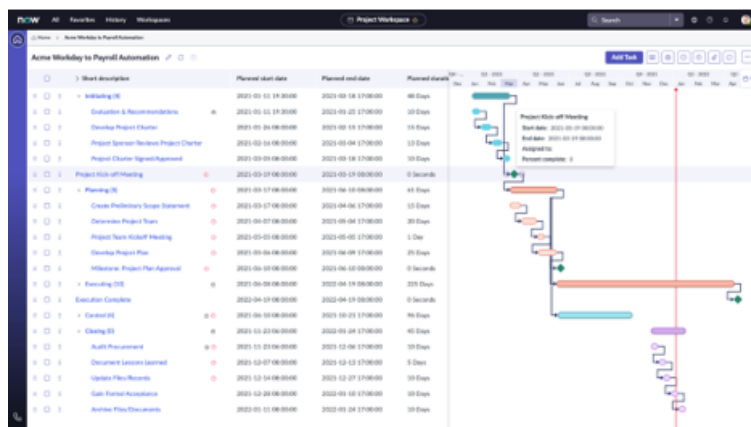# ServiceNow
Project Portfolio Management

How can you maximize your ROI and drive strategic outcomes ?

Is your organization adopting new technologies, processes, or services to better compete in the marketplace and adapt to new ways of working? Are you using these new technologies to provide a great customer experience, empower employees, create sustainable competitive advantages, unlock business insights, and pivot to support whatever challenges that arise in our everchanging world? What are the strategies in place to ensure success? Did you know 9.4% of project budgets are wasted? To align investments to implement strategy and deliver business outcomes, portfolio managers need the right tools to respond quickly and decisively when changes are needed.

ServiceNow's Project Portfolio Management (PPM), part of Strategic Portfolio Management (SPM) enables you to prioritize key goals, objectives, KPIs, and/or OKRs; define and fund investments to achieve them while providing product/program owners the tools to allocate resources at a granular level–all in a single platform. The PPM solution integrates with all of your teams' work delivery solutions such as agile, traditional, or hybrid providing real-time updates on actual performance. Anyone in a planning role can ensure that work is prioritized, scheduled, and delivered–even as strategies and needs evolve.

PPM helps to :

- Provide a centralized view of all demand and work

- Ensure all work is strategically aligned

- Continually optimize resources to increase business agility

- Provide status visibility and performance data

- Gain visibility of both traditional and agile methods

Achieve business outcomes

Managers do not know all the priorities and do not have visibility to financial and resource constraints. With PPM, managers can determine which work needs to be prioritized given available resources to achieve business outcomes.

Continually optimize resources to increase business agility

Change is inevitable so organizations need to keep up to date and adapt their plans, refocus teams to meet expectations, and continuously prioritize to align with their strategy.

Help teams deliver more value quickly

Most organizations use different work delivery methods. Agile and traditional work are not linked together as work is managed in other tools. PPM provides a single platform to plan and execute all work regardless of delivery method.

Define, plan , track, and manage all work and monitor project status, exceptions and KPIs from a single location with Project Workspace

Gather and evaluate ideas

The Innovation management application enables you to gather and evaluate ideas efficiently, and quickly identify and process the ideas with the greatest potential for implementation.

One centralized place for all strategic request

In many enterprises, demands come in from multiple sources and are delivered via many channels. Therefore, executives can not access all the information they need to make informed, strategic decisions. The Demand Management application centralizes all your strategic requests from the business and consolidates the investment decision process for new products and services. Demand Management facilitates ideation— generating, developing, and communicating new ideas—to support corporate initiatives that improve, drive, and grow the business. It allows you to assess, track, manage easily, and accurately forecast demand for products and services.

Roadmap Planning

The roadmap Planning part of the Alignment Planner Workspace provides intuitive roadmap planning based on projects, epics, or demands giving you the ability to drive meaningful conversations, adjust work items and plans and validate common understandings to align investments to strategy.

