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Tech**

CREATING THE NEXT

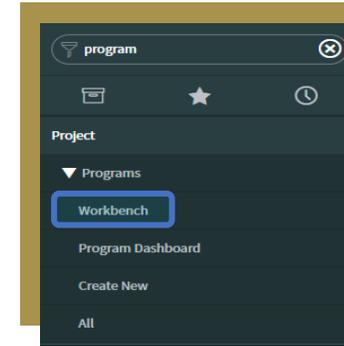
# Using the Program Workbench

Quick Reference Guide

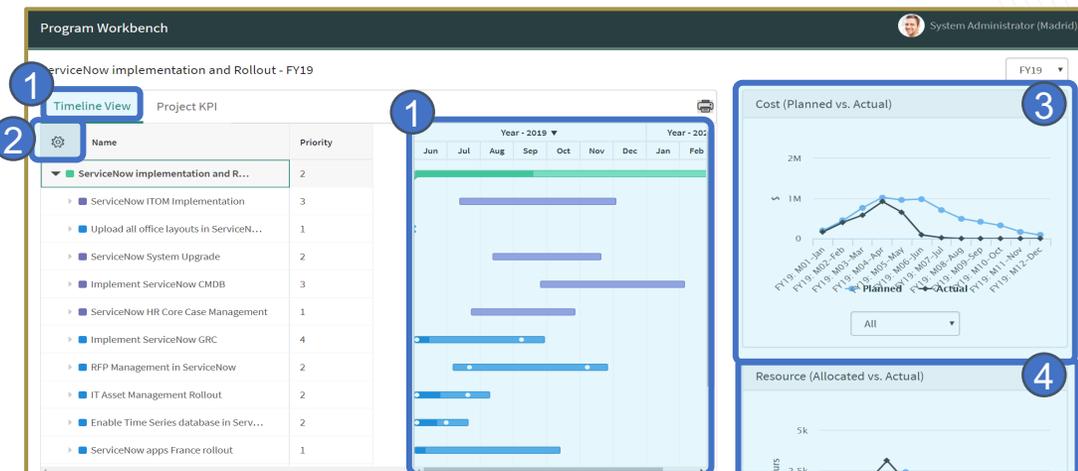
# Using the Program Workbench

The Program Workbench is a central location for viewing details of a program and the projects, demands, and program tasks that are part of the program.

Select Programs > Program Workbench



1. The **Timeline View** displays Demands and Projects that belong to the Program. You can filter the Timeline by day, week, month, quarter, or year.
2. Choose the columns to view on the timeline view by clicking the gear (⚙️).
3. The **Cost Chart** displays the actual costs from all projects in the program compared to the approved budget. The actual cost for projects is derived from the expense lines.
4. The **Resource Chart** displays the actual resource time spent on all project tasks versus the resource hours allocated to execute the selected projects and demands in the program. The actual time spent is taken from processed time cards.



# Using the Program Workbench

- The **Project KPI** tab displays the most recent status of project KPIs such as overall health, schedule, cost, resources, and scope of all the projects in the program. This information is populated from the most recent project status reports.
- Click the name of a project in the tab to open the latest status report created for the project.
- Hover over a status indicator for a project KPI to view the comments entered for the KPI for that project.



Name	Overall	Schedule	Cost	Resources	Scope
Upload all office layouts in ServiceNow FSM	🔴	🔴	🔴	🟡	🔴
Implement ServiceNow GRC	🟢	🟡	🔴	🔴	🔴
ServiceNow apps France rollout	🟢	🟡	🟢	🟡	🟢
SAP and ServiceNow integration	🟡	🟢	🟢	🟡	🟢
ServiceNow ITOM Implementation	🟡	🟡	🟢	🔴	🔴
IT Asset Management Rollout	🔴	🟡	🔴	🟢	🟢
RFP Management in ServiceNow	🔴	🔴	🔴	🔴	🔴
Enable Time Series database in ServiceNow	🟡	🟢	🟢	🟢	🟢
Implement ServiceNow SecOps	🔴	🔴	🔴	🔴	🔴
HR Service Management	🟢	🟢	🟢	🟢	🟢