

Now Platform VANCOUVER RELEASE Upgrade Kit

Available in [PowerPoint](#) for presentation customization



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3 ways to champion the Vancouver release



LEARN

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



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PLAN

Provide a seamless upgrade experience using a complete list of resources

Plan and schedule your upgrades

Get ready to upgrade to the Vancouver release



Understand your support entitlement

Current version	Support entitlement	Upgrade to	By
Tokyo release	N-1 entitlement	Utah or Vancouver release	September 2023
San Diego release	N-2 entitlement	Utah or Vancouver release	September 2023
Utah release	N-1 entitlement	Vancouver or Washington, DC release	March 2024
Tokyo release	N-2 entitlement	Utah or Vancouver release	March 2024

Now Platform Vancouver release:

Drive growth and reduce cost with the intelligent platform for end-to-end digital transformation

Accelerate productivity

Automate and optimize every process, so every employee can focus on work that matters most



- **Generative AI Controller (GA), Now Assist for Creator, Next Experience workspaces**

Improve experiences

Empower your customers, admins, and developers with low-code tools and connected data across your business



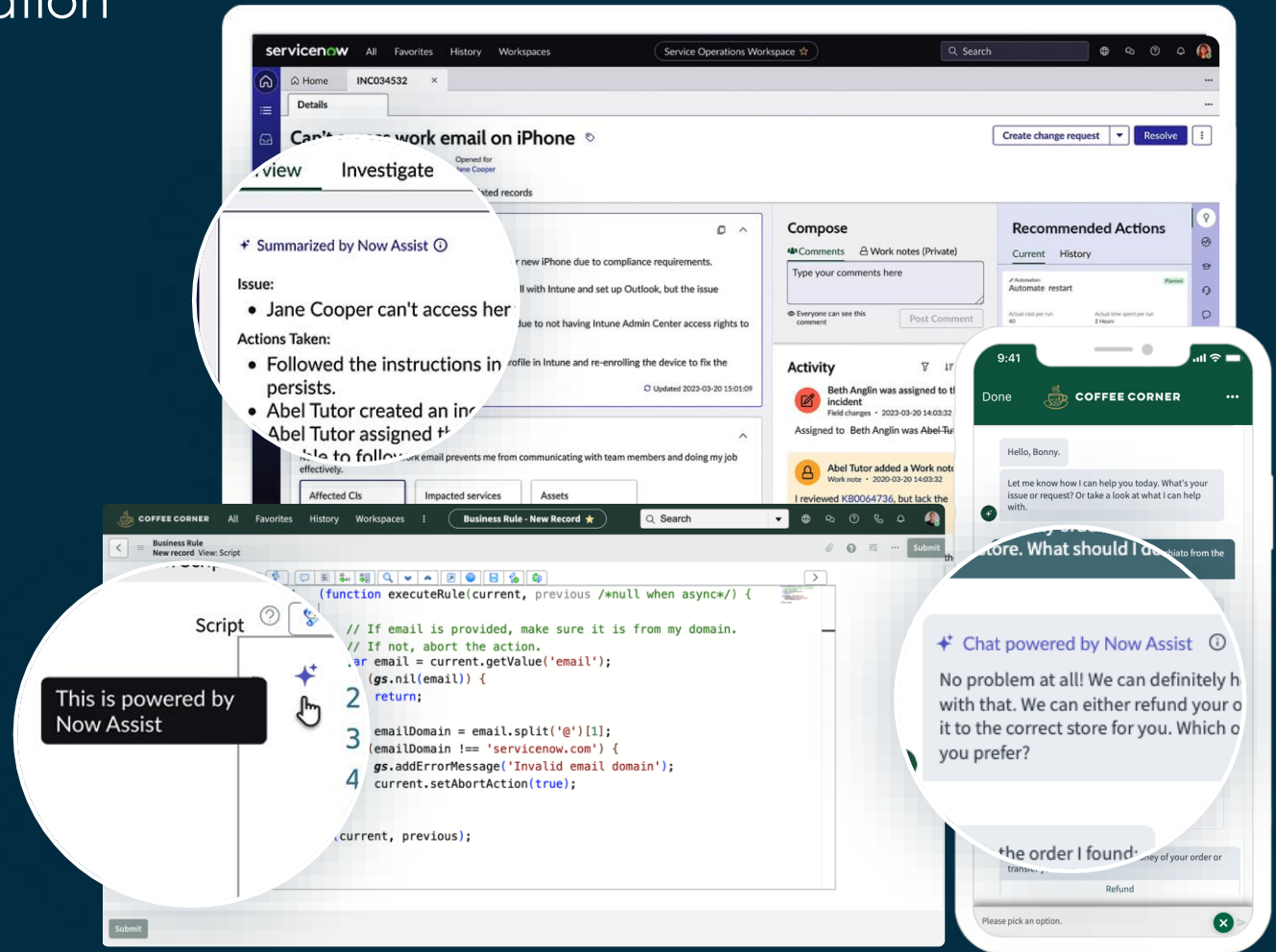
- **Now Assist for ITSM, CSM, HRSD**
- **Employee Growth and Development**

Increase agility

Provide more visibility and control for faster and smarter decision-making



- **Zero Trust Access, Third-party Risk Management, Clinical Device Management, Accounts Payable Operations**



ServiceNow Product Map



Customer Experience

[Customer Service Management](#)
[Field Service Management](#)



Technology Excellence

[IT Service Management & DevOps](#)
[IT Operations Management & Configuration Management Database](#)
[Asset Management](#)
[Security Operations](#)
[Strategic Portfolio Management](#)
[Application Portfolio Management](#)
[Cloud Observability](#)



Employee Experience

[HR Service Delivery](#)
[Workplace Service Delivery](#)
[Legal Service Delivery](#)
[Employee Growth & Development](#)



Operating Excellence

[Risk Products](#)
[Environmental, Social and Governance](#)



Hyperautomation and Low-Code

[App Engine](#)
[Automation Engine](#)
[Clean Core ERP with App Engine](#)



Industries

[Finance](#) | [Manufacturing](#) | [Technology](#) | [Telecommunications](#) | [Healthcare](#) | [Government](#)



ServiceNow Impact™



Microsoft Partnership



Upgrading to Vancouver release

Get up to speed fast on the Vancouver release



[Vancouver Release Blog](#)



[Community \(complete listing of blogs\)](#)



[Vancouver Release Notes](#)



Table of Contents

Click the buttons to go directly to the section/s relevant to you



Now Platform®



Customer Experience



Technology Excellence



Employee Experience



Operating Excellence



Hyperautomation and
Low-Code



Industries



ServiceNow Impact™



Microsoft Partnership



Get Ready to Upgrade

Now Platform

Now Intelligence

Platform Security

Next Experience

Platform Foundations



Now Platform®



Customer Experience



Technology Excellence



Employee Experience



Operating Excellence



Hyperautomation and Low-Code



Industries



ServiceNow Impact™



Microsoft Partnership



Get Ready to Upgrade

What's new in the Vancouver release

Accelerate value with the platform for digital business

Now Intelligence

- Now Assist
- Generative AI Controller
- Automated findings in Process Mining

Next Experience

- Guided Tours in workspaces

Platform Security

- ServiceNow Data Discovery
- ServiceNow Zero Trust Access
- ServiceNow Access Analyzer

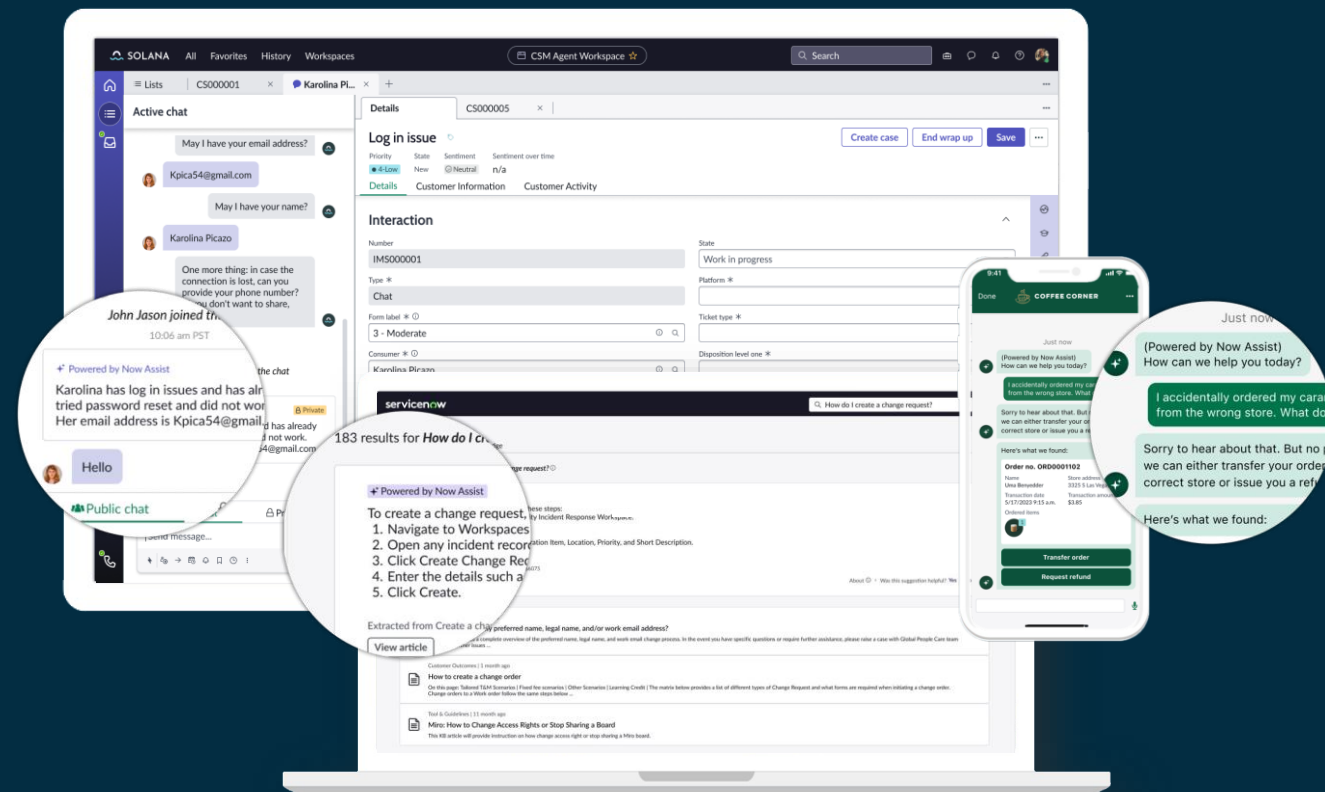
Platform Foundation

- ServiceNow on Azure

Now Assist

Next Experience

Generative AI

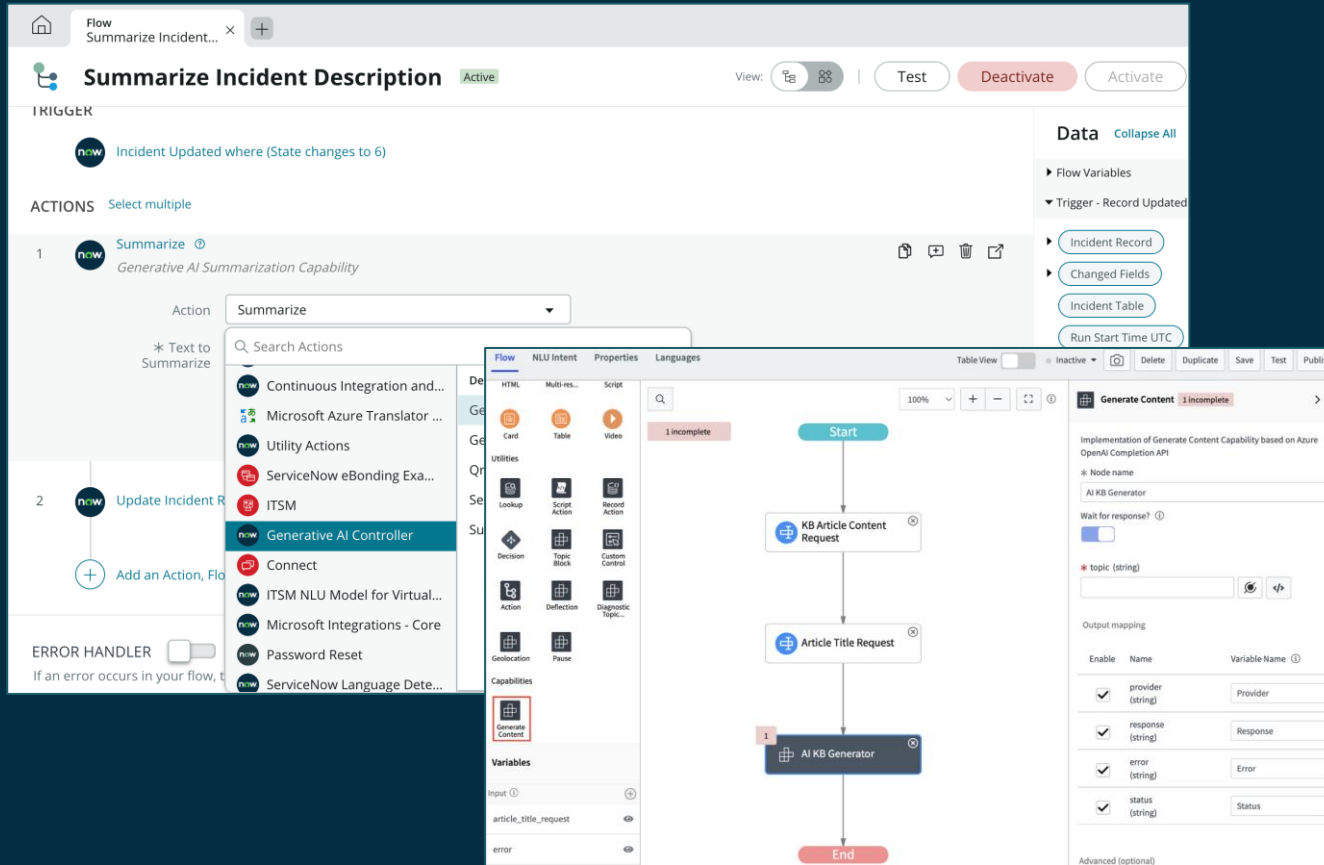


\$ Add-on Professional or Enterprise

Accelerate productivity with generative AI experiences on the Now Platform®

- 1 Augment agents, admins, developers and end users with generative AI
- 2 Provide more specific and relevant search results in portals, workspaces, and Virtual Agent
- 3 Automate mundane tasks and increase MTR with Q&A and case summarization
- 4 Reduce manual work and increase consistency with text to code and recommended actions in Flow Designer

Generative AI Controller



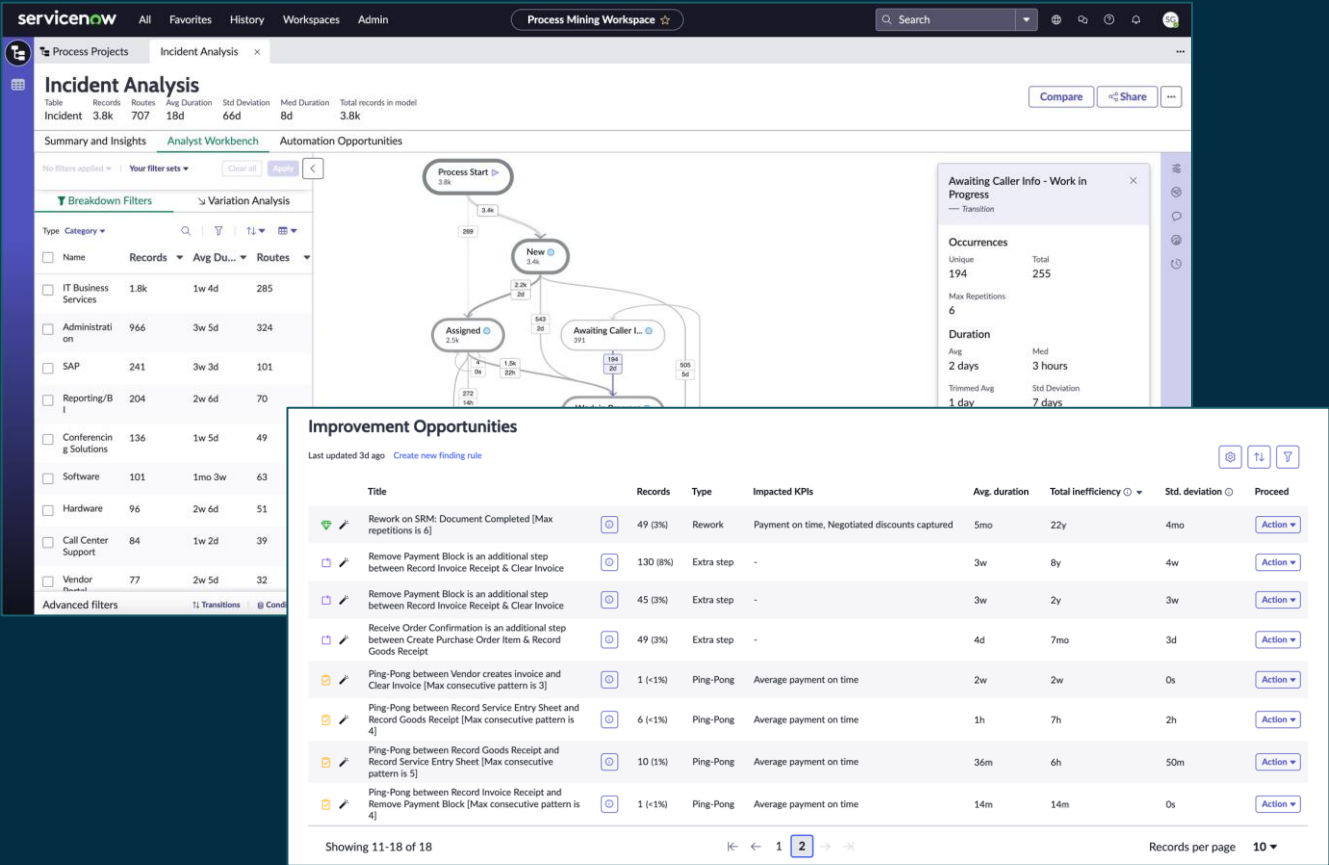
\$ Professional or Enterprise

Easily connect to OpenAI, Azure OpenAI, or ServiceNow large language models

- 1 Embed generative AI directly into ServiceNow workflows
- 2 Get faster time to value with out-of-the-box generative AI capabilities
- 3 Deliver a seamless design experience within Flow Designer, Virtual Agent Designer, and scripting

