



Washington DC Better Together

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Solutions

With Solutions, enhance the functionality of ServiceNow applications by using them in combination with each other.

Available Solutions

Learn more about the benefits of each solution and how to implement and use them.

Improve visibility into organizational risk exposure with advanced project risk assessment

With advanced risk assessment for your projects, you can easily identify if any projects pose potential organizational risks and quickly decide on mitigating actions. Combine project risk management with enterprise risk management and get better visibility into your organization's overall risk exposure.

Combined benefits of integrating Project Portfolio Management with Advanced Risk

Feature	Project Portfolio Management	Advanced Risk	Both applications together
Project risk assessment	✓	✗	✓
Elevating to enterprise risk	✗	✗	✓
Assessing inherent and residual risks	✓	✓	✓
Integrated project and enterprise risk registers	✗	✗	✓
Risk heatmaps	✗	✓	✓
Enterprise project risk overview dashboard	✗	✗	✓

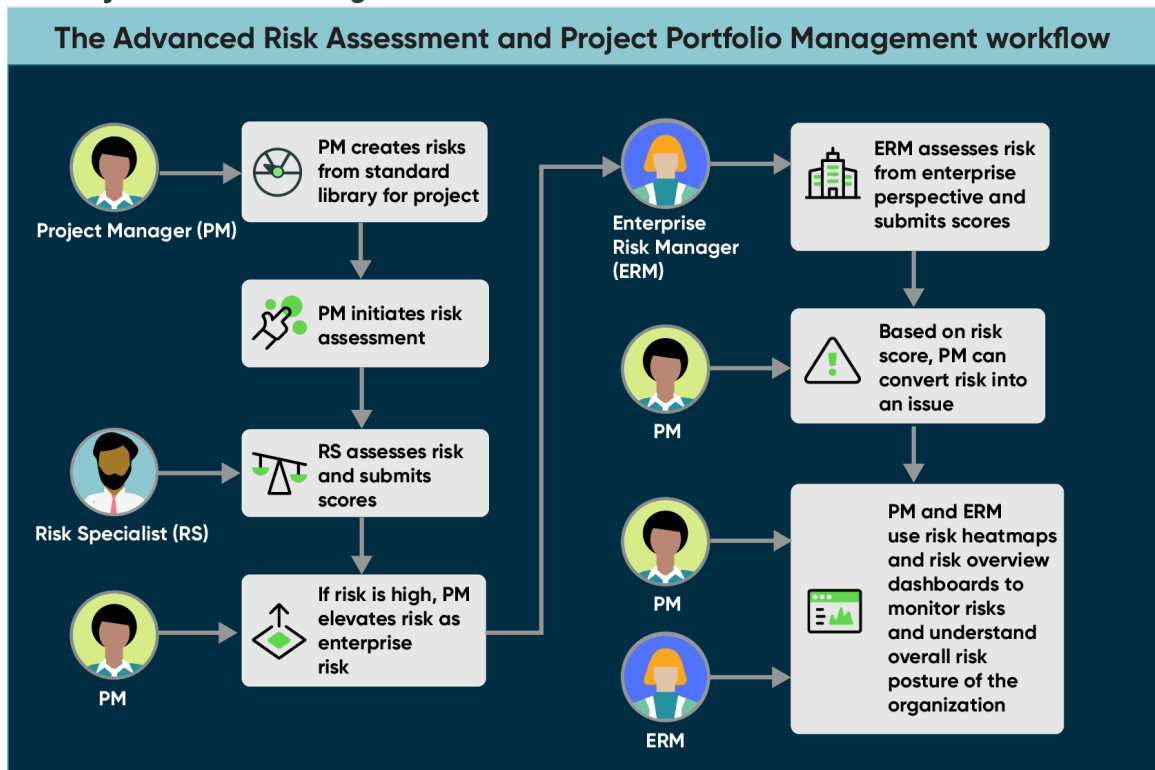
Workflow of advanced project risk assessment

Use Project Portfolio Management (PPM) and Advanced Risk Assessment (ARA) together for these benefits:

- Monitor your risk exposure at the organization level
- Integrate your risk management system for both project and enterprise risk teams.

