

servicenow™



## Fact Sheet

Now Platform New York release

The Now Platform® New York release delivers 678+ new innovations such as new workspaces, mobile apps, and enhanced artificial intelligence to help our community create great experiences and unlock productivity for your customers and employees across the enterprise.

These innovations include:

- New Now Mobile applications that remove friction from everyday work so employees can find answers and get stuff done across IT, HR, facilities, finance, legal and other departments, all from a modern mobile app powered by the Now Platform.
- Now Intelligence innovations that empower IT, HR, and customer service professionals to deliver modern, AI-powered user experiences.
- Powerful new workspaces that make it easier than ever to have a 360° view of your services and hit your SLAs.

Check out what's new in the New York release:

**NOW PLATFORM** – digitize enterprise-wide workflows on a single, intelligent, and intuitive cloud platform for work.

### App Engine

- **Now Mobile:** Swipe, tap, and your work is done. Solve problems and search for information on the go using any workflow running on the Now Platform. Simplify requests, act on approvals and to-dos, and intelligently find the right people and information with a consumer-like mobile interface to get work done across IT, HR, facilities, finance, legal, and other departments.
- **Guided App Creator:** Go from idea to app in minutes. Create new apps quickly and effortlessly with guided, no-code support. Transform Excel into data tables or custom apps. Extend your apps to Workspace and mobile for on-the-go access.
- **Flow Designer enhancements:** Reimagine every process as a digital workflow. Build workflows for domain separated instances. Support direct data transformation from within the flow via ad hoc scripts. Replace inbound email scripts with no-code email triggers.
- **Automated Test Framework enhancements:** Upgrade faster, test smarter. Automate regression testing with a library of quick start tests. Accelerate testing by running multiple tests in parallel. Apply updates faster with high-speed patching.
- **Pro-Dev Tools:** Deliver a world-class developer experience. Enhance script writing with robust tooling. Diagnose and troubleshoot easier, and support REPL and logging integration within the debugger. Adopt Monaco control for all new UIs using script editor and increase feature set functionality.
- **Instance Data Replication:** Easy and secure method to sync data between instances. Deliver a no-code alternative to web services usage. Automatic and secure sync updates. Support different configurations (master-slave; master-master; multi-master).

- **Instance Key Management:** Keep control of your keys. Own your own keys. Revoke keys at any time. Shut down complete access to your data and share again when you choose.
- **Remote Tables:** Easily access your data. Query and retrieve data in third party systems to view in ServiceNow. Eliminate the time-consuming task of sourcing data through script. Use external data as if it is local to your ServiceNow instance.

## IntegrationHub

- **IntegrationHub:** Integrate ServiceNow with anything and create re-usable, enterprise-grade integrations and components with new features for developers like API introspection, complex data, pagination and data streaming, SSH, JDBC, OpenAPI, retry policies and much more. Boost speed and productivity with a growing library of codeless integrations (spokes) in the ServiceNow® Store.

## Now Intelligence

### Virtual Agent enhancements

- **Intent comprehension:** Enhance conversations with natural language understanding. Connect users to the right conversation topic quickly. Simplify requests by extracting details from sentences. Deliver flexibility to switch conversation topics at any time.
- **Natural Language Understanding (NLU) Model Builder:** Create and tune no-code models for your organization. Train models easily with sample sentences and phrases. Improve accuracy by mapping words to company vocabulary. Ensure quality by using integrated testing and validation.
- **Virtual Agent:** Quickly build and deploy conversational chatbots. Extend consumer reach by connecting to Facebook Messenger. Drive consistency with predefined reusable Conversation Blocks. Deliver self-service anywhere with Virtual Agent in Now Mobile.
- **IBM Watson integrations:** Extend conversations with existing investments. Leverage existing IBM Watson Assistant dialogs and conversation logic. Identify user intent and context with IBM Watson Assistant dialog skills. Support additional languages in conversations.

### Performance Analytics enhancements

- **Performance Analytics:** Bring clarity to what matters most. Refreshed visualizations deliver a modern and consistent experience. Personalize dashboards by selecting multiple breakdown elements. Prioritize focus by using Spotlight across multiple domains.
- **Performance Analytics Insights (Limited Access\*):** Automatically surface key analysis to dashboards. Highlight milestones and predict when goals will be met. Expose anomalies without sifting through data. Embed and share insights in dashboards for at-a-glance access. (Continuing from London, Madrid).
- **Predictive Intelligence:** Simplify work with out-of-the-box machine learning. Proactively recognize similarities across recent issues and deliver recommended actions and content. Automatically assign work to the right group, category and priority.

**IT WORKFLOWS** – unlock productivity and transform IT across your global enterprise with a unified platform.

### **IT Service Management**

For details on IT Service Management, please see Employee Workflows.

