IT Business Management Standard (Std): Has full access to Project & Portfolio Management, Demand, Innovation, Resource, Release Management, Financial Planning, Investment Portal, Innovation Management, PPM collaboration & Alignment Planner Workspace applications in ITBM Standard, along with PA.

IT Business Management - Professional (Pro): Has full access to all applications in ITBM Standard + Investment Funding, Scaled Agile Framework, Scrum Programs for Agile 2.0, Alignment Planner Workspace Pro along with PA, VA & PI.

Application Portfolio Management (APM): Has full access to Application Portfolio Management and associated integrations, Financial Modeling; for the Application TCO out of box model only, along with PA & PI.

Business Stakeholder (BS): Can do everything a Requester does as well as approve or deny a record routed to the user (no other record field may be modified) and View Reports and Records associated to the ITSM, ITBM, CSM & App Engine Portfolio of Products.

Time Card (TC): Can report time to anything in ITBM or ITSM, full access to time card capabilities, including Mobile time cards PA.
Anyone with a 'Fulfiller', user-type license (i.e., ITSM, CSM, APM, DevOps) on the ServiceNow platform are entitled to use time cards .

Agile Team (AT): Full access for anyone in the sys_user table to all versions of Agile Development, including Mobile along with Test Management and PA.
Excludes SAFe & Scrum Programs.

IT Business Management Analyst (A): Has full access to the six primary IT Business Management Planner applications plus full access to the rest of the ServiceNow ITBM Product Line including; Financial Modeling and Application Portfolio Management.
Service Strategy Analyst - has the exact same entitlement(s), without Application Portfolio Management. APM was not released until the ITBM version(s) of the Analyst License.

IT Business Management Planner (P): Has full access to the five primary IT Business Management Worker applications listed below plus the ServiceNow Financial Planning application. In addition, the ITBM-Planner is granted partial use-rights to Application Portfolio Management; only to create configurations for specific applications managed and modify any associated record. Includes access to Financial Modeling, only to view reports.
Service Strategy Planner - has the exact same entitlement(s), without Application Portfolio Management. APM was not released until the ITBM version(s) of the Planner License.

IT Business Management Worker (W): Has "limited" use rights for the Demand, Resource, Project Portfolio, Agile Development and Test applications. In addition, the ITBM-Worker is granted rights to modify assigned work tasks, create and modify checklists on assigned tasks, and to submit time cards and sheets on assigned work.
Service Strategy Worker - has the exact same entitlement(s), without Application Portfolio Management. APM was not released until the ITBM version(s) of the Worker License.

ITSA Unlimited (ITSA): This is a legacy ITSM license that has full access to PPM, Financial Planning, Innovation Management and Agile Development SAFe, along with the other entitlements of the ITBM or Service Strategy Planner entitlements introduced before the New York release.

ITSM (ITSM): This is all Modern ITSM licensing versions, these licenses have some entitlement to update Application related data within the Application Portfolio Management application.

Requestor (R): Platform User Licensing - Anyone who requests something on the ServiceNow Platform**.**

Project Portfolio Management	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	Notes
View Portfolios	✓	✓		✓			✓	✓	✓	✓			
Create a portfolio	✓	✓					✓	✓		✓			
Edit a portfolio	✓	✓					✓	✓		✓			
Include demand, projects, programs etc. in portfolio	✓	✓					✓	✓	✓*	✓			* A Worker can add new or existing demand(s) to a portfolio. Portfolio field is not visible for the Demand_User Role.
View Portfolio Workbench	✓	✓					✓	✓		✓			
Edit in Portfolio Workbench	✓	✓					✓	✓		✓			
Do financial planning in Portfolio Workbench	✓	✓					✓	✓		✓			
View reports for portfolios	✓	✓		✓			✓	✓	✓	✓			
Create reports for portfolios	✓	✓					✓	✓		✓			
Program Management	**Std**	**Pro**	**APM**	**BS**	**TC**	**AT**	**A**	**P**	**W**	**ITSA**	**ITSM**	**R**	**Notes**
View Program Workbench	✓	✓					✓	✓		✓			
Create a program	✓	✓					✓	✓		✓			
Edit a program	✓	✓					✓	✓		✓			
Include projects to a program	✓	✓					✓	✓		✓			
View program manager dashboard	✓	✓		✓			✓	✓		✓			
View reports for programs	✓	✓		✓			✓	✓	✓	✓			
Create reports for programs	✓	✓					✓	✓		✓			

Project Management	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	Notes
Create new project	✓	✓					✓	✓		✓			
Edit Project	✓	✓					✓	✓		✓			
View all Projects	✓	✓		✓			✓	✓	✓	✓			
Project Workspace	✓	✓					✓	✓	✓	✓			
Analytics tab	✓	✓					✓	✓	✓	✓			
Details tab	✓	✓					✓	✓	✓	✓			
Planning tab	✓	✓					✓	✓	✓	✓			
Financials tab	✓	✓					✓	✓		✓			
Status Report tab	✓	✓					✓	✓	✓	✓			
Resource Tab	✓	✓					✓	✓		✓			
Create project tasks	✓	✓					✓	✓		✓			
Edit project tasks	✓	✓					✓	✓	✓	✓			
Create and edit subprojects	✓	✓					✓	✓		✓			
Create requirements	✓	✓					✓	✓		✓			
Create resource plans	✓	✓					✓	✓		✓			
Create cost plan	✓	✓					✓	✓		✓			
Edit cost plan	✓	✓					✓	✓		✓			
Create benefit plans	✓	✓					✓	✓		✓			
Create project budget	✓	✓					✓	✓		✓			
Create baseline	✓	✓					✓	✓		✓			
Create/View Financial Baseline	✓	✓					✓	✓		✓			
Compare baselines	✓	✓					✓	✓		✓			
Create status reports	✓	✓					✓	✓		✓			
View status reports	✓	✓		✓			✓	✓	✓	✓			
Create risks	✓	✓					✓	✓		✓			
Create issues	✓	✓					✓	✓		✓			
Create decisions	✓	✓					✓	✓		✓			
Create actions	✓	✓					✓	✓		✓			
View RIDAC	✓	✓					✓	✓	✓				
Edit tasks on Project (RIDAC)	✓	✓					✓	✓		✓			
Add tasks on Project (RIDAC)	✓	✓					✓	✓		✓			
Delete tasks on Project (RIDAC)	✓	✓					✓	✓		✓			
View Stakeholders	✓	✓					✓	✓	✓	✓			
Create timecard	✓	✓			✓		✓	✓	✓	✓			
Register time against a task	✓	✓			✓		✓	✓	✓	✓			
Register time against the project	✓	✓			✓		✓	✓	✓	✓			
Create expense lines	✓	✓					✓	✓		✓			
Create expense lines to the project	✓	✓					✓	✓		✓			
Calculate completion estimates	✓	✓					✓	✓		✓			
Move Project	✓	✓					✓	✓		✓			
View project in Project Workbench	✓	✓					✓	✓		✓			
Edit project in Project Workbench	✓	✓					✓	✓		✓			
Copy a project	✓	✓					✓	✓		✓			
Copy partial project	✓	✓					✓	✓		✓			
Apply template to a project	✓	✓					✓	✓		✓			
Create a template	✓	✓					✓	✓		✓			
Create a template from a project	✓	✓					✓	✓		✓			
Create task template	✓	✓					✓	✓		✓			
Assign tasks to a resource	✓	✓					✓	✓	✓	✓			
Edit phase or milestone	✓	✓					✓	✓	✓	✓			
Project task creator (child tasks)	✓	✓					✓	✓		✓			
Export to MS Project	✓	✓					✓	✓		✓			
Import from MS Project	✓	✓					✓	✓		✓			
Add to visual task board	✓	✓					✓	✓		✓			
Approve submitted time registered against the project or task	✓	✓		✓	✓		✓	✓		✓			
View project manager dashboard	✓	✓		✓			✓	✓		✓			
View reports for projects	✓	✓		✓			✓	✓		✓			
Create reports for projects	✓	✓					✓	✓	✓*	✓			* A Worker can create Pie/ Bar Chart(s) from the Project list, but cannot save them.

