Now Platform
Utah release
Upgrade Kit

Available in PowerPoint for presentation customization
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3 ways to champion the Utah release

**LEARN**
Get up to speed fast with a playlist of links and demos

**SHARE**
Educate your team on the latest innovations with a ready-to-use presentation

**PLAN**
Provide a seamless upgrade experience using a complete list of resources
Plan and schedule your upgrades

Get ready to upgrade to the Utah release

<table>
<thead>
<tr>
<th>Year</th>
<th>Release</th>
<th>Support Entitlement</th>
<th>Upgrade To</th>
<th>By</th>
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<tr>
<td>2021</td>
<td>September Rome release</td>
<td>N-1 entitlement</td>
<td>Tokyo or Utah release</td>
<td>March 2023</td>
</tr>
<tr>
<td>2022</td>
<td>March San Diego release</td>
<td>N-2 entitlement</td>
<td>Tokyo or Utah release</td>
<td>March 2023</td>
</tr>
<tr>
<td>2023</td>
<td>September Tokyo release</td>
<td>N-2 entitlement</td>
<td>Utah or Vancouver release</td>
<td>September 2023</td>
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<tr>
<td></td>
<td>February Utah release Early availability</td>
<td>N-1 entitlement</td>
<td>Utah or Vancouver release</td>
<td>September 2023</td>
</tr>
</tbody>
</table>

Understand your support entitlement

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Now Platform® Utah release
Create value across your organization faster with simplified experiences, purposeful automation and organizational agility

**Simplified experiences**
Deliver simplified experiences that drive productivity and satisfaction
- Next Experience—Theme Builder
- Mobile
- Workspaces

**Purposeful automation**
Drive purposeful automation, optimizing processes to reduce cost and maximize efficiency
- Process Optimization and Workforce Optimization expansion across the platform

**Organizational agility**
Create organizational agility to innovate faster with flexibility and scale
- Health and Safety

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## ServiceNow Product Map

### Now Platform

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<th>Technology excellence</th>
<th>Employee experience</th>
<th>Operating excellence</th>
<th>Hyperautomation and Low-Code</th>
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<td>Customer Service Management</td>
<td>IT Service Management</td>
<td>HR Service Delivery</td>
<td>Integrated Risk Management</td>
<td>Automation Engine</td>
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<tr>
<td>Field Service Management</td>
<td>Asset Management</td>
<td>Workplace Service Delivery</td>
<td>Enterprise Asset Management</td>
<td>App Engine</td>
</tr>
<tr>
<td></td>
<td>IT Operations Management and CMDB</td>
<td>Legal Service Delivery</td>
<td>Environmental, Social, and Governance</td>
<td></td>
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<td></td>
<td>Security Operations</td>
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<tr>
<td></td>
<td>Strategic Portfolio Management</td>
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<tr>
<td></td>
<td>Application Portfolio Management</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Industries

- Banking
- Manufacturing
- Government
- Healthcare
- Insurance
- Technology
- Telecommunication

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Get up to speed fast on the Utah release

- Fact Sheet
- Utah Release Blog
- Community (complete listing of blogs)
- Utah Release Notes
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Now Platform

Customer Experience

Technology Excellence

Employee Experience

Operating Excellence

Hyperautomation and Low-Code

Industries

ServiceNow Impact™

Get Ready to Upgrade
What’s new on Now Platform?

Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theme Builder</td>
<td>Easily create and manage branded themes to engage users</td>
</tr>
<tr>
<td>Unified theming in mobile apps</td>
<td>Deliver seamless experiences between web portals and mobile apps</td>
</tr>
<tr>
<td>Process Optimization</td>
<td>Expanded availability of in-platform process mining</td>
</tr>
<tr>
<td>Workforce Optimization</td>
<td>Expanded availability to develop high-performing teams across the enterprise</td>
</tr>
<tr>
<td>Document Intelligence enhancements</td>
<td>Accelerate and automate AI-enabled text extraction from documents to enhance user experience</td>
</tr>
<tr>
<td>ServiceNow Log Export Service</td>
<td>Seamlessly incorporate ServiceNow system and application logs into enterprise security analytics tools.</td>
</tr>
<tr>
<td></td>
<td>• Highly scalable and near real-time integration with log analytics solutions using a Kafka system or via a Kafka connector</td>
</tr>
<tr>
<td></td>
<td>• Easy setup with no additional coding needed</td>
</tr>
<tr>
<td></td>
<td>• Reduces cost and improves efficiency by exporting only the data needed</td>
</tr>
<tr>
<td></td>
<td>• Improves threat detection and user experience, and simplifies compliance monitoring and IT troubleshooting.</td>
</tr>
</tbody>
</table>
Easily create and manage branded themes to engage users

1. Automatically generate themes with an intuitive, guided experience
2. Preview themes and image abstractions before sending to production
3. Edit and fine-tune themes to meet specific branding needs
Deliver a seamless experience between web portals and mobile apps

1. Create a consistent visual experience across web and mobile
2. Maintain a unified theme across all user experiences
3. Apply modern, consumer-grade experiences everywhere
AI Search

Make it easy for service delivery teams to find the information needed to solve issues fast

1. Enhanced relevancy and unified search experience
2. Dynamic, agent-focused filtering and sorting in workspaces
3. Advanced features like auto-complete suggestions, typo handling, and exact match
Process Optimization expansion

Expanded availability of in-platform process mining

1. In-depth, actionable analysis of processes to improve business outcomes
2. AI-powered root cause analysis
3. Direct drilldown into process maps for bottleneck and variation analysis
4. Tightly connected to platform capabilities to make improvements

*May require an additional fee or premium level package.
Workforce Optimization expansion

Expanded availability to develop high-performing teams across the enterprise

1. Manage teams effectively with real-time visibility into performance
2. Optimize scheduling and time-off requests with an intuitive interface
3. Model demand scenarios to forecast scheduling needs with precision
4. Tightly connected to platform capabilities to make improvements

*May require an additional fee or premium level package.
Document Intelligence enhancements

Accelerate and automate AI-enabled text extraction from documents to enhance user experience

1. Deliver better user experience for process owners to set up, configure, and monitor their document processing solutions

2. Efficiently extract a large amount of information from long tables in documents like invoices and purchase orders

3. Easily extract checkbox information on forms to enable purposeful automation

*May require an additional fee or premium level package.
NLU Workbench enhancements

- **Greater visibility, more intuitive, and easier to use**
  1. Easily create and continually update test utterances and better assess model performance
  2. Integrate Expert Feedback Loop into model and test set with improved UX to make it more intuitive and easier to use
  3. Simplify guided flow for model management
  4. Expand NLU entity support for Dutch and Italian and system entity support for Portuguese and Brazilian Portuguese

*May require an additional fee or premium level package.*
Global AI Innovation Program

Leverage customer data to enable customers’ digital transformation journey

1. Gain more accurate and robust AI applications to improve process efficiency and purposeful automation
2. Ease the talent burden with less dependency on in-house AI talent
3. Shape the future of the Now Platform by providing direct feedback on use cases and enhancements
4. Accelerate time-to-adoption by removing tedious work required to spin up your own internal AI program

Better AI models

Ease talent burden

Shape the Now Platform

Garner more relevant insights

Accelerate time-to-adoption

Reduce data and governance risks
ServiceNow Log Export Service

Simplify security and performance monitoring for the Now Platform

Seamlessly incorporate ServiceNow system and application logs into your enterprise security analytics tools

1. Highly scalable and near real-time integration with your log analytics solution using a Kafka system or via a Kafka connector

2. Easy setup with no additional coding needed

3. Reduce cost and improve efficiency by exporting only the data needed

4. Improve threat detection, increase user experience, compliance monitoring and simplify IT troubleshooting.
Customer Experience

Customer Service Management
Field Service Management

Now Platform®
Customer Experience
Technology Excellence
Employee Experience
Operating Excellence
Hyperautomation and Low-Code
Industries
ServiceNow Impact™
Get Ready to Upgrade
## What’s new from Customer Service Management?

Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
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</tr>
</thead>
</table>
| Omni Channel Callback                 | **Help customers avoid queues by requesting an agent callback**  
  - Allow customers to request a callback as soon as an agent is available via Engagement Messenger or a portal  
  - Empower customers to schedule a phone or Zoom callback with an agent  
  - Enable customers to add context to route the callback to the best available agent                                                                                                                                                                                |
| Google Business Messages*             | **Allow customers to engage with a business directly from Google**  
  - Empower customers to initiate conversations from Google entry points like search, maps, and websites  
  - Proactively send agent and system-initiated messages to customers via Google Business Messages.  
  - Create engaging conversational experiences with enhanced messaging capabilities like Rich Cards, Carousels, and Quick Replies.                                                                                                                   |
| Real-time voice transcription with Amazon Connect* | **Convert live voice conversations into text with Amazon Connect integration**  
  - Automatically capture and transcribe conversations in real-time via Amazon Connect integration  
  - Display conversation transcripts in the agent workspace alongside customer data and case details  
  - Provide agents and managers with conversation transcript logs to improve service and training gaps                                                                                                                                                  |
| Install base foundation               | **Provide a 360° view of a product’s install base and services**  
  - Establish association between child and parent install base items  
  - Capture foundational install base data including location, install date, status, and services in a single view  
  - Enable install base admins to authorize internal or 3rd party users to manage items on their behalf                                                                                                                   |
| Service Definitions                   | **Define available services and case types for a given product**  
  - Allow admins to associate relevant services and case types to products  
  - Present customers with a list of relevant services based on the products they own  
  - Automatically filter case type selection based on the customer’s product model, context, and/or relevant service                                                                                                   |

*May require an additional fee or premium level package.
Help customers avoid queues by requesting an agent callback

1. Allow customers to request a callback as soon as an agent is available via Engagement Messenger or a portal.

2. Empower customers to schedule a phone or Zoom callback with an agent.

3. Enable customers to add context to route the callback to the best available agent.
Google Business Messages

Allow customers to engage with a business directly from Google

1. Empower customers to initiate conversations from Google entry points like search, maps, and websites

2. Proactively send agent and system-initiated messages to customers via Google Business Messages*

3. Create engaging conversational experiences with enhanced messaging capabilities like Rich Cards, Carousels, and Quick Replies

*Agents and system-initiated messages can only be sent after the customer has initiated the conversation and within 30 days of the user’s most recent message. Other company and product names may be trademarks of the respective companies with which they are associated.

*May require an additional fee or premium level package.
Real-time voice transcription with Amazon Connect

Convert live voice conversations into text with Amazon Connect integration

1. Automatically capture and transcribe conversations in real-time via Amazon Connect integration
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Install base foundation

Provide a 360° view of a product’s install base and services

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Service Definitions

Customer Experience

Define available services and case types for a given product

1. Allow admins to associate relevant services and case types to products
2. Present customers with a list of relevant services based on the products they own
3. Automatically filter case type selection based on the customer's product model, context, and/or relevant service

Agent Experience

*May require an additional fee or premium level package.
## What’s new from Field Service Management?

