

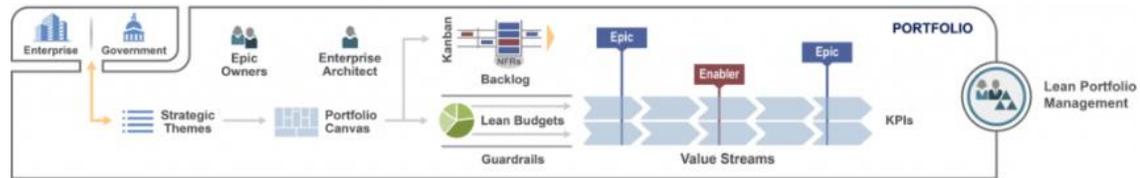
ServiceNow's next stop is... Madrid!!

Introduction

Exciting news for ServiceNow, because it just officially launched its new **“Madrid”** release end last week!! A great opportunity for Odysseus, as ServiceNow IT Business Management (ITBM) partner, to take a deeper look at this new release. Let's dive into more details and focus on some of these specific features.

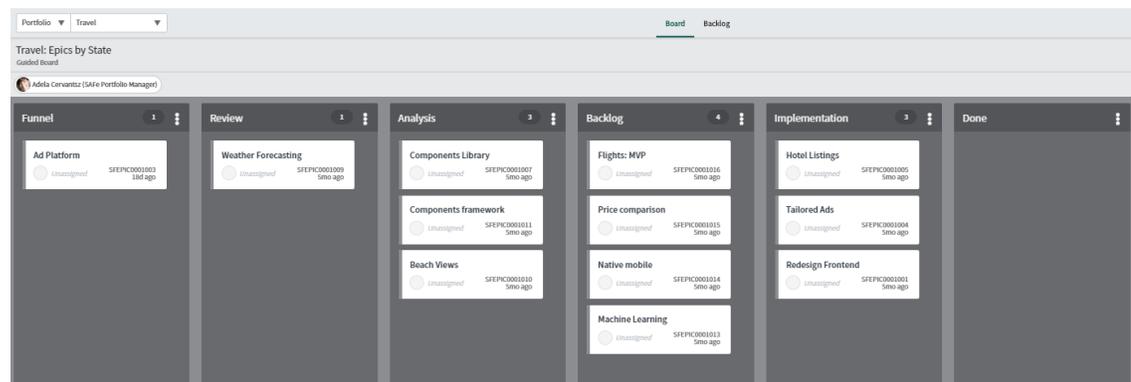
SAFe Portfolio

Within this newest release the Portfolio level of SAFe was added on top of Essentials. The big question is how and to what extent the Portfolio level of SAFe within ServiceNow can support the framework's portfolio level. At the same time providing the link to all the levels below (Program and Team level).

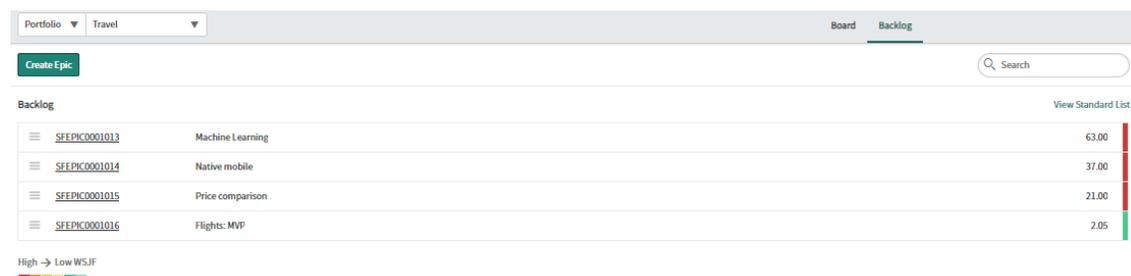


Source: <https://www.scaledagileframework.com>

An additional (portfolio) level has been added into the SAFe Board where it enables portfolio managers to capture, prioritize and monitor the progress of epics in a single view in the form of a visual board. Giving now the opportunity to be able to align portfolios with business priorities.



