

# 2019 Class Descriptions

ServiceNow

Class Code	Name	Description	Duration (minutes)
SN - Alt	Know Thyself... At Work	Part presentation, part open discussion, this unique session will focus on offering philosophies and practical tips around increasing the wisdom we have about ourselves as we navigate our corporate lives. Using conscious leadership principles as a guide, we will cover topics such as empathy in the workplace, understanding and working through our internal drama, and the benefits of meditation and silence.	
SN - Alt	The Concepts of Creativity (Jacob)	The concepts of Creativity are tools and habits that help you to become more creative (and your team!). Some of the training shocked me. During this session you will learn simple tricks and methods to encourage a more creative environment within your teams. Creativity training includes emotional intelligence and behaviors aspects all in one.	
SN - Funct	Idea/Demand/Project Management   OOTB Introduction	Do you want to understand the OOTB configuration and functionality of demand/idea/projects management? In this class, we will review the OOTB objects, views, and functions of ideas, demands, and projects.	60
SN - Funct	Resource/Portfolio Management   OOTB Introduction	Do you want to understand the OOTB configuration and functionality of resource and portfolio management? In this class, we will review the OOTB objects, views, and functions of resource and portfolio management.	60
SN - Funct	Demand/Idea/Project Management   Best Practices	Are you starting a demand/idea management implementation or do you want to compare how you are using these functions vs. others or best practices? In this class we will discuss some best practices from successful customers.	50
SN - Funct	Resource/Portfolio Management   Best Practices	Are you starting a portfolio management implementation or do you want to compare how you are using these functions vs. others or best practices? In this class we will discuss some best practices from successful customers.	50
SN - Funct	Demand/ Project Management   Expert Rego Panel (Or Roundtable)	Do you have a question related to demand management or project management that you have wanted to ask a ServiceNow PPM expert or a customer that has already implemented? In this session, a panel of experts will answer questions on best practices, lessons learned, implementation, and functionality.	50
SN - Funct	Resource/ Financial/ Portfolio Management   Expert Rego Panel (Or Roundtable)	Do you have a question related to portfolio/financial/resource management that you have wanted to ask a ServiceNow PPM expert or a customer that has already implemented? In this session, a panel of experts will answer questions on best practice, lessons learned, implementation, and functionality.	50
SN - Funct	Resource Manager   Best Practice "Day in the Life"	This class will provide a list of daily and weekly activities that every resource manager should follow to leverage ServiceNow PPM more effectively.	60
SN - Funct	Project Manager   Best Practice "Day in the Life"	This class will provide a list of daily and weekly activities that every project manager should follow to leverage ServiceNow PPM more effectively.	60
SN - Funct	Excel and ServiceNow   Working Together	No matter how hard we try, many organizations cannot pry Excel out of the hands of project and resource managers. In this class we will explore possibilities that give up the battle and embrace Excel as a great data entry tool. We will show some neat case studies on quick Excel integrations deployed at customers.	60
SN - Funct	Creating ServiceNow Dashboards	ServiceNow's re-designed dashboards are extremely robust and presentation-worthy. You can now create beautiful interactive reports & dashboards in just a few easy clicks, without having to be a developer. We will walk you through how to easily create widgets and pull them together into a stunning dashboard	60
SN - General	Wednesday Reception	Welcome Reception	120
SN - General	Thursday Breakfast	Rego - Intro	10
SN - General	Thursday Lunch	Key Rego Innovations - Rego Wagile Board, Kits, etc.	20
SN - General	Thursday ServiceNow Product Roadmap	ServiceNow	40
SN - General	Friday Breakfast	Announcements	10
SN - Gov	6 Industry Trends for PPM	What should I expect to see within my organization related to PM over the next couple of years? How should I prepare my PMs, PMOs, or myself to embrace the new trends within the industry. This class will share Rego's observations on industry trends within PPM.	60
SN - Gov	Agile Primer	Would you like to get an overview of the fundamentals of Agile? This session will dispel the misconceptions of Agile and provide an understanding and definition of terms such as "bi-modal", "Scrum", "Kanban", "weighted shortest job first" and "SAFe". We will also talk about how ServiceNow PPM fits into the Agile discussion and provide thoughts and practices on how PMOs are responding to this trending methodology.	50