Automated findings in Process Mining

Next Experience



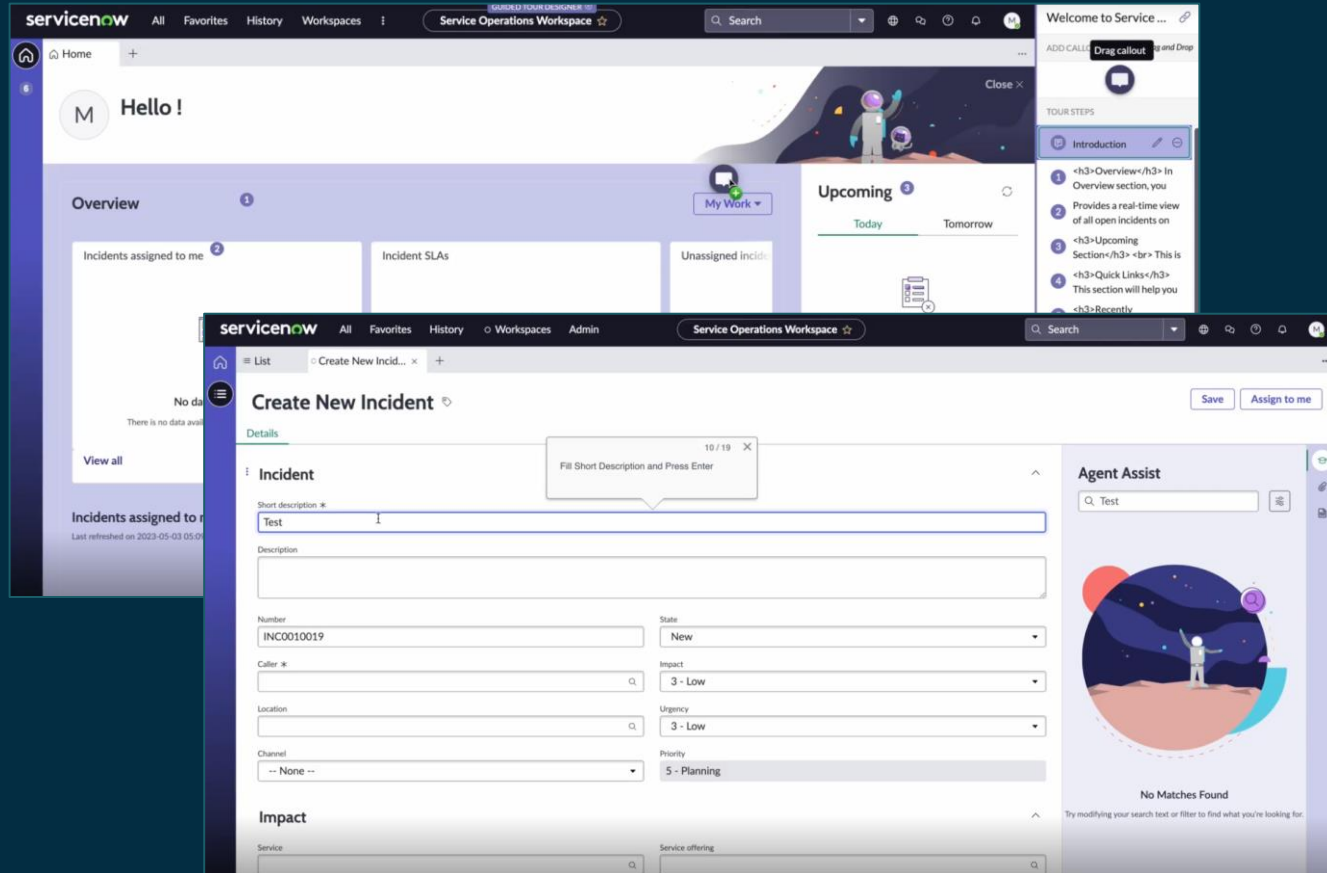
\$ Professional or Enterprise

Automatically surface common process inefficiencies

- 1 Expose process inefficiencies such as rework, ping-pong, or extra step as improvement opportunities
- 2 Improve processes and reduce manual analysis efforts
- 3 Accelerate time to value and time to improvement

Guided Tours in workspaces

Next Experience

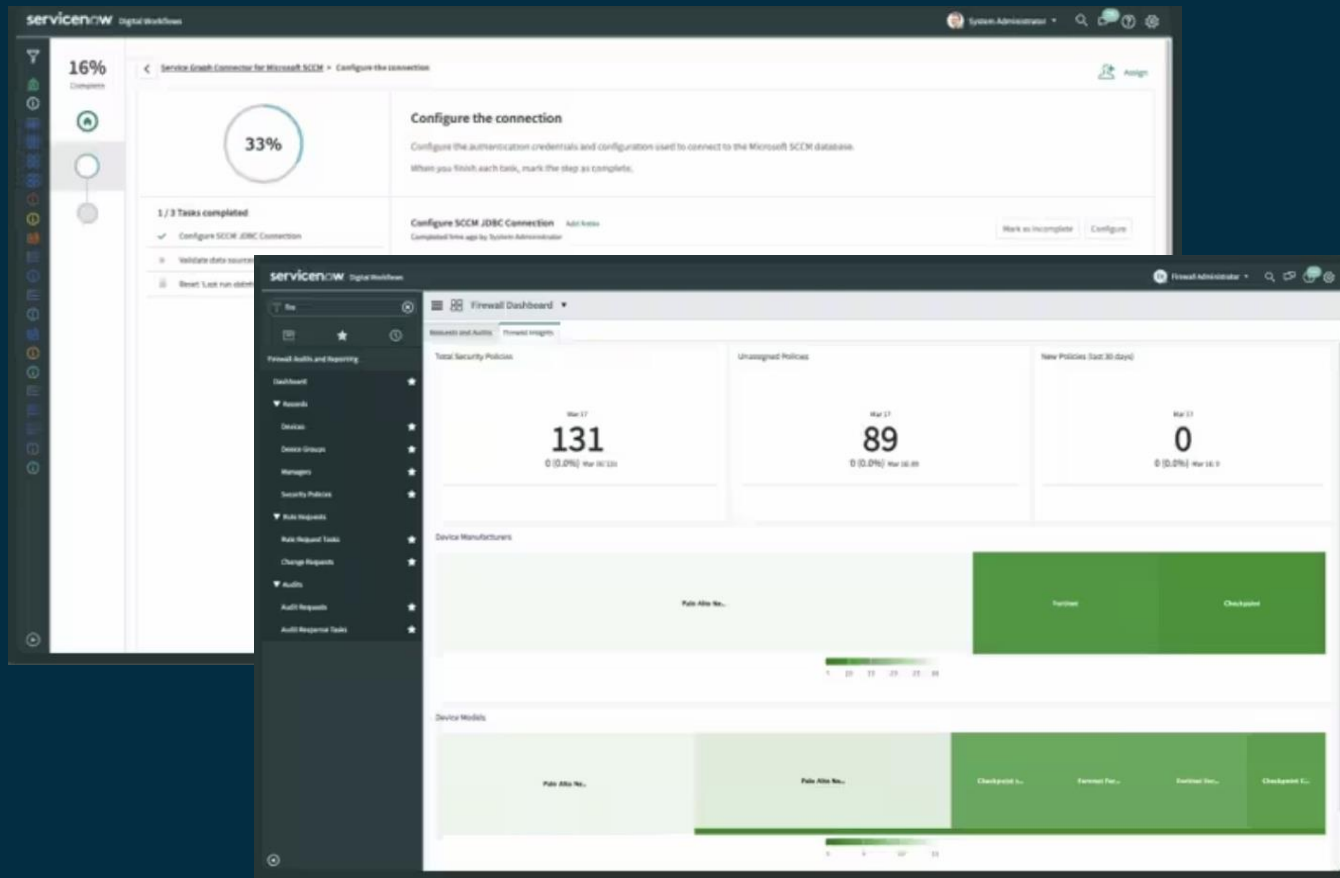


Deliver on-point assistance and onboarding guidance in workspaces

- 1 Accelerate adoption of workspaces with built-in visual cues and role-based guidance
- 2 Drive productivity with on-demand tours that help users complete tasks and maximize efficiency
- 3 Get insights into where users seek guidance and recognize behavior patterns within user journeys

ServiceNow Data Discovery

Accurately identify sensitive, critical, and personal data across the organization



Gain insights into your data landscape

- 1 **Protect personal data** by identifying where it is stored and limiting unauthorized access
- 2 **Comply with regulations** and help avoid fines and reputational damage
- 3 **Minimize risk** resulting from mishandling of sensitive information, including by third-party vendors. Help ensure proper data protection measures are in place

ServiceNow Zero Trust Access

Reduce attack surface, lower complexity, and improve productivity

The screenshot shows the ServiceNow Zero Trust Access configuration page for a policy named 'Remove ITIL role outside trusted network'. The interface includes a left sidebar with navigation options like 'zero trust', 'Zero Trust Access', 'Session Access Role Configuration', 'Session Access Audit', and 'Properties'. The main content area displays the policy details, including its name, description, action, role list, and group list. Below the policy details, there is a section for 'Policy Conditions' with a table listing conditions.

Policy Details:

- Name:** Remove ITIL role outside trusted network
- Description:** Remove ITIL role outside the trusted network
- Action:** Remove Roles
- Role List:** itil
- Group List:**

Policy Conditions:

Label	Description	Created by
Outside the trusted network	evaluates to true when user is logging i...	admin
risk score is greater than 80 for okta i...		admin

Least-privilege access with continuous trust verification and ongoing security inspection of all users, devices, apps and data

- 1 Granular access** enforcing fine grained contextual policies
- 2** Improve security posture through consistent verification of users and devices
- 3** Protect against insider threats by consistently verifying the identity and access privileges of users
- 4** Meet compliance for regulatory mandates by helping ensuring secure access and data protection

ServiceNow Access Analyzer

Improve access visibility, and bolster productivity

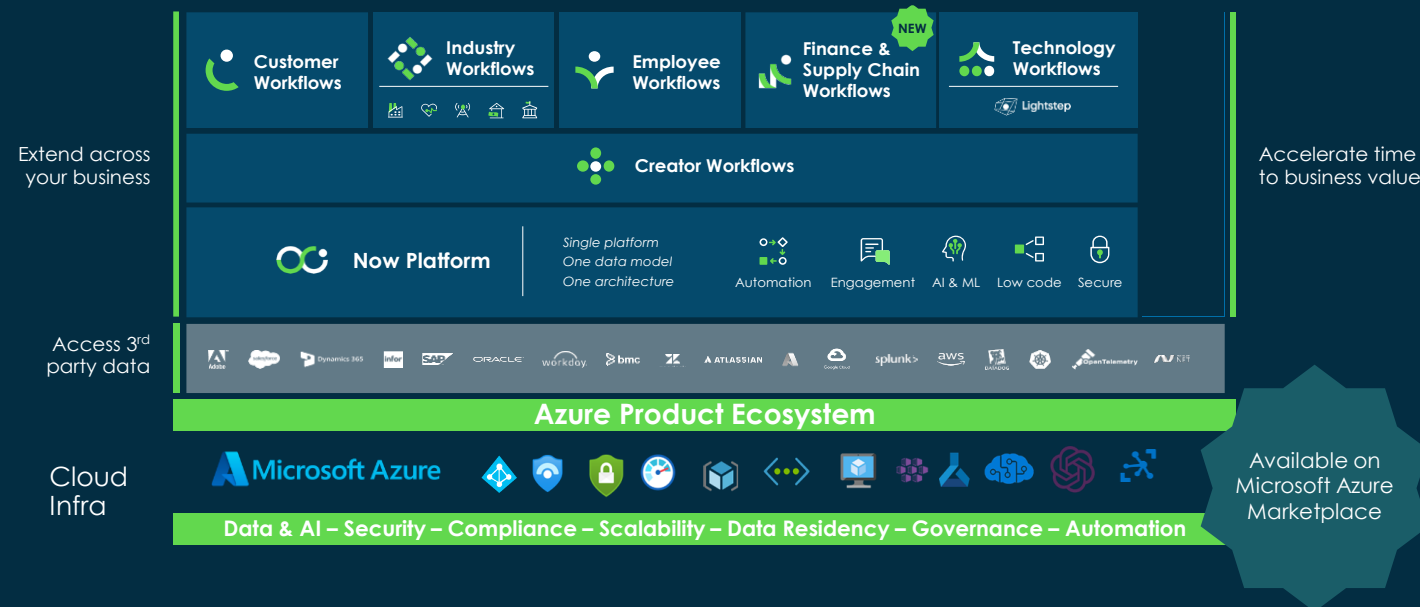


Gain visibility and manage user access policies on the Now Platform

- 1 Assign user access permissions with confidence based on user, block of users or specific role.
- 2 Help admins and developers design, test and modify access controls on the Now Platform
- 3 Help security teams resolve security-related incidents due to unauthorized access
- 4 Allow IT teams to diagnose and address user access issues

ServiceNow on Azure

Transformation, simplified



Transformation, simplified

- 1 Empower digital transformation imperatives with your cloud infrastructure spend
- 2 Harness the power of the Now Platform running on Microsoft Azure
- 3 Leverage an expansive ecosystem of partners and developers

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™



Microsoft Partnership



Get Ready to Upgrade

What's new in the Vancouver release

Reduce costs while delivering seamless customer service experiences

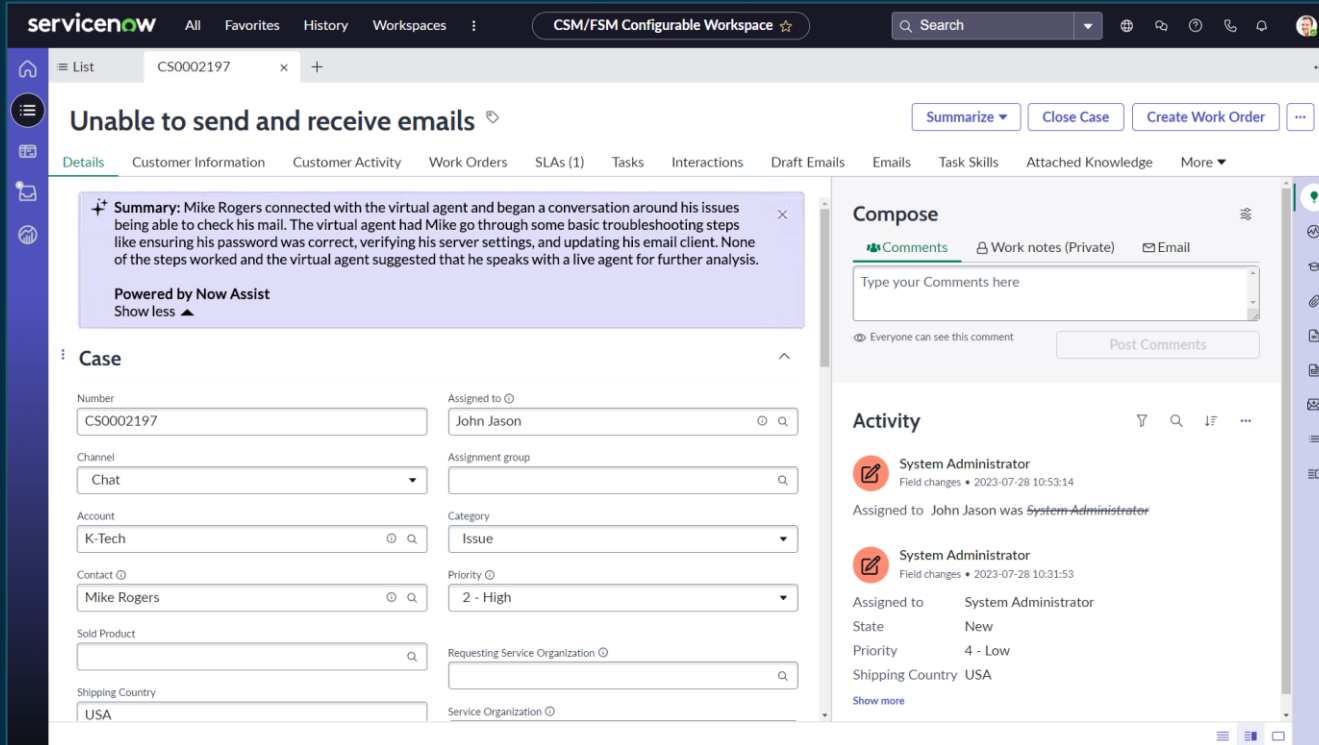
Customer Service Management

- Now Assist for CSM
- ServiceNow Voice: Agent and Queue Transfer
- CSM+FSM: Install Base Maintenance Plans
- Service Organization Management: Available Services
- Service Organization Management: Customers Served

