Now Platform Quebec release
Upgrade Kit

Available in PowerPoint for presentation customization
Safe harbor notice for forward-looking statements

This presentation may contain “forward-looking” statements that are based on our beliefs and assumptions and on information currently available to us only as of the date of this presentation. Forward-looking statements involve known and unknown risks, uncertainties and other factors that may cause actual results to differ materially from those expected or implied by the forward-looking statements. Further information on these and other factors that could cause or contribute to such differences include, but are not limited to, those discussed in the section titled “Risk Factors,” set forth in our most recent Annual Report on Form 10-K and Quarterly Report on Form 10-Q and in our other Securities and Exchange Commission filings. We cannot guarantee that we will achieve the plans, intentions, or expectations disclosed in our forward-looking statements, and you should not place undue reliance on our forward-looking statements. The information on new products, features, or functionality is intended to outline our general product direction and should not be relied upon in making a purchasing decision, is for informational purposes only and shall not be incorporated into any contract, and is not a commitment, promise, or legal obligation to deliver any material, code or functionality. The development, release, and timing of any features or functionality described for our products remains at our sole discretion. We undertake no obligation, and do not intend, to update the forward-looking statements.
Upgrade to the Quebec release today
Take advantage of these ServiceNow resources to help you stay current

- Simplify upgrades and increase productivity
  - Upgrade Center
  - Automated Test Framework
  - Customizable Release Notes

- Speed time to value and grow your business
  - Customer Success Services
  - Customer Success Center
  - Early Release

- Reduce risk and protect your business
  - HealthScan
  - Technical Support
  - Upgrade Assist

Pro tip: Develop an effective governance model and utilize these resources to simplify upgrades and stay current. Visit www.servicenow.com/upgrades for more best practices and resources information.
Now Platform Quebec release
The platform of platforms for the 21st century enterprises

IT Workflows
Optimize IT productivity, cost, and resilience

Customer Workflows
Drive fierce customer loyalty with connected digital workflows

Employee Workflows
Deliver your employees the right experience anywhere

Creator Workflows
Build connected cross-enterprise workflow apps fast
Why an Upgrade Kit?

We created this upgrade kit to make it easy for you to learn about the exciting new features in the Quebec release.

Here’s what’s included:

• A ready-to-use presentation that will give you and your team an overview of the latest innovations
• A playlist of links and demos to help you get up to speed fast
• A complete list of resources to ensure a seamless upgrade experience
Three ways to champion Quebec release innovations

What you need to do

1. Get ready to learn – Select the feature slides you want to focus on, access the notes, watch the demos, read the blogs and product websites to get a deeper dive.

2. Get ready to share – Assemble the presentation by selecting the relevant slides and demos you want to use. Reorder the slides, don’t revise.

3. Get ready to upgrade – Build a solid upgrade plan, identifying the best time to upgrade and tapping key resources to make upgrades easier and faster.
# Upgrade to unlock continuous, customer-driven innovation

ServiceNow’s twice-a-year releases

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
<th>City</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>Sept. 2019</td>
<td>New York</td>
<td>Native Mobile for employee and agent experiences</td>
</tr>
<tr>
<td>2019</td>
<td>March</td>
<td>Madrid</td>
<td>Optimized workspaces for agent productivity</td>
</tr>
<tr>
<td>2020</td>
<td>March</td>
<td>Orlando</td>
<td>AI-driven intelligence for smarter business decisions</td>
</tr>
<tr>
<td>2020</td>
<td>Sept.</td>
<td>Paris</td>
<td>Fuel business agility and resilience</td>
</tr>
<tr>
<td>2021</td>
<td>Sept.</td>
<td>Quebec</td>
<td>Platform of Platform for the 21st century</td>
</tr>
<tr>
<td>2021</td>
<td>March</td>
<td>Rome</td>
<td></td>
</tr>
</tbody>
</table>

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Get up to speed fast on the Quebec release

- Fact Sheet
- Quebec Release Blog
- Community (complete listing of blogs)
- Quebec Release Notes
- Quebec Upgrades Release Blog
Table of contents
Click the buttons to go directly to the section/s relevant to you

- Creator Workflows
- IT Workflows
- Customer Workflows
- Employee Workflows
- Now Platform®
- Industries

Get Ready to Upgrade
Creator Workflows
Build Connected Cross-Enterprise Workflow Apps Fast

- App Engine
- Integration Hub
What’s new from App Engine
Reasons to upgrade to the Quebec release (At-a-glance)

<table>
<thead>
<tr>
<th>Key Features</th>
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<tbody>
<tr>
<td>App Engine Studio*</td>
<td>Rapidly build high-quality Creator Workflows in an end-to-end, low code experience. Shorten go-live time with best practice app and flow templates.</td>
</tr>
<tr>
<td>App Engine Templates*</td>
<td>Shorten the time to go live with prebuilt best-practice app and flow templates, so citizen developers don’t have to start from scratch building Creator Workflows.</td>
</tr>
<tr>
<td>Flow Designer enhancements</td>
<td>Provide UX improvements to further elevate citizen developer experience and enhancements to out-of-the-box flow actions with support for variable set and record producer.</td>
</tr>
<tr>
<td>Developer enhancements</td>
<td>Source Control support for Store and ServiceNow® app customizations. Easier script debugging with the new Script Tracer.</td>
</tr>
</tbody>
</table>

*Available in the ServiceNow store. May require an additional fee or premium level package.
App Engine Studio and Templates
Accelerate low-code delivery at scale

Rapidly build high-quality Creator Workflows in an end-to-end, low-code experience

Shorten go-live time with best practice app and flow templates

Strengthen LOB-IT collaboration and reuse with guardrails to ensure enterprise-class support

Available in the ServiceNow store. May require an additional fee or premium level package.
Flow Designer enhancements

Build, connect, and visualize business processes

UX improvements to further elevate citizen developer experience

Enhancements to out-of-the-box flow actions with support for variable set and record producer

Greater developer support for performance, usability, and security
Developer enhancements
Scale developer productivity

Source Control support for Store and ServiceNow app customizations

Easier script debugging with the new Script Tracer

External integrations for CI/CD on Azure Pipelines, Jenkins, GitLab, and GitHub Actions
## What’s new from IntegrationHub

### Reasons to upgrade to the Quebec release (At-a-glance)

<table>
<thead>
<tr>
<th>Key Features</th>
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<tbody>
<tr>
<td>Remote Process Synchronization</td>
<td>Manage cross-instance process automation with an out-of-the-box framework for complex bi-directional process integrations including eBonding that require support for ordered delivery, multi-system correlation, and outage recovery. Powered by Flow Designer.</td>
</tr>
<tr>
<td>Rest API Trigger</td>
<td>Simplifies inbound integrations and provides a low/no code alternative to scripted REST APIs.</td>
</tr>
<tr>
<td>Password Reset integration with Okta</td>
<td>Out-of-the-box flow support for Okta SSO, including both standalone Okta SSO and Okta SSO front-ending Active Directory configurations.</td>
</tr>
</tbody>
</table>
IntegrationHub enhancements

Accelerate ServiceNow connectivity across any system

- Simplify inbound integrations with REST API trigger
- Manage complex bi-directional process integrations with Remote Process Sync
- Perform data mapping with new modern UX for codeless ETL
Build the Future of IT at speed

- IT Service Management
- IT Operations Management
- Configuration Management Database (CMDB)
- Dev Ops
- IT Business Management

Proactively Manage Security Risk and Cost

- Security Operations
- Governance Risk and Compliance
- IT Asset Management
### What’s new from IT Service Management

#### Reasons to upgrade to the Quebec release (At-a-glance)

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<tr>
<td><strong>Catalog Builder</strong></td>
<td>Takes a step towards delegation of the catalog building process, either in parts or entirely by leveraging the ServiceNow Catalog Builder by providing a visual, guided and what you see is what you get experience to your stakeholders. The catalog builder guides individuals to create catalog items using the visual designer. In the Quebec release, there will be guard rails to ensure the delegated build experience is seamless. The builder will provide a template to get started, guide users to create new items, assist and clarify requirements, allow for validation and preview, and overall empower more users.</td>
</tr>
<tr>
<td><strong>Universal Request</strong></td>
<td>Universal Requests allow the requestor to submit a ticket when they are unsure which department should handle their issue. Once the Universal Request (UR) is submitted, a routing agent can route the ticket to the appropriate department.</td>
</tr>
<tr>
<td><strong>ITSM Virtual Agent</strong></td>
<td>Numerous enhancements let you quickly setup end-to-end intelligent Virtual Agent experiences. A few new features include, guided setup, better authoring and formatting tools + Incident auto-resolution intercepts issues that can be resolved automatically in Virtual Agent before they get to a human agent. Additional collaboration enhancements include MS Teams and WebEx. Virtual Agent is now supporting French and German.</td>
</tr>
<tr>
<td><strong>Password Reset</strong></td>
<td>In Quebec, new features include solving issues around enrollment, authentication, processes, and experiences. Through the Virtual Agent, employees can reset or change their password and unlock their account. Additionally, Password Reset is solving for granular password complexity rules. Where a user is typing in a new password, the new UI will update and mark which complexity rules are met dynamically. There will also be a bar indicating complexity.</td>
</tr>
<tr>
<td><strong>Now Agent for ITSM</strong></td>
<td>Organization leveraging Workforce Optimization will be able to use the scheduling and manager approval functionality from within the native app.</td>
</tr>
<tr>
<td><strong>Dynamic Translation</strong></td>
<td>In Quebec, we are introducing Dynamic Translation for Agent chat, allowing for a seamless experience between agents and requestors. In addition in-house language detection services will detect the language of a given input text overall eliminating the need to make a third-party call for language detection. Smart batching will ensure that we make only minimal number of calls to third party translators. Dynamic Translation improvements will enhance global organizations experience while reducing costs.</td>
</tr>
</tbody>
</table>
## What’s new from IT Service Management

### Reasons to upgrade to the Quebec release (At-a-glance)

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<tr>
<td>Localization Framework</td>
<td>Introducing Localization Framework for Content Owners, Translators, and Translation Approvers. Localization Framework translates content of artifacts such as catalog items and Virtual Agent topics, connects Dynamic Translation to machine artifact, integrates with translation management services, sends content to third-party translators via email, and dashboard reporting. This framework will standardize the process of translation, reduce manual effort, and make access easier.</td>
</tr>
<tr>
<td>Vendor Manager Workspace</td>
<td>Vendor Success Indicators are generated using AI/ML to highlight common characteristics of high performing vendors. This includes non-quantitative data that may not be incorporated into vendor scoring models. The success indicators provides insight into increasing vendor contract ROI. Instance Connector for ITSM integration enables e-bonding of incident management connection between NOW instances. This enables the ability to route, collaborate, and sync on tasks &amp; records during the onboarding process to accelerate time to value.</td>
</tr>
<tr>
<td>Benchmarks</td>
<td>Users receive multiple requests to pull historical benchmarking. Benchmarks now supports historical data collection via self-service on demand for up to 24 months.</td>
</tr>
<tr>
<td>Continual Improvement Management</td>
<td>Now easily output CIM tasks in a report and add email notifications for CIM task assignments/closure making reporting easier. The ability links CIM tasks to existing stories, as well as directly links child tasks to parent initiate. This streamlines the task creation processes saving time.</td>
</tr>
<tr>
<td>Workforce Optimization</td>
<td>Demand forecasts are now automated for use when planning and managing team schedules. A step-by-step interface has been provided for schedulers to simplify the setup process. Schedulers can now create and display new event types allowing for greater flexibility. The integration of Advanced Work Assignment with agent schedules now matches assignments to the amount of time agents have left on shift, minimizing agent turnover while processing requests. Skill matrix experience improved to help managers filter and view agent skills.</td>
</tr>
</tbody>
</table>

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## What’s new from IT Service Management

