans to evolve APM going forward?
  - Any lessons learned you can provide the audience from your APM journey?
- 'Last word' question
  - Where are you going next with APM now that ServiceNow has come out with APM in Istanbul, and is investing in this area?
- Questions from the audience?

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Application Portfolio Management Sessions

- CCB3928 - Rationalizing your Technology Landscape with ServiceNow
- BRE4070 - Application Portfolio Management - Leverage the CMDB for success
- BRE4083 - Finally - IT planning that doesn't suck!
- BRE4089 - Roadmap: Future Direction for ServiceNow Application Portfolio Management
- BRP4288 - Panel: Real Life Experiences and Future Plans for Application Portfolio Management
- BRE4078 - How APM brings ''business of IT'' together
- LAB132027 - APM 201: The capabilities of the new Application Portfolio Management solution in Istanbul – Admin Focus
- LAB132026 - APM 101: Using the New Application Portfolio Management Solution to identify opportunities for Application Rationalization
- PCW4533 - Optimize IT value through Application Rationalization and Portfolio Management (2-Day Course)
- CCB3939 - Enabling Enterprise Architecture decisions through the ServiceNow platform

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Q & A

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Take the Survey

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Thank You

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