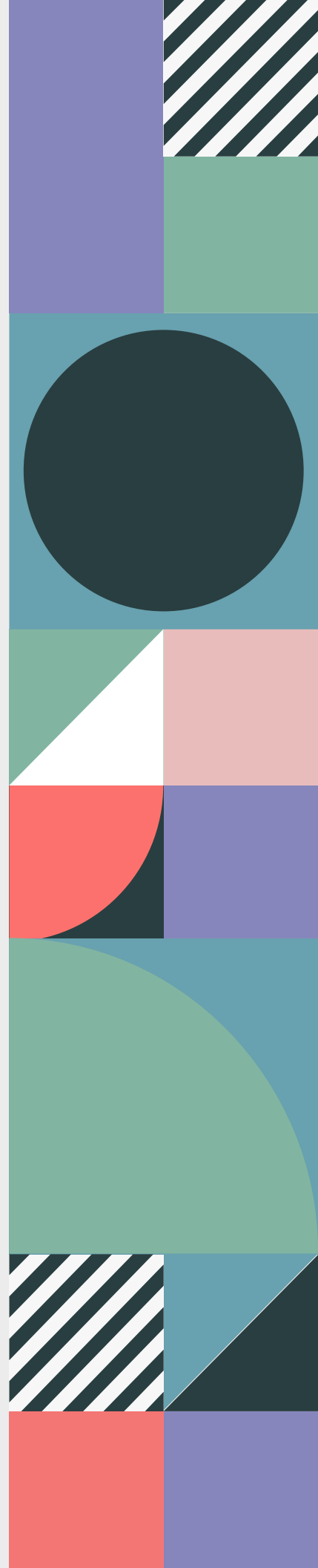


Reference Architecture IT cost reduction

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 reduce software, hardware, and cloud costs
- Definitions of included Now Platform® capabilities and licensing



Business capabilities and key performance indicators (KPIs)

These business capabilities reduce software, hardware, and cloud costs, as well as their supporting KPIs. View high-level ServiceNow product architecture associated with each business capability by clicking \ the listed business capability.

Business capability	Example KPI
<u>Reduce technology CapEx and OpEx</u>	Reduction in spend on unoptimized software, hardware, and/or cloud services
<u>Reduce technology asset risk throughout the business</u>	Reduction in unbudgeted spend from compliance/audit issues, lost or stolen assets
<u>Automate the full technology lifecycle</u>	Reduction in elapsed time, human capital to fulfill technology requests

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 outline the ServiceNow products and platform capabilities that align with each of the 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 the 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

