Strategic Planning

Align work to strategy to deliver business outcomes

Executives, Enterprise Project Management Office ,and other stakeholders struggle with outcome-driven planning as strategy and work delivery often resides in silos. To be successful they need to enter their goals or objectives, prioritize work based on those goals and track progress of work to make adjustments when priorities shift.

ServiceNow's Strategic Planning (formerly known as Alignment Planner Workspace) solution provides an end-to-end integrated planning experience that aligns strategy to execution by enabling business leaders to define and track goals across the organization; gather, review, and prioritize work that aligns with the strategy; and track status and progress of initiatives on an interactive visual roadmap - all in a single platform.

Strategic Planning's flexible design supports Agile, hybrid, and waterfall planning methodologies and enables planner to quickly uncover planning insights by creating, and sharing portfolio plans based on their desired way of visualizing and grouping work (lenses) such as organization, product, strategic investments, goals, value stream or a custom configuration.

The Strategic Planning Workspace enables organizations to:

- Create goals and connect work to strategy to deliver desired outcomes

- Gather, review and prioritize initiatives, and work items all in a single workspace before strategically committing them in the roadmap.

- Plan both your agile and traditional work within in a roadmap

- Plan, create dependencies, and track roadmaps intuitively.

- Sequence work to support milestones.

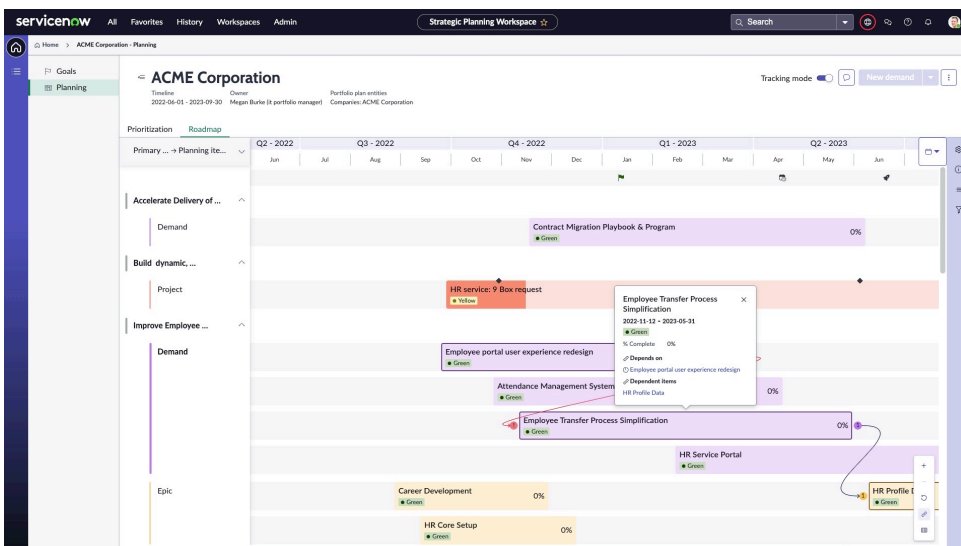## Visualize and group work to deliver business outcomes

Planners can quickly create, manage, and share flexible portfolio plans based on their desired way of visualizing and grouping work to uncover planning insights that drive strategic outcomes.

Create goals aligned to strategy

Enterprise Project Management Office (ePMO) and business owners can enter goals to ensure all works is aligned to those goals to drive strategic outcomes.

Achieve more when work is aligned to strategy

Connect work to strategy by cascading goals set by leadership and business owners for all work. Get the whole team collaborating directly within roadmaps by sharing plans and facilitate collaboration among stakeholders across the business.

Enter goals, prioritize backlog and cascade your roadmap across the organization. Identify roadmap dependencies, set milestones and track progress to achieve business outcomes.

Portfolio Plans (Lenses)

Planners can quickly create, manage, and share flexible portfolio plans based on their desired way of visualizing and grouping work (lenses) such as organization, product, strategic investments, goals, value stream , project portfolio or a custom configuration.

