Strategic Implementation for Platform Owners (SIPO)

ID SIPO **Price** 1,786.— €(excl. VAT) **Duration** 2 days

Important notes for the booking of ServiceNow trainings

1. 1. So that we can finally process your registration, you will receive an enrollment request after booking the course. Please carry out the enrollment immediately, at the latest **three** working days before the start of the course, according to the following instructions at ServiceNow: Enrol for Instructor Led Training using Learning Credits
2. Please note that we must receive short-term bookings no later than five working days before the course begins.
3. If you are unable to attend the training date you have booked (e.g. illness, etc.) or if ServiceNow cancels the course, a credit note is not possible under any circumstances. If you cancel, you can name a replacement person. In both cases of cancellation, the validity of your credit remains for 12 months after the order.

For more information, please refer to the **ServiceNow Terms and Conditions**.

Who should attend

This course is designed for experienced platform owners, product leaders, and senior consultants who have completed foundational platform owner training and are responsible for strategic decisions that affect platform direction, resource allocation, and business outcomes. Participants should have direct experience managing ServiceNow platforms with significant user bases or annual recurring revenue.

Prerequisites

Completion of the following:

- Adopting a Platform Owner Mindset (APOM)
- Certified Platform Owner Associate (CPOA) FAQ

Participants should have practical experience making strategic decisions for ServiceNow platforms, including product roadmap planning, resource allocation, or customer success initiatives.

Course Objectives

- Plan a ServiceNow implementation that includes technical implementation, testing, training, and adoption.
- Produce materials that support the ServiceNow implementation.
- Solve roadblocks during the implementation to ensure platform success.
- Structure conversations with the different boards to ensure strategic alignment.

Course Content

During this intensive two-day course, you will work independently through sophisticated business scenarios that test your ability to make strategic platform decisions. Each scenario requires you to analyze complex trade-offs, develop recommendations, and defend your choices to peers who may have reached different conclusions. The course emphasizes evidence-based reasoning, quantitative analysis, and the ability to articulate strategic rationale under scrutiny. You will engage in structured debates, collaborative critique sessions, and peer discussions that mirror the decision-making environments faced by successful expert platform owners.

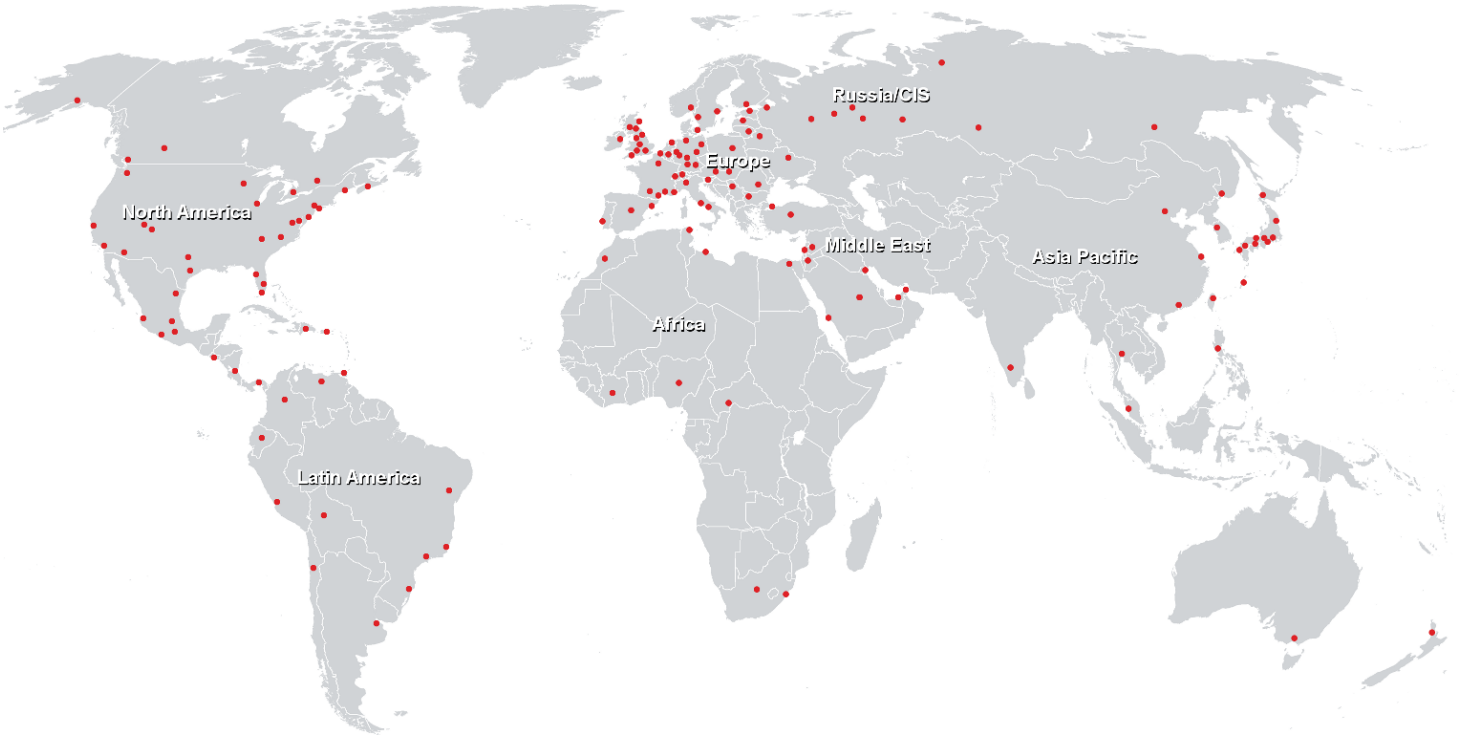
Topics Covered

- Evaluate competing priorities, assess and mitigate risks, and justify resource allocation.
- Build consensus across teams while maintaining focus on long-term platform goals.
- Distinguish genuine customer pain points from misaligned feature requests.
- Defend strategic decisions with evidence-based reasoning and quantitative analysis.
- Identify when to pivot strategy based on competitive, technological, or market changes.
- Develop team structures that support growth.
- Provide constructive peer critique that strengthens

collective decision-making capabilities.
- Apply practical governance, communication, and value measurement templates to your organizational context.

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Training Centres worldwide





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