### Reasons to upgrade to the Quebec release (At-a-glance)

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<tr>
<td><strong>Process Optimization</strong></td>
<td>“Process Optimization at Scale” centralizes the compute capability of ML to include external data to enable advanced PO calculations using outside-instance resources. This enables users to perform more complex calculations with machine learning and AI, further leveraging PO capabilities. Process Model Comparison (textual and visual) enables process owners to see a side-by-side comparison between two process models, thus helping them to understand how they differ and the implications on how to prioritize activities. Linked processes for Incident/Problem/Change illustrates a more complete process picture, increasing user value by highlighting related processes (and sub-processes) and how these impact the efficiency of the parent process.</td>
</tr>
<tr>
<td><strong>ITSM Agent Workspace</strong></td>
<td>New Multi-Record-Associator replicates the slushbucket experience in Classic UI to link multiple related records to a record across IPC (Incident, Problem, Change).</td>
</tr>
<tr>
<td><strong>Incident Management</strong></td>
<td>A new Slack Integration with Incident Management is available to reduce time to respond and resolution by integrating with Slack, enabling agents to work on Incidents within Slack quickly and collaboratively without the need to switch between SN and Slack. To improve the agent experience, Incident Management will be consolidating CMDB related lists into a new ‘CI and Services’ related list within an Agent Workspace record. Across IPC (Incident, Problem, Change) there are general enhancements to conform to CSDM standards across the lifecycle and stages, including business rules to auto-populate assignment groups from a related CI or Service Offering and adding an optional business application related list.</td>
</tr>
<tr>
<td><strong>Problem Management</strong></td>
<td>General flow enhancements to improve the Problem Lifecycle include automatically moving a Problem or Problem Tasks to an assess phase when entry-criteria are met, as well as ‘re-analyze’ a problem from Fix-in-Progress for further investigation.</td>
</tr>
<tr>
<td><strong>Walk-Up Experience</strong></td>
<td>Appointment booking is now available via the Now Mobile application. Additionally, there is now an integration with Outlook and iCal for appointment booking, which will allow users who have booked an appointment to receive an outlook appointment and email to easily manage/view their appointment.</td>
</tr>
</tbody>
</table>
## What’s new from IT Service Management

### Reasons to upgrade to the Quebec release (At-a-glance)

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<tr>
<th>Key Features</th>
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<tbody>
<tr>
<td>Change Management</td>
<td>In Quebec, we are introducing Multimodal Change Models, which will enable Change Managers to tailor their change flows to the specific use cases they serve ‘fit for purpose’, giving them the flexibility they need to support Change processes beyond traditional ITIL types. There is a new Change Velocity Monitor that includes two related capabilities via a PA dashboard and is designed to help change managers optimize their change management process and identify bottlenecks. Two new ML solution definitions will be available for Change Management that leverage Predictive Intelligence by predicting change risk and identifying standard change templates. Unauthorized change has been enhanced by adding filtering capabilities to the State and CI Class, and removal of the time filters. This will give greater flexibility to control the conditions that register an UAC and tailor to the use-cases they see.</td>
</tr>
<tr>
<td>Agent Assist/AI Search Assist</td>
<td>AI Search Assist is a new component that leverages the new AI Search framework. In Quebec, AI Search Assist will surface in the Service Portal record producer and can be configured in the place of Contextual Search to search for related catalog items and KB articles.</td>
</tr>
<tr>
<td>Site Reliability Operations*</td>
<td>ServiceNow Site Reliability Operations is a way for both Development and Operations teams to be on the same page by registering microservices quickly, managing telemetry signals that point to issues, and responding efficiently to issues and incidents that cause failures.</td>
</tr>
</tbody>
</table>

* Available in the ServiceNow store. May require an additional fee or premium level package.
Workforce Optimization

Maximize your most valuable resource—your people

Manage teams effectively with visibility into real-time performance

Optimize scheduling and time-off requests with intuitive scheduling interface

Maximize output using a 360-view of agent work, schedule, skills, and training
Process Optimization

Improve outcomes by optimizing process flows

Gain greater visibility on processes that impact business

Gather insights on bottlenecks through visual representation of process flows

Drive swift improvement in processes using integration with Performance Analytics, Continual Improvement Management (CIM), etc.
Virtual Agent enhancements

Improved self-service experience

- Automatically identify topics with high deflection potential
- Proactively intercept issues and assign to a virtual agent where topic exists
- Enable end-to-end content including NLU, workflow and integrations
Incident Response Playbooks
Automate and accelerate incident resolution

Visualize, simplify, and automate steps in the resolution process

Eliminate human errors with manual resolution

Relieve service desk agents from repetitive tasks to maximize output on complex issues

Available in the ServiceNow store. May require an additional fee or premium level package.
## What’s new from IT Operations Managements

### Reasons to upgrade to the Quebec release (At-a-glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Predictive AIOps*</td>
<td>Helps users predict issues before they occur, prevent impact to users, and automate fixes across teams and workflows to resolve issues fast.</td>
</tr>
<tr>
<td></td>
<td>The powerful log analytics and anomaly detection capability is provided out-of-the-box, which gives customers a lot faster time to value. Instead of forcing users to build custom queries and guess what to look for, ITOM Predictive AIOps quickly provides insights without customization.</td>
</tr>
<tr>
<td>Site Reliability Operations*</td>
<td>With Site Reliability Operations, customers have a pre-built integration between ITSM and ITOM which empowers DevOps teams. Users can easily register application services and microservices via the intelligent interfaces. Once the services are registered, SREs can monitor service health and connect to telemetry tools to ensure availability and respond to automated alerts and incidents to resolve issues faster. All of this plus a single system of record.</td>
</tr>
<tr>
<td>Machine Learning for Service Mapping</td>
<td>Historically, ServiceNow has provided robust capabilities for Service Mapping including top-down, tag-based mapping with a focus on cloud-first components and fingerprinting for custom applications. With the addition of machine learning for service mapping, teams can greatly reduce the time needed to map services. This reduces the necessity of expert IT staff to manually collect, correlate, and analyze information to build a map.</td>
</tr>
</tbody>
</table>

*Available in the ServiceNow store. May require an additional fee or premium level package.
ITOM Predictive AIOps

Predict, prevent, and automate IT issues before they impact users

Help predict issues by detecting anomalies before impacting the end user

Minimize negative results by solving problems faster with intelligent recommendations

Automate remediation with incident creation and digital workflows

Application is purchased separately or included with ITOM Enterprise package. Available for download in the ServiceNow Store.
Site Reliability Operations

Empower Site Reliability Engineering (SRE) teams with automated service operations workflows

Register application services and microservices via intuitive Web- and command line-based interfaces

Monitor service health and connect to telemetry tools to ensure availability of services

Respond to automated alerts and incidents to resolve issues faster with a single system of record

Requires an IT Service Management license with either an ITOM Health or ITOM Operator premium package. Available for download in the ServiceNow Store.
Machine Learning for Service Mapping

Speed service mapping from days to hours

Simplify service mapping with embedded machine learning

Faster value by understanding the business context of services

Extend visibility of standard and custom applications with multiple approaches

Requires ITOM Visibility or any ITOM Operator package.
## What’s new from CMDB

### Reasons to upgrade to the Quebec release (At-a-glance)

<table>
<thead>
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<tr>
<td>Data Foundations*</td>
<td>Many customers lack documentation and guidance to improve their CMDB health and oftentimes don’t bother doing so due to lack of opportunity and understanding, despite tools like Identification and Reconciliation Engine that would resolve many duplicate data issues. This can lead to improper CMDB organization and quality, causing lower value of their ServiceNow investment. Data Foundations Solution and Tune Up Services include two new ServiceNow Store Releases (ITOM Visibility Licensed-Service Graph Connectors and free CMDB CSDM Data Foundations Dashboard), as prescriptive guidance, labs, trainings, and workshops no charge required.</td>
</tr>
<tr>
<td>CSDM Data Lifecycle Migration</td>
<td>CSDM Data Synchronization provides a Technical Service Offering template that can be a source for relevant CI fields such as: Support Group, Change Group, and Managed by Group. These fields can then all be filled by the template values. It allows admins to edit one source and have multiple CIs inherit that source’s fields vs manual entry for each field. IT organizations can effectively manage their CIs and owners to a greater degree of detail.</td>
</tr>
<tr>
<td>Query Builder Performance</td>
<td>As Query Builder usage expands there needs to be mechanisms to manage performance for the user experience. Customer pain points for Query Builder include query processing time or incomplete reporting. Query Builder Performance Improvements will allow Query Builder to properly scale for a given CMDB size and free up client side locking when queries are processing. Users can multitask while the query loads in the background.</td>
</tr>
<tr>
<td>IH-ETL JSON Payload Support*</td>
<td>With IntegrationHub-ETL Payload Support, the CMDB Admin can skip manual scripting because it will easily parse data and map CI classes to corresponding CI relationships.</td>
</tr>
</tbody>
</table>

*Available in the ServiceNow store. May require an additional fee or premium level package.*
CMDB/CSDM Data Synchronization

Quickly populate CIs automatically with core CSDM data

Improve efficiency with background processing of CSDM and CI data

Use Technical Service Offerings (a template) to automatically assigning 'Managed By/Support/Change' groups across Technical Services

Reduce errors involved with manually managing CI attributes
CSDM Lifecycle Field Migration

Migrate custom data to normalized CSDM format

Improve productivity by automating the migration of custom/existing CI lifecycle data

Reduce risk of errors with consistent and normalized values across all types

Seamless behind the scenes migration
Query Builder performance improvements

Improved Query Builder performance and user experience

Improve productivity with optimized query processing time that loads in background and allows multitasking

Improve user experience with faster and more responsive navigation
IH-ETL Nested Payload Support

Ingest nested JSON payloads without scripting

- Improved performance by handling nested payloads without manual scripting
- Improve CMDB data integration with reduced complexity and standardized data
- Parse data and map CI classes to corresponding CI relationships

Available in the ServiceNow store. May require an additional fee or premium level package.
Data Foundations

Improve the value of your CMDB data with a combined solution

- Reduce mean time to repair with valuable CI data health indicators (e.g. duplicate CIs) from CMDB Data Foundations Dashboard

- Help prevent service issues with insight on Application Service and Technical service relationships with the CSDM Data Foundations Dashboard

- Utilize the Get Well playbook with free training (PEAK) and workshops as well as Service Graph Connectors

Available in the ServiceNow store. May require an additional fee or premium level package.
IT Business Management
## What’s new from IT Business Management?

### Reasons to upgrade to the Quebec release (At-a-glance)

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<tr>
<td><strong>Alignment Planner Workspace - Roadmap Planning</strong>&lt;sup&gt;*&lt;/sup&gt;</td>
<td>This is a new solution designed specifically for high level planning that enables portfolio managers to adjust plans with a simple drag and drop.</td>
</tr>
<tr>
<td><strong>Scenario Planning Enhancements</strong>&lt;sup&gt;*&lt;/sup&gt;</td>
<td>Enables you to create and compare scenarios against objectives you are trying to accomplish such as maximizing ROI. Each scenario can have a different set of projects and budget amount. With Quebec, we’ve added the ability to filter demands and projects, view resources by month rather than just quarterly, combine all portfolios, and plan against specific portfolio dates.</td>
</tr>
<tr>
<td><strong>EnhancementPPM Collaborations</strong>&lt;sup&gt;*&lt;/sup&gt;</td>
<td>Enables you to connect teams where they collaborate (e.g., Microsoft Teams or Slack) to the work being planned in ServiceNow to provide structure and context. We’ve added Microsoft Teams to the existing Slack integration as well as the ServiceNow virtual agent.</td>
</tr>
<tr>
<td><strong>Virtual Agent for PPM</strong></td>
<td>This is a new solution where you can now leverage the ServiceNow Virtual Agent to find specific project information.</td>
</tr>
<tr>
<td><strong>SAFe Program Increment (PI) Object</strong></td>
<td>This is a new solution for Agile teams. Program Increment (PI) Objectives are SMART objectives that summarize the goals that teams and ARTs intend to achieve in an upcoming PI.</td>
</tr>
</tbody>
</table>

*Available in the ServiceNow store. May require an additional fee or premium level package.*
## What’s new from IT Business Management?