The following figure shows an example workflow of how a project manager, risk specialist, and enterprise risk manager use the applications together to assess and mitigate risks both at the project and enterprise level.

The Project Portfolio Management and Advanced Risk workflow



In this workflow:

1. The project manager creates risks from the standard library for the project and then initiates the risk assessment.
2. The risk specialist assesses the risk and gives it an assessment score.
3. If the risk score is high, the project manager elevates the risk as an enterprise risk.
4. The enterprise risk manager assesses the risk from the enterprise perspective and gives it an assessment score.
5. Based on the risk score, the project manager can convert the risk into an issue.
6. The project manager and enterprise risk manager use risk heatmaps and risk overview dashboards to monitor risks and understand the overall risk posture of the organization.

Requirements for Project Portfolio Management and Advanced Risk integration

1. Activate the Project Portfolio Management plugin [com.snc.financial_planning_pmo].
2. Install the GRC: Advanced Risk application from the ServiceNow® Store.

Get started with advanced project risk assessment

To get started with assessing your project risks, follow these steps:

1. Setup and configure the risk assessment methodology. See [Configure Project Portfolio Management and Advanced Risk integration](#) .

Role: sn_risk.admin.

2. Define scope and initiate risk assessment. See [Add risks for a project](#) .

Role: it_project_manager.

- 3. Perform risk assessment. See [Perform risk assessment](#).

Role: sn_grc.business_user.

- 4. Assess and elevate to project risk. See [Elevate a project risk to enterprise risk](#).

Role: it_project_manager.

- 5. Convert risk to issue and monitor security posture. See [Monitor risk posture](#).

Role: sn_risk.admin, it_project_manager.

Automating and optimizing your services and operations using Service Operations Workspace

You can expand services while reducing costs, delivering high-quality customer and employee experiences, and driving operational resilience. Use a single cloud platform that integrates IT processes such as incident, problem, and change with IT operations such as discovery, business service definitions, service mapping, and event management.

Combined benefits of integrating Service Operations Workspace for IT Service Management (ITSM) and IT Operations Management (ITOM)

Benefits with Service Operations Workspace for ITSM and ITOM

- Provides a unified experience for services and operations
- Eliminates silos by connecting services and operations teams
- Creates and extends processes using low-code configuration
- Increases productivity and keeps employees engaged
- Optimizes processes for faster resolution of outages and incidents

Feature	Service Operations Workspace for ITSM	Service Operations Workspace for ITOM	All applications together
Simple, intuitive, and clear user interface (UI)	✓	✓	✓
Automated recommendations based on user actions	✓	✓	✓
Tailored landing page providing an overview of tasks	✓	✓	✓

Feature	Service Operations Workspace for ITSM	Service Operations Workspace for ITOM	All applications together
Effective incident management for service desk agents	✓	✗	✓
Experts on call for high-priority tasks	✓	✗	✓
Onboarding experience for logged-in users	✓	✓	✓
Walk-up experience	✓	✗	✓
Request management from incidents and interactions	✓	✗	✓
Guided experience for initial configuration of Service Operations Workspace	✓	✗	✓
Presentation of a service's complete context with related metrics, logs, and additional information	✗	✓	✓
Quick remediation for alerts of a service	✗	✓	✓
Quick automation for operators when using an embedded playbook experience within the alert forms	✗	✓	✓

