

ServiceNow PPM Training

COURSE CONTENT

GET IN TOUCH



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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

ServiceNow Project Portfolio Management (PPM) training provided by Multisoft Systems is an extensive program designed to equip professionals with the skills and knowledge to effectively use ServiceNow's PPM tools. This training covers a wide array of functionalities, including project management, demand management, resource management, and portfolio management, all within the ServiceNow ecosystem.

Module 1: Overview of ServiceNow PPM

- ✓ Introduction to ServiceNow PPM
- ✓ Install and Activate ServiceNow PPM
- ✓ Budget and Currencies reference rates
- ✓ Associated lists added for Financials
- ✓ Business Stakeholder role for the PPM
- ✓ PPM Analytics and Reporting Solutions
- ✓ PMO Dashboard and Timesheet Dashboard

Module 2: Agile and Waterfall Models

- ✓ Creating and Managing Agile and Waterfall Models

Module 3: Demand and Innovation Management through ServiceNow PPM

- ✓ Handle Demands through ServiceNow PPM
- ✓ Innovation Management through ServiceNow PPM

Module 4: Portfolio Management

- ✓ Creating the Portfolio Open and Portfolio Status
- ✓ List Portfolio and Workbench Portfolio Manager
- ✓ Dashboard

Module 5: Program Management

- ✓ Creating a Program for managing the projects
- ✓ Demand Program and Workbench Program Manager
- ✓ Dashboard

Module 6: Project Management

- ✓ Project Management Fundamentals
- ✓ Properties in Project Management
- ✓ Defining the Project
- ✓ Project Workspace
- ✓ Modify the planned starting date of the project
- ✓ Recalculate costs of all the resource plans in Project Templates
- ✓ External Dependencies
- ✓ Project tasks
- ✓ Composite Fields
- ✓ Starting and Updating the Project
- ✓ Planning the Console
- ✓ Project export and import
- ✓ Project reporting and closing

Module 7: Resource Management

- ✓ Resource Management properties and process
- ✓ Resource Plans
- ✓ Creating requested allocation for the resource plan
- ✓ Introduction to Capacity Planning
- ✓ Resource Allocation
- ✓ Allocation of Workbench options
- ✓ Resource Events and Schedules
- ✓ Resource Management Reports
- ✓ Using Resource Diagnostics for detecting the corrupt data

Module 8: Multicurrency in the Project Management

- ✓ Enabling the Project Currency view in the project-related forms
- ✓ Cost rollup in the project currency

- ✓ Rapid start tests for the PPM Standard Multicurrency
- ✓ Upgrading the existing projects over activating a multi-currency plugin
- ✓ Module 9: Agile 2.0 and Test Management 2.0 with ServiceNow PPM
- ✓ Agile 2.0 ServiceNow PPM

Test Management 2.0 ServiceNow PPM

Module 10: Rate Model

- ✓ Creating or Modifying the Rate Model
- ✓ Defining the Criteria of the Rate Model
- ✓ Creating the Rate Line
- ✓ Exporting the file for adding or modifying the rate lines
- ✓ Importing the rate lines into the rate model

Module 11: Domain Separation in the Project Portfolio Management

- ✓ Domain Separation in Project Portfolio Management