

## 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.

### 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:**

- SNSAF - ServiceNow Administration Fundamentals

### Content:

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

## Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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