Introduction to Program Management

Quick Reference Guide

Georgia Tech
CREATING THE NEXT

What is a Program?

A Program helps you to logically group related projects or demands under a single entity. The ServiceNow Program Management application helps you to manage related projects and demands in coordinated way that is not possible when projects and demands are managed independently.

- The Program Management application provides the following capabilities to the program manager:
  - Create a program by adding related projects and demands.
  - Create tasks specific to the program. These tasks are essential for completion of the program but are outside the scope of projects.
  - Define key milestones, anticipated risks, and issues for the program.
  - Monitor the progress and status and of all the projects and demand that are part of the program. Program manager can track the costs, resources, and schedules.

Overview of Program Management

When you create a program, consider:

- A program can be part of a portfolio or can be a generic standalone program that is not part of any portfolio.

- A program cannot be part of multiple portfolios.

- A project or demand cannot be part of multiple programs.

- You can have projects and demands that can directly be part of a portfolio and not part of a program.