

ServiceNow Adopting a Platform Owner Mindset

Durée: 2 Jours Réf de cours: SNAPOM

Résumé:

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.

Public visé:

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

Objectifs pédagogiques:

■ 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.

Pré-requis:

No prerequisite

■ SNF - ServiceNow Fundamentals

Contenu:

DAY ONE	- Release Havoc (Moment 4)	Capability Burst 5: Manage Competing Priorities (role play)
Welcome and Virtual Check In	Capability Burst 3: Design an Optimal Experience through Insights	Capability Burst 6: Develop an Uncommon Sense of Change
Capability Burst 1: Understand the Platform Owner Mindset	DAY TWO	Capability Burst 7: Communicate Value (aka The Executive Mindset)
Business Simulation Introduction	Capability Burst 4: Establish an Optimal Governance Model	Business Simulation Round 3
Capability Burst 2: Time Allocation / Calendar Audit	Business Simulation Round 2	- Collaboration Station (Moment 9)
Business Simulation Round 1	- Test ; Learn (Moment 5)	- N-1 (Moment 10)
- Ready the Roadmap (Moment 1)	- Loss of a Champion (Moment 6)	- Sharing Value ; Celebrating Success (Moment 11)
- Struggling with Adoption (Moment 2)	- Breaking Down Siloes (Moment 7)	Final Results and Closing Activities
- Requests, Requests, Requests (Moment 3)	- Monitoring Workflows (Moment 8)	

Autres moyens pédagogiques et de suivi:

- Compétence du formateur : Les experts qui animent la formation sont des spécialistes des matières abordées et ont au minimum cinq ans d'expérience d'animation. Nos équipes ont validé à la fois leurs connaissances techniques (certifications le cas échéant) ainsi que leur compétence pédagogique.
- Evaluation : Chaque participant, à l'issue de la formation, répond à un questionnaire d'évaluation qui est ensuite étudié par nos équipes pédagogiques en vue de maintenir et d'améliorer la qualité de nos prestations.
- Suivi d'exécution : Une feuille d'émargement par demi-journée de présence est signée par tous les participants et le formateur.