Project Management Cont'd	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	Notes
View Stories in Agile Phase of Project		✓				✓	✓	✓	✓	✓			
Create Stories in Agile Phase of Project		✓				✓	✓	✓		✓			
Edit Stories in Agile Phase of Project		✓				✓	✓	✓	✓*	✓			* A Worker can create Scrum tasks on Stories only.
View Stories in Backlog		✓				✓	✓	✓	✓	✓			
Create Stories in Backlog		✓				✓	✓	✓		✓			
Edit Stories in Backlog		✓				✓	✓	✓	✓*	✓			* A Worker can create Scrum tasks on Stories only.
View Agile Resource Groups		✓				✓	✓	✓		✓			
View Agile Phase Sprints		✓				✓	✓	✓	✓	✓			
Create Project Sprints		✓				✓	✓	✓		✓			
Edit Project Sprints		✓				✓	✓	✓		✓			
Find similar projects using Predictive Intelligence		✓											
Access project info via virtual agent		✓											
PPM Collaboration (Slack & MS Teams)	✓	✓											
Investment Portal	**Std**	**Pro**	**APM**	**BS**	**TC**	**AT**	**A**	**P**	**W**	**ITSA**	**ITSM**	**R**	**Notes**
Create/Edit/Delete Investment portal	✓	✓					✓	✓		✓			
Financials view	✓	✓					✓	✓		✓			
Delete fields added by user	✓	✓					✓	✓		✓			
View Investment Portal records	✓	✓					✓	✓	✓	✓			
Investment Funding	**Std**	**Pro**	**APM**	**BS**	**TC**	**AT**	**A**	**P**	**W**	**ITSA**	**ITSM**	**R**	**Notes**
Define Funding Entity		✓											
Create/Modify Top Investment		✓											
Create/Modify Investment		✓											
Request funds		✓											
Fund child Investments		✓											
Enter actual spend		✓											
Financial Planning	**Std**	**Pro**	**APM**	**BS**	**TC**	**AT**	**A**	**P**	**W**	**ITSA**	**ITSM**	**R**	**Notes**
Access Budget Console	✓	✓					✓	✓		✓			
Access Variance Console	✓	✓					✓	✓		✓			
View All Budget Plans	✓	✓					✓	✓		✓			
View My Budget Plans	✓	✓					✓	✓		✓			
Create Budget Plans	✓	✓					✓	✓		✓			
Edit Budget Plans	✓	✓					✓	✓		✓			
Delete Budget Plans													Requires System Admin to perform this function of Financial Planning.
View Budget Targets	✓	✓					✓	✓		✓			
Create Budget Targets	✓	✓					✓	✓		✓			
Edit Budget Targets	✓	✓					✓	✓		✓			
Delete Budget Targets													Requires System Admin to perform this function of Financial Planning.
View Accounts (General Ledger)	✓	✓					✓	✓		✓			
Create Accounts	✓	✓					✓	✓		✓			
Edit Accounts	✓	✓					✓	✓		✓			
Delete Accounts	✓	✓					✓	✓		✓			
View Budget Periods	✓	✓					✓	✓		✓			
Create Budget Periods	✓	✓					✓	✓		✓			
Edit Budget Periods	✓	✓					✓	✓		✓			
Delete Budget Periods													Requires System Admin to perform this function.
View Forecast Periods	✓	✓					✓	✓		✓			
Create Forecast Periods	✓	✓					✓	✓		✓			
Edit Forecast Periods	✓	✓					✓	✓		✓			
Delete Forecast Periods													Requires System Admin to perform this function.
View Budget Keys	✓	✓					✓	✓		✓			
Create Budget Keys	✓	✓					✓	✓		✓			
Edit Budget Keys	✓	✓					✓	✓		✓			
Delete Budget Keys	✓	✓					✓	✓		✓			
View Override Categories	✓	✓					✓	✓		✓			
Create Override Categories	✓	✓					✓	✓		✓			
Edit Override Categories	✓	✓					✓	✓		✓			
Delete Override Categories	✓	✓					✓	✓		✓			
View Budget Reference Rates	✓	✓					✓	✓		✓			
Create Budget Reference Rates	✓	✓					✓	✓		✓			
Edit Budget Reference Rates	✓	✓					✓	✓		✓			
Delete Budget Reference Rates	✓	✓					✓	✓		✓			
View Budget Actuals	✓	✓					✓	✓*		✓			* A Planner can only read.
Create Budget Actuals	✓	✓					✓	✓		✓			
Edit Budget Actuals	✓	✓					✓	✓		✓			
Delete Budget Actuals	✓	✓					✓	✓		✓			

Scenario Planning for PPM	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	Notes
View Portfolio Workbench	✓	✓											
Do financial planning in Portfolio Workbench	✓	✓											
Create a scenario	✓	✓											
Delete a scenario	✓	✓											
Confirm a scenario	✓	✓											
Edit Portfolio Target	✓	✓											
Edit Project Budget	✓	✓											
Track Portfolio progress	✓	✓											
Compare scenarios	✓	✓											
PPM Strategic Spend Tracking	**Std**	**Pro**	**APM**	**BS**	**TC**	**AT**	**A**	**P**	**W**	**ITSA**	**ITSM**	**R**	**Notes**
Assign Demand allocation to Strategies and Goals	✓	✓											
Assign Project allocation to Strategies and Goals	✓	✓											
Recalculate Strategic Spend allocations	✓	✓											
View Strategic Spend Dashboard	✓	✓		✓									
Rate Model	**Std**	**Pro**	**APM**	**BS**	**TC**	**AT**	**A**	**P**	**W**	**ITSA**	**ITSM**	**R**	**Notes**
Create/Edit/Delete Rate model	✓	✓					✓	✓		✓			
Associate Rate model to Project/Demand	✓	✓					✓	✓*		✓			* A Planner can associate Rate model to any Project/Demand.
Resource Management	**Std**	**Pro**	**APM**	**BS**	**TC**	**AT**	**A**	**P**	**W**	**ITSA**	**ITSM**	**R**	**Notes**
View Resource Report (platform Reports)	✓	✓		✓			✓	✓		✓			
View Resource Workbench	✓	✓					✓	✓		✓			
Create Resource Reports	✓	✓					✓	✓		✓			
Create a Resource													Requires System Admin to perform this function.
Edit a Resource	✓	✓					✓*	✓*		✓			* A Planner or Analyst can update schedules, time zones, notifications, calendars and create delegates only.
Delete a Resource													Requires System Admin to perform this function.
View Resources	✓	✓					✓	✓		✓			
View Resource Groups	✓	✓					✓	✓		✓			
Create Resource Groups	✓	✓					✓	✓		✓			
Edit Resource Groups	✓	✓					✓	✓		✓			
Delete Resource Groups													Requires System Admin to perform this function.
Assign Work to a Resource	✓	✓					✓	✓		✓			
View Resource Plans	✓	✓		✓			✓	✓		✓			
Create Resource Plan	✓	✓					✓	✓		✓			
Edit Resource Plan	✓	✓					✓	✓		✓			
Delete Resource Plan	✓	✓					✓	✓		✓			
Fulfill a resource plan, Allocating resources to a resource plan or project	✓	✓					✓	✓		✓			
Manage Resource skills	✓	✓					✓	✓		✓			
Add Skills to a Resource	✓	✓					✓	✓		✓			
Manage my own skills	✓	✓					✓	✓		✓			
View Resource Roles	✓	✓		✓			✓	✓	✓	✓			
Create Resource Roles	✓	✓					✓	✓		✓			
Edit Resource Roles	✓	✓					✓	✓		✓			
Delete Resource Roles	✓	✓					✓	✓		✓			
View My Calendar	✓	✓					✓	✓	✓	✓			
Edit My Calendar	✓	✓					✓	✓	✓	✓			
View Other Resource Calendars	✓	✓					✓	✓		✓			
Edit Other Resource Calendars	✓	✓					✓	✓		✓			

