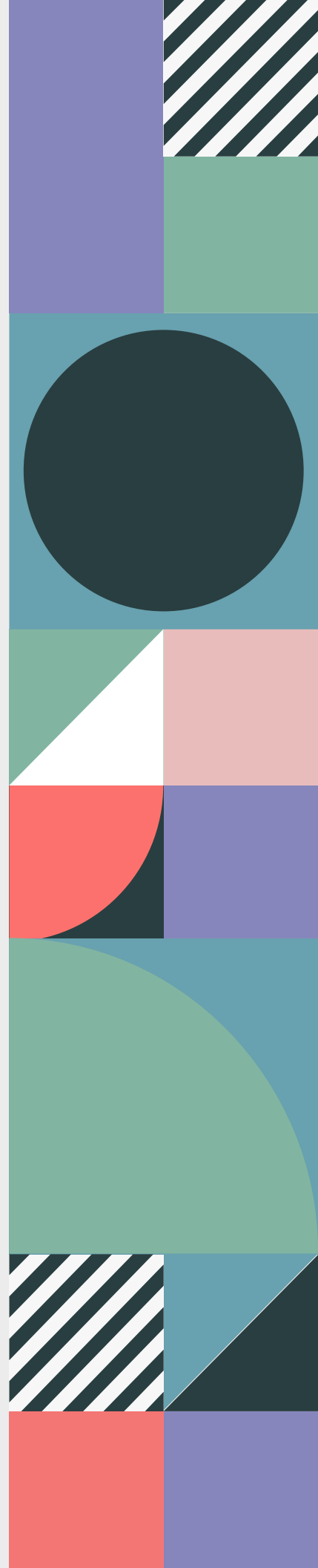


Reference Architecture ESG activation

Included in this Reference Architecture

- Business capabilities and KPIs
- High-level architecture diagrams with ServiceNow® products and platform capabilities that support business capabilities
- Where to start your ServiceNow journey to activate environmental, social, and governance strategies
- Definitions of included Now Platform® capabilities and licensing



Business Capabilities and Key Performance Indicators (KPIs)

Below are business capabilities that activate ESG across the enterprise, and supporting KPIs. View high-level ServiceNow product architecture associated with each business capability by clicking on the listed business capability.

Business capability	Example KPI
<u>Mobilize your ESG strategy</u>	<ul style="list-style-type: none"> • Increase in completeness of ESG tracking • Reduction in time, human capital spent gathering and preparing ESG profile data • Increase in ESG scores in applicable areas
<u>Enhance reputation and trust</u>	<ul style="list-style-type: none"> • Increase in MSCI score
<u>Create long term business value and impact</u>	<ul style="list-style-type: none"> • Increase in revenue attributed to ESG-driven innovation

Where to start

Your organization's journey toward digital transformation is unique. Work with your ServiceNow Sales or Customer Success team or a ServiceNow-certified partner to determine the business capabilities that best align with your journey and create an implementation and readiness plan based on your goals and environment.

Here are some resources to support the planning process:

1. These reference architecture diagrams that outline the ServiceNow products and platform capabilities that align with each business capabilities. This will help you to determine the platform capabilities you'll need to plan your implementation. The platform capabilities for your implementation may vary depending on your organization's goals and current environment.
2. Our [Transformational Insight](#) provides guidance on how to prepare for the people and process impact of your ServiceNow implementation.
3. The [Customer Success Center](#) provides leading practices for the ServiceNow products associated with business capabilities listed in this document, as well as additional ServiceNow self-service content.
4. [Now Create](#) Success Packs provide product implementation guidance.

