servicenow.

Fact Sheet

Now Platform Orlando release

The Now Platform® Orlando release delivers a rich set of Artificial Intelligence (AI) capabilities and analytics. Introducing Now Intelligence: helping you work smarter and make better business decisions.

Now Intelligence

- Helps people get work done smarter with always-on virtual agents across any channel so customers and employees can quickly get what they need.

- Predicts issues and automates action with in-platform AI and analytics to improve the consistency, speed and quality of business services.

- Assists organizations to make better decisions with metrics and visualizations that drive greater transparency, alignment and continuous improvement across the business.

Other innovations in this release include:

- Now Mobile applications get work done on the go with the swipe of your thumb.

- Powerful new workspaces supercharge agents with everything at their fingertips.

Check out more enhancements in the Now Platform Orlando release.

NOW PLATFORM – Deliver the workflow apps your business needs, fast

Now Intelligence

- **Analytics Q&A (Limited Access*):** Answer questions on the spot. Ask questions using natural everyday language and receive immediate answers in the form of lists, scores and charts.

- **Mobile dashboards:** Manage business performance from anywhere. Embed Performance Analytics and reports in mobile apps. Display time series and single score widgets on landing pages. Drill in to view timelines, targets, gaps, and individual records.

- **Virtual Agent Notifications:** Deliver real-time alerts and updates to employees. Proactively send information or request attention. Notify users in Slack or Microsoft Teams and collect immediate feedback for critical decisions.

- **Predictive Intelligence enhancements:** Simplify work with out-of-the-box machine learning. Automatically cluster groups to quickly understand what each group of records represents. Set target levels for precision and recall metrics. Define custom stop words to improve search results.

• **NLU Model Builder enhancements:** Easier for businesses to manage how natural language understanding is deployed and used across their organization. Compare the accuracy of trained and published models. Clone the contents of an entire model—including all the intents, entities, and synonyms. Or you can even take just a single entity from one model and copy it to another.

• **KPI Composer:** Accelerate your Performance Analytics journey. Visually plan how KPIs support business goals and objectives. Quickly design and iterate on prototype dashboards. Receive a validated task list for technical implementation.

App Engine

• **Now Experience:** Develop consumer-grade customer experiences, fast. Build rich UI experiences with reusable out-of-the-box and/or custom components on a single modern tech stack.

• **ServiceNow Extension for VS Code:** Pro developers can build ServiceNow® applications using Visual Studio Code on the Now Platform such as packages, custom apps, stored apps and plugins.

• **Now Platform CI/CD (Continuous Integration & Continuous Delivery):** Better developer collaboration and deployment processes for faster time to value. Enables ServiceNow developers to leverage modern CI/CD toolsets so they can innovate with the agility needed to meet the increasing demands of today's users, and scale with the growing complexity of unique business objectives and KPIs.

• **Flow Designer enhancements:** Simplify workflow automation with no code processes. Reimagine business workflow automation with additional feature support for the manipulation of data pills and support for service Level management via SLA timers and triggers. Unlock sophisticated use-cases with dynamic sub flows that derive action(s) based on set parameters.

• **Application Repository:** Better governance for custom apps. Manage app entitlement at the instance level. Delete apps that are no longer used and release app scopes for reuse.

• **App Client enhancements:** Tailored app recommendations & easier app management. Receive Store app recommendations based on your customer profile. Resolve plugins & dependencies automatically on install/update. Access app alerts and notifications with a single screen.

Mobile

• **Mobile Branding:** Personalize mobile apps for your enterprise. Display company icons and custom splash screens. Add themes to each app with company color schemes. Distribute branded apps directly to employees via mobile.

• **Mobile App Management:** Secure company data on personal devices. Validate mobile device policies before allowing access to apps. Restrict attachment sharing and copy/paste between apps. Remove app data remotely without wiping out any data.

- **Mobile analytics:** Drive mobile app adoption and usage. Visualize session counts, active users, and geographic locations. Use heat maps and session playbacks to analyze user behavior. Proactively identify issues and triage crashes.
- **Mobile enhancements:** Simplify everyday mobile experiences. Find items, services, and articles with Photo Search. Quickly scan groups with QR/bar codes. Dynamically show or hide temporary or seasonal campaign content.