### Reasons to upgrade to the Utah release (At a glance)

### Key Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Task Bundling**        | Consolidate multiple work order tasks into a single trip to further streamline scheduling, and reduce travel time and service costs.  
                          | • Improve dispatcher efficiency by grouping similar work order tasks into one bundle.  
                          | • Reduce travel costs and time, increasing service margins and reducing the carbon footprint.  
                          | • Increase daily workload and technician productivity while reducing the work order task backlog.                                                                                                         |
| **Equipment Scheduling** | Easily schedule specialized tools and equipment, check in/out equipment, and ensure scheduled equipment is available and functioning properly.  
                          | • Support more granular scheduling needs to include specialized equipment.  
                          | • Minimize delays from waiting on needed equipment and speed time to task completion.  
                          | • Reduce lost, misplaced, or stolen equipment using check-out and check-in procedures.                                                                                                                 |
| **Intra-day Schedule Automation** | Dynamically adjust schedules to respond to real-time field updates; improve contract compliance, technician utilization, and productivity.  
                          | • Reschedule work automatically and minimize guesswork for dispatchers.  
                          | • Reduce penalties by ensuring work gets rescheduled appropriately in accordance with contractual obligations.  
                          | • Deliver a better experience by ensuring schedule gaps are closed, and technicians and customers stay informed of changes.  |
| **Process Optimization** | Continually improve service processes and experiences.  
                          | • Increase visibility of end-to-end processes to uncover hidden delays and bottlenecks.  
                          | • Improve traceability to connect KPI trends to underlying processes.  
                          | • Reduce costs by identifying the root cause of process inefficiencies and implementing corrective actions.                                                                                               |
| **Workforce Optimization** | Continually improve the quality and efficiency of service teams through improved scheduling, learning, and coaching of individuals and teams.  
                          | • Increase organizational dispatch and scheduling efficiency.  
                          | • Improve the management of shifts and time-off requests.  
                          | • Identify and promote resource coaching and team improvement initiatives.                                                                                                                             |

*May require an additional fee or premium level package.
Task Bundling

Consolidate multiple work order tasks into a single trip

1. Improve dispatcher efficiency by grouping similar work order tasks in to one bundle

2. Reduce travel costs and time, increasing service margins and reducing the carbon footprint

3. Increase daily workload and technician productivity while reducing the work order task backlog

*May require an additional fee or premium level package.
Equipment Scheduling

Easily schedule specialized tools and equipment

1. Support more granular scheduling needs to include specialized equipment
2. Minimize delays from waiting on needed equipment and speed time to task completion
3. Reduce lost, misplaced, or stolen equipment using check-out and check-in procedures

*May require an additional fee or premium level package.
Intra-Day Schedule Automation

Dynamically adjust schedules to respond to real time field updates

1. Reschedule work automatically and minimize guesswork for dispatchers

2. Reduce penalties by ensuring work gets rescheduled appropriately in accordance with contractual obligations

3. Deliver a better experience by ensuring schedule gaps are closed, and technicians and customers stay informed of changes

*May require an additional fee or premium level package.
Process Optimization for FSM

Continually improve the quality and efficiency of service teams

1. Increase visibility of end-to-end processes to uncover hidden delays and bottlenecks
2. Improve traceability to connect KPI trends to underlying processes
3. Reduce costs by identifying the root cause of process inefficiencies and implementing corrective actions

*May require an additional fee or premium level package.
Workforce Optimization for FSM

Continually improve the quality and efficiency of service teams

1. Increase organizational dispatch and scheduling efficiency
2. Improve the management of shifts and time-off requests
3. Identify and promote resource coaching and team improvement initiatives

*May require an additional fee or premium level package.*
Technology Excellence

- IT Service Management
- IT Operations Management
- CMDB
- Security Operations
- Asset Management
- Strategic Portfolio Management

Now Platform®
Customer Experience
Technology Excellence
Employee Experience
Operating Excellence
Hyperautomation and Low-Code
Industries
ServiceNow Impact™
Get Ready to Upgrade
# What’s new from IT Service Management & DevOps?

## Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Service Operations Workspace Enhancements**                               | Lower MTTR, simpler deconfliction, more efficient investigations.  
  - Incorporate the full change lifecycle experience with dynamic pages for all states  
  - Simplify change scheduling—access all aspects of the process in a single, intuitive view  
  - Investigate incidents, in-context, with metrics and data from Microsoft Endpoint Manager |
| **Workforce Optimization Enhancements**                                     | Improve employee engagement. Foster and promote skill growth within an existing organization.  
  - Enable agents to self-assign learning paths and courses based on their preferences  
  - Recommend optimal agent training via machine learning analyses on past work  
  - Keep momentum and measure success with learning progress visible in your workspace |
| **Digital Portfolio Management and DevOps Integrations**                    | Empower Solution Owners with key DevOps DORA & Flow metrics in a business app context to improve velocity and quality of value streams  
  - Better inform business-critical decision making by integrating DevOps flow metrics for deeper operational insight  
  - Streamline management with a simplified experience and redesigned interface  
  - Implement fast with popular KPI groups, easily mappable to your portfolio |
| **Success Dashboard Enhancements**                                          | Maximize the value delivered of your ServiceNow investment by driving continuous delivery and improvements  
  - Go beyond Virtual Agent & ITSM - measure the success and maximize the value of your ServiceNow product portfolio including HRSD, LSD, and WSD via a single dashboard.  
  - Analyze performance with added context from benchmarks via peer comparisons  
  - Identify improvement areas via Automation Discovery to enhance value realization |

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

Consolidate multiple work order tasks into a single trip

1. Improve dispatcher efficiency by grouping similar work order tasks into one bundle
2. Reduce travel costs and time, increasing service margins and reducing the carbon footprint
3. Increase daily workload and technician productivity while reducing the work order task backlog

*May require an additional fee or premium level package.*
Equipment Scheduling

Easily schedule specialized tools and equipment

1. Support more granular scheduling needs to include specialized equipment

2. Minimize delays from waiting on needed equipment and speed time to task completion

3. Reduce lost, misplaced, or stolen equipment using check-out and check-in procedures

*May require an additional fee or premium level package.
Dynamically adjust schedules to respond to real time field updates

1. Reschedule work automatically and minimize guesswork for dispatchers
2. Reduce penalties by ensuring work gets rescheduled appropriately in accordance with contractual obligations
3. Deliver a better experience by ensuring schedule gaps are closed, and technicians and customers stay informed of changes

*May require an additional fee or premium level package.
Process Optimization for FSM

Continually improve the quality and efficiency of service teams

1. Increase visibility of end-to-end processes to uncover hidden delays and bottlenecks

2. Improve traceability to connect KPI trends to underlying processes

3. Reduce costs by identifying the root cause of process inefficiencies and implementing corrective actions

*May require an additional fee or premium level package.
Workforce Optimization for FSM

Continually improve the quality and efficiency of service teams

1. Increase organizational dispatch and scheduling efficiency
2. Improve the management of shifts and time-off requests
3. Identify and promote resource coaching and team improvement initiatives

*May require an additional fee or premium level package.
Modernize change management

1. Incorporate the full change lifecycle experience with dynamic pages for all states

2. Simplify change scheduling—access all aspects of the process in a single, intuitive view

3. Investigate incidents, in-context, with metrics and data from Microsoft Endpoint Manager
Workforce Optimization enhancements

Empower employees to guide their growth and careers

1. Enable agents to self-assign learning paths and courses based on their preferences

2. Recommend optimal agent training via machine learning analyses on past work

3. Keep momentum and measure success with learning progress visible in your workspace

*May require an additional fee or premium level package.
Digital Portfolio Management enhancements

Reimagine portfolio management

1. Better inform business-critical decision making by integrating DevOps flow metrics for deeper operational insight
2. Streamline management with a simplified experience and redesigned interface
3. Implement quickly with popular KPI groups, easily mappable to your portfolio
Success Dashboard enhancements

Deep insights beyond ITSM

1. Measure implementation success of ServiceNow products outside of ITSM
2. Analyze performance with added context from peer comparisons
3. Identify improvement areas via Automation Discovery to enhance value realization

*May require an additional fee or premium level package.
What’s new from IT Operations Management?

Reasons to upgrade to the Utah release (At a glance)

<table>
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<tr>
<th>Key Features</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Cloud Operations Workspace Enhancement</strong>*</td>
<td>Increase cloud efficiency with a powerful user experience</td>
</tr>
<tr>
<td></td>
<td>• Explore Kubernetes in context with other cloud resources from the Cloud Operations Workspace</td>
</tr>
<tr>
<td></td>
<td>• Visualize cloud Discovery, resolve errors, and track progress</td>
</tr>
<tr>
<td></td>
<td>• Quickly integrate AWS, Azure &amp; other cloud data with plug-and-play service graph connectors</td>
</tr>
<tr>
<td><strong>Automated Machine Learning (ML) service mapping suggestions</strong></td>
<td>Speed time to value by putting technology in its full business context</td>
</tr>
<tr>
<td></td>
<td>• Map services fast with higher fidelity using less manual effort</td>
</tr>
<tr>
<td></td>
<td>• Start mapping with less expertise and preparation; No entry points required</td>
</tr>
<tr>
<td></td>
<td>• Create application services prescribed by ML with just a few click</td>
</tr>
<tr>
<td>**Instantly manage containers via cloud native operations (CNO) **</td>
<td>Container based innovations accelerate cloud value</td>
</tr>
<tr>
<td></td>
<td>• Cloud native operations (CNO) scripts deploy containers with built-in visibility and health</td>
</tr>
<tr>
<td></td>
<td>• CNO containers automatically scale discovery resources to meet demands</td>
</tr>
<tr>
<td></td>
<td>• Improved troubleshooting of deployment steps in Utah</td>
</tr>
</tbody>
</table>

*Available in the ServiceNow Store. May require an additional fee or premium level package.
Cloud Operations Workspace enhancements

Increase cloud efficiency with a powerful user experience

1. Explore Kubernetes in context with other cloud resources from the Cloud Operations Workspace
2. Visualize cloud Discovery, resolve errors, and track progress
3. Quickly integrate AWS, Azure, and other cloud data with plug-and-play connectors
Automated Machine Learning (ML) service mapping suggestions

### Application service candidates

Our machine learning (ML) algorithm uses discovered traffic data to suggest service candidates. It detects traffic between resources and assigns resources to candidates.

<table>
<thead>
<tr>
<th>Number</th>
<th>AFP-based suggestions</th>
<th>Candidate Name Suggestion</th>
<th>Resource Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASC0000000002</td>
<td>system squid</td>
<td>1157.15 Windows Server</td>
<td>83</td>
</tr>
<tr>
<td>ASC0000000001</td>
<td>linux squid</td>
<td>80</td>
<td></td>
</tr>
<tr>
<td>ASC00000000037</td>
<td>indexer prometheus projector</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>ASC0000000010</td>
<td>aws</td>
<td>prometheus probe</td>
<td>12</td>
</tr>
<tr>
<td>ASC0000000014</td>
<td>kube</td>
<td>prometheus probe</td>
<td>10</td>
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<tr>
<td>ASC0000000031</td>
<td>k8s</td>
<td>prometheus probe</td>
<td>8</td>
</tr>
<tr>
<td>ASC0000000018</td>
<td>indexer prometheus projector</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>ASC0000000036</td>
<td>node exporter prometheus</td>
<td>Prometheus Time Series Collection and Processing Server</td>
<td>7</td>
</tr>
</tbody>
</table>

### Speed time to value by putting technology in its business context

1. Map services fast with higher fidelity using less manual effort
2. Start mapping with less expertise and preparation; No entry points required
3. Create application services prescribed by ML with just a few clicks
Instantly manage containers with cloud-native operations

Container-based innovations accelerate cloud value

1. Cloud native operations (CNO) scripts deploy containers with built-in visibility and health
2. CNO containers automatically scale discovery resources to meet demands
3. Improved troubleshooting of deployment steps in Utah

*May require an additional fee or premium level package.*
What’s new from Configuration Management Database (CMDB)?
Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Description</th>
</tr>
</thead>
</table>
| CMDB 360 dashboard for multisource data*          | Prescriptive views of CMDB records from multiple systems  
- Quickly identify records missing from key sources and address coverage gaps  
- Leverage overlapping data points to build trust and increase efficiency  
- Publish out-of-box insights about cloud versus on-prem infrastructure |
| Identify and reconcile core business data          | Simplify data management across ServiceNow tables  
- Leverage the Identity and Reconciliation Engine (IRE) to process non-CMDB tables  
- Unify data management best practices and policies  
- Automate quality improvement in location, user, and related core business data |

*Available in the ServiceNow Store. May require an additional fee or premium level package.
Harmonize multiple sources in the CMDB 360 view

Prescriptive views of CMDB records from multiple systems

1. Quickly identify records missing from key sources and address coverage gaps
2. Leverage overlapping data points to build trust and increase efficiency
3. Publish out-of-box insights about cloud versus on-prem infrastructure
Identify and reconcile core business data

Simplify data management across ServiceNow tables

1. Leverage the Identity and Reconciliation Engine (IRE) to process non-CMDB tables
2. Unify data management best practices and policies
3. Automate quality improvement in location, user, and related core business data
Technology Excellence:

Asset Management

- Software Asset Management
- Cloud Insights
- Hardware Asset Management
# What’s new from Software Asset Management?

## Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Description</th>
</tr>
</thead>
</table>
| **SAM Success Value Builder**    | Execute on untapped Software Asset Management opportunities  
• Drive continual progress toward success goals with insights into underutilized ServiceNow Software Asset Management (SAM) capabilities  
• Roadmap a success plan with a holistic view into available SAM integrations, playbooks, apps, plugins, and software not under management  
• Create, assign, and track new value builder tasks through completion using Software Asset Workspace |
| **Containerized Software Licensing** | Discover and manage license compliance for software deployed on containers  
• Discover container infrastructure and licensable software installed on Docker and Kubernetes, on-premises or on cloud  
• Determine license compliance position for Microsoft SQL Server and Microsoft Windows Server products deployed on containers  
• Actively monitor container utilization and auto-create remediation options when non-compliant |
| **Software Contracts Renewal Calendar** | Plan for upcoming software renewals with a calendar view of expiring entitlements and contracts  
• Gain visibility from a single calendar view into all software contracts and entitlements up for renewal and set to expire  
• Drill down into contract and entitlement details to better plan and manage renewals for SaaS and on-prem software  
• Automate software and contract renewals across all stages of the purchasing process with Contract and renewal management |
| **IBM IASP Partner support**     | Optimize IBM licensing with the Anglepoint IASP application  
• Simplify IBM license management using the Anglepoint IASP application, Software Asset Management publisher pack for IBM, and ServiceNow Discovery  
• Discover IBM software and server capacity and accurately report on usage without requiring authorized tools or additional integrations  
• Manage full and sub-capacity licensing for on-premise IBM software with support for Processor Value Unit (PVU), Resource Value Unit (RVU MAPC), and Virtual Processor Core (VPC) |

*Available in the ServiceNow Store. May require an additional fee or premium level package.*
<table>
<thead>
<tr>
<th>Key Features</th>
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</tr>
</thead>
</table>
| Advanced License Consumption Rules               | Leverage advanced license consumption rules to allocate software entitlements  

- Create allocations to entitle specific users or devices leveraging advanced license consumption rules to share or limit rights to entitlements |
| Multi-currency support for Entitlement Import - enhancement | Import software entitlements with support for different currencies  

- Specify currencies for each entitlement prior to importing entitlements into ServiceNow Software Asset Management |
| SAM Health Check - enhancement                    | Perform health checks scans for Oracle Database Server and Microsoft 365 configurations  

- Accelerate time to value with proactive reporting on the configuration health of your Oracle DB Server and M365 configurations  

- Get prescriptive guidance and take remediation actions to correct configuration issues |
| SaaS License Management - enhancement            | Leverage direct-to-vendor integrations to manage SaaS costs and usage with enhancements to M365 and Adobe  

- Provide Last Activity date for Microsoft 365 subscriptions and determine unused licenses on M365 Admin Center  

- Allocate full-suite subscriptions to those using more than 3 Adobe products, reclaim individual product subscriptions |

*Available in the ServiceNow Store. May require an additional fee or premium level package.*
SAM Success Value Builder

Execute on untapped Software Asset Management opportunities

1. Drive continual progress toward success goals with insights into underutilized ServiceNow Software Asset Management (SAM) capabilities

2. Roadmap a success plan with a holistic view into available SAM integrations, playbooks, apps, plugins, and software not under management

3. Create, assign, and track new value builder tasks through completion using Software Asset Workspace

Other company and product names may be trademarks of the respective companies with which they are associated.

*May require an additional fee or premium level package.
Containerized Software Licensing

Manage licensing compliance for software deployed on containers

1. Discover container infrastructure and licensable software installed on Docker and Kubernetes, on-premise, or on cloud

2. Determine license compliance position for Microsoft SQL Server and Microsoft Windows Server products deployed on containers

3. Actively monitor container utilization and auto-create remediation options when non-compliant

Other company and product names may be trademarks of the respective companies with which they are associated.

*May require an additional fee or premium level package.
Plan ahead for upcoming software renewals

1. Gain visibility from a single calendar view into all software contracts and entitlements up for renewal and set to expire

2. Drill down into contract and entitlement details to better plan and manage renewals for SaaS and on-prem software

3. Automate software and contract renewals across all stages of the purchasing process with contract and renewal management

Other company and product names may be trademarks of the respective companies with which they are associated.

*May require an additional fee or premium level package.
## What’s new from Cloud Insights?

Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Database Rightsizing*** | Optimize cloud database utilization and spend  
• Gain rightsizing and cost optimization recommendations to reduce costs and improve cloud database utilization  
• Automate the sizing of overprovisioned databases or shut down unused databases using approval workflows  
• Support optimization efforts for select databases running on AWS, Azure, and Google Cloud Platform |

*Available in the ServiceNow Store. May require an additional fee or premium level package.
**Database rightsizing**

**Cloud Insights**

---

**Optimize cloud database utilization and spend**

1. Gain rightsizing and cost optimization recommendations to reduce costs and improve cloud database utilization.

2. Automate the sizing of overprovisioned databases or shut down unused databases using approval workflows.


---

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## What’s new from Hardware Asset Management?

### Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Hardware Asset Procurement Workspace</strong>*</td>
<td><strong>Manage asset procurement activities from a single workspace</strong>&lt;br&gt;• Track and manage asset procurement activities from a single view in Hardware Asset Workspace&lt;br&gt;• Drive outcomes with recommended activities, alerts, and actionable insight on open requests, purchase orders, pending transfer orders, and more&lt;br&gt;• Stay on top of critical tasks, deliver services quickly, and empower employees with the assets they need, when they need them</td>
</tr>
<tr>
<td><strong>Asset Donation workflow</strong>*</td>
<td><strong>Automate technology donations to charities with workflow</strong>&lt;br&gt;• Streamline asset donations to charitable organizations in Hardware Asset Workspace with a complete workflow&lt;br&gt;• Request, approve, plan, and schedule donations and properly prepare assets by adding tasks to asset donation orders&lt;br&gt;• Maintain an accurate record of acknowledgement documentation for charitable donations</td>
</tr>
<tr>
<td><strong>HAM Licensing Exclusion for MSP</strong>*</td>
<td><strong>Exclude specific assets from leveraging HAM functionality</strong>&lt;br&gt;• Gain more control over your asset management service by toggling ServiceNow Hardware Asset Management (HAM) on or off at the asset record level&lt;br&gt;• Limit what assets can leverage ServiceNow HAM functionality by disabling HAM features for assets tied to specific to geographies, departments, cost centers, etc.&lt;br&gt;• Ensure healthy operations with automatic notifications every time an excluded asset has been added to an Asset Flow and must be removed</td>
</tr>
<tr>
<td><strong>Pallets for Inventory</strong>*</td>
<td><strong>Manage palletized assets within inventory stockrooms</strong>&lt;br&gt;• Manage inventory effectively by associating assets to a pallet for bulk updates and alignment with warehouse best practices&lt;br&gt;• Know the precise location of assets in a stockroom using the aisle and space details of the pallet&lt;br&gt;• Meet supply chain and logistics needs with increased accountability for assets not in use</td>
</tr>
</tbody>
</table>

*Available in the ServiceNow Store. May require an additional fee or premium level package.
Manage asset procurement activities from a single workspace

1. Track and manage asset procurement activities from a single dashboard in Hardware Asset Workspace
2. Drive outcomes with recommended activities, alerts, and actionable insight on open requests, purchase orders, pending transfer orders, and more
3. Stay on top of critical tasks, deliver services quickly, and empower employees with the assets they need, when they need them

*May require an additional fee or premium level package.
Manage palletized assets within inventory stockrooms

1. Manage inventory effectively by associating assets to a pallet for bulk updates and alignment with warehouse best practices.

2. Know the precise location of assets in a stockroom using the aisle and space details of the pallet.

3. Meet supply chain and logistics needs with increased accountability for assets not in use.

*May require an additional fee or premium level package.
Asset Donation workflow

HAM

Automate technology donations to charities with workflow

1. Streamline asset donations to charitable organizations in Hardware Asset Workspace with a complete workflow
2. Request, approve, plan, and schedule donations and properly prepare assets by adding tasks to asset donation orders
3. Maintain an accurate record of acknowledgement documentation for charitable donations

*May require an additional fee or premium level package.
### What’s new from Security Operations?

Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>New Vulnerability Response Workspace</strong>*</td>
<td><em>Unified workspace for Vulnerability Managers</em>&lt;br&gt;• Manage vulnerabilities and misconfigurations across assets from a single workspace with a modern user experience&lt;br&gt;• Create watch topics, remediation efforts and tasks for all vulnerabilities (hosts, application, and containers) and misconfigurations from a single view&lt;br&gt;• Schedule the recurring creation of remediation efforts and remediation tasks&lt;br&gt;• Multi-task across modules by keeping items open in tabs</td>
</tr>
<tr>
<td><strong>Security Incident Response Workspace</strong>*</td>
<td><em>Flexible and reimagined user experience.</em>&lt;br&gt;• Designed with Tier 1 and 2 security analysts in mind and includes all new analyst dashboards and investigation canvas to manage incidents and workload&lt;br&gt;• Leverage playbooks and recommendations to easily move through an investigation&lt;br&gt;• Orchestrate actions directly with out-of-the-box integrations</td>
</tr>
</tbody>
</table>

*Available in the ServiceNow Store. May require an additional fee or premium level package.*
Security Incident Response Workspace

A flexible and reimagined user experience

1. Designed with Tier 1 and 2 security analysts in mind and includes all new analyst dashboards and investigation canvas to manage incidents and workload

2. Leverage playbooks and recommendations to easily move through an investigation

3. Orchestrate actions directly with out-of-the-box integrations
Unified Workspace for Vulnerability Managers

1. Manage vulnerabilities and misconfigurations across assets from a single workspace with a modern user experience.

2. Create watch topics, remediation efforts and tasks for all vulnerabilities (hosts, application, and containers) and misconfigurations from a single view.

3. Schedule the recurring creation of remediation efforts and remediation tasks.

4. Multi-task across modules by keeping items open in tabs.
What’s new from Strategic Portfolio Management?
Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Strategic Planning Workspace*** | Enable focused planning to align work with strategy and drive strategic outcomes  
• Visualize planning and delivering work from different perspectives (lenses) such as organization, product, strategic investments, goals, value stream or a custom configuration  
• Create and share portfolio plans to prioritize and visualize relevant work to align stakeholders  
• Track progress towards strategic goals efficiently and accurately by automating the collection of actuals via Goal Framework for SPM |
| **Benchmarks**               | Make data driven decisions to drive continuous improvements  
• Compare company performance to peers of like size and location using industry averages and trends  
• Analyze and optimize performance with actionable insights based on KPI values  
• Boost performance by creating well-informed improvement initiatives |

*May require an additional fee or premium level package.*
Enable focused planning to align work with strategy and drive strategic outcomes

1. Visualize planning and delivering work from different perspectives (lenses) such as organization, product, strategic investments, goals, value stream or a custom configuration

2. Create and share portfolio plans to prioritize and visualize relevant work to align stakeholders

3. Track progress towards strategic goals efficiently and accurately by automating the collection of actuals via Goal Framework for SPM

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Benchmarks

Make data driven decisions to drive continuous improvements

1. Compare company performance to peers of like size and location using industry averages and trends
2. Analyze and optimize performance with actionable insights based on KPI values
3. Boost performance by creating well-informed improvement initiatives
What’s new from Application Portfolio Management?

Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
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</tr>
</thead>
</table>
| Enterprise Architecture Workspace   | Empower Enterprise Architects with a modern, data-centric user experience to accelerate decision making  
- Empower better decisions with new dashboards containing consolidated insights  
- Proactively identify areas for improvement and redundancies within business application capabilities  
- Continuously manage inventory health to reduce cost and risk  
- Take action to address high priority requests directly from the home screen  
- Smart filtering on dashboards to display relevant data |
| Digital Integration Management      | Quickly document, model, and understand APIs and integrations to uncover insights and trace dependencies  
- Standardized intake form to add integrations and relationships to business applications  
- Leverage approval workflows to ensure alignment with business needs  
- Document the landscape of integrations and APIs to visually understand the dependencies between business applications |
Empower enterprise architects to meet business needs while reducing technology portfolio cost and risk

1. Leverage a modern user experience that provides visibility through various scorecards, approvals, insights, and health metrics

2. Optimize the application portfolio with consolidated key metrics and indicators to accelerate decision making

3. Continuously manage inventory health through insight-rich dashboards to help reduce cost and risk
Digital Integration Management

Effectively model integrations and their related business applications to uncover insights and drive business value

1. Add integrations and relationships to relevant business applications using a standardized intake form
2. Leverage approval workflows for new integrations to help ensure alignment with business needs
3. Document the landscape of integrations and APIs to visually understand their relationship to business applications and capabilities
Employee Experience

- HR Service Delivery
- Workplace Service Delivery
- Legal Service Delivery

Now Platform®
- Customer Experience
- Technology Excellence
- Employee Experience
- Operating Excellence
- Hyperautomation and Low-Code
- Industries
- ServiceNow Impact™
- Get Ready to Upgrade
What’s new from HR Service Delivery?

Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workforce Optimization for HR**</td>
<td>Help HR leaders build productivity with the ability to visualize their team’s skills, schedule, and workload.</td>
</tr>
<tr>
<td></td>
<td>• Drive productivity with visibility into your team’s skills, training and schedules for better workload balancing</td>
</tr>
<tr>
<td></td>
<td>• Create learning opportunities with AI powered skills and learning recommendations</td>
</tr>
<tr>
<td></td>
<td>• Visualize and validate demand forecast based on historical workload</td>
</tr>
<tr>
<td>Manager Hub**</td>
<td>Support Managers with enhanced data visualization and AI recommendations</td>
</tr>
<tr>
<td></td>
<td>• Visualize in-depth performance analytics and team trends on new Team Insights pages</td>
</tr>
<tr>
<td></td>
<td>• Easily suggest actions for your team with proactive prompts that drive increased engagement</td>
</tr>
<tr>
<td></td>
<td>• Leverage out-of-the-box suggestions to create content for your team</td>
</tr>
<tr>
<td>Employee Center</td>
<td>Support employees with enhanced navigation, improved search and intuitive content suggestions.</td>
</tr>
<tr>
<td></td>
<td>• Customize the Employee Center with improved navigation allowing the ability to change to order of the menu</td>
</tr>
<tr>
<td></td>
<td>• Increase the speed of content discovery with new topic page aligned content and topic filtering</td>
</tr>
<tr>
<td></td>
<td>• Increase content visibility through additional admin controls supporting the addition of content by category</td>
</tr>
</tbody>
</table>

*Available as part of HRSD Pro or Enterprise.

**Available as part of HRSD Pro or Enterprise. Licensed separately.
Workforce Optimization

Increase HR efficiency with team management at your fingertips

1. Build productivity with visibility into your team’s skills, training and schedules for better workload balancing
2. Create learning opportunities with AI powered skills and learning recommendations
3. Visualize and validate demand forecast based on historical workload

*May require an additional fee or premium level package.
Manager Hub enhancements

Support Managers with enhanced data visualization and AI recommendations

1. Visualize in-depth performance analytics and team trends on new Team Insights pages

2. Easily suggest actions for your team with proactive prompts that drive increased engagement

3. Leverage out-of-the-box suggestions to create content for your team

*May require an additional fee or premium level package.*
# What’s new from Workplace Service Delivery?

## Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Health and Safety**                 | Promote wellness and safety culture in the workplace.  
• Enable employees to report safety incidents and near-misses with self-service information and reporting.  
• Deliver a role-based experience for report management, including the ability to export OSHA incident logs and annual summaries.  
• Empower safety teams to conduct investigations with an injury and illness log, perform a root cause analysis, and assign corrective/preventative actions. |
| **Workplace Reservation Management**  | Enable neighborhoods and location privacy preferences for employees.  
• Empower employees to view and schedule reservations in neighborhoods.  
• Provide employees with the ability to indicate their privacy preference when creating a reservation.  
• Generate and share URLs that are linked to a specific space within the Location Directory with colleagues. |
| **Workplace Maintenance Management**  | Create and manage workplace maintenance plans.  
• Create corrective and preventive maintenance plans across workplace locations.  
• Automate the creation of a case when a workplace maintenance request is received or created.  
• Provide admins a maintenance plan overview to review key information, case status, and focus areas. |
| **Workplace Lease Administration**    | Enable facilities managers to track various workplace contracts.  
• Create and track workplace leases in a centralized workspace.  
• Configure notification cadence for upcoming lease expirations.  
• Track spaces, workplace assets, and services along with their associated costs as part of a contract. |

*requires Workplace Service Delivery license
What’s new from Workplace Service Delivery?

Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Description</th>
</tr>
</thead>
</table>
| Workplace Space Management*         | Enhance and automate the space planner experience.  
  • Share space plans and secure necessary approvals from stakeholders for scenario deployment.  
  • Easily assign spaces and employees to neighborhoods and relate them to their department, cost center, or group.  
  • Automate space fulfillment requests by allowing the workplace system to identify and provide a best possible seating option based on requirements. |
Support employee health and workplace safety

1. Enable employees to report safety incidents and near-misses with self-service information and reporting.

2. Deliver a role-based experience for report management, including the ability to export OSHA incident logs and annual summaries.

3. Empower safety teams to conduct investigations with an injury and illness log, perform a root cause analysis, and assign corrective/preventative actions.

*May require an additional fee or premium level package.
Workplace Reservation Management

Enable neighborhoods and location privacy preferences for employees

1. Empower employees to view and schedule reservations in neighborhoods
2. Provide employees with the ability to indicate their privacy preference when creating a reservation
3. Generate and share URLs that are linked to a specific space within the Location Directory with colleagues

*May require an additional fee or premium level package.*
Workplace Maintenance Management

Create and manage workplace maintenance plans

1. Create corrective and preventive maintenance plans across workplace locations

2. Automate the creation of a case when a workplace maintenance request is received or created

3. Provide admins a maintenance plan overview to review key information, case status, and focus areas

*May require an additional fee or premium level package.
Enable facilities managers to track various workplace contracts

1. Create and track workplace leases in a centralized workspace
2. Configure notification cadence for upcoming lease expirations
3. Track spaces, workplace assets, and services along with their associated costs as part of a contract
Workplace Space Management

Enhance and automate the space planner experience

1. Share space plans and secure necessary approvals from stakeholders for scenario deployment.

2. Easily assign spaces and employees to neighborhoods and relate them to their department, cost center, or group.

3. Automate space fulfillment requests by allowing the workplace system to identify and provide a best possible seating option based on requirements.

*May require an additional fee or premium level package.
What’s new from Legal Service Delivery?
Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Third-party contract review*</td>
<td>Streamline legal review and approval for third-party contracts.</td>
</tr>
<tr>
<td></td>
<td>• Automate intake, routing, and eSignature to designated legal teams.</td>
</tr>
<tr>
<td></td>
<td>• Collaborate on suggested contract changes between third-party and in-house legal teams</td>
</tr>
<tr>
<td></td>
<td>• Track revisions along with configurable document storage options.</td>
</tr>
<tr>
<td>Legal catalog builder*</td>
<td>Quickly create and publish legal intake forms to employee portal</td>
</tr>
<tr>
<td></td>
<td>• Enable legal operations teams to deploy new legal workflows without code.</td>
</tr>
<tr>
<td></td>
<td>• Automate the assignment of new workflows to specific practice areas.</td>
</tr>
<tr>
<td></td>
<td>• Track progress of workflow with real-time reporting to help improve service delivery.</td>
</tr>
</tbody>
</table>
Streamline legal approval for third-party contracts

1. Automate intake, routing, and eSignature to designated legal teams
2. Collaborate on suggested contract changes between third-party and in-house legal teams
3. Track revisions along with configurable document storage options

*May require an additional fee or premium level package.
Catalog Builder

Quickly create and publish legal intake forms without IT support

1. Enable legal operations teams to deploy new legal workflows without code
2. Automate the assignment of new workflows to specific practice areas
3. Track progress of workflow with real-time reporting to help improve service delivery
Operating Excellence

- Integrated Risk Management
- Environmental, Social, and Governance
- Enterprise Asset Management
# What’s new from Integrated Risk Management?

Reasons to upgrade to the Utah release (At a glance)

<table>
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</thead>
</table>
| **Operational Resilience – Workspace Enhancements** | Defines service dependencies and resilience metrics for improved visibility, efficiencies, strengthened compliance and risk posture.  
  - 360-degree visualization to apply context and define relationships of enterprise-wide data and assets for understanding of upstream and downstream dependencies  
  - Modern, new design, global navigation, and persona-driven, configurable workspaces to increase productivity and simplify navigation  
  - Enhanced user experience for managing importance and impact tolerance, scenario analysis, self-attestation, and business services |
| **Common Control Management**       | Save time and effort by reducing unnecessary control testing  
  - Create a common control that can be linked to multiple entities to reduce the number of controls that must be maintained  
  - Inherit control testing result of common control, for primary entity, to all linked entities for risk identification, audit, and compliance purposes – reducing time and cost of control testing |
| **Issue Management**                | Increase efficiency with simplified issues management  
  - Create a single issue that can link to multiple risks, controls, entities, and other objects to eliminate duplicate issues  
  - Simplify audit with fewer issues that present a holistic view of the impacted controls, engagements, risk events, and other sources  
  - Tag an issue to multiple sources of failure (ex. multiple controls) to improve risk tracking and analysis |

*Available with IRM Professional and Enterprise packages*
Operational Resilience Workspace enhancements

Visualization enhancements and UX improvements

1. Visualize 360 relationships; apply context to data and assets impacting enterprise-wide operational resilience.

2. Increase productivity and simplify navigation with a modern design and configurable workspace.

*May require an additional fee or premium level package.
Common control management

Save time and effort by reducing unnecessary control testing

1. Create a common control that can be linked to multiple entities to reduce the number of controls that must be maintained.

2. Inherit control testing result of common control, for primary entity, to all linked entities for risk identification, audit, and compliance purposes—reducing time and cost of control testing.

Impacts risk, audit, and policy & compliance management.
Increase efficiency with simplified issues management

1. Create a single issue that can link to multiple risks, controls, entities, and other objects (see related list on issue form) to reduce duplicate issues.

2. Simplify audit with fewer issues that present a holistic view of the impacted controls, engagements, risk events, and other sources.