Class Code	Name	Description	Duration (minutes)
SN - Gov	Application Portfolio Mgmt.   Business Value	Does your organization want to implement application portfolio management? Are you trying to determine the value in implementing APM? Are you struggling to know what tool you should use and what data is important to collect? This session will review specific use cases of companies that have implemented APM and effectively used the data to drive value for the organization.	50
SN - Gov	Ongoing Training/Mentoring   Best Practices	Do you struggle with how to implement a perpetual education program that continues to add value within the organization? This session will discuss best practices in the creation and structure of an ongoing training/mentoring approach that assist with ServiceNow adoption.	50
SN - Gov	Organizational Change Management   Introduction	Have you heard of Change Management but you're not quite sure what it is exactly? This introductory class will provide a high-level overview covering the basics of Change Management as a practice to help your projects reach their goals and obtain benefits realization more quickly.	60
SN - Gov	ITBM Roadmap   Always Have a Vision	We have found that one of the keys to long term success within ITBM is to have a living strategic roadmap. An organization must have a vision of where they want to be and must keep moving forward. This session will review the key elements needed to create an effective roadmap that can drive increased maturity and excitement within your organization.	60
SN - Gov	RMO   Creation and Optimization	Does your organization struggle with resource management? Have you considered creating a Resource Management Office (RMO)? This session will review how some organizations are using RMOs to drive adoption and effectively manage resources, including real world examples of RMO setup and execution.	
SN - Gov	Selling the Value of ITBM	Do some folks in your organization see ServiceNow ITBM as worthless or of little value? In this class we will discuss how to increase the value perception of ITBM and innovative ways to sell the value ITBM provides with stakeholders and users.	60
SN - Gov	ITBM Ecosystem & Competitive Analysis	Do you know what other PPM, APM, Agile, ITFM and other tools are out in the marketplace? Have you ever taken a strategic look at the key IT processes and the tools that exist to support them? Have you been asked to evaluate and recommend a PPM tool? This class will review the ITBM tools and give you a look at some of the pros and cons of tools on the market. We will also provide 6 keys to Evaluating a PPM Solution.	60
SN - Gov	ServiceNow - Agile Integration   Bi-Modal IT	Are you struggling with implementing Agile tools in your organization in addition to ServiceNow PPM? This class will review best practices for implementing agile tools in conjunction with PPM - living in a Bi-Modal world. We will discuss how PPM can be used to govern both types of work and teams and how Agile tools should interface into PPM. Rego Wagile Board. ServiceNow Agile Module.	60
SN - Gov	RM/PM/TM/BM User Interface   Tips and Tricks	Do you find ServiceNow PPM difficult to use? This class will explore a number of little configuration changes that an individual can make so ServiceNow PPM is more helpful in providing support for resource and project managers. Our goal in this session is to have you say at least 5 times, "I didn't know you could do that!"	50
SN - Gov	Agile Transformation   What to Expect	Agile is here to stay, but waterfall may be as well. Companies around the world struggle with living in a bimodal development world, while trying to go through an agile transformation. This session will be a working sessions to discuss best practices and lessons learned within companies that have gone through agile transformations. We will also review SAFe as a potential approach.	110
SN - Gov	PMO Continuous Assessment   Best Practices	Are you ready to implement a continuous improvement practice within your PMO? This class is a working session to help build and sustain a continuous assessment initiative within your PMO, helping to manage goals and objectives from start-up through maturity. We will also discuss growth mapping to processes, tools and strategic objectives.	50
SN - Gov	PMO Maturity   Assessment	How mature is your PMO? Where do you go from here? This class is a working session includes an exercise to assess how far you've come and help direct your course.	50
SN - Gov	Leading Change	With every new PPM process, the organization must adopt change. Change is constant in an organization. This session will talk about keys to successfully leading change vs. just implementing change in your organization.	