### Reasons to upgrade to the Quebec release (At-a-glance)

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<tr>
<td><strong>APM to GRC Integration Enhancement</strong>*</td>
<td>You can now use single end-to-end workflow to identify risks, establish controls, and attest to those controls across the entire enterprise application portfolio.</td>
</tr>
<tr>
<td><strong>GRC Advanced Risk Assessment with PPM</strong></td>
<td>This is a new solution for advanced risk management and analytics that provide insights to organizational or enterprise risk.</td>
</tr>
<tr>
<td><strong>Multicurrency for Demand &amp; Resource Plans</strong></td>
<td>This is a new solution that enables multinational organizations to plan and report in both functional and local currencies.</td>
</tr>
<tr>
<td><strong>Task Level Status Enhancement</strong></td>
<td>This solution enables you to see a specific status versus a specific task to gain insight to project performance and spend less time gathering status.</td>
</tr>
<tr>
<td><strong>Demand Similarity including Description Enhancement</strong></td>
<td>An enhancement that provides improved planning and estimating by including the description field in the machine learning algorithm.</td>
</tr>
<tr>
<td><strong>Resource Management Enhancement</strong></td>
<td>An enhancement that saves time for resource managers by providing additional filters to locate resource plans quickly.</td>
</tr>
</tbody>
</table>

*Available in the ServiceNow store. May require an additional fee or premium level package.
Alignment Planner Workspace with Roadmap Planning

Enterprise Planning: Visualize and communicate cross-functional plans

Plan initiatives from the top down
Align work to strategies for better outcomes
Communicate plans to align the organization

Available in the ServiceNow store. May require an additional fee or premium level package.
PPM Collaboration
Integrate ITBM with your collaboration tools

Sync ServiceNow projects with Microsoft Teams and Slack
Coordinate your work from anywhere teams with your planning solution
Leverage ServiceNow Virtual Agent for PPM to share information

Virtual Agent capability requires the Professional package. Available for download in the ServiceNow Store.
**Scenario Planning enhancements**

Simulate multiple investment scenarios

- View all your work in one place
- Approve the best scenario to achieve organizational objectives
- Enable visibility to initiatives you fund for better outcomes

Available in the ServiceNow store. May require an additional fee or premium level package.
SAFe Program Increment (PI) objectives

Agile planning: Align SAFe teams to business objectives

Summarize the business and technical goals that a team or Agile Release Train (ART) plans to achieve in an upcoming PI

Maintain a strong focus on delivering desired business outcomes, not just feature delivery

Track the consistency of goal achievement to gauge the stability and predictability of teams and ARTs
APM to GRC Integration

Manage risk assessments for your applications

Reduce workload for increased efficiency

Improved collaboration and communication between IT and Risk teams

Real-time insights into digital risk posture and business criticality

Requires subscription to ServiceNow Application Portfolio Management and Governance, Risk, and Compliance products. Available for download in the ServiceNow Store.
What’s new from ServiceNow DevOps

Reasons to upgrade to the Quebec release (At-a-glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broader and deeper integrations</td>
<td>We’ve extended existing integrations to go broader and deeper with the DevOps tools. We already were bringing in test data via the CI/CD tool like Jenkins but now we connect directly to testing tools like Selenium and Tosca so you can get more detailed information on test suites and the results. We’ve extended the integrations for GitLab, adding GitLab issues to the prior integrations for the code repository and CICD. Azure DevOps integration had expanded to include Artifacts and test plans.</td>
</tr>
<tr>
<td>New integrations process</td>
<td>We’re introducing a rapid way of adding more integrations. The infrastructure is being put in place and you will see this implemented as we reach to new tools like CA Rally and JFrog artifactory.</td>
</tr>
<tr>
<td>New tools type for Code Quality</td>
<td>In the Quebec timeframe we are getting started in connecting to a new tool type which will allow for the support of Code Quality and Security tools. Follow the DevOps page on the ServiceNow Store to see how this progresses and for news on the introduction dates for the new integrations.</td>
</tr>
<tr>
<td>Flexible Change*</td>
<td>Instead of calling the automated Change Approval policy, this allows you designate a change to just capture a receipt. This allows for tracking a change in ServiceNow without a pause in the DevOps pipeline. You can then still leverage the change API actions so you can update changes as part of the activities of the toolchain.</td>
</tr>
<tr>
<td>Onboarding Help*</td>
<td>This is a focus on making it easier to connect your DevOps teams to all the capability that we have in ServiceNow DevOps. We’ve added new CLIs and APIs to help onboard a DevOps team. This means that getting a new team into the ServiceNow DevOps management process can be made available more easily, such as through a self-service option in a catalog or custom self-service portal. Alongside this we’ve made some improvements to how we work with DevOps components like CI/CD pipelines, reducing the work needed to integrate with the pipelines, and improving the way those pipelines are represented in ServiceNow.</td>
</tr>
</tbody>
</table>

Note: This describes new capability in the Quebec Release timeframe for releases of the ServiceNow DevOps product made monthly in the ServiceNow Store. Refer to the release notes for details of capability delivered in each release. Other integrations with DevOps are featured in other products such as Site Reliability Operations under IT Operations Management, and a CI/CD connection for ServiceNow platform development as a part of App Engine. Refer to those products for more details.

*Available in the ServiceNow store. May require an additional fee or premium level package.
Integration extensions
Go broader and deeper with more tools

Get more out-of-the-box test integrations such as Selenium and Tricentis Tosca

Planning and artifacts e.g., CA Rally, ADO Artifact and Test Plans, JFrog Artifactory, and more*

GitLab Issues support added to the existing GitLab Repo and Pipeline

Available in the ServiceNow store. May require an additional fee or premium level package.

* Rolling out in the Quebec Release timeframe. Refer to the docs.servicenow.com for supported integrations.
Flexible Change
Automated tracking for low-risk changes

Track a change with a simple change receipt, without a pause in the pipeline

Leverage change API actions so you can update changes as part of the activities of the toolchain

Support changes handled outside the pipeline

Available in the ServiceNow store. May require an additional fee or premium level package.
Onboarding help

Easier to add DevOps teams to ServiceNow ecosystem

Onboard teams to ServiceNow DevOps via CLI and API

Enable support for self-service (such as the service catalog or a custom self-service portal)

Simplify pipeline integrations and add intelligent discovery of pipeline steps for faster setup

Available in the ServiceNow store. May require an additional fee or premium level package.
## What’s new from Security Operations

### Reasons to upgrade to the Quebec release (At-a-glance)

<table>
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</table>
| MITRE ATT&CK Framework Support* | Intent-based Incident Response maps incidents to the MITRE ATT&CK framework to provide advanced context on attacks and helps reduce the overall attack surface.  
  Incident response teams need to be able to handle security incidents in the context of adversarial intent, by having real-time access to Threat Actor Information and the Tactics, Techniques and Procedures (TTPs) relevant to the case under investigation.  |
| CrowdStrike Falcon Sandbox Integration* | Streamline Ingestion of Observables automatically submit observables from security incidents to CrowdStrike Falcon Sandbox (additional license required from CrowdStrike), saving security analysts time and effort.  
  Security analysts need a way to automatically extract observables and send them to Crowdstrike Falcon Sandbox for behavioral analysis. Once the analysis is completed, a report is automatically attached to the security incident, helping further reduce incident resolution time.  |
| Secureworks CTP Integration (MSSP)* | Automated incident creation from Secureworks incidents/tickets allows the MSSP to ingest incidents from Secureworks and automate the process in SIR. This MSSP integration has Tickets handled by Secureworks SOC first (Tier 1) and escalated tickets will have corresponding incidents in SIR; ensuring customers the ability to seamlessly manage the incidents across Secureworks and SIR.  |

*Available in the ServiceNow store. May require an additional fee or premium level package.
### What’s new from Security Operations

#### Reasons to upgrade to the Quebec release (At-a-glance)

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| Vulnerability Assignment Recommendations*         | Leverage Machine Learning to Identify Owners Leverages machine learning to indicate the most appropriate remediation teams for vulnerable items and auto-learns from ongoing assignment selections.  
**Shortens time to identify owners for large environments, expands on existing capabilities with assignment rules.** |
| Application Vulnerability Management*             | Gain Actionable Insights into Application Vulnerabilities Vulnerability Response capability that integrates with Veracode to scan for DAST (Dynamic App Security Testing) results and determine the riskiness of the vulnerability. |
| New Tenable Integration*                          | ServiceNow-developed integration for Tenable  
Built using ServiceNow best practices and validated by Tenable to meet complex customer requirements.  
**Provides customers with a new option to establish and manage their security-IT workflows, while ensuring they still have the insights needed to execute on ServiceNow’s risk-based approach to vulnerability response.** |

*Available in the ServiceNow store. May require an additional fee or premium level package.*
MITRE ATT&CK Framework Support

Intent-based Incident Response

Enable the Security Analyst with advanced context on attacker’s tactics and techniques for the incident under investigation.

Enable Security Teams to prioritize and manage detection/response procedures and reduce attack surface.

Security Incident Response

Available in the ServiceNow store. May require an additional fee or premium level package.
Application Vulnerability Management

Gain visibility into risk due to Application Vulnerabilities

Centralized visibility into vulnerability exposure across application and infrastructure

Improve collaboration between Security and Development organization for faster remediation

Supported with Veracode DAST (GA Q4, 2020), and Fortify on Demand DAST/SAST (Beta Q1, 2021)

Vulnerability Response

Available in the ServiceNow store. May require an additional fee or premium level package.
Vulnerability Assignment recommendations
Predict and assign vulnerability owners

Helps identify the most appropriate remediation teams for each vulnerability
Leverages machine learning with vulnerability and asset data to drive ownership predictions
Reduces time to identify owners in large environments

Available in the ServiceNow store. May require an additional fee or premium level package.
CrowdStrike Falcon Sandbox Integration

Automated Malware Sandbox URL and File Enrichments

Auto-extraction of IOCs and MITRE ATT&CK techniques from Sandbox report

Automated Submission of File and URL observables from Security Incidents to CrowdStrike Falcon Sandbox

One-click view of the sandbox report

Security Incident Response

Available in the ServiceNow store. May require an additional fee or premium level package.
Secureworks CTP Integration (MSSP)

MSSP Platform Integration: Secureworks

Automated incident creation from Secureworks incidents/tickets
Automated incident updates and Secureworks ticket closure

Security Incident Response
Available in the ServiceNow store. May require an additional fee or premium level package.
Vulnerability Response Integration with Tenable

Orchestrate response to Tenable findings

Leverages standard Vulnerability Response data import and CI reconciliation methods

All new integration with Tenable.io and Tenable.sc developed and supported by ServiceNow

Improved support for latest core Vulnerability Response features

Available in the ServiceNow store. May require an additional fee or premium level package.
## What’s new from GRC