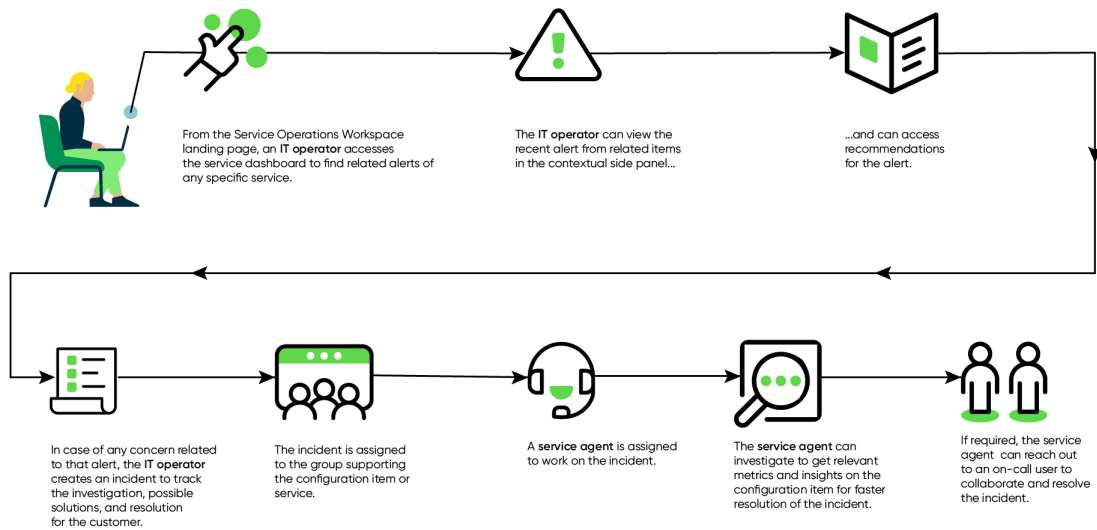
Workflow for Service Operations Workspace

Use Service Operations Workspace for IT Service Management (ITSM) and IT Operations Management (ITOM) together for these benefits:

- Provide a unified experience for services and operations on a single platform.
- Eliminate silos by connecting services and operations teams.
- Increase productivity and keep employees engaged.
- Create and extend ITSM and ITOM processes with low-code configuration.
- Optimize ITSM and ITOM processes for faster resolution of incidents and outages.

The following figure shows an example workflow of how an IT operator and a service agent (service desk agent or L2/L3 specialist) can use these applications to resolve a customer issue.



Service Operations Workspace for ITSM and ITOM workflow



In this workflow:


- 1.** From the Service Operations Workspace landing page, an IT operator accesses the service dashboard to find related alerts of any specific service.
- 2.** The IT operator can view the recent alert from related items in the contextual side panel.
- 3.** The IT operator can access recommendations for the alert.
- 4.** If there is any customer issue related to that alert, the IT operator creates an incident to track the investigation, possible solutions, and resolution for the customer.
- 5.** The incident is assigned to the group supporting the configuration item or service.
- 6.** A service agent such as a service desk agent or L2/L3 specialist is assigned to work on the incident.
- 7.** The service agent can investigate to get relevant metrics and insights on the configuration item for faster resolution of the incident.
- 8.** If required, the service agent can reach out to an on-call user to collaborate and resolve the incident.


Requirements for integrating Service Operations Workspace for ITSM and ITOM


1. Ensure that the following conditions are met for Service Operations Workspace for ITSM.
 - a. Procure the ITSM Standard license or later for ServiceNow® IT Service Management applications. Contact your ServiceNow account manager or sales representative.
 - b. If you want to use Investigation Framework within Service Operations Workspace for ITSM, procure the ITSM Professional license or later for ServiceNow® IT Service Management applications.
 - c. Install Service Operations Workspace ITSM Applications from the ServiceNow® Store. For information about installing this application, see [Install Service Operations Workspace ITSM Applications](#) .
2. Ensure that the following conditions are met for Service Operations Workspace for ITOM.
 - a. Procure the ITOM Professional license or later for ServiceNow® IT Operations Management applications. Contact your ServiceNow account manager or sales representative.
 - b. Install Service Operations Workspace ITOM Applications from the ServiceNow® Store. For information about installing this application, see [Install Service Operations Workspace for ITOM Applications](#) .

Get started with Service Operations Workspace for ITSM and ITOM


To get started with Service Operations Workspace for ITSM and ITOM, follow these steps:

1. Configure Service Operations Workspace for ITSM.
 - a. Set up Service Operations Workspace for ITSM. See [Setting up Service Operations Workspace for ITSM](#) .

Role: admin.
 - b. Set up Investigation Framework. See [Setting up Investigation Framework in Service Operations Workspace](#) .

Role: admin.
 - c. Configure Recommendation Framework for an incident. See [Configuring Recommendation Framework in Service Operations Workspace for ITSM](#) .

Role: admin.
2. Configure Service Operations Workspace for ITOM.
 - a. Set up Service Operations Workspace for ITOM. See [Setting up Service Operations Workspace for ITOM](#).


