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http://clabs.link/lab132005

WORK at LIGHTSPEED

Managing Team Workload and collaboration with VTB and Connect

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Agenda-at-a-Glance

- Introductions
- What are Visual Task Boards?
- Version History of VTB
- Pre-Lab

- Self-Paced Lab
  - Creating Visual Task Boards
  - Configuring Visual Task Boards
  - Configuring the Board
  - Interacting with the Board

- Self-Paced Lab (continued)
  - Interacting with Tasks
  - Customizing Cards
  - Modifying the Board Filter
  - Modifying the Lane Field
  - Create a VTB Conversation
  - Add a VTB to a Home Page

- Wrap-Up
- Questions (Revisited)

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Speaker Introduction



Name: Edwin van den Heuvel

Title: Advisory Solution Consultant

Function: Sales

Company: ServiceNow

Experience: Almost 5 years at ServiceNow. More than 17 years experiences in Service Management.

Expertise: Field SC – jack of all trades. Focus on Enterprise Service Management, Cloud Management and DevOps transitions.

Achievements: Radio host (25+ years), former dance teacher, married and father of 2 kids.

Current Projects: Building strategic roadmaps with customers and expand ServiceNow footprint in the Finance industry.

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Speaker Introduction



Name: Martijn Kruijt

Title: Sr. Solution Consultant

Function: Sales

Company: ServiceNow

Experience: Delivery, professional services and development management. Started at ServiceNow in 2015.

Expertise: Field SC – jack of all trades. Focus on Platform ITOM.

Achievements: Field hockey coach and father of 3 kids.

Current Projects: Government proof of values and field work.

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What Are Visual Task Boards?

- Visual Task Boards are collaborative, real-time work boards for interacting with tasks
- It couples common task management actions with the power of the ServiceNow Platform
- Boards can be “Freeform,” which is more of a personalized “To Do”
- Boards can be “Data Driven,” which ties the contents of the board to an underlying data query
  - (“Show me all of the unassigned PRBs that have been logged in the last week”)
- Common use cases center on moving tasks through a process of work
  - (“To Do > Doing > Done”)
  - (“New > Assigned > In Progress > In Testing > Done”)
- VTBs are popular in SCRUM and or AGILE work environments

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Version History of Visual Task Boards?

- Introduced as part of Eureka
- Fuji added integration with Collaboration
- Geneva with Presence Awareness and Connect Integration
- Helsinki came with:
  - Performance Improvements
  - Real-Time changing of the Board Filter & pivoting of the lane-binding field
- Istanbul:
  - Board tools in a single location
  - “Favorite” a board
  - Users can navigate through cards in a lane by using the arrow buttons in a task card



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The Lab

- The Lab will focus on better understanding the basics of Visual Task Boards
- It is self-paced and walks through common usages of the product

- Lab Gurus and Instructors are here to help – if you have questions, please ask

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Let’s Start!

- Lab Instance: **http://klabs.link/vtb**
- Start with labs 1, 2, and 3

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The Next Labs

- The next labs are 4, 5, and 6

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The Next Labs

- The next labs are 7, 8, and 9

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The Last Lab

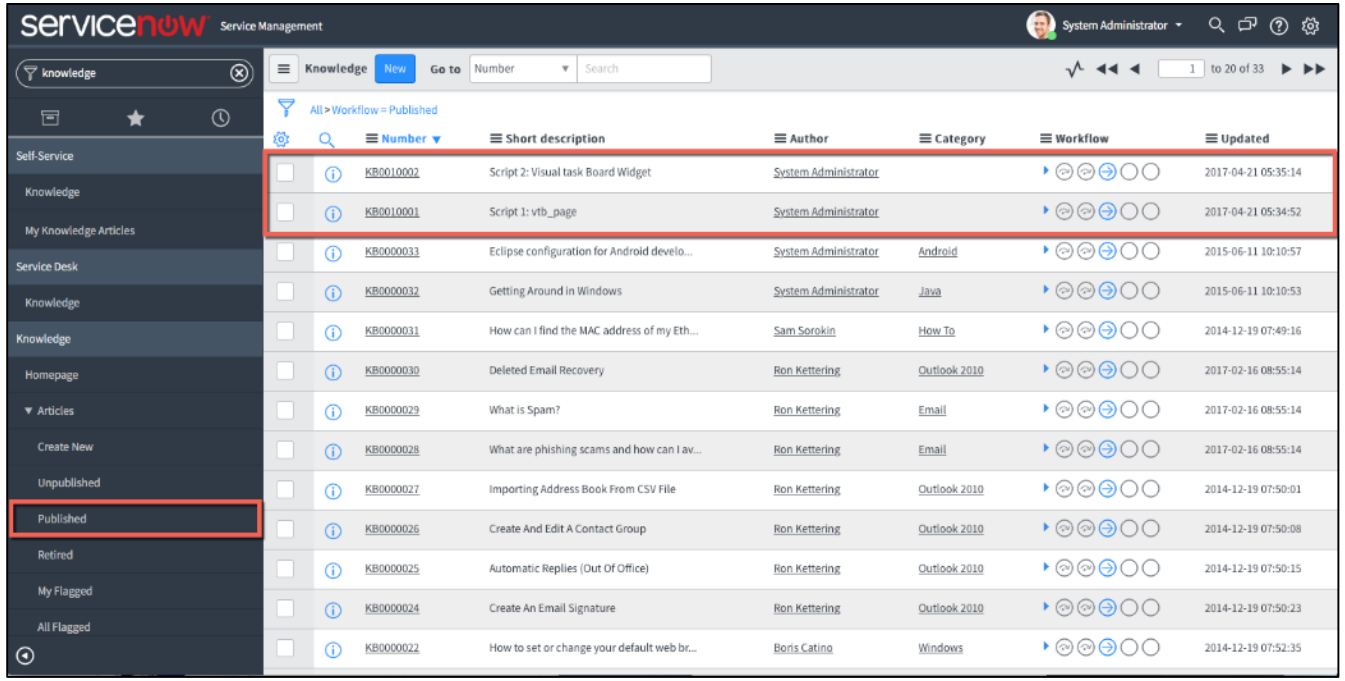
- The last lab is 10

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Lab 10.0: Add a Visual Task Board to a Home Page

The scripts are also available in your instance:

1. KB0010001 – exercise on page 38
2. KB0020002 – exercise on page 40



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Top Takeaways

1

Visual Task Boards are collaborative, real-time work boards for interacting with tasks.

2

It couples common task management actions with the power of the SN Platform.

3

Use them to move tasks through a process of work; tablets are supported for the real drag-and-drop experience.

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