### Reasons to upgrade to the Quebec release (At-a-glance)

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<tr>
<td><strong>Operational Resilience Management</strong>*</td>
<td>This provides a set of tools to enable organizations to see where they have resilience gaps for critical business services. Reports include critical risks, overdue tasks, issues, failed critical controls, failed scenario analysis or plan exercises, and more. The dashboards show resilience across the main pillars: technology, people, supplier, facilities, plus services. This specifically supports the UK Operational Resilience regulation, although organizations in other parts of the world who are building resilience programs could easily take advantage of this new application. See a live demo that includes our partner RiskSpotlight to showcase their OpRisk Library (a risk register to speed implementation).</td>
</tr>
<tr>
<td><strong>Regulatory Change Management</strong>*</td>
<td>This application was designed to help organizations keep pace with the rapidly evolving regulatory landscape and constantly expanding obligations. Integrated with ServiceNow’s Risk and Compliance applications, it can help map the external regulations to an organization’s internal controls and processes, help organizations assess the impact of a regulatory event using Advanced Risk Assessments, and get visibility into an organization’s regulatory landscape through the dashboard. Ingest regulatory intelligence RSS feeds for visibility and a proactive approach to on-going regulatory change. A dashboard includes events, tasks, and due dates. Out-of-the-box integration with Thomson Reuters Regulatory Intelligence. Subscribe to RSS feeds. View potentially impacted policy and risk statements. View all regulatory events that are part to the same series (series are common events from Thomson Reuters). Create and track issues from within RCM. See a live demo.</td>
</tr>
<tr>
<td><strong>Thomson Reuters Integration for Regulatory Intelligence</strong>*</td>
<td>Provides integration to the Thomson Reuters regulatory intelligence feed to provide early warning for changing regulations. The regulations managed through this feed are targeted toward financial services organizations.</td>
</tr>
<tr>
<td><strong>Continuous Authorization and Monitoring (CAM)</strong>*</td>
<td>CAM was designed to streamline and automate the complex implementation of the mandated NIST Risk Management Framework (RMF), used to help organizations strengthen their cyber risk posture. CAM was written primarily for NIST RMF, but it supports a wide variety of risk frameworks. RMF is a set of processes providing a common IT System Security framework. Compliance to RMF is mandatory across the US Federal government, and increasingly is being voluntarily adopted by state, local and foreign governments, as well as critical infrastructure and high-risk industries. Read more about CAM or watch a live demo of it in action.</td>
</tr>
</tbody>
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*Available in the ServiceNow store. May require an additional fee or premium level package.
## What’s new from GRC

Reasons to upgrade to the Quebec release (At-a-glance)

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<tr>
<td><strong>Advanced Core</strong>*</td>
<td>New features include issue triage using a lifecycle workflow to enable organizations to report and process risk and compliance issues coming from business users, employees, and other automated failures (issues could be self-identified, through automated compliance failures, or risk events). Additional enhancements include: an issue manager review workflow; email notifications for issue managers; the ability to select issue ratings, which populates the “due date” based on configured timeframes; SLAs based on due date and due date reminder email notifications; the ability to create issues on policy, authority document and citations; capturing “Issue confirmed” date when issue is confirmed and moved to “Analyze” state. Predictive Intelligence using machine learning and artificial intelligence to make issue management smarter. It learns quickly so that it can be used to assign the best individual or group for new issues based on who was assigned previously for similar issues and predict remediation tasks based on what has been recommended in the past for similar issues.</td>
</tr>
<tr>
<td><strong>Advanced Risk</strong>*</td>
<td>Added capabilities include Application Risk Assessment, through an integration with Application Portfolio Management (APM) is used to automate risk identification workflows for every new application, providing real-time insights and reducing the friction and effort required to manage application risk. Project Risk Assessments integrate with Project Portfolio Management (PPM). This improves the efficiency of reporting project risk and the visibility of project risks to enterprise risk managers. Risk Managers can now monitor the project risk posture though embedded heatmap visualization and an integrated dashboard. Reporting the status of project risk to different stakeholders is also easier using aggregated risk ratings for the project. The Operational Risk dashboard for CIOs and Service Owners provides visibility using the Performance Analytics capability to monitor operational risk posture more efficiently and get valuable analytics. Visit the <a href="#">Operational Risk</a> webpage for more information and see a <a href="#">live demo</a>.</td>
</tr>
<tr>
<td><strong>Vendor Risk Management</strong>*</td>
<td>We’ve added the ability to ingest other types of scores - financial, reputational, legal, and security, for a 360-degree view of vendors. This helps avoid the reliance on assessments alone. It also enables a framework to allow our technology partners to more easily integrate with Vendor Risk Management. Eventually, organizations will be able to utilize these scores as part of the tiering or final risk score, or both. Vendor portal navigation guidance has also been added, making the vendor portal even easier to use. Issue creation enhancements include the ability to automatically trigger an issue, and a visual indicator to mark questions that are already part of an issue - this helps prevent duplicate issues. Visit <a href="#">Vendor Risk Management</a> webpage and see a <a href="#">live demo</a> of all the enhancements.</td>
</tr>
</tbody>
</table>

*Available in the ServiceNow store. May require an additional fee or premium level package.*
## What’s new from GRC

### Reasons to upgrade to the Quebec release (At-a-glance)

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<tr>
<td>Cybersecurity Controls Accelerator*</td>
<td>New applications supports the CIS Controls V7.1 content, including: the underlying authority documents, citations, policy statements and policies for CIS Controls. Automation for compliance validation of 180+ CIS controls, plus pre-configured indicator templates for continuous monitoring is also included. You can see for yourself in this live demo. Ingest regulatory intelligence RSS feeds for visibility and a proactive approach to on-going regulatory change. A dashboard includes events, tasks, and due dates. Out-of-the-box integration with Thomson Reuters Regulatory Intelligence.</td>
</tr>
<tr>
<td>Technology Controls Accelerator updates*</td>
<td>This application supports the Cybersecurity Controls Accelerator and many IT Security regulations and frameworks like ISO 27001/2, with prebuilt indicators. We’ve added reports that help you monitor the compliance status of controls and related issues, and more automated/scripted indicator templates.</td>
</tr>
<tr>
<td>Audit Management*</td>
<td>Additional capabilities were added to better manage engagements include risk-based scoping using auditable units, tracking milestones, observations, and an evidence collection workflow.</td>
</tr>
<tr>
<td>Advanced Audit*</td>
<td>Get enhanced audit planning, which enables audit managers to perform annual planning with enhanced capabilities provided by the integration with Project Portfolio Management (PPM). Capabilities include tracking audit engagements and detailed resource and cost planning and managing timesheets.</td>
</tr>
<tr>
<td>Policy and Compliance*</td>
<td>Schedule policy acknowledgements were added.</td>
</tr>
<tr>
<td>Business Continuity Management*</td>
<td>ServiceNow BCM has a fresh look across the four (4) applications: Business Impact Analysis, Continuity Planning, Plan Exercises, and Crisis Management. Visit the BCM webpage for more information and check out the live demo. You can also track assets based on threat feeds and visualize threat radius on a geographical map – send messages/plans from map visualization. Analyze impact of assets to determine RTO and data backup frequency, active plans based on impact – track and analyze recovery proceedings. Correct BC strategy and continuity/recovery plans based on exercises.</td>
</tr>
</tbody>
</table>

*Available in the ServiceNow store. May require an additional fee or premium level package.
Operational Resilience Management
Manage resilience in real-time

A dashboard to see an overview of an organization’s critical services technology, facilities, people, and suppliers

Highlight services that need attention based on operational risks, controls, and business continuity plans

Address mandated regulations in the UK and resilience programs world-wide

Available in the ServiceNow store. May require an additional fee or premium level package.
Regulatory Change Management

Keep pace with today's complex regulatory landscape

Out-of-the-box integration with Thomson Reuters Regulatory Intelligence feeds

Assess the impact of a regulatory event using an Advanced Risk assessment and the state of controls

Visibility into the regulatory landscape including events, tasks, and due dates with the Regulatory Change Dashboard

Available in the ServiceNow store. May require an additional fee or premium level package.
Continuous Authorization and Monitoring
Reduce risk and accelerate the process of bringing systems online

Define an authorization boundary with real-time infrastructure data

Automatically assign baseline controls based on categorization and Inherit common controls

Get approval to operate and perform ongoing authorization via continuous monitoring

Available in the ServiceNow store. May require an additional fee or premium level package.
## What’s new from Software Asset Management

### Reasons to upgrade to the Quebec release (At-a-glance)

<table>
<thead>
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<tbody>
<tr>
<td>Machine Learning Normalization</td>
<td>Machine Learning Normalization enables software to be normalized automatically when there are no normalization or mapping rules available for faster recognition of ever-changing product versions and providing a more complete and accurate record of the software estate. Machine learning offers predictions for software Version, Full Version, and Edition, which are validated against constantly evolving mapping rules. Customers gain quicker visibility of their license compliance positions for unrecognized software with machine learning.</td>
</tr>
<tr>
<td>Bring Your Own License (BYOL)</td>
<td>Bring Your Own License (BYOL) enables customers to use existing perpetual licenses on public cloud environments such as AWS and Microsoft Azure. This capability increases license mobility so software services can move between devices easily without violating publisher licensing constraints and agreements. BYOL supports the discovery, analysis, and compliance tracking for BYOL use cases for Microsoft Windows and SQL Server in AWS and Azure environments.</td>
</tr>
<tr>
<td>SaaS License Management enhancements</td>
<td>Get deep usage and spend analysis for additional SaaS vendors out-of-the-box including Smartsheet, PagerDuty, GoToMeeting, Salesforce Marketing Cloud, Slack, and GitHub. With deeper insights and publisher-specific metrics, you can make strategic decisions to reclaim and reallocate unused or underutilized licenses and better prepare for future SaaS purchases and renewals. SaaS License Management now enables you to efficiently manage subscriptions for SaaS vendors offering products as bundled or suite offerings, rather than as individual licenses for each component included in the suite.</td>
</tr>
<tr>
<td>SSO connection for Okta</td>
<td>SaaS License Management now integrates with Okta to provide usage and login data for single sign-on (SSO) applications inside Okta. Customers are able to pull in the total number of users with access to various applications inside Okta, along with last login dates. Based on usage data, customers can automatically reclaim or revoke access for any specific user that does not meet usage requirements. The Okta integration expands SaaS License Management’s ability to provide deep, vendor-specific usage data outside of the direct-to-vendor integrations available out of the box.</td>
</tr>
<tr>
<td>IBM Publisher Pack (Red Hat)</td>
<td>The IBM Publisher Pack now includes the ability to track and manage Red Hat license usage on physical hosts, virtual machines, and private/public clouds with usage and entitlement visibility. Discover optimization opportunities and cost savings for licenses applied to clusters.</td>
</tr>
</tbody>
</table>
## What’s new from Hardware Asset Management

### Reasons to upgrade to the Quebec release (At-a-glance)

<table>
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<tr>
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</thead>
<tbody>
<tr>
<td>Asset Flows</td>
<td>The Quebec release offers even more prescriptive workflows that incorporate standard practices out of the box, enabling you to efficiently manage assets at every stage of their lifecycle. You can:</td>
</tr>
<tr>
<td>Hardware Asset Refresh</td>
<td>• Automate hardware refreshes and reduce maintenance costs and risk of legacy hardware</td>
</tr>
<tr>
<td>Loaner Asset</td>
<td>• Simplify how you request, source, and deploy loaner and temporary assets with low-code/no-code workflows</td>
</tr>
<tr>
<td>Asset lease expiration/return</td>
<td>• Proactively manage and track the return, buyout, or extension of leased assets related to a lease contract</td>
</tr>
<tr>
<td>Asset kits and bundles</td>
<td>Build a bundle of multiple hardware or consumable assets that can be inventoried, deployed, and retired as a single managed record—helping you manage complex asset configurations by bundling assets as a single entity. You can allocate all assets in the bundle automatically, based on defined assets within the bundle.</td>
</tr>
<tr>
<td>Advanced Shipment Notifications</td>
<td>Create a standard formatted template and import process to intake Advanced Shipment Notifications (ASN’s). The Import function will process ASN’s and create ‘In Transit’ assets. Customers have a reference to check and balance received assets against increasing accuracy when receiving.</td>
</tr>
<tr>
<td>Local asset stock</td>
<td>Provide visibility into local stockrooms at the time of sourcing requests. Update the current sourcing task to allow assets to be assigned to a request directly from a local stockroom. Previously, this could be achieved by opening a Transfer Order and listing the “to” and “from” stockroom as the same value and the transfer order would then need to be completed.</td>
</tr>
<tr>
<td>Bulk transfer</td>
<td>Include multiple assets in a single transfer order line item to prepare, ship, and receive assets in a single transfer order action.</td>
</tr>
<tr>
<td>Asset disposal scanning</td>
<td>Leverage the Mobile Agent app and barcode scanning capabilities to verify assets are disposed of properly. Within the hardware asset disposal workflow, the “verify asset” and “asset departure” tasks require the confirmation of assets be verified before the asset can removed by the disposal vendor and complete the disposal order. Asset disposal verification utilizes the mobile device barcode scanning capability to record the assets for each task and closes the task upon completion.</td>
</tr>
<tr>
<td>Remote asset receiving</td>
<td>Enable remote employees to receive assets anywhere using their mobile device and confirm physical possession of assets by scanning barcodes or asset tags with the Mobile App. You can automatically update physical chain of custody once the asset is scanned and received.</td>
</tr>
</tbody>
</table>
Machine Learning Normalization
Make sense of unrecognized software