### **IT Operations Management**

- **ITOM Operator Workspace (Limited Access\*)**: Manage your digital services at scale, with ease. Use one dashboard for service health across your entire operational footprint. Track operational metrics and prioritize issues using intelligent aggregation.
- **Mobile Agent app for service health**: Manage the availability and performance of your business services on the go. Take action on the alerts and get visibility into service health. Improve operation responsiveness and reduce mean time to resolution (MTTR).
- **GCP and IBM cloud support**: Discover resources, manage service health, and optimize operations on Google Cloud Platform (GCP) and IBM cloud (BlueMix and SoftLayer). Gain visibility into resource consumption and manage business services by mapping resources to application services. Ensure governance and accelerate time to provision with self-service.

### **DevOps**

- **DevOps**: Change at the speed of DevOps. Take risk out while automating change. Share insights for collaboration between development and operations while speeding up audits. (Note: Not delivered within the Now Platform New York release. Will be released in North America and the UK on the ServiceNow Store in Q4 2019.)

## IT Business Management

- **Innovation Management:** Submit, vote on, and collaborate over ideas for innovation in a centralized repository. Manage and browse through your pipeline of ideas and track vetted ideas as they progress to a demand or an enhancement.
- **Investment Funding:** Flexible funding approach for your investment dollars. Centralize investment planning for funding any type of work. Separate work execution from funding with top-down budgeting.
- **Scaled Agile Framework (SAFe) Program Board:** Visualize the features of an Agile Release Train's (ART) Program Increment (PI) plan. View SAFe Features planned for the PI plan and the dependencies between them. Scale agile across multiple teams. Access both a summary and detailed visualization.
- **Information Portfolio:** Know where and how data is being used. Maintain a central list of information used across the enterprise. Integrate with existing data in the Now Platform. Enable portfolio planning and GRC audits.

## IT Asset Management

- **SaaS License Management:** Manage and optimize SaaS from a single platform. Gain visibility into SaaS subscriptions owned versus consumed. Analyze SaaS usage for high-value or ubiquitous apps. Reveal overlapping software and reclaim unused or stale licenses.
- **SAP Publisher Pack enhancements:** Boost insight into SAP user licensing. Identify indirect access and license coverage for third-party integrations to manage compliance risk. Understand use of various license types by utilizing added metrics based on financial transactions and user's activity in the system. Assign and optimize license type for various user roles.
- **HR Asset Onboarding:** Simplify and automate asset allocations. Source, configure, and deploy hardware and software. Auto-provision, deprovision, or reallocate software licenses for a streamlined onboarding process.
- **Microsoft Software Assurance:** Align to maintenance program benefits. Track Microsoft Software Assurance terms and conditions. Automate downgrade rights generated by the content library.
- **Citrix Publisher Pack enhancements:** Discover software deployed on virtual desktops. Provide insight into who has potential access to applications on various devices. Reconcile actual consumption of per user/device licenses against purchased rights.

## Security Operations

- **Vulnerability Solution Management:** Improve remediation throughput and impact to reduce risk. Correlate and prioritize the highest-impact solutions for active vulnerabilities automatically, using patch supersedence recommendations. Track solution deployment progress.
- **Enhanced Risk Calculator Framework:** Improve risk assessment and prioritize vulnerability response based on exploit availability, skill, and attack vector data; asset/service criticality; and vulnerability severity. Simulate, visualize, and fine-tune to match your policies.
- **Security Operations Efficiency Dashboard:** Monitor security analyst performance using key metrics for increased work efficiency. Measure analyst performance individually or as a team. Understand risk posture and detection effectiveness trends. Identify issues with processes, analyst workload, or skill gaps.
- **New malware playbook template:** Standardize, scale, and accelerate your response to malware alerts with reusable Flow Designer content.
- **New and expanded integrations:** Plug in Microsoft Exchange Online, Check Point, Splunk Enterprise Security, McAfee, and Tanium to automate data enrichment, manual tasks, and incident response workflows.

## Governance, Risk, and Compliance

- **Risk events:** Measure risk associated with non-IT assets. Create risk events, define the type, and document details. Initiate a root-cause analysis for risk events that exceed pre-defined thresholds. Execute an intake workflow for risk events unrelated to an existing risk. Initiate and assign remediation tasks to close a risk event.
- **Risk rollup:** Make informed decisions with insightful risk reporting. Create risk hierarchies that include enterprise level risks. Calculate risk scores including the sum of all downstream risks. Trigger notifications when risks exceed pre-defined thresholds.
- **GRC Mobile:** Manage risk and compliance on the go with a native app. Approve policies, exceptions, and risks. Manage unassigned work. Address overdue tasks.

**EMPLOYEE WORKFLOWS** – simplify employee service delivery to help employees find answers, make requests, and get help from IT, HR, facilities, finance and legal.

