knowledge17

http://clabs.link/lab132030

WORK at LIGHTSPEED

Working with Projects in Istanbul

J. Scott Hadaway
Platform Architect
ServiceNow

Gabriela Flores
Senior Solution Consultant
ServiceNow

© 2017 ServiceNow All Rights Reserved

servicenow

Agenda

- Introductions
- Solution Overview
- Demonstration
- Lab

© 2017 ServiceNow All Rights Reserved

Speaker Introduction



Name: J. Scott Hadaway

Title: Platform Architect

Function: Pre Sales

Company: ServiceNow

Experience: 4 years with Service Now, 20+ years in the industry

Expertise: Platform

Achievements: Work with customers to reduce Cost and Risk

Current Projects: Working with Albertsons, Intel, McKesson, Apple, and Visa

© 2017 ServiceNow All Rights Reserved

Speaker Introduction



Name: Gabriela Flores

Title: Senior Solution Consultant

Function: Pre-Sales

Company: ServiceNow

Experience: 3 years with ServiceNow, over 10 years of experience with IT solutions

Expertise: Processes, ITIL Practitioner, Project Management

Achievements: Help the companies to reduce costs, e.g., Bimbo 40% reduction in call volume

Current Projects: Working with G2K Companies in Latam

© 2017 ServiceNow All Rights Reserved

Objectives and What You Will Learn

Objectives

- Understand how your organization can benefit from ITBM and the new Planning Console and Project Workbench.

What you will learn

- Service Now's ITBM Methodology
- How to work within the Planning Console
- How to work within the Project Workbench
- How to get the most out of Record Lists

© 2017 ServiceNow All Rights Reserved

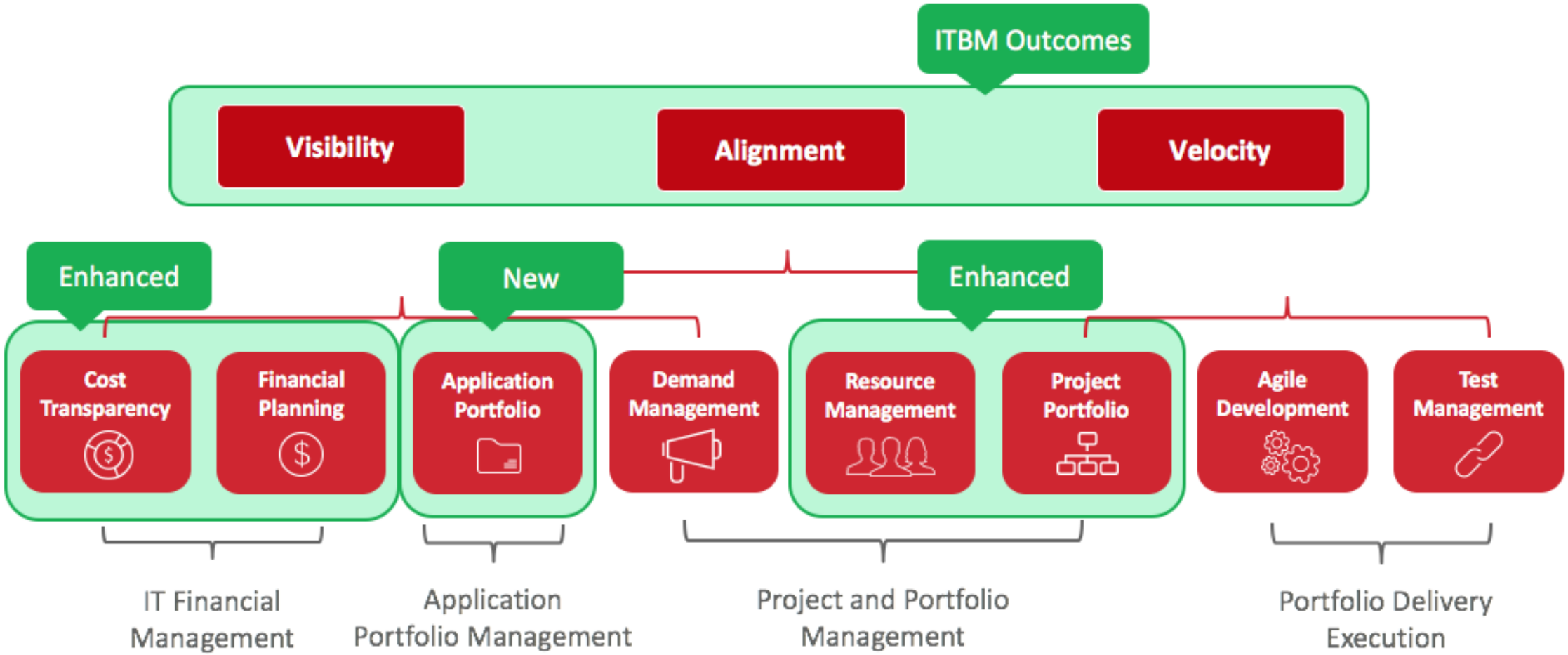
Service Now's ITBM Methodology

"***When the rate of change externally is greater than the rate of change internally, you have a problem."*** - Jack Welch

