ServiceNow Adopting a Platform Owner Mindset

Duration: 2 Days   Course Code: SNAPOM   Delivery Method: Curso Remoto (Virtual)

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.

Curso Remoto (Abierto)

Nuestra solución de formación remota o virtual, combina tecnologías de alta calidad y la experiencia de nuestros formadores, contenidos, ejercicios e interacción entre compañeros que estén atendiendo la formación, para garantizar una sesión formativa superior, independiente de la ubicación de los alumnos.

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.

Prerequisites:

Attendees should meet the following prerequisites:

■ SNF - ServiceNow Fundamentals

Content:

■ 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
■ 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 (34) 91 425 06 60

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