3. Tag an issue to multiple sources of failure (ex. multiple controls) to improve risk tracking and analysis.

Impacts risk, audit, and policy & compliance management.
What’s new from Environmental, Social, and Governance (ESG)?

Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
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</tr>
</thead>
</table>
| ESG integration with Workday| Automates the collection of human capital KPIs (such as employee demographics for workforce diversity disclosures).  
  - Ingest employee demographics data from Workday automatically into ESG Management  
  - Pull data at desired frequency to monitor progress towards goals  
  - Save time, reduce manual data transcription errors, and create an audit trail to maintain compliance with emerging regulations |
ServiceNow ESG Management

Align ESG goals and targets with material topics

Consolidate ESG data from across multiple systems

Deliver investor-grade ESG disclosures with delivered frameworks

Materiality Assessment

ESG Goal Setting

Internal Review

Materiality Assessment

ESG Management

ESG Metrics

Sales & Marketing

IT

Finance

Facilities

HR

Customer Service

Supply Chain

Risk & Compliance

Sustainability Reports

Regulatory Reporting

Disclosures

Reporting Frameworks
Workday integration

Automate collection of employee demographic data for ESG reporting

1. Ingest employee demographics data from Workday automatically into ESG Management
2. Pull data at desired frequency to monitor progress towards goals
3. Save time, reduce manual data transcription errors, and create an audit trail to maintain compliance with emerging regulations
# What’s new from Enterprise Asset Management?

Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Asset Maintenance*</td>
<td>Create planned and preventative maintenance plans for enterprise assets</td>
</tr>
<tr>
<td></td>
<td>• Extend the life of enterprise assets by planning regular maintenance of physical equipment across all locations</td>
</tr>
<tr>
<td></td>
<td>• Create maintenance schedules associated with models or assets based on user-defined rules triggered by time, usage, or condition</td>
</tr>
<tr>
<td></td>
<td>• Demonstrate asset maintenance with documentation for audits, inspections, or need</td>
</tr>
<tr>
<td>Enterprise Asset Work Management*</td>
<td>Easily and quickly create work orders with multiple tasks based on pre-defined work templates</td>
</tr>
<tr>
<td></td>
<td>• Initiate and assign planned or ad-hoc enterprise asset work orders, enabling technicians to request parts required for their work and assign them asset pick up tasks when their requests are ready</td>
</tr>
<tr>
<td></td>
<td>• Keep enterprise asset information including component and multi-tier assets accurate when performing work by using smart asset actions to deploy, swap, or remove assets and parts</td>
</tr>
<tr>
<td></td>
<td>• Improve asset reliability through analyzing work order history and trends to inform future allocations and purchasing decisions</td>
</tr>
<tr>
<td>Enterprise Asset reclamation*</td>
<td>Simplify enterprise asset offboarding processes with prescriptive workflow</td>
</tr>
<tr>
<td></td>
<td>• Automate the request, reclamation, evaluation, and retiring of enterprise assets during employee transitions</td>
</tr>
<tr>
<td></td>
<td>• Ensure the timely receipt of assets by tracking asset reclamation through ship, drop off, and pick-up flows</td>
</tr>
<tr>
<td></td>
<td>• Leverage evaluation flow to determine which assets can be redeployed, repaired, retired, disposed, or returned to inventory</td>
</tr>
<tr>
<td>Asset resale workflow</td>
<td>Recycle and resell enterprise assets with a workflow</td>
</tr>
<tr>
<td></td>
<td>• Maximize return on enterprise asset investments leveraging asset resale flow to resell enterprise assets</td>
</tr>
<tr>
<td></td>
<td>• Keep an accurate record of assets being resold after usage and ensure assets are prepared properly for resale</td>
</tr>
</tbody>
</table>

*Available in the ServiceNow Store. May require an additional fee or premium level package.
What’s new from Enterprise Asset Management?

Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asset disposal with resale workflow</td>
<td>Resell assets in a disposal order</td>
</tr>
<tr>
<td></td>
<td>• Use a task-based approach to resell part or full assets in a disposal order</td>
</tr>
<tr>
<td></td>
<td>• Keep accurate documentation of assets being resold as a result of a disposal order including resold value</td>
</tr>
<tr>
<td>Advanced Shipment Notification support</td>
<td>Create asset records ahead of receipt using a standard template allowing for more time for asset planning and increasing data accuracy</td>
</tr>
<tr>
<td></td>
<td>• Provide vendors with a standard template to provide uniform asset data prior to receiving assets</td>
</tr>
<tr>
<td></td>
<td>• Easily create asset records through an easy-to-use import tool</td>
</tr>
<tr>
<td>Procurement - sourcing</td>
<td>Source procurement requests from the Enterprise Asset Workspace</td>
</tr>
<tr>
<td></td>
<td>• Track and manage service catalog requests, requested items, and catalog tasks in the Enterprise Asset Workspace</td>
</tr>
<tr>
<td>Mobile Agent for enterprise assets</td>
<td>Accurately track the movement of enterprise assets</td>
</tr>
<tr>
<td></td>
<td>• Create and manage serialized and multi-component enterprise assets through simplified and streamlined workflows using the ServiceNow Mobile Agent application</td>
</tr>
<tr>
<td>Integration with Zebra MotionWorks</td>
<td>Accurately track the movement of enterprise assets</td>
</tr>
<tr>
<td></td>
<td>• Use RFID technology to capture asset movement as asset tags are scanned in their physical locations</td>
</tr>
</tbody>
</table>

*Available in the ServiceNow Store. May require an additional fee or premium level package.
Enterprise Asset Work Management

Initiate work orders and analyze enterprise asset trends

1. Initiate and assign planned or ad-hoc enterprise asset work orders including parts requirements

2. Keep asset information accurate through removing, swapping, or using assets as a result of a work order

3. Improve asset reliability through analyzing work order history and trends to inform future allocation and purchasing decisions

*May require an additional fee or premium level package.
Enterprise Asset Maintenance

Create and manage maintenance plans for enterprise assets

1. Extend the life of enterprise assets by planning regular maintenance of physical equipment across all locations.

2. Create maintenance schedules associated with models or assets based on user-defined rules triggered by time, use, or condition.

3. Demonstrate asset maintenance with documentation for audits, inspections, or need.

*May require an additional fee or premium level package.
Enterprise Asset Reclamation

Simplify enterprise asset offboarding processes with prescriptive workflow

1. Automate the request, reclamation, evaluation, and retiring of enterprise assets during employee transitions.
2. Help ensure the timely receipt of assets by tracking asset reclamation through ship, drop off, and pick-up flows.
3. Leverage evaluation flow to determine which assets can be redeployed, repaired, retired, disposed, or returned to inventory.

*May require an additional fee or premium level package.
Hyperautomation and Low-Code

App Engine
Automation Engine

Hyperautomation and Low-Code

Now Platform®
Customer Experience
Technology Excellence
Employee Experience
Operating Excellence
Industries
ServiceNow Impact™
Get Ready to Upgrade
What’s new from App Engine?
Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
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</tr>
</thead>
</table>
| **App Engine Studio – Restrict App Creation** | Manage and govern users by applying group restrictions to anyone that is part of the Member user group.  
• Restrict member users from creating new applications from scratch or from templates  
• Edit only the applications you have been given access to as Member users  
• Leverage guided setup to view information in the new App Engine Studio User Limited group |
| **App Engine Studio – Request Management Application Usage** | Address your employee’s most urgent needs by easily creating request-based apps from a prebuilt AES template.  
• Deliver the highest level of service support quality to your organization  
• Enable employees to do their best work by providing access to the services they need to be productive. |
| **Table Builder – Upload Spreadsheet and Extend Table** | Save time and resources by uploading your spreadsheet to one of ServiceNow’s out-of-the-box tables.  
• Leverage existing fields from a table template while creating new fields where needed  
• Provide users the ability to map source fields from their spreadsheet to target fields in their table  
• Simplifies the initial upload of spreadsheet data to template tables |
| **App Engine Studio – Template Feature Support** | Empowers creation of custom app templates with richer features  
• Create richer app template with additional platform features  
• Enjoy additional features like:  
  • Standard catalog items, categories and user criteria  
  • PAR dashboards and indicators  
  • Process Automation Designer  
  • Decision Tables  
  • Translations  
  • UI Pages  
  • Credentials  
  • Data Policy  
  • Decision Tables |
Request management application usage

Address your employees’ most urgent needs

1. Deliver the highest level of service support quality to your organization
2. Enable employees to do their best work by providing access to the services they need to be productive
3. Create request-based apps from a prebuilt AES template with ease
**Restrict app creation**

Enhance governance with restricted app creation in AES

1. Restrict member users from creating new applications from scratch or from templates.

2. Allow member users to edit only the applications they have been given access to.

3. Leverage guided setup to view information in the new App Engine Studio user limited group.
Template feature support

Empower creation of custom app templates

Experience additional features such as:

- Standard catalog items, categories, and user criteria
- Process Automation Designer
- Decision tables
- Translations
- UI pages
- Credentials
- Data policy
- Scheduled import/export
Upload spreadsheet and extend table

Save time and resources by uploading spreadsheets to ServiceNow

1. Leverage existing fields from a table template while creating new fields where needed
2. Provide users the ability to map source fields from their spreadsheet to target fields in their table
3. Simplify the initial upload of spreadsheet data to template tables
# What’s new from Automation Engine?

## Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automation Center enhancements</td>
<td>Get deep business value analytics across more automation technologies • Get real-time insights into automation ROI across vendors and track business goals with new Value Dashboard • Broaden automation coverage by expanding Automation CIs to Integration Hub flows • Integrate fast with UiPath RPA using Integration Hub UiPath spoke</td>
</tr>
<tr>
<td>Stream Connect for Apache Kafka</td>
<td>Simplify and scale Kafka event streaming • Develop data ingestions with Apache Kafka in a familiar, native experience within Flow Designer • Consume and process messages and transform and insert data into ServiceNow tables with the Kafka Message Flow Trigger • Push messages using drag-and-drop data pills and produce data on a topic using low-code Flow Action Kafka Producer step and build</td>
</tr>
<tr>
<td>RPA Hub enhancements</td>
<td>Accelerate and manage RPA deployments • Enable the ServiceNow developer community to access RPA Hub on Personal Developer Instances (PDIs) • Record tasks across multiple applications to quickly build an RPA automation flow • Visualize and coordinate bot process scheduling with Robot Calendar</td>
</tr>
<tr>
<td>Integration Hub Usage Dashboard</td>
<td>Gain complete visibility into Integration Hub usage and license compliance • Understand adoption as a proxy for business value • View licensed and unlicensed transactions for compliance purposes • View transactions by top spokes, custom spokes, and actions for granular visibility into adoption trends</td>
</tr>
<tr>
<td>Document Intelligence enhancements</td>
<td>Configure and support more complex document data extraction • Set up, configure and monitor Document Intelligence solutions with an all-new admin experience • Extract checkbox data and complex tables with new AI models and redesigned user interface</td>
</tr>
</tbody>
</table>

*Available in the ServiceNow Store. May require an additional fee or premium level package.*
Automation Center enhancements

Get deep business value analytics across more automation technologies

1. Get real-time insights into automation ROI across vendors and track business goals with new Value Dashboard

2. Broaden automation coverage by expanding Automation CIs to Integration Hub flows

3. Integrate fast with UiPath RPA using Integration Hub UiPath spoke

*May require an additional fee or premium level package.
RPA Hub enhancements

Accelerate and manage RPA deployments

1. Enable the ServiceNow developer community to access RPA Hub on Personal Developer Instances (PDIs)
2. Record tasks across multiple applications to quickly build an RPA automation flow
3. Visualize and coordinate bot process scheduling with Robot Calendar

*May require an additional fee or premium level package.
Document Intelligence enhancements

Configure and support more complex document data extraction

1. Set up, configure and monitor Document Intelligence solutions with an all-new admin experience

2. Extract checkbox data with new AI models and redesigned user interface

3. Extract information from more complex tables with improved AI models and user interface

*May require an additional fee or premium level package.
Stream Connect for Apache Kafka

Simplify and scale Kafka event streaming

1. Develop data ingestions with Apache Kafka in a familiar, native experience within Flow Designer

2. Consume and process messages and transform and insert data into ServiceNow tables with the Kafka Message Flow Trigger


*May require an additional fee or premium level package.
Usage Dashboard enhancements

Gain complete visibility into Integration Hub usage and license compliance

1. Understand adoption as a proxy for business value
2. View licensed and unlicensed transactions for compliance purposes
3. View transactions by top spokes, custom spokes, and actions for granular visibility into adoption trends
Industries

- Banking
- Insurance
- Manufacturing
- Telecommunication
- Technology

Now Platform®
Customer Experience
Technology Excellence
Employee Experience
Operating Excellence
Hyperautomation and Low-Code
Industries
ServiceNow Impact™
Get Ready to Upgrade
Industries:
Financial Services Operations for Banking
## What’s new from Financial Services Operations for Banking?

### Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Intelligent Servicing for Fraud</strong></td>
<td>Facilitate simple and timely fraud resolution with connected technology and teams</td>
</tr>
<tr>
<td></td>
<td>• Provide full transparency by allowing customers and back-end systems to initiate cases, prioritize high-impact issues to help reduce financial losses, and remain compliant with embedded SLA tracking</td>
</tr>
<tr>
<td></td>
<td>• Reduce pain points such as email-based communication, difficult case tracking, and manual case updates by enabling interoperability between disparate systems and teams</td>
</tr>
<tr>
<td></td>
<td>• Streamlining processes with decision-making automation through business rule engine and playbooks and connect fraud cases across all lines of business to obtain insights and identify patterns</td>
</tr>
<tr>
<td><strong>Jack Henry Integration</strong></td>
<td>Provide seamless client servicing with real-time visibility into accounts and transactions</td>
</tr>
<tr>
<td></td>
<td>• Reduce development effort and increase speed to market with a pre-built integration that can be triggered by any workflow</td>
</tr>
<tr>
<td></td>
<td>• Increase customer satisfaction by quickly providing the right information in real-time</td>
</tr>
<tr>
<td></td>
<td>• Improve employee efficiency and resolve customer issues from a single view by enabling quick access to customer profiles, account information, and transaction details to fulfill requests</td>
</tr>
<tr>
<td><strong>Branch Manager Dashboard</strong></td>
<td>Empower branch managers with visibility across business domains</td>
</tr>
<tr>
<td></td>
<td>• Provide branch managers with a holistic view of branch operations and the ability to easily raise requests on clients’ behalf</td>
</tr>
<tr>
<td></td>
<td>• Equip corporate HQ with a view of branch performance to identify opportunities for training and resource planning</td>
</tr>
<tr>
<td></td>
<td>• Discover opportunities for improvement with actionable insights around how service requests have been trending over time.</td>
</tr>
</tbody>
</table>

*Available in the ServiceNow Store. May require an additional fee or premium level package.
What’s new from Financial Services Operations for Banking?

Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
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</table>
| Omnichannel Callback*                 | Help customers avoid queues by requesting a service representative callback  
• Allow customers to request a callback as soon as a representative is available via Engagement Messenger or a portal  
• Empower customers to schedule a phone or Zoom callback with a representative  
• Enable customers to add context to route the callback to the best available representative |
| Google Business Messages*              | Allow customers to engage with a bank directly from Google  
• Empower customers to initiate conversations from Google entry points like search, maps, and websites  
• Proactively send agent and system-initiated messages to customers via Google Business Messages  
• Create engaging conversational experiences with enhanced messaging capabilities like Rich Cards, Carousels, and Quick Replies |
| Real-time voice transcription with Amazon Connect* | Convert live voice conversations into text with Amazon Connect integration  
• Automatically capture and transcribe conversations in real-time via Amazon Connect integration  
• Display conversation transcripts in the employee workspace alongside customer data and case details  
• Provide customer service personnel and managers with conversation transcript logs to improve service and training gaps |

*Available in the ServiceNow Store. May require an additional fee or premium level package.
Facilitate fraud resolution with connected technology and teams

1. Provide full transparency by allowing customers and back-end systems to initiate cases, prioritize high-impact issues to help reduce financial losses, and remain compliant with embedded SLA tracking.

2. Eliminate pain points such as email-based communication, difficult case tracking, and manual case updates by enabling interoperability between disparate systems and teams.

3. Streamline processes with decision-making automation through business rule engine and playbooks and connect fraud cases across all lines of business to obtain insights and identify patterns.

*May require an additional fee or premium level package.
## Jack Henry Integration

### Provide seamless client servicing with real-time visibility into accounts and transactions

1. Reduce development effort and increase speed to market with a pre-built integration that can be triggered by any workflow.

2. Increase customer satisfaction by quickly providing the right information in real-time.

3. Improve employee efficiency and resolve customer issues from a single view by enabling quick access to customer profiles, account information, and transaction details to fulfill requests.

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### ServiceNow Store

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Branch Manager Dashboard

Empower branch managers with visibility across business domains

1. Provide branch managers with a holistic view of branch operations and the ability to easily raise requests on clients’ behalf.
2. Equip corporate HQ with a view of branch performance to identify opportunities for training and resource planning.
3. Discover opportunities for improvement with actionable insights around how service requests have been trending over time.

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Omnichannel Callback

Help customers avoid queues by requesting an agent callback

1. Allow customers to request a callback as soon as an agent is available via Engagement Messenger or a portal
2. Empower customers to schedule a phone or Zoom callback with an agent
3. Enable customers to add context to route the callback to the best available agent

*May require an additional fee or premium level package.
Google Business Messages

Allow customers to engage with a business directly from Google

1. Empower customers to initiate conversations from Google entry points like search, maps, and websites
2. Proactively send agent and system-initiated messages to customers via Google Business Messages*
3. Create engaging conversational experiences with enhanced messaging capabilities like Rich Cards, Carousels, and Quick Replies

*Agents and system-initiated messages can only be sent after a customer has initiated the conversation and within 30 days of the user’s most recent message. Other company and product names may be trademarks of the respective companies with which they are associated.

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Real-time voice transcription with Amazon Connect

Convert live voice conversations into text with Amazon Connect integration

1. Automatically capture and transcribe conversations in real-time via Amazon Connect integration
2. Display conversation transcripts in the agent workspace alongside customer data and case details
3. Provide agents and managers with conversation transcript logs to improve service and training gaps

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Industries:

Financial Services Operations for Insurance
### Key Features

| Personal Lines Claims* | Streamline claims processing from FNOL through settlement, minimizing paper files and swivel-chairing between disconnected systems across multiple personas  
- Automate claims processing through efficient data transfer between relevant personas to ensure claims files are current with pertinent information  
- Eliminate manual work across the Claims department for faster resolution and increased satisfaction using AI  
- Empower claims personnel with curated workspaces in one centralized location that provides the necessary data and information when and as needed |
| Ad-hoc tasks & enhanced landing pages | Ease day-to-day work for claims managers, adjusters, and processors through greater visibility across the claims portfolio  
- View past and upcoming activities across the claims portfolio with intuitive landing pages that make it easy to create, view, and prioritize tasks  
- Help ensure claims and associated tasks are handled quickly with real-time key update alerts, such as a new claim assignment or rejection of an approval request  
- Implement necessary adjustments to the claims workflow with the quick creation of unplanned tasks, allowing for timely resolutions and strong employee and customer experiences |
| Guidewire Partnership* | Allow ServiceNow to build capabilities to help providers streamline processes, eliminate swivel-chairing between systems, and gain real-time visibility to key information  
- Create new experiences around claims and policy servicing with cross-platform visibility, communication, and audit trail  
- Drive operational efficiencies by streamlining overall claims intake and processing through omnichannel experience, advanced work assignment, and more  
- Increase process agility and speed to value with seamless customizations to processes, such as claims |

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## What’s new from Financial Services Operations for Insurance?

### Reasons to upgrade to the Utah release (At a glance)

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</tr>
</tbody>
</table>

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Personal Lines Claims

Automation for faster resolution and increased policyholder satisfaction

1. Automate claims processing through efficient data transfer between relevant personas to ensure claims files are current with pertinent information

2. Eliminate manual work across the Claims department for faster resolution and increased satisfaction using AI

3. Empower claims personnel with curated workspaces in one centralized location that provides the necessary data and information when and as needed

*May require an additional fee or premium level package.
Ad-hoc tasks and enhanced landing pages

Empower adjusters to easily track work across all active claims

1. View past and upcoming activities across the claims portfolio with intuitive landing pages that make it easy to create, view, assign, and prioritize tasks.

2. Help ensure claims and associated tasks are handled quickly with real-time key update alerts, such as a new claim assignment or rejection of an approval request.

3. Implement necessary adjustments to the claims workflow with the quick creation of unplanned tasks, allowing for timely resolutions and strong employee and customer experiences.

*May require an additional fee or premium level package.
Guidewire Partnership

Strategic partnership for simplified and transparent claims

1. Create new claims experiences with cross-platform visibility, communication, and audit trail.

2. Drive operational efficiencies by streamlining overall claims intake and processing through omnichannel experience, advanced work assignment, and more.

3. Increase process agility and speed to value with seamless customizations to the claims process.

*May require an additional fee or premium level package.

Other company and product names may be trademarks of the respective companies with which they are associated.
Empower managers with visibility across business domains

1. Provide managers with a holistic view of business operations and the ability to easily raise requests on policyholders’ behalf.

2. Dissect data by specific territories to gauge performance, trends, similarities, and differences among various policy types and books of business.

3. Equip corporate HQ with insight into top performing agents across regions; identify training opportunities for agents outside of the top tier.
Omnichannel Callback

Help customers avoid queues by requesting an agent callback

1. Allow customers to request a callback as soon as an agent is available via Engagement Messenger or a portal
2. Empower customers to schedule a phone or Zoom callback with an agent
3. Enable customers to add context to route the callback to the best available agent

Customer Experience

Agent Experience
Google Business Messages

Allow customers to engage with a business directly from Google

1. Empower customers to initiate conversations from Google entry points like search, maps, and websites

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Real-time voice transcription with Amazon Connect

Convert live voice conversations into text with Amazon Connect integration

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2. Display conversation transcripts in the agent workspace alongside customer data and case details
3. Provide agents and managers with conversation transcript logs to improve service and training gaps

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Industries: Manufacturing
# What’s new from Manufacturing?

