

Knowledge18: Odysseus' Journey

Govert van Beek

Expectations were high when we set out on our ServiceNow adventure in the Nevada desert earlier this month: Knowledge18 in Vegas. It did not disappoint. The words *listen, learn, act, repeat* still buzzed in our ears when we left for our road trip – hardly needed after all the information, news, people and great experiences we consumed at Knowledge18.

John Donahoe – CEO of ServiceNow – kicked off the event with the already famous slogan “Making the world of work, work better for people.” The vision upon which ServiceNow was build and now matured into an increasingly powerful platform. Their human centric approach, in combination with relentless half-yearly technology releases and focus on User Experience almost seems too good to be true. For us to find out.

The buzz of new and exciting things is almost tangible during the event as we set out to the knowledge sessions, customer stories and keynotes over the next few days. Absorbing as much information regarding the topics Odysseus is all about: IT Business Management (ITBM) and Project Portfolio Management (PPM). Our key takeaways:

- ServiceNow is very clear about one thing: we need experienced, expert implementation partners to unlock the full potential of the platform we provide to our customers. Take them on a journey to drive business value while having a Great Experience!
- To make an (ITBM) implementation a success focus on: Out-of-the-Box, change management and an Agile approach.
- User Experience will be improved tremendously over the coming years with new technologies such as NLP, AI, Bots and IoT. Mobile experiences and apps are unlocking massive potential. We have seen live on stage how to create an app without using code!

Odysseus' has been breathing PPM for over 18 years and we were more than happy to hear these messages. Numerous journeys and business transformations from within the organisation have taught us what it needs to make something work for our customers.

As ServiceNow still remains technology focused we recognize ourselves as a necessary link between the ever-increasing functionalities the ServiceNow

platform provides, and the process and organizational related knowledge which is needed for successful ITBM implementations. As a recognized partner for ServiceNow ITBM implementations we look forward bringing our experience and knowledge to new and existing ServiceNow customers, so they can benefit from the solutions ServiceNow has to offer.

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Seasoned consultant with a human centered approach.

Likes: Transforming complex business problems into solutions where people can work on at a daily basis.

He also loves to ride his bike and when you are lucky you might witness his dancing skills.