Manage projects, programs and portfolios

Project Portfolio organizes development tasks into projects, and projects into programs and portfolios, giving you collaboration, reporting, and tracking for your project planning and more information for better business decision-making. Teams can create and manage a wide range of projects from a few small tasks to large portfolios of projects containing complex activities with various relationships and dependencies. With project workspace, you can define, plan , track, manage all work (including incident, problem, change, and release management) as well as monitor project status, exceptions and KPIs from a single location. Tracking and managing all work from a single system of record ensures all project activities are captured. You can adapt at the speed of business with automatically updated project timelines and interactive task and resource allocation based on task dependencies, milestones, and resource availability. This allows your business to better understand the entire project portfolio for more informed investment decision-making, while also improving the team's ability to explain the value of projects to business decision-makers.

Set goals and evaluate progress

Goal Framework application enables you to create goals, set targets for them, and evaluate the progress of the goals and targets to accomplish the organizational plans and drive business outcomes.

Efficient allocation of resources

Resource Management brings management and forecasting capabilities together in a single tool. This allows you to allocate your staff effectively, see which resources are available at any given time, and distribute tasks with a thorough understanding of your existing resource workloads.
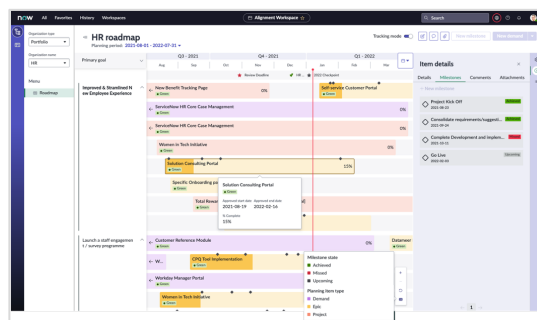
Evaluate options for different projects

Consolidating your entire project portfolio and prioritizing its investments in the context of available resources, budget, and maximum value to the business can be a daunting task. It's even more complicated when considering the wide range of possible project conditions. Scenario Planning helps solve these challenges by quickly illustrating options for how the business can move forward. Scenario Planning enhances the ServiceNow Portfolio Workbench that simulates multiple investment scenarios.
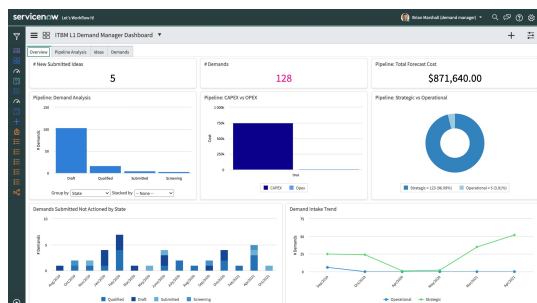
Hybrid project management

Many organizations have multiple, standalone tools for tracking software development and projects, creating a disconnect between enhancements and fixes. Agile Development solves that problem by managing scrum, waterfall, or hybrid development efforts and defining tasks required for developing and maintaining software throughout the lifecycle— from inception to deployment. Your visibility into the development lifecycle is increased and reported across development teams.
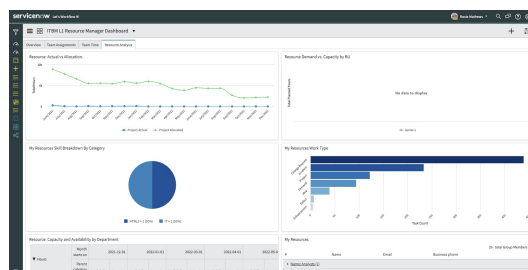
To learn about this solution, visit our Strategic Portfolio Management page:

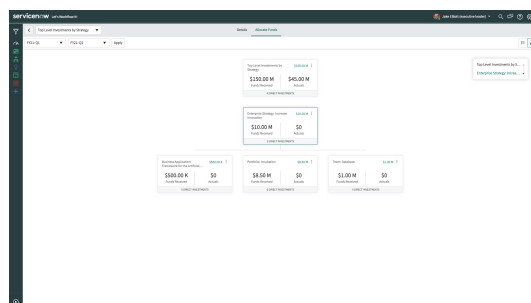https://www.servicenow.com/spm

Create roadmaps from demands, epics and projects to align your investments to strategy with Alignment Planner Workspace

Centralize strategic requests from the business to IT with Demand Management

Optimize your pipeline of work by understanding your resource capacity with Resource Planning .

Allocate funding to work that delivers strategic outcomes with Investment Funding

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