

2019 Class Descriptions

ServiceNow

Class Code	Name	Description
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 environment while trying to go through Agile transformation. This working session will provide a discussion of best practices and lessons learned from companies that have gone through Agile transformations. We will also review SAFe as a potential approach.
Extra	Application Portfolio Management Business Value	Does your organization want to implement application portfolio management (APM)? 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.
Extra	Introducing Apptio Agile Insights	In the new bimodal IT environment, does your organization lack insights into what Agile work is being done and what value is being delivered? Learn how Apptio Agile Insights merges data from multiple Agile tools, including Clarity PPM, to bring together a total picture of the value IT is delivering.
Extra	Jaspersoft Ad-Hoc Beginner	Learn how to take advantage of Jaspersoft's ad-hoc reporting capabilities, which come embedded in Clarity PPM 14.2 and later. This class provides hands-on exercises to teach individuals how to utilize the power of this new product. As users build their own reports and dashboards, the burden on developers will decrease, and Clarity PPM perception and adoption will increase.
Extra	Manage Your Technology Finances with Agility: IT Budgeting and 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.
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.
Extra	PMO Maturity Assessment	How mature is your PMO? Where do you go from here? This class is a working session, which includes an exercise to assess how far you've come and help direct your course.
Extra	Power BI Dashboards Beginner	Clarity PPM now allows an external ODTA connector. Do you want to see the capabilities of Power BI and how this BI tool can be used to report against the Clarity PPM database? This class provides hands-on beginner training for Power BI, so that you can learn how to build basic reports against the Clarity PPM data warehouse.
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 enable 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. We will also cover marketplace tools that allow you to track spending, providing trends of applications broken down by run and development costs.
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: <ul style="list-style-type: none"> • 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—including a case study on lessons learned. • Developing, testing, fine-tuning, and executing deployment plans for success."
Extra	Quantify the Value of Agile: Agile Executive Dashboarding	Do you want to analyze the cost and utilization of Agile development resources? Do you struggle to integrate financial information with work execution information from Agile tools such as Rally Software®, Jira, or VersionOne? This session explores reporting and dashboarding approaches to provide technology leaders with KPIs and trends for Agile execution, along with views that relate Agile team activity with cost and delivery.
Extra	Stakeholder Management	People are the #1 key to successful implementation, acceptance, and sustaining adoption after the project is long gone. Learn some tips and tricks on how to keep key stakeholders engaged.
Extra	Using APM App Rationalization	This session will walk you through a step-by-step approach to doing application rationalization within your organization. We will also review how to sell the benefits and processes within your organization.
SN - Funct	Creating ServiceNow Dashboards	ServiceNow's re-designed dashboards are extremely robust and presentation-worthy. You can now create beautiful interactive reports and dashboards in just a few clicks without needing a developer. We will walk you through how to easily create widgets and pull them together into a stunning dashboard.
SN - Funct	Demand, Idea, and Project Management Best Practices	Are you starting a demand or idea management implementation, or do you want to compare how you are using these functions vs. how others are using them? In this class, we will discuss some best practices from successful customers.
SN - Funct	Idea, Demand, and Project Management OOTB Introduction	Do you want to understand the OOTB configuration and functionality of demand, idea, or project management? In this class, we will review the OOTB objects, views, and functions of ideas, demands, and projects.

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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.
SN - Funct	Manage Schedules Externally with Microsoft Project and Smartsheet OOTB and Rego Connectors	Are you struggling to use an external scheduler like Microsoft Project or Smartsheet with ServiceNow, or are you investigating its potential? Learn how to effectively use these tools with ServiceNow in this training session, which includes best practices and lessons learned. We will show both OOTB and Rego-built connectors that make bidirectional connections seamless.
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.
SN - Funct	Resource and Portfolio Management Best Practices	Are you starting a portfolio management implementation, or do you want to compare how you are using these functions vs. how others are using them? In this class, we will discuss some best practices from successful customers.
SN - Funct	Resource and 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.
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.
SN - Funct	ServiceNow and Agile Integration Bimodal IT	Are you struggling to implement Agile tools in your organization in addition to ServiceNow ITBM? This class will review best practices for implementing Agile tools in conjunction with ITBM, so that you can adapt to a bimodal world. We will discuss how ITBM can be used to govern both types of work and teams and how Agile tools should interface into ITBM.
SN - General	Friday Breakfast	Announcements
SN - General	Thursday Breakfast	Rego - Intro
SN - General	Thursday Lunch	Announcements
SN - General	Thursday ServiceNow Product Roadmap	ServiceNow
SN - General	Wednesday Reception	Welcome Reception
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.
SN - Gov	Application Portfolio Management (APM) for Greater Visibility	"Do any of the following apply to your situation?"
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.
SN - Gov	IT Financial Management (ITFM): Expanding the Value of PPM with Apptio	For many organizations, technology doesn't just enable the business, it is the business—and it 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 ITFM, including what it is, what it does, how it's implemented, and the types of insights 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.
SN - Gov	ITBM Ecosystem and Competitive Analysis	Do you know what PPM, APM, Agile, ITFM and other tools are available in the marketplace? Have you ever taken a strategic look at the key IT processes and tools that exist to support them? Have you been asked to evaluate and recommend an ITBM tool? This class will review ITBM tools and give you a look at some of the pros and cons of tools on the market. We will also provide six keys to evaluate an ITBM solution.
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 in order to keep moving forward. This session will review the key elements needed to create an effective roadmap that drives increased maturity and excitement within your organization.
SN - Gov	Ongoing Training and 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 and mentoring approach to assist with ServiceNow adoption.
SN - Gov	Selling the Value of ITBM	Do some folks in your organization see ServiceNow as worthless or of little value? In this class, we will discuss how to increase the value perception of ServiceNow ITBM and innovative ways to sell the value ServiceNow provides to stakeholders and users.
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.
SN - Gov	ServiceNow Project Financial Management	A lot has changed with ServiceNow project financials in the last few releases, and many 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.
SN - Tech	Introduction to Reporting with Performance Analytics	Learn how to get started with performance analytics. We will explore how to build interactive filters and new indicators, and associate them with breakdowns. Reports built from these PA features can be added to dashboards and unleash the reporting potential of ServiceNow.

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SN - Tech	Non-Scripting Administration	"Learn basic ServiceNow non-scripting administration, including: <ul style="list-style-type: none"> - Procuring a personal developer instance - Updating set best practices - General form modifications - Basic notifications - Native UI reporting dashboards - Scheduling reports - Creating tables and table relationships - Modifying the left-hand navigation menu - Configuring security groups and permissions"
SN - Tech	PPM Data Model Basics	Do you want a better understanding of the PPM data model? This class will focus on the tables created with the activation of PPM applications and the primary tables that are shared on the platform. You'll learn best practices, tips, tricks, and have the opportunity to talk with a Rego technical expert.
SN - Tech	Technical Round Table Q&A	This open panel discussion with Rego experts will answer technical issues encountered in your PPM and APM solutions.
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.
SN - Gov	Manage Schedules Externally - MSP/Smart-sheet 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.
SN - Gov	Strategic Positioning and Rollouts 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.
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.
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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
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SN - Tech	Introduction to Reporting with Performance Analytics	
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.