

ServiceNow Adopting a Platform Owner Mindset

Duration: 2 Days Course Code: SNAPOM

Overview:

Learn to drive Platform value in the enterprise.

Adopting a Platform Owner Mindset is a 2-day business simulation workshop designed for anyone in a ServiceNow-related technical role who wants to learn how to make good strategic decisions and navigate pivotal moments in the ServiceNow journey of an enterprise as the best platform owners do.

Target Audience:

Anyone who is a ServiceNow platform user or owner and wants to increase adoption in the enterprise.

Objectives:

- This non-technical program will benefit anyone from seasoned admins and developers to new platform owners who want to ensure they best position the ServiceNow platform to drive the most value for their enterprise. Learn the power skills and gain the situational experiences it takes to walk in the shoes of a great ServiceNow Platform Owner.
 - Go beyond technical training with ServiceNow. The boundaries between business and technology are blurring, and ServiceNow professionals need to speak to the business better than ever to communicate the possibilities within the platform for achieving strategic objectives.
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Prerequisites:

- SNF - ServiceNow Fundamentals
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Content:

DAY ONE	Business Simulation Round 1	Capability Burst 5: Manage Competing Priorities (role play)
Welcome and Virtual Check In	<ul style="list-style-type: none">■ Ready the Roadmap (Moment 1)■ Struggling with Adoption (Moment 2)■ Requests, Requests, Requests (Moment 3)■ Release Havoc (Moment 4)	Capability Burst 6: Develop an Uncommon Sense of Change
Capability Burst 1: Understand the Platform Owner Mindset	Capability Burst 3: Design an Optimal Experience through Insights	Capability Burst 7: Communicate Value (aka The Executive Mindset)
Business Simulation Introduction		
Capability Burst 2: Time Allocation / Calendar Audit	DAY TWO	Business Simulation Round 3
	Capability Burst 4: Establish an Optimal Governance Model	<ul style="list-style-type: none">■ Collaboration Station (Moment 9)■ N-1 (Moment 10)■ Sharing Value ; Celebrating Success (Moment 11)
	Business Simulation Round 2	Final Results and Closing Activities
	<ul style="list-style-type: none">■ Test ; Learn (Moment 5)■ Loss of a Champion (Moment 6)■ Breaking Down Siloes (Moment 7)■ Monitoring Workflows (Moment 8)	

Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

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