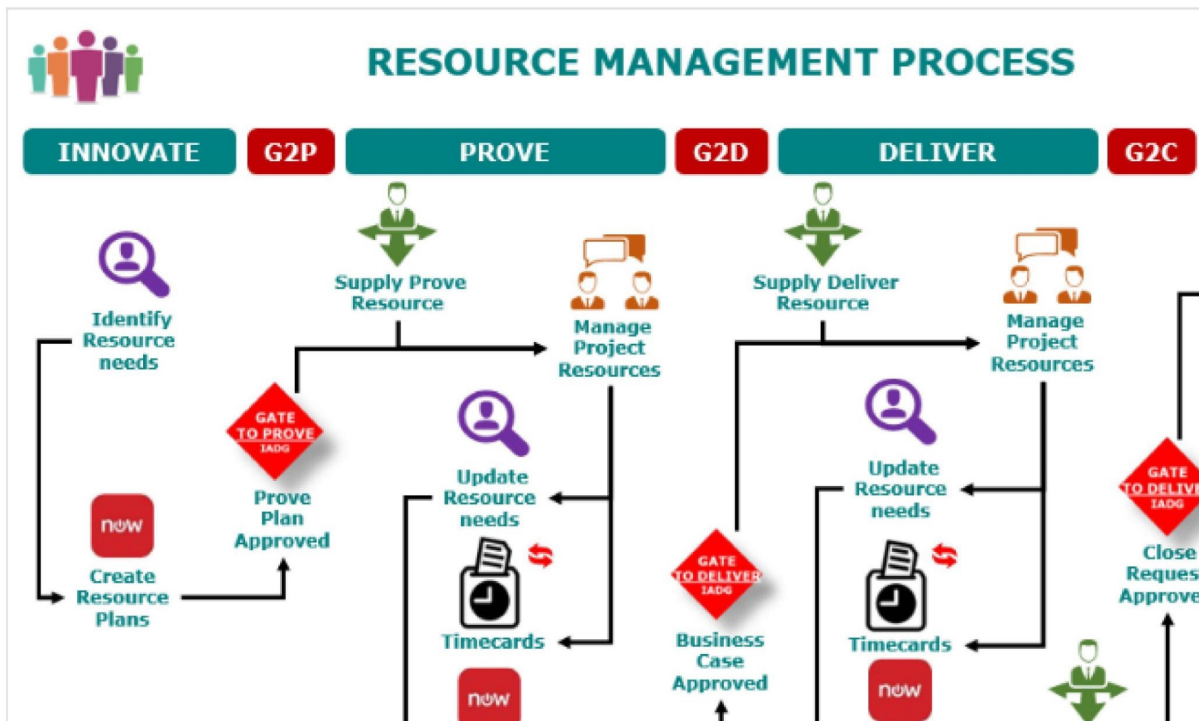


# Resource Management



# Collating Resource Costs for Projects

Information available in SNow Menu RESOURCE – RESOURCE ROLES

Role	Hourly Rate	Day rate	From only used	Exchange Method	Resource Plan in SNow
<b>Project Specialist</b>					
Business Analyst 2B	£25.00	£200.00	✓	Cross Charge Report	✓
Business Analyst 2A	£66.25	£530.00	✓	Cross Charge Report	✓
PMO 2A	£62.50	£500.00	✓	Cross Charge Report	✓
Project Manager 2A	£78.13	£625.00	✓	Cross Charge Report	✓
Programme Manager	£100.00	£800.00	✓	Cross Charge Report	✓
Programme Manager Exceptional	£142.50	£1,140.00	✓	Cross Charge Report	✓
<b>Non-Skills Group</b>					
IT Architect	£75.00	£600.00	✓	Cross Charge Report	✓
IT Lead Engineer	£10.00	£80.00	✓	Cross Charge Report	✓
IT Procurement Manager	£13.25	£106.00	✓	Cross Charge Report	✓
IT Security Analyst	£45.75	£366.00	✓	Cross Charge Report	✓
Data Protection Manager	£54.48	£435.84	✓	Cross Charge Report	✓
IT Data Services	£20.00	£160.00	✓	Cross Charge Report	✓
IT Test	£16.25	£130.00	✓	Cross Charge Report	✓
IT POCG	£50.00	£400.00	✓	Cross Charge Report	✓
IT Serviceflow Dev	£37.50	£300.00	✓	Cross Charge Report	✓
IT Digital Workplace	£37.50	£300.00	✓	Cross Charge Report	✓
IT Service Design Transition	£16.25	£130.00	✓	Cross Charge Report	✓
<b>Project Secondment</b>					
BAU Support: HR	Beepoke	Beepoke	✓	Journal Report	✓
BAU Support: Legal	Beepoke	Beepoke	✓	Journal Report	✓
BAU Support: Finance	Beepoke	Beepoke	✓	Journal Report	✓
BAU Support: COO	Beepoke	Beepoke	✓	Journal Report	✓
BAU Support: CEO	Beepoke	Beepoke	✓	Journal Report	✓
BAU Support: Property	Beepoke	Beepoke	✓	Journal Report	✓
<b>External Project Specialist</b>					
Other	Any external project SME or any project specialist outside of blended rate bands	Beepoke	Beepoke	PO to project	✓