This level of flexibility enables them to quickly uncover planning insights that drive strategic outcomes.

Goal Framework for SPM

Enterprise Project Management Office and business leaders can enter their goals and automate targets, cascade across the organization, and align all work at every level of the organization to ensure those goals are achieved. Goal Framework for SPM is flexible enough to accommodate various types of common goal frameworks such as OKRs to let your organization strategize in the way that best fits.

Portfolio Prioritization

Managing and tracking backlogs of work coming from different groups can be overwhelming especially at the enterprise level. Planners need a single source of truth to have visibility to all backlogs. The Portfolio Prioritization has 3 views-list, Kanban, and hierarchy, which enables planners to gather, review and prioritize initiatives, and work items all in a single workspace.

Plan agile and traditional work

You can plan traditional and agile work in a single roadmap. Having one single roadmap regardless of work delivery is critical for organizations that are using hybrid project management.

Common planning items across different levels

Users at any level of the organization can plan and track using the common planning items. For example when product managers plan epics, portfolio managers can view and track these epics in their portfolios. Portfolio managers can also create epics within their plans and assign them to product managers. This enables a common planning structure as organizations decompose work from strategy to the lowest work item.
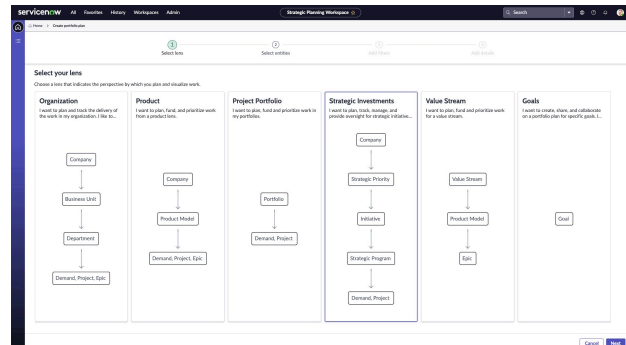
Roadmap Milestones

Create and manage milestones at the work-item level (project, demand, and epic) or at planning organization level. This capability enables planners to focus on your deliverables and sequence your work effectively.
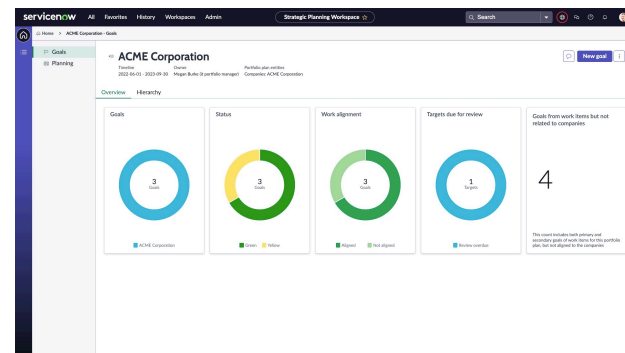
Roadmap Tracking

You can toggle into the tracking mode view to monitor the progress of work and get up to speed on status with green, yellow, and red visuals and percentage complete.
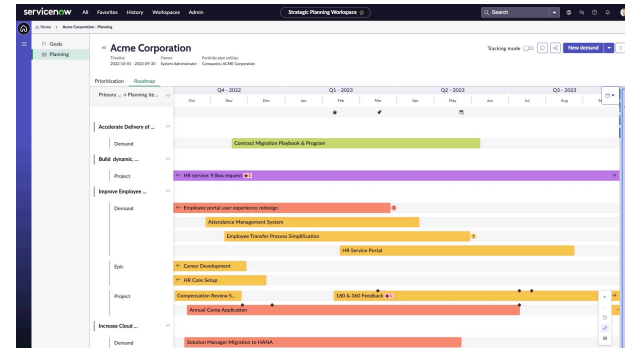
Roadmap dependencies

