skillsoft global knowledge™

ServiceNow Adopting a Platform Owner Mindset

Varighed: 2 Days   Kursus Kode: SNAPOM   Leveringsmetode: Company event (Firmakursus)

Beskrivelse:

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.

Firmakursus

Med et firmakursus bliver jeres it-kompetenceudvikling målrettet jeres behov. Det betyder, at vi hjælper med at finde og sammensætte det helt rigtige kursusindhold og den helt rigtige form. Kurset kan afvikles hos os eller kunden, standard eller virtuelt.

Målgruppe:

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

Agenda:

■ 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.

Forudsætninger:

■ SNSAF - ServiceNow Administration Fundamentals

Indhold:

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

Flere Informationer:

For yderligere informationer eller booking af kursus, kontakt os på tlf.nr.: 44 88 18 00

training@globalknowledge.dk

www.globalknowledge.com/da-dk/

Global Knowledge, Stamholmen 110, 2650 Hvidovre