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Idea/ Innovation Management/ Demand Management	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	Notes
Create Ideas (form or portal)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Requestors can create an idea.
Edit My Ideas (form or portal)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓*	* Requestors can edit my ideas as long as it hasn't been approved or rejected.
View My Ideas	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Requestors can view my ideas.
View All Ideas	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Requestors can view all ideas.
View Idea Manager Dashboard		✓											
View Idea Categories	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Only the Idea_Manager role for Platform Navigation. Requestors can view in Idea Portal.
Edit Other Ideas	✓	✓					✓	✓		✓	✓	✓*	* Requestors who are mentioned as collaborators on idea can modify the idea as long as the idea hasn't been approved or rejected. Only an Idea_Manager can edit other ideas after it has been approved.
Delete My Ideas	✓	✓					✓	✓		✓	✓		The Idea_User role can delete their own ideas.
Delete Other Ideas	✓	✓					✓	✓		✓	✓		The Idea_Manager role cannot delete others ideas.
Voting on Ideas	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Requestors can vote on an idea.
Commenting on Ideas	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Requestors can comment on ideas.
Idea Portal	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Convert idea to Demand/Project	✓	✓					✓	✓		✓			
Convert idea to other entities such as epic, feature etc.		✓											Both versions of idea are available to submit and vote on ideas. Also, the ability to convert an idea to a demand. Conversions to anything other than a demand/ project requires ITBM Pro.
Machine Learning for finding similar/duplicate Ideas		✓											
Create Demand	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓*	* A requestor can create a new demand and also add other requestors as collaborators. A collaborator on a demand can modify the demand, as long as it hasn't been submitted to a demand manager. They can create a demand but only view the business case form.
Submit Demand	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓*	* A requestor can create/ submit a new demand and also add other requestors as collaborators, but only see business case form. A collaborator on a demand can modify the demand, as long as it hasn't been submitted to a demand manager.
Delete My Demand	✓	✓					✓	✓	✓*	✓			* Only when in Draft state. Requestors can delete their own demand.
Edit My Demand	✓	✓					✓	✓	✓	✓		✓*	* A Requestor can edit until it's submitted.
Delete Others Demand	✓	✓					✓	✓		✓			
Create Demand Task	✓	✓					✓	✓		✓			The Demand_User role can edit demand tasks but not create new ones. Only Demand Manager role can create new.
Edit Demand Task	✓	✓					✓	✓		✓			The Demand_User role can edit demand tasks but not create new ones.
View Stakeholders	✓	✓		✓			✓	✓	✓	✓			The Demand_User role can view.
Edit Stakeholders on Demand	✓	✓					✓	✓		✓			Only the Demand_Manager role can create New Stakeholders.
Create Stakeholders on Portfolios	✓	✓					✓	✓		✓			
Delete Stakeholders from Portfolios	✓	✓					✓	✓		✓			
Create requirements	✓	✓					✓	✓	✓	✓			The Demand_User role and Demand_Manager role can create new requirements.
Create risks	✓	✓					✓	✓		✓			The Demand_Manager Role can Create
Create issues	✓	✓					✓	✓		✓			The Demand_User role can view. The Demand_Manager role can create.
Create decisions	✓	✓					✓	✓		✓			The Demand_User role can view. The Demand_Manager role can create.
Create actions	✓	✓					✓	✓		✓			The Demand_User role can view. The Demand_Manager role can create.
Create request change (demand/project change)	✓	✓					✓	✓		✓			The Demand_User role can view. The Demand_Manager role can create.
View RIDAC	✓	✓					✓	✓	✓	✓			The Demand_User role can view. The Demand_Manager role can create.
Create resource plans	✓	✓					✓	✓		✓			The Demand_Manager role can create.
Create cost plans	✓	✓					✓	✓		✓			The Demand_Manager role can create.
Create benefit plans	✓	✓					✓	✓		✓			The Demand_Manager role can create.
Create demand baseline	✓	✓					✓	✓		✓			The Demand_Manager role can create.
Create demand budget	✓	✓					✓	✓		✓			The Demand_Manager role can create.
Take Assessment to score Demand	✓	✓					✓	✓	✓	✓	✓	✓	
View Assessment Templates	✓	✓					✓	✓		✓			

Idea/ Innovation Management/ Demand Management Cont'd	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	Notes
Create Assessment Metric Categories, Metrics & Assessable Records	✓	✓					✓	✓		✓			
Edit Assessment Metric Categories, Metrics & Assessable Records	✓	✓					✓	✓		✓			
Delete Assessment Metric Categories, Metrics & Assessable Records	✓	✓					✓	✓		✓			
Approve Demand (Move through Demand lifecycle)	✓	✓		✓			✓	✓		✓			
Convert Demand into a Project	✓	✓					✓	✓		✓			
View My Demand in the Demand Workbench	✓	✓					✓	✓		✓			
View Others Demand in the Demand Workbench	✓	✓					✓	✓		✓			
Edit My Demand in the Demand Workbench	✓	✓					✓	✓		✓			
Edit Others Demand in the Demand Workbench	✓	✓					✓	✓		✓			
View the Demand Roadmap	✓	✓					✓	✓		✓			
View the Demand Workbench	✓	✓					✓	✓		✓			
View Reports for Ideas and Demand	✓	✓		✓			✓	✓	✓	✓			
Create reports for Ideas and Demand	✓	✓					✓	✓		✓			
Idea Manager Dashboard		✓											
Find similar demands using Predictive Intelligence		✓											

Alignment Planner Workspace (Roadmapping)	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	Notes
View, edit, create roadmap on project & demand table	✓	✓		✓									
View, edit, create roadmap on any ServiceNow table		✓		✓									
Post comments	✓	✓		✓									
Add Attachments	✓	✓		✓									
Share roadmap	✓	✓		✓									

Time Cards	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	Notes
View my Timesheets	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓		*Any Fulfiller, 'User-type' license on the ServiceNow platform is entitled to use Time Cards. This excludes Agile Team, Business Stakeholder & Requestors.*
View Others Time Sheets	✓	✓	✓	✓	✓		✓	✓		✓	✓		
Edit my Timesheet	✓	✓	✓		✓		✓	✓	✓	✓	✓		
Edit Others timesheets	✓	✓	✓		✓		✓	✓		✓	✓		
Create a timesheet	✓	✓	✓		✓		✓	✓	✓	✓	✓		
Delete my timesheet	✓	✓	✓		✓		✓	✓	✓	✓	✓		
Delete Others timesheets	✓	✓	✓		✓		✓	✓		✓	✓		
View My Timecards	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓		
View Other Timecards	✓	✓	✓	✓	✓		✓	✓		✓	✓		
Create my Timecards	✓	✓	✓		✓		✓	✓	✓	✓	✓		
Delete my Timecards	✓	✓	✓		✓		✓	✓	✓	✓	✓		
Delete Others Timecards	✓	✓	✓		✓		✓	✓		✓	✓		
Mobile Timecards	✓	✓	✓		✓		✓	✓	✓	✓	✓		