The portfolio level has also been added to the backlog functionality where epics can be created, scored (WSJF Score) and prioritized for the specific portfolio.



Conclusion

To conclude this section, the question would be... can this added functionality fulfil the need for SAFe portfolio management as defined in the SAFe framework? The answer would be partially...it is a step in the right direction, however we expect this functionality to be expanded in one of the upcoming releases.

Investment Portal

The investment portal, which was already available in the London release and replaced the project status portal, is one of areas where the PPM Suite has improved significantly. It provides a full combined view of projects and demands containing financial information, deadlines and other significant information. The flexible nature of this portal, with its drag and drop functionality, possibility to create, save and share filters, and interactive widgets makes it the place to be for tracking and monitoring portfolios.

24 Investments		\$10.04 M Cost		Status			\$1.63 M Estimate At Completion		\$8.05 M Budget		\$1.29 M Actual Cost	
21 Demands	3 Projects	\$2.42 M Capital	\$7.62 M Operating	1	2	0	\$222.25 K Capital	\$1.41 M Operating	\$970.98 K Capital	\$2.62 M Operating	\$229.00 K Capital	\$1.06 M Operating

Name	Manager	Portfolio	Strategies	Total planned cost	% Complete	State	Planned start date	Planned end date	HA...	EAC	R...	Overall	SB...	Res...	Cost	So...	Sta...	
Serviceflow ITOM Implementation	Mikael Ekman	IT Transformation	Drive Automation and orchestration	348,492.00	41.09	Work in Progress	2018-03-14	2018-08-05	55,431...	333,21...	59	Yellow	Green	Green	Green	Green	Green	2018...
Enable Time Series database in Serviceflow	Dan Medler	IT Transformation	Increase Productivity	508,100.00	42.04	Work in Progress	2018-02-25	2018-07-21	1,011...	698,05...	81	Yellow	Green	Green	Green	Green	Green	2018...
Implement Serviceflow SaaS	Lynne Caraway	IT Transformation	To continually learn and adopt current best practices.	685,710.00	18.35	Work in Progress	2018-04-21	2018-09-14	108,28...	685,01...	12	Red	Red	Red	Red	Red	Red	2018...

Conclusion

Looking at the portal in more detail, the main added value in this release is the ability to directly navigate to the details of a specific project / demand or even the details of a cost plan.

Compare Financial Baselines

When focusing on the financial data either of a demand or a project, the project baseline functionality was introduced in London release. However, in the Madrid release we can also compare these baselines. Meaning reviewing the various deltas of the financial data, monitoring what has changed and being able to act up on those accordingly.