Now Assist for CSM

Next Experience

Generative AI



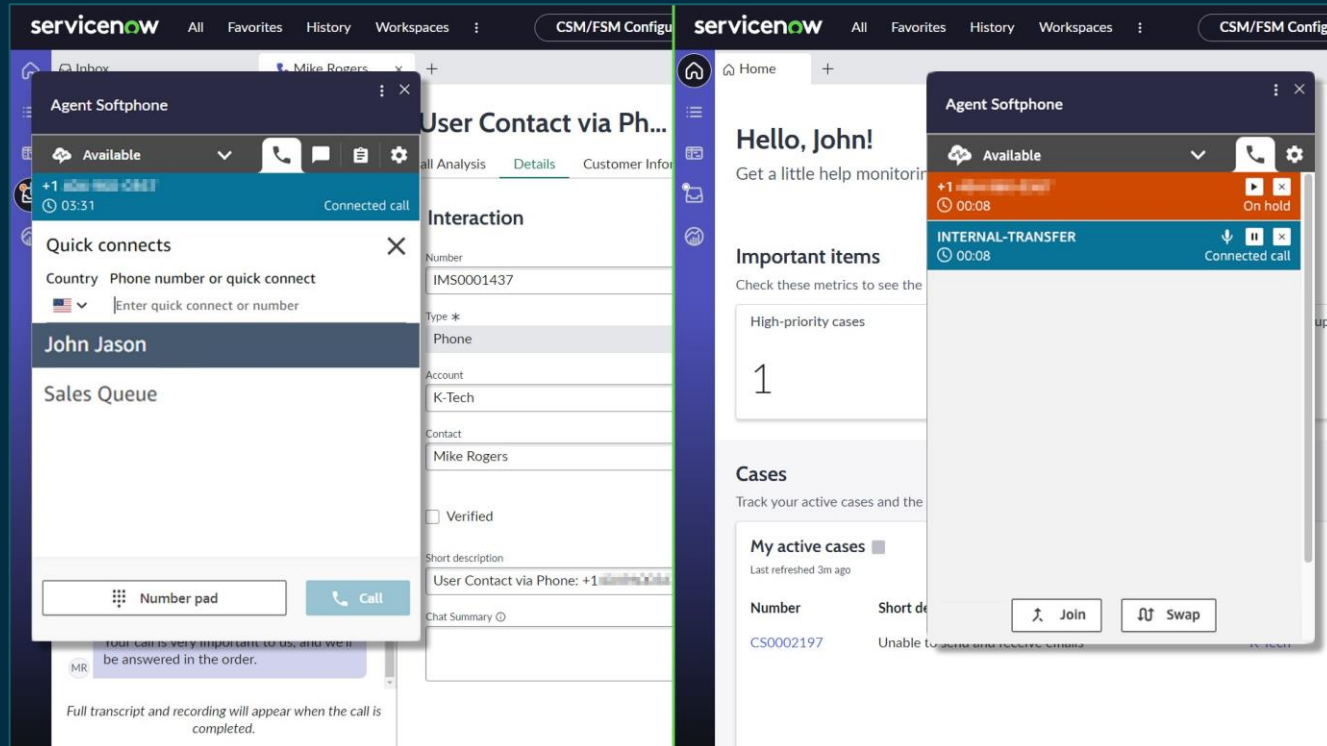
The screenshot displays the ServiceNow CSM/FSM Configurable Workspace interface. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main content area is titled 'Unable to send and receive emails' and includes buttons for 'Summarize', 'Close Case', and 'Create Work Order'. A summary box states: 'Summary: Mike Rogers connected with the virtual agent and began a conversation around his issues being able to check his mail. The virtual agent had Mike go through some basic troubleshooting steps like ensuring his password was correct, verifying his server settings, and updating his email client. None of the steps worked and the virtual agent suggested that he speaks with a live agent for further analysis. Powered by Now Assist Show less'. The 'Case' section shows details for case number CS0002197, assigned to John Jason, with a channel of Chat, account K-Tech, contact Mike Rogers, and priority 2 - High. The 'Compose' section has a text area for comments and a 'Post Comments' button. The 'Activity' section shows a log of actions by the System Administrator.

\$ Add-on Professional or Enterprise

Accelerate customer service productivity with generative AI

- 1 Accelerate service response with faster context gathering on issues and actions taken
- 2 Rapidly generate summaries for cases, interactions, and other record types
- 3 Improve operations by collecting consistent resolution data

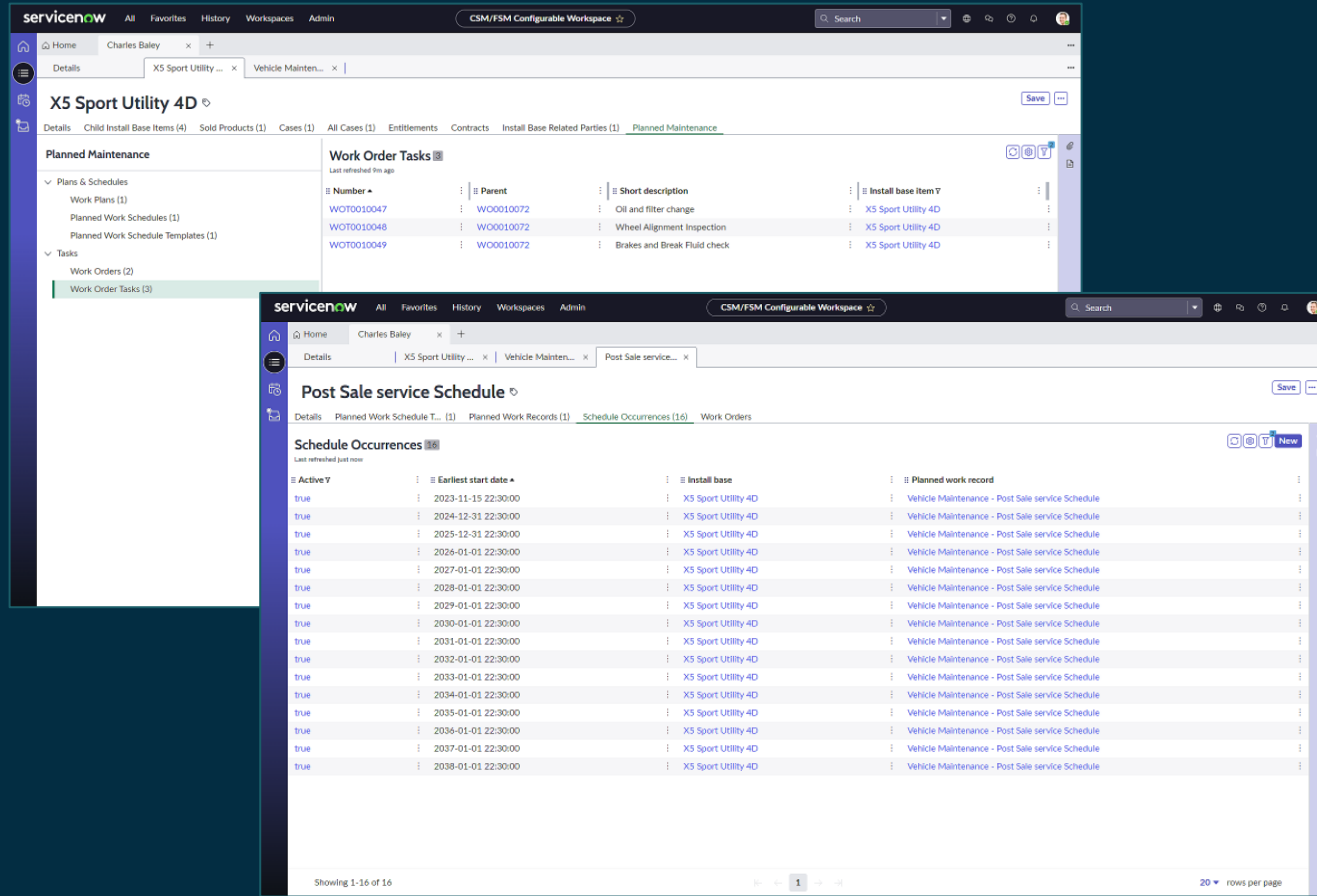
ServiceNow Voice: Agent and Queue Transfer



Improve agent productivity with agent and queue call transfers

- 1 Streamline a call with the ability to transfer from one agent to another agent
- 2 Increase resolution with the ability for agents to transfer calls to a queue
- 3 Expand the organization's ability to configure Agent UI with new OpenFrame capabilities

CSM+FSM: Install Base Maintenance Plans



Access and track FSM planned maintenance and work orders from CSM Configurable Workspace

- 1 Improve agent efficiency by providing a comprehensive view of the install base details and maintenance plans
- 2 Improve admin efficiency by driving FSM planned maintenance activities from within Install Base Management in CSM
- 3 Improve CSAT by responding to status inquiries about activities like work orders without transferring to FSM dispatchers

Service Organization Management: Available Services

The screenshot displays the ServiceNow interface for 'Business Location Details'. The top navigation bar includes 'Support', 'Knowledge', 'Cases', and 'Your information'. The user 'Freida Nottingham' is logged in. The main content area shows details for the 'LA Show Room' location, including its address (620 S Virgil Ave Ste, Los Angeles, CA 90021) and manager (John Chipley). A 'Create Case' button is visible. Below this, a sidebar on the left lists navigation options: 'Cases Requested', 'Members', 'Available Services' (selected), 'Accounts', and 'Consumers'. The main panel displays a table titled 'Services Offered' with columns for Name, Active status, Customer service type, Table, and Service Organizations offering Service. Two services are listed: 'Annual Check-up Service' and 'Car Loan Service', both active and criteria-based.

Name	Active	Customer service type	Table	Service Organizations offering Service
Annual Check-up Service	true	Post-Sale	sn_customerservice_case	Criteria-based
Car Loan Service	true	Pre-Sale	sn_customerservice_case	Criteria-based

\$ Professional or Enterprise

List services offered by a service organization

- 1 Reduce case rework by submitting requests only to service organizations that can resolve the issue
- 2 Improve agent efficiency by helping them easily find relevant service organizations for a request

Service Organization Management: Customers Served

\$ Professional or Enterprise

List and track customers of a service organization

- 1 Increase CSAT by understanding the customer relationship across the customer service value chain
- 2 Provide the staff across the service value chain visibility to customer details to deliver better service

The screenshot displays the ServiceNow interface for 'Business Location Details'. The top navigation bar includes 'Support', 'Knowledge', 'Cases', and 'Your Information'. The user 'Freida Nottingham' is logged in. The main content area shows details for the 'LA Show Room' with fields for Street (620 S Virgil Ave Ste), City (Los Angeles), Zip / Postal code (90021), State / Province (CA), Manager (John Chipley), and Parent Internal Business Location (LA City Center). A 'Create Case' button is visible. Below this, a 'Business Location Details' sidebar lists 'Cases Requested', 'Members', 'Available Services', 'Accounts', and 'Consumers'. The 'Consumers' section is active, showing a table of customers with columns for Number, Name, Mobile phone, City, Zip / Postal code, and Updated. The table lists five consumers: Gilly Parker, Sam Collins, Dee Sam, Harding Asher, and Hans Fischer. A 'Keyword Search' bar and pagination controls (Rows 1 - 5 of 5) are also present.

Number	Name	Mobile phone	City	Zip / Postal code	Updated
CSMR0000001	Gilly Parker		Santa Clara	95054	2016-08-15 12:47:33
CSMR0000002	Sam Collins		San Francisco	94105	2016-08-11 17:20:27
CSMR0000003	Dee Sam		Atlanta	30361	2016-08-11 17:17:59
CSMR0000004	Harding Asher		Plano	75024	2016-08-11 17:19:12
CSMR0001001	Hans Fischer				2018-10-09 07:34:30

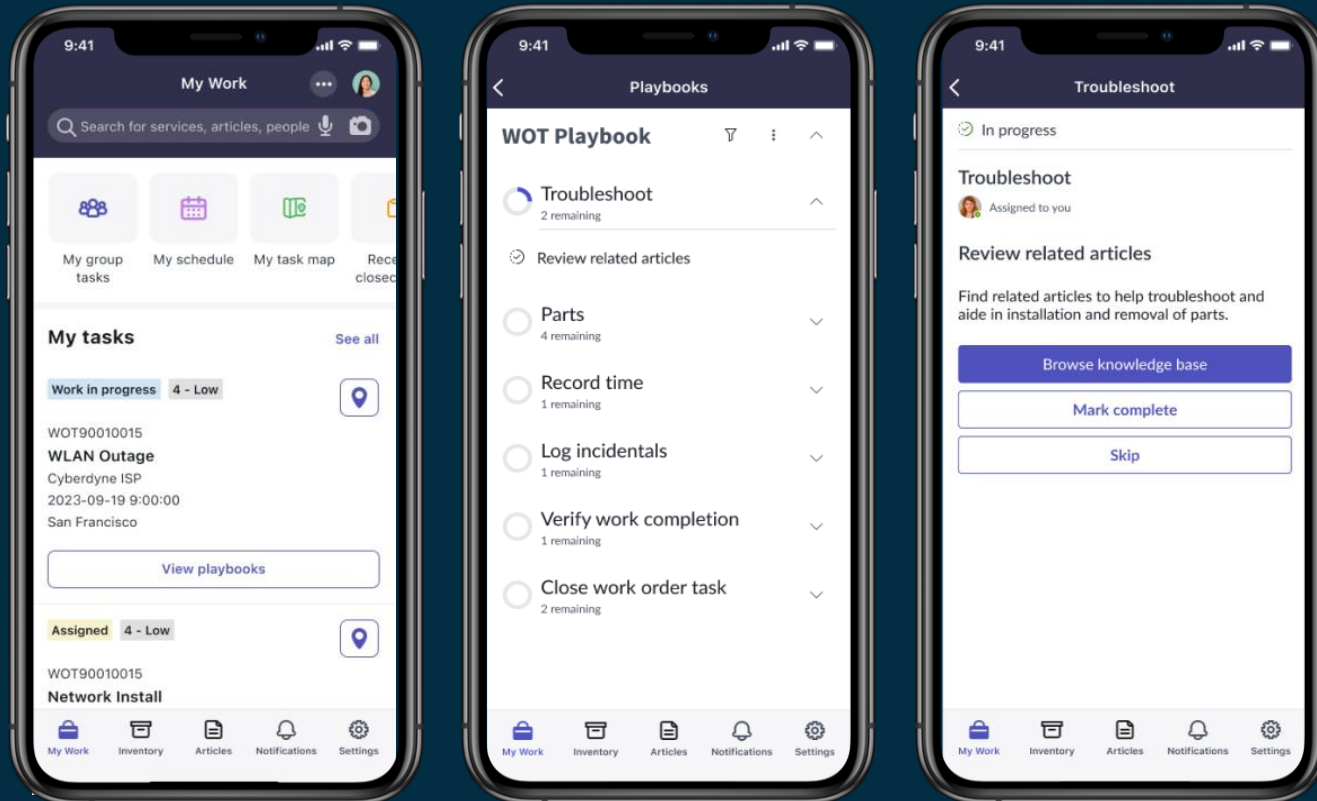
What's new in the Vancouver release

Drive frictionless customer experiences

Field Service Management

- Mobile Playbooks for Field Service Management
- Scheduling enhancements
- Dispatcher Workspace enhancements
- Planned Work Management – Planning Calendar
- Contractor App

Mobile Playbooks for Field Service Management



\$ Professional

Boost technician efficiency with a guided Mobile Agent experience

- 1 Speed time to resolution, reduce resources, and improve service consistency with step-by-step guides
- 2 Help ensure new technicians can execute and document work order tasks effectively, like performing maintenance or resolving issues
- 3 Reduce risk by requiring technicians to perform compliance checks or follow mandatory steps during inspections

Scheduling Enhancements

\$ Professional and Enterprise*

Automate scheduling, dynamically bundle tasks, and optimize crew management

The screenshot displays the ServiceNow Field Service Management (FSM) interface. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Studio', and 'Field Service Management'. The main workspace is titled 'Dispatcher Workspace' and shows a list of tasks on the left, including 'Validate Fire Detection and Alarm', 'Restore Glazed Aluminum Curtain Walls', 'Verify Access Doors and Panels', and 'Verify Electric Boilers'. The central calendar view shows tasks for Tuesday, March 21, 2023, in America/Los Angeles. Tasks are color-coded by status: 'On Site' (green), 'On time' (yellow), 'Behind Schedule' (orange), and 'Ahead of schedule' (blue). The right sidebar shows the 'WOT90010002 crew' details, including a list of members (Alex Ray, Ray Williams, Cindy Lisa, Alisa Chinoy) and their assigned tasks. The bottom of the interface shows 'Showing 1-40 of 80' and 'Load more' buttons.