Without ML service
Customer instances
Local libraries
Unrecognized software
Library updates
Content services
Content library
Validated updates ~2 weeks
Content service team

With ML service
Customer instances
Local libraries
Unrecognized software
Library updates
ML Service
Content services
Content library
The most complex software licenses
Content service team

Improve time-to-value by automatically identifying software using machine learning
Faster recognition of ever-changing product versions
Gain a more complete and accurate record of the software estate
Bring Your Own License (AWS, Azure)

Manage licenses on-premise or in the cloud

Gain visibility of traditional software licenses across your hybrid infrastructure

Gain visibility of traditional software licenses across your hybrid infrastructure

Understand the cost and risk associated with transferring on-premise licenses to the cloud
IBM Publisher Pack

Reduce risk and optimize costs for Red Hat

Track Red Hat license usage on physical hosts, virtual machines, and private/public clouds

Control Red Hat license compliance with usage and entitlement visibility

Discover optimization opportunities and cost savings for licenses applied to clusters
SaaS License Management enhancements

Optimize license cost and usage for high-priority apps and Subscription Suites

Gain meaningful publisher-specific usage data for common apps

Trigger reclamation workflows to revoke unused licenses based on predetermined timeframes

Manage subscriptions for SaaS vendors offering bundled or suite products
Okta Single Sign On for SaaS License Management

Manage licenses and user access for apps in Okta

Reduce costs and optimize licenses with data from Okta

Automatically re-claim licenses or revoke user access to applications

Analyze usage information for each application at the user level
Hardware Asset Refresh

Plan, execute, and refresh cycles for hardware

- Plan refresh cycles for hardware to reduce tech debt and operating expenses
- Execute hardware refreshes with a prescriptive workflow driving each step of the refresh process
- Reduce maintenance costs and risk of legacy hardware in your environment
Customer Workflows

LEARN MORE
Connect Your Customer Operations to Boost Loyalty

- Customer Service Management
- Field Service Management
- Connected Operations
### What’s new from Customer Service Management

Reasons to upgrade to the Quebec release (At-a-glance)

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| **Guided Decisions Enhancements**    | **Recommend relevant decision trees to solve complex issues faster**  
Recommend decision trees as next best actions based on conditions. Simplify authoring and increase reuse with nested decision trees. Use guidance outputs to drive further decisions. |
| **Playbooks Enhancements**            | **Improve agent productivity with enhanced visual design**  
Provide a simplified UI experience for agents. Support multiple playbooks per record and trigger them manually or via automation. Filter across stages, define declarative actions at global, lane, and step level. |
| **Estimated Time to Resolve**         | **Predict the time needed to resolve a case using machine learning**  
Make it easy for agents to set customer expectations and identify cases likely to breach SLAs. Update estimated resolution time when variables like category or assignment group change. |
| **Integration Spokes – ERP Connectors** | **Deliver more effective service through integration with systems of record**  
Digitize complex processes end-to-end. Empower customer service agents to quickly view full customer profile and initiate actions in third-party systems, improving their productivity. |
| **Customer Central Enhancements**     | **Expand out-of-the-box data, give access to more users, and support more record types**  
Access Customer Central from the Case, Contact, Account, and Consumer records using the CSM Configurable Workspace. View sold products, install base items, installed products, work orders, SMS and walk-up interactions, households. Give on-location agents access to key customer info. |
| **Cloud Call Center for CSM**         | **Reimagine voice by seamlessly integrating modern voice experience providers**  
Provide framework for integrating modern voice experiences from multiple vendors with CSM. Integrate voice with customer workflows via pre-packaged Amazon connector (reference implementation). Improve time to value with pre-built components for common call flows. Monitor phone queues from Workforce Optimization by incorporating voice channel data. |
Engagement Messenger
Extend self-service experience to places customers visit

Deploy quickly with no/low code configuration on web or mobile web

Empower customers with VA, AI search, chat, and messaging

Decrease effort by expanding access to knowledge, service catalog, cases, appointment booking

Available in the ServiceNow store. May require an additional fee or premium level package.
Configurable Workspace
Configure and extend the CSM workspace

Configure page layouts and components in UI Builder
Provide quick, easy configuration to suit varied customer requirements
Empower partners to develop and integrate custom components
Mobile Messaging Channels
Engage customers in their preferred messaging channels

Enable branded, interactive mobile experiences directly in customer messaging apps

Support conversations over Facebook Messenger, WhatsApp*, and LINE

Initiate conversations via notifications to expand proactive service

Available in the ServiceNow store. May require an additional fee or premium level package.

*The WhatsApp integration requires a Twilio contract.
Contributor User

Deliver unified support for internal and external customers

Empower service organizations to serve one another and external customers

Enable employees to request support for self, customer, or location using case

Serve internal and external customers using case as single engagement layer
Guided Decisions enhancements
Empower agents to solve complex issues faster

- Recommend decision trees as next best actions based on conditions
- Simplify authoring and increase reuse with nested decision trees
- Use guidance outputs to drive further decision making
Workforce Optimization

Improve visibility of agent workload, performance, and overall operations

- Manage real-time progress of work done across your teams and take action
- Track performance, identify coaching opportunities, and develop agent skills
- Manage schedules, time-off, and shift-swap requests to optimize coverage and adhere to SLAs
Process Optimization Content Pack for CSM

Analyze and improve customer service processes using ServiceNow audit log data

Identify bottlenecks, redundancies, and automation opportunities

Create process maps for KPIs and conduct root cause analysis

Replace costly manual analysis with automated, data-driven process maps

Available in the ServiceNow store. May require an additional fee or premium level package.
Order Management for Telecommunications

Improve the speed, consistency and accuracy of order execution

Provide a data model to capture simple and composite product orders that enable orchestration and decomposition

Deliver workflows that leverage the product catalog for order fulfillment and support

Manage task dependencies across product orders

Available in the ServiceNow store. May require an additional fee or premium level package.
## What’s new from Field Service Management

### Reasons to upgrade to the Quebec release (At-a-glance)

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<td><strong>Dispatcher Workspace</strong></td>
<td>Gives dispatchers a modern user interface to schedule and track tasks and mobile workers. This new workspace can be configured for each dispatcher and includes searchable cards for each work order task, a Gantt view of assignment tasks, and a map to show task and technician locations all in a single screen. It also features recommendations for the best technician for a selected task and advanced sorting and filtering abilities to make scheduling simpler. By making faster and smarter scheduling decisions, dispatchers can deliver quicker resolutions and a higher first-time fix rate.</td>
</tr>
<tr>
<td><strong>Field Service Capacity and Reservations Management</strong></td>
<td>Defines schedule capacities and task mix to comply with agreements between a service company and its contractors and carries out capacity adjustments based on changes in availability. Once work capacities and the desired mix of task types for your internal and external field teams are defined, you can use Dynamic Scheduling to automatically schedule work based on those rules. This process ensures that time is being spent on the right priorities and also helps you comply with minimum and maximum capacities when working with third-party contractors.</td>
</tr>
<tr>
<td><strong>Predictive Intelligence</strong></td>
<td>Enables machine learning to identify issues and resolve problems faster. It helps technicians work faster by automatically identifying similar work orders and related knowledge articles to help them complete tasks. A technician can see how similar work orders were resolved or even contact their peers who worked on similar tasks for advice on solving an issue. Work order clustering also provides visualization of trends and can identify potential issues quicker.</td>
</tr>
<tr>
<td><strong>Offline Knowledge Articles on Mobile</strong></td>
<td>Since offline access to work order data is so critical, we introduced automatic scheduled downloads for the ServiceNow® Mobile Agent app in the Paris release. With Quebec, those downloads also include relevant knowledge base articles and attachments. This update promotes productivity and efficiency and allows for technicians to access all the necessary resources at any given moment or situation. Furthermore, having this relevant knowledge available offline improves time to resolution and first-time fix rate.</td>
</tr>
</tbody>
</table>

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Dispatcher Workspace

Make fast and smart scheduling decisions

Improve the dispatcher experience with a modern user interface

Dispatch faster with all vital data displayed in a single configurable screen

Work smarter with customizable filters, sorting, and recommendations
Capacity and Reservations Management

Schedule the right mix of tasks across teams

Define capacity and task types of internal or external groups

Schedule work automatically based on defined capacity

Comply with both minimum and maximum capacity
Predictive Intelligence

Work fast with machine learning

Discover trends and issues with work order clustering

Learn from similar work orders to resolve issues quickly

Identify related knowledge articles automatically
Offline knowledge articles on mobile

Access information from remote locations

See knowledge articles in a native mobile format

Access articles without an internet connection

View attachments such as images or videos
Connected Operations

BLOG
LEARN MORE

Customer Workflows
IoT Bridge enhancements

Connect IoT devices to the Now Platform at increased scale

Brings together siloed data from multiple IoT devices at increased scale

Create digital twins of assets to get up-to-date data on each one

Ingest IoT data up to 1000 messages per second

Available in the ServiceNow store. May require an additional fee or premium level package.
Digital Twin Dashboard Configurability

Configure your view of key equipment to monitor and detect issues at-a-glance

Focus the dashboard on critical attributes to streamline issue detection and remediation

Toggle visualizations to show trends, or a snapshot of real-time data

Get an operational POV personalized to your equipment

Available in the ServiceNow store. May require an additional fee or premium level package.
Employee Workflows
Create Connected & Engaging Experiences for Your Employees

- HR Service Delivery
- Workplace Service Delivery
- Legal Service Delivery
- Procurement Service Management
- Safe Workplace Suite
What’s new from HR Service Delivery

Reasons to upgrade to the Quebec release (At-a-glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Descriptions</th>
</tr>
</thead>
</table>
| Universal Request             | **Deliver a unified service experience for employees**  
Standardize on enterprise-wide service delivery. Provide a better service experience for employees and boost productivity for agents on single and scalable platform. |
| Listening Posts*              | **Enhance employee service experiences in the moment**  
Understand and act on critical experiences across an employee’s journey with pulse surveys and purpose-built dashboards designed to enable HR and shared services teams to listen to employee sentiment in real-time and take action. |
| Journey Accelerator*          | **Help managers be more effective**  
Enable managers to be more successful by providing them with role-based templates that are customizable for each employee. Templates can be structured into plans for ramping up employees across various stages of their journeys. |
| Alumni Service Center         | **Stay connected with current and furloughed employees**  
Maintain relationships and expand your talent pool, by providing them with community forums, and specialized services for alumni. |
| HR Mobile Agent App           | **Resolve cases and service requests on-the-go**  
This native mobile app for HR, enables agents to work faster and resolve requests with just a tap or a swipe from anywhere. |
| HRSD Integration with Workday | **Sync employee profile from Workday to ServiceNow**  
Manage all employee transactions across payroll, benefits, and so on from Workday, directly in ServiceNow. This integration was built by BristleCone, Inc. |
| HRSD Integration Microsoft Teams | **Enhance employee service requests**  
Provide seamless navigation across ServiceNow and Microsoft Teams. Agents can resolve cases faster, by initiating chats directly from Agent Workspace, or resolve a complex issue faster with chat-to-call. |
| Campaign Preview             | **Publish communications faster**  
Experiment and visualize what your targeted communications will look like across different employee groups, prior to publishing. |

*Available in the ServiceNow store. May require an additional fee or premium level package.
# What’s new from HR Service Delivery

