

Planview Viz for ServiceNow

Measure Flow Over A Unified Backlog

The Unified Backlog: Centralizing Development Work

Developers face a constant struggle to balance planned vs. unplanned work. Commitments to develop new capabilities compete with the daily barrage of problems rolling in from production.

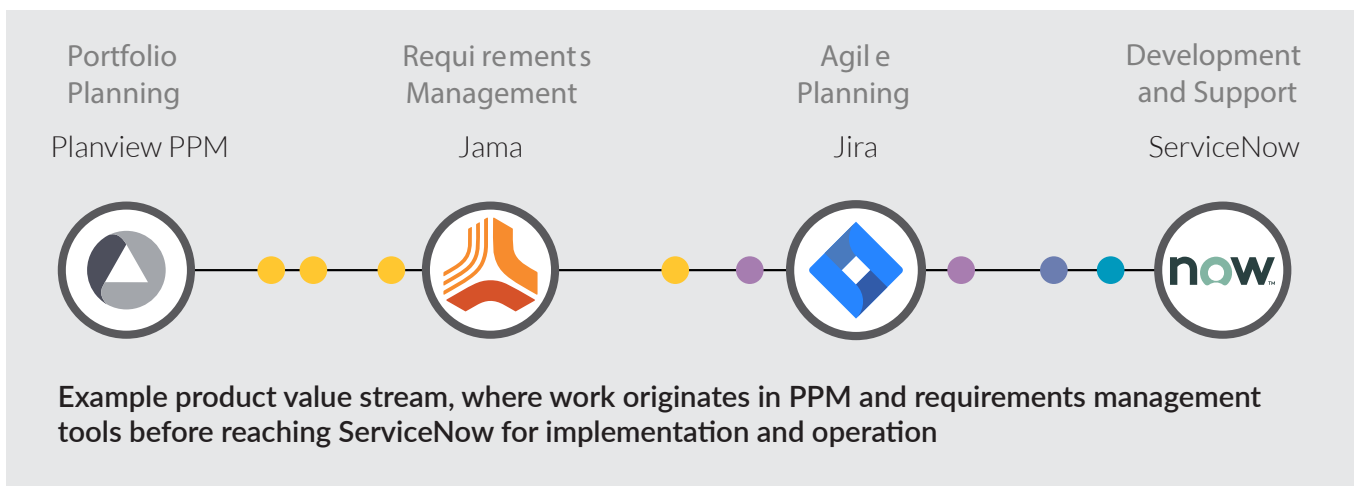
ServiceNow's Unified Backlog helps developers maintain a centralized backlog that contains all their work in one place, including stories, tasks, defects, problems, and production incident tasks.

Undoubtedly, centralizing development workloads helps with prioritization and eliminates swivel-chairing between tools. But is it enough to truly accelerate business value delivery, when dependencies lie with practitioners whose work extends beyond ServiceNow?

Getting Visibility into Development Flow and Beyond

Software delivery is one of the most complex endeavors undertaken by humanity. Product value streams comprise many types of specialists, across multiple disciplines (planning, design, architecture, development, testing, security, operations), each executing their work in a dedicated tool optimized for their role.

While the ServiceNow Unified Backlog may hold a good portion of this work (often facilitated by integration solutions like Planview Hub), it might not carry the work of upstream professionals in the portfolio planning and product management domain, where work originates. In addition, some development teams may be using other Agile planning tools, like Jira or Azure DevOps.



Today's enterprises seek to deliver outstanding customer experiences, fueled by technology and innovation, at the speed of the market and at the cost to be competitive. That's what we call "innovation velocity". Achieving innovation velocity requires the ability to **measure how fast business value is flowing through your end-to-end product value streams** and pinpoint where work is slowing down.

Flow Metrics traverse the value stream networks—inclusive of ServiceNow's Unified Backlog and all the tools used from ideation to production—to paint that very picture.

Getting Flow Metrics With Planview Viz

Planview Viz is a turnkey solution for implementing the Flow Framework®, a lean and prescriptive framework for shifting from project to product. Introduced by Dr. Mik Kersten in his best-selling book Project to Product, the Flow Framework is designed to help traditional businesses master software at scale and survive the next decade of digital disruption.