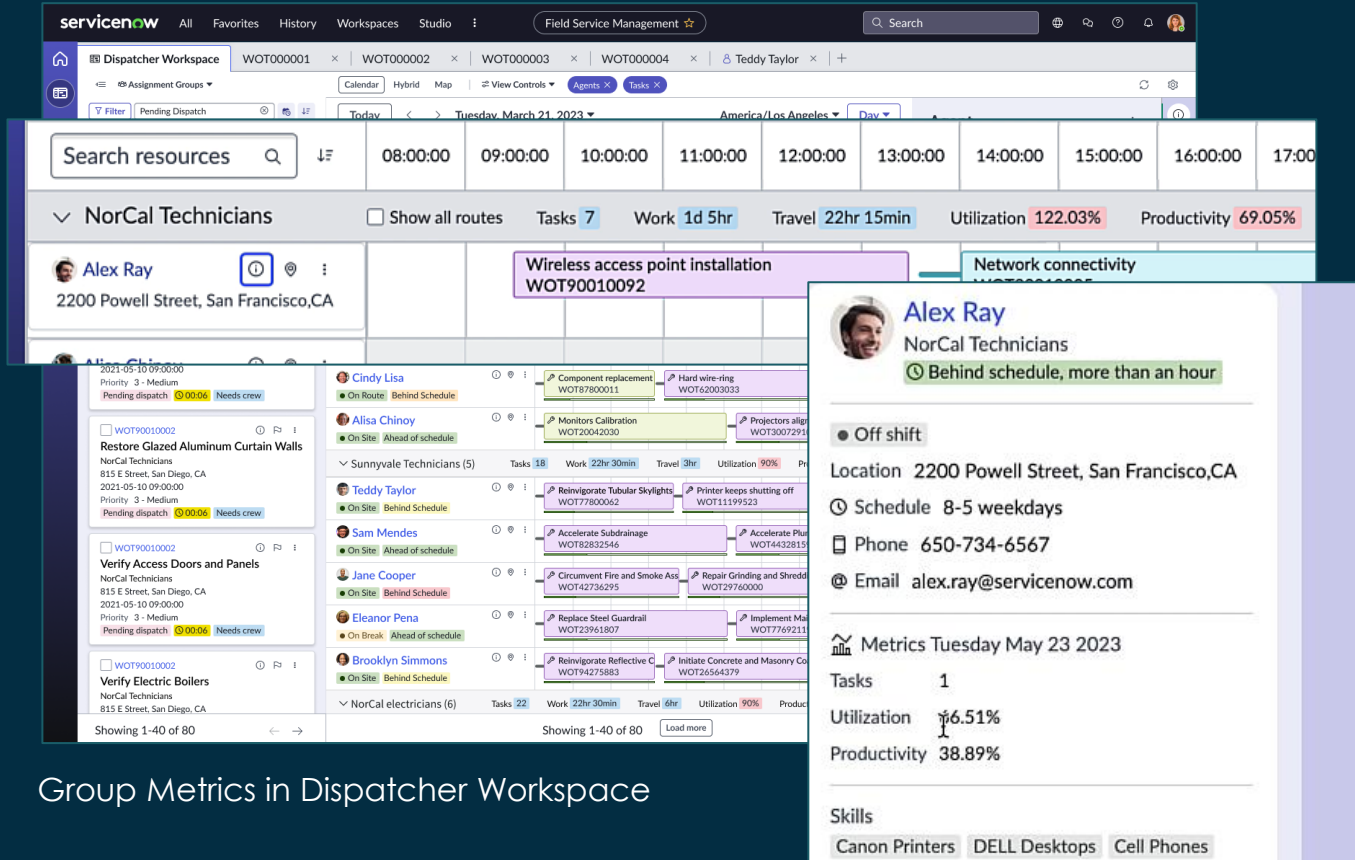
- 1 Auto-adjust schedules based on incoming tasks, cancellations, and early/late job completions
- 2 Reduce scheduling burden on dispatchers through automatic creation and scheduling of bundled tasks
- 3 Automatically create and assign ad-hoc crews with Dynamic Scheduling, reducing errors and freeing up dispatcher capacity

Dynamic Crew Creation and Scheduling (FSM Pro)

Dispatcher Workspace Enhancements

\$ Standard or Professional*

Accelerate dispatcher productivity with enhanced KPIs and maps at their fingertips

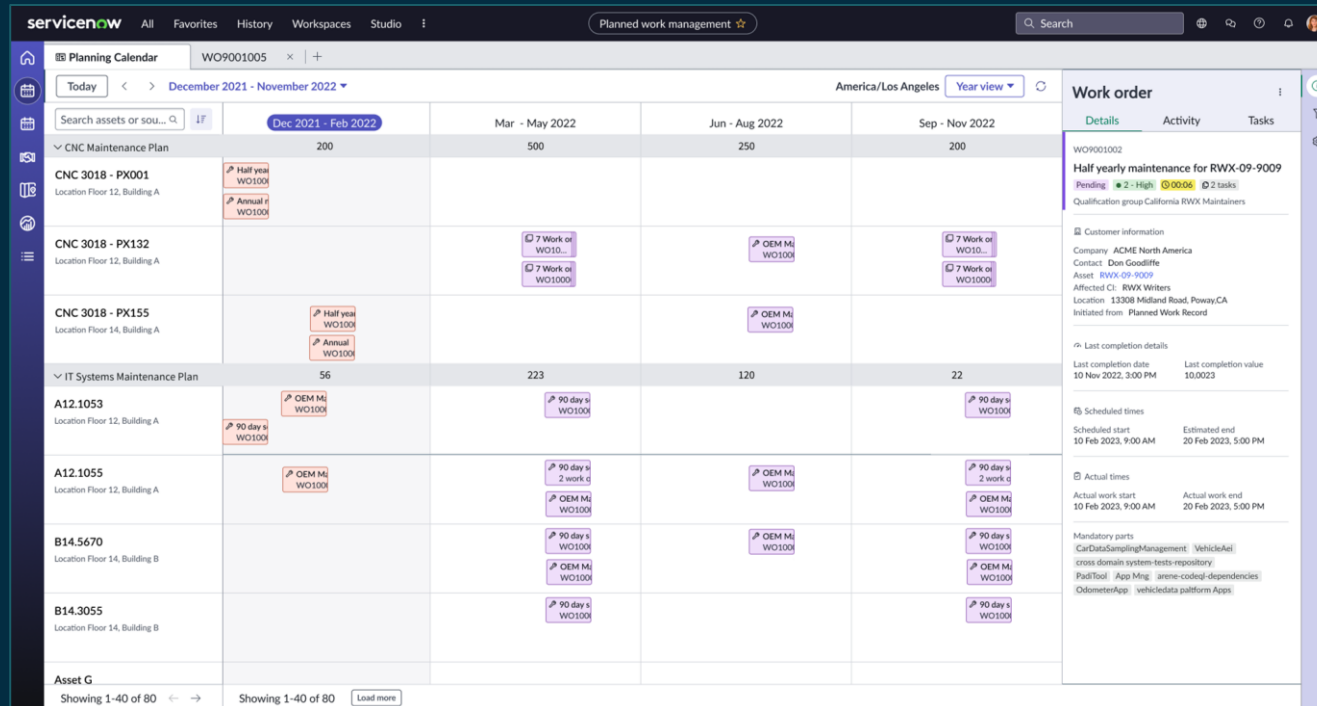


Group Metrics in Dispatcher Workspace

- 1 Act on real-time utilization and travel metrics at the group and individual level
- 2 Improve Dispatcher decision-making and speed by displaying key agent and task information in the Contextual Side Panel
- 3 Optimize routing and visualize work assignments with a new map experience

Planned Work Management – Planning Calendar

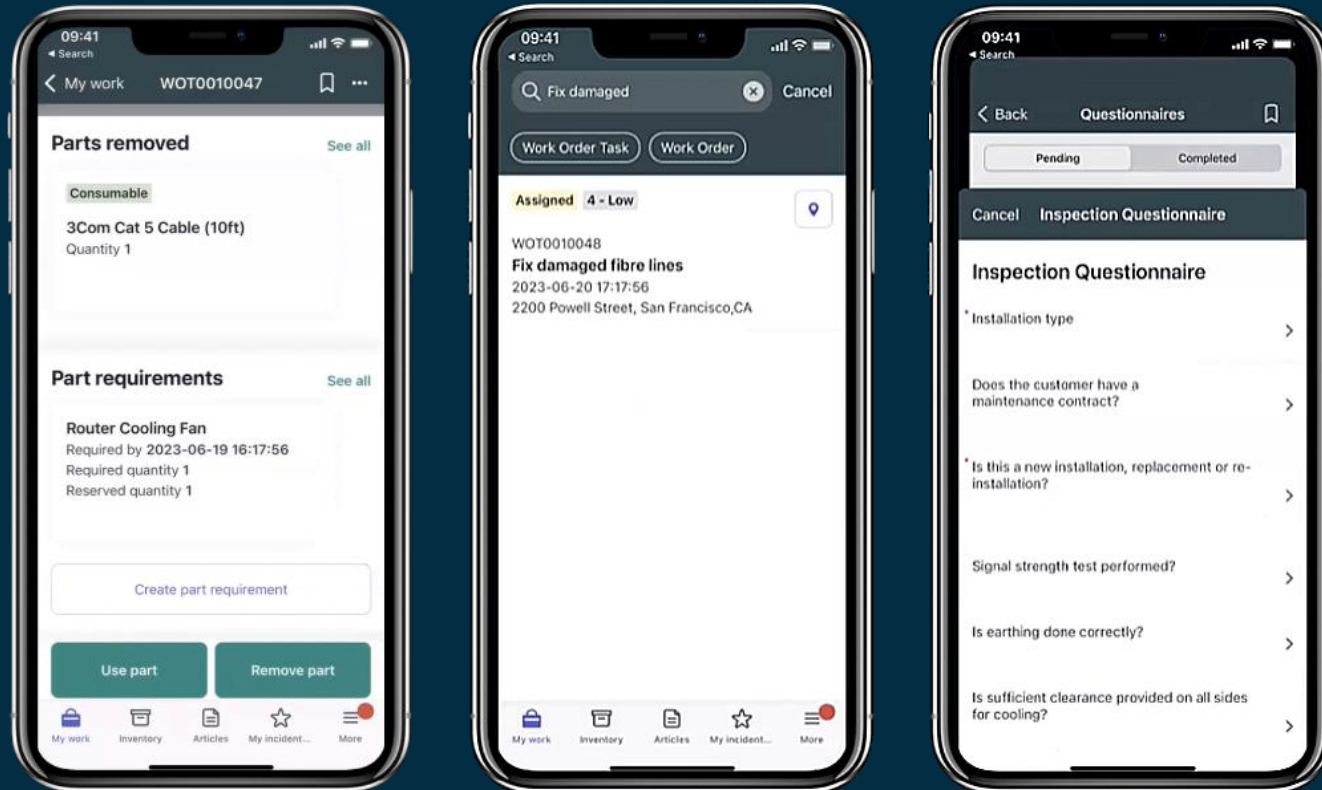
\$ Professional



Optimize maintenance plans with actionable visualizations

- 1 Visualize and adjust preventive maintenance and recurring visits across customers, assets, and equipment
- 2 Improve schedule forecasting with enhanced maintenance calendars and flexible calendar formats
- 3 Adapt to cancellations, overlaps, and deviations with flexible rules and on-demand adjustments

Contractor App



\$ Professional

Empower contractors with superior visibility and control over work and inventory management

- 1 Control access to inventory, support contractors with Pick Up and Drop Off lists, recognize overdue returns
- 2 Promote process compliance and enforce documentation needs across contractor organizations and technicians
- 3 Facilitate contractor resources finding information and speeding time to completion

Technology Excellence

IT Service Management &
DevOps

IT Operations Management
& Configuration
Management Database

Asset Management

Application Portfolio
Management

Strategic Portfolio
Management

Security Operations

Cloud Observability



Now Platform®



Customer Experience



Technology Excellence



Employee Experience



Operating Excellence



Hyperautomation and
Low-Code



Industries



ServiceNow Impact™



Microsoft Partnership



Get Ready to Upgrade

What's new in the Vancouver release

Automate and optimize service operations

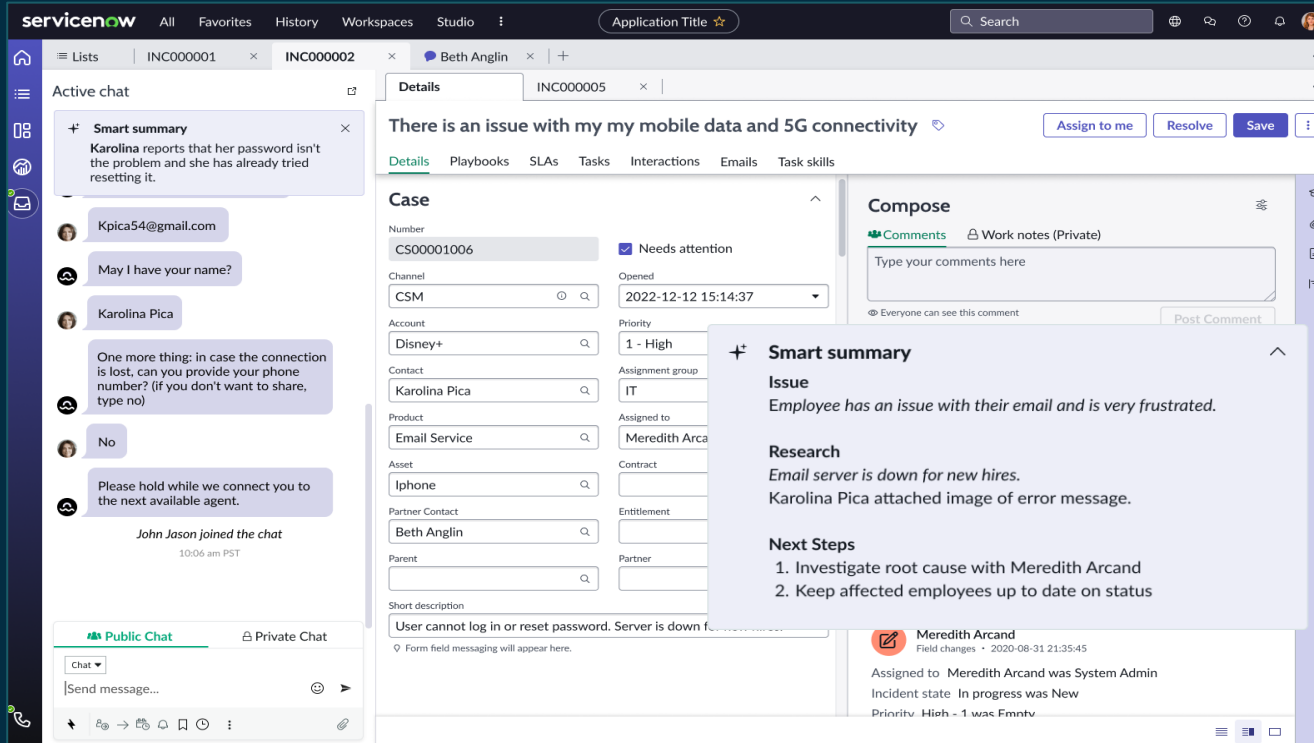
IT Service Management

- Now Assist for ITSM
- Process Mining
- Success Dashboard Enhancements
- ServiceNow for Microsoft365
- DevOps enhancements

