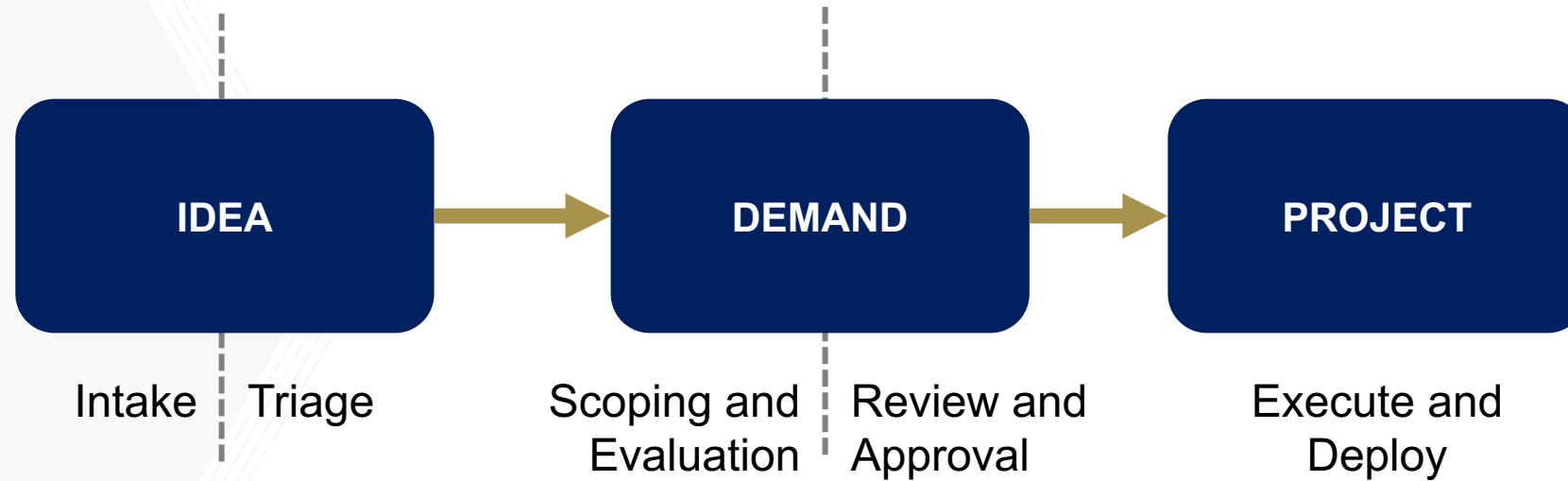# Project Management in ServiceNow

Quick Reference Guide

Overview of Project Management

- A Project is any planned, collaborative effort that is designed to achieve an objective.
    - Key elements are tasks and staff
    - Tasks define Project work
    - Staff are resources who perform the work

- Top Project Constraints are time, cost, and resources
    - ServiceNow PPM lets you manage each constraint
        - Determine Project length
        - Determine cost based on resource actual hours (Timesheets)
- ServiceNow PPM has the flexibility to manage your Project throughout the life of the Project, adapting to changing complexity or business demands (Risks, Issues and Change Requests).

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The Idea - Demand – Project Lifecycle

IDEA → DEMAND → PROJECT

Intake | Triage

Scoping and Evaluation | Review and Approval

Execute and Deploy

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Project States Within ServiceNow

Pending	Active	On Hold	Closed Complete	Closed Cancel
Used to identify a project that has been created, but no prep work has yet begun.	Indicates work on the project has begun.	Project has been put on hold and no work is progressing.	Project was completed and is now closed. No additional work is being done, and no time will be booked against the project.	Project is closed, but was NOT completed. No additional work is currently being done, and no time will be booked against the project. Could indicate project was no longer a viable candidate or no longer wanted.

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