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Deep Dive into ServiceNow Capacity Planning

Optimizing Resource Management for Stakeholders & Efficiency

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Title Slide

🔳 **Deep Dive into ServiceNow Capacity Planning**

- Exploring the essentials of ServiceNow Capacity Planning.

- Understanding how to optimize resource management for efficiency.

- For stakeholders, resource managers, and decision-makers.

- A comprehensive guide to capacity planning in ServiceNow.

Example RCCP

Product Demand

	Q1	Q2	Q3	Q4	Total Demand
T-shirt	400	450	450	300	**1600**
Sweatshirt	500	300	200	500	**1500**

Quarterly Factory Available Capacity

	Q1	Q2	Q3	Q4	Total Capacity
Factory 1	2000	1000	3000	2000	**8000**

Planned Production Per Quarter

	Q1	Q2	Q3	Q4	Total Production
T-shirts	400	400	400	400	**1600**
Sweatshirts	375	375	375	375	**1500**

Total Production and Total Demand Difference

	Q1	Q2	Q3	Q4
T-shirts	0	-50	-50	100
Sweatshirts	-125	75	175	-125

Production Lines at Factory 1

	T-shirts	Sweatshirts
Factory 1	2	3

Workload Based on Planned Production

	Q1	Q2	Q3	Q4	Total
Workload from T-shirts	800	800	800	800	**3200**
Workload from Sweatshirts	1125	1125	1125	1125	**4500**
Total Workload	1925	1925	1925	1925	**7700**
Available Capacity	2000	1000	3000	2000	**8000**

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What is Capacity Planning in ServiceNow?

Understanding the Basics

- Provides resource managers with a comprehensive view of capacity, allocations, and utilization.

- Helps manage workforce distribution, ensuring optimal project execution.

- Enables stakeholders to proactively address resource constraints and align priorities.

- Supports strategic decision-making by offering real-time insights.

CAPACITY STATEMENT: CASH TRANSFER PROGRAMMING IN EMERGENCIES

BACKGROUND

There is a growing recognition of cash and voucher transfers across the humanitarian sector that can support people affected by disasters and conflicts in ways that maintain human dignity, provide access to food and shelter and help rebuild or protect livelihoods. The question is no longer whether cash is an appropriate way to meet the needs of people engulfed in crisis, but how organisations, donors and governments can use cash transfers to best effect.

In certain humanitarian disasters, the supply of food to markets and shops is sustained, yet the affected population loses the means to buy it. In such cases, the cash and voucher aid approach ensures humanitarian aid reaches directly those with the greatest need in a timely manner.

Cash and vouchers are quick to deliver, cost-effective and provide people in need with greater choice. Among its advantages are benefits for local economies, empowerment of the beneficiaries, dignity and decision making power.

Through different emergency responses, for example the Philippines, Nepal, Mali, Cambodia and India Plan International has demonstrated that cash and voucher transfer programmes can increase the enrolment of children attending school, community assets such as schools, link roads and foot bridges can be rehabilitated thereby enhancing better access to schools by children. The cash and voucher system has shown to help the morale of those in need and also prepares the ground both for communities and organisations for linking relief, rehabilitation and development (LRRD) activities.

Plan International believes that cash and voucher should be used as a modality to cover different sectors such as food security, education, protection, shelter, livelihoods, WASH, Non-food items through an integrated approach. This integrated approach was adopted in Nepal earthquake response to meet several sector objectives and it was a great success.

HUMAN RESOURCE:

Plan International has two international experts consisting of a global lead on cash based programming in emergencies and the second deployed in earthquake response in Nepal. Plan International also has 5 trained country based cash programming experts in Philippines, Nepal, Mali,

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Who Benefits from Capacity Planning?

Identifying Key Beneficiaries

- Allocate resources efficiently and track utilization.

- Ensure resource availability for key deliverables.

- Gain strategic insights into workforce efficiency.

- Align workforce planning with budget constraints and manage system workloads.
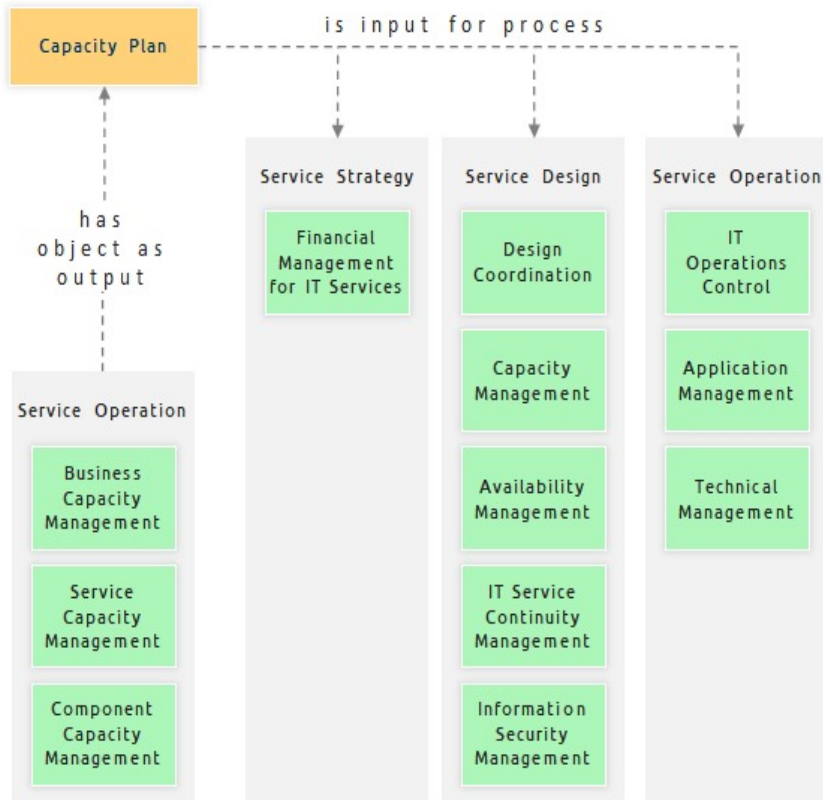
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How Capacity Planning Works in ServiceNow

