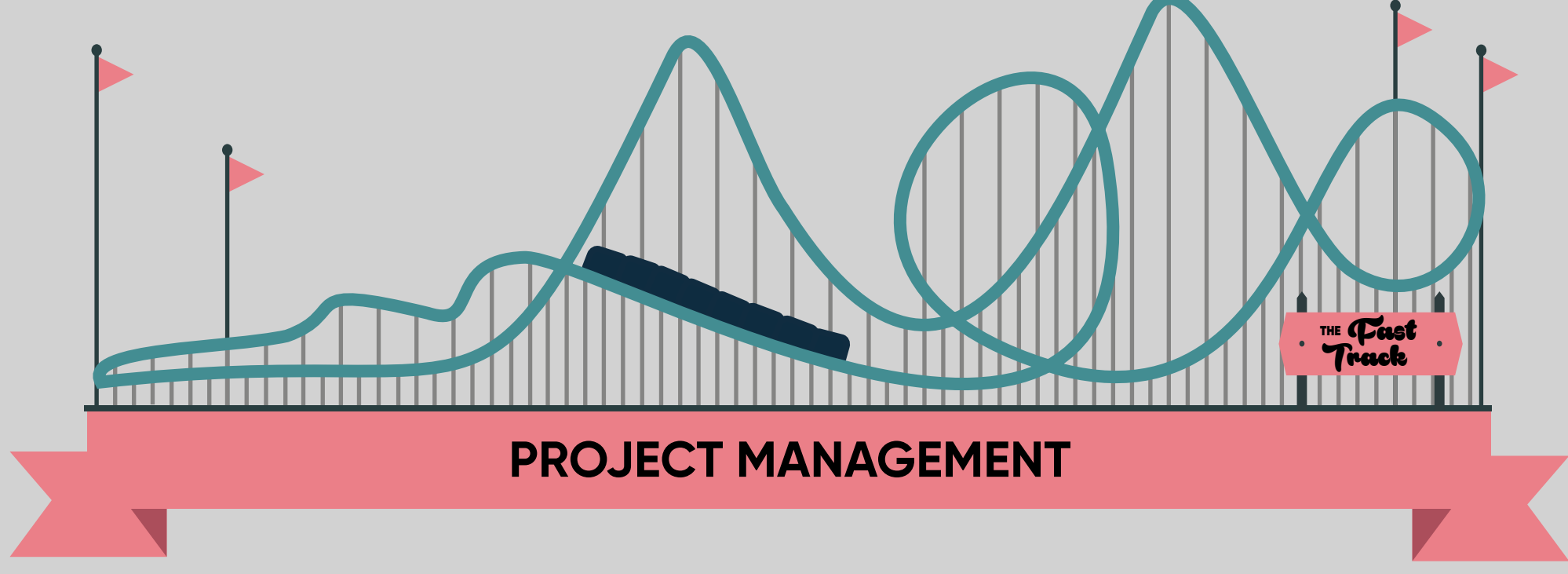


# PROJECT PORTFOLIO MANAGEMENT

ServiceNow's Project Portfolio Management applications combines project portfolio management and IT development capabilities together to provide a team-centric approach to program and project governance.



Demand Management allows you to capture a centralized view of all of your work requests, including financial and resource data. The demand management process enables a review of the demands from keystone holders for approval.



Using Project Management, a project manager plans the project work, sub-divides it into phases and tasks, and it can also provide project status to stakeholders.



Using the Resource Management application, resources can be requested, and the resource manager can view utilization, availability, capacity, and overall trends on a resource workbench and make informed decisions ahead of approving and allocating resource requests.



The Program Management functionality allows the logical grouping of related projects and demands.

Portfolio management functionality allows portfolio managers to track together programs, projects, and demands to perform financial planning and monitor the status and progress of the portfolio.

## ROLES



- Demand Manager**  
**it\_demand\_manager**
- Plans and manages demands and team
  - Can access all modules of the Demand Management application



- Project Manager**  
**it\_project\_manager**
- Plans and manages project work and teams
  - Has access rights to all Project Management application features and functionality



- Resource Manager**  
**resource\_manager**
- Plans and manages resources and team
  - Can review resource plans, confirm and allocate resources to task, administer skills and view schedules



- Product Owner**  
**scrum\_product\_owner**
- Manages Agile process and product backlog
  - Can move stories between the product backlog and releases
  - Can create and manage epics, stories, sprints, and team members



- Project Teams**  
**it\_project\_user**
- Completes tasks as part of a cross-functional team
  - Has the ability to modify minimal fields on the project, and can update project tasks without being able to add or delete tasks



- Program Manager**  
**it\_program\_manager**
- Monitors and tracks groups of demands and projects
  - Has access to all programs
  - Has access as a user to project, resource and demand



- Portfolio Manager**  
**it\_portfolio\_manager**
- Plans and tracks demands, programs, and projects
    - Has access to all portfolios
  - Has the same access permissions as a project user and a demand user
  - Also has budget owner role added as part of Financial Management



- PPS Administrator**  
**it\_pps\_admins**
- Administrates the Project application
  - Can view and modify preferences, configurations, and settings for projects, demands, programs, portfolios, resources, time cards, agile development, and timeline visualization



- Business Stakeholder**  
**business\_stakeholder**
- View/read records and reports
  - Approve demands and timecards
  - Review work notes added to a demand task
- \*additional plugin required

Existing roles can be enhanced with additional application-specific privileges. These roles contain other roles, please view product documentation for more information.