Now Assist for ITSM

Next Experience

Generative AI

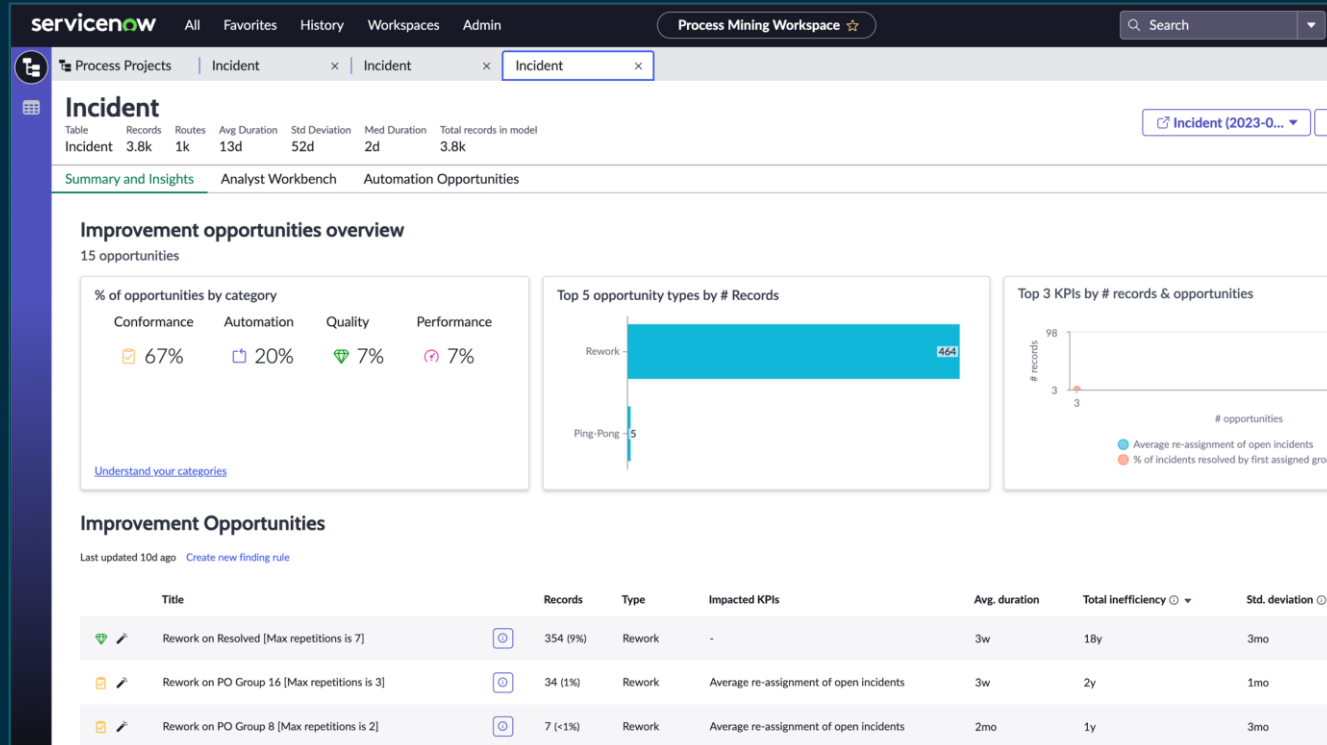


\$ Add-on Professional or Enterprise

Accelerate IT service productivity with generative AI experiences

- 1 Generate contextual summaries of incidents and problems for agents to review
- 2 Provide agents with a summary of previous history from live chat and Virtual Agent interactions
- 3 Adhere to best practices with automated resolution notes and code upon incident closure

Process Mining

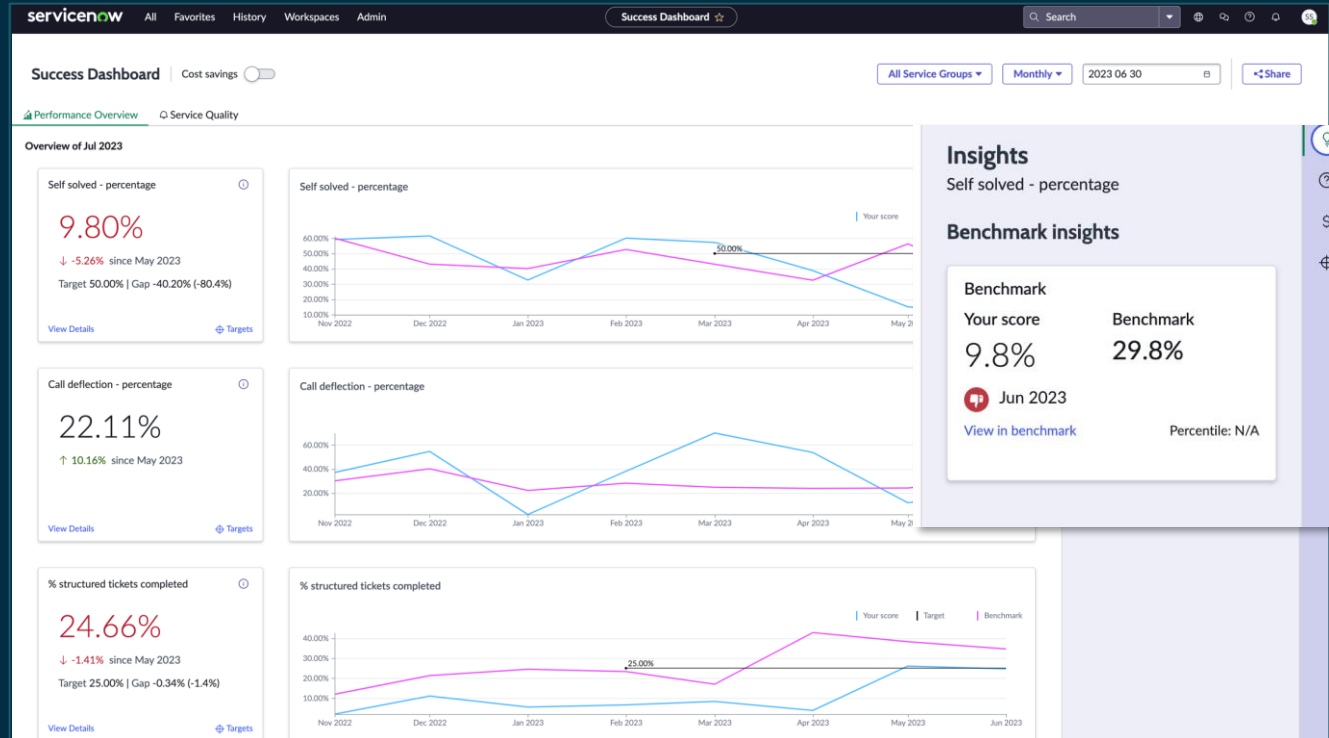


Enterprise

Automatically surface common process inefficiencies

- 1 Reduce manual analysis via automated exposure of process inefficiencies such as rework, ping-pong, or extra step
- 2 Rework identified processes with an optimized remediation recommendations page
- 3 Visualize and gain further insight into bottlenecks related to specific KPIs via Success Dashboard

Success Dashboard Enhancements

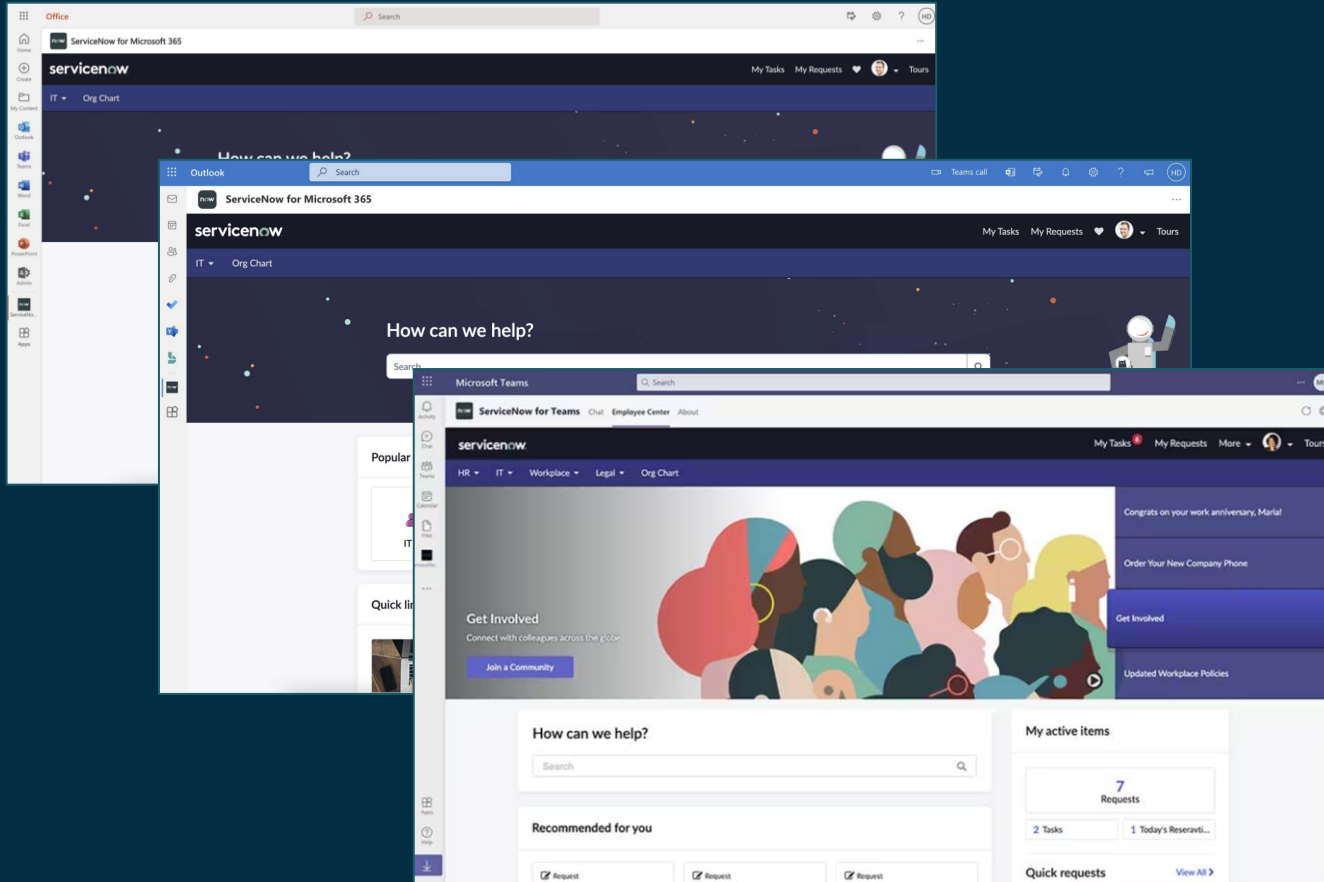


Professional

Inform critical business decisions

- 1 Benchmark your implementation performance against best-in-class peers
- 2 Gain deeper insight with dynamic time-based performance metrics
- 3 Quantify performance for individual capabilities and processes with dedicated KPIs

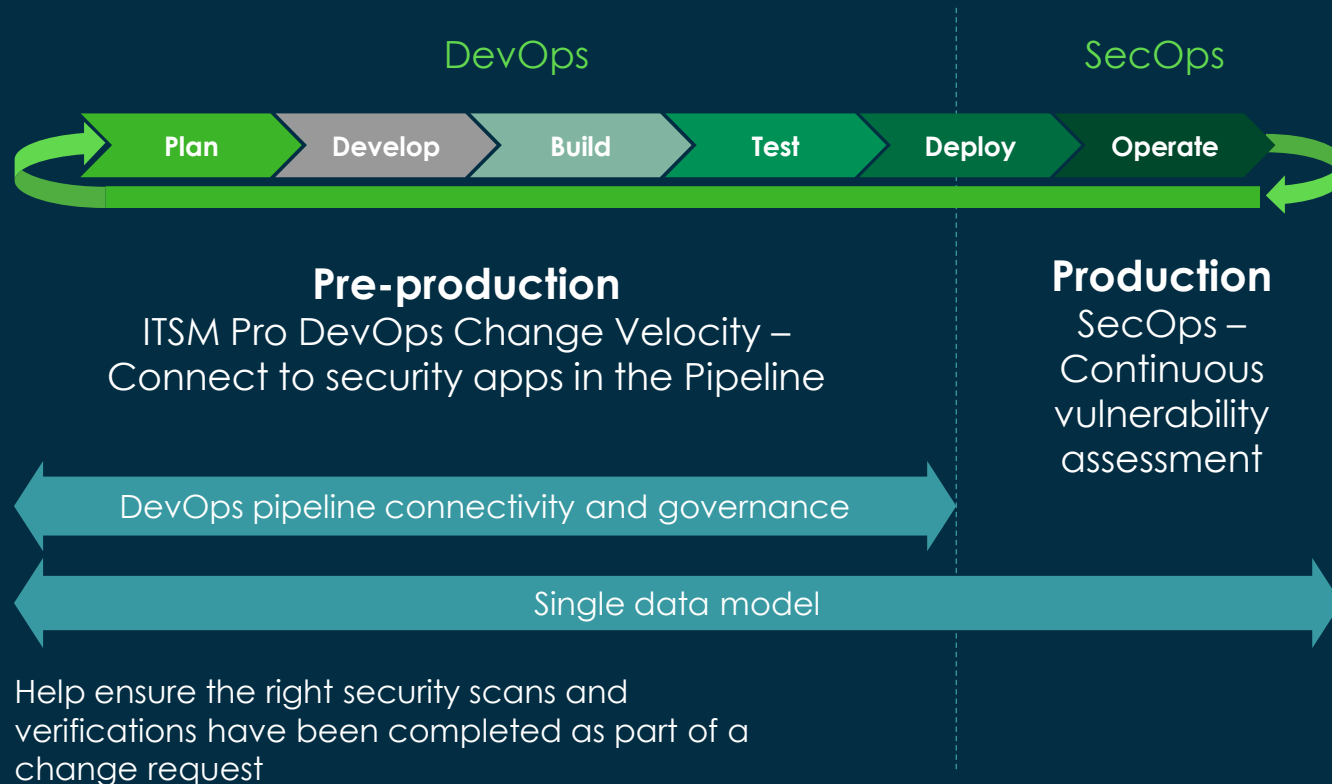
ServiceNow for Microsoft 365



Boost productivity with embedded experiences across the apps you use every day

- 1 Streamline experiences with Employee Center embedded directly where you work across Teams, Viva Connections, Outlook, and Microsoft365
- 2 Minimize window switching and surface information fast with AI Search powered by the Virtual Agent Teams extension
- 3 Resolve issues faster via a Teams collaboration experience native to Service Operations Workspace

ITSM Pro DevOps adds new DevSecOps support



\$ Professional or Enterprise

Simpler integration with security tools

- 1 Single data model for DevOps and SecOps to share security tool integrations
- 2 Adds Veracode as an out-of-the-box DevOps Change Velocity integration – more SecOps integrations coming soon
- 3 Utilize our data model and the provided documentation to add your own security tool integrations to the DevOps Change pipeline

What's new in the Vancouver release

Automate and optimize service operations

IT Operations Management

- Redesigned AIOps User Experience
- Enhanced Visibility User Experiences
- Service Graph Connector for OpenTelemetry

Redesigned AIOps User Experience

\$ Professional or Enterprise

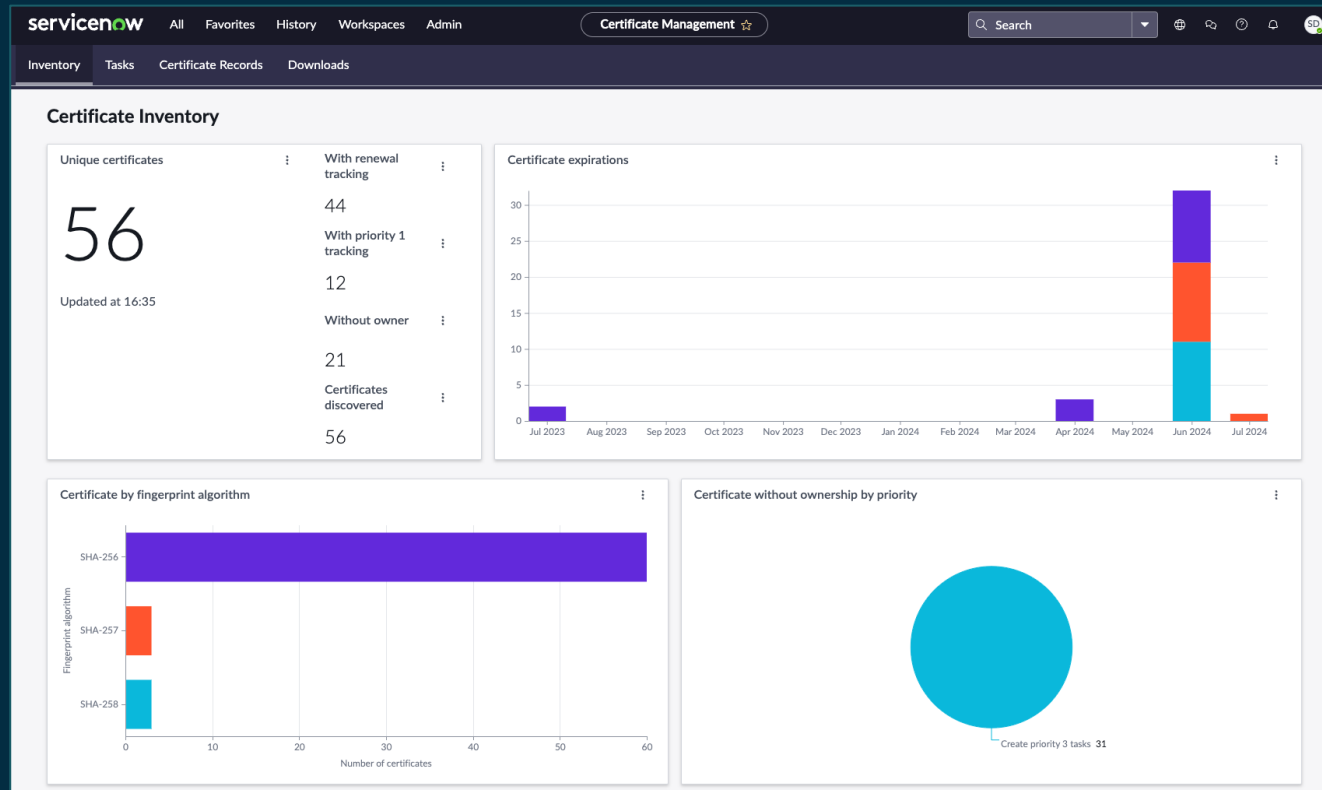
Empower operators with better AIOps navigation and set-up

- 1 Quickly navigate through all facets of an issue on a single Express List screen
- 2 Easily add third-party events, logs, or metrics from the Integrations Launchpad
- 3 Get more value in less time from AIOps with new admin dashboards

The screenshot shows the ServiceNow AIOps Express List interface. On the left, there is a 'Filters' panel with various criteria like State, Severity, priority, Source, Number, Configuration items, Impacted services, Node, Description, Assigned to, Assignment group, Metric name, and Group. The main area displays a table of 'Active Alerts' with 18 items. The table columns are Number, Duration, Severity, priority, Source, Impacted services, and Description.

