

Adopting a Platform Owner Mindset (APOM)

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

COURSE MODULES & TOPICS

Module 1: Understand the Owner's Mindset

Objectives

- Align on a definition for the Platform Owner role and its responsibilities
- Compare the Platform Owner role to a System Administrator
- Identify pain points preventing growing into a full Platform Owner
- Identify qualities that create the best Platform Owners

Activities

- Workshop intro
- Opening poll and other individually answered questions
- Large group discussion

Module 2: Take Your First Steps as a Platform Owner

Objectives

- Review this business simulation case study
- Identify the scoring mechanisms for the business simulation
- Align with your breakout team on a name and a working agreement
- Discuss current and ideal Platform Owner time allocation and prioritization
- Engage in the first round of simulation scenarios as a team

Activities

- Large group discussion
- Time allocation and prioritization individual activity
- Simulation scenarios 1-4

Module 3: Go Deeper to Gain Insights

Objectives

- Identify the root cause of a real-world business success story
- Explain the difference between knowledge and insights

- Describe what can happen when insights are missed or skipped
- Apply the ALOE method to gaining insights
- Identify how to create high-impact questions
- Convert insights into well-written user stories

Activities

- Large group discussion
- Partnered activity to gain insights
- Large group activity on creating high-impact questions

Module 4: Lead Best Practices in the Enterprise

Objectives

- Establish effective platform governance
- Engage in the second round of the business simulation
- Identify best practices for delivering key messages to the organization
- Identify best practices for leading organizational change in an organization

Activities

- Opening poll
- Large group discussion on governance
- Large group activity on triaging business challenges to the correct level of governance
- Simulation scenarios 5-8
- Large group discussion on delivering key messages
- Individual and partnered activity to craft and practice delivering key messages
- Large group discussion on organizational change management
- Team-based activity to prioritize and focus on key drivers for organizational change

Module 5: Create and Communicate Value

Objectives

- Identify the characteristics of the executive mindset
- Experience the challenges faced by C-suite executives when it comes to the ServiceNow platform
- Identify how to frame conversations with executives to be perceived as a trusted partner
- Engage in the final round of the business simulation

Activities

- Large group discussion on executive mindset
- Small group C-suite role play activity
- Simulation scenarios 9-11
- Workshop wrap-up