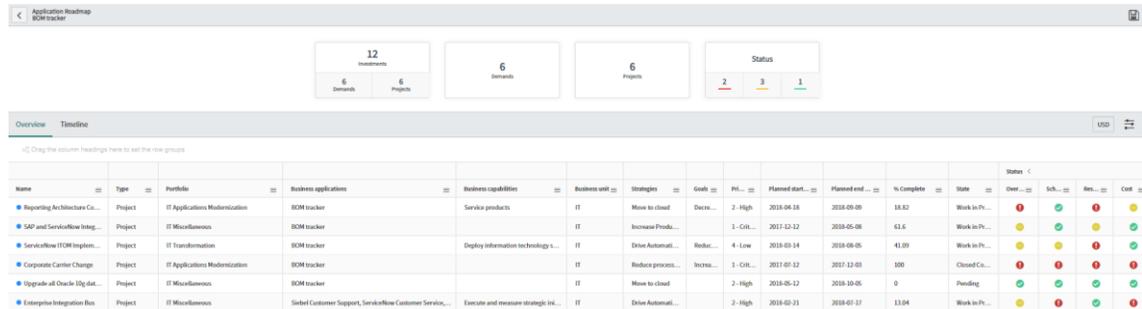
Financial Baseline				FY18: M01-Jan		FY18: M02-Feb		FY18: M03-Mar		FY18: M04-Apr		FY18: M05-May		FY18: M06-Jun		FY18: M07-Jul		FY18: M08-Aug		FY18: M09-Sep		FY18: M10-Oct		FY18: M11-Nov	
\$1.12 M Baseline FY18: IT Applications Modernization V1 Financials \$216.00 K Planned capital \$900.00 K Planned operating Estimate to completion: 50.00 K				\$1.41 M Baseline 2018-03-11 Financials \$470.05 K Planned capital \$935.00 K Planned operating Estimate to completion: 50.00 K		▼\$-289.05 K Variance ▼\$-254.05 K Capital variance ▼\$-35.00 K Operating variance		\$1.03 M Actual cost \$321.75 K Capital \$707.40 K Operating																	
Cost Plan	Cost type	Expense type	Total planned	Functional Cost	Functional Cost	Functional Cost	Functional Cost	Functional Cost	Functional Cost	Functional Cost	Functional Cost	Functional Cost	Functional Cost	Functional Cost	Functional Cost	Functional Cost	Functional Cost	Functional Cost	Functional Cost	Functional Cost	Functional Cost	Functional Cost	Functional Cost	Functional Cost	Functional Cost
Hardware Opex	Hardware Opex	Opex	900,000.00	180,000.00	180,000.00	180,000.00	180,000.00	180,000.00	180,000.00	180,000.00	180,000.00	180,000.00	180,000.00	180,000.00	180,000.00	180,000.00	180,000.00	180,000.00	180,000.00	180,000.00	180,000.00	180,000.00	180,000.00	180,000.00	180,000.00
	Hardware Opex	Opex	935,000.00	190,000.00	190,000.00	190,000.00	190,000.00	190,000.00	190,000.00	190,000.00	190,000.00	190,000.00	190,000.00	190,000.00	190,000.00	190,000.00	190,000.00	190,000.00	190,000.00	190,000.00	190,000.00	190,000.00	190,000.00	190,000.00	190,000.00
RPLN000101	Labor Capex	Capex	146,050.00	22,450.00	24,950.00	23,800.00	21,800.00	26,000.00	23,750.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00
	Labor Capex	Capex	146,050.00	22,450.00	24,950.00	23,800.00	21,800.00	26,000.00	23,750.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00	24,900.00
RPLN000103	Labor Capex	Capex	324,000.00	55,200.00	48,000.00	52,800.00	50,400.00	55,200.00	50,400.00	55,200.00	50,400.00	55,200.00	50,400.00	55,200.00	50,400.00	55,200.00	50,400.00	55,200.00	50,400.00	55,200.00	50,400.00	55,200.00	50,400.00	55,200.00	50,400.00
	Labor Capex	Capex	324,000.00	55,200.00	48,000.00	52,800.00	50,400.00	55,200.00	50,400.00	55,200.00	50,400.00	55,200.00	50,400.00	55,200.00	50,400.00	55,200.00	50,400.00	55,200.00	50,400.00	55,200.00	50,400.00	55,200.00	50,400.00	55,200.00	50,400.00

Conclusion

To conclude, to be able to track changes that may occur during the execution of a project or demand this new feature adds a significant value.

Application Roadmap

This new feature will allow someone to open the Application Roadmap showing all demands / projects from an Application Portfolio Management perspective; summarizing which ongoing investments are linked to a specific business application.



The Application Roadmap is a simplified view of the investment portal but with a focus on a specific business application. It is meant to retrieve information for projects and demands that are linked to that specific application. However, detailed financial data related to these initiatives is missing in this overview. As financial data could play an important role the expectation would be that this would be already included in the “Application Roadmap”.

As an alternative you can easily navigate to the investment portal, create a view based on all projects and demands that are linked to a business application and retrieve the information you need. Including the financial information which is missing from the “Application Roadmap” functionality. This view can then be shared with other stakeholders in ServiceNow.