Agile Development/ (SDLC)	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	Notes
View Planning Boards (Sprint/Release Planning and Task/Story Progress)		✓				✓	✓	✓	✓	✓			
Create a Product		✓				✓	✓	✓	✓	✓			
View all Products		✓				✓	✓	✓	✓	✓			
Edit a Product		✓				✓	✓	✓	✓	✓			
Delete a Product		✓				✓	✓	✓	✓	✓			
Add / Edit / Delete Releases on a Product		✓				✓	✓	✓	✓	✓			
Add / Edit / Delete Epics on a Product		✓				✓	✓	✓	✓	✓			
Add / Edit / Delete Stories to a Product		✓				✓	✓	✓	✓	✓			
Add / Edit / Delete Themes to a Product		✓				✓	✓	✓	✓	✓			
View Themes		✓				✓	✓	✓	✓	✓			
Create New Themes		✓				✓	✓	✓	✓	✓			
Edit Themes		✓				✓	✓	✓	✓	✓			
Delete Themes		✓				✓	✓	✓	✓	✓			
Add / Edit / Delete Epics on a Theme		✓				✓	✓	✓	✓	✓			
Add / Edit / Delete Stories on a Theme		✓				✓	✓	✓	✓	✓			
View Epics		✓				✓	✓	✓	✓	✓			
Create Epics		✓				✓	✓	✓	✓	✓			
Edit Epics		✓				✓	✓	✓	✓	✓			
Delete Epics		✓				✓	✓	✓	✓	✓			
Add / Edit / Delete Stories on an Epic		✓				✓	✓	✓	✓	✓			
View Open Releases		✓				✓	✓	✓	✓	✓			
View Open Sprints		✓				✓	✓	✓	✓	✓			
View Open Epics		✓				✓	✓	✓	✓	✓			
View Open Stories		✓				✓	✓	✓	✓	✓			
Agile Development - Mobile		✓				✓	✓	✓	✓	✓			
Stories	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	Notes
View Stories		✓				✓	✓	✓	✓	✓			
Create Stories		✓				✓	✓	✓	✓	✓			
Edit Stories		✓				✓	✓	✓	✓	✓			
Delete Stories		✓				✓	✓	✓	✓	✓			
View My Stories		✓				✓	✓	✓	✓	✓			
Scrum Tasks	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	Notes
View Scrum Tasks		✓				✓	✓	✓	✓	✓			
View My Scrum Tasks		✓				✓	✓	✓	✓	✓			
Create Scrum Tasks		✓				✓	✓	✓	✓	✓			
Edit Scrum tasks		✓				✓	✓	✓	✓	✓			
Delete Scrum Tasks		✓				✓	✓	✓	✓	✓			
Convert Scrum Task to Story		✓				✓	✓	✓	✓	✓			
Enhancements	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	Notes
Create New Enhancement		✓				✓	✓	✓	✓	✓	✓	✓	
View Open Enhancements		✓				✓	✓	✓	✓	✓	✓		
View My Enhancements		✓				✓	✓	✓	✓	✓	✓	✓	
Delete Enhancements		✓				✓	✓	✓	✓	✓	✓		
Edit Enhancements		✓				✓	✓	✓	✓	✓	✓		Anyone who Submits an enhancement can edit it, as long as it hasn't been approved.
Add / Edit / Delete Stories on an Enhancement		✓				✓	✓	✓	✓	✓	✓		
Defects	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	Notes
Create New Defects		✓				✓	✓	✓	✓	✓	✓	✓	
View Open Defects		✓				✓	✓	✓	✓	✓	✓		
Edit Open Defects		✓				✓	✓	✓	✓	✓	✓		
Delete Defects		✓				✓	✓	✓	✓	✓	✓		
View My Defects		✓				✓	✓	✓	✓	✓	✓	✓	
Scrum Programs for Agile 2.0	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	Notes
Create Scrum Programs		✓											Only entitled by ITBM Pro, no other applicable licensing entitles Scrum Programs for Agile 2.0.
Edit Scrum Programs		✓											
Create Epic Backlogs		✓											
Edit Epic Backlogs		✓											
Update Scrum Program Plans		✓											
View Scrum Program Plans		✓											
PA Dashboards & Reports for Agile 2.0	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	Notes
PA Content Pack for Agile 2.0		✓				✓	✓	✓	✓				

Integrations for Agile 2.0	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	Notes
Jira Integration for Agile 2.0		✓											Only entitled by ITBM Pro, no other license entitles.
ADO Integration for Agile 2.0		✓											Only entitled by ITBM Pro, no other license entitles.
Scaled Agile Framework (SAFe)	**Std**	**Pro**	**APM**	**BS**	**TC**	**AT**	**A**	**P**	**W**	**ITSA**	**ITSM**	**R**	**Notes**
Create SAFe Portfolio		✓					✓	✓		✓			
View SAFe Portfolio		✓					✓	✓	✓	✓			
Edit SAFe Portfolio		✓					✓	✓		✓			
Delete SAFe Portfolio		✓					✓	✓		✓			
Create SAFe Program		✓					✓	✓		✓			
View SAFe Program		✓					✓	✓	✓	✓			
Edit SAFe Program		✓					✓	✓		✓			
Delete SAFe Program		✓					✓	✓		✓			
Create SAFe Group		✓					✓	✓		✓			
Create SAFe Epic		✓					✓	✓		✓			
View SAFe Epic		✓					✓	✓	✓	✓			
Edit SAFe Epic		✓					✓	✓		✓			
Delete SAFe Epic		✓					✓	✓		✓			
Create Program Increment		✓					✓	✓		✓			
View Program Increment		✓					✓	✓	✓	✓			
Edit Program Increment		✓					✓	✓		✓			
Delete Program Increment		✓					✓	✓		✓			
Create SAFe Feature		✓					✓	✓		✓			
View SAFe Feature		✓					✓	✓	✓	✓			
Edit SAFe Feature		✓					✓	✓		✓			
Delete SAFe Feature		✓					✓	✓		✓			
Create SAFe Story		✓					✓	✓	✓	✓			
View SAFe Story		✓					✓	✓	✓	✓			
Edit SAFe Story		✓					✓	✓	✓	✓			
Delete SAFe Story		✓					✓	✓	✓	✓			
Create SAFe Sprint		✓					✓	✓		✓			
View SAF Sprint		✓					✓	✓	✓	✓			
Edit SAFe Sprint		✓					✓	✓		✓			
Delete SAFe Sprint		✓					✓	✓		✓			
PA Dashboards & Reports for SAFe	**Std**	**Pro**	**APM**	**BS**	**TC**	**AT**	**A**	**P**	**W**	**ITSA**	**ITSM**	**R**	**Notes**
PA Content Pack for Essential SAFe		✓					✓	✓					Not entitled by Agile Team.
Test Management	**Std**	**Pro**	**APM**	**BS**	**TC**	**AT**	**A**	**P**	**W**	**ITSA**	**ITSM**	**R**	**Notes**
View My Tests		✓				✓	✓	✓	✓	✓			
View All Tests		✓				✓	✓	✓	✓	✓			
Create Test Cases		✓				✓	✓	✓		✓			
Edit Test Cases		✓				✓	✓	✓		✓			
Delete Test Cases		✓				✓	✓	✓		✓			
Add Tests to Test Cases		✓				✓	✓	✓		✓			
Delete Tests from Test Cases		✓				✓	✓	✓		✓			
Add Test Cases to a Test Plan		✓				✓	✓	✓		✓			
Create Test Suites		✓				✓	✓	✓		✓			
Edit Test Suites		✓				✓	✓	✓		✓			
View Test Suites		✓				✓	✓	✓	✓	✓			
Delete Test Suites		✓				✓	✓	✓		✓			
Add Test Suites to a Test Plan		✓				✓	✓	✓		✓			
Create Test Plans		✓				✓	✓	✓		✓			
Edit Test Plans		✓				✓	✓	✓		✓			
View Test Plans		✓				✓	✓	✓	✓	✓			
Delete Test Plans		✓				✓	✓	✓		✓			
Create Test Environments		✓				✓	✓	✓		✓			
Edit Test Environments		✓				✓	✓	✓		✓			
View Test Environments		✓				✓	✓	✓		✓			
Delete Test Environments		✓				✓	✓	✓		✓			