## Reasons to upgrade to the Quebec release (At-a-glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRSD Integration with Workplace from Facebook</td>
<td><strong>Enhance communications and collaboration</strong>&lt;br&gt;Publish and schedule campaigns directly from ServiceNow to targeted groups in Workplace from Facebook, and promote open communications for all members within a group.</td>
</tr>
<tr>
<td>Employee Relations Dashboard</td>
<td><strong>Gain insights on how to improve employee sentiment</strong>&lt;br&gt;Identify current and historic trends, and how ER cases are being handled against SLAs with a purpose-built dashboard built on Performance Analytics.</td>
</tr>
<tr>
<td>Offboarding EX Packs (Voluntary Separations, Involuntary Separations, RIF)</td>
<td><strong>Manage employee departures with care</strong>&lt;br&gt;Leverage pre-built content and templates that guide employees from resignations through transition to alumni, and guide cross-functional teams on how to offboard employees through different scenarios, such as a furlough, voluntary separation, or reduction-in-force.</td>
</tr>
<tr>
<td>HRSD Integration with Cornerstone</td>
<td><strong>Sync learning to-dos</strong>&lt;br&gt;Pull learning tasks from Cornerstone into ServiceNow and view all of your to-dos and learning tasks in a single place, in the Employee Service Center.</td>
</tr>
<tr>
<td>AI Search</td>
<td><strong>Enable consumer-grade search powered by AI</strong>&lt;br&gt;Provide employees with even more intelligent and relevant search results, with enhanced AI search.</td>
</tr>
<tr>
<td>Mobile Publishing</td>
<td><strong>Brand the Now Mobile app to meet your needs</strong>&lt;br&gt;Brand the ServiceNow Now Mobile app to match your company brand name, icon, and create a custom splash screen. Distribute the branded apps directly to mobile devices through the Apple Business Manager for iOS or Android.</td>
</tr>
<tr>
<td>SharePoint Search Connector</td>
<td><strong>Easily find internal files in SharePoint</strong>&lt;br&gt;Find internally-public shared files supported by the Microsoft Office 365 Suite (Word, Excel, PPT) and PDFs.</td>
</tr>
<tr>
<td>Vaccine Announcement EX Pack</td>
<td><strong>A blueprint for informing employees on company policy and benefits for vaccination</strong>&lt;br&gt;Help organizations accelerate their communications strategy around policies and benefits for employee vaccination.</td>
</tr>
</tbody>
</table>
Universal Request

Deliver a unified service experience for employees

- Reduce organizational complexity for employees
- Enable agents to collaborate and transfer tickets
- Manage cross-departmental SLAs in a single place
Listening Posts
Enhance employee service experiences in the moment

Capture employee feedback immediately
Identify strengths and weaknesses in service delivery
Leverage employee insights and take action

Available in the ServiceNow store. May require an additional fee or premium level package.
Journey Accelerator

Help managers be more effective

Create personalized plans for employees to accelerate productivity

Provides managers with a foundation to streamline employee workflows

Assign mentors at various stages of the employee journey

Available in the ServiceNow store. May require an additional fee or premium level package.
Employee Experience Packs: Offboarding

Manage employee departures with care

Guide employees and teams through offboarding

Support employees from resignation through transition to alumni

Reduce risk and deprovision assets and systems access efficiently

Available in the ServiceNow store. May require an additional fee or premium level package.
Connect your HR applications
Deliver seamless experiences across systems

Accelerate time-to-value with pre-built integrations
Empower employees to take action from where they’re working
Unlock productivity for agents with intelligent automation

Available in the ServiceNow store. May require an additional fee or premium level package.
Mobile Agent for HR Service Delivery

Resolve employee cases from anywhere

- Make updates to cases on-the-go
- Receive AI-based knowledge recommendations
- View all outstanding cases and SLAs at-a-glance
Campaign enhancements

Plan, create, and execute campaigns across teams

Visualize campaigns by audience and stage

Collaborate on edits and creating campaigns across teams

Test and preview campaigns before publishing
Employee Relations Dashboard

Get a comprehensive view of Employee Relations cases

- Stay informed on historic trends related to Employee Relations
- Identify new insights by location, case type, or department
- Track the effectiveness of how ER cases perform against SLAs
Legal Service Delivery
## What’s New from Legal Service Delivery

### Reasons to Upgrade to the Quebec release – At-a-glance

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Descriptions</th>
</tr>
</thead>
</table>
| Digital Forensics*            | Streamline legal eDiscovery data gathering  
Provides a streamlined process for assigning and tracking eDiscovery custodian queries across enterprise systems as a result of a legal action hold that requires internal digital forensics queries. The solution reduces the complex and arduous process of gathering data from digital systems to help prove or disprove the case being made. Included with the Legal Service Delivery license at no additional cost. |
| Simple Contracts & eSignature*| Simplify contract signing electronically  
Delivers an integrated and secure cloud eSignature process for simple contracts like NDA’s and other legal documents requiring signature approval. It removes manual mailing, emailing and printing steps requiring signature approvals with a cloud-based eSignature solution from DocuSign and Adobe and cloud storage with Box. Included with the Legal Service Delivery license at no additional cost. |

*Available in the ServiceNow store. May require an additional fee or premium level package.
Digital Forensics: Legal Practice application

Streamline legal eDiscovery data gathering process

Reduce spreadsheet trackers for eDiscovery related requests

Streamline process for tracking additional queries against custodians

Simplify process to mark enterprise systems as forensics search sources

Available in the ServiceNow store. May require an additional fee or premium level package.
Simple Contracts – Legal Practice Apps
Deliver contract templates and simplify the signing and storage process

Reduce manual steps for simple contract approvals and signoff

Out-of-the-box eSignature with popular Adobe Sign and DocuSign solutions

Leverage Box to securely store and version control legal documentation

Available in the ServiceNow store. May require an additional fee or premium level package.
Safe Workplace Suite

Employee Workflows
<table>
<thead>
<tr>
<th>Key Features</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workplace Reservation Management*</td>
<td>Workplace Reservation Management allows employees to book and reserve any physical workplace environment from an omnichannel self-service interface. Reserve a desk, office, equipment or parking space for a day or week. Book a conference room for a team meeting based on availability from a graphical Gantt view and specify table setup and technical requirements for any work-related event.</td>
</tr>
<tr>
<td>Workplace Space Mapping*</td>
<td>Workplace Space Mapping provides employees with an accurate and interactive floor map to reserve a workspace, conference room, or parking spot based on availability and view reserved or unavailable spaces using an intuitive color legend. Workplace managers can import space administration tables, define reservable and non-reservable spaces and track reservations.</td>
</tr>
<tr>
<td>Workplace Visitor Management*</td>
<td>Workplace Visitor Management allows employees to easily register guests arriving to the workplace, while automating the task and visitor communication processes for their scheduled arrival. Workplace Teams and office receptionists can easily monitor visitor arrival status with real-time dashboards. Automated tasks and approvals are generated to initiate building access, badge printing, Wi-Fi access and any other requirements for their arrival.</td>
</tr>
<tr>
<td>Virtual Agent</td>
<td>Virtual Agent makes it easy for employees and customers to resolve issues quickly and get what they need, when they need it, with an enterprise conversational experience powered by AI.</td>
</tr>
<tr>
<td>Predictive Intelligence</td>
<td>Predictive Intelligence allows employees to focus on more meaningful work by powering your workflows with machine learning to automate routine tasks and get to resolution faster.</td>
</tr>
<tr>
<td>Performance Analytics</td>
<td>Performance Analytics provides continuous improvement in employee satisfaction and HR efficiency in the modern enterprise requires real-time visibility and effortless reporting. It’s an easy-to-use, integrated application designed for visualizing and analyzing organizational goals and results.</td>
</tr>
</tbody>
</table>

*Available in the ServiceNow store. May require an additional fee or premium level package.
**Workforce Readiness**

Personalized return to workplace experience for your workforce

- Pre-authorize business travel for employees based on destination safety status
- Gauge readiness to return to the workplace and determine how to make employees feel safe
- Screen employees before entering the workplace to verify compliance with your entry requirements

Available in the ServiceNow store. May require an additional fee or premium level package.
Workplace Readiness

Safely reopen the workplace

**Workplace Safety Management**
- Get a complete view of your readiness to reopen sites with data from all apps to quickly evaluate your current state.
- Deliver a self-service desk booking process with pre-defined safe distancing plans, shifts assignments, and sanitation schedules.
- Manage your PPE inventory across locations and facilities to meet the physical safety needs of your workforce.

**Safe Workplace Dashboard**
- Available in the ServiceNow store. May require an additional fee or premium level package.
Employee Safety
Track health and safety at the workplace

Rapidly trace and reach out to potentially exposed workers to mitigate the ongoing risk of infectious disease transmission

Streamline the process of employee health testing to identify potentially affected employees

Allow organizations to track the status of employee vaccinations

Contact Tracing
Health and Safety Testing
Vaccination Status

Available in the ServiceNow store. May require an additional fee or premium level package.
Workplace Service Delivery
<table>
<thead>
<tr>
<th>Key Features</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Management*</td>
<td><strong>Deliver impactful facilities resolution experiences</strong></td>
</tr>
<tr>
<td></td>
<td>Create a new case from any device with virtual agent, track employee cases and view steps to resolution all from a native mobile experience.</td>
</tr>
<tr>
<td>Reservation Management*</td>
<td><strong>Simplify bookings with powerful automation</strong></td>
</tr>
<tr>
<td></td>
<td>Reserve equipment, desks and rooms from any device and add catering or amenities. Integrations with Microsoft Exchange, Google, Skype and Zoom.</td>
</tr>
<tr>
<td>Visitor Management*</td>
<td><strong>Welcome guests with a seamless check-in process</strong></td>
</tr>
<tr>
<td></td>
<td>Easily enable health screenings, register and manage visitors joining you on premises with details and instructions for their arrival.</td>
</tr>
<tr>
<td>Space Mapping*</td>
<td><strong>Master the workday using interactive floor maps</strong></td>
</tr>
<tr>
<td></td>
<td>View workspaces on your company’s floor map using a color legend to identify reserved, available and non-available spaces for booking with enhanced abilities to report issues based on location, and wayfinding through the workplace.</td>
</tr>
</tbody>
</table>

*Available in the ServiceNow store. May require an additional fee or premium level package.
A streamlined approach to workplace service delivery

Boost productivity, gain insight, and increase employee satisfaction

- Deliver a native mobile, omnichannel experience
- Empowered, efficient services for employees and workplace teams
- Frictionless workflows across all workplace service providers and other departments

Employee
Space Mapping
Master the workday using interactive floor maps

Identify reserved, available, and non-available bookings
Switch map views to see floors, rooms, or parking
Interactive map with location for workspace wayfinding

Available in the ServiceNow store. May require an additional fee or premium level package.
Reservation Management

Simplify bookings with powerful automation

Reserve equipment, desks, and rooms from any device

Manage catering, events, conferences, and trainings

Utilize Microsoft Exchange Online, Google, Skype, and Zoom

Available in the ServiceNow store. May require an additional fee or premium level package.
Case Management

Deliver impactful facilities resolution experiences

Create a new case from any device with virtual agent

Track employee cases and view steps to resolution

Filter requests to the correct contacts to meet internal SLAs

Available in the ServiceNow store. May require an additional fee or premium level package.
Visitor Management
Welcome guests with a seamless check-in process

You’re invited to ACME Americas

Maria Davies has invited you to visit San Diego, on 2020-10-19 15:00:00 UTC.

Covid safety
We care about your health and safety, here’s how we’re doing that.

Driving directions
We recommend parking at our visitor parking. Access the gated garage by submitting your licence number.

Available in the ServiceNow store. May require an additional fee or premium level package.