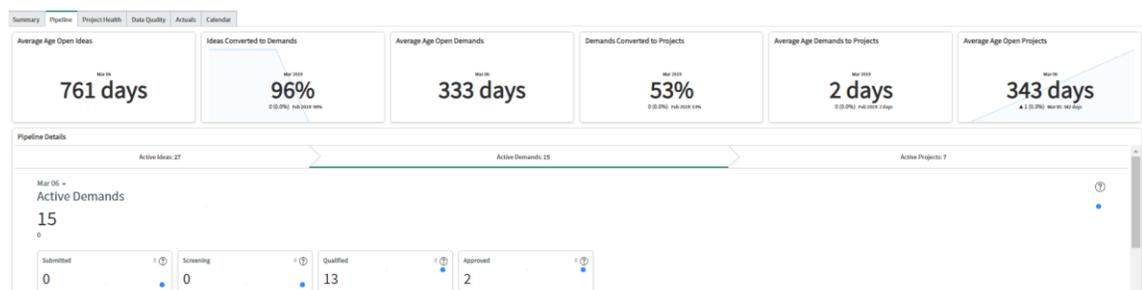
Conclusion

The application roadmap like mentioned above is meant to retrieve information for projects and demands related to a specific application but it does not contain any financial data. If financial information will play a significant role and that happens a quite often, then the alternative that is described would be more appropriate. Curious to see if the application roadmap view will be enriched with more valuable information in the upcoming releases.

PMO Dashboard

In the Madrid release, ServiceNow has invested in providing useful out of the box dashboards and reports that can be leveraged by the various users.

The PMO Dashboard is a good example of a collection of reports that bring value to the business by providing an extensive overview of investments. Various reports that provide all kind of information related to project health, data quality, financial information (planned vs actual) are some further examples within the PMO Dashboard.



Conclusion

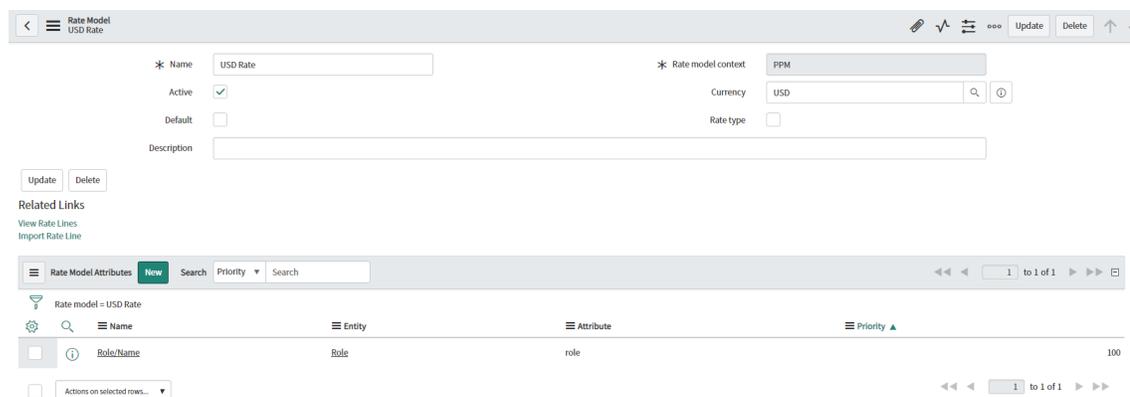
ServiceNow investing in the reporting capabilities by providing new out of the box reports and dashboards that definitely bring value to the business is something worth mentioning.

Rate Model & Rate Lines

ServiceNow has introduced a new mechanism to define financial rates and how they are managed.

Rate Model:

The rate model can be used for defining different rates from various entities (project, demand, project task, user, group, role, or resource plan) within a specific time frame. It is worth to mention, that if the project or demand is not associated to a rate model then it will pick up the default labor rate.



The screenshot displays the 'Rate Model' configuration interface. At the top, there's a breadcrumb 'Rate Model' and 'USD Rate'. The form includes fields for:

- Name: USD Rate
- Rate model context: PPM
- Currency: USD
- Rate type: (empty)
- Active:
- Default:
- Description: (empty)

 Below the form are 'Update' and 'Delete' buttons. A 'Related Links' section contains 'View Rate Lines' and 'Import Rate Line'. The main table is titled 'Rate Model Attributes' and has columns: Role/Name, Role, Attribute, and Priority. The table shows one entry with 'role' in the Role column. Navigation and search controls are visible at the top and bottom of the table.

