

# ServiceNow PPM Implementation Roadmap Workshop



## Session Description

This interactive workshop is for executives and managers looking to establish an effective PPM Implementation Roadmap. The workshop will allow participants to explore different Project and Portfolio Management practices and approaches as well as access to common PPM Implementation starting points and roadmap templates. Participants will be able to establish their initial high-level implementation roadmap by the end of the session.

**Audience** – VP, Directors, and Managers responsible for PMO & Project Portfolio Management

**Prerequisites** – No course pre-requisites, project and portfolio management responsibilities and experience are recommended

**Course Type** - Online

**Duration** – 4 hours

## Course Outline -

### Part I: PPM Implementation Approaches

- **PPM Implementation Goals & Outcomes**
  - Review common goals and objectives
  - Review PPM benefits and outcomes
- **Project & Portfolio Management Practices**
  - Project Intake and approvals
  - Project lifecycle and controls
  - Waterfall vs. Agile vs Hybrid Methods
  - Resource vs Work Management
  - Task vs. Time Management
- **ServiceNow PPM Capabilities**
  - Ideation & Demand Management
  - Project and Program Management
  - Portfolio & Investment Management
  - Resource & Time Management
  - Project Financial Management
  - Project Collaboration & Document Mgt
  - Reporting & Performance Analytics
- **PMO and PPM Organization Structures**
  - Key Roles & Responsibilities
  - Centralized vs. Decentralized
  - Governance Structures
- **Organizational Change Practices**
  - Marketing vs. Communications
  - Training vs. Role-based Forums
  - Organizational Change Best Practices

**Exercise: Identify PPM Implementation goals, major requirements, and business outcomes**

### Part II: ServiceNow PPM Roadmap

- **Confirm PPM Implementation Goals & Objectives**
  - Business Goals & Outcomes
  - People Goals & Objectives
  - Process Goals & Objectives
  - Technology Goals & Objectives
- **Review Top 4 Most Common PPM Starting Points**
- **Walk Through Top 4 PPM Implementation Roadmap Templates**
  - Aligned Goals and Objectives
  - Capability-based Phases
  - Critical Dependencies by Phase
  - Average Duration
- **Exercise: Draft initial PPM Roadmap**
- **Review Top 4 Organizational Change Practices and Templates**
- **Exercise: Draft initial Organizational Change Approach**
- **PPM Implementation Roadmap Roundtable Discussion**
  - Discuss draft roadmaps
  - Discuss common practices
  - Critical success factors

**➤ Schedule optional follow-up session in 2 to 3 months to share PPM Roadmap progress**