Diagram illustrating the process flow: PM (Project Manager) ↔ Portfolio ↔ REQUESTED PROJECT RESOURCE PLAN RESOURCE PLAN RESOURCE PLAN. A laptop icon labeled 'Project Workbench (Resource)' is also shown.

PROJECT X	Start Date	End Date	FTE or Days or Hours	wbs*	£
Resource A	XXXX	XXXX	XXXX	XXXX	XXXX
Resource B	XXXX	XXXX	XXXX	XXXX	XXXX
Resource C	XXXX	XXXX	XXXX	XXXX	XXXX
Resource D	XXXX	XXXX	XXXX	XXXX	XXXX
Resource E	XXXX	XXXX	XXXX	XXXX	XXXX
Resource F	XXXX	XXXX	XXXX	XXXX	XXXX
					*if req'd

The Project Manager should initially create the Resource plan on SNow and inform their Portfolio PMO when ready.

**CLICK THROUGH THE SLIDES ABOVE FOR DETAILS**

**This process applies to 4 groups;** Project Specialists (BA, PMO, PMs), Specific IT teams (including recently insourced ATOS), BAU Teams that are seconded (e.g. Legal & HR) and Non-project specialist contractors.



Res Mgmt SNow Module Overview

**The aim of the Resource Management process is to get the right people working on a project in a timely manner.**

Every project needs people working on it and the Resource Management process controls the allocation of Change Professionals

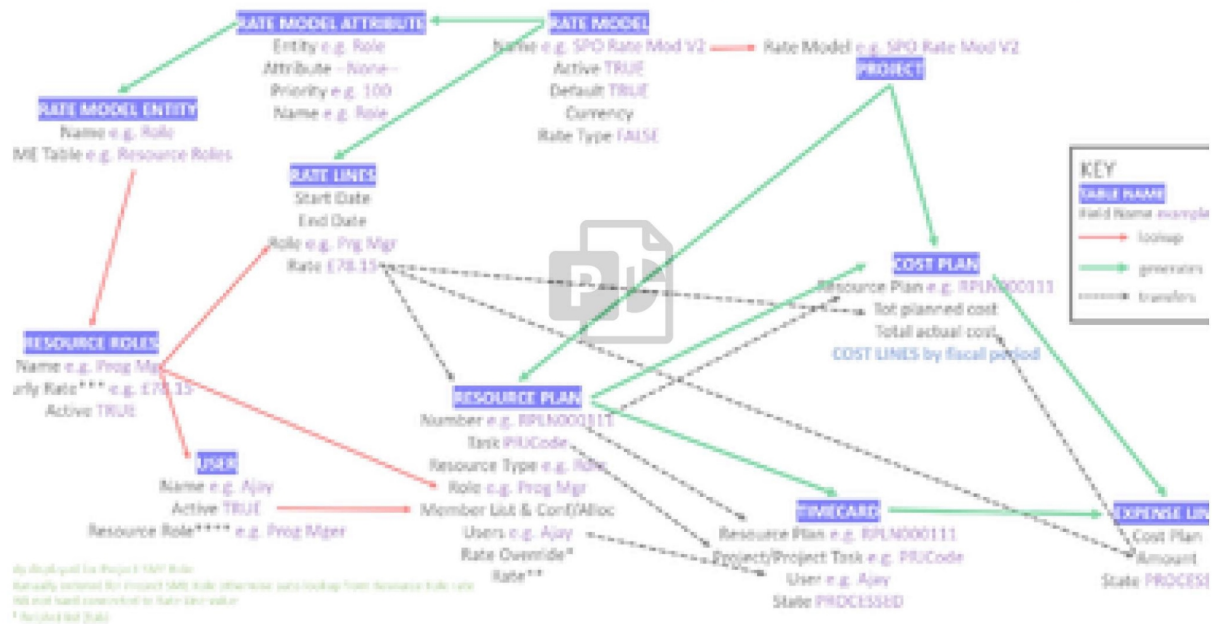
Some resources will be required to complete Time Cards. The link to that process can be found in the process flow to the left.