Test Management 2.0	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	Notes
Create Test Cases		√				√	√	√	√	√			
Edit Test Cases		√				√	√	√	√	√			
Delete Test Cases		√				√	√	√	√	√			
Create Test Case Versions		√				√	√	√	√	√			
Edit Test Case Versions		√				√	√	√	√	√			
Delete Test Case Versions		√				√	√	√	√	√			
Execute Test Run		√				√	√	√	√	√			
Create Test Suites		√				√	√	√	√	√			
Edit Test Suites		√				√	√	√	√	√			
Delete Test Suites		√				√	√	√	√	√			
Create Test Plans		√				√	√	√		√			
Edit Test Plans		√				√	√	√		√			
Delete Test Plans		√				√	√	√		√			
Create Test Cycles		√				√	√	√		√			
Edit Test Cycles		√				√	√	√		√			
Delete Test Cycles		√				√	√	√		√			
Create Test Execution Suite		√				√	√	√		√			
Edit Test Execution Suite		√				√	√	√		√			
Delete Test Execution Suite		√				√	√	√		√			
Create Test Assignments		√				√	√	√		√			
Edit Test Assignments		√				√	√	√		√			
Delete Test Assignments		√				√	√	√		√			
Be assigned to a Test Assignment		√				√	√	√	√	√			
Release Management v2	**Std**	**Pro**	**APM**	**BS**	**TC**	**AT**	**A**	**P**	**W**	**ITSA**	**ITSM**	**R**	**Notes**
Create Product	√	√					√	√		√	√		Release Management is entitled by any and all, ITBM or ITSM Licensing.
Update/Delete Product	√	√					√	√		√	√		
View Product	√	√					√	√	√	√	√		
Create Release	√	√					√	√		√	√		
Update/Delete Release	√	√					√	√		√	√		
View Release	√	√					√	√	√	√	√		
Create Release Phase	√	√					√	√		√	√		
Update/Delete Release Phase	√	√					√	√		√	√		
View Release Phase	√	√					√	√	√	√	√		
Create Task	√	√					√	√		√	√		
Update/Delete Task	√	√					√	√		√	√		
View Release Task	√	√					√	√	√*	√	√		* A Worker needs the ITIL role to update tasks. This will require an ITSM licensing and is not configured this way out of the box.

Enterprise Release Management	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	End of Life -> Release Management v2 replaces.
Create an Enterprise Release		✓					✓	✓		✓			
Edit an Enterprise Release		✓					✓	✓		✓			
View an Enterprise Release		✓		✓			✓	✓	✓	✓			
Delete an Enterprise Release		✓					✓	✓		✓			
Create an Enterprise Release Phase		✓					✓	✓		✓			
Edit an Enterprise Release Phase		✓					✓	✓		✓			
View an Enterprise Release Phase		✓		✓			✓	✓	✓	✓			
Delete an Enterprise Release Phase		✓					✓	✓		✓			
Create an Enterprise Release Task		✓					✓	✓		✓			
Edit an Enterprise Release Task		✓					✓	✓	✓	✓			
View an Enterprise Release Task		✓		✓			✓	✓	✓	✓			
Delete an Enterprise Release Task		✓					✓	✓		✓			
Create a Deployment Pipeline		✓					✓	✓		✓			
Edit a Deployment Pipeline		✓					✓	✓		✓			
View a Deployment Pipeline		✓		✓			✓	✓	✓	✓			
Delete a Deployment Pipeline		✓					✓	✓		✓			
Create a Deployment Pipeline Phase		✓					✓	✓		✓			
Edit a Deployment Pipeline Phase		✓					✓	✓		✓			
View a Deployment Pipeline Phase		✓		✓			✓	✓	✓	✓			
Delete a Deployment Pipeline Phase		✓					✓	✓		✓			
Edit a Deployment Task		✓					✓	✓	✓	✓			
Create a Product Release		✓					✓	✓		✓			
Edit a Product Release		✓					✓	✓		✓			
View a Product Release		✓		✓			✓	✓		✓			
Delete a Product Release		✓					✓	✓		✓			

Application Portfolio Management *Not entitled w/ Service Strategy licensing , only ITBM*	Std	Pro	APM	BS	TC	AT	A	P	W	ITSA	ITSM	R	Notes
View App Indicator Scores and App scores			✓	✓			✓	✓					
Create/update/delete App Categories			✓				✓						
Create/update/delete App Families			✓				✓						
Create/update/delete Business Processes			✓				✓			✓	✓		ITSM and Asset users can update business apps but cannot create (on-board) or delete (decommission) when APM Plug-in, is installed. If not installed full CRUD entitlement exists.
Create/update/delete App indicators			✓				✓						
Read App indicators			✓	✓			✓						
Create/update/delete App Score Profile			✓				✓						
Create/update/delete bubble charts configurations			✓				✓						
Create/update/delete APM Programs			✓				✓						
Create/update/delete Goals			✓				✓						
Create/update/delete Demands			✓				✓	✓					
Access the APM Service Portal pages for Program Navigation, Category Analysis, Bubble Chart view & Application Comparisons			✓				✓						
View App 360 PA dashboard			✓	✓			✓	✓					
APM Administration			✓				✓	✓					
Create Business Applications			✓				✓						Only the APM_Analyst role can create. APM_User role cannot create.
Update a Business Application			✓				✓	✓		✓	✓		Both APM roles can update.
Delete a Business Application			✓				✓						Only APM_Analyst role can delete, APM_User role cannot.
Read Business Applications	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Requestors+ can read a Business Application.
View App Landscape reports and dashboards			✓	✓			✓	✓					
Create/edit/delete Capability Indicators			✓				✓						
Create/edit/delete Capability Indicator Scores			✓				✓						
View Technology Lifecycles			✓				✓	✓					
Read Software Model Risk Parameter Score			✓				✓	✓					
Read Application Model Risks			✓				✓	✓					
Read Business Service Risks			✓				✓	✓					
Create/update/delete Application Service Software Model Mapping			✓				✓	✓					
Create new request via service catalog to register a new Business Application	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Requestors+ can request.
Create new request via service catalog for architecture review OR to retire a business application			✓				✓	✓					Only APM_Users can raise a request.
Business Planning Portal	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

Suite	App	ITBM - Platform Role	Description	Roles Contained within the Platform Role	Legacy License	NY or Later Licensing
		it_project_portfolio_user Note: formerly named project_portfolio_user - PLS, NO LONGER USE	User who can view IT Portfolio Project records.		Worker	Standard
		it_project_user Note: formerly named project_user - PLS, NO LONGER USE	Can only modify a few Project form fields, such as journal fields. Can also modify additional fields on the Project Task form, such as Time constraint and State. This excludes being able to edit Journal fields on a Project.	baseline_user, demand_user, it_demand_user, it_project_portfolio_user, it_project_user, planning_console_user, pps_resource, project_portfolio_user, project_user, task_editor, timecard_user	Worker	Standard
		it_project_manager Note: formerly named project_manager - PLS, NO LONGER USE	Has configuration access rights to all Project application features and functionality.Scrum roles are added when Agile 2.0 plugin is installed	baseline_user, cmdb_read, demand_manager, demand_user, financial_mgmt_user, fiscal_calendar_user, idea_manager, investment_user, it_demand_manager, it_demand_user, it_project_portfolio_user, it_project_user, pa_viewer, planning_console_user, pps_resource, project_manager, project_portfolio_user, project_user, rate_model_user, report_group, report_user, resource_user, rm_doc_admin, rm_epic_admin, rm_product_admin, rm_release_scrum_admin, rm_sprint_admin, rm_story_admin, rm_task_admin, rm_test_admin, scrum_admin, scrum_user, skill_user, task_editor, timecard_approver, timecard_user, timeline_user, view_changer	Planner	Standard
		it_portfolio_manager Note: formerly named project_portfolio_user - PLS, NO LONGER USE	Portfolio Manager will have complete access to all Portfolios.	it_demand_manager, it_demand_user, it_project_manager, it_project_portfolio_user, it_project_user, pa_viewer, portfolio_manager, resource_user	Planner	Standard
	Project Portfolio Management	it_program_manager	Program managers have access to all programs.	it_demand_user, it_project_portfolio_user, it_project_user, pa_viewer, portfolio_manager, resource_user,	Planner	Standard
		timeline_admin	Timeline Visualization Admin.	timeline_user, project_manager, itil*	Planner	Standard
		timeline_user	Timeline Visualization User.		Planner	Standard
		it_pps_admin	Admin role to manage pps configuration entities such as cost type definition, planning console configuration etc.	it_program_manager it_portfolio_manager pps_admin timeline_admin it_demand_manager it_project_manager it_rate_model_admin	Planner	Standard
		it_rate_model_admin Do not use rate_model_admin	Manages rate models and rate lines. Has all privileges within rate model, including configuring attributes, export and import of rate lines, and administration.	rate_model_user	Planner	Standard
		rate_model_user	View rate model and rate lines.		Planner	Standard
		sn_ppm_read	Read only roles for Project Portfolio Suite.		n/a	Business Stakeholder
		sn_ppm_finance_read	Read only roles for Project Portfolio Suite with financials.		n/a	Business Stakeholder
		sn_collab_common.collab_owner	Users with this role have complete create, read, update, and delete access to the Entity Channel table. This role is automatically assigned to project managers.	sn_collab_common.collab_user	Planner	Standard
		tsp1-5_demand_manager, tsp1-5_demand_user, tsp1-5_portfolio_manager, tsp1-5_pps_admin, tsp1-5_program_manager, tsp1-5_project_manager, tsp1-5_project_portfolio_user, tsp1-5_project_user, tsp1-5_rate_model_admin, tsp1-5_timeline_admin, tsp1-5_timeline_user	The roles mirror the roles given for PPM. Roles created when using Team Spaces - Only 5 are allowed and that signifies the "1-5" in the roles. All roles are dupliacted 5 times for the 5 different temaspaces.	Roles contained also mirror the related roles when not using Team Spaces.	Planner	Standard
		sn_collab_common.collab_user	This role is automatically assigned to project managers and task assignees. This role is automatically assigned to project managers and task assignees.		Worker	Standard

