

# Strategic Portfolio Management (SPM) Fundamentals

**Course Description:**

Strategic Portfolio Management (SPM) is a vital process that helps organizations select, prioritize, and manage their programs, projects, and initiatives to align with their strategic objectives. This on-demand course introduces SPM applications and explores its role in enabling portfolio alignment, value-driven decision-making, and ongoing adaptability. The course covers topics such as innovation management, demand management, project management, resource management, and portfolio management, empowering professionals to optimize their organization's portfolio and achieve superior business outcomes.

**Audience Profile:**

This course is ideal for professionals involved in project, resource, or portfolio management, including those responsible for managing strategic initiatives, projects, or portfolios in any organization. It is also suitable for individuals looking to enhance their understanding of SPM applications and processes to drive digital transformation and strategic decision-making.

**Prerequisites:**

- Welcome to ServiceNow
- ServiceNow Administration Fundamentals

**Course Objectives:**

- Define SPM and its purpose
- Identify the applications within ServiceNow SPM and their purpose
- Convert a submitted idea into a demand
- Demonstrate how to import MS projects into ServiceNow
- Manage project scope, schedule, resources, and communication with teams and stakeholders
- Analyze project financials and resource effort
- Plan project task resources with visibility into capacity, allocations, and utilization

- Track time-related resources
- Generate detailed reports at both the project and strategic portfolio levels
- Organize project artifacts and close out projects
- Build, manage, and track programs and portfolios

**Table of Contents (TOC):**

**1. Welcome to Strategic Portfolio Management**

- Introduction to SPM
- Request Participant Guide and Lab Instance
- Instance Help
- Accessibility Information

**2. Innovation and Demand Management**

- Innovation Management Overview
- Demand Overview and Creation
- Demand Assessment
- Submit an Idea and Demand
- Demand Qualification and Approval
- Screen a Demand and Create a Project from a Demand

**3. Project Management**

- Project Creation and Planning
- Resource Assignments and Agile Methodologies
- Subprojects and Programs
- Project Execution and Closing
- Manage Project Tasks and Activities

**4. Resource Management**

- Resource Management Overview
- Employee Profile and Resource Assignments

- Resource Management Workspace
- Request, Confirm, and Allocate Resources
- Create Timesheets and Review Actuals

#### **5. Portfolio Management**

- Portfolio Planning: Creation, Prioritization, and Roadmap
- Capacity and Financial Planning
- Portfolio Scenarios and Tracking
- Portfolio Creation and Roadmap Management

#### **6. Mature SPM and Next Steps**

- SPM Maturity Models and Roadmaps
- Next Steps in Strategic Portfolio Management