OnePlan Purpose-Built SPM. Not an ITSM Add-On.

OnePlan runs the portfolio - natively connected to ServiceNow. ServiceNow runs service delivery.

Why a dedicated portfolio layer beats a bolted-on module

Focused, not fractional

Portfolio strategy is OnePlan's whole product: roadmapping, prioritization, capacity and financials built for the PMO. On ServiceNow, SPM is one complex add-on module competing for roadmap attention with ITSM, ITOM and everything else on the platform.

Value in weeks, not a platform program

Stand up strategic portfolio management in weeks. ServiceNow SPM value depends on clean data flowing from other ServiceNow modules and a services-heavy configuration effort before the portfolio view pays off in years.

One unified SPM platform

Strategy, portfolio, financial, resource and work management in a single place. No CMDB dependency, no module-by-module licensing. SPM capability and expanded AI sit behind ServiceNow's upper subscription tiers.

Microsoft-native + whole-org reach

OnePlan lives in the Microsoft 365 environment most organizations already use, including Teams, Project, Planner, and Power BI. It connects executives, PMOs, and delivery teams without requiring a dedicated ITSM platform.

Stronger governance, financial & resource management

Enables greater tracking of spend and resource usage vs expected benefits. Focused and not dependent on ITSM core platform capabilities.

Unified cross-tool reporting

Integrate the ServiceNow dataset with other SPM data in OnePlan from multiple lines of business — Azure DevOps, Jira, Microsoft Planner and Project.

CONCLUSION

For organizations standardizing SPM on Microsoft 365, OnePlan provides a purpose-built portfolio layer that delivers value faster without expanding the ITSM footprint. Rather than adding a complex and often costly SPM extension, organizations can build portfolio management on top of the Microsoft 365 ecosystem they already know and use.

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Leverage OnePlan SPM and Connect to ITSM

Add the strategy layer on top bidirectionally. Keep ServiceNow for service delivery.

OnePlan · Portfolio	OneConnect · Integration	ServiceNow · Platform
Portfolios & Plans	Field Mappings (bi-directional)	Projects (pm_project)
Roadmaps & Prioritization	Sync Strategies	Project Tasks
Financial Plans	Scheduler — full & delta	Resources
Resource Capacity	Record Filters	Demand & Requests
Dashboards & OneAnalytics	Job Logs & Alerts	Change & Incident
Sofia AI Insights	Authentication Keys	Choice Lists / Lookups

OnePlan → ServiceNow
OnePlanPublish · SyncOnePlanToServiceNow · SyncOnePlanPlanToServiceNow

ServiceNow → OnePlan
OnePlanUpdate · SyncServiceNowToOnePlan · SyncServiceNowToOnePlanTask · SyncServiceNowToOnePlanResource · SynchLookups

Bidirectional at the platform level: each direction is an independently scheduled strategy, so you control what moves, when, and how often.

Authentication

ServiceNow: licensed service account (basic auth) against https://<instance>.service-now.com.OnePlan: OneConnect group plus an Authentication Key issued in OnePlan Admin.

Sync Cadence

Basic — manual execution only. Professional — scheduled runs plus up to 2 delta strategies per day. Enterprise — up to 24 runs per day.

Transport & Network

REST over HTTPS to public endpoints. OnePlan-hosted OneConnect service, with regional tenants available for data-residency requirements.

Governance & Control

Record filters scope exactly which items sync. Job logs, run statistics and completion alerts. Power Automate flows trigger on strategy completion.

See OnePlan connected to ServiceNow

1. oneplan.ai/integrations/servicenow
2. oneplan.ai/videos
3. oneplan.ai/trial
4. oneplan.ai/contact-us

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