

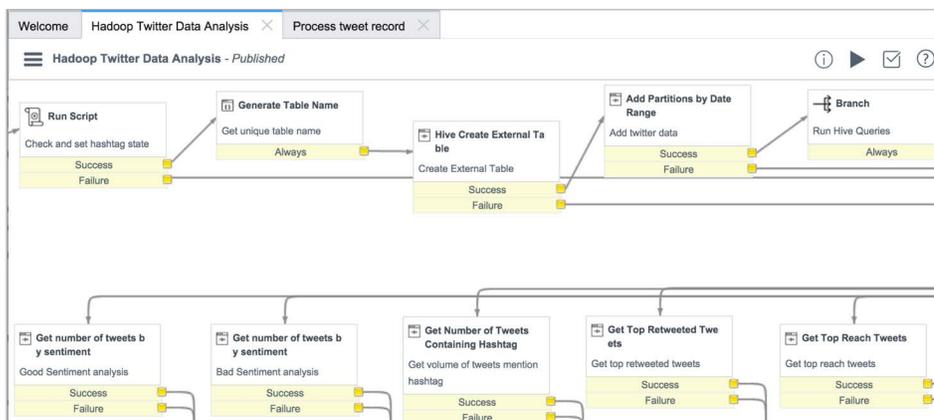
ServiceNow Orchestration

The IT challenge

IT often finds its productivity and value to the enterprise impaired because its time is occupied with many manual, error-prone tasks that could be automated. Instead of driving innovation, IT is consumed with virtual machine provisioning, storage provisioning, employee onboarding or offboarding, password resets, Active Directory administration, data or file transfers, software installations, storage administration, server administration, and more. Attempts to automate these kinds of tasks are often piecemeal and uncoordinated, ranging from using a collection of disparate automation products to creating scripts for certain process steps. But these approaches may result in delays and miscommunication, causing IT to ultimately fall back on the "safe" manual method. In the end, the overall lack of coordinated automation prevents IT from realizing its true potential and impedes enterprise agility.

The ServiceNow solution

ServiceNow® Orchestration increases enterprise agility by enabling IT to automate manual tasks involving systems and applications outside the ServiceNow environment. Orchestration ensures automation repeatability, security, and compliance. The solution is designed to provide immediate value with turnkey applications while providing IT the power to measure projected savings for new automation projects and report on orchestration ROI. Orchestration's activity designer helps IT build a reusable library of activities without needing to write code. Because Orchestration is a familiar extension of ServiceNow's workflow designer, it leverages the same skill set customers use for automation inside ServiceNow environments. IT can build orchestration workflows by adding various combinations of pre-built orchestration activities for Linux, Unix, Windows, and cloud services and custom orchestration activities. Orchestration also includes the Password Reset and Client Software Distribution applications. As a part of the ServiceNow Platform, Orchestration leverages all the platform features, interconnected application processes, and single system of record in the ServiceNow enterprise IT cloud. With ServiceNow Orchestration, IT can improve operational IT efficiency, increase enterprise agility, and allocate more time and expertise to providing strategic value to the enterprise.



Orchestration activities are the building blocks for automating tasks involving non-ServiceNow products

Benefits

Increase agility

Improve operational IT efficiencies, speed problem resolution, and increase service availability by automating manual, routine, error-prone tasks to produce fast, predictable results.

Accelerate time to value

Realize value quickly from Orchestration's intuitive workflow designer, library of pre-built orchestration activities, activity templates, codeless activity designer, ready-to-use orchestration applications, and native integration with the ServiceNow enterprise IT cloud.

Measure and grow value

Track and measure the immediate benefits of ServiceNow with the built-in ROI calculator. Focus new automation efforts on areas where the business can benefit the most and realize the most value.

Immediate and Measurable

ServiceNow provides immediate, out-of-the-box value, helping customers reap the benefits of automation from day one. An orchestration ROI calculator, built on ServiceNow Cost Management, tracks the ROI of every automation run, calculating cost savings over time. It can also project savings for tasks that could be automated, so IT can prioritize them.

Workflow and Orchestration on a Single Platform

A powerful extension of the ServiceNow Platform's workflow, Orchestration uniquely combines both human processes and automation on a single platform. Automations can be designed to fall back on human tasks when needed. IT can build workflows that extend outside of ServiceNow environments for IT service management, IT operations management, and business process management orchestration scenarios. ServiceNow customers already familiar with the intuitive workflow designer can simply drag pre-built orchestration activities from the palette onto the workflow canvas and connect them together to build powerful, workflow-driven automation.

Orchestration Activities and Applications

Orchestration activities are the building blocks of orchestration. An activity performs a discrete task as part of a multi-step process. Orchestration includes pre-built activities to interact with systems typically found in data centers and the cloud. Customers can also use activity templates and a codeless activity designer to rapidly create orchestration activities, which may be centrally edited, moved between instances, and reused across multiple automation scenarios.

Orchestration use cases include end-user productivity, infrastructure automation, and business automation. Turnkey solutions for user provisioning, Client Software Distribution, and Password Reset ensure that new employees are productive on day one, and quickly get access to the tools they need to get their job done. Orchestration also provides solutions for infrastructure automation including network automation, and more. It creates the foundation for business automation with key use cases, such as managed file transfer and the ability to automate social media and customer onboarding. Orchestration provides the foundation for the ServiceNow Cloud Management application.

Password Reset Application

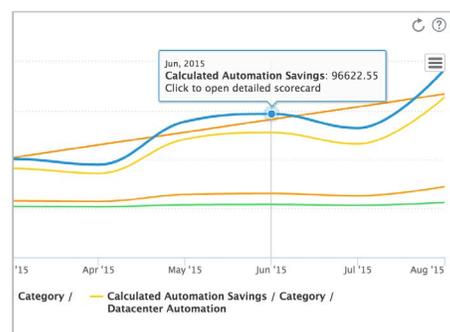
Password reset significantly reduces the overall volume of IT service requests by enabling end users to reset their own passwords using self-service and automation. The application brings the familiar password reset experience of consumer Internet applications to enterprise IT and is optimized for active directory and extensible to support custom credential stores and verification methods. It also streamlines service desk assisted password resets.

Client Software Distribution Application

Client Software Distribution enables users to request client software from a service catalog and automates the key processes and tasks associated with distributing software to requestors' desktop and laptop computers. The application integrates with ServiceNow IT Asset Management for licensing management, ServiceNow's service catalog for entitlements, and Microsoft System Center Configuration Manager or other software distribution

Now Platform

Built on the Now Platform, a comprehensive application development platform for the entire enterprise, Orchestration inherits all capabilities of a single platform and interconnected processes across all applications and the ServiceNow Configuration Management Database (CMDB). Create custom orchestration applications, automate technology stacks on a single platform, integrate service-centric processes and datacenter automation, and build automatic documentation, audit trails, and standards. From the dashboards, managers can guide IT projects and remediation.



Orchestration ROI quantifies the historic and projected value of automation



Client Software Distribution application provides out-of-the-box automation value

servicenow