Rate Lines:

A collection of multiple rate lines defines a rate model. Every rate line can contain a unique combination of various criteria which will define an hourly rate for either resources, groups or roles within again a specific timeframe.

“You can create multiple rate lines for the same set of criteria for different date ranges without any overlapping dates”, source: docs.servicenow.com.



The screenshot shows the 'Rate Model Attribute' configuration page. The form includes fields for:

- Entity: Role
- Priority: 100
- Attribute: Name
- Name: Role/Name

 Below the form are 'Update' and 'Delete' buttons.

This newly introduced functionality provides flexibility; being able to create a specific rate structure deriving from a combination of different criteria and entities. Making it possible to build a rate matrix in this way is something that will be of added value looking forward.

Conclusion

This is a next step in the direction of a more flexible financial reporting mechanism for application and project portfolio management. We are curious to see further improvements in the area of financial and multi-currency reporting for our global ITBM customers.

ITFM

ITFM within ServiceNow allows someone to understand the various financial cost drivers and be able to manage and control those costs; in other words, to understand the cost value. Let's have a look at some new features that have been introduced within ITFM.

Prescriptive Cost Models:

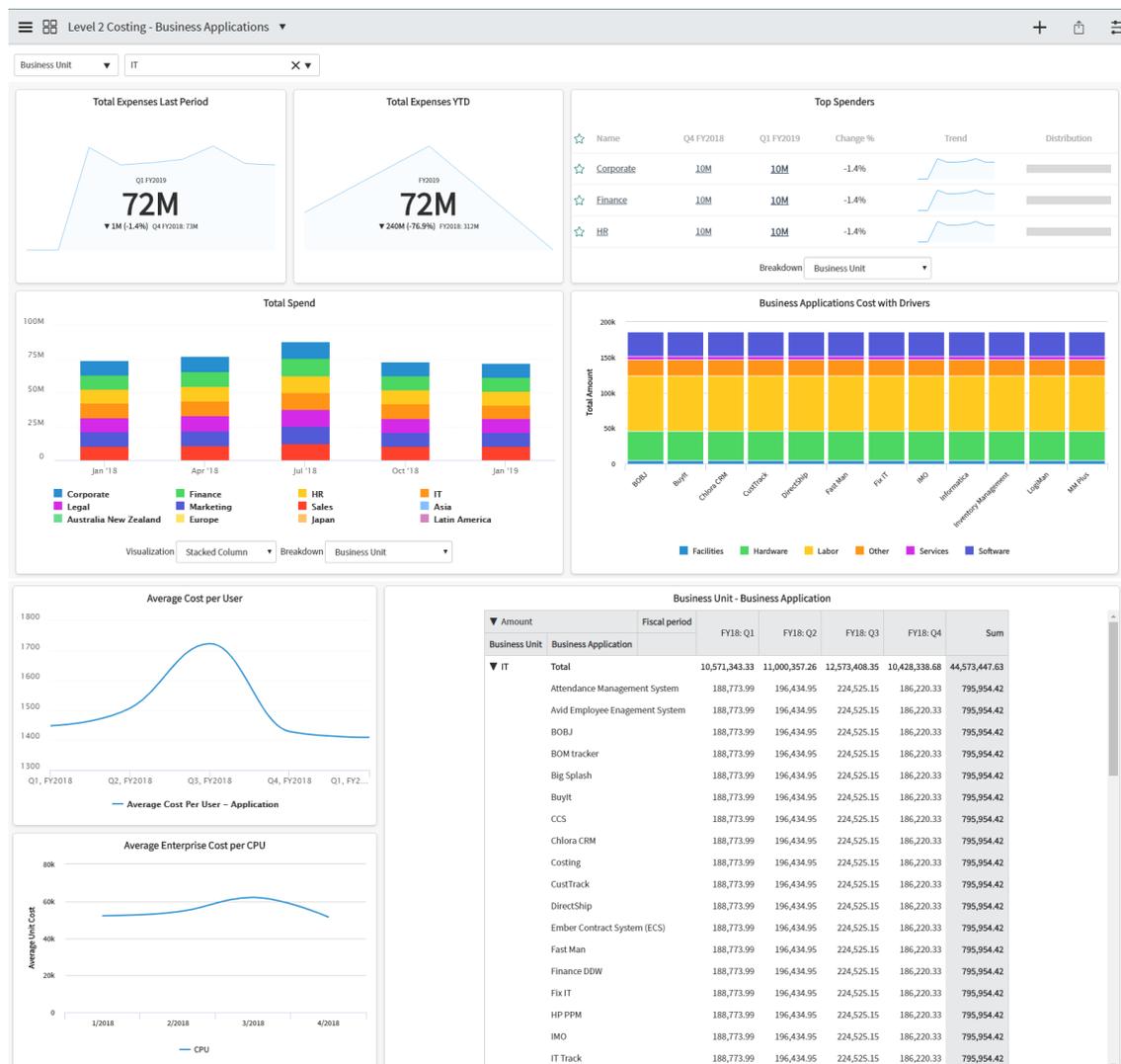
In Madrid release, 2 additional out of the box prescriptive cost models for business services and capabilities have been introduced:

