

SERVICENOW ADOPTING A PLATFORM OWNER MINDSET

- Welcome and Virtual Check In
- Capability Burst 1: Understand the Platform Owner Mindset
- Business Simulation Introduction
- Capability Burst 2: Time Allocation / Calendar Audit
- Business Simulation Round 1
- Ready the Roadmap (Moment 1)
- Struggling with Adoption (Moment 2)
- Requests, Requests, Requests (Moment 3)
- Release Havoc (Moment 4)
- Capability Burst 3: Design an Optimal Experience through Insights
- Capability Burst 4: Establish an Optimal Governance Model
- Business Simulation Round 2
- Test & Learn (Moment 5)
- Loss of a Champion (Moment 6)
- Breaking Down Siloes (Moment 7)
- Monitoring Workflows (Moment 8)
- Capability Burst 5: Manage Competing Priorities (role play)
- Capability Burst 6: Develop an Uncommon Sense of Change
- Capability Burst 7: Communicate Value (aka The Executive Mindset)
- Business Simulation Round 3
- Collaboration Station (Moment 9)
- N-1 (Moment 10)
- Sharing Value & Celebrating Success (Moment 11)
- Final Results and Closing Activities