

# 2019 Class Descriptions

ServiceNow

Class Code	Name	Description	Duration (minutes)
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	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	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 - Funct	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 - 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 - Funct	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 - 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	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	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	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

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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
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	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	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	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 - Tech	Non-Scripting Administration	"Learn some basic ServiceNow non-scripting administration: - Procuring a personal developer instance - Update set best practices - Gen. Form modifications - Basic notifications - Native UI reporting dash boarding - Scheduling reports - Creating tables and table relationships - Modifying left-hand navigation menu - Configuring security groups and permissions"	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
	Jaspersoft Ad Hoc   Beginner	Learn how to take advantage of the ad-hoc reporting capabilities of Jaspersoft, which comes embedded in Clarity 14.2 and later. This class is designed to provide hands on exercises to teach individuals how to utilize the power of this new product. As users begin building their own reports and dashboards, the burden on developers will decrease and Clarity perception and adoption will increase.	1/2 Day
Extra	PowerBI Dashboards   Beginner	Clarity now allows an external ODTA connector. Do you want to see the capabilities of PowerBI and how this BI tool can be used to report against the Clarity database? This class is a hand on beginner training class for PowerBI - learn how to build basic reports against the Clarity data warehouse.	1/2 Day
Extra	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
Extra	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
Extra	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: • Developing Robust Test Plans, Creating Effective Use and Test Cases and Implementing Test Scripts that make sense. • Why Failures Occur and What you can do to minimize the impact and plan for Success: Case Study in Lessons Learned. • Developing, testing, fine tuning and executing deployment plans for success."	50
Extra	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
Extra	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
Extra	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

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Extra	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
Extra	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
Extra	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
Extra	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
Extra	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
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.	
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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
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