- Business Services
- Business Capabilities

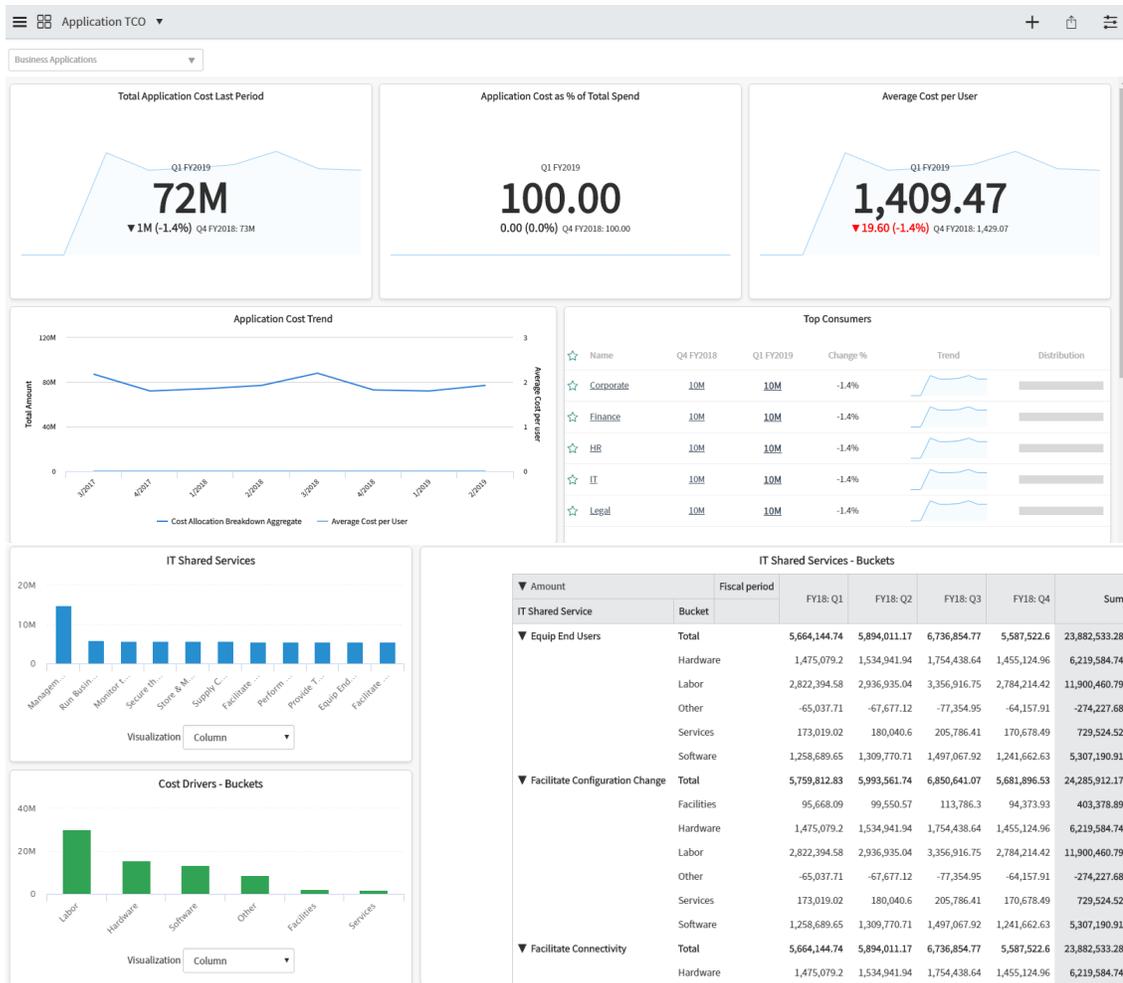
Additionally, other cost models can be configured separately.

