ServiceNow SPM Training

COURSE CONTENT

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 SPM Training offered by Multisoft Systems provides a comprehensive overview of ServiceNow's strategic portfolio management tools and techniques. This training program is designed to equip professionals with the knowledge and skills needed to excel in the field of project management.

Module 1: Introduction to ServiceNow SPM

- ✓ Overview of ServiceNow as an IT Service Management (ITSM) and IT Portfolio Management platform
- ✓ Introduction to Strategic Portfolio Management (SPM) concepts and its importance in IT decision-making

Module 2: ServiceNow Platform Basics

- ✓ Familiarization with the ServiceNow platform interface and navigation
- ✓ User roles and permissions in ServiceNow

Module 3: Portfolio Setup and Configuration

- ✓ Creating and configuring portfolios in ServiceNow
- ✓ Defining portfolio objectives, goals, and KPIs

Module 4: Demand Management

- ✓ Managing demand requests and intake
- ✓ Prioritizing and evaluating demand against portfolio objectives

Module 5: Project and Program Management

- ✓ Creating and managing projects and programs within the portfolio
- ✓ Aligning projects and programs with organizational strategies

Module 6: Resource Management

- ✓ Resource allocation and capacity planning
- ✓ Tracking resource utilization and availability

Module 7: Financial Management

- ✓ Managing budget allocations and financial forecasts for portfolio items

✓ Cost tracking and financial reporting

Module 8: Portfolio Analysis and Reporting

✓ Analyzing portfolio performance and health
✓ Generating reports and dashboards to communicate portfolio insights

Module 9: Risk and Issue Management

✓ Identifying and managing risks and issues within the portfolio
✓ Risk assessment and mitigation strategies

Module 10: Change Management

✓ Managing changes to portfolio items
✓ Change approval workflows and processes

Module 11: Integration with Other ServiceNow Modules

✓ Integration of SPM with other ServiceNow modules like IT Service Management (ITSM) and IT Asset Management (ITAM)
✓ Leveraging data from different modules for portfolio decision-making