Lessons Learned and Best Practices: Getting from ServiceNow PPS Demos to Real Life

Project Portfolio Management
Panel Members

1. Eric Martin & Patrick Wagman – UC Riverside

2. Lyle Wiedeman – UC Irvine

3. Kent Carpenter – UC Merced

4. Hampton Sublett – UC Davis
In a few words, what do you hope to gain from this session?

Poll locked. Responses not accepted.

“Real world experience with PPM.”

“See what different campuses are doing in terms of out-of-box vs. enhancements to PPM in ServiceNow”

“Why should my department use SN?”

“What was smoke and mirrors from the ServiceNow business people”
1. Years at UC:
   • Eric Martin = 17, Patrick Wagman = 1

2. SN-PPS Modules in Use:
   • Incident, Change, Request, Problem, Knowledge, Service Catalog, Service Portal, Demand, Project, and Resource (PPS).

3. Goals for SN-PPS:
   • Streamline project intake, proper resource allocation, project management all in one place

4. Current PM structure on campus:
   • No PMO. ITS has a matrixed project management model.

5. Lessons Learned:
   • ServiceNow PPS has many settings that need to be configured and therefore, decided upon.
Lyle Wiedeman - UCI

1. Years at UC:
   • 36

2. SN-PPS Modules in Use:
   • Project, Portfolio, Resource, Time Sheet

3. Goals for SN-PPS:
   • IT Deployment with Campus Exposure

4. Current PM structure on campus:
   • Small Central IT PMO (since 02/2018), a few PMs & lots of people managing projects

5. Lessons Learned:
   • Executive buy-in = End user cooperation
1. Years at UC:
   • 2 ½ years
2. SN-PPS Modules in Use:
   • Project, Demand, Allocations, SDLC-Agile
3. Goals for SN-PPS:
   • Investigating ServiceNow PPS
4. Current PM structure on campus:
   • Single PMO Managing PMs – All IT projects
5. Lessons Learned:
   • Develop processes before moving to ServiceNow
1. Years at UC:
   • 13

2. SN-PPS Modules in Use:
   • Project, Demand, Self-Service

3. Goals for SN-PPS:
   • Campus Wide Deployment

4. Current PM structure on campus:
   • Central IT PMO and numerous other PMs across campus

5. Lessons Learned:
   • System Requirements: must-haves vs. nice-to-haves
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