

Alignment Planner Workspace Success Map

An overview of implementing, maintaining, and getting maximum value from Alignment Planner Workspace



Now Value: Envision Success Foundations: Critical inputs for successful implementation and maintenance

Vision and value

Outcome: Visualize and communicate cross-functional plans to drive organizational alignment for all the work

Sample KPIs

- # of Roadmaps completed
- % of Goals achieved per Quarter
- # Work Completed vs Strategic works

Governance

Special roles added to governance team

- Strategy Manager:** Owns the strategy process
- Service/Product owners:** Provide requirements for roadmap and alignment processes
- PMO Director:** Owns PMO processes

Foundational ServiceNow apps*

Implement prior to or with Alignment Planner WS

- Innovation Management
- Demand Management

OCM and enablement

Owners and users of Demand application are informed and provided an enablement plan.

Implementation roles

General

- Executive sponsor
- Platform owners (business and technical)
- Process owners
- Business process analyst
- Technical resources (sys admin, developer, tester, architect)
- Security

Trained in SPM applications

- Strategy Manager
- Portfolio Manager
- Demand manager
- Program/Product Manager manager
- APW admin

Project planning

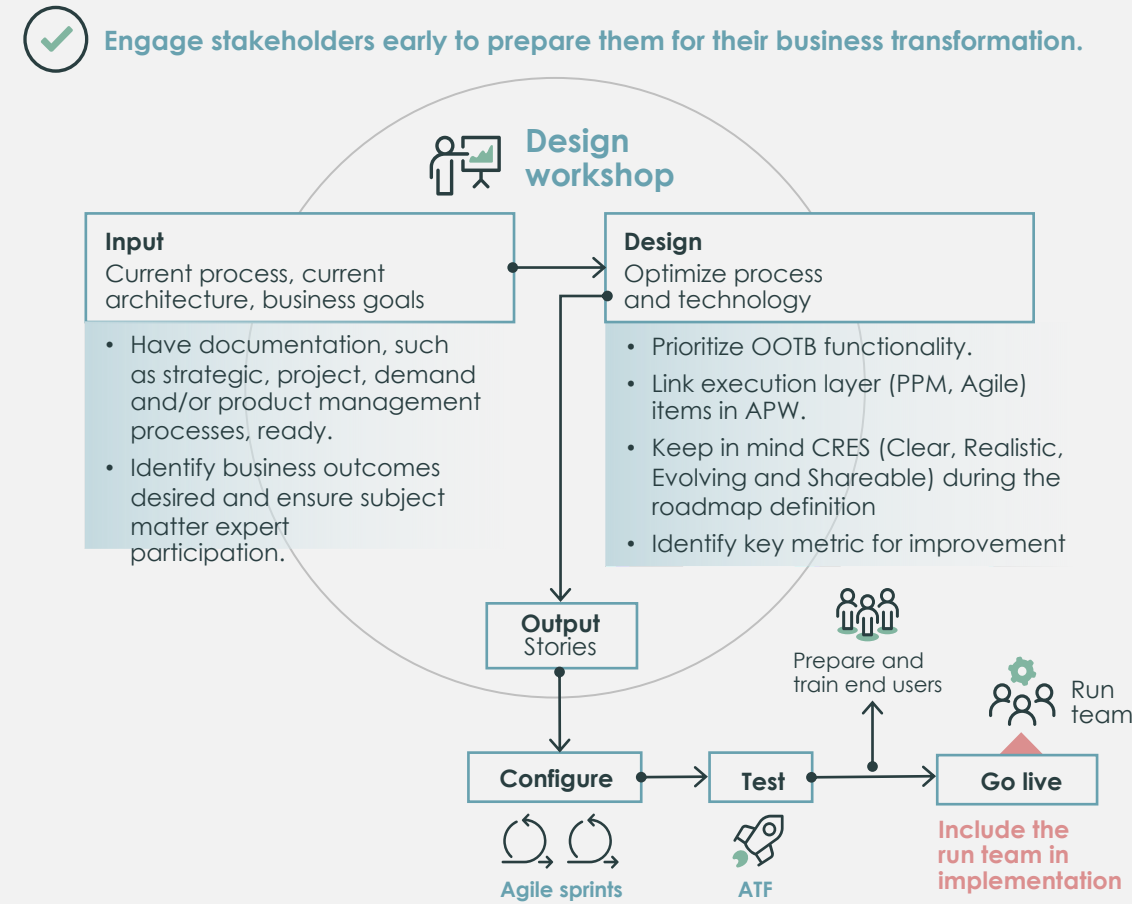
- Refer to Now Create [scoping](#) and [workshop preparation](#) guides.
- Prepare for a hybrid or agile approach.

now Skills and expertise

- PPM Implementation, Agile/SAFe fundamentals, Alignment Planner Implementation
- Sources: Now Expert Services, Now-certified PPM Partner, Now-certified internal employees (combination of sources recommended)

Now Value: Create Implement: Implementation activities and best practices

Use Now Create [Hybrid Project Management Success Pack](#) to implement Alignment Planner Workspace.



Now Value: Validate Run: Plan and execute Now Platform® maintenance

Run roles

- PMO Director
- Strategy/Product Manager
- PPM sys admin
- Platform owner

Platform and application health

- Understand and align with CSDM
- Perform Platform Health powered by HealthScan.
- Plan continual improvement management.

Strategy Alignment

- Use Innovation capability.
- Engage the broad organization.
- Carefully consider the right time frame for your **roadmaps**
- Track strategic performance

Enhancements

- Check for new apps related to Alignment Planner Workspace released via the Now Store quarterly.

Upgrades

- Prioritize OOTB options to ease upgrades.
- Stay current on releases (N-1).

Assess value

- Use value dashboards.
- Track adoption metrics.
- # of Roadmaps created
- # Planning organization hierarchies
- Track business case and value realization.

Now Value: Champion Optimize and Expand: Maximize value from your SPM/PPM licenses—increase value from the Now Platform®

Consider which SPM/PPM applications to implement next.

Consider which Now Platform products to implement next.

APW → ESG Management

Activate ESG strategies and initiatives to improve business and the world

APW → Digital Portfolio Mgmt.

Holistically view and collectively manage services, apps, and products through the full lifecycle

APW → Investment Funding

Create a product-centric view of budgeting and forecasting.

APW → Application Portfolio Management

Rationalize software in your environment to reduce low-value applications.

* Foundational applications for the listed outcome only, other outcomes enabled by SPM (formerly ITBM) licenses may require different foundational applications.

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