

ServiceNow Resource Management Training



Session Description

This interactive workshop is for managers and team members looking to understand, setup, and implement ServiceNow Resource Management solution. Participants will receive overviews of best practice usage and associated options to manage both project and non-project resources and associated work types. Training outcomes include identification of preferred resource solution models.

Audience – Directors, Managers, and team members responsible for Resource Management

Prerequisites – No course pre-requisites, resource management responsibilities and experience is recommended

Course Type - Online

Duration – 4 hours

Course Outline -

Part I: Resource Capacity & Demand Mgt

- **Resource Management Overview**
 - Resource Management Best Practices
 - Resource Capacity and Demand
 - Resource Assignments and Allocations
 - Resource Reporting
- **Resource Capacity Management**
 - Resource Schedules and Calendars
 - Groups, Teams, Roles & Skills
 - Traditional vs. Agile vs. Hybrid
 - Project vs. Non-Project Capacity
 - Reporting
- **Exercise: Identify preferred resource capacity model and approach**
- **Resource Demand Management**
 - Resource Forecasting and Planning
 - Demand and Project Resource Forecasts
 - Resource Requests vs. Work Assignments
 - Resource Plans vs. Operational Plans
 - Reporting
- **Exercise: Identify preferred resource demand model and approach**

Part II: Resource Allocations & Time Tracking

- **Resource Allocations and Assignments**
 - Resource Allocation Workbench
 - Project Resource Workbench
 - Resource Operational Plans
 - Task and Story Work Assignments
- **Exercise: Identify preferred resource allocation model for project and non-project work**
- **Resource Time Tracking and Reporting**
 - Time Reporting with Timecards vs. Time Sheets
 - Project vs. Non-Project Time Tracking
 - Operational Plan vs. Category Time Tracking
 - Reporting
- **Exercise: Identify preferred time tracking for project and non-project work**
- **Resource Actuals for Work Performed**
 - Resource allocations vs. actuals
 - Task planned vs. actuals
 - Story planned vs. actuals
 - Sprint Capacity vs. actuals
- **Exercise: Identify resource actuals reporting options and approach**