knowledge14®

April 27–May 1, 2014 • Moscone Center • San Francisco, CA

Resource Management with a Side of Demand

Spencer Beemiller
Sr Solution Consultant
ServiceNow

Stephanie Comardelle
Delivery Manager, Professional Services
ServiceNow

servicenow®

© 2014 ServiceNow All Rights Reserved

Agenda

Resource Management Overview

Resource Management Lab

Demand Management Overview

Demand Management Lab

Top Takeaways

Q&A

© 2014 ServiceNow All Rights Reserved

Resource Management Overview

© 2014 ServiceNow All Rights Reserved

Resource Management Overview

The Basics

- Resource Management is the efficient and effective deployment of a organization's resources when they are needed.
- The Resource Management Application is a separate application that can be leveraged by any operational or strategic process – Incident Management, Change Management, Release Management, PPM, etc.
- Effective resource allocation typically requires an understanding of existing labor or funding resource commitments (in either business operations or other projects) as well as the skills available in the resource pool.
- Resources may include financial resources, inventory, human skills, production resources, or information technology (IT).

© 2014 ServiceNow All Rights Reserved

Resource Management Overview

Terminology



Capacity: total hours a resource is available to work on tasks, as shown on the user's calendar.



Allocation: total resource hours assigned to a specific plan, schedule, or allocation by month.

- Resource hours are based on task wok, personal tasks, time off, operational work, and administrative work.



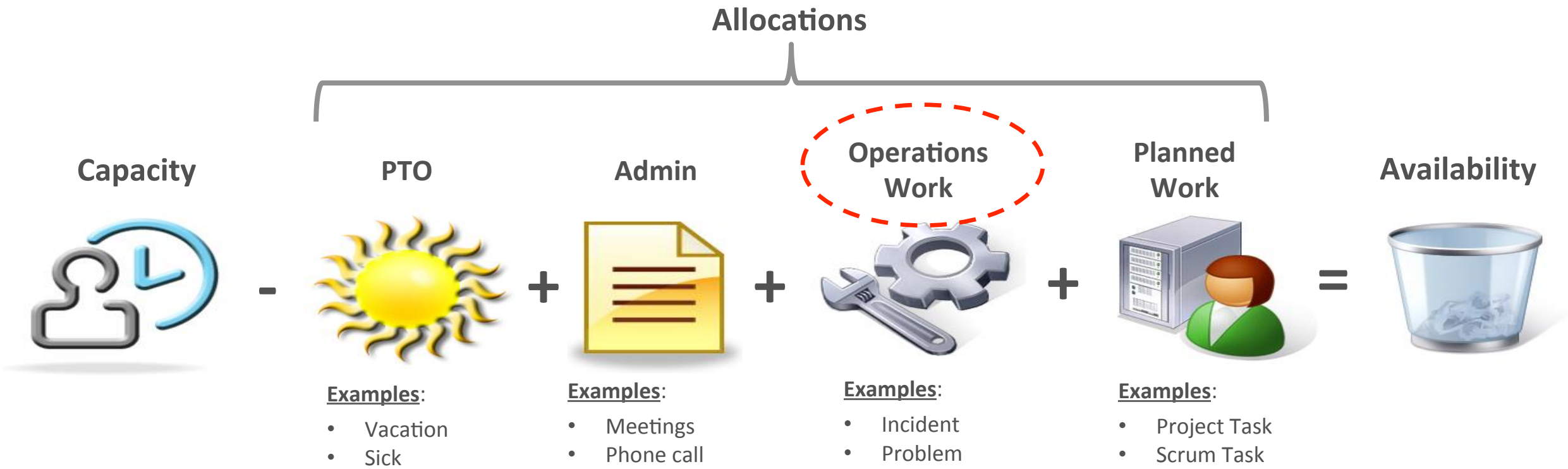
Availability: total time resources are available, by month, after allocations.



Actuals: total hours a resource worked.

© 2014 ServiceNow All Rights Reserved

Resource Management Overview



Utilization: percentage of resource time utilized, by month. Utilization is allocation divided by capacity.

© 2013–2014 ServiceNow. All Rights Reserved
© 2014 ServiceNow. All Rights Reserved

Resource Management Lab

Instructor Led Exercises

© 2014 ServiceNow All Rights Reserved

Resource Management Lab

Instructor Led Exercises

- Lab 1 – Setting Up Your Schedule
- Lab 2 – Allocate Recurring Tasks
- Lab 3 – Create Resource Plan from PPM
- Lab 4 – Create Resource Plan from Change
- Lab 5 – Resource Plan Workflow
- Lab 6 – Reporting / Metrics