IntegrationHub

- **IntegrationHub enhancements:** Robust integrations and fast time to value. Work with large data sets using the MID server and call Data Stream actions anywhere using the new API. Easy data transformations of data pills with evolved, no-code capabilities and employ dynamic outputs in your flows. Boost speed and productivity with a growing library of codeless integrations (spokes) published monthly in the ServiceNow Store.

IT WORKFLOWS

IT Service Management

- **Mobile Agent enhancements:** Agents get work done on the go. Prioritize work based on categorized list of incidents/requests. Manage schedules with visual calendar view. Swiftly manage and respond to major incidents from any device.

- **Agent Workspace enhancements:** Accelerate incident resolution. Leverage Agent Affinity, so the most knowledgeable agent is assigned to an employee interaction. Automatically initiate workflows to fill knowledge gaps. Meaningfully integrate with problems and changes in the same interface.

- **Walk up Experience enhancements:** Enable easier check in to Walk-up experiences. Check in to queue from anywhere with Now Mobile app. Simplify walk-up check in with just a badge scan. Accelerate resolution by enabling check in on behalf of another user.

IT Operations Management

- **Cloud Insights:** Reduce cloud spend significantly. Identify who owns cloud resources with native analytics. Help improve cloud costs by providing automated recommendations and actions to reduce cloud waste. Automate right size requests with ITSM change control.

- **Tag-Based Service Mapping:** Map cloud native services dynamically. Create service maps dynamically based on user-defined tags. Connect IT resources to business imperatives. Utilize automated policies to gather data from cloud native and container platforms.

- **Certificate Inventory and Management:** Deliver intelligent digital workflows for your PKI team. Automate discovery of your digital certificates. Get automated alerts and tasks when certificates are about to expire. Keep tabs on certificate lifecycle with Intuitive dashboard using native analytics.

- **Domain Separation:** Provide a unique cloud experience to every customer. Provide a true, multi-tenant environment to each customer. Get a dedicated service catalogue offering for each customer. Enable cloud provisioning, policy, governance, and cost management that is driven by customer needs.

- **ITOM Operator Workspace:** Manage all your digital services with ease. Provide a unified dashboard for service health with powerful, consistent drill-down capabilities. Deliver operational metrics for tracking the severity of an issue. Scales to enterprise requirements with intelligent event aggregation.

CMDB

- **Common Service Data Model 2.0:** Converge CMDB data in one place. Deliver prescriptive guidance for CMDB class & relationship models. Provide new recommendations for adoption stages such as crawl, walk, run, and fly. Increase value of CMDB by defining how data should be represented to all consuming users & applications.

- **Robust Transform Engine:** Integrate your data to CMDB seamlessly. Get out-of-the-box mechanism to transfer data to CMDB from 3rd party resources. Use automated and user-defined rules to format 3rd party data properly in CMDB. Improve CMDB data quality tremendously.

- **IntegrationHub-Extract Transform Load (ETL):** Accelerate your third-party data integration. Get an automated flow with step-by-step guide to integrating data from your sources. Enable 3rd party data to be retrieved, mapped, transformed, and sent to the IRE for processing.

ServiceNow DevOps (delivered through the Store)

- **DevOps Integration:** Connect to your DevOps workloads. Gather pipeline information in a new data model. Free up developers from entering change tickets. Save time and effort from maintaining connectivity.

- **DevOps Change Automation:** Change at DevOps speed. Automate change approvals using change approval policies and DevOps data. Free up developers from having to enter change requests.

- **DevOps Insights:** Improve collaboration with shared insights. Review multiple development pipelines simultaneously. Capability to drill in to understand the history and actions for the pipeline. Add trending and advanced analytics to DevOps data.

- **DevOps Audit:** End-to-end audit trail for DevOps lifecycle. Connectivity from defect or user story through production. See details of what and why change occurred. Reduce anomalies through automatic data collection.

IT Business Management

• **Scrum Programs:** Plan across multiple agile teams. View multiple agile teams in a single view while managing dependencies across teams. Visibility of a team capacity vs. planned stories.