The Process Explained

- Review workforce availability and assignments.

- Compare project needs with resource availability.

- Adjust workforce assignments to align with demand.

- Track performance and ensure optimal efficiency.
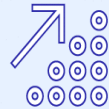
SECTION 2: Benefits of Effective Capacity Management

IMPROVED EFFICIENCY

Optimizes resource usage and minimizes downtime.

REDUCED COSTS

Avoids over or under provisioning, reducing unnecessary expenses.

FLEXIBILITY FOR GROWTH

Adapts to changing demands for continued scalability.

SECTION 3: How Vivantio Supports IT Capacity Management

1. Advanced Data Analysis

Real-time insights to monitor performance closely and make informed decisions.

2. Predictive Forecasting

Anticipates future capacity needs to ensure proactive planning.

3. Seamless Integration

Connects easily with existing systems, thanks to Vivantio's open API and flexible integration.

4. User-Friendly Interface

Simplifies adoption and improves productivity with an intuitive design.

Why Capacity Planning Improves Efficiency

Benefits and Advantages

- Reduces overallocation and underutilization of resources.

- Ensures projects stay on track by aligning workforce availability.

- Enhances strategic decision-making with real-time data.

- Improves cost efficiency by eliminating redundant resource assignments.

5

BENEFITS OF CAPACITY PLANNING

1 **Maximize Utilization**
Get more done with the same amount of people

2 **Real-time Data**
Accurate information on team availability

3 **Better Planning**
Know the demand for resources

4 **Protect Your Team**
Help your team avoid burnout

5 **Organize Your Time**
Know what's coming & prioritize

6

Challenges & How ServiceNow Solves Them

Overcoming Common Obstacles

- Unclear visibility into resource availability.

- Difficulty in balancing multiple projects.

- Inconsistent decision-making due to lack of data.

- Real-time dashboards, automated forecasting, and predictive analytics.

Nlyte Software

Six Steps to build a data center capacity plan.

Establish essential metrics.
Assess what crucial metrics you will focus on in your capacity plan. Deciding on the service performance metrics, such as response time, uptime, and time for data storage, will enable you to focus on your strategic efforts.

01

02

Determine the current capacity of your data center.
Use your essential metric areas to focus your assessment of current workload capacity. This could generally include space, power, and networking. It might involve server configuration, consumed resources, memory, rack power and space, cooling, and data port connectivity..

Compare metric goals with your current capacity.
This assessment will highlight the critical areas for capacity improvement and reveal ongoing opportunities as new needs arise or as the landscape develops.

03

04

Identify priority goals.
Once you know your chief areas for improvement, create a strategic plan. Tools can help you map the path forward. Data Center Infrastructure Management (DCIM) software can significantly increase your effectiveness of decisions and implementation as it analyzes various metrics in the data center, such as power consumption and equipment status, that catalyze the efficacy of your changes.

Start implementing your plan.
By creating a plan, the next step is enacting the changes across your data center, attending to improvements and consolidations that impact both the short-term and long-term.

05

06

Continuous planning
Even after the first strategic actions of data center capacity planning have been taken, ongoing forecasting is essential. Develop a consistent plan to audit your data centers continually. This will keep your DCs ahead of changes within their industries.

How to Perform Capacity Planning in ServiceNow

Step-by-Step Guide

- Access the 'Capacity Planning' module.

- View available resources and ongoing allocations.

- Compare incoming project needs with existing workforce capabilities.

- Assign the right personnel to projects based on skills and availability.

Conclusion – Driving Business Efficiency with ServiceNow

Final Thoughts

- Capacity Planning ensures workforce alignment with business objectives.

- Helps resource managers make data-driven decisions for project success.

- Reduces bottlenecks and improves overall operational efficiency.

- ServiceNow provides real-time tracking and optimization for long-term business growth.

The Top 5 Benefits of Using ServiceNow

Workflow Automation	• Reduced resolution times	• Improved employee productivity	• Enhanced service delivery
Data-Driven Decisions	• Identify trends and improve processes	• Predict and prevent issues	• Gain a 360-degree view
Seamless Collaboration	• Improved communication	• Enhanced team visibility	• Streamlined service delivery
Mobile Accessibility	• Increased employee productivity	• Improved customer service	• Enhanced agility
Scalability and Security	• Smooth scaling	• Enhanced security	• Peace of mind