ServiceNow® App Engine: Innovate at scale with low-code governance

Low-code application development is the leverage point to improve how work gets done through citizen developers. But to scale a successful low-code effort, a sound governance framework is critical. That’s why ServiceNow® App Engine’s low-code application platform (LCAP) makes it easier than ever to scale, manage, and safeguard app development, enterprise-wide.

Streamline low-code DevOps with a repeatable, standards-based approach to app delivery

App Engine’s native governance capabilities make it easy to determine who will build apps, the app entry criteria, and to prioritize requests and implement testing. Automated quality control throughout the app lifecycle ensures efficient delivery while protecting the platform. Predefined configurations automate routine tasks to reduce the risk of errors. Governance tools guide the user on best next steps while checking their work to ensure quality.

Ensure application quality and safety with technical development guardrails

App Engine brings consistency to DevOps with native support for app dev teams to set up enterprise-wide development and governance standards. Teams have complete visibility and oversight to ensure app quality, while established guardrails protect against data silos, overlapping functionality, and operational inefficiencies—driving speed and innovation for the business.

Fuel business agility at scale

Streamline app development and promote operational efficiency by deploying a single low-code application platform that is scalable, reliable, and secure.

Grow pro-dev productivity

Reduce the IT backlog by expanding app development beyond IT with low-code capabilities designed for users with any level of coding experience—and protect against risk with built-in governance capabilities.

Uphold platform integrity

Reduce the risk of shadow IT and minimize technical debt with easy-to-enforce enterprise standards, delegated development, and fine-grained access control in the low-code environment.

Ensure app quality & safety

Natively enforce app quality considerations throughout the entire low-code dev lifecycle—from ensuring the right skill sets are met for each dev step, to leveraging OOTB battle-tested components for app building—establishing long-term app performance and security.

Improve app dev collaboration

Support joint innovation so developers can build better together—creating a sustainable model for building customer-centric apps that conform to IT standards.
Empower developers of all skill levels

With App Engine Studio, IT can establish guardrails within the development environment for effective governance. By leveraging built-in collaboration tools, shareable app templates, and role-based access, you can empower citizen developers while ensuring application security and best practices. With clear guidance and access control, developers across the organization can develop high-quality apps within pre-established guidelines. The newly streamlined experience also allows developers to manage dashboards, build lists, and customize record pages—all in one place with no code.

Develop apps built to scale

App Engine Management Center brings together many key capabilities to drive easy and seamless DevOps experience for low-code. Submit app ideas, invite others to build together, and hand off to IT for tests and deployments—all in one console within a streamlined environment. You can also gain insights into the usage of your custom apps in production to proactively reduce risk, prioritize upgrades, and identify candidates for depreciation.

Improve app security

With application scoping, developers can protect an app, its files, and its data—so one app cannot access the data or code of another app without permission. With a private scope that uniquely identifies each app, developers have complete control to configure which parts of their app can be acted on by other apps.

Easily define who has access to what

Maintain governance over developer privileges, app resources, and data access with Delegated Development. Specify user and group development permissions, so you can keep projects moving and empower the business, all while minimizing risk.

Expand DevOps success

Streamline app development and deployment operations with Source Control using a continuous integration and continuous delivery (CI/CD) toolset. Developers can use their favorite source control system to manage changes to an application, while enjoying reduced commit noise. Teams can collaborate and easily manage application version control to deploy apps faster.
Drive deployment productivity
Streamline application deployment using the App Engine Pipelines and Deployments plugin. Pipelines automate the propagation and installation of your apps from one instance to another. Pipelines are powered by the ServiceNow CI/CD spoke, which enables you to automate processes, such as publishing apps to the application repository, installing them on target instances, and running ATF tests and instance scans. You can configure any number of pipelines with any number of instances to support everything from the “straight to production” app to the “mission-critical” ones requiring iteration through multiple pre-production environments.

Maintain app health
Enforce application best practices and improve the health of your apps with Instance Scan. Detailed data and in-depth analyses allow you to measure the performance, manageability, and usability of your apps—ensuring the correct guard rails are in place and adjusting when necessary. This streamlines your development processes and helps you avoid future configuration issues.

Gain knowledge
On-demand and live courses taught by ServiceNow experts through Now Learning prepare developer candidates with the right proficiency levels to confidently build with App Engine—reducing application development risk. Guided training ensures users—especially citizen developers—are knowledgeable about ServiceNow low-code solutions prior to developing on the platform.