• **Agile Dashboards:** Meaningful analytics for scrum and SAFe teams. Access analytics for Scrum teams, sprints, releases, and epics. View at-a-glance status indicators. Quick access to burn up, burn down, and forecast reports with a drill-down view.

• **Agile Work Item Integrations (Jira, ADO):** Bring the work into one agile system. Keep teams working in their product of choice while keeping data in sync. Bring work from one system into another with configurable data types. Get progress and status back to ServiceNow in context of the work.

• **Agile Management Mobile:** Manage sprints anytime & anywhere. Access current sprints, stories and tasks grouped by state and assignee. View stories and tasks assigned to you. Update details for a story and task on-the-go.

• **Innovation Management with machine learning:** Innovation portal enables machine learning. Avoid duplicate ideas while getting alerts on similar ideas at the time of creation. This encourages efficient collaboration.

• **Risks, Issues, Decisions, Actions, Changes (RIDAC) Workflows:** Save time with integrated workflows. Traces risks as they become issues, decisions, actions, and changes. Enables visibility at a project and demand level. Engage with flow designer and workflows for automating processes.

IT Asset Management

• **SaaS License Connections:** Rapidly build low-code, custom SaaS integrations. Leverage Flow Designer and IntegrationHub to build custom SaaS integrations. Collect usage data for any SaaS vendors that have an API. Manage SaaS integrations in your environment at scale.

• **Engineering License Manager:** Gain control of your most expensive, specialty software. Connect to a variety of license management servers for engineering and industrial applications. Monitor peak usage and set parameters to help avoid costly audit true ups. Set a time where idle licenses are automatically taken back to optimize concurrent usage.

• **Software License Maintenance:** Right-Size maintenance contracts with usage visibility. Gain visibility into maintenance contracts and understanding usage. Right-size maintenance contracts and spend. Cancel maintenance for unused licenses.

• **Hardware Normalization (Limited Access*):** Normalize hardware and consumables. Automatically track IT asset inventory with associated lifecycle dates. Plan for future asset refreshes with clean and reliable data normalized in the CMDB. Utilize a robust content library and content service with verified manufacturer attributes.

Security Operations

- **User reporting of phishing email:** Rapidly triage and resolve user reporting phishing attacks. Automated incident consolidation. Auto-extracted observables. One-click view to phishing email headers.

- **Integration with Splunk Enterprise Security:** Smart and automated ingestion and management of notable events. Ingest and prioritize notable events. Review incident creation and closure. View event ingestion updates.

- **Automated triage and assignment:** Ensure timely response and confirmation of vulnerability resolution. Automated group assignments. Apply changes on-demand and create organization specific rules. Automate updates as the organizations data changes.

- **Change Management and grouping:** Effectively automate remediation tasks and vulnerability response. Leverage Change Management to automate remediation tasks. Create pre-populated change tickets and divide the work logically among different teams.

- **Software Asset Management and Rapid7 integration:** Accurately assess the true exposure to a software vulnerability. Utilize Software Asset Management (SAM) for vulnerability assessment. Ingestion of Rapid7 asset tags for assessing scope.

Risk

- **Virtual Agent chatbots for GRC:** Make GRC an intelligent consumerized experience. Monitor requests from the Service Portal. Identify conversation and respond to questions. Ability to select an intelligent assistant directly from the Service Portal.

- **Policy Acknowledgement:** Improve compliance without adding complexity. Create and send policy acknowledgements to a select audience. Utilize Service Portal to collect employee responses. Track and report on responses to measure compliance.

- **Attestation Consolidation:** Increase productivity with attestation consolidation. Group similar control attestations. Respond to all attestations individually from a single UI. Provide the same evidence and response to all attestations from a single questionnaire.

- **Advanced Risk Assessments:** Easily adapt when assessment methodologies change. Perform multiple types of risk assessments in a single application. Low code risk assessment engine to easily configure methodologies. Integrated analytics and risk rollup for bottom up analysis of risk assessments. Assess risk quantitatively, qualitatively, or both.

CUSTOMER WORKFLOWS

Customer Service Management

• **Agent Affinity for Work Assignment:** Assign work to the best agent using intelligent context. Maintain agent continuity to improve customer satisfaction. Select from multiple types- historical, task, or account team. Assign via configuring, rather than coding, to reduce handle time.