The velocity of change is increasing and the focus of our ITBM Practice is to help our customers increase their internal velocity of change. We do this by providing insight into their Projects, Applications, People and Spend. We help to align these with the business and through having ServiceNow as a single system of work execution we drive up velocity.

© 2017 ServiceNow All Rights Reserved

Service Now's ITBM Methodology



© 2017 ServiceNow All Rights Reserved

Lab Goal

This lab explains how use the Planning Console. It explores the following:

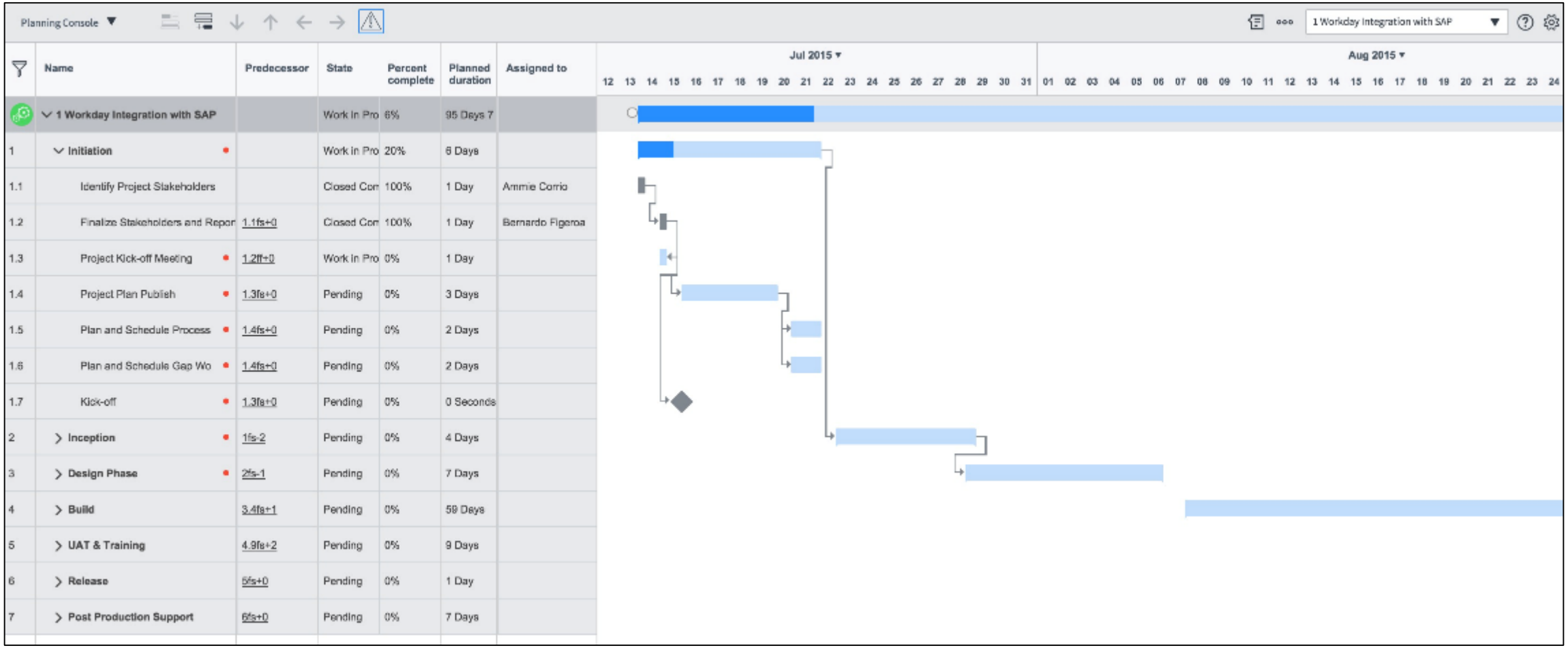
- Navigate in the Planning Console
- Baseline
- Milestones
- Planning Console generate new projects

Lab 2.1 Work with Planning Console

© 2017 ServiceNow All Rights Reserved

Planning Console at a Glance

The planning console is a centralized interface for the Project Management application.



