Resource Management

ServiceNow

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Introducing Resource Management

Resource Management

Note: *This article applies to Fuji and earlier releases. For more current information, see Resource Management* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**'

Overview

The Resource Management application enables resource requesters, such as project managers or change managers, to create resource plans and request resources. Resource managers use the application to assign resources to tasks. The Resource Management application can be used in conjunction with any task on the ServiceNow platform, including project tasks, incidents, problems, or changes.

With the Resource Management application:

- Resource managers can see which resources are available and which are busy at a given time.
- Resource managers can select the resources under their control to work on their tasks, by the hour if appropriate.
- All users can add tasks and view planned work on a calendar.
- Project managers and resource managers can create reports on resource utilization and availability.

Resource management is available starting with the Dublin Release.

Resource Management Process

The resource plan is the key to understanding how resource management works. Any ServiceNow user with the resource_user role can be a resource requester and create a resource plan. Project managers are used as resource requesters in many examples because they typically have the resource_user role. A resource requester creates a resource plan to request user or group resources for tasks. Any type of task, such as a change request, a task in the SDLC scrum process, or a project task can be added to a resource plan. After a resource plan is submitted, a resource manager reviews the plan, allocates resources, and approves the plan. If all parties agree, the resources begin work.

A resource plan moves through the following states:

- **Planning:** When a resource requester creates a resource plan, the plan is placed in the **Planning** state.
- **Requested:** When the resource plan is ready, the resource requester requests approval and resources from the resource manager. The plan is placed in the **Requested** state.
- **Approved or Rejected:** If the resource manager allocates resources to specific tasks and approves the plan, the plan moves to the **Approved** state. Alternatively, a plan can be rejected and returned to the **Planning** state.
- **Change:** [Optional] After the plan is in the **Approved** state, it cannot be changed directly. To make a change, the resource requester must request a change. The plan then waits in the **Change** state until the resource manager approves the changes.
- **Closing Resource Plans:** When the tasks associated with the plan are complete, the resource manager changes the state to **Completed**.

The default resource management process flow is as follows:

The default process flow for resource management

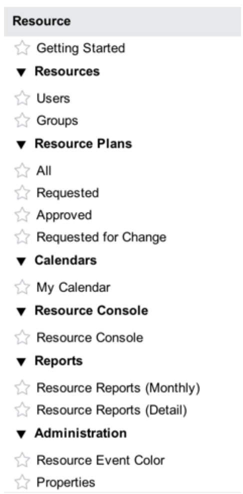
Roles

Role Title [Name]	Description
Resource Manager [resource_manager]	Users with this role can approve resource plans and allocate resources to tasks.
Resource User [resource_user]	Users with this role can create resource plans and request resources. Project managers are typically given this role.

Menus and Modules

The following modules are included with Resource Management. The menu items that appear depend on the roles assigned to the user.

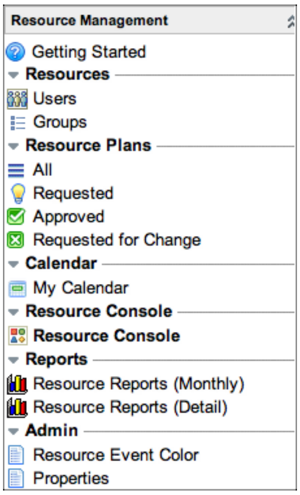
Fuji



The Resource Management application (Fuji)

- **Getting Started:** read the ServiceNow Wiki page that describes the Resource Management application. (ITIL User)
- **Resources**
  - **Users:** view a list of user resources. (Resource Manager)
  - **Groups:** view a list of group resources. (Resource Manager)
- **Resource Plans**
  - **All:** view all resource plans and create new plans. (Resource Requester, Resource Manager)
  - **Requested:** view all resource plans in the Requested state and create new plans. (Resource Requester, Resource Manager)
  - **Approved:** view all resource plans in the Approved state and create new plans. (Resource Requester, Resource Manager)
  - **Requested for Change:** view all resource plans in the Change state and create new plans. (Resource Requester, Resource Manager)
- **Calendars**
  - **My Calendar:** view and modify a personal calendar containing work assignments, meetings, and appointments. (ITIL User)
- **Resource Console**
  - **Resource Console:** view all project resources and modify assignments. (Resource Manager)
- **Reports**
  - **Resource Reports (Monthly):** view a group-based report showing utilization, availability, allocation, and capacity. (Resource Manager)
  - **Resource Reports (Detail)**: create a group-based resource report for a specific time frame. (Resource Manager)
- **Administration**
  - **Resource Event Color:** change color settings for different event types. (System Administrator)
  - **Properties:** edit configuration options for Resource Management. (System Administrator)

Versions Prior to Fuji



The Resource Management application

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Activating the Plugin

Administrators can activate the Resource Management plugin.

Click the plus to expand instructions for activating a plugin.

If you have the admin role, use the following steps to activate the plugin.

1. Navigate to **System Definition > Plugins**.
2. Right-click the plugin name on the list and select **Activate/Upgrade**.

   If the plugin depends on other plugins, these plugins are listed along with their activation status.
3. [Optional] If available, select the **Load demo data** check box.

   Some plugins include demo data—sample records that are designed to illustrate plugin features for common use cases. Loading demo data is a good policy when you first activate the plugin on a development or test instance. You can load demo data after the plugin is activated by repeating this process and selecting the check box.
4. Click **Activate**.

The Resource Management application can also be activated as part of the Project Portfolio Suite.

References

[1] https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/resource-management/concept/c_ResourceManagement.html

Working with Resource Plans

Note: *This article applies to Fuji and earlier releases. For more current information, see Resource Plans* [1] *at* http://docs. servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**

Overview

Resource plans are the key element in resource management. Resource requesters, such as project managers, create resource plans to ask for resources, track effort, and track costs. Resource managers modify and approve resource plans before the plans are used.

The normal workflow for a resource plan is:

- Planning
- Requested
- Approved
- Completed

The Change state is also available for resource plans that require modifications.

Resource requesters create resource plans during the Planning state and then request approval from resource managers. This moves the resource plan into the Requested state. Resource managers approve or reject the plan, and close the plan.

Resource Management supports time zones, which are important in the My Calendar and Resource Console modules.

Using Time Zones in Resource Plans

Time zones are important in resource management if the users and groups doing resource tasks are in different locations. Users maintain their time in the My Calendar module and resource managers use the Resource Console to assign tasks to various users.

All users are assigned a schedule. Schedules can be floating or time zone specific. A floating schedule is the same in any time zone. For example, if a resource manager in Amsterdam sets a floating schedule for 8:00A.M.–5:00P.M., a user in San Jose sees the schedule as 8:00 A.M.–5:00 P.M. When a schedule is defined in a specific time zone, users in different time zones see the schedule with their own time zone applied. For example, if the resource manager sets a time zone specific schedule for 8:00 A.M.–5:00 P.M. in Amsterdam, the San Jose user sees the schedule as 11:00 P.M. of the previous day to 7:00 A.M. on the current day because the San Jose time zone is nine hours behind the Amsterdam time zone. If a user schedule changes, all time calculations change automatically.

For more information, see:

- Introduction to Time-Related Functionality
- Using Schedules
- Using Time Zones

Creating Resource Plans

As a resource requester, you can create a resource plan from the Resource Management application, a project, or a project task. You can edit and adjust the plan until you submit it for approval.

The resource plan can request a specific group to work on plan tasks. After you submit the plan for approval, a resource manager can then allocate specific users within the requested group. The cost of each user is based on the user's rate card. To have users from different groups work on plan tasks, create multiple resource plans.

To create a resource plan from the Resource Management application:

1. Navigate to **Resource Management > Resource Plans > All**.
2. Click **New**.
3. Fill in the fields, as appropriate (see table).
4. Right-click the form header and select **Save**.

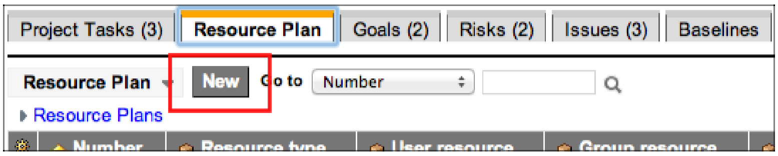
   The plan is saved and placed in the **Planning** state. Saving the plan before clicking the **Submit** button enables you to determine whether the resources you want are available and modify the resource plan as necessary.