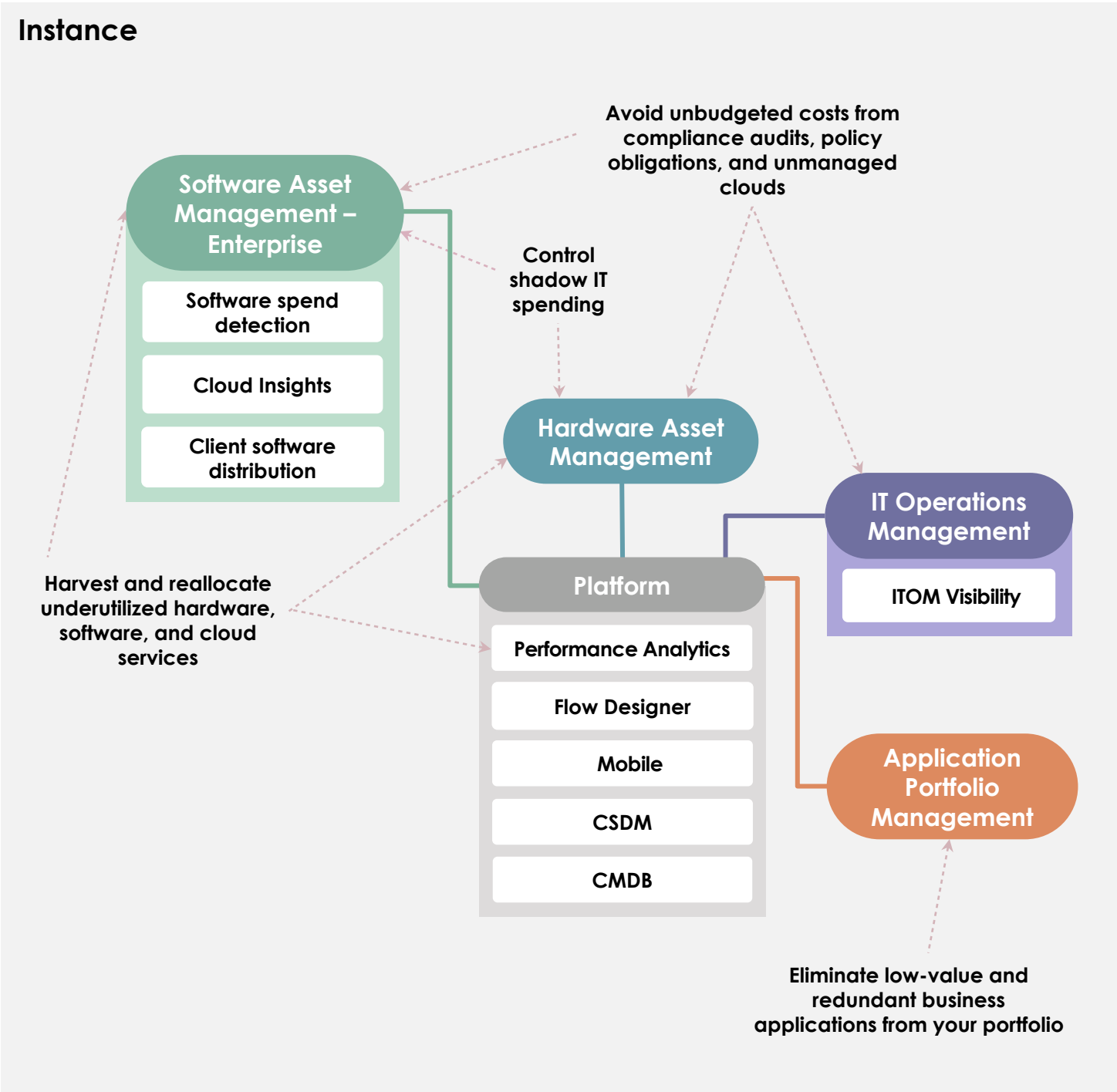
Reduce technology CapEx and OpEx

These ServiceNow products and capabilities avoid unbudgeted costs from compliance audits, policy obligations, and unmanaged cloud spend.