SN - Gov	PPM Governance   Framework	Are you struggling with decision making processes? This session will show you the ins and outs of how a good governance framework provides the foundation for better project decisions to help achieve goals and finish on time and within budget.	
SN - Gov	Stakeholder Management	People are the #1 key to successful implementation, acceptance and sustaining adoption after the project is long gone. Find out some tips and tricks on how to keep those key stakeholders engaged.	50
SN - Gov	Using APM   App Rationalization	This session will walk through a step by step approach to doing application rationalization within your organization. The session will also review how to sell the benefits and process within your organization.	50
SN - Gov	Increasing Data Compliance	Are you struggling to get data compliance within your instance of ServiceNow ITBM? This class will talk about common compliance problems and discuss potential solutions to help your increase compliance within your organization.	
SN - Gov	Adoption and Perception   Strategies	Do you need to increase user adoption? Participate in this interactive discussion on the best practices for energizing your user base and increasing ServiceNow PPM value perception.	50
SN - Gov	ServiceNow ITBM Integrations   Most Common	What integrations are the most requested and the most utilized? This class will review the most common interfaces to and from ServiceNow PPM, including best practice use cases and lessons learned from real implementations.	50

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SN - Gov	Application Portfolio Management (APM): for Greater Visibility	"Do any of the following apply to your situation?" •	It takes significant time to manage enterprise-wide and department applications •
SN - Gov	Business Resource Management (BRM) in ServiceNow	Leveraging ServiceNow to provide BRMs and their business partners visibility into strategy, ideas, and value management. BRM in ServiceNow can allow us to make Requests, Incidents, and Demands on behalf of our business partners, as well as perform other essential activities.	50
SN - Gov	IT Financial Management (ITFM): Expanding the Value of PPM with Apptio	For more and more organizations, technology doesn't just enable the business, it IS the business—and needs to be run like a business. That's where IT Financial Management (ITFM) comes in. ITFM provides IT organizations with the solutions—strategies, methodologies, and tools—to manage the cost, quality, and value of their IT services. In this class you'll receive an overview of IT Financial Management: what it is, what it does, how it's implemented, and the types of insight it can provide. We'll also show you where ITFM and PPM meet: key roles that PPM should fill in a broader ITFM system, how ITFM augments PPM (and how it doesn't), and some typical insights that can be derived	60
SN - Gov	Data Migration Approaches and Legacy Tools	Moving actual data from one platform to another is simple—when you know exactly what data to move forward and what data to leave behind. That makes the main challenges in a data migration to a new PPM tool more functional than technical. Rego expert guides will show you best practice guidelines for preparing your data migration.	
SN - Gov	Implementing Full ITBM: APM, ITFM, and PPM	"What does it look like to run IT like a business?" •	IT Financial Management •
SN - Gov	Office 365 for Projects and Teams	Does your company have Office 365, but you're not sure what it can do for you? This session will cover what Office 365 is, and provide insights into how Office 365 can help your teams work faster, and work smarter.	50
SN - Gov	Manage Schedules Externally - MSP/Smartsheet   OOTB and Rego Connectors	Struggling to use an external scheduler like MS Project or Smartsheet with ServiceNow or investigating its potential? Learn how to effectively use these tools with ServiceNow in this training, which includes best practices and lessons learned. We will show both OOTB and Rego build connectors that will make the bidirectional connections seamless.	60
SN - Gov	Strategic Positioning and Roll-outs for ITSM Tie-In	"Expand and enrich asset management practice with Software Asset Management. Learn how the architecture and structure of your IT operations and service management practices can better position you for success in IT business management. Leveraging the data that the ITSM suite produces can drive alignment of your application and project portfolios, IT financial models, and even annual planning. Utilize existing interfaces to engage in new customer facing processes. "	
SN - Gov	Getting More Value from SharePoint in PPM	Are your project teams using SharePoint effectively and getting the most value out of it? Is document management a daily struggle? Learn how to use SharePoint with ServiceNow in a more seamless way to improve collaboration and team productivity.	50
SN - Gov	Run IT as a Business: Technology Business Management (TBM) / ITFM with Apptio	What is Technology Business Management (TBM) or IT Financial Management (ITFM)? Why is it important for IT? This session explores the need for TBM and how it drives significant cost optimization and more effective business-technology management practices. The class reviews the TBM framework, taxonomy, and model and how TBM processes and tools compliment your existing investment in PPM tools.	