Form Fields	Field Descriptions
Number	[Read-only] Automatically generated identification number for the plan, starting with **RPLN**.
Resource Type	Category of resource. Select **Group Resource** to select a group or **User Resource** to select an individual user.
Group Resource / User Resource	Specific group or user resource to associate with the plan.
Planned Hours	Estimated number of work hours required to complete all resource plan work. If the resource plan is associated with a hierarchy of parent and child projects, the number specified in the **Planned Hours** field rolls up to the parent project to give the resource requester a holistic view of resource planning for the entire project. This field accepts only integer values.
Allocated Hours	[Read-only] Total hours that the resources are allocated to resource plan work. This value is rolled up from the hours specified on all resource allocations associated with the plan.
Actual Hours	[Read-only] All hours recorded on the time cards of users who completed plan work.
Task	Task the plan applies to. If the resource plan was created from a project task, the task number appears here.
Start Date	Start date for the resource plan. By default, this shows the **Planned start date** of the associated project record or task record. Edit the default date, if necessary. Resource plan dates do not automatically change if the associated project task dates change.
End Date	End date for the resource plan. By default, the date is derived from the **Planned end date** of the associated project record or task record. Edit the default date, if necessary.
Planned Cost	[Read-only] Amount in **Planned Hours** multiplied by the hourly rate of the specified **Group Resource**. This is a first draft estimate of the resource plan cost.
Allocated Cost	[Read-only] Amount on all resource rate cards multiplied by total allocated hours. Used to give a more accurate estimation on the cost of the plan when it is being allocated and approved.
Actual Cost	[Read-only] Sum of user costs and hours. Based on the same time cards used for the **Actual Hours**, the actual cost is calculated using the cost of each user and the hours the user worked. Used to inform resource requesters and resource managers of plan costs based on the actual hours that user resources added on their time cards.
Notes	Additional correspondence and information.

To create a resource plan from a project or project task:

1. Ensure that Resource Management is activated.
2. Do one of the following:
   - Navigate to **Projects > Projects > All** and open a project.
   - Navigate to **Projects > Project Tasks > All** and open a project task.

3. On the **Resource Plan** related list, click **New**.



Creating a new resource plan

The Resource Plan form appears.

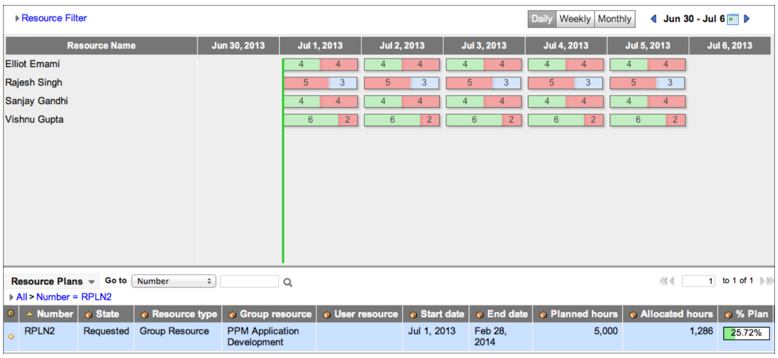
4. Fill in the fields, as appropriate (see table, above).
5. Right-click the form header and select **Save**.

   The plan is saved and placed in the **Planning** state. Saving the plan before submitting it enables resource requesters to determine whether the resources they want are available and modify the resource plan as necessary.
6. Follow the steps in Viewing Resource Availability.

Viewing Resource Availability

Before submitting a resource plan, resource requesters should check the availability dashboard to see if the resources they want are already committed. The dashboard shows the time blocks that the resources are available (in green), busy (in red), and assigned to the open resource plan (in blue). The dashboard shows all activities for all requested users, including activities they enter on their personal calendars.

1. Navigate to **Resource Management > Resource Plans > All**.
2. Open a resource plan.
3. In **Related Links**, click **View Resource Availability**.
   - The availability dashboard appears in a new tab or window.
   - The dashboard shows user or group availability on top and the current resource plan on the bottom.
   - The resource plan start date is shown as a green vertical line and the end date is shown as a red vertical line through the group availability dates on top.
   - The resource time box colors in the top half of the console represent the following:
     - **Red:** the resource is allocated to other resource plans during this time period.
     - **Green:** the resource is available during this time period.
     - **Blue:** the resource is allocated to the selected resource plan during this time period.
   - The number of work hours that the resource is allocated appears for each day, week, or month.
   - If the selected resources are not available for the required dates, the resource plan can still be submitted. The resource manager can choose to shift work and allocate the requested resources to the resource plan or even allocate other resources.



The Resource Availability dashboard

4. [Optional] To change the view, do any of the following:
   - Click **Daily**, **Weekly**, or **Monthly** to change the time period for the calendar.
   - Click the forward or back arrows to navigate to the previous or next day, week, or month.
   - Click the calendar icon to select and view a specific date.
5. [Optional] To filter the list, click **Resource Filter** and enter filter criteria.
6. When finished, close the tab or window.

Requesting Plan Approval

After the resource plan is complete, resource requesters ask for approval from the resource manager. While the resource plan is in the Requested state, resource requesters cannot edit the plan. If modifications are necessary, the resource requester must wait until the resource plan is in the **Approved** state and request a change.

1. Navigate to **Resource Management > Resource Plans > All**.
2. Open a resource plan.
3. Click **Request** on the form header.

   The resource plan moves to the **Requested** state. In the requested state, the resource manager adds resource allocations to the plan and approves or rejects the plan.

Approving and Rejecting Resource Plans

After a resource requester asks for resource plan approval, a resource manager can do one of the following:

- Allocate resources and approve the plan
- Reject the plan

When a plan is approved, the plan is placed in the **Approved** state. Allocated resources begin working on plan tasks at the assigned time.

When a plan is rejected, the plan is placed in the **Planning** state. The resource requester can edit the plan and click **Request Change** to submit the plan for approval again. The plan is placed in **Change** state where a resource manager can approve or reject the plan.

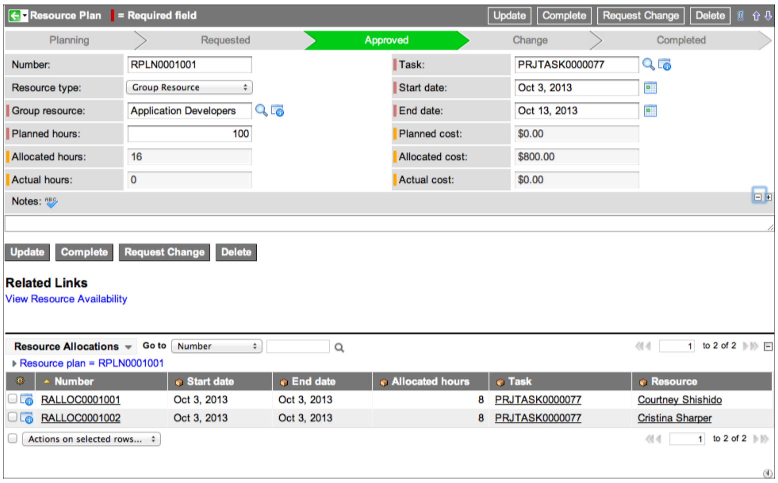
Approving Resource Plans

If you intend to approve the plan, be sure to allocate resources first. After the plan is approved, no modifications or allocation changes can be made unless a change is requested. Resource managers can approve plans from the Resource Plan form or from the Resource Console.

To approve a resource plan from the Resource Plan form:

1. Allocate resources to the plan.
2. Navigate to **Resource Management > Resource Plans > Requested**.
3. Open the plan to approve.
4. Verify all the information on the form, including the resource allocations.
5. [Optional] Add **Notes**.
6. Click **Approve**.

The plan is now in the **Approved** state and the form fields become read-only.



An approved resource plan

To approve a resource plan from the Resource Console:

1. [Optional] Verify that all resource allocations have been made by navigating to **Resource Management > Resource Plans > Requested**, opening the plan, and viewing the **Resource Allocations** related list.
2. Navigate to **Resource Management > Resource Console > Resource Console**.
3. In the **Resource Plans** related list, right-click a plan **Number** and select **Approve**.

Rejecting Resource Plans

Only plans that have no associated allocations can be rejected. If you need to reject a resource plan that has allocations, request a change.

To reject a resource plan from the Resource Plan form:

1. Navigate to **Resource Management > Resource Plans > Requested**.
2. Open the plan to reject.
3. [Optional] Add **Notes**.
4. Click **Reject**.

To reject a resource plan from the Resource Console:

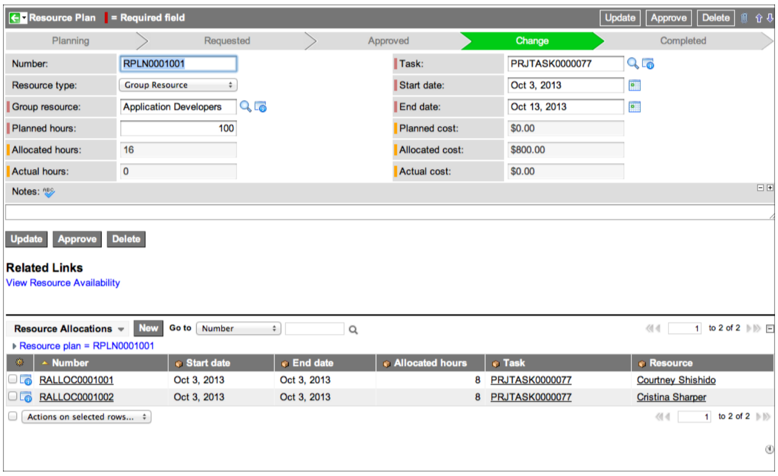
1. Navigate to **Resource Management > Resource Console > Resource Console**.
2. In the **Resource Plans** related list, right-click a plan **Number** and select **Reject**.

