

ServiceNow Project Management

The ServiceNow Project Management Application delivers a versatile, scalable approach to managing projects and resources across the enterprise. Leveraging lists, forms, gauges, Gantt Charts, and dashboards, ServiceNow Project Management is designed to manage costs, schedule resources, and meet quality standards. With this solution, ServiceNow provides visibility from initial request through execution.

Tracking and managing all projects and ITIL processes (including incident, problem, and change) from a unified ServiceNow platform allows you to eliminate unnecessary project overhead of reentering information from disparate systems and allows employees to manage all tasks in one place.

The ServiceNow Project Management Application leverages other ServiceNow features like chat, Live and knowledge management to empower every team member to easily participate, collaborate and add value to assigned tasks and projects. This provides transparency allowing project management teams to reduce duplicate efforts and solve everyday project conflicts.

Stress-Free Dashboard Creation

Point, Click, Configure! Let the ServiceNow flexible report builder help you to better understand project data, create personalized dashboards, update multiple records using powerful list edit capabilities, drill down to task and resource project details, and improve your ability to deliver projects on time, with required functionality, and within budget.



The screenshot shows a ServiceNow incident form. The form fields include:

- Number: INC00010129
- Caller: Joe Employee
- Created: 2011-08-25 11:10:23
- Location:
- Configuration item:
- Impact: 3 - Low
- Urgency: 3 - Low
- Priority: 4 - Low
- Short description: My SAP is Broken

A context menu is open over the form, showing options such as:

- Save
- Create Change
- Create Defect
- Create Enhancement
- Create Project
- Create Request
- Personalize
- Templates
- Export
- View
- Assign Label
- Copy URL
- Copy sys_id
- Show XML
- History

On the right side of the form, there are buttons for Open, Open Incident, Category, Subcategory, Assign, and Assign.

Integrated, Centralized, Standardized

Capture project demand requests through multiple interfaces throughout ServiceNow. IT users can easily submit project requests through the standard incident window. Even non-licensed end users can submit project requests through the employee self service portal. No matter how a project is submitted, we'll provide traceability and help you interpret project request data and make the best decisions.

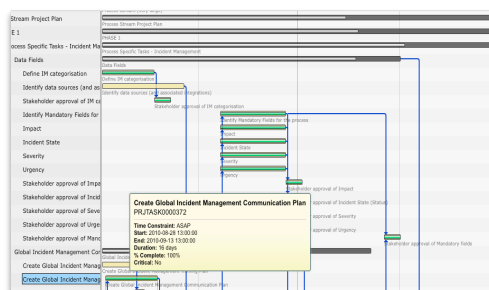
Simple Consolidated Work Queues

Project management is not an island, it's a network of resources tasked together to reach a common goal. The use of a consolidated work queue improves assignees ability to manage tasks from projects, service desk functions or any other activity using ServiceNow. We will even help to balance importance vs. urgency to better prioritize tasks to deliver on expectations.

My work					
	Number	Configuration item	State	Short description	Opened
▼ Priority: 1 - Critical (4)					
	PS7TASK0000000001		Work in Progress	Phase 1	2012-11-11 14:15:34
	IN000010128	SAP_ORA01	Open	Outage on application SAP Financial Accounting beginning at 2011-08-28 11:04:18	2011-08-28 11:04:40
	CHG0000000003		Work in Progress	Roll back Windows SP2 patch	2010-07-02 16:47:34
	CHG0000000008		Open	Install new Cisco	2010-07-02 16:14:14
▼ Priority: 2 - High (3)					
	IN0000000048	Sales Force Automation	Open	Having problems with performance on the Sales Tools	2011-03-16 14:05:36
	IN0000000027	Windows XP Hotfix (SP2) 6817406	Open	please remove this hotfix	2010-11-02 16:55:55
	PRB0000000005	Car-1	Open	please remove this hotfix	2010-07-02 17:40:10
▼ Priority: 3 - Moderate (5)					

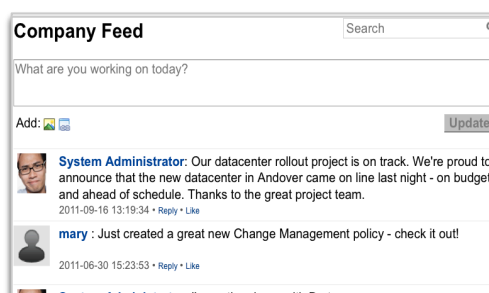
Interactive Task and Resource Allocation

Managers have consolidated views of all types of work assigned to users and specific resource groups. The interactive Gantt Chart views give the ability to drill down to task level detail or change resource timeline allocations with drag and drop functionality. Automatically update project timelines based on dependencies of tasks, milestones and resource availability in one single system - making managing projects very intuitive and straightforward.



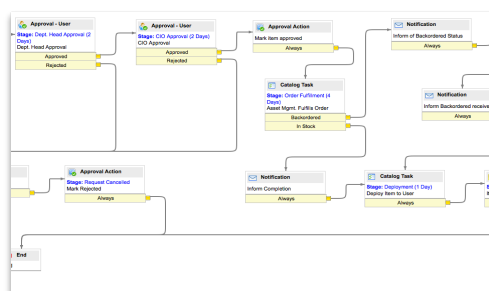
Communicate, Share, Collaborate

Unleash the brainpower of your organization with Social IT functionality from ServiceNow. Similar to commonly-used social platforms, employees can post questions to a collaborative environment and have their internal online community respond to inquiries based on previous knowledge and experience, ensuring that your project teams stay on track.



Native Project Process Automation Engine

The ServiceNow graphical workflow editor supports any project methodology. Configure unique business rules to match your current business process or develop innovative new ways to automate project tasks. Increase efficiencies through standardized project templates and react quicker with automatic alerts, notifications, and approvals.



Track Time, People, and Money

Coordinate resources and monitor project deadlines to ensure you are on target to deliver. Project team members can conveniently update their own timecards through an easy-to-use web interface, giving management an accurate high level project management overview including budgets, timeline and fulfillment rate of resources.

Group:

<input checked="" type="checkbox"/> Estimated hours	<input checked="" type="checkbox"/> Estimated cost	<input checked="" type="checkbox"/> Assigned hours
Total	Total	Total

Index:

☒ Pending ☒ Planned start date ☒ Planned end date ☒ Planned duration ☒ Percent complete

nt State 2010-08-26 13:00:00 2010-12-10 12:00:00 106 days

☒ User ☒ Allocation % ☒ Planned hours ☒ Actual hours

Ered Luddy	65	445.25	
David Leo	100	445.25	
Carol Couglin	100	445.25	
Charles Beckley	65	445.25	
Charlie Witherspoon	65	445.25	
Christen Mitchell	65	445.25	
Chuck Farley	65	445.25	

Get a handle on all your project requests ... select the most critical and profitable projects ... accurately allocate and track resources to meet demand ... and get social and save time with collaboration.