Role: evt_mgmt_operator.
 - b. Configure alert metrics. See [Configure alert metrics](#) .

Role: evt_mgmt_operator.
 - c. Configure the Recommendation Framework for an alert. See [Configuring Recommendation Framework in Service Operations Workspace for ITOM](#).

Role: evt_mgmt_admin.

- d. Configure the Service Operations Workspace inbox. See [Configure the inbox in Service Operations Workspace for ITOM](#).

Role: evt_mgmt_admin.

- e. Customize Service Operations Workspace lists. See [Customize lists in Service Operations Workspace for ITOM](#) .

Role: itil.

Track the performance of your IT assets using Hardware Asset Management and Sustainable IT

The Sustainable IT application enables you to effectively manage and monitor the emissions generated by your hardware assets. Additionally, it enables you to keep track of the energy consumption of your assets and their proper disposal after they reach the end of their lifespan.

Combined benefits of integrating Hardware Asset Management and ESG Management's Sustainable IT

Feature	Hardware Asset Management	ESG Management	All applications together
Hardware asset Inventory Management	✓	✗	✓
Estimate hardware asset energy consumption and emissions	✗	✓	✓
Hardware asset Lifecycle Tracking	✓	✗	✓
Report reduction in e-Waste	✗	✓	✓
Increase the proportion of Energy Star-certified assets within the portfolio	✗	✗	✓
Track data center energy consumption, carbon, and renewables	✗	✓	✓
Monitor PUE, WUE and CUE from each location for targeted improvement	✗	✗	✓
Track all relevant Sustainable IT metrics at a glance	✗	✗	✓

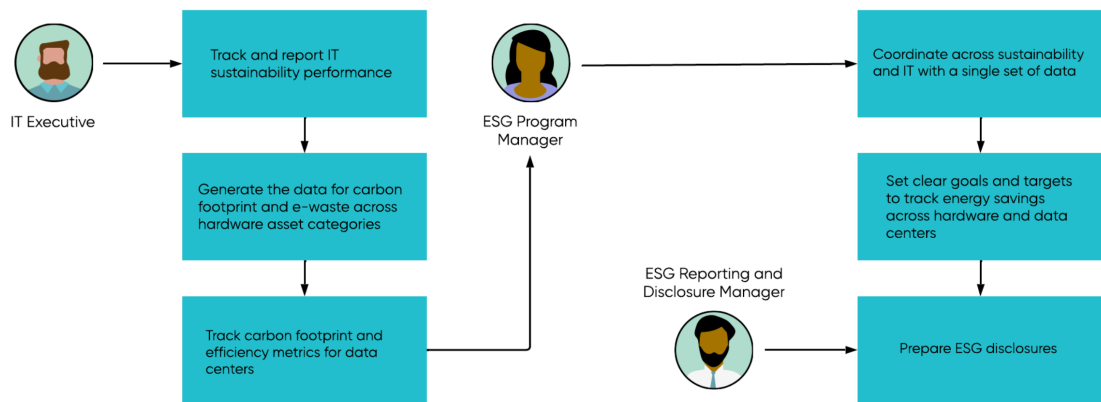
Workflow for using Hardware Asset Management and Sustainable IT

Using Hardware Asset Management and Sustainable IT applications together provides the following benefits:

- Enables you to effectively manage and monitor the emissions generated by your hardware assets
- Helps you to keep track of the energy consumption of your assets and their proper disposal after they reach the end of their lifespan.
- Provides valuable insights through a dashboard, enabling you to make informed decisions on whether to retire or repurpose these assets

The figure illustrates the collaborative efforts between an IT executive and the Sustainability program manager in collecting data on carbon footprint and e-waste. The ESG program managers establish goals and targets to monitor the efficacy of energy-saving measures and prepare disclosures.

The Hardware Asset Management and Sustainable IT workflow



In this workflow:

1. The IT executive logs in to the Asset Executive Workspace to track and report the IT sustainability performance.
2. The IT executive then gets the carbon footprint and e-waste generated across different hardware asset categories and tracks the carbon footprint and efficiency metrics for data centers.
3. The ESG program manager coordinates between Sustainability and IT with a single shared set of data.
4. The ESG program managers establish goals and targets to monitor the efficacy of energy-saving measures and thus help the ESG reporting and disclosure manager to prepare disclosures.
5. The ESG reporting and disclosure manager prepares the ESG disclosures.

