

ServiceNow Agile Management Solutions

The Agile Management Challenge

Along their Agile transformation journey, many organizations use multiple, standalone tools to enable a mix of Agile Scrum, Scaled Agile Framework (SAFe) and waterfall development methodologies. Still other tools are needed to manage incidents, problems and changes. This creates disconnects between strategic and operational work, leaving business leaders and stakeholders with no single, comprehensive view of all the work – and it impacts their ability to rapidly deliver desired business outcomes in response to changing requirements.

The ServiceNow Solution

The ServiceNow Agile Development 2.0 and Scaled Agile Framework (SAFe) applications solve those problems by managing scrum, waterfall, or hybrid development efforts, in highly collaborative development environments supporting iterative methodologies or structured approaches such as SAFe.

The solutions enable defining tasks required for developing and maintaining software throughout the lifecycle—from inception to deployment. Your visibility into the development lifecycle is significantly increased and reported across development teams.

ServiceNow® Agile Development 2.0 not only helps you manage product and software development efforts that use agile methods - It also pulls your software development lifecycle workflows together in one system and connects them to other activities already taking place in ServiceNow.

If SAFe is not an option, you can use the Scrum Programs Planning Board as shown below, to view multiple agile teams in a single view, manage dependencies across teams, and see team capacity vs. load.

Accelerate Delivery and Time to Value

Enable more accurate planning as you update and track progress through the software development lifecycle.

Manage Scrum, Waterfall and Hybrid Development

Pull your software development lifecycle workflows together in one system and connect them to other activities already taking place in ServiceNow.

Optimize Resources

Immediately gauge and forecast work levels to determine future project velocities.

Easily Manage Stories

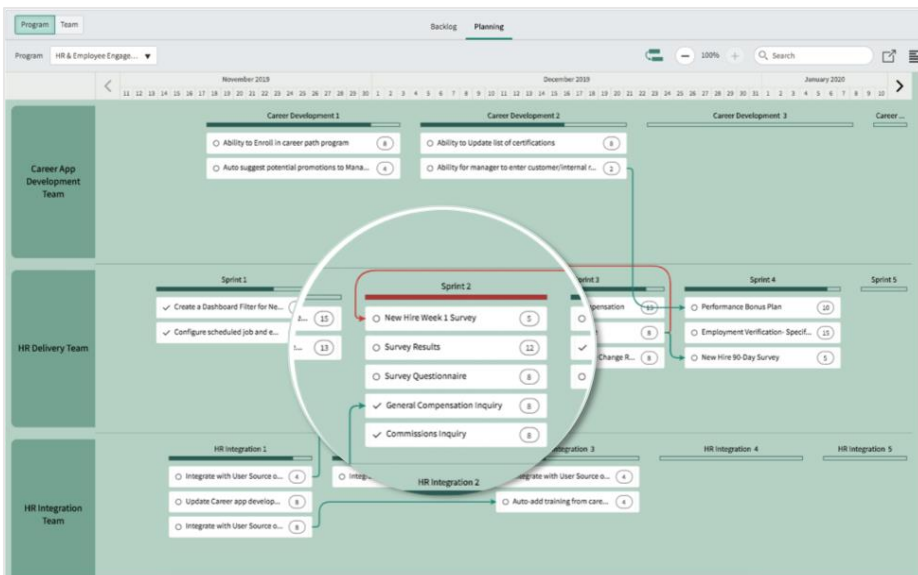
Leverage an easy-to-use UI to manage stories across sprints, backlogs, and epics.

Manage Any Task Type in a Unified Backlog

Manage your backlog of tasks throughout the lifecycle—from inception through testing and deployment, with increased visibility into the entire software development lifecycle.

Agile and SAFe Dashboards

Preconfigured dashboards with key data visualizations are designed to provide you with valuable insight to help improve Agile process and practices for planning and executing software development work.



The Agile Development 2.0 Scrum Programs Board enables multiple Agile teams to work more collaboratively to achieve common outcomes

Agile Development 2.0

The ServiceNow Agile Development 2.0 application provides an agile software development environment for product-based or project-based efforts, using the Scrum framework. It offers you the flexibility to implement a pure agile approach over the entire life-cycle of a product, or a hybrid approach using agile methods within a traditional project structure.

Scaled Agile Framework (SAFe)

The ServiceNow® Scaled Agile Framework (SAFe) application helps you apply lean and agile principles to your large enterprise enabling you to develop and deliver software products with fewer defects in the shortest viable lead time.

ServiceNow provides applications that support two different configurations of SAFe: Essential SAFe and Portfolio SAFe. With Essential SAFe, you can apply lean and agile principles to your Agile Release Trains and teams, and develop and deliver work with fewer defects in the shortest viable lead time. With Portfolio SAFe, you can align your organizational goals and strategies with your portfolios, and apply lean and agile principles to seamlessly manage and deliver your portfolio work.

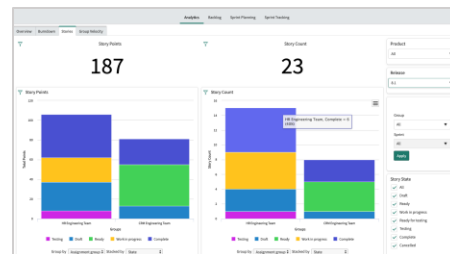
Project Portfolio Management Integration

Project Portfolio Management leverages the Agile Development 2.0 application to combine the Scrum methodology with project-based IT development.

IT organizations typically work on multiple projects with shorter time schedules. The project planning and tracking is done using waterfall, but the group prefers scrum methodologies to carry out their work. It then becomes a challenge to track project status when there is an agile development phase. Integration between Agile Development 2.0 with Project Portfolio Management facilitates a combination of waterfall and agile methods for project management and development that enables you to:

- Create a group to represent a Scrum team.
- Add members to the group.
- Create sprints.
- Assign groups to projects from the Project Workbench.
- Maintain group and project backlogs. Multiple projects can be under development and groups can be assigned to multiple projects. Each project and each group has its own backlog. The project backlog includes all stories related to a project. The group backlog includes stories from multiple projects that have been assigned to the group.
- Perform group sprint planning. The group refines the combined backlog, ranks the stories and assigns points, and adds stories to sprints based on priority.
- Create stories, including one-off stories that are not related to projects.
- Track progress in stories, phases, and projects.

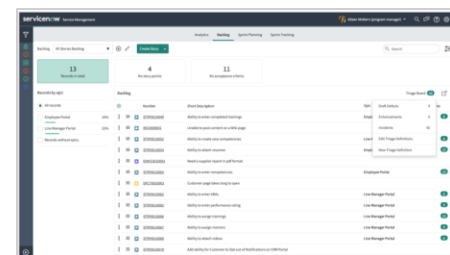
ServiceNow supports your agile management needs wherever you are along your Agile transformation journey. For more information, visit <https://www.servicenow.com/products/business-management.html>



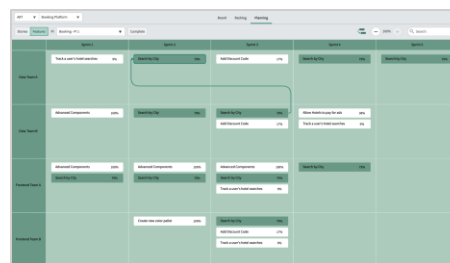
View analytics including development overview; burndown charts; story detail; and group velocity



View burndown charts to evaluate estimated versus actual work in a release or a sprint



Manage your stories and all types of tasks in a Unified Backlog with a drag-and-drop interface



SAFe Board shows features across teams and sprints and the dependencies between them