Number	Duration	Severity	priority	Source	Impacted services	Description
> Alert0020296	17 minutes	Critical	Low	Pingdom		Service is down https://www.supportp
> Alert0020288	27 minutes	Critical	Urgent	Group Alert		Group of alerts, Disk Usage Check Crit
> Alert0020276	59 minutes	Warning	Urgent	Group Alert		Group of alerts, The volume of logs wi
Alert0020471	2 days	Minor	Low			Non System Logical Disk Free Space is
Alert0020473	2 days	Minor	Low			CPU02 exceeds 85% threshold on noc
Alert0020375	2 days	Minor	Low			CPU02 exceeds 85% threshold on noc
Alert0020401	2 days	Critical	Low			Node v-w2k8-r2-wmi02 disk C: below
Alert0020377	2 days	Major	Low	DYNATRACE		High wait times detected on PostgreS
Alert0020476	2 days	Warning	Low			Database read I/O greater than 200m:
Alert0020477	2 days	Critical	Low			Available disk space on v-rhel-5-32-w
Alert0020378	2 days	Critical	Low			Node Lnx1835 mount /opt/db/log bel

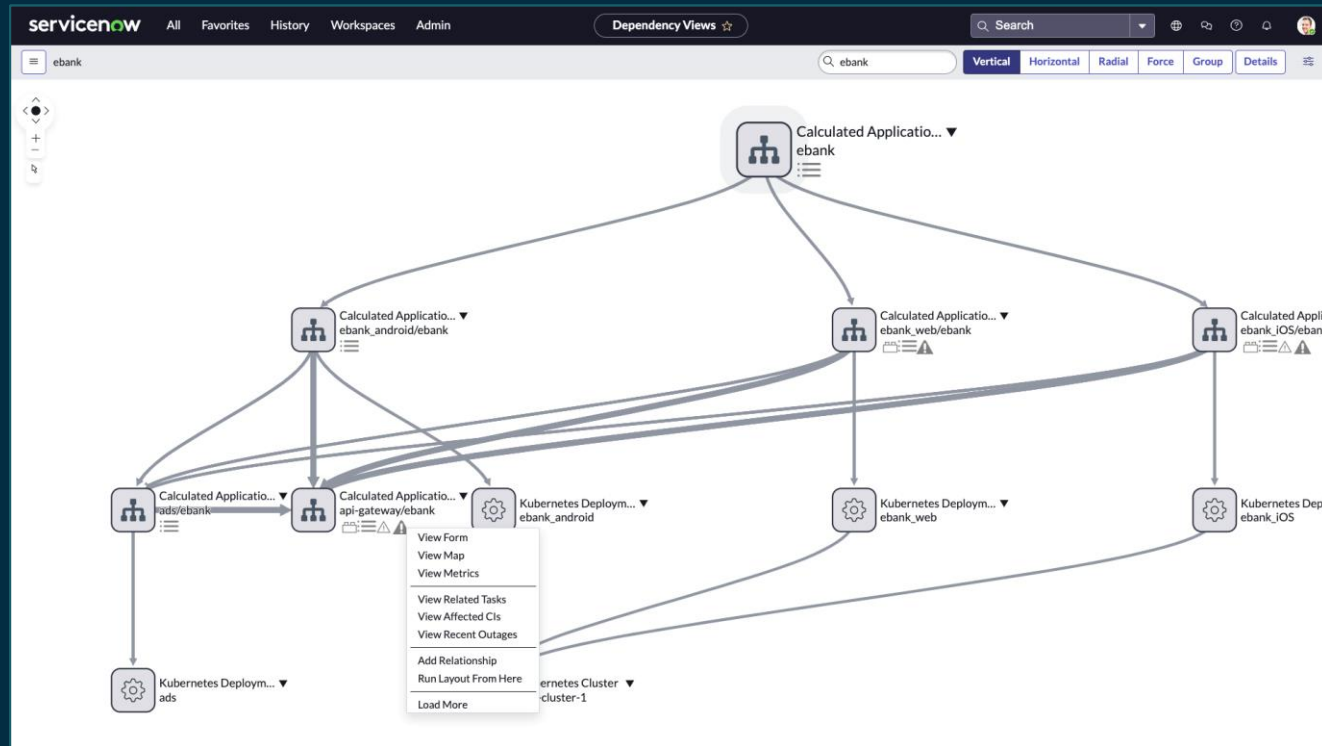
Enhanced Visibility User Experiences



Clean, clear views of certificates and firewalls. Introducing SBOM.

- 1 Better prioritize certificate renewals from a single pane of glass including in Kubernetes
- 2 Track and audit firewalls from an improved interface.
- 3 Create and export a Software Bill of Materials (SBOM) for containerized environments.

Service Graph Connector for OpenTelemetry



Seamless Visibility to cloud native architecture

- 1 Manage Kubernetes, microservices and other OpenTelemetry elements from your CMDB and relate changes & tasks *
- 2 Automatically map cloud native infrastructure to calculated applications and services
- 3 Help predict and prevent outages, assess performance, and address alerts from cloud native traces, logs, and metrics **

* Requires ITOM Discovery license

** Requires Cloud Observability license

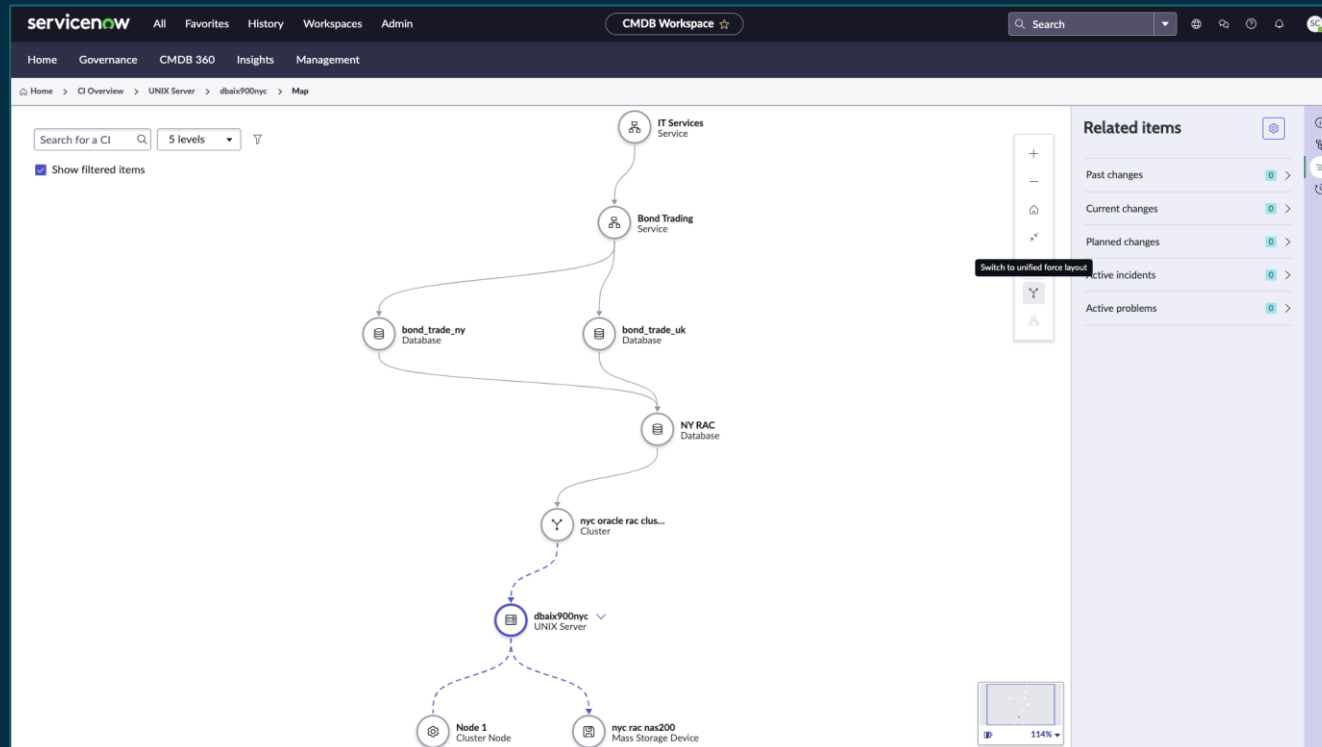
What's new in the Vancouver release

Data Foundations

CMDB

- Unified Map View

Unified Map View



The best of current CMDB views in a single unified interface

- 1 Combine the power of the Dependency view with the relevance of the Service Map view
- 2 See key details from CIs and related changes in their full context
- 3 Manipulate and filter detail in unified maps and reuse helpful views

Access the Unified Map from the CMDB Workspace v4

What's new in the Vancouver release

Optimize technology asset investments

Software Asset Management

- Success Guides & Guided Experience
- Overlapping Usage
- Software Bill of Materials Management

Cloud Cost Management (formerly Cloud Insights)

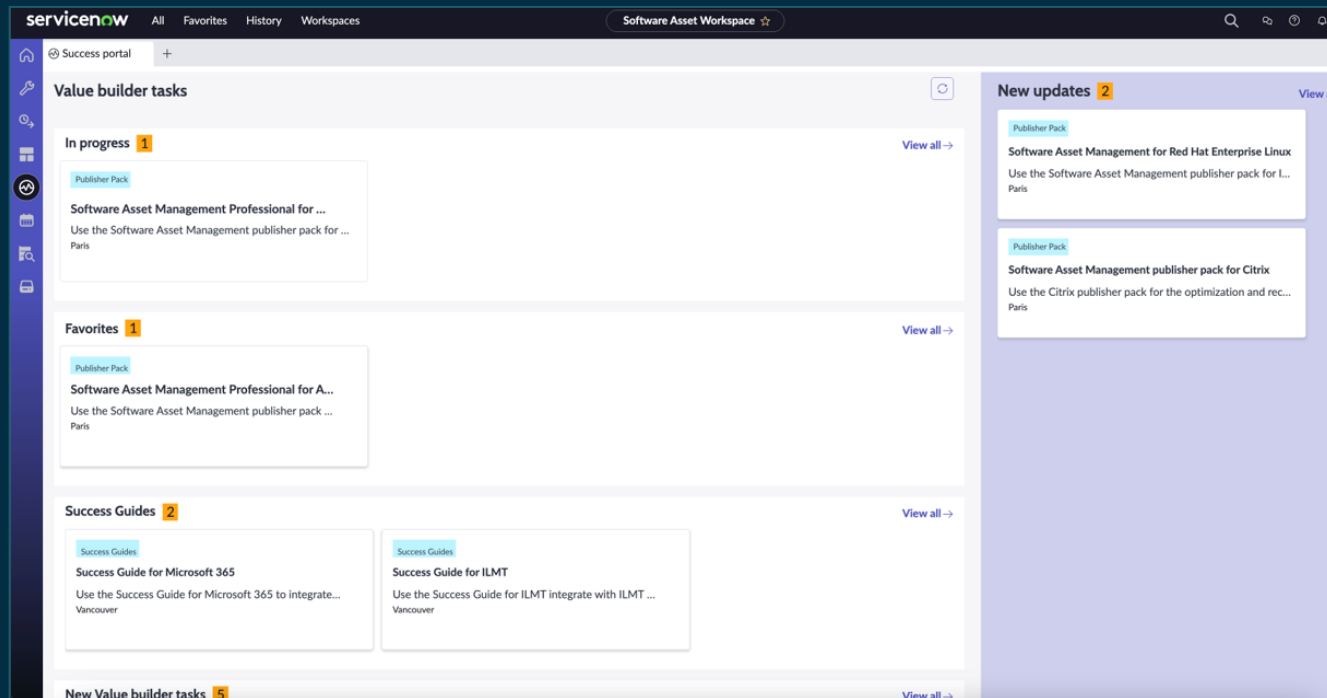
- Cloud Cost Management Workspace
- Cloud Storage and Database Optimization
- Guided Experience

Hardware Asset Management

- Hardware Asset Management Success Portal
- Zero Touch Refresh
- Asset Inventory and Distribution

Success Guides & Guided Experience

(Software Asset Management)



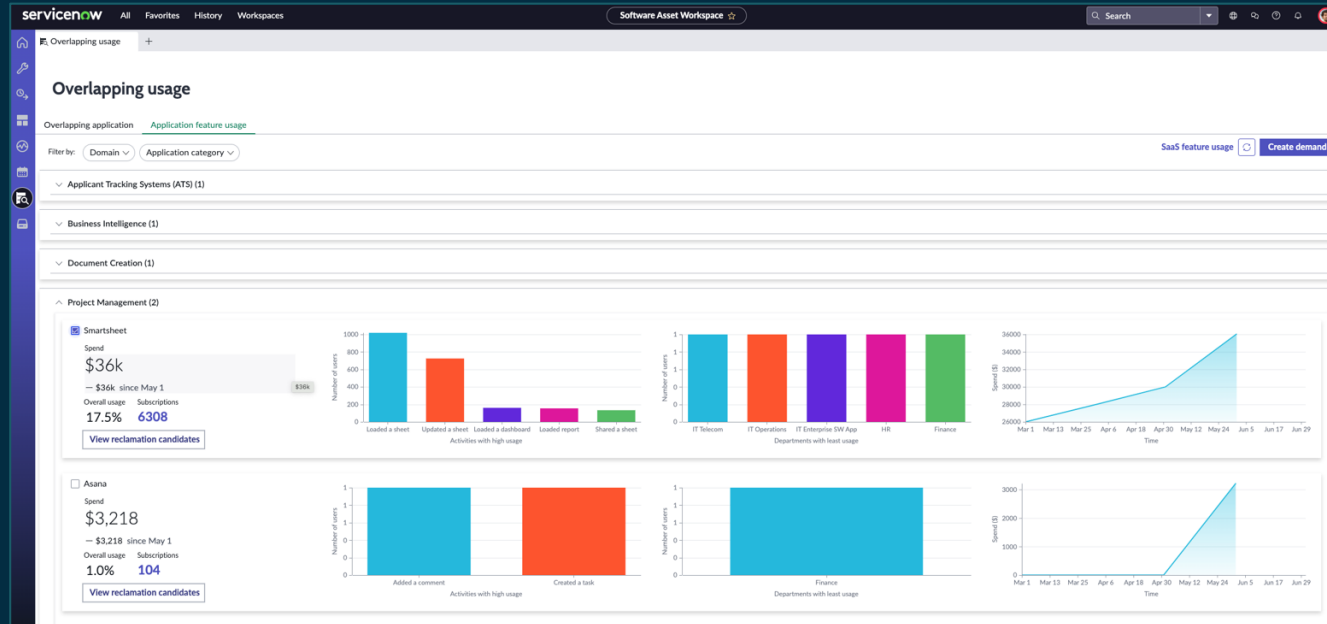
\$ Professional or Enterprise

Step-by-step setup process accelerates configuration and data health

- 1 Step-by-step guide for administrators from CMDB to SAM configurations, culminating in reconciliation
- 2 Scans for SQL Server install record issues, helping ensure accurate license calculation
- 3 Reveals Software Asset Management configuration issues, including issues with software models and entitlements

Overlapping Usage

(Software Asset Management)



