

# ServiceNow Agile Management Solutions

## The Agile Management Challenge

Organizations use multiple, standalone tools to enable a mix of Agile Scrum, Scaled Agile Framework (SAFe) and waterfall development methodologies. Still, other tools are needed to manage incidents, problems and changes. As a result, disconnects between strategic and operational work leave business leaders and stakeholders with no single, comprehensive view of all the work, diminishing their ability to rapidly deliver desired business outcomes in response to changing requirements.

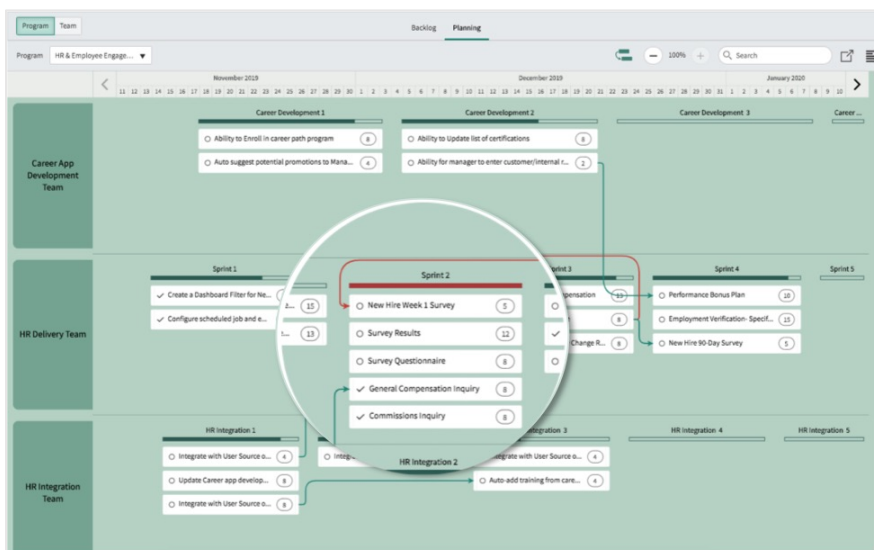
## The ServiceNow Solution

ServiceNow Agile solutions solve business disconnect problems by managing scrum, waterfall, and hybrid development projects across highly collaborative development environments that support both iterative methodologies as well as structured approaches like Scrum and SAFe.

These solutions enable the development of software throughout the lifecycle—from inception to delivery—with significantly increased visibility throughout. ServiceNow Agile solutions also pull software development workflows together into one solution and connect them to other ServiceNow workflows.

One major challenge organizations face is scaling agile to the enterprise. They may have implemented agile at the team level but still need to ensure the teams are coordinated, aligned to strategy and working towards common goals. To accomplish this, ServiceNow enables program level views. These combine multiple agile teams into a single view, illustrating team capacity versus load and allowing dependencies to be managed across teams.

ServiceNow supports agile in two ways: Agile Development 2.0 for organizations that support scrum, and SAFe for those that support the Scaled Agile Framework.



The Agile Development 2.0 Scrum Programs Board enables multiple Agile teams to work more collaboratively to achieve common outcomes

### Accelerate Delivery and Time to Value

Enable more accurate planning as you update and track progress through the software development lifecycle.

### Manage Scrum, Waterfall and Hybrid Development

Pull your software development lifecycle workflows together into one system and connect them to other activities taking place in ServiceNow.

### Optimize Resources

Immediately gauge and forecast work levels to determine future project velocities.

### Easily Manage Stories

Leverage an easy-to-use UI to manage stories across sprints, backlogs, and epics.

### Manage Any Task Type in a Unified Backlog

Manage your entire backlog throughout the software development lifecycle—from inception to development, testing and delivery.

### Agile and SAFe Dashboards

Dashboards designed for epics, sprints, teams and release provide you with valuable insight to improve the planning and executing of software development work.

## Agile Development 2.0

ServiceNow Agile Development 2.0 provides an agile software development environment using the Scrum framework. Since different organizations have different approval and funding processes, ServiceNow offers you the flexibility to implement either a pure agile approach over the entire lifecycle of a product, or a hybrid approach using agile methods within a waterfall project structure.

## Scrum Programs for Agile Development 2.0

Planning for a single team can be difficult, but planning across multiple teams is even more problematic. Scrum Programs provide a single view from which to visualize multiple agile teams, manage dependencies across those teams, and assess team capacity versus load. This interactive view enables the moving of stories between both sprints and teams. It also allows for pulling stories in from the backlog. The diagram below illustrates how the Scrum Programs Planning Board can be used.

## Scaled Agile Framework (SAFe)

The SAFe application helps you apply lean and agile principles to your large enterprise, enabling you to develop and deliver software products with fewer defects in the shortest lead time. ServiceNow supports two configurations of SAFe: Essential SAFe and Portfolio SAFe. With Essential SAFe, you apply lean and agile principles to your Agile Release Trains and teams, resulting in fewer defects in the shortest lead time. With Portfolio SAFe, you align your organizational goals and strategies with portfolios, and apply lean and agile principles to seamlessly manage and deliver work.

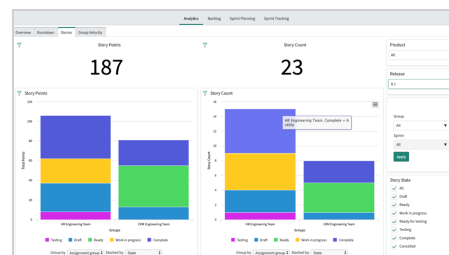


## Project Portfolio Management Integration

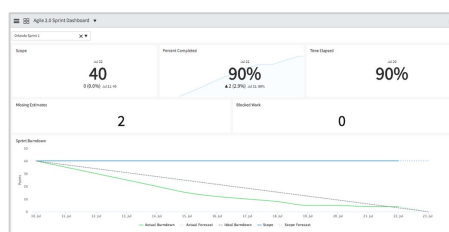
Project Portfolio Management leverages agile work combining Scrum methodology with project-based development.

In many organizations, project funding, high-level planning and tracking is done using waterfall methodologies. But teams prefer to work with scrum methodologies. The resulting disconnect can be solved via an integration that combines waterfall and agile methods for project management and development, and makes it easier to manage related backlogs for both teams and projects.

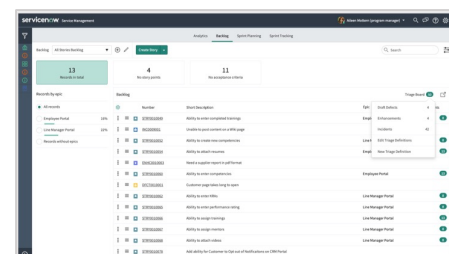
ServiceNow supports your agile management needs wherever you are along your Agile transformation journey. For more information, visit <https://www.servicenow.com/spm>



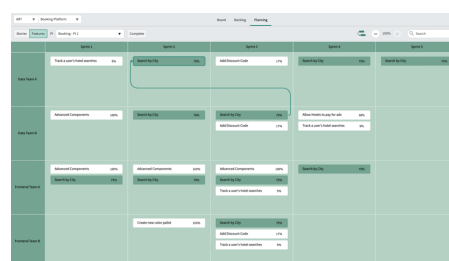
View analytics including development overview; burndown charts; story detail; and group velocity



View burndown charts to evaluate estimated versus actual work in a release or a sprint



Manage your stories and all types of tasks in a Unified Backlog with a drag-and-drop interface



SAFe Board shows features across teams and sprints and the dependencies between them