© 2014 ServiceNow All Rights Reserved

Demand Management Overview

© 2014 ServiceNow All Rights Reserved

Demand Management Overview

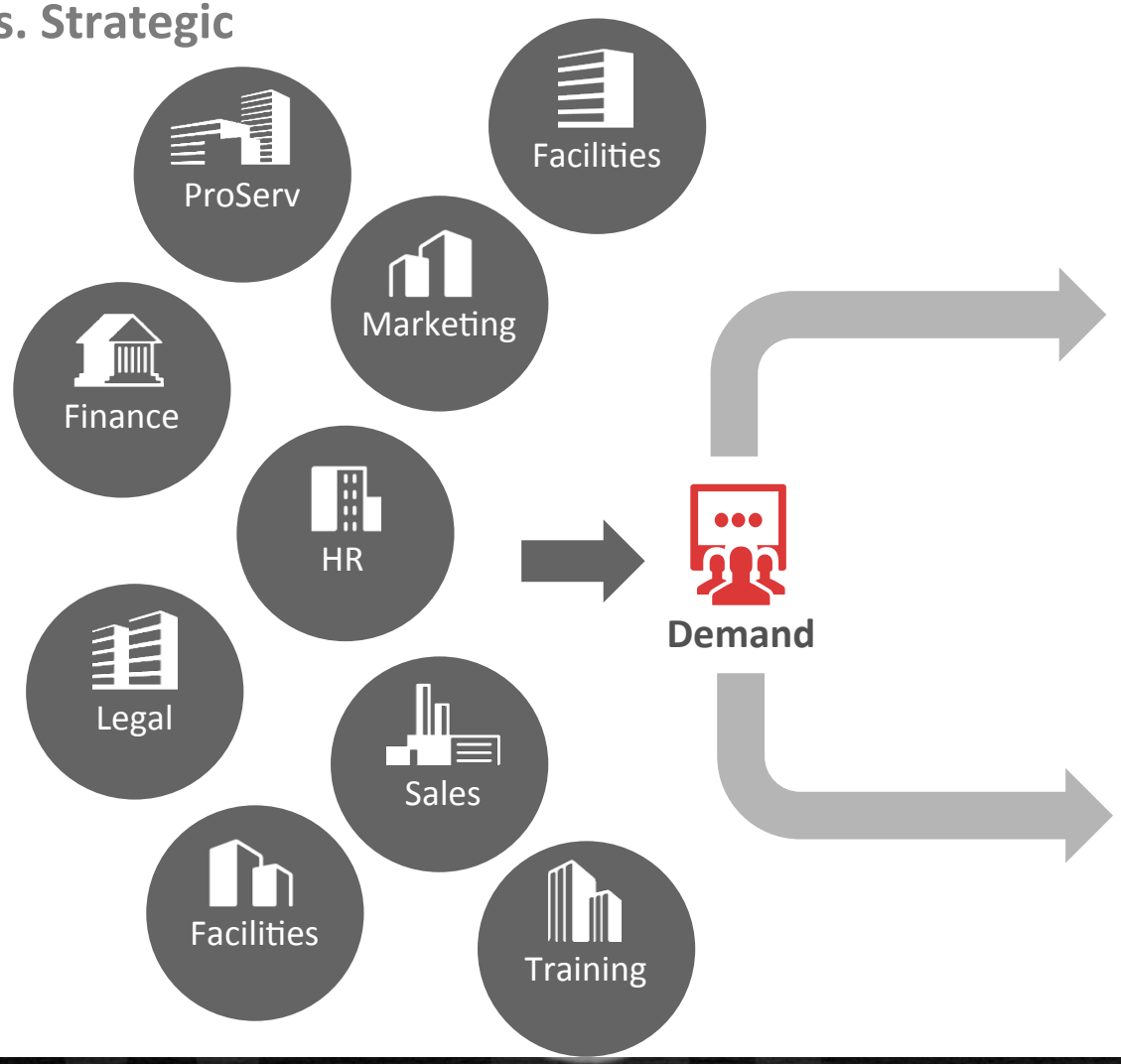
The Basics

- Demand Management is a planning method used to understand, anticipate, and influence demand for products and services.
- The Demand Management Application is used to provide visibility into ongoing operation requests, as well as to aide in making, monitoring and validating investment decisions on new requests.
- Effective Demand Management requires an in-depth understanding of current resource capacity to meet the requested demand.

