Managing Resources with ServiceNow PPM

COURSE DESCRIPTION
Managing Resources with ServiceNow PPM teaches project and resource managers how to use ServiceNow's PPM's Resource Management module to support resource management processes.

AUDIENCE – Project & Resource Managers

COURSE TYPE – Onsite / Online

PREREQUISITES – None

DURATION – 3 hours

COURSE OUTLINE

Overview
- Overview of ServiceNow PPM
- General Navigation
- What is Resource Management?
- Resource Management Terms and Definitions
- Roles and Responsibilities
- Create Custom Filters
- Configure the List
- Using the History Menu
- Create Favorites

Managing Resources and Roles
- Resources: Users, Groups and Roles
- Assigning Groups and Roles
- Configuring the Resource List
- My Calendar

Resource Plans
- Resource Plan States
- Creating a Resource Plan
  - Group vs User Resources
  - Resource Plan Allocations
  - Booking Statuses
- Changing a Resource Plan
- Resource Costs
- Resource Workbench

Resource Workbench
- Accessing the Resource Workbench
- Using the Resource Workbench

Resource Reports
- Availability
- Forecasted Utilization
- Committed Utilization
- Allocation
- Allocation Details

Reporting and Analysis
- Reports from List Views
- OOTB Dashboards
- Custom Dashboards
- View / Run Reports
- Exporting and Reviewing a Report