Requesting Changes to Resource Plans

If a resource plan needs to be modified after it has been approved or rejected, the resource requester can request a change. After the modifications are made, the resource plan should be submitted for approval.

1. Navigate to **Resource Management > Resource Plans > Approved**.
2. Open the plan to modify.
3. Click **Request Change**.

   The resource plan moves to the **Change** state in the workflow.



A resource plan in the Change state

4. Edit the plan.
5. Do one of the following:
   - Right-click the header bar and select **Save** to save the changes.
   - Click **Update** to save the changes and request approval.

Closing Resource Plans

After all associated tasks and projects are complete or canceled, a resource manager can move a resource plan to the **Complete** state.

1. Navigate to **Resource Management > Resource Plans > Approved**.
2. Open a plan.
3. Verify all the information on the form.

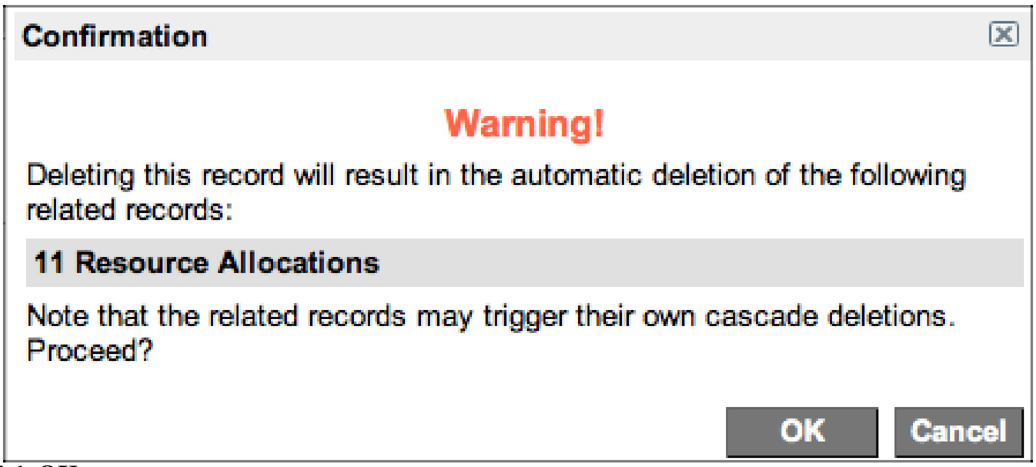
   The **Actual Hours** and **Actual Cost** fields show the number of hours spent working on plan tasks and the resource costs. These fields are derived from time card information and cannot be edited on the resource plan.
4. Verify that the resources have completed their work. If the allocations are no longer necessary, delete them.
5. [Optional] Add **Notes**.
6. Click **Complete**.

Deleting Resource Plans

While a resource plan is in any state, resource requesters and resource managers can delete the plan. Deleting a plan also deletes all associated resource allocations.

1. Navigate to **Resource Management > Resource Plans > All**.
2. Open a resource plan.
3. Click **Delete** on the form header.

   A confirmation message appears.



4. Click **OK**.

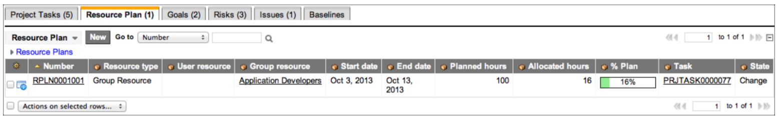
The resource plan and all associated allocations are removed. The resource plan does not appear in the list at **Resource Management > Resource Plans > All**.

Accessing Resource Plans from Projects

All resource plans for all project tasks appear on the **Resource Plan** related list of the Project form, where resource requesters can access them. Any plan in the **Planning** state can be edited.

Important information includes:

- **Planned Hours:** hours the requester asked for when the plan was created.
- **Allocated Hours:** hours the resource manager allocated to the plan.
- **% Allocation:** a measurement of the the allocated hours against the planned hours. This value shows which projects might be over or under staffed. It is possible to have a **% Allocation** value over 100%.
- **State:** state of the plan.



A project resource plan on the Project form

Personalize the related list to add or remove columns.

To access a resource plan from a project:

1. Navigate to **Project > Projects > All**.
2. Open a project.
3. View the **Resource Plan** related list.
4. For detailed information, click a resource plan **Number**.

References

[1] https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/resource-management/concept/c_ResourcePlans.html

Allocating Resources

Overview

Resources are individuals or groups that can work on tasks. Resources manage their time using a calendar and schedules. After resource requestors create a resource plan, resource managers allocate resources to the plan. Based on calendar and schedule information, resource managers view resource availability and select the resources under their management that can be assigned to specific tasks.

Tips for Allocating Resources

Resource managers should keep the following in mind when allocating resources:

- Resource requestors can view resource allocations, but cannot modify them.
- Resources can be allocated to resource plans in the **Requested** state.
- A single allocation is associated with a single user. To allocate several users to a resource plan, resource managers must create several allocations.
- A resource cannot be over 100% allocated. (Allocation percent is defined as number of hours allocated to the resource divided by the resource's capacity.)
- Each time the resource manager makes an allocation, one or more resource events are created. A resource event is time that a user resource spends on a task. For more information, see Modifying Resource Events .
- Tasks scheduled outside of work hours do not appear in allocations. For example, if a project is using the default schedule of an 8 A.M. to 5 P.M. work day with an hour off for lunch, and a user or a resource manager adds a task from 7 A.M. to 8 A.M. for a task that is part of the allocation, that hour is not included in any calculations and it does not appear as a red time box on either the resource availability dashboard or the resource console.

Viewing User and Group Resources

Resource requestors and resource managers can view a list of user resources or group resources at any time.

To view a list of user resources:

1. Navigate to **Resource Management > Resources > Users**.
2. Click a **User ID** for detailed user information.

To view a list of group resources:

1. Navigate to **Resource Management > Resources > Groups**.
2. Click a group **Name** for detailed group information, including a list of group members.

Creating New Users and Groups

When allocating resources, a resource manager may need to add a user or a group. By default, resource managers do not inherit the user_admin role that is required to create users and groups. Work with an administrator to ceate users or groups, if necessary.

For more information about creating users, see Creating Users and Associating to a Group.

For more information about creating groups, see Creating Groups.

Allocating Resources

Resource managers can create allocations using several methods:

- Resource availability dashboard
- Resource console
- Resource allocations related list

Allocating with the Resource Availability Dashboard

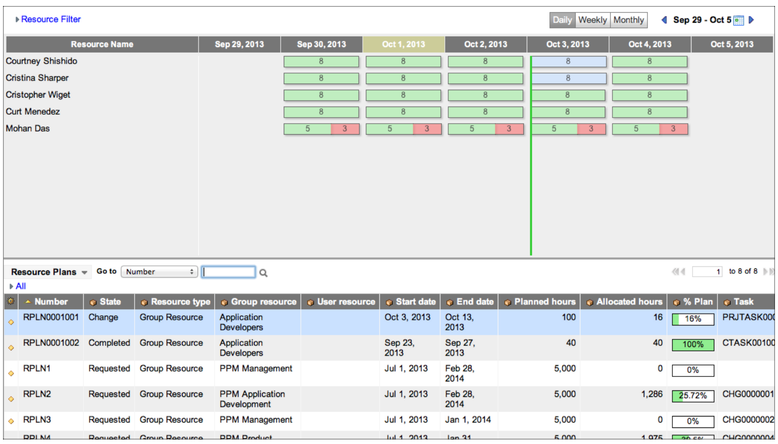
1. Navigate to **Resource Management > Resource Plans > Requested**.
2. Open a resource plan.
3. In **Related Links**, click **View Resource Availability**.

   The dashboard shows user or group availability on top and the current resource plan on the bottom.
4. [Optional] Click **Daily**, **Weekly**, or **Monthly** to change the time period for the calendar.
5. Click any green time box to allocate the resource for a period of hours within that time period.
6. In the **Allocate Resource** pop-up window, enter an integer value for the number of hours to allocate the user to the associated resource plan.
7. Click **OK**.

Allocating with the Resource Console

1. Navigate to **Resource Management > Resource Console > Resource Console**.

   The resource console shows all resources associated with the resource manager at the top. All resource plans associated with the resource manager are listed at the bottom.

