

Managing Projects with ServiceNow PPM

COURSE DESCRIPTION

Managing Projects with ServiceNow PPM (Project Portfolio Management) teaches project managers how to use the project planning and control capabilities of the ServiceNow ITBM application.

AUDIENCE – Project Managers

COURSE TYPE – Onsite / Online

PREREQUISITES – None

DURATION – 4 hours

COURSE OUTLINE

Overview

- Overview of Project Management
- Accessing Projects
- Creating Projects (Demand, New, Templates)
- Project Properties and Tabs
- Related Links and Lists
- Starting a Project

- Project Change Requests
- Requirements
- Baselines
- Closing a Project

Project Tasks

- Managing Tasks
- Project Task Properties
- Related Links and Lists
- WBS
- Assigning Tasks
- Project Tasks Things to Know
- Planning Console
- Project Workbench
- Automatic/Manual Calculating
- Visual Task Boards
- MS Project Import/Export

Project Costs and Effort

- Overview of Project Financials
- Resource Costs
- Rate Model
- Cost Plans
- Benefit Plans
- Expense Lines
- Project Budgets

Monitoring and Controlling a Project

- Project Workspace
- Status Reports
- Investment Portal
- Risks and Issues
- Decisions
- Action Items