Building new value and function in your IT workflows

Extend and scale with ServiceNow App Engine
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The business of IT

In an age of accelerated digital transformation, IT no longer supports the business, it is the business. IT leaders need to continually find new ways to extend and scale IT workflow automation to address new use cases and drive broader digital transformation in the way IT services are delivered. However, changing requirements can frequently go beyond the scope and capabilities of existing out-of-the-box IT solutions. Point solutions for these “beyond out-of-the-box” use cases are often needed, but this can add more technical debt than value over the long term.

Fortunately, ServiceNow IT Service Management (ITSM) customers are already using the out-of-the-box solution to speed delivery of new services to meet constantly changing business requirements, increase productivity, and achieve fresh insights. Since ITSM is built on the Now Platform, IT Service Delivery organizations can build new ITSM workflow apps fast and address adjacent use cases with the low code application development tooling in ServiceNow App Engine.

Extend ITSM with App Engine

Too many critical business functions are still handled with spreadsheets or communicated by email. If “swivel chair” and “tool sprawl” are a part of your company’s vocabulary, it’s time to start thinking about automation beyond core IT functions.
Extend natively and automate thoroughly

Rather than purchasing a series of standalone out-of-the-box solutions, what if you could just create native extensions to your existing core ServiceNow applications that would quickly and effectively service these new use case requirements?

App Engine, on the Now Platform, puts IT in a proactive position to keep pace with these changing requirements. IT teams can introduce expanded capabilities as native app extensions to core IT workflows by tailoring existing flows or building new custom flows and integrations.

Most owners of ITSM understand the longer-term impact when out-of-the-box implementations operate at their full potential. It becomes clearer how automating end-to-end processes can bring new incremental business value to their organizations. Pair that with the measurement and analytics capabilities of the Now Platform, and soon you have decision makers across the entire enterprise looking at ways they can streamline their tasks.

Extend IT with ServiceNow

More than 1,000 ServiceNow customers have extended their IT workflows and automated processes you never thought possible.
The solution

The Now Platform has many powerful features to help you build enterprise workflow apps fast and extend IT:

- **IntegrationHub** – Streamline requests requiring actions in external systems to allow you to deliver end-to-end workflow automation.

- **App Engine** – Empower citizen developers with pre-built templates, and easy-to-use low code tools. This allows for the building of custom applications on top of the Now Platform, to make workflows and to charge up operations.

- **Flow Designer + Mobile Studio** – Enable team collaboration and reuse by allowing no/low code builders to assemble components built by pro developers in a shared environment.

- **Service Aware CMDB** – Saves time by custom building a service data model. A huge advantage with the Now Platform. You can pour that energy and effort into application and extension development.

- **Workspace + Predictive Intelligence** – Power knowledge worker productivity in a single view with full context, analytics, and AI-assisted recommendations to resolve issues quickly.

- **Now Experience + Mobile + Virtual Agent + Service Portal/Catalog, Knowledge** – Delight users with modern, consumer-grade multichannel experiences that provide intelligent self-service and quick access to the right info.
Extend IT with ServiceNow

Native app design enables ITSM groups to be creative and fast when solving specific business challenges facing their company. These use cases are just a fraction of what is possible.

Having the flexibility to adapt is crucial.

Here five common ways you can extend and scale your IT workflows using the tools on the Now Platform:

- **Tailor existing IT workflows** – ServiceNow products have everything you need to efficiently run your organization, but we don't limit you. Many customers add custom fields or change workflow steps to meet their specific needs.

- **Build new IT workflows** – Often our customers need to create additional IT workflows not delivered out-of-the-box, typically for specialized tasks. With App Engine and IntegrationHub, you can automate almost any process.

- **Enrich IT workflow experiences** – People expect an omnichannel experience, so we give you the ability to extend IT workflows to mobile so you can deliver your employees the right digital experience from anywhere.

- **Connect your IT workflows with anything** – IntegrationHub provides more than 100 spokes to connect outside systems for full end-to-end automation of your workflows.

