ServiceNow Resource Management

Accurate planning for available resources to deliver work fast

Business leaders struggle to gain accurate and timely visibility into the capacity, allocations, and availability of their resources. This lack of visibility leads to suboptimal resource distribution, inaccurate budget forecasts, and resource underutilization which results in misalignment between the work delivered and the original business objective.

Resource managers are challenged to produce accurate resource availability reports based on merging outdated information from manual, error prone spreadsheets. These challenges are amplified by the frequent changes common to both operational (incidents, problems, changes) and planned tasks (projects, enhancements, defect corrections).

The ServiceNow® Resource Management application enables organizations to accurately plan for available resources to deliver work faster. This application enables resource requesters, such as project managers or change managers, to create resource plans, request resources, and analyze resource availability and utilization. While resource managers use this application to allocate resources to resource requests.

The Resource Management application can be used in conjunction with any task on the platform, including project tasks, incidents, problems, or changes. With the Resource Management application:

- Resource requesters can create resource plans and specify the group or user resources required by tasks.

- Resource requesters can verify resource availability and make changes to their resource plans prior to requesting resources.

- Resource managers can view availability, existing allocations, and utilization for the requested resources and make allocations based on resource availability.

Get accurate, real-time views of resource availability

Provide resource requesters and managers with accurate availability information across all resources, enabling more accurate resource allocation and faster delivery of work.

View both task based and operational work

Consolidated view of all staff capacities, allocations, and availability for all task-based and operational work to allocate and optimize resources more effectively.

Match resources with requirements to optimize utilization

Enable more precise view of resource availability with the help of calendars and schedules. This enables for more accurate and optimized resource allocations.

The Resource Allocation Workbench provides a consolidated, flexible view of critical resource information.

Resource schedule and calendar

The Resource Management scheduling feature includes local time zone support and enables resource managers to establish accurate resource capacity. Once capacity has been set for each resource, each resource can add one-time or repeating events in the calendar as well as event types as administrative, time off, operational work, or planned work.

Multiple resources can also be allocated to the same task with differing start and end dates.

Single pane of glass for operational and non-operational work

Resource managers have a consolidated view of staff capacities, allocations, and availability for all work including non-operational task based projects and demands and operational such as admin works, training, and incidents. This enables resource managers to have an accurate real-time view of available resources to deliver work faster.

Resource plans with workflow

Resources can be requested from any task in the system, and workflow helps automate notifications and approvals that improve collaboration and handling of changes. Resource requesters can quickly identify individuals or groups of resources and estimate the efforts needed to complete the task. Resource requesters can also immediately view the availability of selected resources before routing their request to resource managers. This allows requesters to evaluate the likelihood of their requests being granted before submitting those requests, reducing resource request volume and speeding up the overall requisition process.

Capacity Planning

Capacity Planning provides resource managers with a comprehensive view of capacity, allocations, and utilization of resources. As a resource manager, you can use it to review resource capacity and existing allocations and then confirm resources to a demand or project.

Effective resource allocation

Use the Allocation Workbench to allocate your resources effectively by evaluating resource capacity and availability. A single screen lists all resource plans along with resource capacity, availability, soft and hard allocations, actuals, and percentage of utilization.

View current allocations – Click on a resource name to display the soft and hard allocations for that resource and filter by week or month.
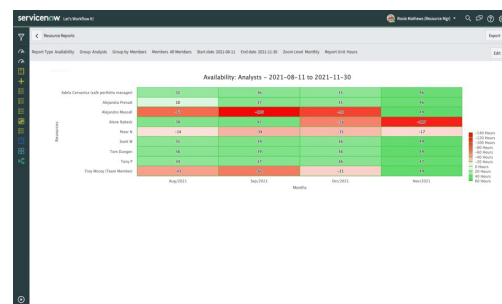
Filter resource views – Quickly tailor resource information and plan views to specific preferences, roles, or needs.

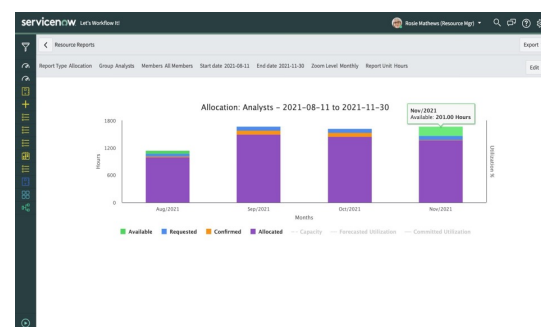*Right-click approvals* – Confirm, allocate, reject, or cancel the requested resource plans.

View allocation reports

You can view resource reports that focus on resource availability, utilization (forecasted and committed), and allocations.
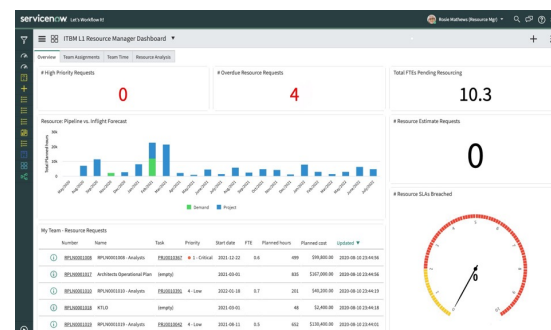
To learn more about this solution please visit ServiceNow Strategic Portfolio Management page: **https://www.servicenow.com/spm**

View resource utilization plan over time

View resource allocation overtime

View resource availability and allocation

View operational and task based work for projects and demands

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