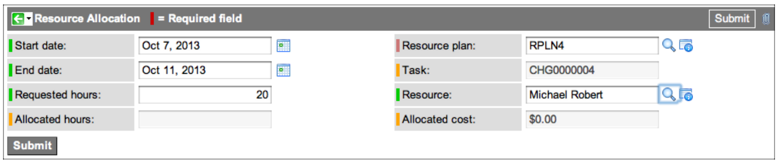


The resource console showing the **Daily** view for a resource plan

2. Select the time frame with the controls at the top right.
3. At the bottom, click a resource plan for detailed information.
4. Click any green time box to allocate the resource for a period of hours within that time period.
5. In the **Allocate Resource** pop-up window, enter an integer value for the number of hours to allocate the user to the associated resource plan.
6. Click **OK**.

Allocating with the Resource Allocations Related List

1. Navigate to **Resource Management > Resource Plans > Requested**.
2. Open a resource plan.
3. In the **Resource Allocations** related list, click **New**.
4. Fill in the fields, as appropriate (see table).
5. Click **Submit** to save the record and return to the resource plan.



The Resource Allocation form

Field	Description
Start date	Select the start date for the resource. As a good practice, allocate small blocks of work for each allocation. The start and end dates must fall within the dates of the resource plan. The administrator can change the resource management property to allow the dates to fall outside the resource plan.
End date	Select the end date for the resource.
Requested hours	[Required] Request the number of hours to allocate.
Allocated hours	[Read-only] Shows the hours the system allocates to the resource when the form is saved. This number may differ from the **Requested hours**. For example, a resource may only be available for 8 hours, but 12 hours were specified in the **Requested hours** field. In this case, the allocated hours are calculated as 8 and the requested hours are still listed as 12. Allocated hours roll up to the **Allocated hours** field on the resource plan.
Resource plan	Specify the resource plan the allocation is attached to. This field automatically populates if the allocation record is accessed from a resource plan.
Task	[Read-only] Shows the task to which the resource plan is associated. The task is determined by the resource plan.
Resource	[Required] Select the resource to allocate. The lookup results are filtered by the group or user selected on the resource plan.
Allocated cost	[Read-only] Shows the cost of the resource using the labor rate card, if there is one, or the system property `com.snc.time_card.default_rate`. Allocated costs roll up to the **Allocated cost** field on the resource plan.

Allowing Dates Outside Resource Plans

By default, allocation start and end dates must fall within the dates of the resource plan. An administrator can configure the system to permit resource allocation outside the start and end date of the resource plan.

1. Navigate to **Resource Management > Admin > Properties**.
2. In the **Resource can be allocated outside the resource plan's start date and end date** property, select **Yes**.
3. Click **Save**.

Over-allocating Resources

Over-allocations are not supported in the base model. It is possible to allocate more than 100% to a resource plan, but it is not possible to allocate more than 100% to a resource.

The system enables you to report the demand in the system for resources that have not been allocated along with the resource allocation in order to analyze the resource gap. If there is a need for over-allocations, do one of the following:

- Create ghost resources and allocate the demand to them. Consider creating one ghost resource in each group. Then, you can set notifications and reports to help determine where more resources are required.
- Extend your schedule to create more capacity.

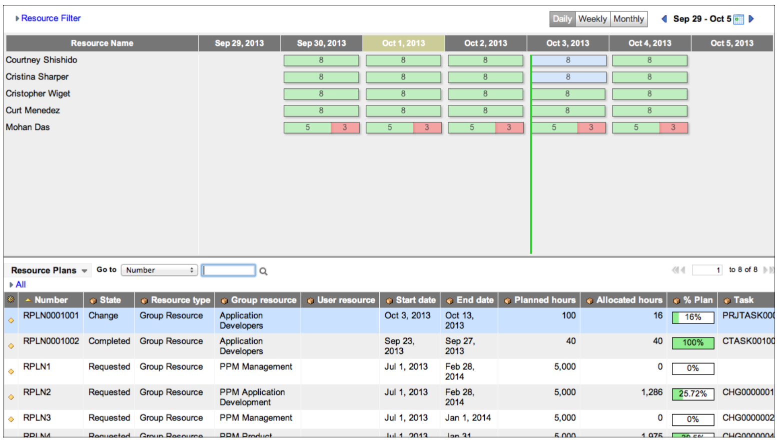
Using the Resource Console

Overview

The resource console gives resource managers a comprehensive view of resources, resource availability, and all resource plans. Resource managers can use the resource console to evaluate resource plans, check on resource availability, and even allocate resources to new tasks.

Viewing Information in the Resource Console

1. Navigate to **Resource Management > Resource Console > Resource Console**.
2. View the information.



The Resource Console

3. Change the view as necessary:
   - Click **Daily**, **Weekly**, or **Monthly** to change the time period for the calendar.
   - Click the forward or back arrows at the upper-right to navigate to the previous or next day, week, or month.
   - Click the calendar icon and select a date.
4. At the bottom, click a resource plan for detailed information. All resources assigned to the plan are listed at the top. The resource time box colors at the top represent the following:
   - **Red:** the resource is allocated to other resource plans during this time period.
   - **Green:** the resource is available during this time period.
   - **Blue:** the resource is allocated to the selected resource plan during this time period.
5. Click a resource name at the top to view that resource's calendar in a separate tab or window.

Viewing a List of Resource Plans in the Resource Console

The **Resource Plans** related list on the bottom of the console contains important information about individual plans. Resource plans in the **Completed** state do not appear in the related list.

The following columns contains especially useful information when comparing one plan to another:

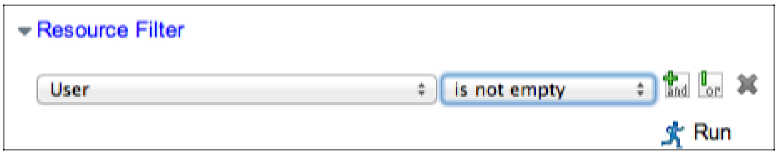
- **State:** workflow state of the plan.
- **Planned Hours:** hours requested in the plan.
- **Allocated Hours:** hours the resource manager allocated to the plan.
- **% Plan:** a measurement of the the allocated hours against the planned hours. This value tells you which projects might be over or under staffed. It is possible to have a **% Allocation** value over 100%.

Using the Resource Console Filter

Use the filter to view any resources, whether they are assigned to a resource plan or not.

1. Navigate to **Resource Management > Resource Console > Resource Console**.
2. Click **Resource Filter** at the top.
3. Enter the filter criteria in the condition builder.

   For example, to view all resources, specify **[User] [is not empty]**.



The resource filter to view all resources

4. Click **Run**.

   The list shows all users who meet the filter criteria, along with their availability.

Using Resource Schedules

Overview

Resource management uses a default schedule named Resource Management Schedule with the following characteristics:

- Weekly on Weekdays
- Monday-Friday 8 A.M.-12 P.M.
- Monday-Friday 1 P.M.-5 P.M.

Administrators can change the default schedule and define custom schedules to meet resource management needs. Any schedule specified on a user record overrides the default resource management schedule.

If necessary, the administrator can create a hierarchy of schedules. This is useful if you want users to have a primary schedule such as M-F 8-5 and a secondary schedule such as Sat-Sun 8-5. For detailed information about defining and working with schedules, see Using Schedules.

Specifying the Default Resource Management Schedule

A property defines the default schedule for resource management. The base system uses Resource Management Schedule. An administrator can change the default schedule at any time. Navigate to **System Scheduler > Schedules > Schedules** for a list of available schedules.

1. Navigate to **System Scheduler > Schedules > Schedules**.
2. Find and remember the **Name** of the schedule you want to use.
3. Navigate to **Resource Management > Admin > Properties**.
4. In **Default Schedule Name**, enter the schedule name from step 2.

Assigning Custom Schedules to User Resources

User work hours are determined by the **Schedule** field on the User form. If the **Schedule** field is empty, the schedule specified in the Default Schedule Name property is used.

If necessary, work with your administrator to create custom schedules. An administrator can change the default schedule for any user by editing the **Schedule** field on the User form. For example, after creating a custom schedule, the administrator can assign it to users. Any schedule specified on a user record overrides the schedule specified in the Default Schedule Name property.

Managing Resource Plan Costs

Overview

Resource plan costs can be tracked directly in the resource plan record. Resource plan costs are divided into planned, allocated, and actual.

Resource plans use functionality in the Cost Management application, including rate cards. Resource plans also use the Time Card application. The Time Card, Cost Management, and Project Management applications are all automatically activated when Resource Management is activated.

Resource Costs

Resource costs are tracked with the following cost fields on the Resource Allocation form:

- **Allocated hours:** The number of hours that the resource has been allocated for this plan. This field accepts only integer values.
- **Allocated cost:** Calculated from the allocated hours and the cost of the assigned resource. Used to estimate the cost of assigning this user to the resource plan.