Legend of Four Flow Item Types:



Features



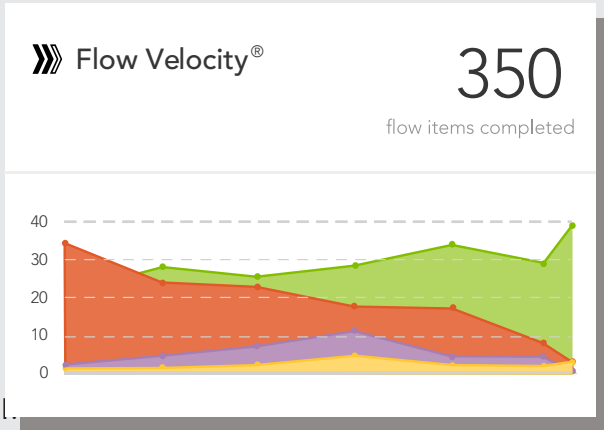
Defects



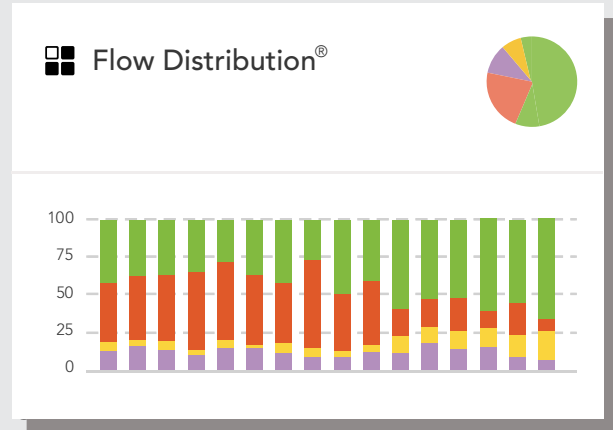
Risks



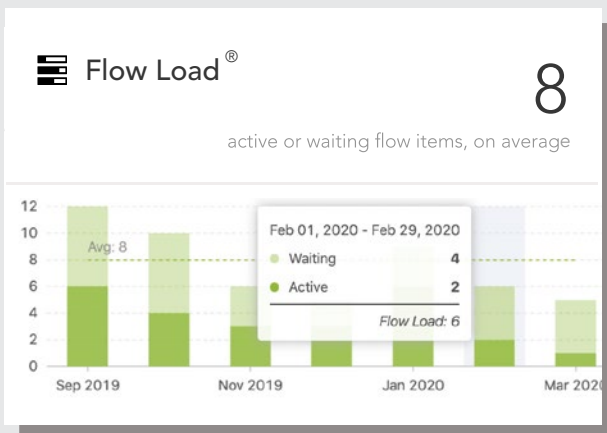
Debts



Planview Viz measures flow—the rate of business value delivered for each product value stream.

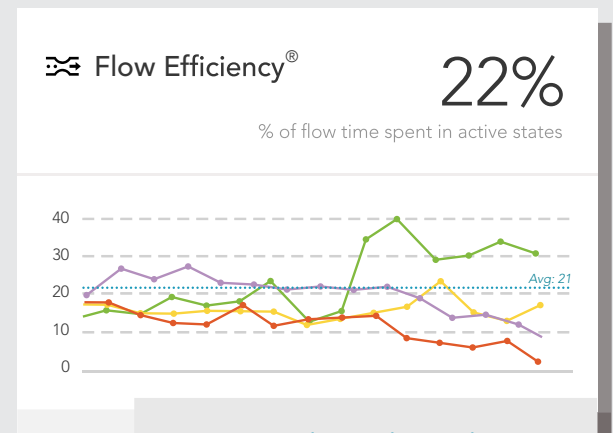


Planview Viz paints the Flow Metrics in four colors representing the four flow items, the units of value your customers will 'pay for'.



AVOID SILOED OPTIMIZATIONS

Planview Viz builds the Flow Metrics dashboards from the combined work of all value stream contributors, inclusive but not limited to ServiceNow's Unified Backlog.



[Find Bottleneck ▶](#)

FIND YOUR BOTTLENECKS

Planview Viz calculates Flow Efficiency® for the entire product value stream to highlight the impact of dependencies, which roles and teams are overloaded and where current tool implementations are hiding wait times.