- **Deliver intelligent IT workflows** – Have your workflows work smarter by leveraging native AI for predictive intelligence, natural language understanding, and performance analytics.
Modernize and automate IT—customer extensions

Reimage IT Requests

Loaner Program
- For workers to request multiple types of assets (laptops, mobile phones, etc.) for multiple locations and IT to track who has what

Automate IT Staff Development

IT Personnel Development
- For IT to map staff skills from core HCM with development goals, and set up concrete training plans, track the progress

Conf. Room Enhancement

Conf. Room Enhancement
- Create powerful self-help meeting experience by connecting IP - based AV/IT assets for meeting coordination and monitoring

Streamline IT Procurement

IT Provider Quote Request
- For IT change managers to request/approve quotes from outsourced vendors/service providers

Deliver on Best in Class IT Culture

IT Staff Recognition
- Community style peer recognition service for IT

Now Platform feature highlights

Loaner Program
- VA (NLU) Designer + IntegrationHub to broaden UX as well widen stockroom system management

IT Personnel Development
- Flow Designer + IntegrationHub to enhance IT staff skills with seamless integration with Core HR and learning systems

Conf. Room Enhancement
- Mobile Studio + IntegrationHub to enable IP - driven conference room equipment in mobile experience

IT Provider Quote Request
- Service Aware CMDB + App Development to centralize procurement information for better informed decisions

IT Staff Recognition
- Employee Service Center (ESC) + IntegrationHub to create integrations with 3rd party apps and personalized employee portals

Now Platform

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Let’s get into more detail on what satellite apps would look like created as part of extended ITSM programs:

The loaner program

One example is a loaner program, highlighting the possibility for IT workflow customers to reimagine IT requests.

The value of this app comes in the improved user experience, shifting an employee’s request for an equipment loan from a form on a web page to an interactive engagement using ServiceNow Virtual Agent. The benefits to this new, dynamic approach allow the employee to perform the action on a mobile device and leverage on-device functions like their phone’s camera for QR code scanning.

It’s a thoughtful, but relatively simple change that takes advantage of the company’s preexisting and robust ITSM database.

Re-imagine requests, from forms…

...to virtual agents and leveraging device functions
How the loaner program works under the hood

**Loaner Program Workflow**

1. Employee initiates the request with information about the type of equipment needed, and for what duration.
2. If it is an out of policy request, the system flags it and requires business justification and manager approval.
3. IT support receives the information and fulfills the request by locating the assigned equipment in the stockroom and delivering it.
4. Inventories are automatically updated, so employees can’t over request.

The result is a more streamlined and intuitive experience for both the employee and IT to service loaner needs.
The IT personnel development program

This app focused on a company’s ability to consolidate personnel development planning with dispersed information from many other sources. For this customer, they were dealing with core HR systems like Workday, Oracle HCM, and PeopleSoft, and learning platforms such as LinkedIn Learning and Microsoft TechNet. ServiceNow connects with all of these systems via IntegrationHub, this use case provided an intriguing way to bring them all together.

The other innovation element here is AI. This process used machine learning capabilities to import and interpret the learning course data to offer better recommendations and suggest relevant trainings based on completion history.
How the IT personnel development program works under the hood

The IT personnel development workflow:

1. IT manager reviews personnel skills and career goals imported from Oracle HCM.
2. Assigns training task to staff.
3. Employees are notified of new tasks and complete the training.
4. Competition certification is captured, and manager is alerted for review and approval.
5. Core Oracle HCM is updated.

Training gets done, the right people are notified, and the system of record is updated with just a few clicks.
Extending IT service delivery for greater payoffs

Today, enterprise leaders are keenly aware that successful digital transformation depends on quickly extending and scaling IT solutions to address current and future business requirements. With ITSM and the Now Platform, extension apps are simple to build and deliver significant incremental value. Are you ready to take the next step with your IT service delivery? Why not see what’s possible by joining the more than 6,200 enterprise customers worldwide using ServiceNow to drive their digital transformation.

Extend IT with ServiceNow

If you’re already using ServiceNow ITSM to master IT service delivery, leveraging App Engine and IntegrationHub is a no-brainer. Custom apps and end-to-end automation will take your enterprise to the next level.
For a deeper exploration of ServiceNow App Engine, we recommend reading the following documents:

**The ServiceNow App Engine Book of Knowledge**
Hear from our customers as they describe their application development journey with ServiceNow

**The Now Platform Reference Guide**
A tour of key features and functionality of App Engine, used to rapidly build, test, and deploy applications

**Future of Work: Develop a Change Mindset with App Engine**
The Now Platform with App Engine is what you need to help you quickly adapt in an environment of constant change.

**About ServiceNow**
ServiceNow (NYSE: NOW) is the fastest-growing enterprise cloud software company in the world above $1 billion. Founded in 2004 with the goal of making work easier for people, ServiceNow is making the world of work, work better for people. Our cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity for more than 6,200 enterprise customers worldwide, including approximately 80% of the Fortune 500. For more information, visit www.servicenow.com.

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