• **Knowledge Demand Insights:** Improve self-service and case resolution by automatically identifying and visualizing knowledge gaps. Create and improve knowledge by assigning gaps to users. Identify content needed to achieve a coverage threshold.

• **Real-time Service Health:** Proactively notify customers about service events. Inform customers about outages to reduce inbound contacts. Trigger major case workflows to reduce first response time. Empower agents with real-time status of installed services.

• **Customer Project Management:** Manage customer projects from idea to execution. Empower customers to track complex projects. Create cases for projects and track resolution. Improve visibility into customer project costs.

Field Service Management

• **Agent Workspace:** Enable customer support to request field service. Create work orders directly from cases. Apply work order templates to associate skills and parts needed. Leverage Dynamic Scheduling to automatically assign new tasks.

• **Central Dispatch enhancements:** Provide dispatchers greater flexibility and control. Jump to any date to view a limited timeframe of tasks. Schedule tasks to technicians who have the required parts. Select preferred technicians for each customer.

• **Mobile app enhancements:** Easily manage parts and inventory on-the-go. See the full list of parts to pick up or drop off for the day's tasks. Complete transactions in the mobile app. Know which inventory is available, reserved, or defective.

EMPLOYEE WORKFLOWS

HR Service Delivery

- **Mobile Employee Experience enhancements:** Distribute timely information within the right channel. Provide targeted in-app campaign content to employees. Answer questions quickly with a context-aware virtual agent on every screen. Support easy tap or swipe completion of tasks from DocuSign, Adobe, and SuccessFactors.

- **Lifecycle Event enhancements:** Enhanced configuration for content seen by employees. Deliver content as part of a lifecycle event. Employee friendly view and labels include upcoming tasks and activities. Ability to sequence activities in an activity set with an option for dependencies.

- **OKTA Integration:** Automate OKTA assignments with configurable rules. Configure role-based entitlement to OKTA access. Automate assignment of applications with user properties. Ensure ready access to relevant applications for users.

- **Employee Experience Packs:** Pre-built content and configurations support employees through their journey. Accelerate implementation and improve service quality with ready to use content (I.e.- services, knowledge articles). Deliver additional value, including setup guidance, easily accessed from Share in the Developer Community. Leverage expertise of industry experts and ServiceNow customers.

Finance Operations Management

- **Finance Reconciliation Hub (Limited Access*):** Accelerate reconciliation certifications. Automatically integrate ERP ledger balances with ServiceNow. Leverage flexible rules to automatically reconcile tasks. Streamline approvals with audit trail capabilities.

- **New Finance Workspace:** Simplify finance close operations from a single view. Gain instant visibility into tasks that are past due and need attention. Understand finance close performance, compliance and operations with out-of-the-box platform reporting.

Upgrade Programs

• **Automated Test Framework enhancements:** Upgrade faster by automating the manual tests. Expanded library of quick start tests. Improved test coverage by automating the List and Related List manual testing. Integrate and execute ATF test suites from a centralized location using ATF Rest API's.

• **Personalized Product Release Notes for Cross Family Upgrades:** Jumpstart preparation with consolidated release information. Review multi-family information at-a-glance. Access Release Notes information consolidated by product. Better experience when skipping release families during an upgrade.

• **HI Upgrade Wizard:** Reduce time to upgrade with step-by-step guidance. Assist customers on the right upgrade path using easy to follow navigation. Easily access centralized repository of key upgrade resources.

• **HI Upgrade Assist:** Stay current by automating your upgrades. Use an automated service to offload upgrade scheduling tasks. Ensure that you stay current by letting us help you manage your upgrade scheduling activity. This offering is only available to customers that are on N-1 contract terms.

• **Upgrade Deployment Service:** Simplify and accelerate your upgrade deployment with Expert Services. Rely on ServiceNow experts to execute and deploy your upgrade. Establish a roadmap for continued upgrade success.

• **Early Availability Program and Release Test Preview (for customers only).** Get a head start on your upgrades. Get step-by-step guide and best practices to upgrade your instance ahead of the pack. Access release family information early to get more time to upgrade.

* 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.

servicenow.

servicenow.com