

Digital Portfolio Management

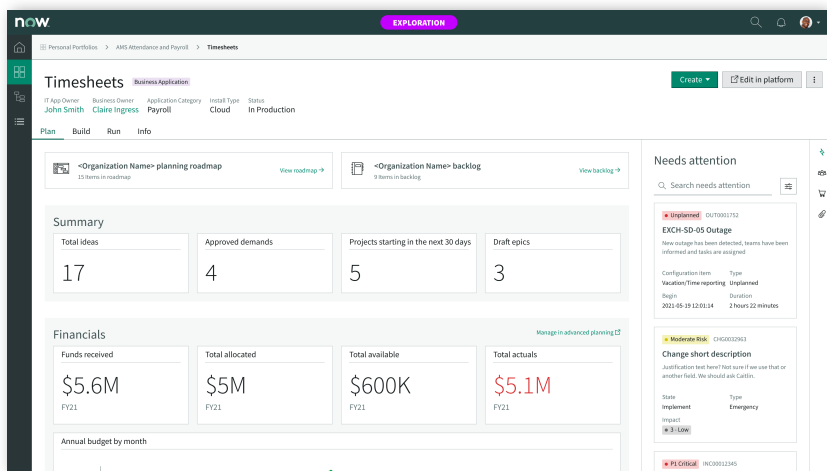
Challenge

As IT departments grow and become more ubiquitous to the everyday operations of the enterprise, it is becoming increasingly difficult to manage and measure the benefits and value these applications and services are delivering. Often times, work is siloed into different teams and data is dispersed across many systems of record and spreadsheets, making it nearly impossible to gain a holistic view of the operation performance and more importantly, business impact your services are providing.

Solution

Service Now is solving these previously unsolved problems by delivering a single workspace that brings services, apps and products together in a single view to drive alignment and deliver measurable outcomes. Service Owners can now plan for, build and run their services and applications with detailed operational and experience data all in one single location. Digital Portfolio Management¹ also surfaces service impacts from across the platform, including outages, changes and high impact incidents.

Additionally, Digital Portfolio Management provides detailed Application Portfolio Management views into Business Applications and their underlying Application Services, surfacing critical relationships that underpin the services offered to employees. Built on the Common Service Data Model, these relationships help tell a complete and accurate story on how your services are truly performing.



Digital Portfolio Workspace provides an end-to-end view of the Services and Applications provided across IT.

Overview

ServiceNow Digital Portfolio Management is a unified workspace that allows owners to holistically view and collectively manage their services, apps, and products through the full lifecycle.

Benefits

Enterprise Portfolios help organize services and offerings into logical hierarchies.

Personal Portfolios provide service and application owners with flexibility to organize their objects the way they see them.

Integrated Roadmaps provide visibility into how owners are planning and innovating in their spaces.

Service Impacts are displayed in context, surfacing important outages, changes and incidents the owner should know about.

The ServiceNow Difference

Built on the CSDM, operational data can be seen up and down the dependency hierarchy.

Break down silos by displaying all IT objects and portfolios in a single workspace.

A control panel that provides a holistic, end-to-end view of the services owned

1. Digital Portfolio Management is sold through the ServiceNow Store and can be used by customers with IT Service Management (ITSM), IT Business Management(ITBM) and Application Portfolio(APM) entitlement

Features

Enterprise Portfolios

Service portfolios provide the ability to organize and categories services in a way that makes sense for your business. Metrics are automatically aggregated at the taxonomy node and portfolio levels, incorporating data from the underlying service offerings

Personal Portfolios

Service ownership doesn't always follow your enterprise architecture. Personal portfolios allow service and application owners to put their objects together in a logic groups to plan, build and run the way they need see fit.

Roadmap Integration

Integrated roadmaps allow owners to see the plan in the context of the things they own and plan with all of the operational data at their finger tips. Seeing an uptick in subscribers? You may want to invest in scaling this service. Having availability issues? Take a look at the underlying application as it might be time for a change.

Service Impacts

Never be caught off guard again with project, change and continuous improvement statuses all at your fingertips. Clearly see who holds the ball during each phase of the lifecycle and promote clear collaboration between all parties. Receive alerts to high priority impactful changes and outages effecting your services.

Continuous Improvement Management

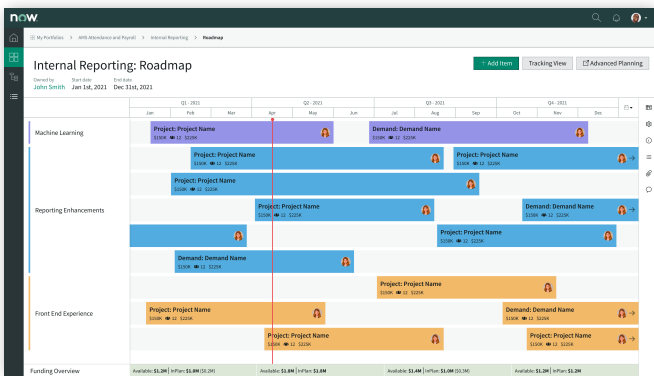
Create and manage continuous improvement initiatives related to your services and applications without leaving the workspace. Visualize change using performance analytics as your services and applications improve.

Analytics in every phase

Utilizing ServiceNow Performance Analytics, you can easily associate the objects you own to the KPIs that matter most to you. Monitor Availability, CSAT, Cost and Incident details across your portfolios to make data-backed decisions about where your investment dollars should go next.

“ I’m going to so many places just to figure out how my portfolio is doing. This is just so much better than what we are working with today.

Director IT, Enterprise Software Company



Create and manage roadmaps for the services and applications you own