servicenow.

App	ITBM - Platform Role	Description	Roles Contained	Legacy License	NY or Later
Project Portfolio Suite / Resource Management	resource_manager	Users with this role can review resource plans and allocate resources to tasks.	resource_user	Planner	Standard
	resource_user	Users with this role can create resource plans and request resources to make soft bookings. Project managers are typically given this role. Resource users cannot make changes to plans in the Allocated state.	itil*	Planner	Standard
Demand Management	it_demand_manager\n\nNote: formerly named demand_manager - PLS, NO LONGER USE	Can access all the modules of the Demand Management application.\n\nAdditional Roles Contained include: timeline_user &view_changer	baseline_user, cmdb_read, demand_manager, demand_user, fiscal_calendar_user, idea_manager, investment_user, it_demand_manager, it_demand_user, it_project_portfolio_user, it_project_user, planning_console_user, pps_resource, project_portfolio_user, project_user, rate_model_user, report_group, report_user, resource_user, rm_doc_admin, rm_epic_admin, rm_product_admin, rm_release_scrum_admin, rm_scrum_task_admin, rm_sprint_admin, rm_story_admin, rm_task_admin, rm_test_admin, scrum_admin, scrum_user, skill_user, task_editor, timecard_user, timeline_user	Planner	Standard
	it_demand_user\n\nNote: formerly named demand_user - PLS, NO LONGER USE	Can access the Demand and Stakeholders modules of the Demand Management application.	itil*, baseline_user, demand_user, it_demand_user, pps_resource	Worker	Standard
Innovation Management	idea_manager	Manage ideas and convert Idea into project,demand.		Planner	Standard
	cf_comment_admin	Management comment related tables.		Planner	Standard
	cf_feedback_admin	Manage feedback (votes and likes) related tables.		Planner	Standard
	idea_admin	Manage Idea portal settings and act as super user for Ideas, feedback and comments.	idea_manager, cf_comment_admin, cf_feedback_admin	Planner	Standard
	idea_manager_professional	Convert ideas into agile entities such as Feature, Epic etc.		n/a	Professional
Idea Manager Dashboard	idea_manager	Manage ideas and convert Idea into project,demand.		n/a	Standard
	sn_ppm_read	View Idea Manager Dashboard.		n/a	Business Stakeholder
	idea_manager_professional	Convert ideas into agile entities such as Feature, Epic etc.		n/a	Professional
Alignment Planner Workspace (Roadmapping)	sn_roadmap_plng.roadmap_admin	Manage all roadmaps & Manage roadmap preferences.		n/a	Standard
	sn_roadmap_plng.roadmap_editor	Create, edit, view roadmaps, Share roadmaps, Post comments & Add attachments.		n/a	Standard
	sn_roadmap_plng.roadmap_viewer	View roadmaps, Post comments & Add attachements.		n/a	Standard
Financial Planning	itfm_plan_analyst	Define Budget Definition, define structure, generate Budget Key, assign Planner to Each Key.	itfm_planner, it_project_manager, fiscal_calendar_user	Planner	Standard
	itfm_planner	Work on Plan, create Plan Items, promote plans.	fiscal_calendar_user	Planner	Standard
Scenario Planning for PPM	it_portfolio_manager	Plan portfolio investments using scenarios, analyze financials, resource usage and strategic alignment of projects and demands within a portfolio, approve and convert demands, confirm resources.	it_demand_user, it_demand_manager, it_project_user, portfolio_manager, it_project_portfolio_user, resource_user, it_project_manager	n/a	Standard
	resource_user	Review resource utilization in the portfolio workbench.	skill_user report_group	n/a	Standard
PPM Strategic Spend Tracking	it_project_manager	Align projects to strategies and goals, set allocation percentages, update financial breakdowns.	project_user rate_model_user time_card_approver financial_mgmt_user view_changer	n/a	Standard
	it_demand_manager	Align demands to strategies and goals, set allocation percentages, update financial breakdowns.	rate_model_user demand_user project_user	n/a	Standard
	business_planner	Use Strategic Spend Tracking Dashboard and strategy and goal records to analyze the financials contributing to these strategic objectives.		No License Required	No License Required

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App	ITBM - Platform Role	Description	Roles Contained	Legacy License	NY or Later
Investment Funding	investment_admin	Setup funding entities and investment roles for users.	fiscal_calendar_admin	n/a	Professional
	investment_planner	Creates, adds funds and modifies Top investment.	investment_user	n/a	Professional
	investment_user	Creates investments, requests funds from parent entities, allocate funds to child investments and record actuals.	fiscal_calendar_user	n/a	Professional
	sn_investment_funding_read	Business stakeholder role, can read investments, funds and requests.	pa_viewer	n/a	Professional
Release Management	release_v2_admin	Create/Update/detele products, releases, release phases and tasks.	rm_product_admin rm_release_admin rm_release_phase_admin rm_feature_admin rm_task_admin	Planner	Standard
	release_v2_manager	Can Manage all aspects of a Group's Release Management v2 Product's Releases, Features, Tasks.		Planner	Standard
	release_v2_user	Views products, releases, release phases and tasks.	rm_product_user rm_release_user rm_release_phase_user rm_feature_user rm_task_user	Worker	Standard
Time Card	timecard_admin	Write access to all time cards, otherwise users only have access to their own timecards.	timecard_user, timecard_approver	Planner	Time Card v2 or Standard
	timecard_user	Create time cards for himself. View their own time cards.		Worker	Time Card v2 or Standard
	timecard_approver	Approves time cards.	timecard_user	Worker	Time Card v2 or Standard
Test	tm_test_manager	Manages test plans and test suites (metadata). Has all privileges within test management, including planning, execution, and administration.	tm_tester feature_user	Planner	Agile Team
	tm_tester	Executes test cases and tests.	itil*, feature_user	Worker	Agile Team
Test Management 2.0	sn_test_management.tester	Can create and manage test cases and execute test cases.		Worker	Agile Team
	sn_test_management.test_manager	Can create and manage test suites, test plans, test cycles, and test execution suites. Can also make test assignments for test executions.	sn_test_management.tester	Planner	Agile Team