Prescriptive Dashboards:

Additionally, key dashboards have been introduced to support the above-mentioned cost models (driven by Performance analytics by providing the key metrics as part of these dashboards) to be able to view all expenses on a single easily accessible dashboard. Hereby an example of a level 2 – business application dashboard, which provides visibility on the application cost, drilling down to different the buckets that contribute to the application cost.

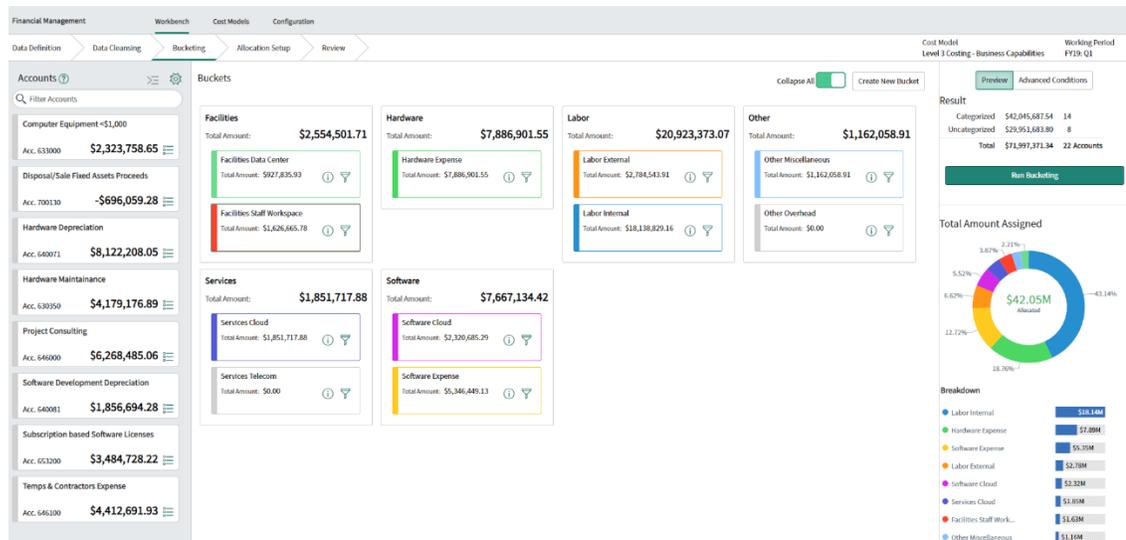


Additionally, there is a new TCO dashboard OOTB introduced:



Financial Modeling:

The objective of financial modeling is to develop a cost model and bucket related costs together but also be able to allocate various costs to different business units within the business.



Conclusion

ITFM is maturing within ServiceNow by providing mechanisms that can handle the complexity levels of the business. In addition, it can be used to understand the costs either to support key business applications or capabilities playing a significant role in aligning the financial investments of the business with the corporate strategy.

Next stop...New York!!

When summarizing the **Madrid** release we could state that we are really glad that it is officially out!

In combination with the London release many changes with strong capabilities were introduced, bringing this ITBM solution a step further to the next level. Establishing their leading position as an overall ITBM solution with dependencies between all IT/Company departments. We are looking forward to bringing these new functionalities to our (future) customers. And to see what ServiceNow has to offer next in the **New York** release planned for Q4.

For more information about anything related to ServiceNow please contact one of our [consultants](#).

By Panagiotis Alexakis and Govert van Beek | March 14, 2019