\$ Professional or Enterprise

Enhance visibility of overlapping SaaS applications and feature usage

- 1 Assess overlapping SaaS applications based on highest usage count and expenditure
- 2 Analyze SaaS activities in applications with high and low usage for deeper insights
- 3 Provide SaaS reclamation suggestions and automated workflows for subscriptions

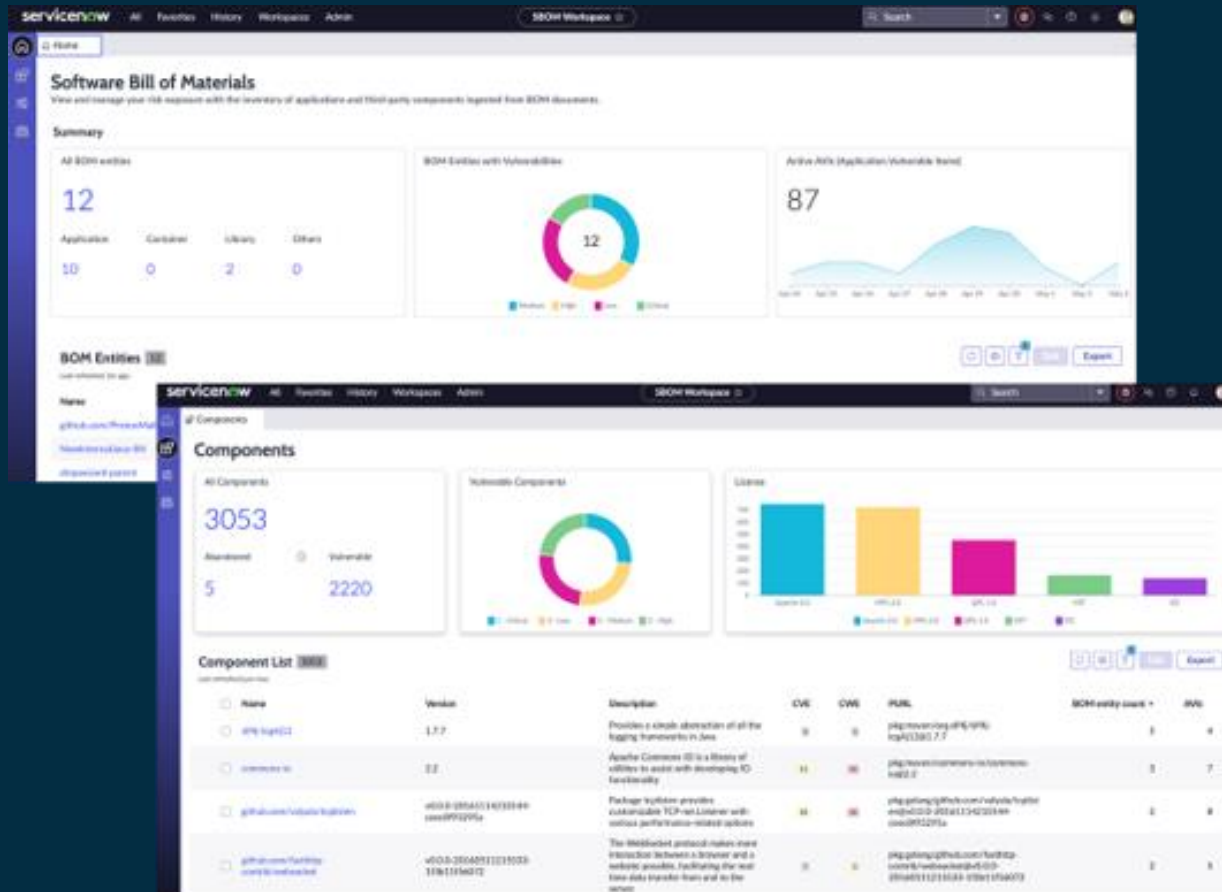
Software Bill of Material Management

(SAM + SecOps)

\$ Professional or Enterprise

Reduce vulnerability risks with visibility into software bill of materials – linking vulnerabilities with software components

- 1 Ability to understand what components are included in software
- 2 Gain rapid, centralized visibility into understanding which components map to which software and where they are installed
- 3 Benefit from remediation workflow support for critical issues with SecOps for vulnerable software components



Cloud Cost Management Workspace

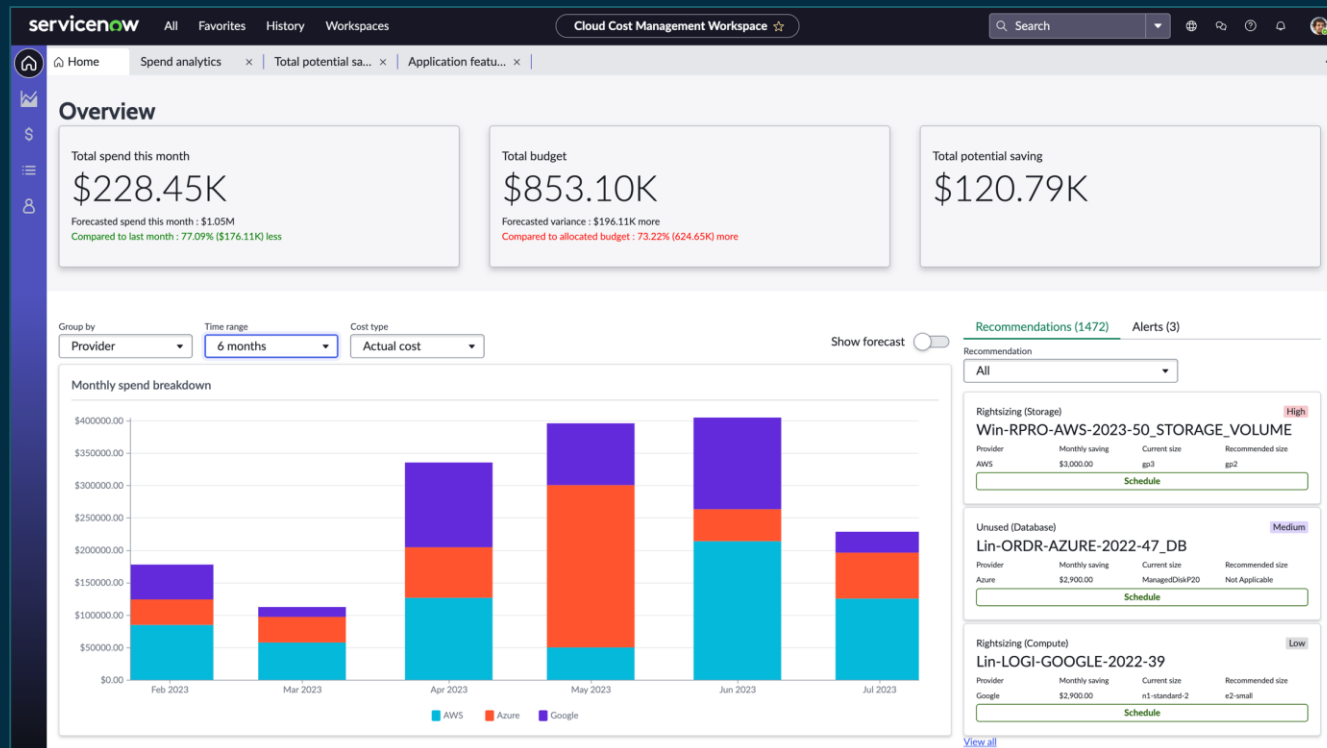
(Cloud Cost Management)

Next Experience

Cloud Cost Management or Software Asset Management Enterprise

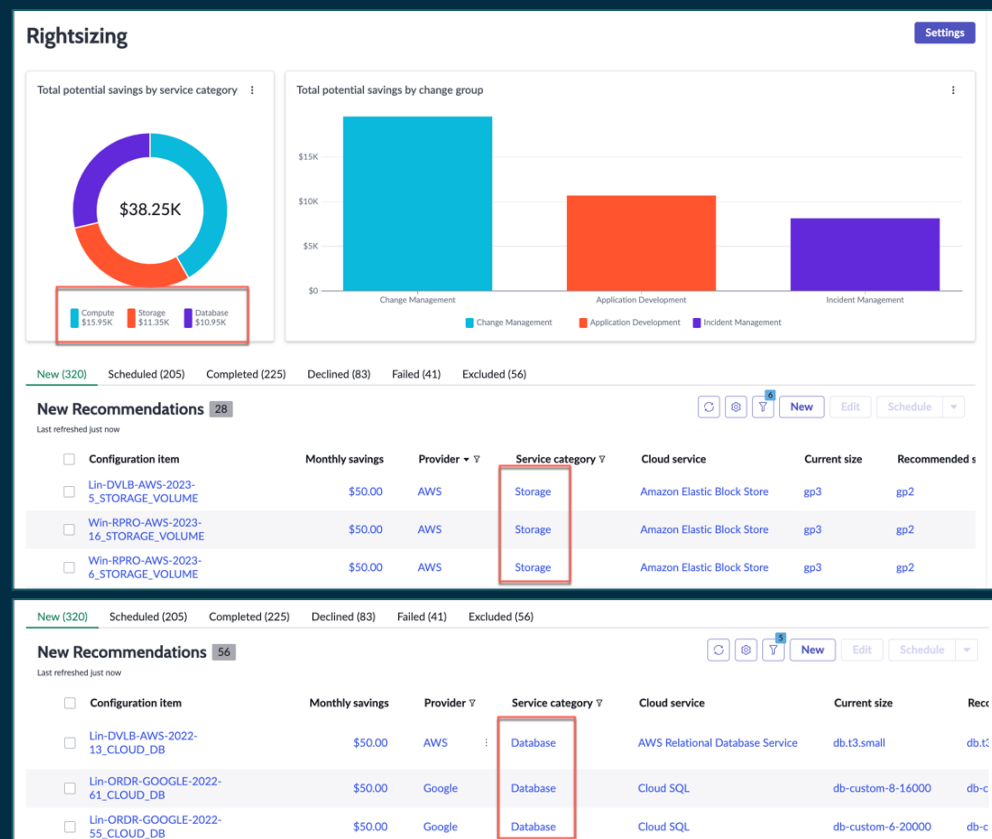
Intuitive workspace for enhanced user productivity and ease of use

- 1 Surface cloud optimization savings opportunities and show progress over time
- 2 Make faster and smarter decisions with enhanced cloud cost reporting, analytics, and actions
- 3 Save time with easier configuration and setup process



Cloud Storage and Database Optimization

(Cloud Cost Management)



Cloud Cost Management or Software Asset Management Enterprise

Expanded coverage for improved cost management and optimization

- 1 Reduce cloud storage and database expenses through optimization
- 2 Integrate with existing support for compute and database optimization
- 3 Full cost-saving coverage across the most common cloud services of AWS, Azure, and Google Cloud

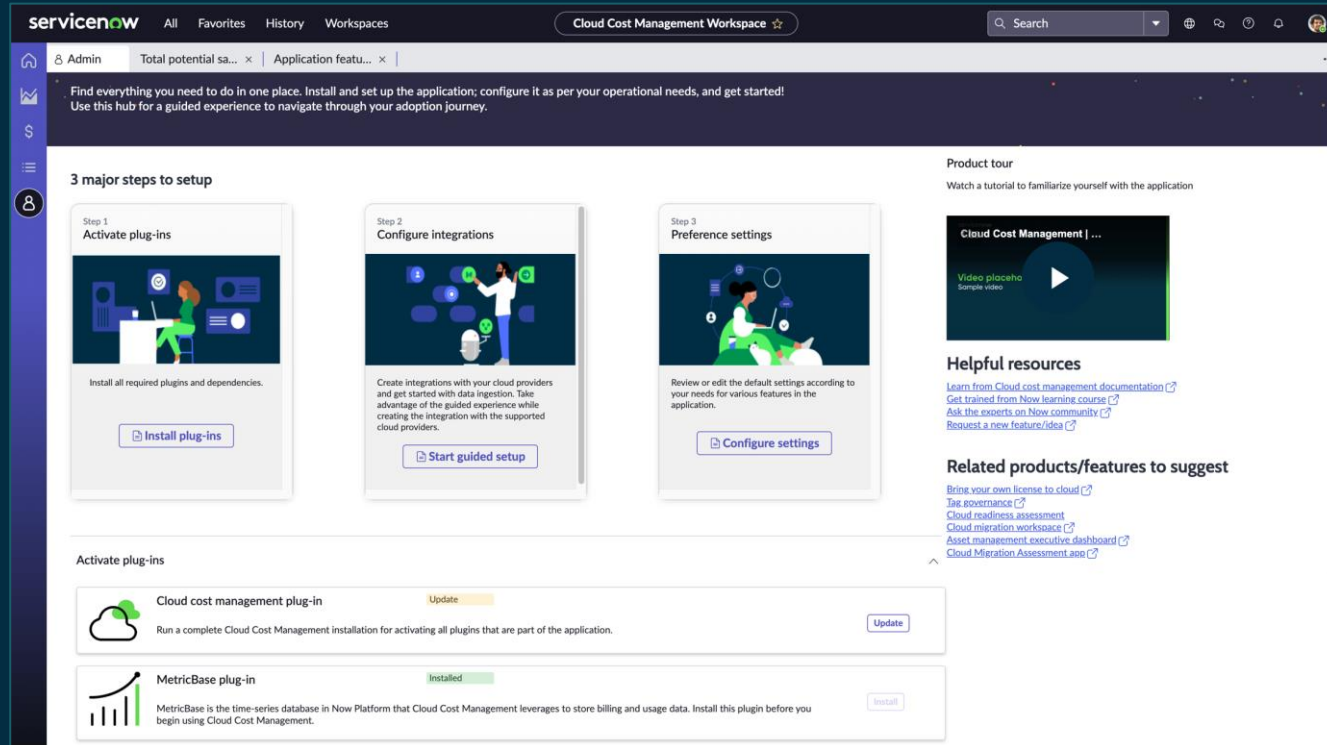
Guided Experience

(Cloud Cost Management)

Cloud Cost Management or Software Asset Management Enterprise

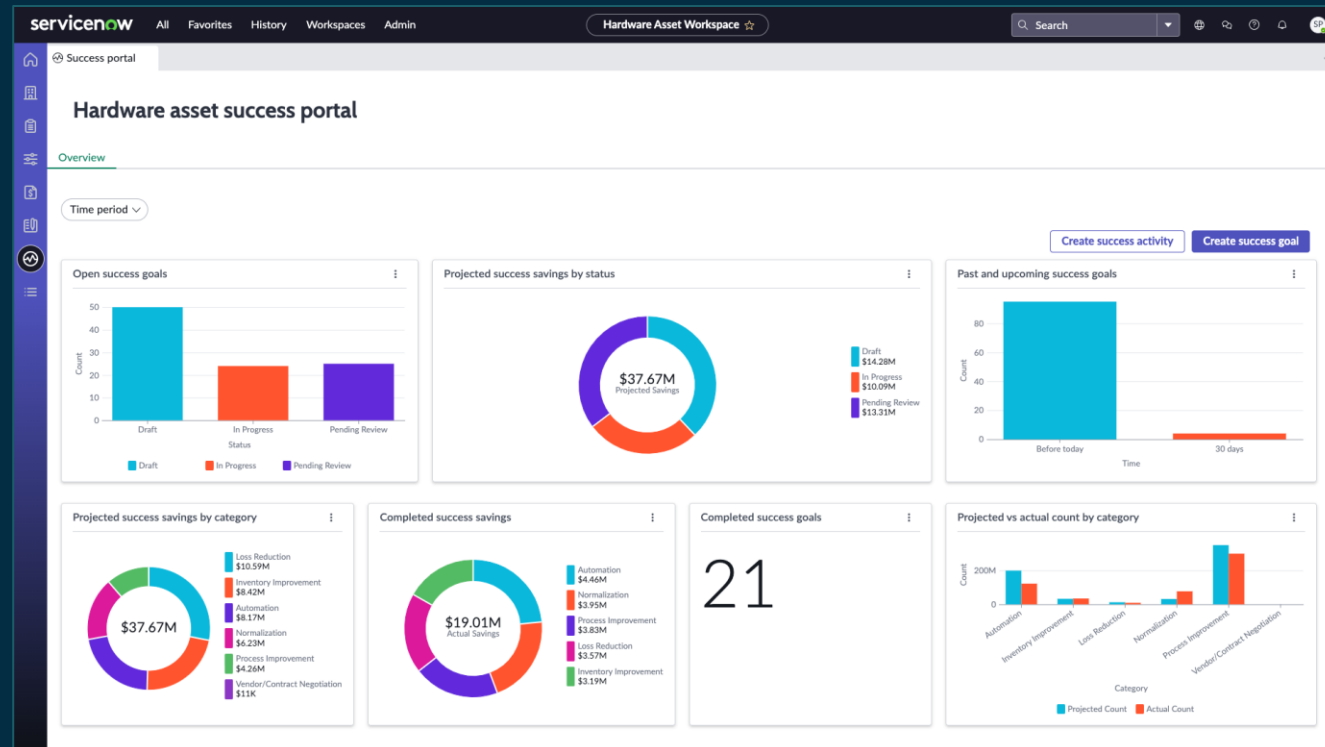
Central workspace location for guided setups, tasks, resources, and experiences