Any questions should be sent via email to  
**SPO\_ChangeResourcing** **GRO**

### BLENDLED RATES FOR FY23/24

		Hourly Rate		Timecards used	Recharge Method
Role		Day rate			
Project Specialist	Business Analyst 3B	£31.25	£250.00	✓	Cross Charge Report
	Business Analyst 3A	£68.75	£550.00	✓	Cross Charge Report
	PMO 3A	£63.75	£510.00	✓	Cross Charge Report
	Project Manager 3A	£78.13	£625.00	✓	Cross Charge Report
	Programme Manager	£100.00	£800.00	✓	Cross Charge Report
	Programme Manager Exceptional	£142.50	£1,140.00	✓	Cross Charge Report
Internal Project SME	IT Architect	£75.00	£600.00	✓	Cross Charge Report
	IT Lead Engineer	£50.00	£400.00	✓	Cross Charge Report
	IT Procurement Manager	£81.25	£650.00	✓	Cross Charge Report
	IT Security Analyst	£43.75	£350.00	✓	Cross Charge Report
	Data Protection Manager	£54.48	£435.84	✓	Cross Charge Report
	IT Data Services	£50.00	£400.00	✓	Cross Charge Report
	IT Test	£56.25	£450.00	✓	Cross Charge Report
	IT PODG	£50.00	£400.00	✓	Cross Charge Report
	IT ServiceNow Dev	£37.50	£300.00	✓	Cross Charge Report
	IT Digital Workplace	£37.50	£300.00	✓	Cross Charge Report
Project Secondment	IT Service Design Transition	£56.25	£450.00	✓	Cross Charge Report
	BAU Support: HR	Bespoke	Bespoke	✗	Journal Report
	BAU Support: Legal	Bespoke	Bespoke	✗	Journal Report
	BAU Support: Finance	Bespoke	Bespoke	✗	Journal Report
	BAU Support: COO	Bespoke	Bespoke	✗	Journal Report
	BAU Support: CIO	Bespoke	Bespoke	✗	Journal Report
External Project SME	BAU Support: Property	Bespoke	Bespoke	✗	Journal Report
	Any external project SME or any project specialist outside of blended rate bands	Bespoke	Bespoke	✗	PO to project







## ServiceNow records relationships for Projects &amp; Resource Plans generating Timecards, Costs &amp; Expense lines



SNOW table relationships










## Training

 Name  	Description	Format 	N
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	RESOURCE Flow Diagram.mp4	Overview of the process flow in Resource Module of SNow	Video	Ju
	RESOURCE In Time Guide For Con...	Intelligent Resources Timesheet Guide	PDF	Ju
	RESOURCE New Requests.url	How the PPMO can raise a new resource request on SNow	Video	Ju
	RESOURCE Requests Overview.we...	Video overview of Resource Process Requests in SNow. Based on Kelly Punter's Changing Change presentation.	Video	Ju
	RESOURCE- SNow Rome upgrade...	Video training aimed at Portfolio PMOs which explains 2 of the new features brought by Rome upgrade in Resource Mng space: -> reduce resource plan -> restrict resource plan dates	Video	Ju
	RESOURCE WBS Codes - Resourc...	Training video for PPMOs which explains how to check the list of available WBS codes in ServiceNow and how to update new/existent Resource Plans with WBS Code	Video	Ju

## Templates

	Description	Name ▾	Mandated ▾	A
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	A template that can be tailored to the specific needs of a project or programme when providing SteerCo/Senior Stakeholders with updates and for decision making'	SteerCo Status Report template.p...	Yes	P
	This template outlines the problem or opportunity and the mini-project plan required to prove the business outcome are viable and the assumption correct. It is submitted to seek Approval to Prove and request seed funding	PROVE PLAN.docx	 Yes	S Fi H
	If project is outside of tolerance for time, cost or quality - it must submit this form to PRB. This form is also used to request funding drawdown for waterfall projects	PROJECT CHANGE REQUEST PRJn...	Yes	S IT Fi H
	HoTPs have devolved Governance authority under certain conditions. This paperwork has to be completed and approved by th HoTP before SPO will process the project.	Project Brief (HoTP Devolved).docx	No	IT Fi H S
	Contains the information required to instruct the project team on the delivery method	PID PRJname PRJcode.docx	Yes	H
	Template for set up of WBS codes in Snow.	MD-WBS 1 - Masterdata WBS req...	No	P
	Outline the expected benefits to be achieved and costs incurred through the delivery of the project. To guide the project execution and to support portfolio governance.	BUSINESS CASE WATERFALL PRJn...	Yes	S Fi H
	Standard Finance cost model	BUSINESS CASE MODEL PRJname...	Yes	Fi P



Outline the expected benefits to be achieved and costs incurred through the delivery of the project. To guide the project execution and to support portfolio governance.

BUSINESS CASE AGILE PRJname P...

Yes

S  
Fi  
H

