

Resource Management with ServiceNow PPM

COURSE DESCRIPTION

Managing Resources with ServiceNow PPM (Project and Portfolio Management) teaches project and resource managers how to use ServiceNow's Resource Management module to support resource booking and forecasting processes.

AUDIENCE – Project & Resource Managers

COURSE TYPE – Onsite / Online

PREREQUISITES – Basic understanding of ServiceNow navigation

DURATION – 3 hours

COURSE OUTLINE

Overview of Resource Management

- Resource Management Process

Requesting Resources

- Resource Plan States
- Resource Planning Process
- Accessing Resource Plans
- Creating Resource Plans

Modelling Resources Within the Capacity Planning Workbench

Managing Resource Plans Within the Allocation Workbench

- Confirming and Allocating Resource Plans
- Rejecting Resource Plans
- Changing Resource Plans
- Extending Resource Plans
- Completing Resource Plans
- Canceling and Deleting Resource Plans

Operational Resource Plans

- Creating Operational Plans

Resource Reports

- Availability
- Forecasted Utilization
- Committed Utilization
- Allocation
- Allocation Details
- Resource Reports – New

Managing Resource Groups, Roles, and Users