Resource Plan Costs

Costs associated with a resource plan are tracked on the Resource Plan form. All costs related to resources allocated to the plan are rolled up to the resource plan. For example, the **Allocated cost** field on the resource plan is the sum of all costs from the resources allocated to the plan:

Employee A: 8 hours allocated to the plan at a rate of $50 per hour = $400

Employee B: 16 hours allocated to the plan at a rate of $75 per hour = $1200

Employee C: 16 hours allocated to the plan at a rate of $75 per hour = $1200

The total allocated cost on the resource plan = $2800

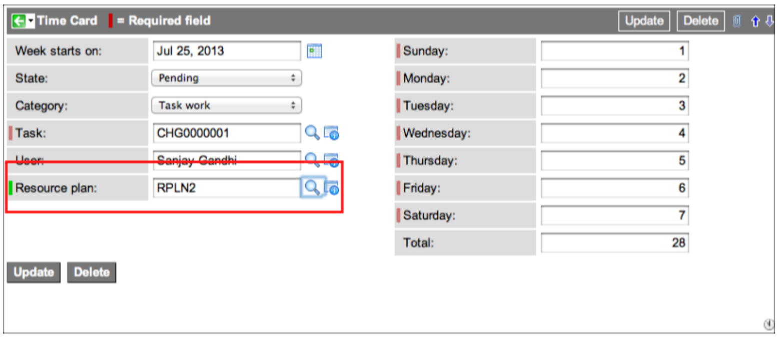
The following cost fields are present on the Resource Plan form:

- **Planned cost:** Calculated from the resources' hourly rate and the planned hours. Used to give an estimation on the cost of the plan during planning.
- **Allocated cost:** Calculated as a sum of all of the resources' allocated costs. Used to give a more accurate estimation on the plan cost during allocation and approval. The Allocated Cost field on the resource plan form is automatically derived and calculated from cost records.
- **Actual costs:** Calculated from the hourly rate of each resource and the actual hours worked, as reported on each resource's time card. Used to analyze plan costs based on the actual hours.

Associating a Time Card with a Resource Plan

If one resource is assigned to identically named tasks in two resource plans, use the following procedure to specify the resource plan the time card should be allocated to.

1. Navigate to the **Time Cards > All**.
2. Select a time card.
3. Configure the form to add the **Resource plan** field.
4. In **Resource plan**, select the plan to which the time card should be allocated. Only resource plans that contain the task are listed.



The time card form with Resource plan field added and populated

5. Click **Update**.

Using Resource Management Reports

Note: *This article applies to Fuji and earlier releases. For more current information, see Resource Management Reports* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**

Overview

Resource management reports provide resource requestors and resource managers with resource summary information. The reports track:

- **Capacity:** total hours a resource is available to work on tasks, as shown on the user's calendar. Capacity is availability plus allocation, in hours.
- **Allocation:** total resource hours assigned to a specific plan, schedule, or allocation by month. Resource hours are based on task work, personal tasks, time off, operational work, and administrative work. Allocation is capacity minus availability.
- **Availability:** total time resources are available, by month, after allocations. Availability is capacity minus allocation.
- **Actual:** total hours a resource worked.
- **Utilization:** percentage of resource time utilized, by month. Utilization is allocation divided by capacity.

Generating Monthly Resource Reports

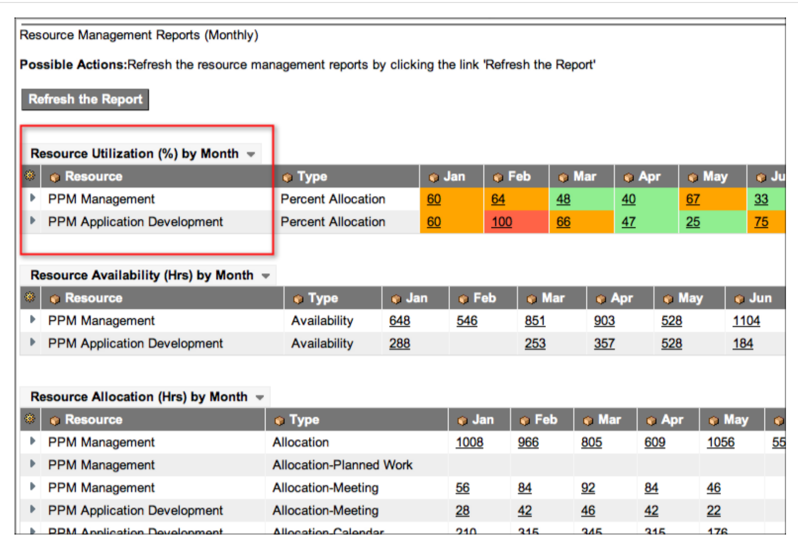
Resource availability reports are organized by group and show individuals available to work on tasks.

- **Resource Utilization (%) by Month:** percentage of user time utilized by month.
- **Resource Availability (Hrs) by Month:** amount of user time, in hours, unallocated, by month.
- **Resource Allocation (Hrs) by Month:** user hours assigned to a specific plan, schedule, or allocation by month.
- **Resource Capacity (Hrs) by Month:** total hours users are available, by month.
- **Resource Actual (Hrs) by Month:** actual hours users logged on their time cards.

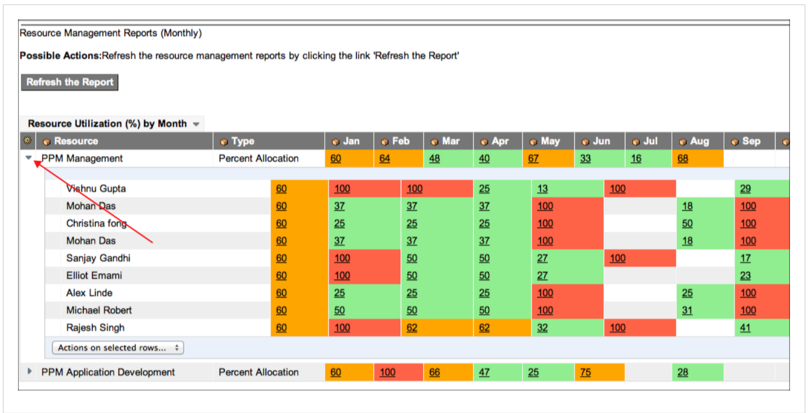
To generate a monthly resource report:

1. Navigate to **Resource Management > Reports > Resource Reports (Monthly)**.

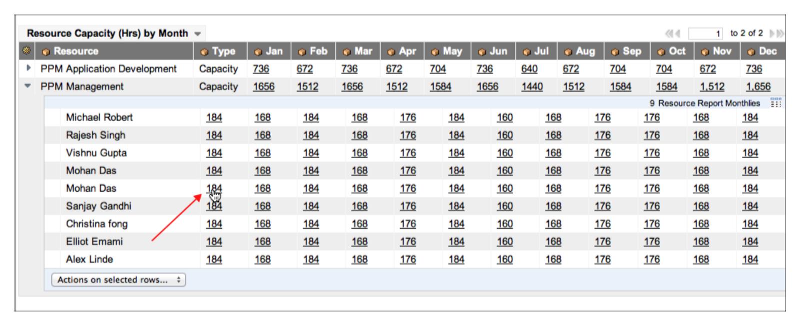
   On the Resource Management Reports. The reports are organized by group. In the following example, the PPM Management and PPM Application Development groups are listed in **Resource Utilization (%) by Month**.



2. Do any of the following:
   - To show all members of a group, click the arrow beside a **Resource** name.



   - To obtain more information about resource capacity, look in **Resource Capacity (Hrs) by Month**. Click user hours to see the Resource Report Daily.



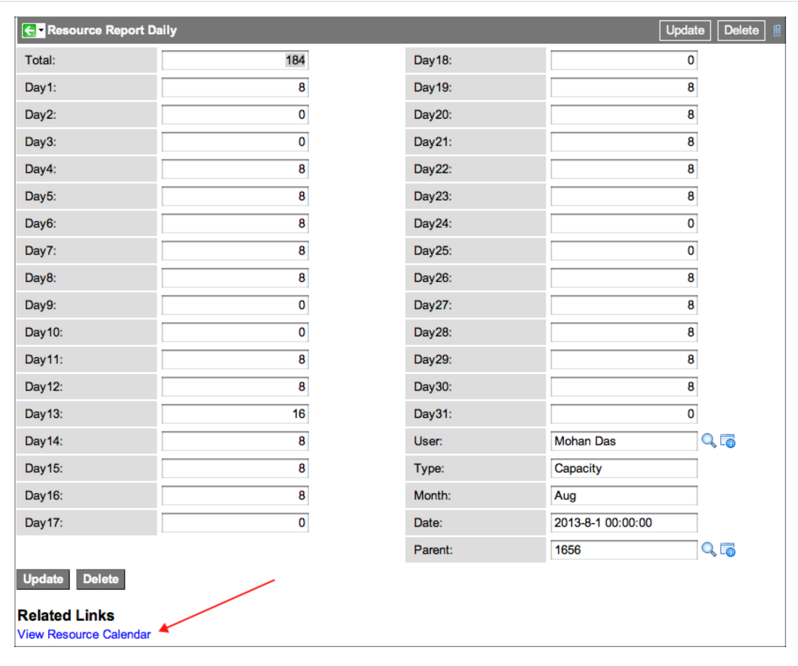
Resource Capacity (Hrs) by Month

Resource	Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
PPM Application Development	Capacity	736	672	736	672	704	736	640	672	704	704	672	736
PPM Management	Capacity	1656	1512	1656	1512	1584	1656	1440	1512	1584	1584	1,512	1,656
Michael Robert		184	168	184	168	176	184	160	168	176	176	168	184
Rajesh Singh		184	168	184	168	176	184	160	168	176	176	168	184
Vishnu Gupta		184	168	184	168	176	184	160	168	176	176	168	184
Mohan Das		184	168	184	168	176	184	160	168	176	176	168	184
Mohan Das		184	168	184	168	176	184	160	168	176	176	168	184
Sanjay Gandhi		184	168	184	168	176	184	160	168	176	176	168	184
Christina fong		184	168	184	168	176	184	160	168	176	176	168	184
Elliot Emami		184	168	184	168	176	184	160	168	176	176	168	184
Alex Linde		184	168	184	168	176	184	160	168	176	176	168	184