ServiceNow licenses:

- SAM – Ent
- HAM
- ITOM
- APM

Instance



Business capability #2

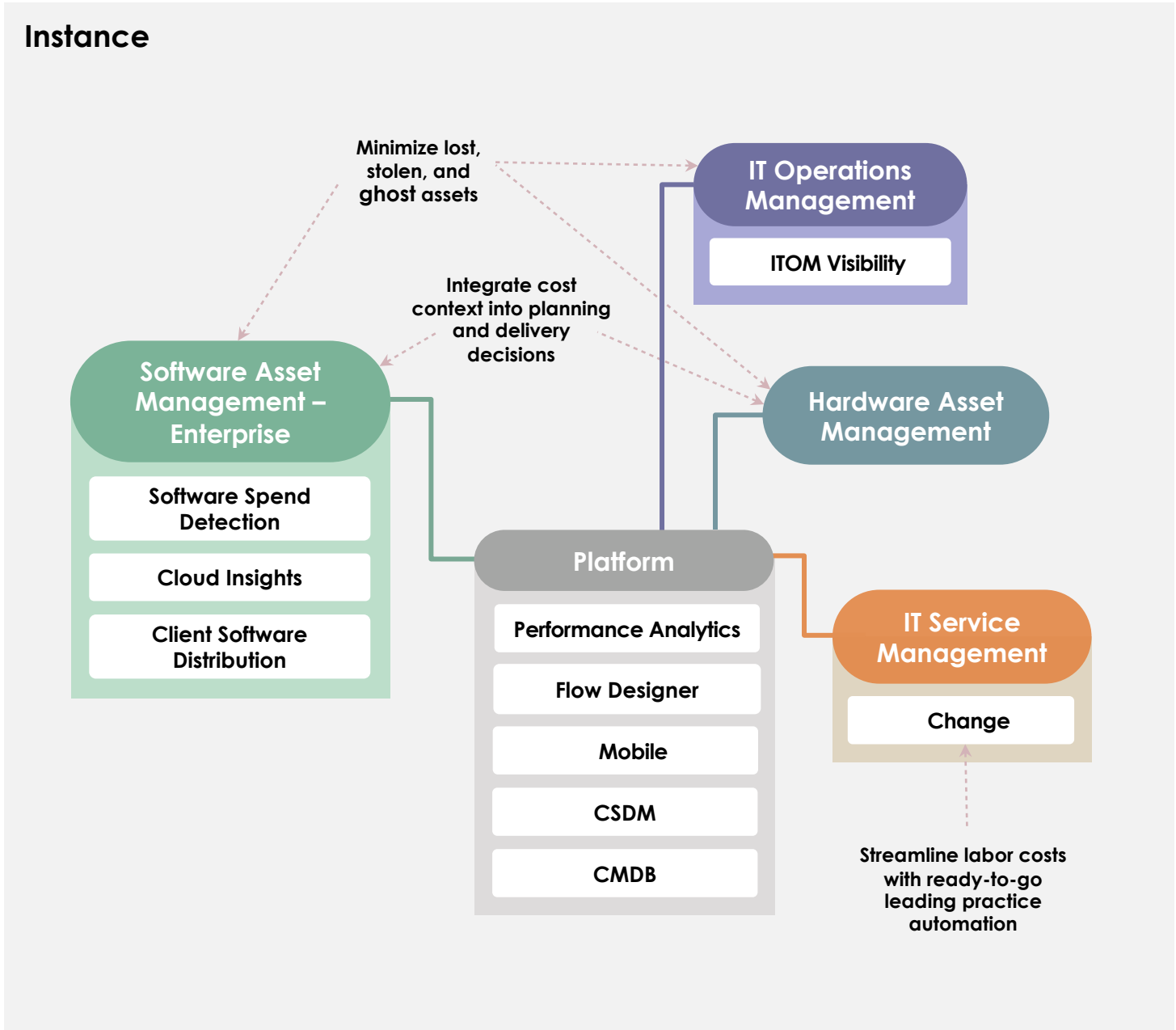
Reduce technology asset risk throughout the business