Reasons to upgrade to the Utah release (At a glance)

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<tr>
<th>Key Features</th>
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</tr>
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<tbody>
<tr>
<td><strong>Planned Downtime</strong></td>
<td>Planned Downtime enables OT security professionals to plan their remediation activities around planned equipment downtime.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Agile Response.</strong> Remediation of OT vulnerabilities takes less time.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Accelerated Digitization.</strong> Process bottlenecks are eliminated.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Improved Visibility.</strong> Single source of truth – downtime not on untrustworthy whiteboards, spreadsheets, or buried in ERP.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Enhanced Awareness.</strong> Maximum transparency for organizations on their production process.</td>
</tr>
<tr>
<td><strong>Operational Technology Incident</strong></td>
<td>Operational incident management enables factory workers to create tickets whenever operational technology needs to be serviced.</td>
</tr>
<tr>
<td>Management**</td>
<td>• <strong>Accelerate Response Time.</strong> Better collaboration to resolve OT incidents.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Respond strategically.</strong> New incident categories tailored for industries. The ability to view incidents grouped into safety, productivity or quality.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Leverage institutional knowledge.</strong> Ability to learn and find solutions from incidents reported at other sites. Have read-only visibility into incidents reported at other sites.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Drive accountability.</strong> Specialists can now view OT incidents / tickets that are assigned to them or belong to the site.</td>
</tr>
</tbody>
</table>
Gain visibility into downtime schedules to remediate fast

1. Increase agile response as the remediation of OT vulnerabilities takes less time
2. Accelerate digitization as process bottlenecks and time waste are reduced
3. Improve visibility with a single source of truth not from untrustworthy whiteboards, spreadsheets, or buried in ERP
4. Enhance awareness through maximum transparency of the production process for organizations
Operational Technology Incident Management V2

Service operational technology assets and help ensure uptime

1. Accelerate response time with better collaboration to resolve OT incidents
2. Respond strategically with new incident categories tailored for industries and the ability to view incidents grouped by safety, productivity, or quality
3. Leverage institutional knowledge with the ability to learn and find solutions from incidents reported at other sites
4. Drive accountability as specialists can now view OT incidents and tickets that are assigned to them or belong to the site
Industries:

Telecommunication

- Telecommunications Service Management (TSM)
- Order Management for Telecommunications (OMT)
- Telecommunications Network Inventory (TNI)
What’s new from Telecommunications Services Management?

Reasons to upgrade to the Utah release (At a glance)

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<tbody>
<tr>
<td><strong>360° customer view</strong></td>
<td>Empower support teams with a 360° view of customer accounts</td>
</tr>
<tr>
<td></td>
<td>• Quickly understand the business context, including key contacts, contracts and products sold</td>
</tr>
<tr>
<td></td>
<td>• Assess account health from CSAT score, escalations, and SLA achievement</td>
</tr>
<tr>
<td></td>
<td>• View and analyze operational trends</td>
</tr>
<tr>
<td></td>
<td>• Open and action tasks records</td>
</tr>
<tr>
<td></td>
<td>• Open related major incidents and cases and knowledge articles</td>
</tr>
<tr>
<td><strong>Enhanced product catalog experience</strong></td>
<td>Improve product catalog experience with a single configurable workspace and a unified hierarchical visualization</td>
</tr>
<tr>
<td></td>
<td>• Manage, visualize, and track product offerings and their components in a single configurable workspace</td>
</tr>
<tr>
<td></td>
<td>• Visualize hierarchical product topology and dependencies and drill down to details</td>
</tr>
<tr>
<td></td>
<td>• Quickly update product definitions (bundles, characteristics, pricing, technical capabilities, etc.) to respond to evolving market dynamics</td>
</tr>
<tr>
<td><strong>Enhanced horizontal relationship</strong></td>
<td>Manage product, service and resource dependencies via APIs, UI and in-flight change process</td>
</tr>
<tr>
<td></td>
<td>• Manage inclusive and exclusive peer-to-peer dependencies between products, services, or resources via APIs</td>
</tr>
<tr>
<td></td>
<td>• Identify related items that are impacted by change or disconnect orders</td>
</tr>
<tr>
<td></td>
<td>• Enable agents to review, update or remove related items for change or disconnect orders</td>
</tr>
<tr>
<td></td>
<td>• Enable agents to create new orders with related items</td>
</tr>
<tr>
<td></td>
<td>• Support in-flight revisions of related item</td>
</tr>
</tbody>
</table>

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360° customer view

Empower support teams with a 360° view of customer accounts

1. Quickly understand the business context, including key contacts, contracts and products sold
2. Assess account health from CSAT score, escalations, and SLA achievement
3. View and analyze operational trends
4. Open and action tasks records
5. Open related major incidents and cases and knowledge articles

360° customer view (click to view video)
Enhanced product catalog experience

Improve product catalog experience with a single configurable workspace

1. Manage, visualize, and track product offerings and their components in a single configurable workspace
2. Visualize hierarchical product topology and dependencies and drill down to details
3. Quickly update product definitions (bundles, characteristics, pricing, technical capabilities, etc.) to respond to evolving market dynamics

Single Configurable Workspace (click to view video)
**Enhanced horizontal relationship**

Manage product, service and resource dependencies via APIs, UI and in-flight change process

1. Manage inclusive and exclusive peer-to-peer dependencies between products, services, or resources via APIs
2. Identify related items that are impacted by change or disconnect orders
3. Enable agents to review, update or remove related items for change or disconnect orders
4. Enable agents to create new orders with related items
5. Support in-flight revisions of related items

Order capture user interface (UI)
What’s new from Order Management for Telecom?

Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Details</th>
</tr>
</thead>
</table>
| **Order prioritization and routing***             | Prioritize and route orders based on customer, product, or service urgency  
• Revise order priority to respond to changes such as errors or scheduling updates  
• Allocate and assign tasks and activities based on the order priority  
• Manage order priority via APIs |
| **Enhanced service order management***            | Aligned with TM Forum Service Ordering Management TMF641 OpenAPI  
• Support in-flight changes of service order characteristics and quantities  
• Support in-flight cancelation of order line items and service orders |
| **Technical service qualification***              | Confirm service availability before placing an order and meet customer expectation  
• Confirm service availability by sending technical service qualification requests  
• Process and coordinate technical service request and responses with external inventory systems via APIs  
• Aligned with the Service Qualification Management TMF645 OpenAPI |
| **Enhanced order processing performance***        | Transform consumer and agent experience with improved performance  
• Enhanced performance of asynchronous and synchronous order processing  
• Reduce order bottlenecks when processing large volumes of enterprise and customer orders  
• Process large volumes of orders using the product and service order APIs |

*Available in the ServiceNow Store. May require an additional fee or premium level package.
Order prioritization and routing

### Priority and routing rules

<table>
<thead>
<tr>
<th>Name</th>
<th>Answer table</th>
<th>Class Type</th>
<th>Application</th>
<th>Updated</th>
<th>Updated by</th>
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<tbody>
<tr>
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<td>Decision Table</td>
<td>Order Management for Telecom, Media &amp; Tech</td>
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<td>admin</td>
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<td>Service Order Fulfillment Policy</td>
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<td>Order Management for Telecom, Media &amp; Tech</td>
<td>2021-03-06 04:03:33</td>
<td>admin</td>
</tr>
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</table>

**Prioritize and route orders based on customer, product, or service urgency**

1. Prioritize and route orders based on customer, product or service type, financial value, customer request, and other rules

2. Revise order priority to respond to changes such as errors or scheduling updates

3. Allocate and assign tasks and activities based on the order priority

4. Manage order priority via APIs
Enhanced service order management

Aligned with TM Forum Service Ordering Management TMF641 OpenAPI

1. Support in-flight changes of service order characteristics and quantities
2. Support in-flight cancelation of order line items and service orders
Technical service qualification

Confirm service availability before placing an order and meet customer expectation:

1. Confirm service availability by sending technical service qualification requests.
2. Process and coordinate technical service request and responses with external inventory systems via APIs.
3. Aligned with the Service Qualification Management TMF645 OpenAPI.

Technical Service Qualification integration:
- Requester System
- Technical service qualification request
- CFS
- RFS
- ServiceNow OMTP
- External inventory systems
- Process and coordinate technical service qualification requests
- TMF 645
- OPEN APIs
- Aligned with the Service Qualification Management TMF645 OpenAPI

Other company and product names may be trademarks of the respective companies with which they are associated.
Enhanced order processing performance

Transform consumer and agent experience with improved performance

1. Enhanced performance of asynchronous and synchronous order processing
2. Reduce order bottlenecks when processing large volumes of enterprise and customer orders
3. Process large volumes of orders using the product and service order APIs

Asynchronous order processing

Example CPQ API

Order request(s) (mode-asynchronous)

Order ID + updates

Asynchronous order processing

Order process queue

Schedule job running

Create order flow

Updates: state, status, error, etc.
What’s new from Telecommunications Network Inventory?

Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Details</th>
</tr>
</thead>
</table>
| Enhanced technology and domain support* | Model and manage all types of network technologies and domains  
• Gain visibility into network inventory operations and metrics with personalized configurable workspaces  
• Visualize complex network topologies and drill down to see equipment details  
• Model equipment and easily design complex templates to deploy at scale  
• Capture and maintain the entire lifecycle of all network inventory and utilize accurate audit trail data for asset management  
• Automate network service creation with design and assign change workflows |

*Available in the ServiceNow Store. May require an additional fee or premium level package.
Enhanced technology and domain support

Model and manage all types of network technologies and domains

1. Gain visibility into network inventory operations and metrics with personalized configurable workspaces
2. Visualize complex network topologies and drill down to see equipment details
3. Model equipment and easily design complex templates to deploy at scale
4. Capture and maintain the entire lifecycle of all network inventory and utilize accurate audit trail data for asset management
5. Automate network service creation with design and assign change workflows

Network Inventory Workspace
Industries:

Technology

Technology Provider Service Management
Order Management for Technology Providers
# What’s new from Technology Provider Service Management (TPSM)?

## Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operations account 360</strong></td>
<td>Empower technical support in the Service Operations Workspace with a 360 view of the customer accounts to make the right decisions fast.</td>
</tr>
<tr>
<td></td>
<td>• Quickly understand the business context, including key contacts, contracts, and products sold</td>
</tr>
<tr>
<td></td>
<td>• Assess account health from CSAT score, escalations, and SLA achievements</td>
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<td></td>
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</tbody>
</table>


Empower technical support in the Service Operations Workspace with account data to make the right decisions fast

1. Quickly understand the business context, including key contacts, contracts, and products sold
2. Assess account health from CSAT score, escalations, and SLA achievements
3. View and analyze operational trends
4. Open and action tasks records
5. Open related major incidents and cases and knowledge articles
Enhanced product catalog experience

Increase market agility and improve the product catalog experience

1. Manage, visualize, and track product offerings and their components in a single configurable workspace

2. Visualize a product’s topology and hierarchical relationships and drill-down to details

3. Quickly update product definitions (bundles, characteristics, pricing, technical capabilities, etc.) to respond to evolving market dynamics
What’s new from Order Management for Technology Providers?

Reasons to upgrade to the Utah release (At a glance)

<table>
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| Order prioritization and routing      | Prioritize and route orders to meet SLAs and support business goals.  
• Prioritize and route orders based on customer, product or service type, financial value, customer request, and other rules  
• Revise order priority to respond to changes, such as errors or scheduling updates  
• Allocate and assign tasks and activities based on the order priority  
• Manage order priority via APIs  

Enhanced service order management     | Monetize third-party orders with enhanced service order management support.  
• Receive, change, and cancel service orders from third-party systems with a rich, standards-based API for service order management  
• Support in-flight changes of service order characteristics and quantities and cancelation of order line items and service orders  

Technical service qualification       | Improve the customer experience by confirming service availability before placing orders.  
• Accept service qualification requests from sales and ordering applications  
• Coordinate service availability across various applications, partners, and inventory systems  
• Leverage industry-standard APIs for service qualification  

Enhanced order processing performance  | Transform customer experiences and improve operational efficiency with improved order processing performance.  
• Accelerate order processing with enhanced asynchronous and synchronous processing  
• Reduce order bottlenecks when processing large volumes of enterprise and customer orders  
• Efficiently process large volumes of orders using the product and service order APIs  

Order prioritization and routing

Prioritize and route orders based on customer, product or service type, financial value, customer request, and other rules

Revise order priority to respond to changes, such as errors or scheduling updates

Allocate and assign tasks and activities based on the order priority

Manage the order priority via APIs
Monetize third-party orders with enhanced service order management support

1. Receive, change, and cancel service orders from third-party systems with a rich, standards-based API for service order management.