Requirements for integrating Hardware Asset Management and ESG Management

1. Install and activate the Sustainable IT (sn_esg_sustain) plugin.
2. Install and activate the Hardware Asset Management (sn_hamp) plugin.

Get started with using Sustainable IT to track your emissions data from your IT assets

Get started with Sustainable IT by completing these tasks:

1. [Activate the Sustainable IT plugin](#).
2. [Filter and activate the Sustainable IT metric definitions](#).
3. [Create new entities for data centers](#).
4. [Manually set up entities for Sustainable IT data centers](#).
5. [Configure Sustainable IT](#).

Minimize risk by assessing suppliers during the onboarding process

With Risk Assessments Integration for Supplier Lifecycle Operations, you can identify and assess potential supplier risks when onboarding new suppliers.

Combined benefits of integrating Supplier Lifecycle Operations with Third-party Risk Management

Feature	Supplier Lifecycle Operations	Third-party Risk Management	All applications together
Supplier onboarding	✓	✗	✓
Information and data management	✓	✗	✓
Case and dispute management	✓	✗	✓
Risk onboarding	✗	✓	✓
Third-party risk due diligence, external and internal risk assessment	✗	✓	✓
Risk intelligence	✗	✓	✓
Risk scoring and monitoring	✗	✓	✓
Risk executive dashboard	✗	✓	✓

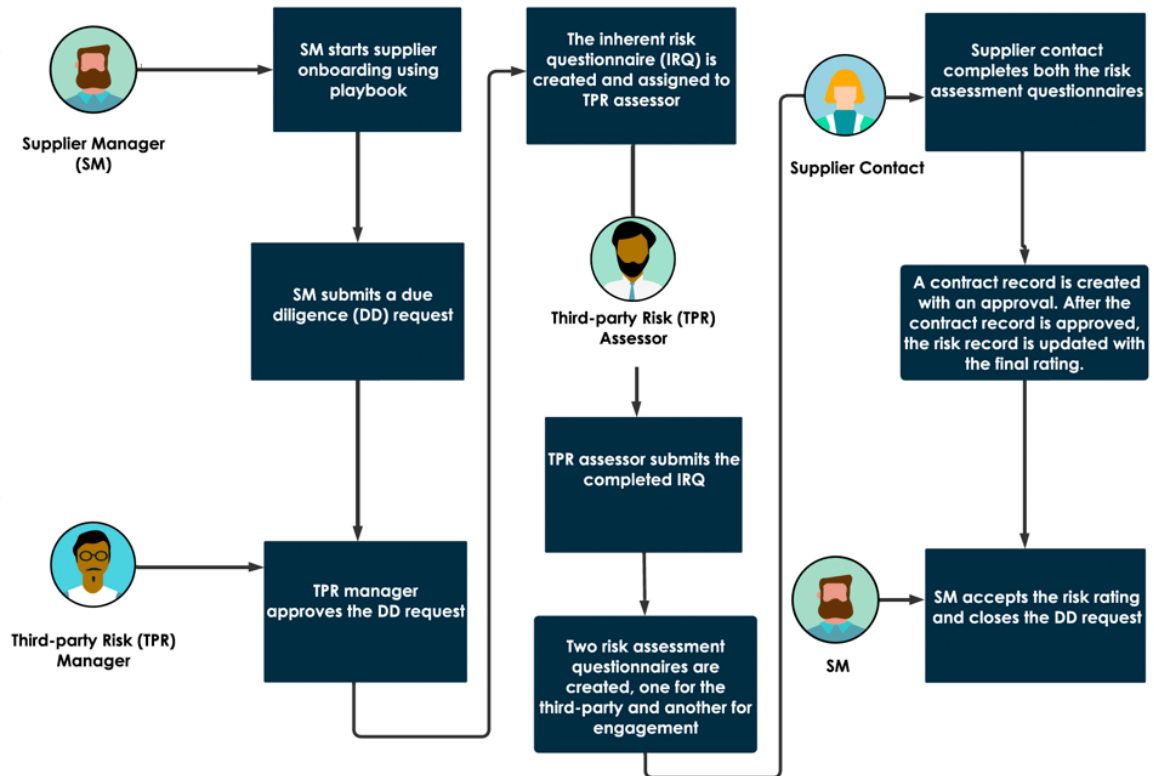
Workflow of Risk Assessments Integration for Supplier Lifecycle Operations