Register visitors with virtual agent from mobile and desktop

Manage visitor arrivals and prepare badges and access

Enable health screening for visitors prior to their arrival
Procurement Service Management
## What’s new from Procurement Service Management

### Reasons to upgrade to the Quebec release (At-a-glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Shopping hub</strong>*</td>
<td>Get help purchasing what you need with eCommerce-grade usability. View and complete shopper to-dos and resolve overdue tasks via Now Mobile. Create subsidized purchasing programs with employee credits to increase employee satisfaction.</td>
</tr>
<tr>
<td><strong>Purchase and receipt automation</strong>*</td>
<td>Break down silos across work teams (from sourcing to payment) to drive efficiency across teams and technology. Workflow sourcing and procurement tasks to improve productivity and refocus on strategic work. Avoid bottlenecks with real-time visibility into operations data; report value delivered.</td>
</tr>
<tr>
<td><strong>Procurement assistance</strong>*</td>
<td>Create, configure, and manage requests employees have related to their corporate spending. Develop and share knowledge about procurement, T&amp;E, corporate card, and other spend related policy. Automate a robust employee-facing procurement shared service program.</td>
</tr>
</tbody>
</table>

Available in the ServiceNow store. May require an additional fee or premium level package.
Today, purchasing is broken
Employees are frustrated, and procurement is overworked

- Slow procurement cycles
- Poor experience
- No visibility into process

High-Touch Engagement

Employees

Procurement

- Rogue spending
- Work team inefficiencies
- Email inundation
ServiceNow transforms Procurement Service Delivery

Empower employees with self-service to simplify operations and improve productivity
ShoppingHub

Delight employees with a B2C-like experience

Get help purchasing what you need with ecommerce-grade usability

View and complete shopper to-dos and resolve overdue tasks via Now Mobile

Create subsidized purchasing programs with employee credits to increase employee satisfaction

Available in the ServiceNow store. May require an additional fee or premium level package.
Purchase and Receipt Automation
Procure goods and services at business velocity

$534,303.95  $59,132.05

Available in the ServiceNow store. May require an additional fee or premium level package.

Break down silos across Workplace Teams from sourcing to payment in order to drive efficiency across teams and technology

Workflow sourcing and procurement tasks to improve productivity and refocus on strategic work

Avoid bottlenecks with real-time visibility into operations data; report value delivered
Procurement Service Delivery
Deliver procurement assistance quickly and easily

Create, configure and manage employee requests related to corporate spending

Develop and share knowledge about procurement, T&E, corporate card and other spend related policies

Automate a robust employee-facing procurement shared service program

Available in the ServiceNow store. May require an additional fee or premium level package.
Procurement Service Management
Better together with IT and Employee Workflows

Streamline hardware and software asset purchasing
Embed risk assessment into sourcing and purchasing workflows
Give employees a unified place to get all the information they need

Available in the ServiceNow store. May require an additional fee or premium level package.
# What's new in the Now Platform

## Reasons to upgrade to the Quebec release (At-a-glance)

<table>
<thead>
<tr>
<th>Key Features</th>
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</thead>
<tbody>
<tr>
<td><strong>UI Builder</strong></td>
<td>UI Builder is a new builder experience which enables anyone to build new pages or customize existing pages for workspace and portal experiences using ServiceNow design components and/or custom components. UI Builder also supports domain-separated environments with (WYSIWYG) design with reusable components.</td>
</tr>
<tr>
<td><strong>AI Search</strong></td>
<td>Bring a consumer-grade search experience, powered by AI to your organization. AI Search is native ServiceNow technology that delivers actionable and personalized search results across people, places, and processes.</td>
</tr>
<tr>
<td><strong>Platform Encryption</strong></td>
<td>Increase your platform security with better access control. This is enabled by the Key Management Framework (KMF), which lets you protect data in your instance with industry best-practices encryption, access control, key life cycle management and key protection.</td>
</tr>
<tr>
<td><strong>Virtual Agent enhancements</strong></td>
<td>Numerous enhancements let you quickly setup end-to-end intelligent Virtual Agent experiences. A few new features include, guided setup, better authoring and formatting tools + Incident auto-resolution intercepts issues that can be resolved automatically in Virtual Agent before they get to a human agent.</td>
</tr>
<tr>
<td><strong>Process Optimization</strong></td>
<td>Process Optimization mines processes to optimize workflows. To accomplish this, business process flows are created from data in audit trails allowing quick, in-depth analysis of business processes. Armed with complete visibility into process flows, you gain the ability to instantly monitor and analyze performance, check conformance, and continually optimize and improve.</td>
</tr>
<tr>
<td><strong>Workforce Optimization</strong></td>
<td>Workforce Optimization monitors agent productivity and workloads to improve the quality and efficiency of service teams and enhances team satisfaction. Workforce Optimization also enables skills growth and smart scheduling, as well as real-time and historical snapshots of team performance in a single place.</td>
</tr>
<tr>
<td><strong>NLU Workbench</strong></td>
<td>NLU Workbench offers easy customizations for your organization’s internal vocabulary, acronyms, and language. Build, manage, and tune NLU models across apps and language with an intuitive, code-free method for building, training, and testing NLU models.</td>
</tr>
<tr>
<td><strong>Predictive Intelligence Regression Framework</strong></td>
<td>Predict numeric inputs or ranges with regression. This is a common supervised machine learning technique that can be used to predict continuous values based on a set of given. Regression models can be built for any solution using the Regression Solution API.</td>
</tr>
<tr>
<td>Key Features</td>
<td>Descriptions</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Natural Language Query</td>
<td>Get the answers you need by asking your questions in plain language so you don’t have to create complex reports or apply numerous filters to find what you are looking for. NLQ boasts additional support for German, French, Japanese, and Spanish as well as quality of life features like spell check, dynamic suggestions, and pinning of common queries.</td>
</tr>
<tr>
<td>Performance Analytics enhancements</td>
<td>More flexibility to improve and configure your experiences with Performance Analytics. Using the new UI Builder create, configure, and share improved analytics experiences with dashboards embedded in Analytics Center.</td>
</tr>
<tr>
<td>Reporting enhancements</td>
<td>Render critical reporting all in platform and further customize your reports with robust formatting. Reporting enhancements allow you to quickly perform calculations on specific fields while in report designer, tailor reporting with multiple formatting options to highlight what’s most important, and design dynamic reports with responses to questions stored in the catalog.</td>
</tr>
<tr>
<td>Now Mobile enhancements</td>
<td>A series of enhancements including AI Search, Seamless Deeplinking, and Card Actions bring consumer grade experiences like you would find on your own device to ServiceNow mobile apps.</td>
</tr>
<tr>
<td>Mobile Agent enhancements</td>
<td>A series of enhancements including Saved Views, Field Service Questionnaires, and Native KB Articles, boost agent productivity with key functionalities and highly requested features.</td>
</tr>
<tr>
<td>Mobile Developer Tool Enhancements</td>
<td>A series of enhancements including Mobile Card Builder, mobile UI, and impersonate a user which simplify and add powerful functionalities to the mobile developer experience.</td>
</tr>
</tbody>
</table>
UI Builder

Customize and personalize the Now Experience

Design and personalize configurable Workspaces and Portals

What You See Is What You Get (WYSIWYG) design with reusable components

Supports domain separated environments
Platform Encryption

Increased platform security with better access control

Customize and manage server-side encryption at the field level

Define which roles, scopes, and scripts get key access privileges

Meets NIST 800-57 key management and FIPS 14-2-L3 key protection guidelines
Now Platform foundation enhancements

Data Management

Data at scale
- Archiving references support
- Improve table alter speed for faster upgrades
- Dynamic query routing for improved scalability

Office 365 integration
- Collaborate in OneDrive to copy, delete, restore, and get version actions on Microsoft Office documents directly in ServiceNow instance

Core Features

Subscription Management
- Real-time view of allocation and entitlement usage and reports showing usage over time
- Licensing visibility for regulated markets—including GCC environments

Office 365 integration
- Certificate-based authentication to support GCC requirements
- Adaptive authentication to deliver increased security based on selective user criteria
AI Search

Consumer-grade search experience, powered by AI

Get relevant and actionable results based on user context

Ask questions using natural, everyday language

Configure once, use across different interactions
Process Optimization

Mine processes to optimize workflows

Mine process flows to identify areas for improvement

Enable governance and controls based on process optimization roles

Track the business value of process improvements
Workforce Optimization

Monitor agent productivity and workload

Manage and monitor team performance

Get real-time views of queues and agent activity

Report on and analyze team performance
Virtual Agent enhancements
End-to-end intelligent conversational experiences

Faster time to value
Guided setup with topic recommendations, advanced authoring tools

Improved business outcomes
Automatically resolve incidents, actionable notifications, password reset

AI-powered experiences
Conversational analytics, NLU Workbench & Intent Discovery, AI Search integration
NLU Workbench

Build, manage, and tune NLU models across apps and languages

Manage models across apps and languages with a single unified view

Create models in sixteen languages quickly with dynamic vocabulary source tables and lists

Automatically identify topics to activate or build based on user data with Intent Discovery
Regression Framework

Predict numeric inputs or ranges with machine learning

Set better expectations with end users

Estimate ranges with upper and lower values

Improve planning by forecasting estimates
Natural Language Query

Quickly get the answers you need

Ask questions using natural, everyday language

Get quick answers in the form of lists, values, and charts

Easily filter and search your data for further outcome customization
Performance Analytics enhancements

More flexibility to improve and configure with Performance Analytics

Easily create and customize dashboards within Analytics Center

Articulate specific information using unified filters and fully configurable data visualizations

Flexible calendar support to meet fiscal year requirements
Reporting enhancements

Render critical reporting all in platform and further customize with robust formatting

Quickly perform calculations on specific fields while in report designer

Tailor reporting with multiple formatting options to highlight what’s most important

Design dynamic reports with responses to questions stored in the catalog
Mobile enhancements

Enhance and enrich mobile experiences with consumer grade capabilities

AI Search
Smart and intuitive search experience across apps, people, and workflows

Deeplink
Seamlessly transition to 3rd-party apps with all relevant data coming with you

Card Actions
Reduce clicks and get work done quicker with dynamic on-card action prompts

All three features also available in Mobile Agent.
Mobile Agent enhancements

Boost agent productivity and empower self-service online or offline

Saved Views
Favorite and bookmark mobile screens for quicker access

Field Service Questionnaires
Allow Field Service agents to complete native surveys, online or offline

Native Knowledge Articles
Access critical Knowledge articles natively, online or offline

*Requires a Field Service license.
Mobile Developer Tool enhancements
Simplify developer experiences with easy configuration management and tools

Mobile Card Builder
Create custom templates and cards with presets and components in an intuitive designer

UI Rules
Apply field value calculations and UI styling to UI elements to simplify custom use cases

Impersonate Users
Enable admins to quickly and easily test mobile privileges of a specific user
Industries

LEARN MORE

←
Table of contents
## What’s new from Financial Services Operations

Reasons to upgrade to the Quebec release (At-a-glance)

<table>
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<tr>
<th>Key Features</th>
<th>Descriptions</th>
</tr>
</thead>
</table>
| **Financial Services Loan Operations**  | Build deeper relationships with customers  
Deliver out-of-the-box workflows that support personal and business loan servicing. Connect siloed systems spanning across different teams including loan officers, document agents, and credit officers. Give customers visibility into loan servicing status and outcomes |
| **Financial Services Payment Operations 2.0** | Effectively manage claims and refunds  
• Show multiple payment inquiries in one case  
• Support payments made to/from businesses  
• Provide ability to debit from multiple financial accounts |
| **Business Banking Data Model**          | Accelerate digital transformation  
Extend the existing banking data model to support personal and business/ commercial lines of business. Provide standardized objects and attributes across eco-system. |
| **Financial Services Performance Analytics** | Measure growth across the business  
Make better decisions faster with insight into current patterns and trends. Harness employee productivity by focusing on tasks that drive growth. Accelerate operations with purpose-built metrics and dashboards. |
| **Financial Services Document Management** | Improve efficiency of document management process  
Seamlessly integrate with third-party document management systems. Manage documents with integrity and audit controls. Track and execute customer documents all in one place. Speed fulfilment by allowing simultaneous processing |
| **Business Service Mapping**             | Gain visibility into business and IT service mapping  
Map service definitions and business services to the IT infrastructure. Harness the power of machine learning to predict issues before they occur. Give service agents visibility into outages and issues affecting customers for proactive communication. |
| **FSO Process Optimization Content Pack** | Improve outcomes by optimizing process flows. Process Optimization creates visual business process flows from the data in audit trails to enable businesses to uncover hidden bottlenecks and inefficiencies. This lets organizations deliver optimal output with every process. |