2. Support in-flight changes of service order characteristics and quantities and cancelation of order line items and service orders.

Industry standards API (supported scenarios)
Technical service qualification

Improve the customer experience by confirming service availability before placing orders

1. Accept service qualification requests from sales and ordering applications
2. Coordinate service availability across various applications, partners, and inventory systems
3. Leverage industry-standard APIs for service qualification

Technical Service Qualification integration
Enhanced order processing performance

Transform the customer and customer support experience with improved order processing performance

1. Accelerate order processing with enhanced asynchronous and synchronous processing
2. Reduce order bottlenecks when processing large volumes of enterprise and customer orders
3. Efficiently process large volumes of orders using the product and service order APIs

Example CPQ

Order ID + updates

Asynchronous order processing

Order request(s) (mode-asynchronous)

API

Order process queue

Schedule job running

Create order flow

Updates: state, status, error, etc.
ServiceNow Impact™
## What’s new from Impact?

### Reasons to upgrade to the Utah release (At a glance)

<table>
<thead>
<tr>
<th>Key Features</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Impact Accelerators for the C-suite—New**       | These accelerators provide visibility and how-to guidance for building the CxO dashboards  
- Introduction to CxO Dashboards: Reveals the art of the possible with C-suite dashboards  
- Jumpstart your CIO Dashboard: Guidance and tips for implementing the CIO Dashboard application |
| **Impact Accelerators for platform owners—New**    | Personalized recommendations to help improve product adoption and maturity  
- ITSM Maturity Assessment: Assesses adoption and maturity of IT Service Management and provides recommendations for improvement  
- Jumpstart your Success Dashboard: Guidance and tips for implementing the Success Dashboard application for IT Service Management and HR Service Delivery |
Enhanced technology and domain support

Model and manage all types of network technologies and domains

1. Gain visibility into network inventory operations and metrics with personalized configurable workspaces
2. Visualize complex network topologies and drill down to see equipment details
3. Model equipment and easily design complex templates to deploy at scale
4. Capture and maintain the entire lifecycle of all network inventory and utilize accurate audit trail data for asset management
5. Automate network service creation with design and assign change workflows
Close your value gap with ServiceNow Impact™

Built on the Now Platform®, ServiceNow Impact helps you realize value faster across your business with proactive insights, prescriptive guidance, tailored training and recommendations, and premium technical support and tools.
ServiceNow Impact meets you where you are in your digital transformation journey

**Personalize your value experience**
- Peer & industry benchmarks
- Real-time tracking
- Value journey manager
- Curated content
  - Relevant insights & recommendations

**Accelerate your results** on average by 20%
- Prescriptive guidance
- Proactive & preventive tools
- Impact Accelerator catalog
- Enhanced technical support

**Amplify ServiceNow expertise** and deliver ~10% people savings
- Designated expert teams
- Partner collaboration
- Informed guidance
- Advisory sessions
- Tailored training and coaching

How am I tracking on progress & outcomes?

1. Projections based on pilot customers and market research data.
Tailored to your company, personalized by role

When you and your stakeholders log into ServiceNow Impact, you will see a personalized view of objectives and metrics directly tied to your role.
### What’s new in the Utah release for ServiceNow Impact?

#### Enterprise CxO
- **Impact Accelerators for C-Suite**
  - **New!** Introduction to CxO Dashboards
  - **New!** Jumpstart Your CIO Dashboard
- **Insights and recommendations**
  - **Enhancement!** Business value reporting

#### Functional Platform owner
- **Impact Accelerators for Platform Owners**
  - **New!** ITSM Maturity Assessment
  - **New!** Jumpstart Your Success Dashboard
- **Insights and recommendations**
  - **New!** Product adoption roadmap
  - **New!** Operational performance reporting
- **Instance Observer**
  - **Enhancement!** Reporting, alerts, & performance charts
- **Insights and recommendations**
  - **New!** Operational performance reporting

#### Operational Admin
- **Insights and recommendations**
  - **New!** Activity Center—Activity log
# Impact Accelerators for the C-suite

<table>
<thead>
<tr>
<th>Accelerator</th>
<th>Description</th>
<th>Level of Impact</th>
<th>Recommended by</th>
<th>See Details</th>
<th>Start Initiative</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITSM Maturity Assessment</td>
<td>Measure the ability for your organization for continuous improvement across your digital...</td>
<td>High</td>
<td>Sadie Hoffman</td>
<td>See Details</td>
<td>Start Initiative</td>
</tr>
<tr>
<td>Jumpstart Your App Engine Studio</td>
<td>Guidance on realizing benefits from ITSM Virtual Agent</td>
<td>High</td>
<td>Sadie Hoffman</td>
<td>See Details</td>
<td>Start Initiative</td>
</tr>
<tr>
<td>Jumpstart Your Automated Test Framework</td>
<td>Complete updates faster, reduce risk and remediate customization issues by automating...</td>
<td>High</td>
<td>Emily Prodanin</td>
<td>See Details</td>
<td>Start Initiative</td>
</tr>
<tr>
<td>Strategy Governance</td>
<td>Guidance on aligning ServiceNow strategic roadmaps to business outcomes</td>
<td>High</td>
<td>Emily Prodanin</td>
<td>See Details</td>
<td>Start Initiative</td>
</tr>
<tr>
<td>Jumpstart Your CIO Dashboard</td>
<td>Bring key insights into a single pane from various ServiceNow applications: IT Service M...</td>
<td>High</td>
<td>Emily Prodanin</td>
<td>See Details</td>
<td>Start Initiative</td>
</tr>
<tr>
<td>TuneUp Your CMDB</td>
<td>Guidance on CMDB health. An analysis of common CMDB problem areas through...</td>
<td>High</td>
<td>Sadie Hoffman</td>
<td>See Details</td>
<td>Start Initiative</td>
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<tr>
<td>Health Assessment</td>
<td>Guided provides Impact Guided customers with a technical insight into instance health...</td>
<td>High</td>
<td>Sadie Hoffman</td>
<td>See Details</td>
<td>Start Initiative</td>
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<tr>
<td>CSDM Assessment &amp; Remediation</td>
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<td>See Details</td>
<td>Start Initiative</td>
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<tr>
<td>Jumpstart Your Upgrade</td>
<td>Guidance on upgrade planning and preparation</td>
<td>High</td>
<td>Emily Prodanin</td>
<td>See Details</td>
<td>Start Initiative</td>
</tr>
</tbody>
</table>

## Increase visibility into your digital transformation journey

1. **Introduction to CxO Dashboards:**
   See how your leaders can improve visibility into their digital transformation journey through a dashboard lens designed for the C-suite.

2. **Jumpstart your CIO Dashboard:**
   Learn how to create a dashboard that helps your CIO optimize speed, improve productivity, and minimize operating risks.
Find your maturity score and set up your success dashboard

1. **ITSM Maturity Assessment:** Assess the maturity of your IT Service Management product and receive recommendations from experts to improve adoption.

2. **Jumpstart your Success Dashboard:** Get guidance from experts on how to implement and use the Success Dashboard applications for IT Service Management and HR Service Delivery.
Get proactive insights on instance health with Instance Observer

1. Instance Observer adds a centralized location for managing all reporting functionalities.

2. Enhanced alerting options include:
   - SMS
   - 3rd-party integration
   - ServiceNow workflow
   - Email

2. New performance data includes:
   - History List Length
   - Node Memory - Max
   - Standby Replica Lag
Relevant insights and recommendations

Product adoption roadmap

Optimize your product adoption journey to accelerate business outcomes

1. The product adoption roadmap builds on the capabilities map in ServiceNow Impact by recommending what applications to adopt next.

2. Allows you to reprioritize needs based on your organization’s changing business objectives.
Relevant insights and recommendations

Value reporting enhancements

Measure and track everything you need to ensure value acceleration across your business

1. **Business value reporting:**
   Enhanced reporting provides clear metrics for monetized value received to date by product.

2. **Operational performance reporting:**
   Check-ins with the ServiceNow Impact squad allow better visibility to operational progress against your objectives.

3. **Activity Center—Activity log:**
   Aligns all Impact activities with associated business objectives to track progress against value acceleration goals.
Customer Success

ServiceNow Upgrades

Get Ready to Upgrade
Who needs to upgrade to the Utah release?

Customers who need to upgrade by March 2023
• San Diego release customers with N-1 entitlement
• Rome release customers with N-2 entitlement

Customers who need to upgrade by September 2023
• Tokyo release customers with N-1 entitlement
• San Diego release customers with N-2 entitlement
Reasons to stay current with ServiceNow

Now Platform Utah release

Get the latest platform and security enhancements

Access new products and features from the Utah release

Keep your access to 24/7 support*

For customers with subscription terms starting after January 16, 2022, we will no longer provide free 24/7/365 support. At time of renewal, existing customers will instead have the option to purchase a paid ServiceNow Impact package, which includes 24/7/365 support, or opt for ServiceNow Impact Base. Existing customers with ServiceNow Impact Base will still receive 24/7/365 support for one renewal cycle. For more information, visit the [Impact Resource Center](#).
Plan and schedule your upgrades
Get ready to upgrade to the Utah release

<table>
<thead>
<tr>
<th>Year</th>
<th>Release</th>
<th>Entitlement</th>
<th>Upgrade To</th>
<th>By</th>
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</thead>
<tbody>
<tr>
<td>2021</td>
<td>Rome</td>
<td>N-1 entitlement</td>
<td>Tokyo or Utah release</td>
<td>March 2023</td>
</tr>
<tr>
<td>2022</td>
<td>San Diego</td>
<td>N-1 entitlement</td>
<td>Tokyo or Utah release</td>
<td>March 2023</td>
</tr>
<tr>
<td>2023</td>
<td>Tokyo</td>
<td>N-2 entitlement</td>
<td>Utah or Vancouver release</td>
<td>September 2023</td>
</tr>
<tr>
<td></td>
<td>Tokyo</td>
<td>N-1 entitlement</td>
<td>Utah or Vancouver release</td>
<td>September 2023</td>
</tr>
</tbody>
</table>

Understand your support entitlement
Simplify upgrades with Now Platform® tools

Automated Test Framework (ATF)
Reduce upgrade time by automating manual testing and remediation

Instance Scan
Get critical instance insights for smoother, worry-free upgrades

Upgrade Center
Preview, manage, and monitor upgrades with greater ease

Upgrade Plan
Reduce manual effort by packaging applications, customizations, and skip records to easily apply to multiple instances

Learn more about these capabilities in our product documentation.
Community forum dedicated to supporting customers with releases and upgrades

1. Ask questions and get answers from ServiceNow experts and peers
2. Get the latest best practices and resources
3. Sign up for upcoming events

For more information, visit the Releases and Upgrades Community.
Live on ServiceNow: Community events

Virtual events to help upgrade, speed deployment, and achieve value faster from ServiceNow solutions

1. Learn what’s new from ServiceNow
2. Gain prescriptive guidance and pro tips for implementing, deploying, and upgrading ServiceNow products
3. Connect and engage with the ServiceNow Community

Live on ServiceNow
An interactive event series
Speed deployment, adoption, and achieve value faster
How to champion your upgrade to the Utah release

**READY**

Tap key resources and tools

- Customer Success Center
- Get step-by-step guidance with the Now Create upgrade methodology
- Learn more about ServiceNow platform capabilities
- Review the Utah release notes

**SET**

Get expert support

- Ask questions on the ServiceNow community
- Jumpstart your upgrade with ServiceNow Impact™
- Support Account Management Services

**GO**

Upgrade

- Identify the best time to upgrade
- Build your upgrade plan and allocate resources
- Schedule upgrades on the Now Support portal
Thank you