### **IT Service Management**

- **Now Mobile:** Swipe, tap, and your work is done. Solve problems and search for information on the go using any workflow running on the Now Platform. Simplify requests, act on approvals and to-dos, and intelligently find the right people and information with a consumer-like mobile interface to get work done across IT, HR, facilities, finance, legal, and other departments.
- **Virtual Agent with Natural Language Understanding (NLU):** Deliver better services by understanding end user intent. Provide meaningful responses using pre-trained NLU models. Enable virtual agent conversations in simple human language versus pre-defined options. Improve no-code/low-code using refactored out-of-the-box topics.
  - **Dynamic Translation:** Resolve issues faster with real-time language translation. Scale support globally without language barriers. Translate incident forms to agent's language of choice for faster service. Use IBM or Microsoft out-of-the-box or add another translation engine.
  - **Vendor Manager Workspace:** Give vendor managers a single destination to optimize vendor services. Automate performance tracking with real-time operational data within ServiceNow. Remove guesswork in assessing vendor's performance with standardized metrics.
  - **Service Owner Workspace:** Optimize service experience with integrated view of entire service lifecycle. Transition to proactive management of services with real-time performance data. Manage services more effectively with true serviceconsumption reporting.

## **HR Service Delivery**

- **Now Mobile:** Swipe, tap, and your work is done. Solve problems and search for information on the go using any workflow running on the Now Platform. Simplify requests, act on approvals and to-dos, and intelligently find the right people and information with a consumer-like mobile interface to get work done across IT, HR, facilities, finance, legal, and other departments.
- **Mobile Onboarding:** Offer a streamlined new hire experience. Provide new employees with a purpose-built mobile app. Guided to-dos across all departments, including IT and HR. Leverage native device behavior, such as notifications and camera.
- **Employee Journey Content - Parental Leave:** Guide employees in the moments that matter. Tap into known practices created from customer feedback and market research. Deliver curated content that supports employees at every step of their journey. Allow parental leave processes to be created quickly and easily using pre-built content.
- **Lifecycle Event Builder enhancements:** Build and test better employee experiences. Support building and testing enterprise events like onboarding in a no-code development environment. Enable activities and workflows to be tested during configuration. Provide a quick and easy way to filter the view of activities.
- **SAP SuccessFactors integration:** Deliver best-in-class solutions for HR. Reimagine the employee experience by using the best of SAP SuccessFactors and ServiceNow. Synchronize tasks, to-dos, and employee data using native integration.



**CUSTOMER WORKFLOWS** – resolve complex customer issues from end-to-end with predictive intelligence and automated self-service.

### **Customer Service Management**

- **Proactive customer service operations:** Proactively monitor and fix issues affecting customers. Trigger case workflows and notify only impacted customers. Track customers' services and products with service-aware install base. Enable operations to create proactive cases for customer service. View install base on customer portal.
- **Agent Workspace third-party integration:** Eliminate swivel chair action for agents. Integrate external data into Agent Workspace. Open records in external systems with a single click via URL integration. Support remote tables to eliminate data duplication.
- **Omni-channel experience enhancements:** Enhance channel capabilities for customers and agents. Enable customers to use natural language in Virtual Agent conversations. Simplify email flows with point and click actions in Flow Designer. Improve efficiency with quick actions, email templates, and skill determination.
- **Case Management enhancements:** Improve agent productivity and keep stakeholders informed. Share case summaries and structured post-case reviews with customers and service executives. Support agents on the go with the Customer Service Management mobile app.
- **Knowledge Management enhancements:** Improve self-service management and visibility. Support internationalized deployments with knowledge translation management. Improve article findability for customers and duplicate detection for knowledge authors with similar articles, powered by predictive intelligence.
- **Communities enhancements:** Highlight key community information using Featured Content. Allow community moderators to easily move posts between forums and send emails to members.

## **Field Service Management**

- **Dispatch Map enhancements:** Improve scheduling using revamped Dispatch Map. See technician locations in real time, filter on the fly, assign tasks, honor task dependencies, and optimize routes. View technician distance to task in Central Dispatch to improve task assignment and usability.
- **Scheduling enhancements:** Improve task assignment and usability of Central Dispatch by showing technician distance to task. Support third-party workforces by allowing managers to set technicians' ability to travel outside of work hours.
- **Field Service Mobile app innovations:** Speed work in the field with mobile app improvements. Look up assets using barcode scanning and perform work directly against assets. Quickly access tasks and take actions to complete jobs onsite. Easily communicate and collaborate with team members.
- **Spare parts management:** Improve spare parts management workflows for agents on desktop and mobile. Simplify process of part pick up and drop off to ensure technicians have the right parts to complete work.

## **FINANCE OPERATIONS MANAGEMENT**

- **Finance Close Automation:** Accelerate your finance close and reduce risk. Automate your journal entries. Integrate with SAP and Oracle. Embedded policy and compliance.

\*Limited Access: Capabilities identified as Limited Access are not generally available but are fully tested and supported. They are only provided to a limited number of pre-selected customers for evaluation. Limited Access capabilities may be generally available in the next Now Platform release