Use Supplier Lifecycle Operations and Third-party Risk Management together for these benefits:

- Evaluate supplier risk when onboarding suppliers
- Analyze risk score to determine whether to onboard a supplier

The following figure shows an example workflow of how a supplier manager and a third-party risk (TPR) assessor can use the applications together to evaluate supplier risk.

The Supplier Lifecycle Operations and Third-party Risk Management workflow



In this workflow:

1. The supplier manager receives a supplier onboarding request.
2. The supplier manager uses the onboarding playbook, which provides a streamlined and guided process to onboard suppliers. For more information, see [Using the supplier onboarding playbook to onboard suppliers](#).
3. The supplier manager submits a due diligence request.

Performing due diligence is a key aspect of onboarding a supplier. The supplier risk assessment is done by the third-party risk (TPR) assessor. For more information, see [Get started with Risk Assessments Integration for Supplier Lifecycle Operations](#).
4. The TPR manager approves the due diligence request.
5. The inherent risk questionnaire is created and assigned to the TPR assessor.
6. The TPR assessor submits the completed IRQ.
7. Two risk assessment questionnaires are created and assigned to the supplier contact.
8. The supplier contact logs in to the Supplier Collaboration Portal and completes the risk assessment questionnaires.
9. A contract record is created with an approval. After the contract record is approved, the risk record is updated with the final rating.
10. The supplier manager accepts the risk rating and closes the due diligence request.

Requirements for integrating Supplier Lifecycle Operations and Third-party Risk Management

1. Install the Supplier Lifecycle Operations (com.snc.sn_supplier_mgmt) application from the ServiceNow® Store. For more information, see [Install Supplier Lifecycle Operations](#).
2. Install and activate the Risk Assessments Integration for Supplier Lifecycle Operations (com.snc.sn_supplier_tprm) plugin.
3. Install the Third-party Risk Management (com.sn_vdr_risk_asmt) application from the ServiceNow® Store. For more information, see [Configuring Third-party Risk Management](#).
4. Install and activate the GRC: Third-party Due Diligence Request (com.sn_tprm_onboarding) plugin.

Note:

You must have a license for Third-party Risk Management (formerly Vendor Risk Management) to take advantage of this better together solution.

Get started with Risk Assessments Integration for Supplier Lifecycle Operations

Get started with Risk Assessments Integration for Supplier Lifecycle Operations by completing these tasks:

1. Create a supplier. For more information, see [Create a supplier from the Source-to-Pay Workspace](#).
2. Onboard a new supplier using playbooks. For more information, see [Using the supplier onboarding playbook to onboard suppliers](#).
3. The playbook creates a due diligence request. For more information about the fields in this activity, see [Request due diligence for a third-party engagement](#).
4. The supplier manager fills and submits a due diligence request, which is assigned to the TPR manager.

Note:

For each due diligence request, the system auto-assigns a unique ID number that starts with the prefix **DDR**.

5. If the due diligence request is approved by the TPR manager, the inherent risk questionnaire (IRQ) is sent to the TPR assessor (internal stakeholder).
6. After the TPR assessor submits the completed IRQ, the due diligence process begins.
7. The due diligence process creates two risk assessments, each containing an external due diligence questionnaire, one for the third-party and another for engagement.
8. After the supplier contacts complete and submit the external questionnaires from the Supplier Collaboration Portal, the TPR manager goes through the questionnaires and approves the due diligence request. For more information, see [Complete a risk assessment from the Supplier Collaboration Portal](#).
9. A contract record is created with an approval. After the contract record is approved, the risk record is updated with the final rating.
10. After the supplier manager accepts the risk rating, an email is sent to the requester informing that the due diligence request has been successfully processed and approved.