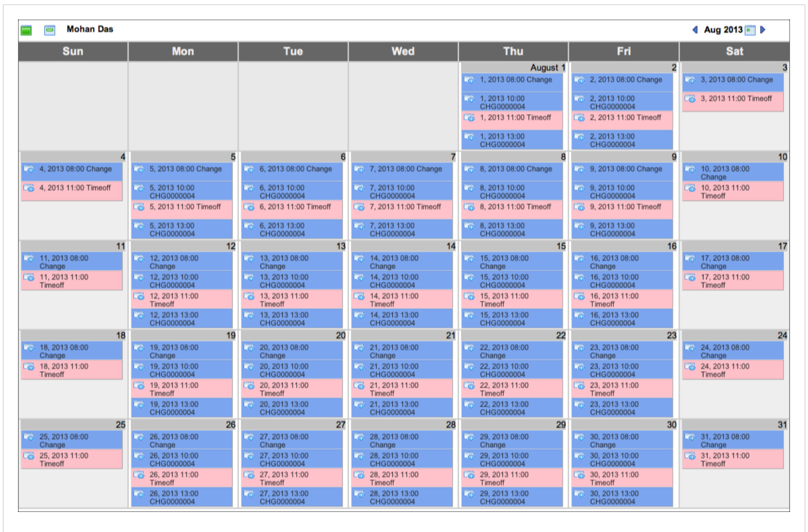
9 Resource Report Monthlies

Actions on selected rows...

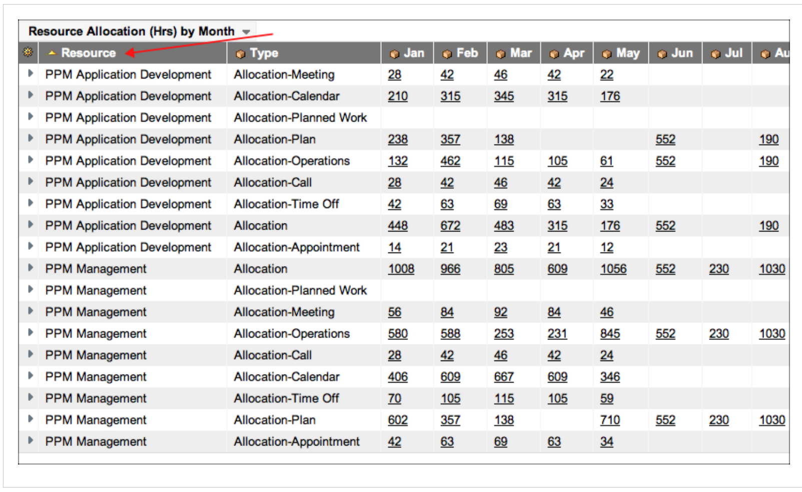
In Resource Report Daily, click the **View Resource Calendar** related link to see a calendar and navigate to tasks.



The resource's monthly calendar appears.



- In **Resource Allocation (Hrs) by Month**, sort the **Resource** column to show grouping by team. Each team has different types of allocation, such as **Allocation**, **Allocation per plan**, and **Allocation per schedule**.



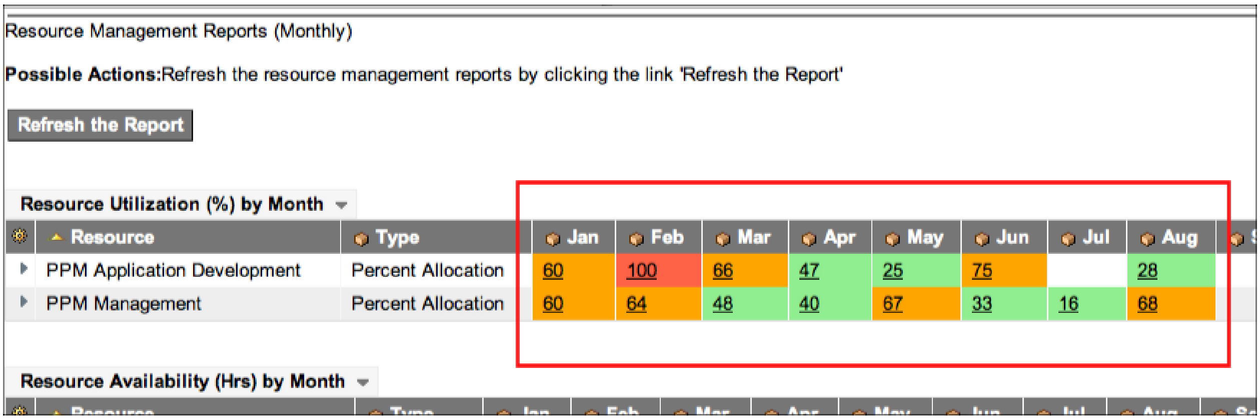
Resource Allocation (Hrs) by Month

Resource	Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Au
PPM Application Development	Allocation-Meeting	28	42	46	42	22			
PPM Application Development	Allocation-Calendar	210	315	345	315	176			
PPM Application Development	Allocation-Planned Work								
PPM Application Development	Allocation-Plan	238	357	138			552		190
PPM Application Development	Allocation-Operations	132	462	115	105	61	552		190
PPM Application Development	Allocation-Call	28	42	46	42	24			
PPM Application Development	Allocation-Time Off	42	63	69	63	33			
PPM Application Development	Allocation	448	672	483	315	176	552		190
PPM Application Development	Allocation-Appointment	14	21	23	21	12			
PPM Management	Allocation	1008	966	805	609	1056	552	230	1030
PPM Management	Allocation-Planned Work								
PPM Management	Allocation-Meeting	56	84	92	84	46			
PPM Management	Allocation-Operations	580	588	253	231	845	552	230	1030
PPM Management	Allocation-Call	28	42	46	42	24			
PPM Management	Allocation-Calendar	406	609	667	609	346			
PPM Management	Allocation-Time Off	70	105	115	105	59			
PPM Management	Allocation-Plan	602	357	138		710	552	230	1030
PPM Management	Allocation-Appointment	42	63	69	63	34			

Viewing and Changing Definition of Allocation Hour Colors

In the monthly resource reports, the percent allocation numbers are color-coded.

- **Green:** resource user or group has a percentage allocation value less than 50. The user or group still has more than 50% of their time unallocated.
- **Orange:** resource user or group has a percentage allocation value less than 90 and greater than 50. The user or group has between 51 and 89% of their time allocated.
- **Red:** resource user or group has a percentage allocation value greater than 90. The user or group has more than 90% of their time allocated.



Resource Management Reports (Monthly)

Possible Actions: Refresh the resource management reports by clicking the link 'Refresh the Report'

Refresh the Report

Resource Utilization (%) by Month

Resource	Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
PPM Application Development	Percent Allocation	60	100	66	47	25	75		28
PPM Management	Percent Allocation	60	64	48	40	67	33	16	68

Resource Availability (Hrs) by Month

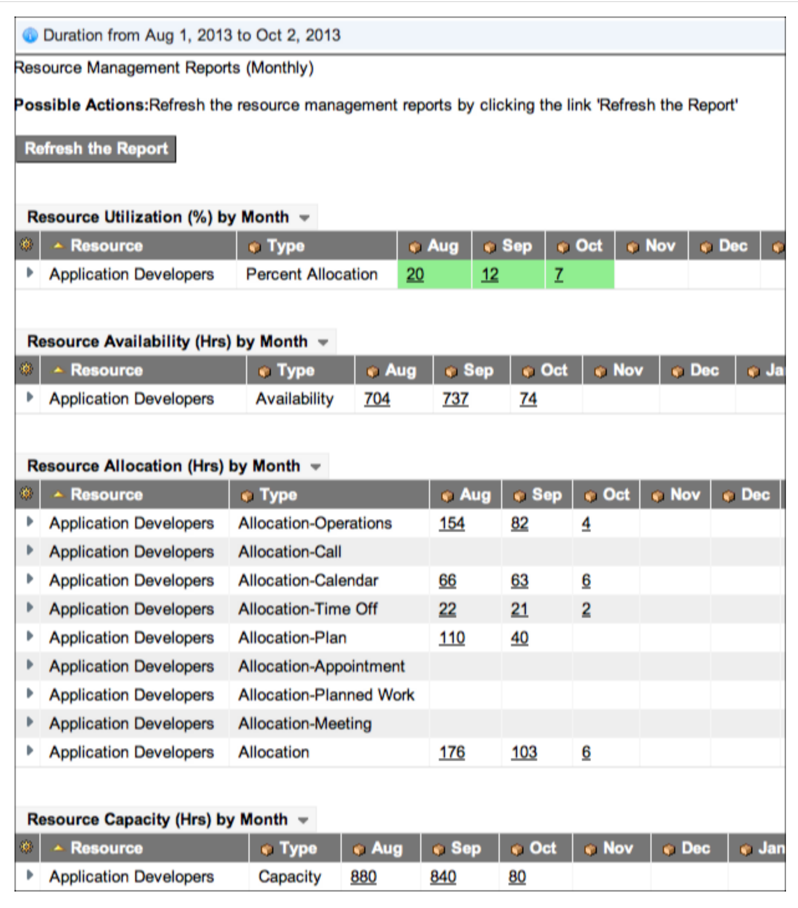
An administrator can change the percentage numbers for the green and orange colors.