*Available in the ServiceNow store. May require an additional fee or premium level package.
Industry-specific solution for Financial Services

Card Operations
- Open/Close Card
- Increase/Decrease Credit Limit
- Block/Unblock Card

Payment Operations
- Payment in Error
- Claims/Debit Approvals
- Beneficiary Claim Non-Receipt

Loan Operations
- Forgiveness
- Repayment
- Deferment

Expansion
- New business processes
- New lines of business
- New industries

Customer Data
- Checking accounts
- Saving accounts
- Credit card accounts
- Loan accounts

Transaction Data
- Mortgage accounts
- Deposit accounts
- Investment accounts

Retail Banking
- Checking transactions
- Saving transactions
- Credit card transactions
- Loan transactions

Commercial Banking
- Deposit transactions
- Investment transactions
- Payment transactions

Financial Services Applications

Financial Services Data Model

Customer Workflows

Now Platform

Financial Services Applications

Financial Services Data Model

Customer Workflows

Now Platform

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Financial Services Loan Operations

Build deeper relationships with customers

Deliver out-of-the-box workflows that support personal and business loan servicing

Connect siloed systems spanning across different teams including loan officers, document agents, and credit officers

Give customers visibility into loan servicing status and outcomes

Available in the ServiceNow store. May require an additional fee or premium level package.
Financial Services Payment Operations 2.0
Effectively manage claims and refunds

- Show multiple payment inquiries in one case
- Support payments made to/from businesses
- Provide ability to debit from multiple financial accounts

Available in the ServiceNow store. May require an additional fee or premium level package.
Business Banking Data Model
Accelerate digital transformation

Customer Data:
• Checking Accounts
• Saving Accounts
• Credit Card Accounts
• Loan Accounts
• Mortgage
• Deposit Accounts
• Investment Accounts
• Investment Positions

Transactional Data:
• Checking Transactions
• Saving Transactions
• Credit Card Transactions
• Loan Transactions
• Deposit Transactions
• Investment Transactions
• Automatic Payments
• Line of Credit

Reference Data
• Stock Exchanges
• Counterparties

Extend the existing data model to support personal and business/commercial lines

Provide standardized objects and attributes across eco-system

Drive faster time to value

Available in the ServiceNow store. May require an additional fee or premium level package.
Performance Analytics for Financial Services

Measure growth across the business

Make better decisions faster with insight into current patterns and trends

Harness employee productivity by focusing on tasks that drive growth

Accelerate operations with purpose-built metrics and dashboards

Available in the ServiceNow store. May require an additional fee or premium level package.
Financial Services Document Management

Improve efficiency of document management process

Manage documents with integrity and audit controls

Track and execute customer documents all-in-one place

Speed fulfillment by allowing simultaneous processing

Available in the ServiceNow store. May require an additional fee or premium level package.
Gain visibility into business and IT service mapping

Notify agents proactively of critical information

Map service definitions and business services to the IT infrastructure

Harness the power of machine learning to predict issues before they occur

Available in the ServiceNow store. May require an additional fee or premium level package.
FSO Process Optimization Content Pack

Visually analyze and improve customer service processes

Identify bottlenecks, redundancies, and automation opportunities

Create process maps for KPIs and conduct root cause analysis

Replace costly manual analysis with automated, data-driven process maps

Available for download in the ServiceNow Store

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# What’s new from Telecommunications Service Delivery

## Reasons to upgrade to the Quebec release (At-a-glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order Management for Telecommunications*</td>
<td>Improve the speed, consistency and accuracy of order execution. Provide a data model to capture simple and composite product orders that enable orchestration and decomposition. Deliver workflows that leverage the product catalog for order fulfillment and support. Manage task dependencies across product orders.</td>
</tr>
<tr>
<td>Product Catalog Management Core*</td>
<td>Accelerate time to market. Deliver data model that captures product specs and characteristics. Composite view of product, service, and resource elements. View order and post-sales support.</td>
</tr>
<tr>
<td>Multi-site Ordering*</td>
<td>Manage order fulfillment based on site. Provide an enriched data model to support site-based ordering. Trigger workflows to support order decomposition and orchestration processes for different locations. Capture location-specific inventory details to enable service assurance and monitoring.</td>
</tr>
<tr>
<td>Core Data Model*</td>
<td>Easily model Telecommunications network topology. Extend CI Classes to support Edge, Port, Controller, and Circuit resources. Provide pre-defined attributes relevant to each class which will enable faster time to value.</td>
</tr>
<tr>
<td>Telecommunications Alarm Management Open API*</td>
<td>Interoperate with alarm management systems. Expand end-to-end interoperability with external alarm platforms. Create, update, and clear alarm use cases. Compliant with TMF642 Alarm Management API specified by TM Forum.</td>
</tr>
</tbody>
</table>

*Available in the ServiceNow store. May require an additional fee or premium level package.
The need for streamlining order management

To maximize return on investment, telecom providers must accelerate time to revenue.
Product Catalog Management Core

Accelerate time to market

Deliver data model that captures product specs and characteristics

Composite view of product, service, and resource elements

View order and post-sales support

Available in the ServiceNow store. May require an additional fee or premium level package.
Order Management for Telecommunications

Improve the speed, consistency and accuracy of order execution

Provide a data model to capture simple and composite product orders that enable orchestration and decomposition

Deliver workflows that leverage the product catalog for order fulfillment and support

Manage task dependencies across product orders

Available in the ServiceNow store. May require an additional fee or premium level package.
Multi-site Ordering

Manage order fulfilment based on site

Multi-site Network Order

Order Header
Order id: 101
Customer id: 557

Site-1
- Product offering -1
- Product offering -2

Site-2
- Product offering -3

Provide an enriched data model to support site based ordering

Trigger workflows to support order orchestration and decomposition processes for different locations

Capture location-specific inventory details to enable service assurance and monitoring

Available in the ServiceNow store. May require an additional fee or premium level package.
Change Orders
Efficiently handle change orders

Receive, enrich and decompose change orders

Trigger and execute workflow for change orders

Update sold product and installed base data to improve customer interactions

Change workflow management

Show assigned product inventory

Change order Capture

Available in the ServiceNow store. May require an additional fee or premium level package.
Telecommunications Product Ordering Open API

Connect seamlessly with product ordering systems

Support TMF622 product ordering API specified by TM Forum

Provide standardized bi-directional integrations for capturing and tracking orders

Support retrieval of order status, order list, and order details from external systems

Available in the ServiceNow store. May require an additional fee or premium level package.
Core Data Model

Easily model Telecommunications network topology

Extend CI Classes to support Edge, Port, Controller, and Circuit resources

Provide pre-defined attributes relevant to each class

Faster time to value

Available in the ServiceNow store. May require an additional fee or premium level package.
Telecommunications Alarm Management Open API

Interoperate with Alarm Management Systems

Support TMF642 Alarm Management API specified by TM Forum

Expand end-to-end interoperability with external alarm platforms

Create, update, and clear alarm use cases

Available in the ServiceNow store. May require an additional fee or premium level package.
Why upgrade to the Now Platform Quebec release?

1. Get the latest platform and security enhancements.

2. Access new products and features from the Quebec release.

3. Stay in support.
Benefits shared by customers who stay current

New Forrester study reveals that ServiceNow upgrades can fast-track digital initiatives

- Achieve business value faster
- Increase mobile workflow efficiency by up to 25%
- Bring new capabilities to market faster
- Get faster access to new features, reducing time spent on buildouts and developments by as much as 80%
- Improve platform performance and upgrade process
- Reduce the time spent on upgrades by as much as 81%

Visit servicenow.com/upgrades to download the study.
Simplify upgrades using platform tools and capabilities

Get the help you need to assess upgrade impact and automate tests

- **Upgrade Center**: Simplify how to preview, test, and run ServiceNow upgrades
- **Automated Test Framework**: Reduce upgrade time by automating manual upgrade tests
### Achieve goals faster with upgrade experts

Get prescriptive guidance and technical assistance

<table>
<thead>
<tr>
<th>One-time</th>
<th>Ongoing</th>
</tr>
</thead>
</table>
| **Jumpstart Your Upgrade***<sup>*</sup>  
Get prescriptive guidance to get started on the right track | **Support Account Manager***<sup>**</sup>  
Single point of contact to facilitate major changes, upgrades, and patches to minimize impact to user community |
| **Configuration Review***<sup>*</sup>  
Improve upgradeability with deeper insight and recommendations on your instance health        | **Remote Administration***<sup>*</sup>  
Access technical experts when you need them                                                    |
| **Upgrade Deployment Service***<sup>**</sup>  
Simplify and accelerate upgrade execution and deployment                                       |                                                                                                   |

*Available for an additional cost in the ServiceNow Store  
** Please consult your services rep for more information
Jumpstart Your Upgrade
Get best practices guidance to start on the right track

Access remote experts across two upgrade coaching sessions

Get best practices, personalized release notes, tactical guidance, and a temporary upgraded instance

Learn about new tools and platform capabilities to make your upgrade process faster

Available for an additional cost in the ServiceNow Store
Configuration Review
Deeper insights and key upgrade recommendations

Get 1.5-hour remote session with a ServiceNow certified professional services consultant

Review key findings and insights from HealthScan report

Receive prescriptive guidance and key upgrade recommendations

Available for an additional cost in the ServiceNow Store
Upgrade Deployment Service

Accelerate upgrades to fast-track digital initiatives

Leverage experts ready to help you throughout the execution of your upgrades, including a guided tour of the latest release.

Simplify your upgrades with expert and technical guidance on available platform tools and capabilities.

Avoid common missteps with time-tested upgrade best practices as well assess your solution’s readiness to upgrade.

Consult your Services Rep for more information.
Support Account Manager
Better platform performance and smoother upgrades

Get a single point of contact for upgrade support, operations, and escalated issues

Offers proactive guidance to ensure optimal instance performance

Facilitates major changes, upgrades, and patches to minimize impact to user community

Consult your Services Rep for more information
Remote Administration

Simplify upgrades with remote technical help

Get technical help for every stage of the upgrade process, from cloning, testing and remediation, to scheduling production upgrades.

Work remotely with upgrade technical experts with pre-purchased service hours.

Receive guidance with the Upgrade Center, the Automated Test Framework, and HealthScan reports.

Available for an additional cost in the ServiceNow Store.
Now Platform® Quebec release:
Drinking our own champagne to connect people and systems across the company

As Customer Zero, ServiceNow’s internal teams upgrade to the Quebec release before it is available to customers. We provide feedback to the product teams so they can deliver stronger capabilities that accelerate innovation, drive agility, and enhance productivity.

- 47 bugs found before general availability
- New automation to preserve skipped files history for future upgrades and no hot fixes

<table>
<thead>
<tr>
<th>Days on Quebec release before general availability</th>
<th>IT Operations</th>
<th>Global Cloud Ops</th>
<th>Now Support</th>
<th>Engineering</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>34</td>
<td>129</td>
<td>144</td>
<td>208</td>
</tr>
</tbody>
</table>

- 26 Total planned upgrades
- 8% Faster upgrade time
- 240K Automated tests over 4 rounds
- 12% Fewer manual tests than Paris release

Learn more about Now on Now at www.servicenow.com/nowonnow

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Join the Upgrade Advantage Community

One-stop resource to simplify and streamline your upgrade

Connect with ServiceNow upgrade experts and your peers to share best practices and answer questions.

Access premium upgrade resources and be the first to know about upcoming Quebec release digital events.

Login and subscribe here
Thank you