Visualize relationships between planning items so conflicts can be quickly resolved and work flows properly across portfolios.
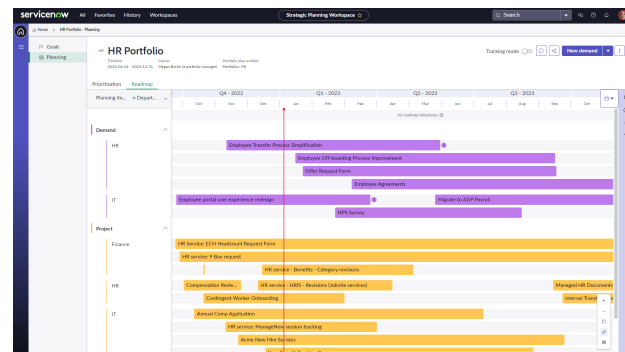

Select your desired lens including organization, product, goals, value stream, or strategic investment

Analyze and drill into your goals

Group by and color by functions in the roadmap view

Set and track milestones on the roadmap

Integration with Microsoft Azure DevOps

This integration includes import, export and bi-directional synchronization between Microsoft Azure DevOps(ADO) and Strategic Planning, enables Microsoft ADO users to continue execution without interruption while planners can gain the benefits of planning.

Integration with SAFe

Planners can manage their Scaled Agile Framework (SAFe) portfolio in Strategic Planning by creating roadmaps and planning epics. Once the portfolio planning is done, planners can break epics down into features and plan program increments in the SAFe boards. This results in enhanced planning and tracking no matter the work delivery method.
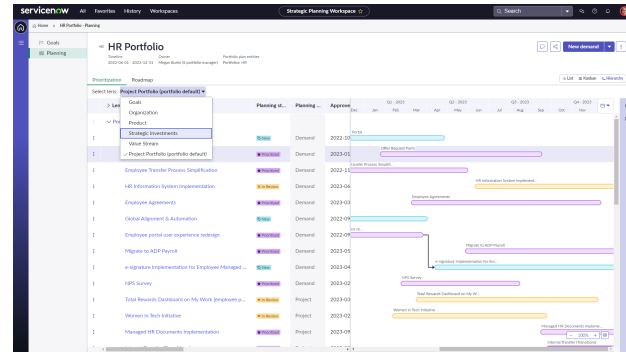
Portfolio Planning

ServiceNow Portfolio Planning provides a planning workspace for traditional portfolio planning to prioritize demand and projects as well as visualize them on the roadmap and track their progress. This workspace is ideal for planners who need basic portfolio prioritization and roadmap functionality and who use traditional waterfall planning.
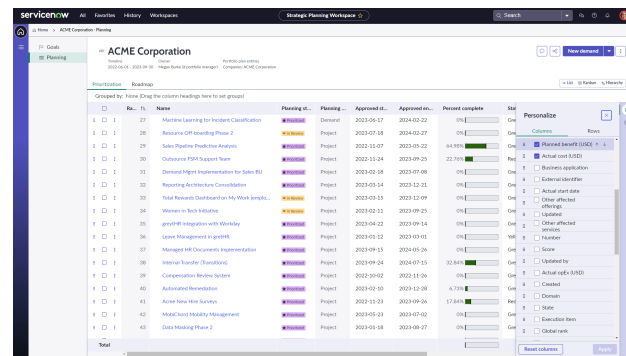
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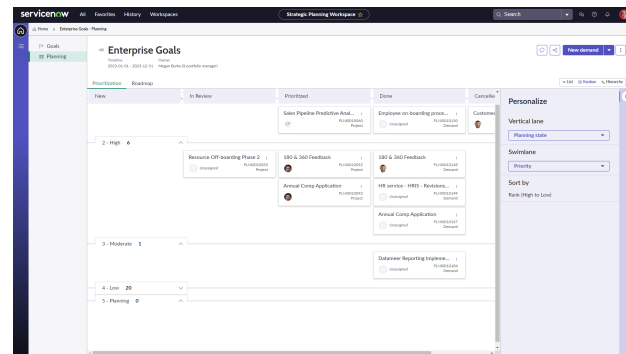

Portfolio Prioritization with hierarchy view

Portfolio Prioritization with list view

Portfolio Prioritization with Kanban view