

Strategic Implementation for Platform Owners (SIPO)

OEM: ServiceNow • Duration: 2 Days (16 hrs) • Code: SIPO

COURSE MODULES & TOPICS

Module 1: Introduction

- Learners establish their role as Platform Owner, leading a Phase 2 implementation for an organization. They analyze Phase 1 outcomes and business data to establish baseline metrics and define measurable success criteria.

Module 2: Executive Board alignment

- Practice executive-level communication by aligning implementation plans with business outcomes. Focus remains on connecting every deliverable to money saved, revenue protected, or risk reduced.

Module 3: Demand Board alignment

- Define specific, measurable goals that solve business problems. They document potential roadblocks and secure resource approval, ensuring that goals explicitly connect to organizational priorities.

Module 4: Technical Governance Board alignment

- Gain Technical Governance Board approval for technical implementation details. Establish data quality standards, security protocols, and transition plans for sustained platform operations.

Module 5: Identify technical hurdles and solutions

- Navigate technical crises using structured problem-solving frameworks. Diagnose issues, stabilize situations, and present options to stakeholders, transforming obstacles into governance improvements.

Module 6: Stakeholder engagement strategies

- Develop audience-specific communication plans that maintain stakeholder confidence throughout the implementation process. Establish channels for gathering feedback and adjusting strategies accordingly.

Module 7: Quality gates and launch readiness

- Build comprehensive testing frameworks that validate functionality and prevent production issues. Establish quality gates, defect management processes, and stakeholder reporting mechanisms.

Module 8: Strategic roadmap decisions

- Evaluate competing priorities and make defensible roadmap decisions. Assess stakeholder impacts, balance constraints, and lead decisively while maintaining strategic clarity.

Module 9: Platform owner toolkit

- Apply practical toolkits to address immediate platform ownership challenges in your organization. Assess governance maturity, select appropriate implementation resources, and create 90-day action plans using provided templates for governance frameworks, stakeholder communication, and platform value measurement.