

## Agile 2.0 with ServiceNow PPM

### COURSE DESCRIPTION

*Agile 2.0 ServiceNow PPM (Project Portfolio Management) teaches Agile teams and ScrumMasters how to use the Agile 2.0 module of the ServiceNow ITBM application.*

AUDIENCE – Agile Teams, ScrumMasters

COURSE TYPE – Onsite / Online

PREREQUISITES – Basic understanding of ServiceNow navigation

DURATION – 7-8 hours

---

### COURSE OUTLINE

#### ServiceNow Demo

- Agile capabilities

#### Tool Setup and Data Configuration

- Creating Products
- Creating Releases
- Creating Groups
- Creating Sprints
- Creating Themes/Epics

#### Product Planning

- Creating User Stories
- Acceptance Criteria
- Prioritizing Stories

#### Story Lifecycle

- Story Lifecycle in ServiceNow
- Sizing Stories

#### Release/ Sprint Planning

- Assigning Stories to Sprints
- Kicking off a Sprint

#### Sprint Execution

- Story Progression
- Scrum Meetings
- Story Completion

#### Kanban

- Flexible Boards
- Set up Visual Task Boards

#### Sprint Closing

- Closing Sprint
- Retrospective

#### Dashboards

- OOTB Dashboards
- Ad-hoc

#### Hybrid Project Management

- Best Practices

#### Wrap up

- Questions
- Guidance for Next Steps