

## Managing Ideas and Demands with ServiceNow PPM

### COURSE DESCRIPTION

*Managing ideas and demands with ServiceNow PPM (Project and Portfolio Management) teaches Demand Managers how to use the idea and demand capabilities of the ServiceNow ITBM application.*

AUDIENCE – Demand Managers

COURSE TYPE – On-site / Online

PREREQUISITES – None

DURATION – 3 hours

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### COURSE OUTLINE

#### Overview

- Overview of ServiceNow PPM
- General Navigation
- What is Demand Management?
- Demand Management Terms and Definitions
- Roles and Responsibilities

#### Introduction to Demand Management

- Overview of Demand Management
- Workflow
- States and Stages

#### Ideation

- Accessing Ideas
- Create an Idea
- Idea Properties and Tabs
- Progressing Ideas
- Promoting Ideas to Demands

#### Creating the Demand

- Accessing Demands
- Demand Properties
- Submitting a Demand

#### Screening the Demand

- Overview
- Stakeholders and Assessments

#### Qualifying the Demand

- Overview
- Demand Workbench
- Roadmap

#### Approving or Deferring the Demand

- Approving a Demand
- Deferring a Demand
- Creating a Project