1. Navigate to **Resource Management > Admin > Properties**.
2. Do one or both of the following:
   - Enter a different number in the **If resource_management reporting for a resource/group has value of percentage_allocation less than this value the color will be shown as green** property.
   - Enter a different number in the **If resource_management reporting for a resource/group has value of percentage_allocation less than this value and greater than the com.snc.resource_management.percentage_allocation_normal, then color will be shown as orange** property.
3. Click **Save**.

Updating Monthly Resource Reports

Use the refresh option to view the monthly resource reports based on the latest data.

1. Navigate to **Resource Management > Reports > Resource Reports (Monthly)**.
2. Click **Refresh the Report**.
3. Set a **Start Date**.
4. Set an **End Date**.
5. Select the groups to include in the report by doing one of the following:
   - Enter all or part of a group name in the **Name starts with** text box.
   - Select **All groups**.
6. Select groups in the **Available** list and add them to the **Selected** list.
7. Click **Run Report**.



Duration from Aug 1, 2013 to Oct 2, 2013

Resource Management Reports (Monthly)

Possible Actions: Refresh the resource management reports by clicking the link 'Refresh the Report'

Refresh the Report

Resource Utilization (%) by Month

Resource	Type	Aug	Sep	Oct	Nov	Dec
Application Developers	Percent Allocation	20	12	7		

Resource Availability (Hrs) by Month

Resource	Type	Aug	Sep	Oct	Nov	Dec	Ja
Application Developers	Availability	704	737	74			

Resource Allocation (Hrs) by Month

Resource	Type	Aug	Sep	Oct	Nov	Dec
Application Developers	Allocation-Operations	154	82	4		
Application Developers	Allocation-Call					
Application Developers	Allocation-Calendar	66	63	6		
Application Developers	Allocation-Time Off	22	21	2		
Application Developers	Allocation-Plan	110	40			
Application Developers	Allocation-Appointment					
Application Developers	Allocation-Planned Work					
Application Developers	Allocation-Meeting					
Application Developers	Allocation	176	103	6		

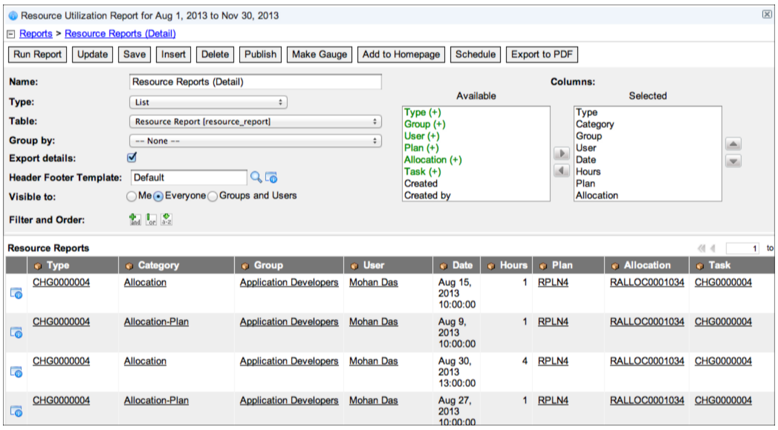
Resource Capacity (Hrs) by Month

Resource	Type	Aug	Sep	Oct	Nov	Dec	Jan
Application Developers	Capacity	880	840	80			

Generating Detailed Resource Reports

1. Navigate to **Resource Management > Reports > Resource Reports (Detail)**.
2. Set a **Start Date**.
3. Set an **End Date**.
4. Select the groups to include in the report by doing any of the following:
   - Type a group name in the **Name starts with** text box.
   - Select **All groups**.
   - Select items in the **Available** column and click **Add**.
5. Click **Run Report**.

   A list report shows the requested information from the Resource Report [resource_report} table. A form above the report enables you to customize the report or create other reports. For more information, see Creating Reports.



A resource utilization report

Generating Resource Reports from the Reports Application

Resource reports are also available in the Reports application.

1. Navigate to **Reports > View / Run**.
2. Under **Resource Report**, click **Resource Reports (Detail)** or **Resource Utilization Reports**.

References

[1] https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/resource-management/concept/c_UsingResourceManagementReports.html

Modifying Resource Events

Overview

A resource event is a block of time that a resource spends on a task. Each time a resource manager makes an allocation, the system creates one or more resource events for that resource. The resource events appear on the user's personal calendar.

Resource Events and Schedules

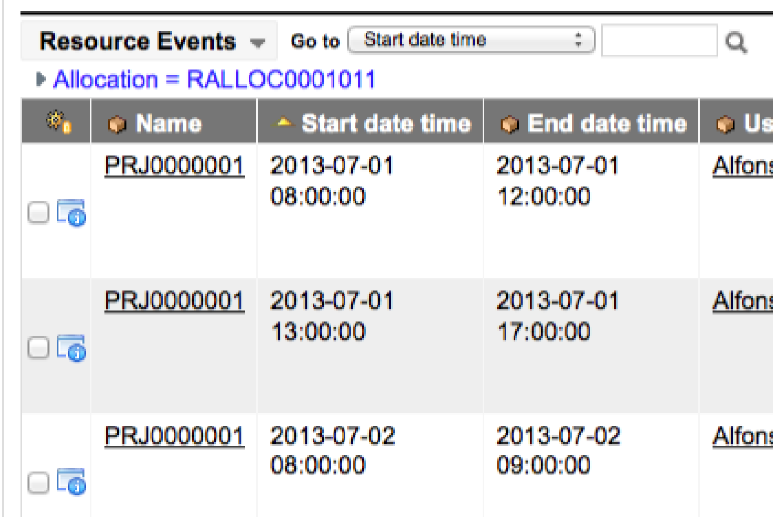
Schedules classify time as work time and non-work time and can be associated with resources and with projects. The My Calendar module shows the user's work schedule and non-work time.

When a resource manager makes an allocation, the following takes place automatically:

- The schedule associated with the specified resource is analyzed.
- A resource event is created for each block of time that is available for work.

For example, if a resource is allocated nine hours of work on a task associated with the default project management schedule, three resource events are created:

- One record for the morning block of work time: 8 A.M. to noon (four hours)
- One record for the afternoon block of work time: 1 P.M. to 5 P.M. (four hours)
- One record on the next day from 8 A.M. to 9 A.M. (the remaining hour)



Resource events for a nine-hour allocation using the default project schedule

Modifying a Resource Event

Resource events that are not part of a resource plan can be modified. You can only modify events you created for yourself in the "My Calendar" module. If a resource manager added an event to your calendar, then only the resource manager can modify the event.

Resource managers can modify an event that is part of a resource plan by deleting the event and creating a new one. For example, a resource manager allocates a resource to a task on a resource plan and then wants to change the task work type to **Phone Call**. The resource manager must delete the event and create a new one with the work type set to **Phone Call**.

[All users] To modify a resource event that you created for yourself:

1. Navigate to **Resource Management > Calendar > My Calendar**.
2. Double-click an event that has not been assigned to a resource plan.
3. Modify the event, as necessary.
4. Click **Update**.

[Resource Managers] To modify a resource event not associated with a resource plan that you created for another user:

1. Navigate to **Resource Management > Resource Console > Resource Console**.
2. At the bottom of the console, click a plan **Number**.
3. At the top of the console, click a **Resource Name**.

   The calendar for that resource opens in a new window or tab.
4. Modify any events you created for the user.

