

ServiceNow Adopting a Platform Owner Mindset

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

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.

Virtueel en Klassikaal™

Virtueel en Klassikaal™ is een eenvoudig leerconcept en biedt een flexibele oplossing voor het volgen van een klassikale training. Met Virtueel en Klassikaal™ kunt u zelf beslissen of u een klassikale training virtueel (vanuit huis of kantoor) of fysiek op locatie wilt volgen. De keuze is aan u! Cursisten die virtueel deelnemen aan de training ontvangen voor aanvang van de training alle benodigde informatie om de training te kunnen volgen.

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 + Exam
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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

Further Information:

For More information, or to book your course, please call us on 0800/84.009

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www.globalknowledge.com/en-be/