

Welcome to ITBM

Getting Started Guide



Getting Started with ITBM

Implement

Run

Optimize and Expand

Welcome to ServiceNow's ITBM

Congratulations on your purchase of ServiceNow's IT Business Management software applications! IT Business Management groups project portfolio management and agile capabilities into scalable packages that can grow with you as your needs change.

1

Learning & Enablement

Step #1: Areas to help you learn and connect on all things ITBM at ServiceNow

1. Customer Success Center - The starting point to define your success path ([LINK](#))
2. Product documentation - Detailed feature information, by release - ([LINK](#))
3. Product Training and Learning - ([LINK](#))
4. Communities to engage with other customers and ServiceNow experts - ([LINK](#))
5. Learn from other successful customers, learn their path to success - ([LINK](#))
6. Having a challenge with ServiceNow?, ask 'Hi' Customer Support - ([LINK](#))

2

How to Implement

Step #2: Best ways to implement and utilize ITBM capabilities

1. Implementation partners - find a knowledgeable partner to ensure your implementation success - ([LINK](#))
2. Now Create - learn how to plan and manage a successful implementation - ([LINK](#))
3. Explore ServiceNow's current events, such as Webinars, Speakers sessions, Community events- ([LINK](#))
4. Learn about ITBM Best Practices using the Success Center - ([LINK](#))
5. Learn about Champion Enablement - ([LINK](#))
6. Building Skills and Capabilities to enable your success - ([LINK](#))

3

Grow Adoption

Step #3: Product details to help your adoption and expansion of ITBM

1. Adopt the newest ITBM Store Applications - ([LINK](#))
2. Leverage Advanced Product Learning ([LINK](#))
3. Explore ITBM Fitness Program - Drive successful outcomes ([LINK](#))
4. Explore the Resource Library- ([LINK](#))
5. Stand up a ServiceNow Center of Excellence and Innovation - ([LINK](#))
6. ...add developer site ([LINK](#))

Recommended Training

- Introduction to ITBM - ([LINK](#))
- PPM Fundamentals:
 - ✓ Demand ([LINK](#))
 - ✓ Program / Portfolio - ([LINK](#))
 - ✓ Project - ([LINK](#))
 - ✓ Resource - ([LINK](#))
- Organization Change Mgmt. - ([LINK](#))

Now Create

- Learn about Now Create - ([LINK](#))
- Learn why OCM matters - ([LINK](#))
- Learn about Success Packs- ([LINK](#))
- Learn how to find an Asset - ([LINK](#))

Maturity Path

- Learn how to Mature your solution
 - ✓ Align to Strategy - ([LINK](#))
 - ✓ Manage Outcomes - ([LINK](#))
 - ✓ Scale Work - ([LINK](#))