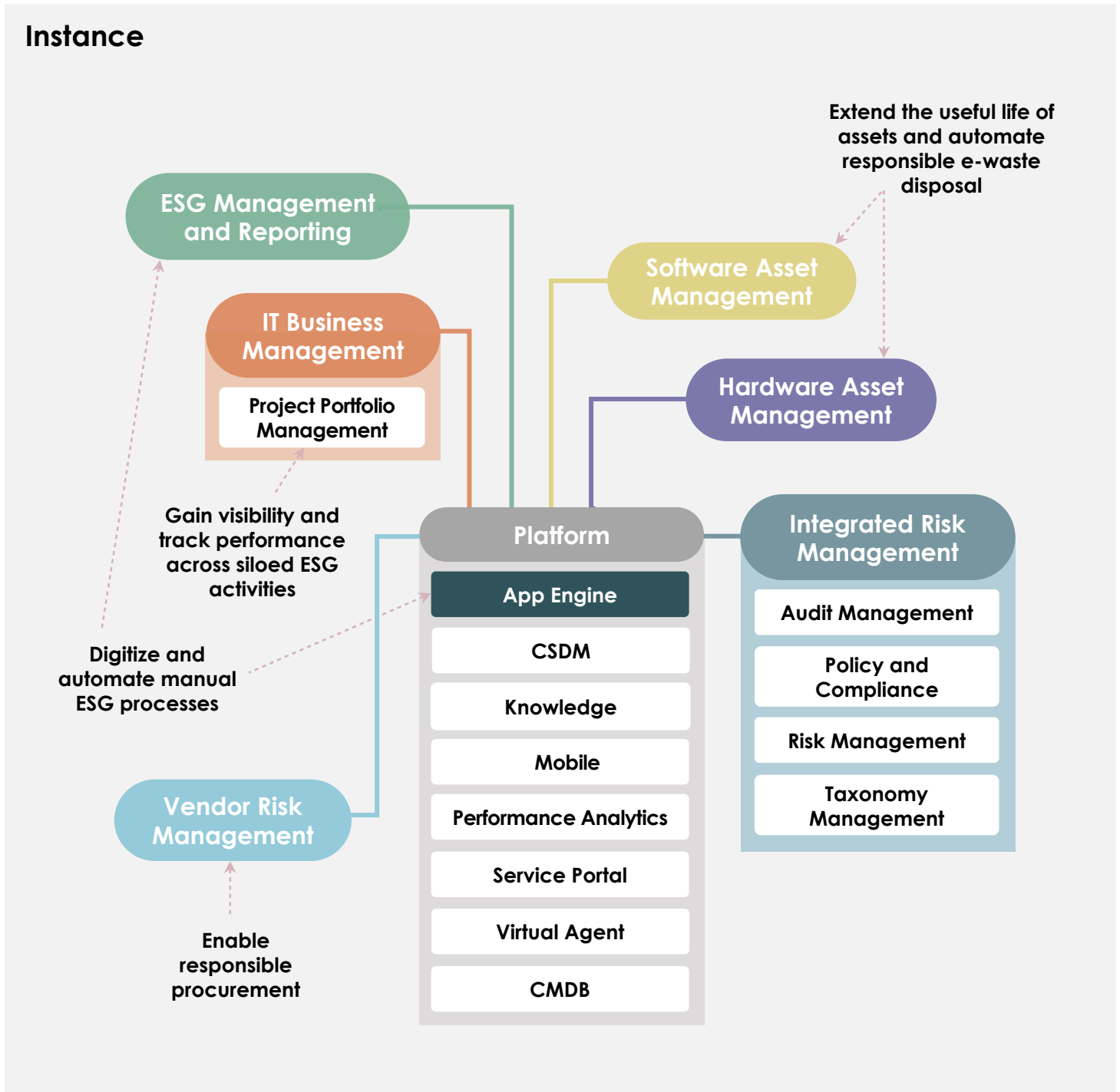
Business capability #1 Mobilize your ESG strategy

These ServiceNow products and capabilities digitize, automate, and expand ESG efforts.