© 2017 ServiceNow All Rights Reserved

Lab Goal

This lab explains how to effective use the Project Workbench to perform the following tasks:

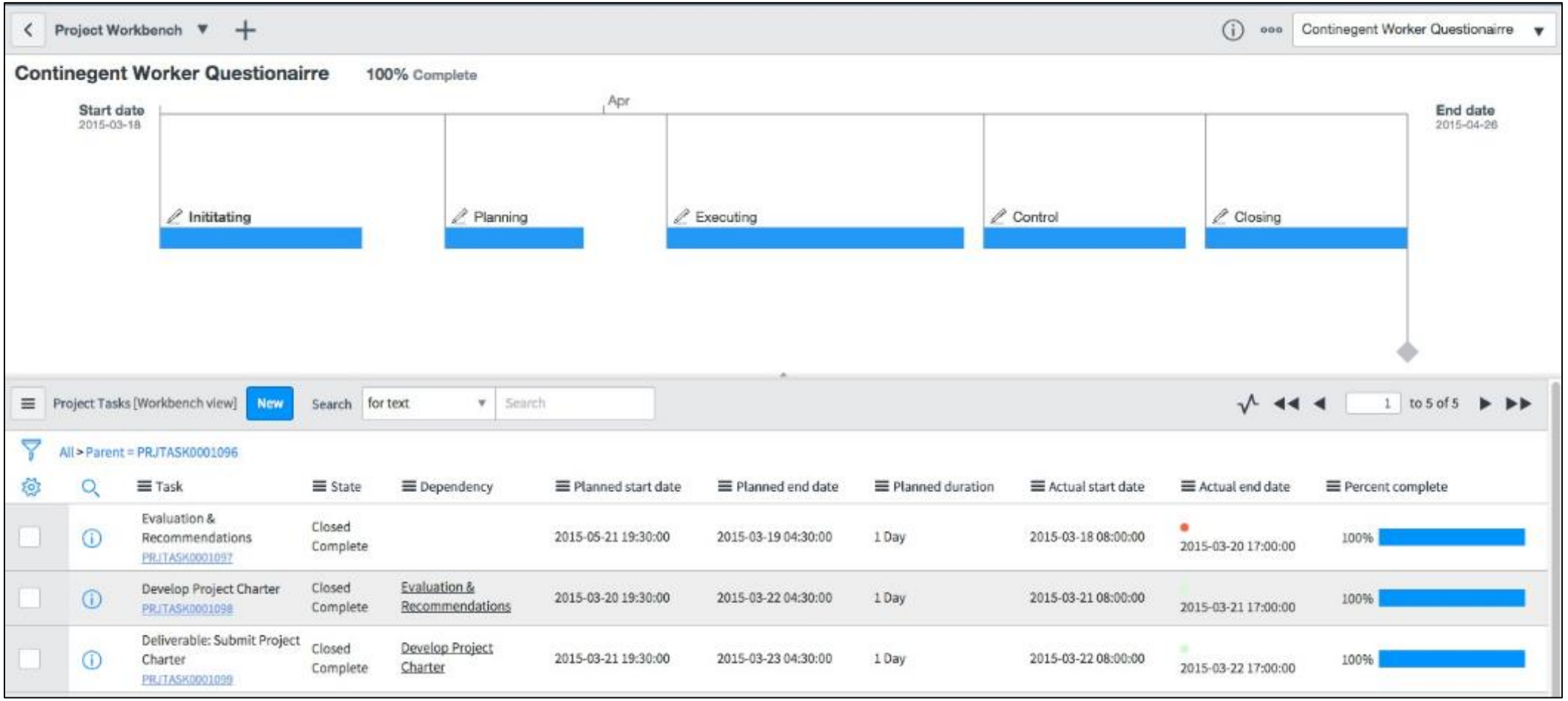
- Navigate in the Project Workbench.
- Create a new Project
- Modifying Tasks

Lab 3.1 Work with Project Workbench

© 2017 ServiceNow All Rights Reserved

Project Workbench at a Glance

The project workbench provides a central location for creating and managing projects.



© 2017 ServiceNow All Rights Reserved

Top Takeaways

1

The planning console is a centralized interface for the Project Management application

2

The project workbench provides a central location for creating and managing projects

3

The record list provides a wide range of controls for sorting, filtering, moving, and editing data

© 2017 ServiceNow All Rights Reserved

Solution Demonstration

#Know17 | http://clabs.link/lab132030

© 2017 ServiceNow All Rights Reserved

Thank You

Lab Sponsored by Microsoft Azure



J. Scott Hadaway
Platform Architect
ServiceNow

Gabriela Flores
Senior Solution Consultant
ServiceNow

#Know17 | http://clabs.link/lab132030

© 2017 ServiceNow All Rights Reserved