

## ServiceNow Adopting a Platform Owner Mindset

Duration: 2 Days    Course Code: SNAPOM    Delivery Method: Virtual Learning

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### 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.

#### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

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### Target Audience:

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

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### 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

Welcome and Virtual Check In

Capability Burst 1: Understand the Platform Owner Mindset

Business Simulation Introduction

Capability Burst 2: Time Allocation / Calendar Audit

Business Simulation Round 1

- Ready the Roadmap (Moment 1)
- Struggling with Adoption (Moment 2)
- Requests, Requests, Requests (Moment 3)
- Release Havoc (Moment 4)

Capability Burst 3: Design an Optimal Experience through Insights

DAY TWO

Capability Burst 4: Establish an Optimal Governance Model

Business Simulation Round 2

- Test ; Learn (Moment 5)
- Loss of a Champion (Moment 6)
- Breaking Down Siloes (Moment 7)
- Monitoring Workflows (Moment 8)

Capability Burst 5: Manage Competing Priorities (role play)

Capability Burst 6: Develop an Uncommon Sense of Change

Capability Burst 7: Communicate Value (aka The Executive Mindset)

Business Simulation Round 3

- Collaboration Station (Moment 9)
- N-1 (Moment 10)
- Sharing Value ; Celebrating Success (Moment 11)

Final Results and Closing Activities

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## Further Information:

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

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