ServiceNow licenses:



Instance

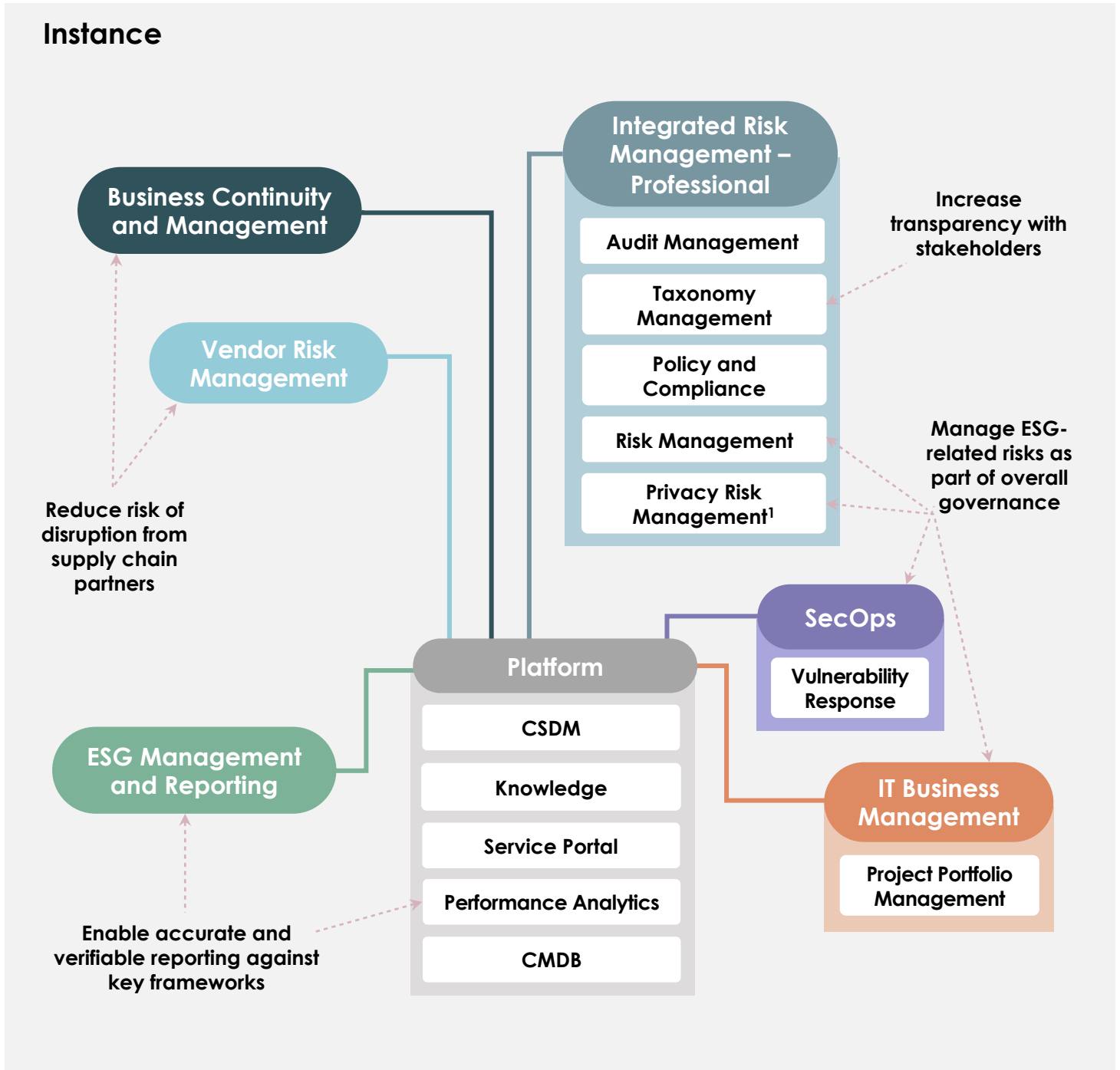


Business capability #2 Enhance reputation and trust

These ServiceNow products and capabilities can help improve your ESG ratings.