SN - Gov	Manage your technology finances with agility: IT Budgeting / IT Planning Approaches and Tools	Does your IT organization struggle with IT budgeting and annual planning? Does your annual budget and planning process take months? This session explores leading approaches and purpose built tools to shorten your budget cycle, align resources to business needs, and plan resources into future years while reducing errors and manual effort.	50
SN - Gov	Quantify the value of agile: Agile Executive Dashboarding	Do you want to analyze cost and utilization of agile development resources? Do you struggle with integrating financial information with work execution information from agile tools such as CA Agile Central, Jira or VersionOne? This session explores reporting and dashboarding approaches to provide technology leaders with KPIs and trends for agile execution and views that relate agile team activity with cost and delivery.	50
SN - Gov	Proactive insights and analytics for TCO: Tools and Data Sources to help calculate TCO	Does your organization struggle to understand your fully burdened TCO for the applications that enables your business? Do you use spreadsheets and disparate data sources to manually calculate TCO? This session explores the data sources needed to calculate the fully burdened TCO for applications and the tools in the marketplace to track spending and provide trends of applications broken down by run/dev costs.	50
SN - Gov	ServiceNow Project Financial Management	A lot has changed with ServiceNow project financials in the last few releases, and a lot of advanced functions have been added. Understanding how all the new features work together can be daunting. We will walk through the best way to manage project financials in ServiceNow and take advantage of all the great new features.	60
SN - Gov	Using ServiceNow to track Contracts and Vendors	Do you struggle to provide proper governance on vendors and contracts being utilized on projects? This session will review how to leverage ServiceNow's procurement functionality to manage vendor contracts and how they are linked to resources, projects, and time to drive efficiencies in monitoring contracts and comparing actuals to invoices	
SN - Gov	Introducing Apptio Agile Insights	In this new bi-model IT environment, does your organization lack insights into what agile work is being done and what value is being delivered? Learn how Agile Insights can merge data from multiple agile tools and Clarity to bring together a total picture of the value IT is delivering	50

Class Code	Name	Description	Duration (minutes)
SN - Gov	Latest ServiceNow Release   Value Overview	Are you on an older version of ServiceNow ITBM? Do you want to understand the value of the new features and functions in recent versions? This class is a demonstration of the new features and the value of these features for customers.	60
SN - Gov	Project Management   Minimizing the Risk of Failure	"Do you want to improve the success of your projects. This class will discuss some lessons learned on making projects more successful. We will discuss things like: <ul style="list-style-type: none"> <li>• Developing Robust Test Plans, Creating Effective Use and Test Cases and Implementing Test Scripts that make sense.</li> <li>• Why Failures Occur and What you can do to minimize the impact and plan for Success: Case Study in Lessons Learned.</li> <li>• Developing, testing, fine tuning and executing deployment plans for success."</li> </ul>	50
SN - Tech	Non-Scripting Administration	"Learn some basic ServiceNow non-scripting administration: <ul style="list-style-type: none"> <li>- Procuring a personal developer instance</li> <li>- Update set best practices</li> <li>- Gen. Form modifications</li> <li>- Basic notifications</li> <li>- Native UI reporting dash boarding</li> <li>- Scheduling reports</li> <li>- Creating tables and table relationships</li> <li>- Modifying left-hand navigation menu</li> <li>- Configuring security groups and permissions"</li> </ul>	Full Day
SN - Tech	PPM Data Model Basics	Do you want to know the data model more intimately for PPM? This class will focus on the tables that are created with the activation of PPM application and the primary tables that are shared on the platform. Best practices, tips and tricks and general discussion with a Rego Technical expert.	60 min
SN - Tech	Introduction to Reporting with Performance Analytics		60 min
SN - Tech	Technical Round Table   Q&A	Open panel discussion with Rego experts to answer technical issues that are encountered in your PPM, APM solutions.	60 min