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App	ITBM - Platform Role	Description	Roles Contained within the Platform Role	Legacy License	NY or Later Licensing
		scrum_release_planner	Create, edit, and delete stories, Add scrum tasks, Update and delete releases, Move stories between a product backlog and a release backlog & Move stories between release backlogs.	scrum_user scrum_story_creator	Worker	Agile Team
		scrum_sprint_planner	Create, update, and delete stories, Add scrum tasks,Update and delete sprints, Move stories between a release backlog and a sprint backlog & Move stories between sprint backlogs.	scrum_story_creator scrum_release_planner scrum_user	Worker	Agile Team
		scrum_product_owner	Move stories between the product backlog and releases. Creates and manages themes, epics, stories, products, releases, and teams.	scrum_release_planner scrum_story_creator scrum_user	Worker	Agile Team
		scrum_user	Confers read-only rights to the Agile Development application. Can view all elements of agile, but cannot create, edit, or manage records of any type.	cmdb_read	Worker	Agile Team
		scrum_story_creator	Scrum story creator role.	rm_scrum_task_admin scrum_user	Worker	Agile Team
	Agile Development (SDLC)	scrum_story_editor	Scrum story editor role.	rm_scrum_task_admin scrum_user	Worker	Agile Team
		scrum_task_admin	Credit, edit, and delete scrum tasks.	scrum_user	Worker	Agile Team
Enterprise Agile Planning		scrum_team_member	Scrum team member role.	scrum_user scrum_story_creator scrum_story_editor rm_defect_admin rm_enhancement_admin rm_scrum_task_admin	Worker	Agile Team
		scrum_admin	Has full control on the Agile Development 2.0 application	rm_doc_admin rm_product_admin rm_task_admin rm_test_admin rm_story_admin rm_epic_admin rm_release_scrum_admin rm_sprint_admin scrum_user	Worker	Agile Team
		scrum_master	Create, update, and delete stories & Add scrum tasks.	scrum_sprint_planner scrum_story_creator scrum_user	Worker	Agile Team
		it_program_manager	Create and update Epic Backlogs, Scrum Programs & Scrum Program plans.	program_manager scrum_product_owner scrum_master	Planner	Professional
		safe_admin	Overall admin of the SAFe Application. Can create SAFe Groups and SAFe Programs.	safe_art_user safe_product_owner safe_scrum_master	Planner	Professional
		safe_product_owner	Can create and manage Stories.	safe_story_creator	Planner	Professional
		safe_scrum_master	Can create and manage Sprints and Stories.	safe_story_creator	Planner	Professional
	SAFe	safe_art_user	Can create and manage Epics, Features, Program Increments, and Stories.	safe_story_creator	Planner	Professional
		safe_scrum_user	Scrum team member.	none	Worker	Professional
		safe_story_creator	Roles for creating Stories.	safe_story_editor	Worker	Professional
		safe_story_editor	Role for editing and deleting Stories.	safe_scrum_user rm_scrum_task_admin	Worker	Professional
		safe_portfolio_user	Maintain Portfolio backlog and edit, create, and delete SAFe epics, features, and stories.	safe_art_user	Planner	Professional
		sn_erm.enterprise_release_manager	Create and manage Enterprise Releases.	sn_erm.enterprise_release_user	Planner	Professional
		sn_erm.enterprise_release_user	Can access the Enterprise Release module and can be assigned Enterprise Release tasks.	task_editor	Worker	Professional
	Enterprise Release Management	sn_erm.deployment_pipeline_manager	Create and mange Deployment Pipelines.	sn_erm.deployment_pipeline_user template_editor	Planner	Professional
		sn_erm.deployment_pipeline_user	Can access the Deployment Pipeline module to view pipelines, phases, and builds. Can also be assigned Deployment Tasks.	task_editor tm_tester	Worker	Professional
		sn_erm.product_release_manager	Can create and manage Product Releases.	task_editor	Planner	Professional

Suite	App	ITBM - Platform Role	Description	Roles Contained within the Platform Role	Legacy License	NY or Later Licensing
Application Portfolio Management	Application Portfolio Management	sn_apm.apm_user	Read/Update Applications.	report_user, pa_viewer, certification, cmdb_query_builder_read	Planner	Application Portfolio Management
		sn_apm.apm_read	Read Applications.	pa_viewer, cmdb_read	n/a	Business Stakeholder
		sn_apm.apm_admin	Administer data entities such as – indicators, application category groups, categories, families, TPM risk parameters etc.	sn_apm.apm_user, certification_admin, assessment_admin	Planner	Application Portfolio Management
		sn_apm.apm_analyst	Create/Update/delete Applications and Create/update/delete APM Programs and targets.	sn_apm.apm_admin, treemap_user	Analyst	Application Portfolio Management
	Business Planner	business_planner	Create/update/delete business capabilities, Business Units, Strategies, Goals.		No License Required	No License Required

Important Notes:

Regarding *itil in the "Roles Contained" column - this indicates that things like "relate incidents to a project, task", etc. will require an ITSM fulfiller license. Prior to Jakarta, the role was nested in the ITBM contains role in previous releases and has since been removed. If you are a customer that started using a role that had the itil role and are having compliance issues please reference KB0695138 on Community to remove it. This KB also contains a Script that can be used to do this automatically, please test in a development environment before running in Production.

Regarding idea_manager* in the "Roles Contained" column - This role is only added when the Innovation Management plugin is installed and requires ITBM Pro Licensing.

The **'pps_ resource' user & 'business_planner'** roles no longer require a ITBM license to be used. Requestors + can be assigned this role.