ServiceNow licenses:

- ESGMR
- IRM – Pro + PRM
- VRM
- ITBM
- BCM
- SecOps



¹Purchased a la carte

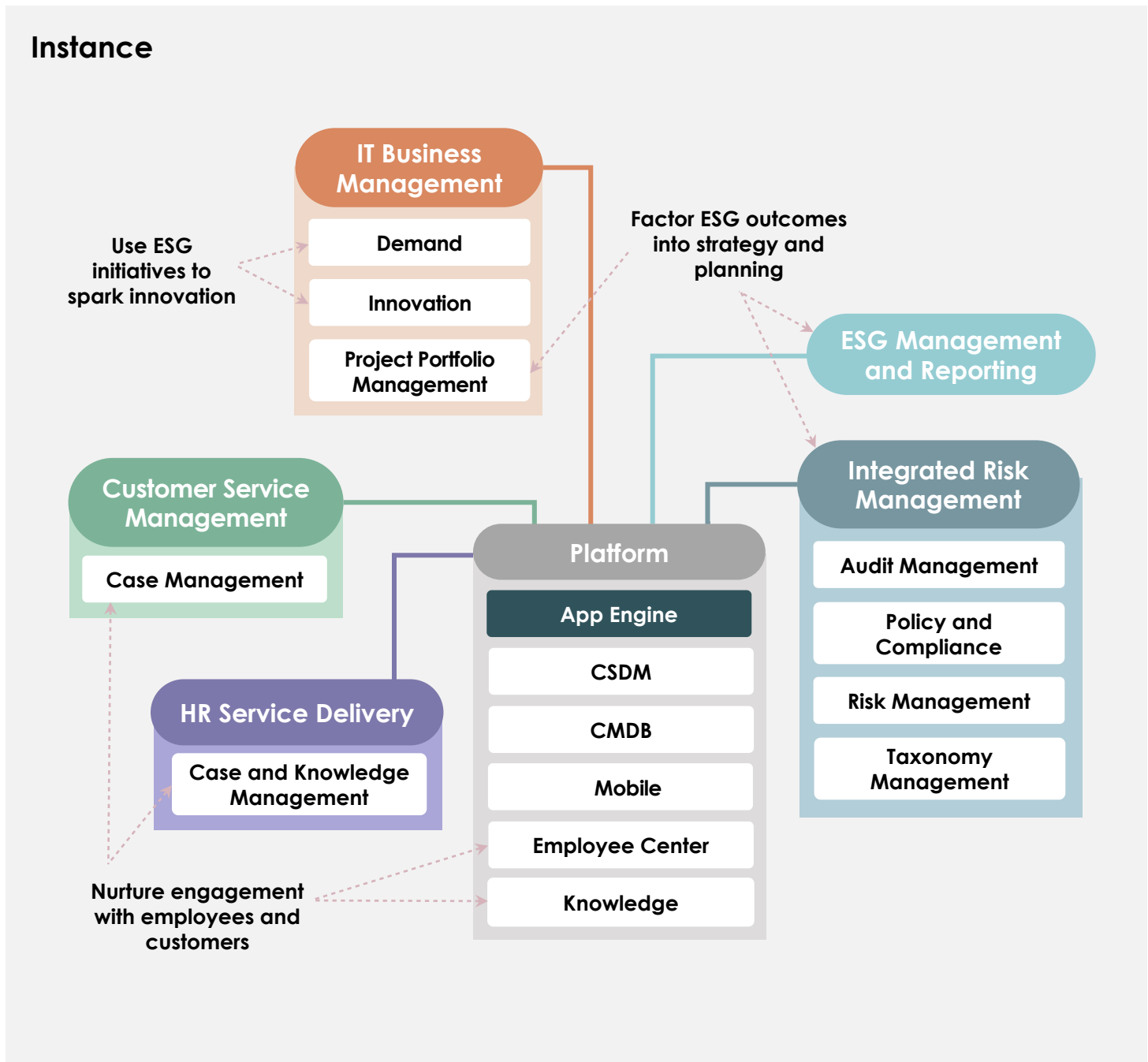
Business capability #3

Create long term business value and impact

These ServiceNow products and capabilities increase revenue attributed to ESG-driven innovation.

