

ServiceNow Resource Management

The IT Challenge

Staffing costs are often the largest component of an IT budget. Yet typically, more management effort is focused on the IT infrastructure than on the most expensive resources IT requires: people. IT struggles to gain accurate, timely visibility into the capacity, allocations, and availability of those resources. This lack of visibility leads to suboptimal resource distribution, inaccurate budget forecasts, and resource underutilization.

Legacy resource management products often exist outside of the core IT infrastructure. This disconnection results in unreliable availability information. In turn, IT teams respond by abandoning those products for manual, error-prone processes and spreadsheets requiring near-constant updates and revisions. Resource managers are then constantly challenged to produce accurate resource availability reports based on merging constantly outdated, incomplete information. Those challenges are amplified by the frequent changes common to IT tasks, both operational (e.g., incidents, problems, changes) and planned (e.g., projects, enhancements, defect corrections).

The ServiceNow Solution

The ServiceNow® Resource Management application enables project managers and resource managers to create resource plans, request staffing for projects, and assign people to specific tasks. The application also provides an accurate, real-time view of IT resource availability. Integration with the ServiceNow IT Service Automation Suite provides a consolidated view of staff capacities, allocations, and availability for all work tracked in any ServiceNow application. This includes applications used to manage operational and project tasks, as well as custom applications built on the ServiceNow Service Automation Platform.

Get Accurate, Real-time Views of Resource Availability

Provide resource requesters and managers with accurate availability information across all resources necessary to accomplish any task managed by a ServiceNow application, enabling more accurate resource allocation and faster creation and resolution of resource requests.

Achieve a Single Resource Management System for All IT Work

Deliver consistent resource management to every operational and project-related IT task and all relevant applications, for greater integration of resource management and task-related information views and actions.

Match Resources with Requirements More Effectively

Enable more precise alignment of resources with requests via calendars, schedules, and flexible allocation options, to avoid repeated over-allocation of resources for operational tasks "just in case."

Resource name	Planned	State	Jan 2019		Feb 2019		Mar 2019		Apr 2019		Total
			Planned	Conf/Alloc	Planned	Conf/Alloc	Planned	Conf/Alloc	Planned	Planned	
CIM Enhancement	0.72 FTE	Confirmed	128	128	113	113	118	118			432
Alejandra Pren...				64		57		59			
Alene Rabeck				64		56		59			
Develop New Employee Portal	1 FTE	Requested	184		160		176				2,088
Enterprise Integration Bus	1 FTE	Requested	184		160		176				1,216
Fleet Management Portal	0.2 FTE	Confirmed	29		27						56
HR Data Warehouse Performance ...	80 Hours	Requested					16				80
New Benefit Tracking Page	2 FTE	Requested	368		320		352				4,176
New Big Room Planning Page											
New CID Dashboard											
Social Media Application											
Upgrade all Oracle 10g database ...											
Upgrade Supplier Portal											

The Resource Allocation Workbench provides a consolidated, flexible view of critical resource information.

Resource Schedule and Calendar

The scheduling features of ServiceNow Resource Management include local time zone support, and enable resource managers to establish resource capacities quickly and accurately. Once capacity has been set for each resource through the resource schedule, each resource can add one-time or repeating events to his or her calendar. Event types include administrative, time off, operational work, or planned work. Resources can also allocate themselves to any task in the system, from the calendar or directly from the application being used for that task. People can schedule any event type as a future allocation, as an aid to more accurate planning of future work. Multiple resources can also be allocated to the same task with differing start and end dates. Users can easily see the tasks assigned to them, and tasks assigned to others to which those users have also been allocated.

Resource Plans with Workflow

Resources can be requested from any task in the system, after which workflow helps automate notifications and approvals that improve collaboration and handling of changes in task schedules or requirements. Resource plans automatically inherit the information provided in the task description. Resource requesters can therefore quickly identify individual or groups of resources and estimate the effort needed to complete the task. Resource requesters can also

immediately view the availability of selected resources before routing their requests to resource managers. This allows requesters to evaluate the likelihood of their requests for particular resources being granted before submitting those requests, reducing resource request volume and speeding up the overall requisition process.

Resource Workbench

The resource workbench presents a consolidated interface for viewing and acting upon resource information. A single screen lists all resource plans and displays resource supply and availability information. Information display is filtered based upon the specific resource plan chosen by the resource manager. The resource console also provides the resource manager with multiple options for viewing and acting upon the displayed information.

View Current Allocations – A single click on a resource name or a color-coded allocation bar takes the resource manager directly to the appropriate calendar.

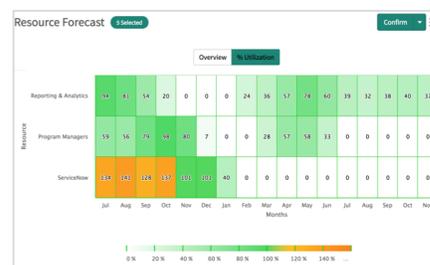
Use Time Periods – Allocate or view availability of resources by day, week or month across multiple time periods.

Filter Resource Views – Quickly tailor resource information and plan views to specific preferences, roles, or needs, using the filtering features built in to the ServiceNow platform.

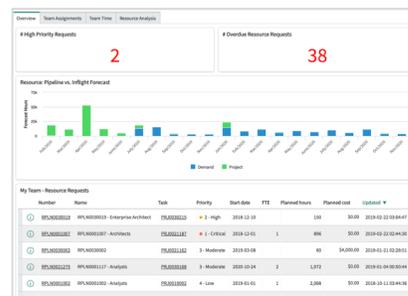
Right-click Approvals – Swiftly approve or reject completed resource plans.



Determine resource capacity over time



View planned resource utilization over time



View resource availability and allocation with built-in reporting and dashboards