- 11. The supplier manager closes the due diligence request (case).
- 12. As a supplier manager, you can use the risk assessment result data in combination with any other data to determine whether to continue or cancel the onboarding process.




[store-future: BEGIN review]

Reduce technology risk, technical debt, and application costs

Analyze application portfolio, manage refresh cycles, and rationalize legacy applications by using Enterprise Architecture Workspace, IT Asset Management, and Information Technology Operations Management

Combined benefits of integrating Enterprise Architecture Workspace with IT Asset Management and IT Operations Management

Feature	EA Workspace	ITAM	ITOM	All applications together
Discover configuration items (CIs)	✘	✘	✔ Discover inventory of software and hardware	<p>The ITOM Discovery identifies and adds hardware and software configuration items to the CMDB including business applications and application services.</p> <p>Discovery provides an up-to-date inventory of software and hardware. Using APM gain complete visibility into your application inventory.</p>
Service mapping	✘	✘	✔ Map infrastructure to business capability.	<p>Service Mapping provides the relationships between an application instance and the discovered infrastructure. Service Mapping creates business service context</p>

Feature	EA Workspace	ITAM	ITOM	All applications together
				dependencies on the discovered CIs that support the application (application instances or application services for production, development, and test environments).
Standardized software and hardware product models lifecycle content				<p>Software Asset Management (SAM) builds a normalized inventory of the Software models supporting an application service. APMs' Technology Portfolio Management (TPM) uses SAM software inventory to manage the vendor lifecycles.</p> <p>As part of APM, the Technology Portfolio Management capability utilizes software and hardware lifecycle data from SAM/HAM to proactively identify which business applications are at technical risk through being dependent on unsupported or end-of-life software and hardware.</p>

- APM leverages this capability to provide visibility into the risks associated to a business application e.g., loss of availability, and the tracking of the controls applied to test for application

compliance to regulations. - Continuous compliance monitoring ensures that those applications are being attested against the correct controls. As such we're able to ensure the operational resilience of business applications. - With the frequency, and levels of attack severity continuing to increase, organizations can be overwhelmed by volume of security alerts and find it difficult to quickly prioritize and resolve threats.

Workflow of Enterprise Architecture Workspace

Use the Enterprise Architecture Workspace and IT Asset Management and IT Operations Management together for these benefits:




- Enable Enterprise Architects to automate the tracking versions and lifecycles of underlying technologies and determine which business applications are at risk due to expired or end-of-life technologies.
- Increased visibility of application inventory. Find out redundant and obsolete applications and take quick decisions accordingly.
- Drive actionable workflows to stop overspending on licenses that are no longer being used.

Requirements for Enterprise Architecture Workspace, IT Asset Management, and IT Operations Management

- Install the Enterprise Architecture Workspace (sn_apm_ws) application.
- Install the Technology Portfolio Management (sn_apm_tpm) application.
- Install the Software Asset Management Professional (com.sn_samp_master) application.
- Install the Hardware Asset Management (com.sn_hamp) application.

Getting started with assessing technology risks for your enterprise

To get started with assessing your technology risks, follow these steps:

1. Align technologies of your business applications to your strategic business initiatives. You can run a scheduled job to run to fetch the technology lifecycle data for your technology portfolio. See [Run a scheduled job to generate TPM lifecycle data](#) .
2. View the technology lifecycle risk for business applications, application services, servers, software products, and hardware models in the **Technology Portfolio** tab in the Insights section of EA Workspace. You can filter these technology lifecycle risks to see only for the application you are interested in. See [Viewing insights of your portfolio](#) .
3. Track the progress of Technology Portfolio Management (TPM) analysis by examining the TPM Discovered Technology Run Log [sn_apm_tpm_discovered_technology_run_log] table. Each time the analysis is run, an entry is added to this table. To see the run logs, in the EA Workspace, navigate to **Portfolio** List view (EA Workspace > Portfolio > Technology Portfolio Management > Logs). See [Portfolio list view](#) .
4. Rationalize your business applications to analyze business applications based on multiple scores, create a demand for a business application, set the planned disposition of a business application, and add life-cycle details to an existing business application. See [Rationalization of business applications](#) .

[End]