ServiceNow licenses:

- ESGMR
- IRM
- App Engine
- ITBM
- HRSD
- CSM



ServiceNow product capability descriptions

These descriptions of the ServiceNow product capabilities support the business capabilities covered in this document. **For full lists of product capabilities and license packages, refer to [Servicenow.com](https://servicenow.com).**

ESG Management and Reporting (ESGMR)

Capability	Package	Description
ESG Management and Reporting	ESGMR Standard	Streamline data collection, organization, and store ESG information in one easy-to-use system.

Integrated Risk Management (IRM)

Capability	Package	Description
Audit Management	IRM Standard	Identify issues before they happen with actionable alerts to reduce impacts on users with Event Management.
Policy and Compliance	IRM Standard	Automate and manage policy lifecycles and continuously monitor for compliance.
Risk Management	IRM Standard	Enable fine-grained business impact analysis to appropriately prioritize and respond to risks.
Taxonomy Management	IRM Standard	Manage categories for your content classification across IRM modules.
Privacy Risk Management	A la carte	Manage privacy risk and compliance across the enterprise in real time.

Security Operations (SecOps)

Capability	Package	Description
Performance Analytics	SecOps Professional	Analyze trends with KPIs, metrics, and dashboards for field service.
Predictive Intelligence	SecOps Professional	Use machine learning to make recommendations and improve efficiency.
Security Incident Response	SecOps Enterprise	Quickly prioritize and respond to security threats using workflows and automation.
Vulnerability Response	SecOps Enterprise	Efficiently prioritize and respond to vulnerabilities based on business impact.

IT Business Management (ITBM)

Capability	Package	Description
Project Portfolio Management	ITBM Standard	Get visibility into all work—traditional, agile, and hybrid. Balance capacity against demand and optimize your portfolios to achieve business value.
Agile	ITBM Pro	Manage scrum or waterfall development work throughout the lifecycle from a unified backlog of tasks.
Innovation	ITBM Pro	Allow employees to collect, vote on, manage, and collaborate on ideas from a centralized location.

ServiceNow product capability descriptions (continued)

App Engine		
Package	Description	
App Engine Starter	Provide starter tools to create your own apps. Custom table limits.	
App Engine	Provide advanced tools to create your own apps. Unlimited custom tables.	
Customer Service Management (CSM)		
Capability	Package	Description
Case Management	CSM Standard	Manage interactions and SLAs, model account relationships, and support outsourced services.
HR Service Delivery (HRSD)		
Capability	Package	Description
HR Case and Knowledge Management	HRSD Standard	Manage HR requests with HR cases and an HR knowledge base.
Software Asset Management (SAM)		
Capability	Package	Description
Software Asset Management	SAM Standard	Continuously monitor, detect, assess, mitigate, and remediate risks in vendor ecosystems.
Hardware Asset Management (HAM)		
Capability	Package	Description
Hardware Normalization	HAM Standard	Set standard asset data by manufacturer name, model name, and model number.
Vendor Risk Management (VRM)		
Capability	Package	Description
Vendor Risk Management	VRM Standard	Continuously monitor, detect, assess, mitigate, and remediate risks in vendor ecosystems.

ServiceNow product capability descriptions (continued)

Standard platform, included with all packages		
Capability	Package	Description
Common Services Data model (CSDM)	Included	Use CSDM terms and definitions for service reporting and provide prescriptive guidelines for service modeling within your ServiceNow CMDB.
Configuration Management Data base (CMDB)	Included	Offer a cloud-based single system of record.
Flow Designer	Included	Automate any process—from simple productivity to complex transformation—in a no-code, natural language environment.
Knowledge	Included	Increase self-service rates and boost agent productivity with a contextual knowledge base.
Mobile	Included	Allow employees to find answers and get work done from their mobile devices.
Service Portal	Included	Deliver self-service experiences to your customers and employees with an easy-to-use portal framework.