© 2014 ServiceNow All Rights Reserved

Demand Management Overview

Operational vs. Strategic



Operational

- HELP
- ORDER
- INFO

Run

Strategic

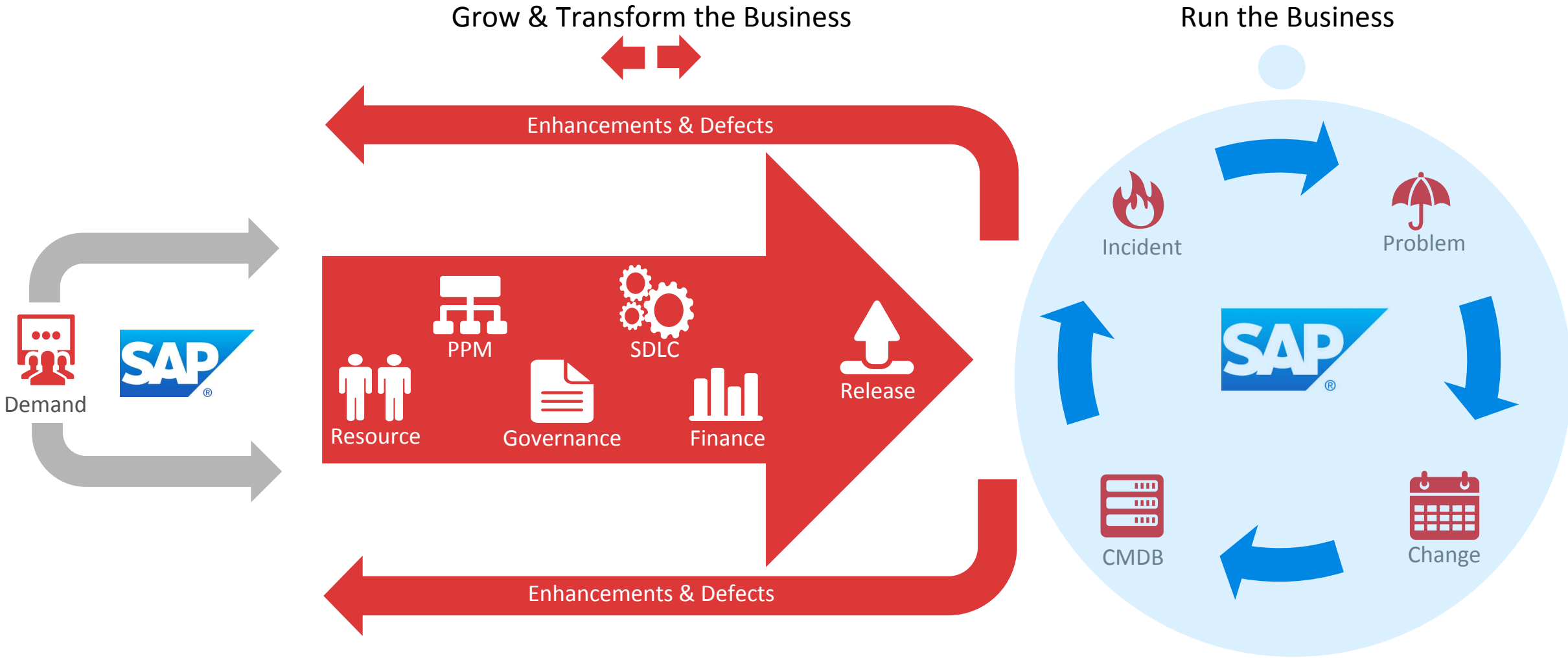
- NPI
- ENHANCEMENT
- DEFECT

Grow

© 2014 ServiceNow All Rights Reserved

Demand Management Overview

An Integrated Service Lifecycle



© 2014 ServiceNow All Rights Reserved

Demand Management Lab

Instructor Led Exercises

© 2014 ServiceNow All Rights Reserved

Demand Management Lab

Instructor Led Exercises

- Lab 7 – Submit Idea
- Lab 8 – Demand Screening & Qualification
- Lab 9 – Demand Backlog & Approval

© 2014 ServiceNow All Rights Reserved

Top Takeaways

1. ServiceNow provides functionality that not only defines what present and future tasks to be completed are, but also who is available to allocate to the tasks.

   (aka Resource Management!)

2. Resource Management can be leveraged in ANY module within the ServiceNow Platform.

3. ServiceNow provides traceability and the mechanism to centralize demand in support of corporate initiatives and standards.

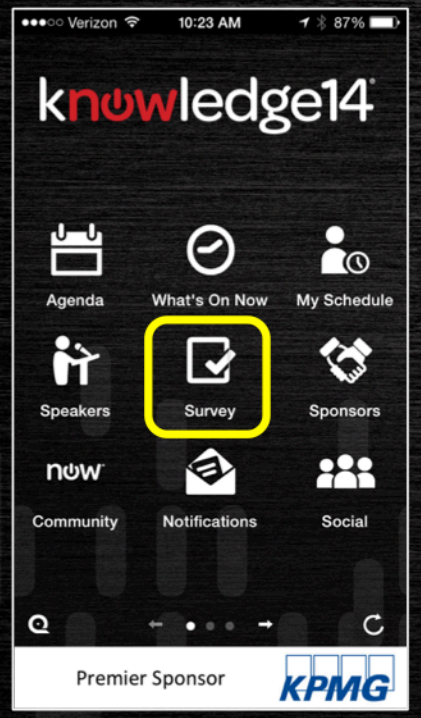
   (aka Demand Management)

© 2014 ServiceNow All Rights Reserved

Q&A

© 2014 ServiceNow All Rights Reserved

Tell us what you think!



Click on the survey link in your Knowledge14 mobile app. Help us make Knowledge 15 even more valuable!

Thank You

Spencer Beemiller

Sr Solution Consultant

ServiceNow

Spencer.Beemiller@servicenow.com

Stephanie Comardelle

Delivery Manager, PS

ServiceNow

Stephanie.Comardelle@servicenow.com

Want a copy of this deck?

Sign into the BuzzHub to unlock all the slides and lab guides from Knowledge14 sessions