Time Card v2	ITBM Standard	ITBM Professional	Application Portfolio Management	Business Stakeholder	Agile Team	ITBM Worker	ITBM Planner	ITBM Analyst
timecard_admin	Time Card v2 Roles +	ITBM Standard & Agile Team Roles +	sn_apm.apm_admin	sn_apm.apm_read	scrum_admin	it_demand_user	ITBM Worker Roles +	ITBM Planner Roles +
timecard_approver	budget_admin	idea_manager_professional	sn_apm.apm_analyst	sn_ppm_finance_read	scrum_master	it_project_portfolio_user	budget_admin	cost_transparency_admin
timecard_user	budget_analyst	investment_admin	sn_apm.apm_read	sn_ppm_read	scrum_product_owner	it_project_user	budget_analyst	cost_transparency_analyst
	budget_key_owner_user	investment_planner	sn_apm.apm_user	sn_investment_funding_read	scrum_release_planner	release_v2_user	budget_key_owner_user	datamart_admin
	budget_owner	investment_user	cost_transparency_admin	sn_roadmap_plng.roadmap_editor	scrum_sprint_planner	rm_defect_admin	budget_owner	service_charging_analyst
	cf_comment_admin	safe_admin	cost_transparency_analyst		scrum_story_creator	rm_enhancement_admin	cost_transparency_user	sn_apm.apm_analyst
	cf_feedback_admin	safe_product_owner	cost_transparency_user		scrum_story_editor	rm_scrum_task_admin	financial_analyst	
	idea_admin	safe_art_user	datamart_admin		scrum_team_member	safe_scrum_user	it_demand_manager	
	idea_manager	safe_scrum_master	financial_analyst		rm_scrum_task_admin	safe_story_editor	it_portfolio_manager	
	it_demand_manager	safe_scrum_user			scrum_user	scrum_admin	it_pps_admin	
	it_demand_user	safe_story_creator			rm_defect_admin	scrum_master	it_program_manager	
	it_portfolio_manager	safe_story_editor			rm_enhancement_admin	scrum_product_owner	it_project_manager	
	it_pps_admin	safe_portfolio_user			cmdb_read	scrum_release_planner	itfm_plan_analyst	
	it_program_manager	sdlc_manager			tm_tester	scrum_sprint_planner	itfm_planner	
	it_project_manager	sdlc_user			tm_test_manager	scrum_story_creator	it_rate_model_admin	
	it_project_portfolio_user	sn_erm.deployment_pipeline_manager			rm_scrum_task_admin	scrum_story_editor	rate_model_user	
	it_project_user	sn_erm.deployment_pipeline_user				scrum_team_member	release_v2_admin	
	pps_resource	sn_erm.enterprise_release_manager				scrum_user	resource_manager	
	it_rate_model_admin	sn_erm.enterprise_release_user				sdlc_admin	resource_user	
	rate_model_user	sn_erm.product_release_manager				sdlc_manager	safe_admin	
	release_v2_admin	sn_test_management.test_manager				sdlc_user	safe_product_owner	
	release_v2_manager	sn_test_management.tester				showback_user	safe_program_user	
	release_v2_user					sn_collab_common.collab_user	safe_scrum_master	
	resource_manager					sn_erm.deployment_pipeline_user	safe_portfolio_user	
	resource_user					sn_erm.enterprise_release_user	service_charging_owner	
	sn_collab_common.collab_owner					sn_test_management.tester	sn_apm.apm_admin	
	sn_collab_common.collab_user					timecard_user	sn_apm.apm_user	
	timecard_admin					timeline_user	sn_collab_common.collab_owner	
	timecard_approver					tm_tester	sn_erm.deployment_pipeline_manager	
	tsp1-5_demand_manager					tsp1-5_demand_user	sn_erm.enterprise_release_manager	
	tsp1-5_demand_user					tsp1-5_project_portfolio_user	sn_erm.product_release_manager	
	tsp1-5_portfolio_manager						sn_test_management.test_manager	
	tsp1-5_pps_admin						timecard_admin	
	tsp1-5_program_manager						tm_test_manager	
	tsp1-5_project_manager						rm_scrum_task_admin	
	tsp1-5_project_portfolio_user						timecard_approver	
	tsp1-5_rate_model_admin						tsp1-5_demand_manager	
	tsp1-5_timeline_admin						tsp1-5_portfolio_manager	
	tsp1-5_timeline_user						tsp1-5_pps_admin	
	sn_roadmap_plng.roadmap_admin						tsp1-5_program_manager	
	sn_roadmap_plng.roadmap_editor						tsp1-5_project_manager	
	sn_roadmap_plng.roadmap_viewer						tsp1-5_rate_model_admin	
							tm_test_manager	
							tm_tester_manager	

Important Notes:
The 'pps_resource' user & 'business_planner' roles no longer require a ITBM license to be used. Requestors + can be assigned this role.

Time Card v2		Standard		Professional		Application Portfolio Management		Business Stakeholder		Agile Team	
Plug-in(s)	Application(s) Installed	Plug-in(s)	Application(s) Installed	Plug-in(s)	Application(s) Installed	Plug-in(s)	Application(s) Installed	Plug-in(s)	Application(s) Installed	Plug-in(s)	Application(s) Installed
		Time Card v2 Plug-ins +		**ITBM Std. & Agile Team Plug-ins +**							
com.snc.pa.time_card	Performance Analytics - Content Pack - Time Card Management	com.snc.ppm_strategic_spend_tracking	Strategic Spend Tracking (store app)	com.sn_plannedtask_cmn	Planned Task Common	Application Portfolio Management (com.snc.apm)	APM, Demand Core, APM Predictive Intelligence, Business Planner, APM Performance Analytics content packs for Problem & Change Mgmt	com.snc.pmo_read_roles	Read only roles for PPM Standard	com.snc.sdlc.scrum.pp	Agile Development
com.snc.time_card	Time Card Management	com.snc.demand_management	Demand Management	com.sn_safe_dashboards	Performance Analytics Content Pack for Essential SAFe	Application Portfolio Management - ATF Tests (com.snc.apm.atf)	APM-ATF Tests	com.snc.apm_read_roles	Read only roles for Application Portfolio Management	com.snc.sdlc	Software Development Lifecycle (SDLC)
com.snc.time_card_portal	Time card portal	com.snc.financial_planning	Financial Planning	com.sn_safe_progress	Work Progress Status for SAFe	Read only roles for Application Portfolio Management (com.snc.apm_read_roles)	APM Read only role (for Business Stakeholder)			com.snc.sdlc.agile.2.0	Agile Development 2.0
com.snc.timesheet_mobile	Mobile Time Sheets	com.snc.innovation_management	Innovation Management	com.sn_scrum_common	Scrum Common					com.snc.sdlc.agile.2.0.atf	Agile Development 2.0 - ATF Tests
		com.snc.pa.pmo_dashboards	Performance Analytics - Content Pack - PPM Standard	com.sn_scrum_dashboards	Performance Analytics Content Pack for Agile 2.0					com.snc.sdlc.agile.2.0.common	Agile Development 2.0 - Common
		com.snc.ppm_collaboration	PPM Collaboration	com.sn_scrum_progress	Work Progress Status for Agile Teams					com.snc.sdlc.agile.mobile	Agile Development v2
		com.snc.financial_planning_pmo	PPM standard	com.snc.app_ado_integration	Microsoft Azure DevOps Integrations Common					com.snc.sdlc.agile.multi_task	Agile Development - Unified Backlog
		com.snc.program_management	Program Management	com.snc.app_agile_ado_integration	Microsoft Azure DevOps Integration for Agile Development					com.snc.sdlc.agile.multi_task	Agile Development - Unified Backlog
		com.snc.ppm_teamspace_1	Project Management TeamSpace 1	com.snc.app_agile_integration_commons	Agile Integrations Commons					com.snc.sdlc.agile.multi_task.common	Agile Development - Unified Backlog - Common
		com.snc.ppm_teamspace_2	Project Management TeamSpace 2	com.snc.app_agile_jira_integrations	Atlassian Jira Integration for Agile Development					com.snc.sdlc.ranking	Global Ranking Application
		com.snc.ppm_teamspace_3	Project Management TeamSpace 3	com.snc.app_common_integrations	Work Item Integrations Common					com.snc.sdlc.scrum	SDLC - SCRUM
		com.snc.ppm_teamspace_4	Project Management TeamSpace 4	com.snc.app_jira_integrations	Atlassian Jira Integrations Common					com.snc.sdlc.scrum.ppm_int	SDLC Scrum PPM Integration
		com.snc.ppm_teamspace_5	Project Management TeamSpace 5	com.snc.idea_manager_dashboard	Idea Manager Dashboard					com.snc.test_management.2.0	Test Management 2.0
		com.snc.project_management_v3	Project Management	com.snc.investment_planning	Investment Funding					com.snc.test_migration_v1_v2	Test Management 2.0 - Data Migration
		com.sn_store_ppm.mobile	Project Status Report	com.snc.investment_planning_pmo	Investment funding for PPM					com.sn_scrum_dashboards	Performance Analytics Content Pack for Agile 2.0
		com.snc.release_management_v2	Release Management	com.snc.ppm_virtualagent	Virtual Agent for PPM						
		com.snc.resource_management	Resource Management	com.snc.sdlc.portfolio_safe	Agile - Scaled Agile Framework - Portfolio SAFe						
		com.snc.ppm_scenario_planning	Scenario Planning for PPM	com.snc.sdlc.safe	Agile - Scaled Agile Framework - Essential SAFe						
		com.sn_align_ws	Alignment Planner Workspace	com.snc.sdlc.safe.atf	Agile - Scaled Agile Framework - Essential SAFe - ATF Tests						
		sn_roadmap	Roadmap UI Builder Component	com.snc.sdlc.safe.multi_task	Agile - Scaled Agile Framework - Unified Backlog						
				com.snc.sdlc.scrum.ppm_int	SDLC Scrum PPM Integration						
				com.snc.sdlc.scrum_program	Scrum Programs						
				com.snc.test_mgmt.ppm_int	Test Management PPM Integration						