These ServiceNow products and capabilities reduce unbudgeted spend from compliance/audit issues and lost or stolen assets.

ServiceNow licenses:



Instance



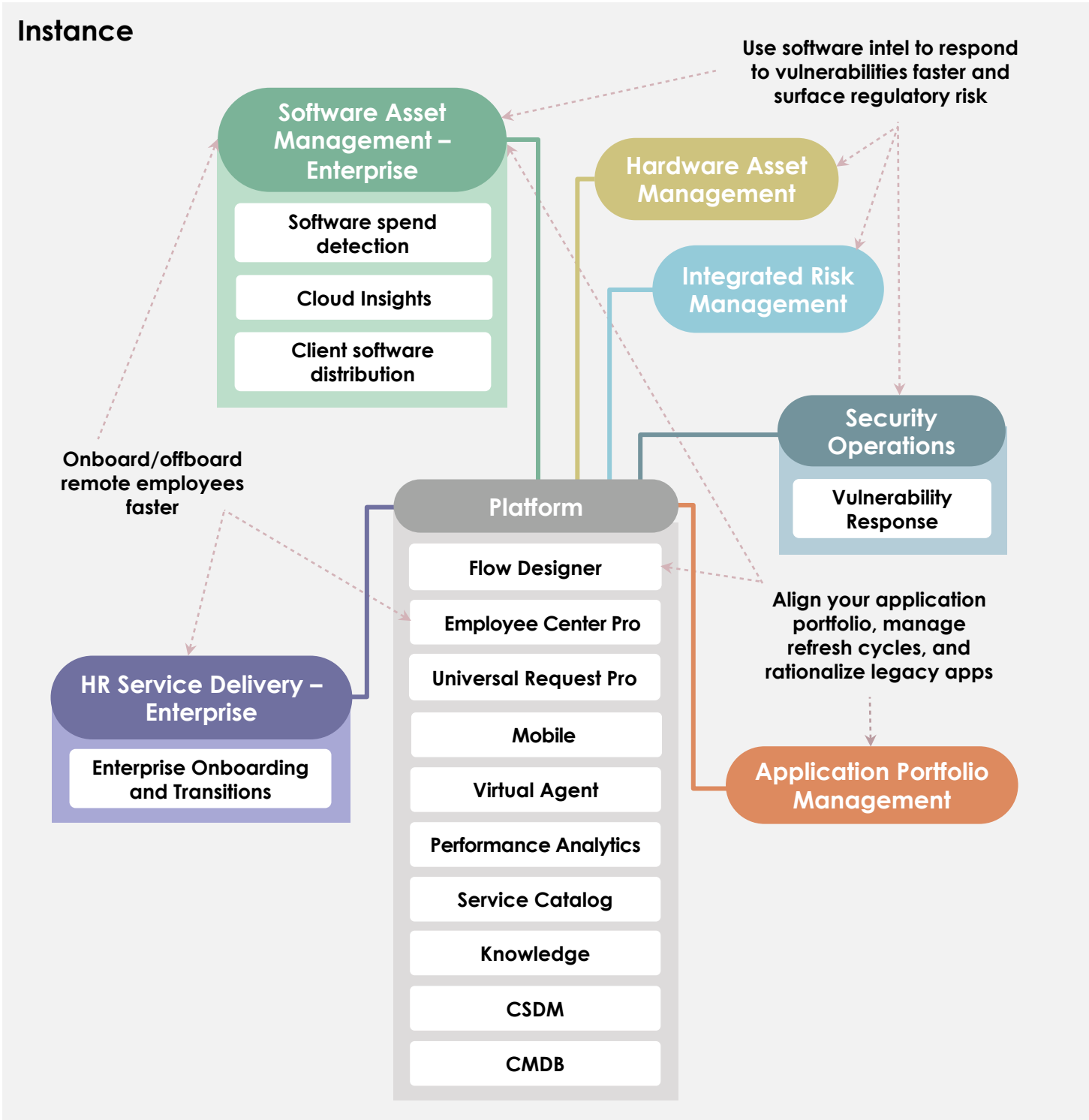
Business capability #3

Automate the full technology lifecycle

These ServiceNow products and capabilities increase service velocity.

ServiceNow licenses:

- APM
- SAM – Ent
- HAM
- SecOps
- HRSD – Ent
- IRM



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).**

Software Asset Management (SAM)		
Capability	Package	Description
Client Software Distribution	SAM Professional	Allow administrators to distribute software from the service catalog using third-party management systems.
Performance Analytics	SAM Professional	Automate IT and business processes for operations management.
Software Spend Detection	SAM Professional	Track, analyze, and optimize software spending from imported financial data.
Cloud Insights	SAM Enterprise	Analyze the full range of costs that are associated with cloud assets so you can identify and take action on opportunities to save money and optimize operations.
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 ¹	Quickly prioritize and respond to security threats using workflows and automation.
Vulnerability Response	SecOps Enterprise ¹	Efficiently prioritize and respond to vulnerabilities based on business impact.
IT Operations Management (ITOM)		
Capability	Package	Description
ITOM Visibility	ITOM Standard	Get visibility across your on-premises, cloud, and serverless infrastructure with Discovery. Drive service-aware operations and get visibility into the relationships between your applications, IT components, and cloud services with Service Mapping.
IT Service Management (ITSM)		
Capability	Package	Description
Change	ITSM Standard	Simplify, automate, and accelerate complex change processes.

¹Security Incident Response and Vulnerability Response are both included in the SecOps Enterprise package. If you're using Security Incident Response or Vulnerability Response (but not both), either can be acquired individually through a SecOps Standard package.

ServiceNow product capability descriptions (continued)

HR Service Delivery (HRSD)		
Capability	Package	Description
Employee Center Pro	HRSD Professional	Provide a service delivery portal capable of multidepartment service delivery with enterprise news and events.
Performance Analytics	HRSD Professional	Provide data analysis with industry leading metrics and benchmarks to improve organizational performance and successful service delivery.
Universal Request Pro	HRSD Professional	Provide a seamless employee experience across enterprise departments.
Virtual Agent	HRSD Professional	Provide an enterprise conversational experience for employees to resolve issues.
Enterprise Onboarding and Transitions	HRSD Enterprise or a la carte	Deliver great experiences across the entire employee journey and accelerate productivity.
Hardware Asset Management (HAM)		
Capability	Package	Description
Hardware Normalization	HAM Standard	See standard asset data by manufacturer name, model name, and model number.
Application Portfolio Management (APM)		
Capability	Package	Description
Application Portfolio Management	APM Standard	Gain a comprehensive understanding of the applications used in your organization so you can identify redundancies and decrease budgetary costs.
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 Catalog	Included	Offer an easy-to-use storefront experience for corporate service requests.