[Resource Managers] To modify a resource event that is part of a resource plan:

1. Navigate to **Resource Management > Resource Plans > All**.
2. Click a plan **Number**
3. In the **Resource Allocations** related list, click an allocation **Number**.
4. In the **Resource Events** related list, select the check box beside an event.
5. In the **Actions** choice list, select **Delete**.
6. Click **OK**.
7. To create a new event, create a new allocation. Use the back arrow beside **Resource Allocation** to navigate to the resource plan.
8. In the **Resource Allocations** related list, click **New**.
9. In **Requested Hours**, enter a number.
10. In **Resource**, select a user.
11. Click **Submit**.

Changing Resource Event Colors

Each event type is represented with a specific color. An administrator can change the colors at any time.

1. Navigate to **Resource Management > Admin > Resource Event Colors**.
2. Click an **Event Type**.
3. Specify a different **Color**.
4. Click **Update**.

For more information about event colors, see Event Color Coding.

Using My Calendar

My Calendar

Overview

Any ServiceNow user with the resource_user role can open My Calendar to view, add, and modify their planned work, actual work, operational work, administrative tasks, and personal activities. After a user adds an event to the calendar, the time blocks for that event appear as red, for busy, on the resource console and the resource availability dashboard. Resource managers view user calendars to determine who has open time to complete tasks, and can add tasks to any resource's personal calendar.

The system creates a record in the Resource Event [resource_event] table for each item that a user adds to their calendar. Resource events are chunks of *busy time* for the user. Users and resource managers can sometimes modify these records. For more information, see Modifying Resource Events.

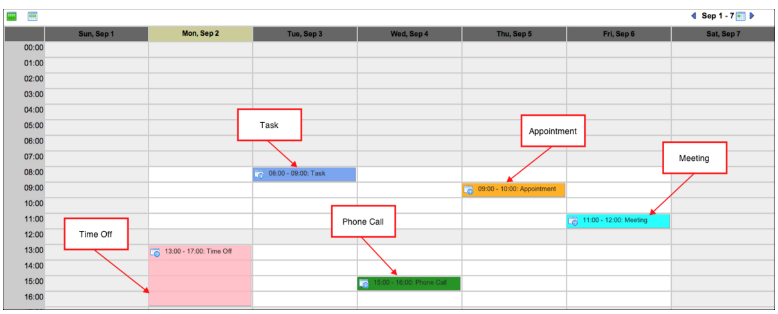
The calendar uses time zones. Time is displayed to users in their local time zone according to user preferences. For more information, see Using Time Zones and Using Time Zones in Resource Plans.

Note: *Although a user can add tasks, such as incidents, to their calendar, the user is not added to the task's* ***Assigned to*** *field.*

Event Color Coding

There are five types of events. Each event type is visually represented on the calendar with a specific color:

- **Time Off:** Light pink
- **Appointment:** Orange
- **Meeting:** Cyan
- **Phone Call:** Green
- **Task:** Cornflower blue



Resource event color coding

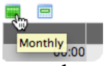
Administrators can change the colors of events. For more information, see Changing Resource Event Colors.

Adding Events to Your Calendar

Users can add any kind of event to their calendar, including personal events and work-related events. Events cannot overlap. Only one event can exist in a calendar for any specific block of time. To create an event that repeats daily, weekly, or monthly, see Creating Repeatable Events.

1. Navigate to **Resource Management > My Calendar**.

The calendar appears in the week view by default. The user work schedule appears in white and the off-duty schedule in gray.

2. Change the view as necessary:
   - Click the icon in the upper-left  to change between monthly and weekly.
   - Click the forward or back arrows at the upper-right to change the day, week, or month. Click the calendar icon  to select a specific date.
3. Click an empty white cell on the calendar.

   The **Add Event** form appears.
4. Fill in the fields, as appropriate (see table).
5. Click **Submit**.

Field	Description
Name	Enter a descriptive name for the event.
Type	Choose from the following: • **Time off:** Personal time off. • **Appointment:** A type of administrative task. • **Meeting:** A work-related meeting. • **Phone call:** A work-related phone call. • **Task:** A task in the ServiceNow system, such as an incident or a change that you are assigned to.
When	Choose the start and end date and time, or select the **All day** option. Do not use this field to set repeatable events. For example, if you have a three-hour task you want to start on a Monday and end on the following Friday, do not use the **When** field. Instead, set a weekly repeatable event for Monday and Friday.
Repeats	Select the frequency that the activity repeats, or select **Does not repeat**.
Repeat every	Enter a number that represents the frequency. This field appears only if you selected **Daily**, **Monthly**, or **Yearly**.
Repeat on:	Select the days of the week to repeat the activity. This field appears only if you selected **Weekly**.
Repeat until:	Select an end date. This field appears only if you selected **Daily**, **Monthly**, or **Yearly**.
Task	Click the reference lookup icon and select the task that needs to be done. This field appears only if you selected **Task** as the type of activity. **Note:** This does not add you to the **Assigned to** field on the task form.

Creating Repeatable Events

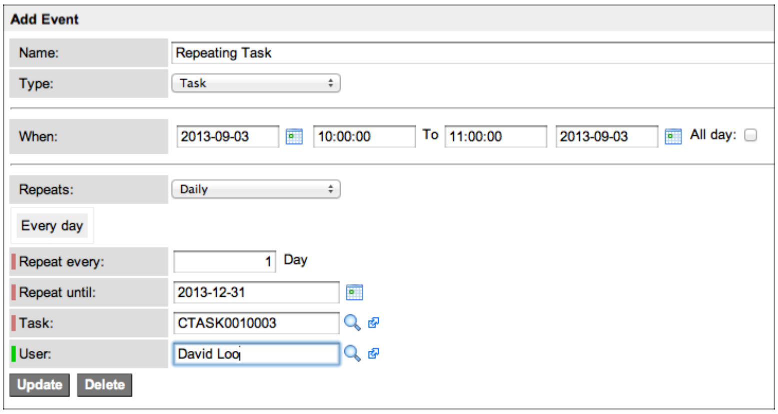
Events can be set to repeat on a regular schedule, such as every day, week, or month. If you try to create a repeatable event and the specified time slot is not available for any one of the occurrences, the event cannot be created.

To create an event that repeats every week:

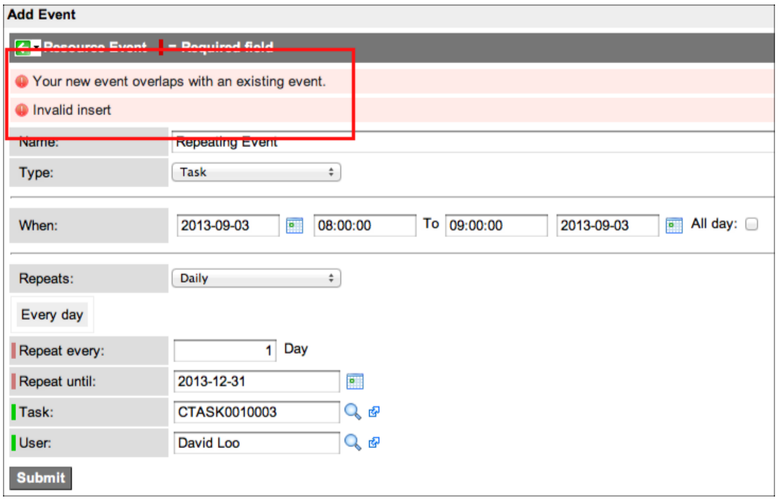
1. Navigate to **Resource Management > My Calendar**.
2. Click an empty white cell on the calendar.
3. Create an event with the following options:
   - **Name:** *Repeating Task*
   - **Repeats:** *Daily*
   - **Repeat Until:** Last day of the current year
   - **Task:** Any task

4. Click **Submit**.

   If an event already exists for any of the times specified for the repeating event, the following error messages appear:



Adding a repeating event



Repeating event time conflict message

Adding Events to Another User's Calendar

Using the Resource Console, resource managers can add events to user calendars.

To add an event to a user in a group you manage:

1. Navigate to **Resource Management > Resource Console > Resource Console**.
2. At the bottom of the console, click a plan **Number**.
3. At the top of the console, click a **Resource Name**.

   The calendar for that resource opens in a new window or tab.
4. Click an empty white cell on the calendar.

   The Add Event form appears.
5. Fill in the fields, as appropriate. For detailed field descriptions, see Adding Events to Your Calendar.

To add an event to a user that is not a member of a group you manage:

1. Navigate to **Resource Management > Resource Console > Resource Console**.
2. At the top, expand the Resource Filter.
3. Use the filter to specify a particular user. For example, **[User][is][Jane Jones]**.
4. Click **Run**
5. In **Resource Name**, click the user name.

   The calendar for that resource opens in a new window or tab.
6. Click an empty white cell on the calendar.

   The Add Event form appears.
7. Fill in the fields, as appropriate. For detailed field descriptions, see Adding Events to Your Calendar.

Deleting Events

You can delete events you created at any time. You cannot delete any events added to your calendar by a resource manager.

1. Navigate to **Resource Management > My Calendar**.
2. Find the event to delete.

   Use the icons above the calendar to locate the appropriate day, week, or month.
3. Double-click the event.
4. Click **Delete**.
5. Click **OK**.

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