

Innovation (Idea) Management with ServiceNow PPM

COURSE DESCRIPTION

Innovation (Idea) Management with ServiceNow PPM (Project Portfolio Management) teaches business users and Demand Managers how to submit and manage Ideas within the ServiceNow ITBM application.

AUDIENCE – Demand Managers, Business Users

COURSE TYPE – Onsite / Online

PREREQUISITES – Basic understanding of ServiceNow navigation

DURATION – 2 hours

COURSE OUTLINE

Overview

- Overview of ServiceNow PPM
- General Navigation
- What is Innovation Management?
- Innovation Management Terms and Definitions
- Roles and Responsibilities

Ideation

- Idea Portal
- Create an Idea
- Idea Properties
- Progressing Ideas
- Promoting Ideas to Demands