- 1 Accelerate the implementation of your Cloud Cost Management with minimized setup time
- 2 Find handy learning resources and best practices right in your cloud cost management workspace
- 3 Get helpful recommendations and keep track of tasks as you complete them



Hardware Asset Management Success Portal

(Hardware Asset Management)



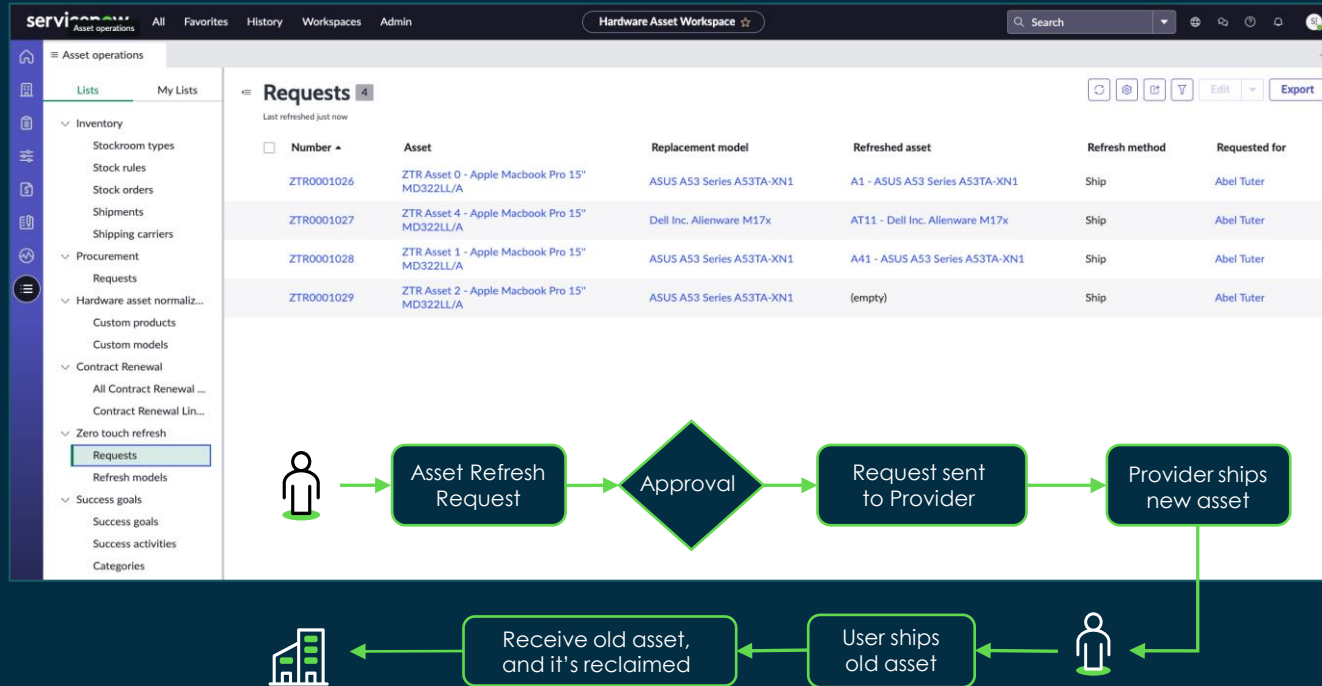
\$ Professional

Set goals and assign activities to track hardware asset program success

- 1 Define and track asset management success goals and activities
- 2 Functions within hardware asset workspace, plus content integrates into executive asset management workspace
- 3 Delivers visualizations to track hardware asset program savings for management reporting

Zero Touch Refresh

(Hardware Asset Management)



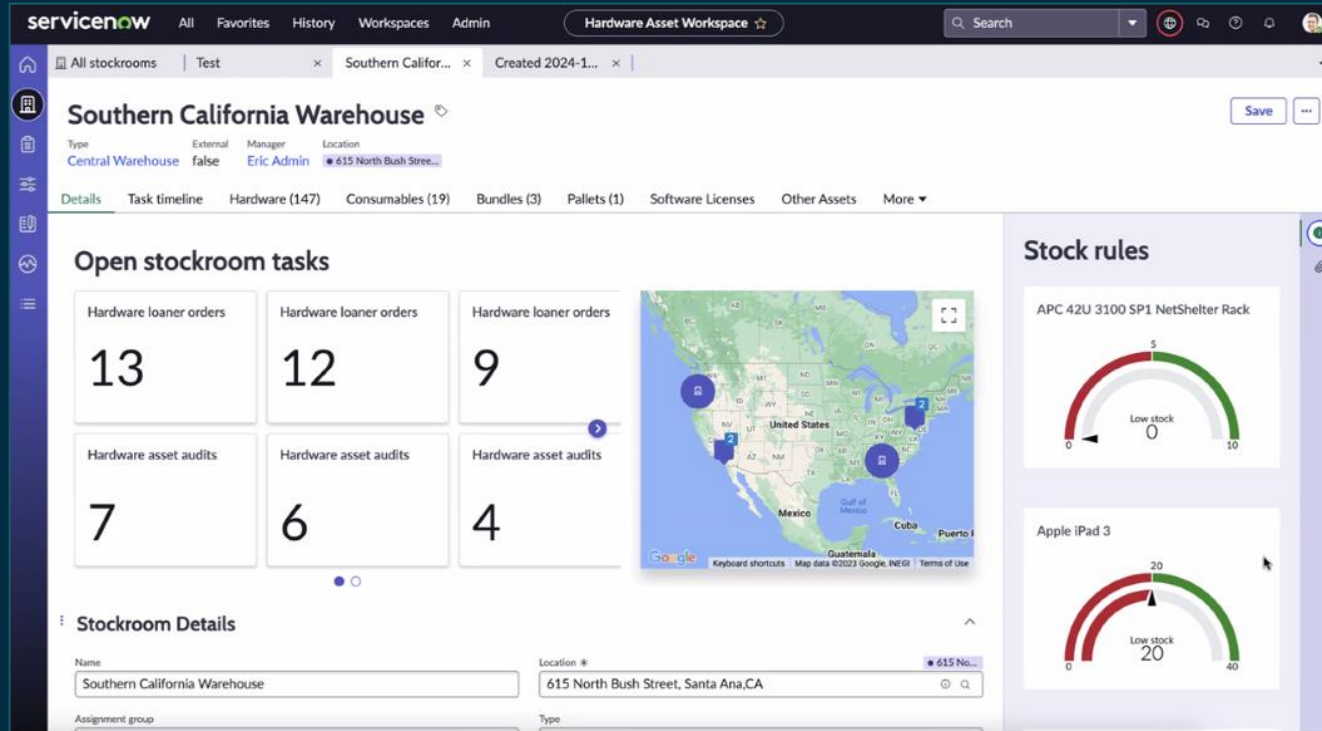
\$ Professional

Workflow for improved inventory visibility, asset fulfillment, provisioning, and aged asset reclamation

- 1 Enables automated asset refresh, reducing human intervention, which helps save time with large volume refreshes
- 2 Enhances your distributed or remote employee experiences during onboarding and offboarding
- 3 Added energy rating and energy type data can further enhance energy savings and user selection of environmentally-friendly hardware

Asset Inventory and Distribution

(Hardware Asset Management)



\$ Professional

Make multi-location stockroom distributions easier and more tailored to your organization

- 1 Redesigned UX with inventory stock levels, tasks, and new shipment table to track all outbound and inbound shipments
- 2 Service location optimizes inventory consumption for multiple buildings served by one stockroom
- 3 Distribution channels connect stockrooms logically and geographically, optimizing the path to an in-stock, in-region asset

What's new in the Vancouver release

Optimize enterprise asset investments

Enterprise Asset Management

- Linear Asset Management
- Enterprise Asset Onboarding
- Enterprise Asset Move Workflow

Linear Asset Management

(Enterprise Asset Management)

Next Experience

Professional

Efficiently track and manage linear assets (roads, cables, pipes, etc.) for analysis and maintenance

- 1 Manage linear assets and related attributes with parent-child relationships for complex tracking
- 2 Specify asset sections to speed up servicing based on distance or coordinates
- 3 Link discrete serialized or consumable assets to a linear asset's relationship point

The screenshot displays the ServiceNow 'Enterprise asset estate' interface. The top navigation bar includes 'Overview', 'Asset tasks', 'Linear asset types', 'Linear assets', 'All enterprise', 'Construction', 'Facility', 'Industrial', 'Medical', 'Retail', 'Tactical equipment', 'Transportation', 'Wearable', 'Consumable', and 'Pallets'. The 'Linear assets' tab is selected, showing a list of 205 assets. The list has columns for 'Name', 'Linear asset type', 'Location', and 'Start marker'. The assets are all 'Roadway' type and located in 'San Francisco'. The 'Start marker' column shows various markers like 'CA Road 10167 start marker', 'CA Road 10726 start marker', etc. A map of California is visible on the right side of the interface, showing the location of the assets.

Name	Linear asset type	Location	Start marker
CA Road 10167	Roadway	San Francisco	CA Road 10167 start marker
CA Road 10726	Roadway	San Francisco	CA Road 10726 start marker
CA Road 10727	Roadway	San Francisco	CA Road 10726 start marker
CA Road 10728	Roadway	San Francisco	CA Road 880 end marker
CA Road 10729	Roadway	San Francisco	CA Road 880 end marker
CA Road 10756	Roadway	San Francisco	CA Road 10756 start marker
CA Road 10757	Roadway	San Francisco	CA Road 10756 start marker
CA Road 11126	Roadway	San Francisco	CA Road 1728 end marker
CA Road 11127	Roadway	San Francisco	CA Road 1728 end marker
CA Road 11128	Roadway	San Francisco	CA Road 1747 end marker
CA Road 11129	Roadway	San Francisco	CA Road 1747 end marker
CA Road 1728	Roadway	San Francisco	CA Road 1728 start marker
CA Road 1738	Roadway	San Francisco	CA Road 1738 start marker
CA Road 1747	Roadway	San Francisco	CA Road 1747 start marker
CA Road 1757	Roadway	San Francisco	CA Road 1757 start marker
CA Road 6744	Roadway	San Francisco	CA Road 6744 start marker
CA Road 6745	Roadway	San Francisco	CA Road 6745 start marker
CA Road 6746	Roadway	San Francisco	CA Road 6746 start marker

Enterprise Asset Onboarding

(Enterprise Asset Management)

The screenshot displays the ServiceNow Enterprise Asset Onboarding interface. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and 'Enterprise Asset Workspace'. The main content area is titled 'Enterprise asset estate' and shows a list of assets. The selected asset is 'EAONBTASK0001002', which is a 'Caterpillar' asset with a priority of '4 - Low' and a state of 'Open'. The 'Details' tab is active, and the 'Playbook' section is expanded. The 'Asset onboarding' section is visible, showing a list of tasks: 'Asset details' (1 remaining), 'Review asset IDs and details' (selected), 'Responsible parties' (2 remaining), 'Maintenance' (2 remaining), 'Asset contracts' (3 remaining), 'Asset risk' (1 remaining), and 'Depreciation' (1 remaining). The 'Review asset IDs and details' task is in progress, and the form fields are filled with the following values: 'Serial number *' (CPTL10066), 'Asset tag *' (C10766), 'RFID tag' (RF100000866), and 'Warranty expiration' (2024-09-27). At the bottom, there are buttons for 'Save', 'Skip', and 'Mark as complete'.

\$ Professional

Prescriptive workflow for enterprise asset onboarding

- 1 Provide necessary asset onboarding details, including warranty dates, maintenance contracts, service contracts, and asset risk values
- 2 Assign ownership, and accounting method for closer tracking
- 3 Complements existing offboarding capabilities for the end of the asset lifecycle

Enterprise Asset Move Workflow

(Enterprise Asset Management)

The screenshot displays the ServiceNow interface for the Enterprise Asset Move Workflow. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and 'Enterprise Asset Workspace'. A search bar is located on the right. The left sidebar contains various icons for navigation. The main content area shows a 'Move order' form for 'MOV0001001'. The form includes fields for 'Number' (MOV0001001), 'State' (Open), 'From location' (New York City), 'To location' (Santa Clara), 'Move date' (2023-03-08), 'Requested for' (Alex Ray), 'Assigned to' (Arnold Thetech), and 'Assignment group' (Enterprise Asset Techs East). The 'Created by' field is set to 'admin'. Below the form, a process flow diagram illustrates the steps: 'Move Request' (green box) leads to 'Select Assets' (dark blue box), which then branches into 'Ship' (dark blue box) and 'Local Move' (green box). Both 'Ship' and 'Local Move' lead to 'Receive' (dark blue box), which finally leads to 'Complete Move' (dark blue box).

\$ Professional

Streamlined workflow for asset movement between locations

- 1 Asset managers or end-users can initiate move requests from the service catalog
- 2 Follow a prescriptive workflow to execute asset moves between locations, utilizing shipping or local move tasks
- 3 Help ensure the right assets are moved to the right location on time

What's new in the Vancouver release

Transform Enterprise Security

Vulnerability Response

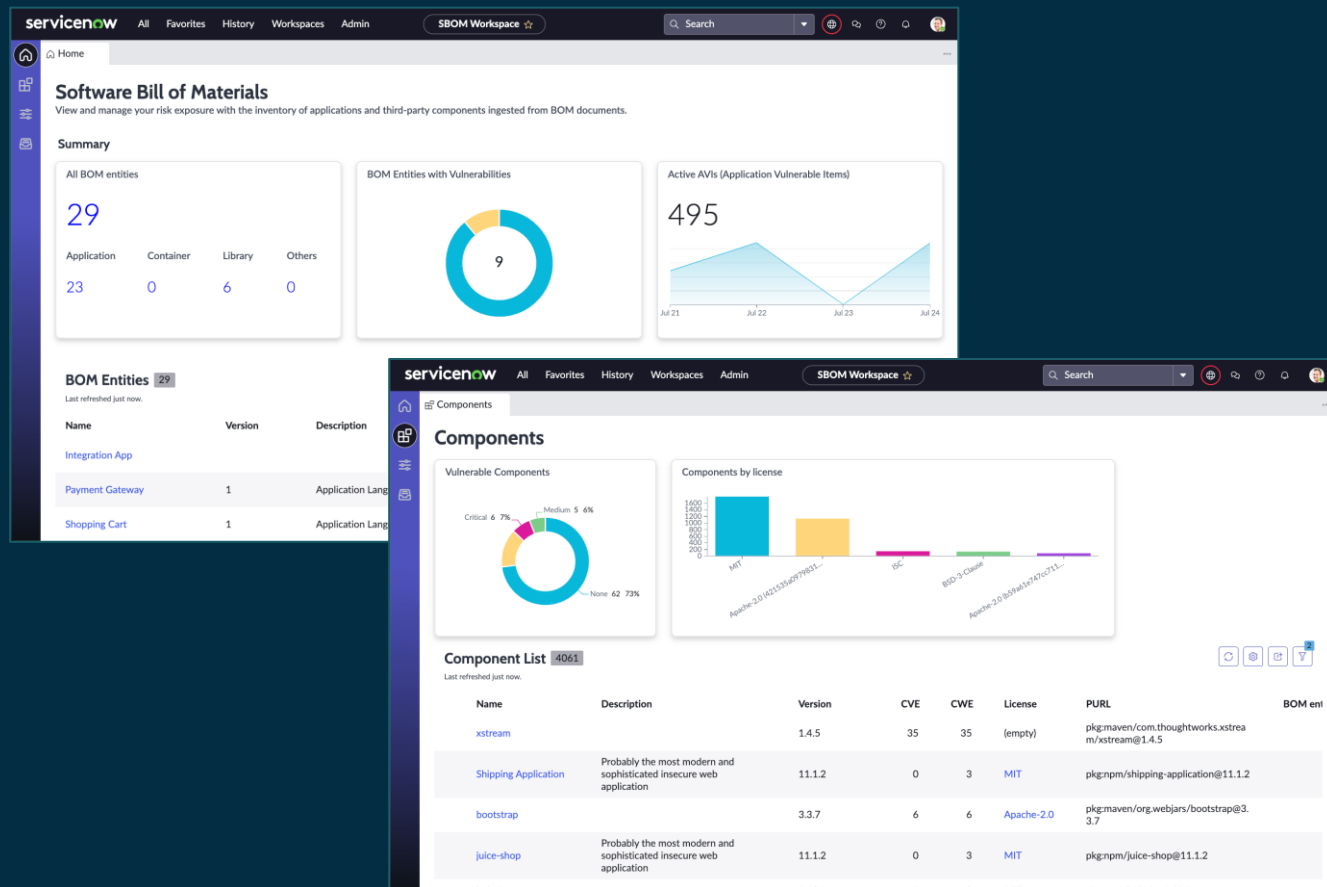
- Software Bill of Materials Support
- Unified Vulnerability Attack Surface Dashboard
- Jira Integration
- Integrations and other updates

Software Bill of Materials Support in Vulnerability Response

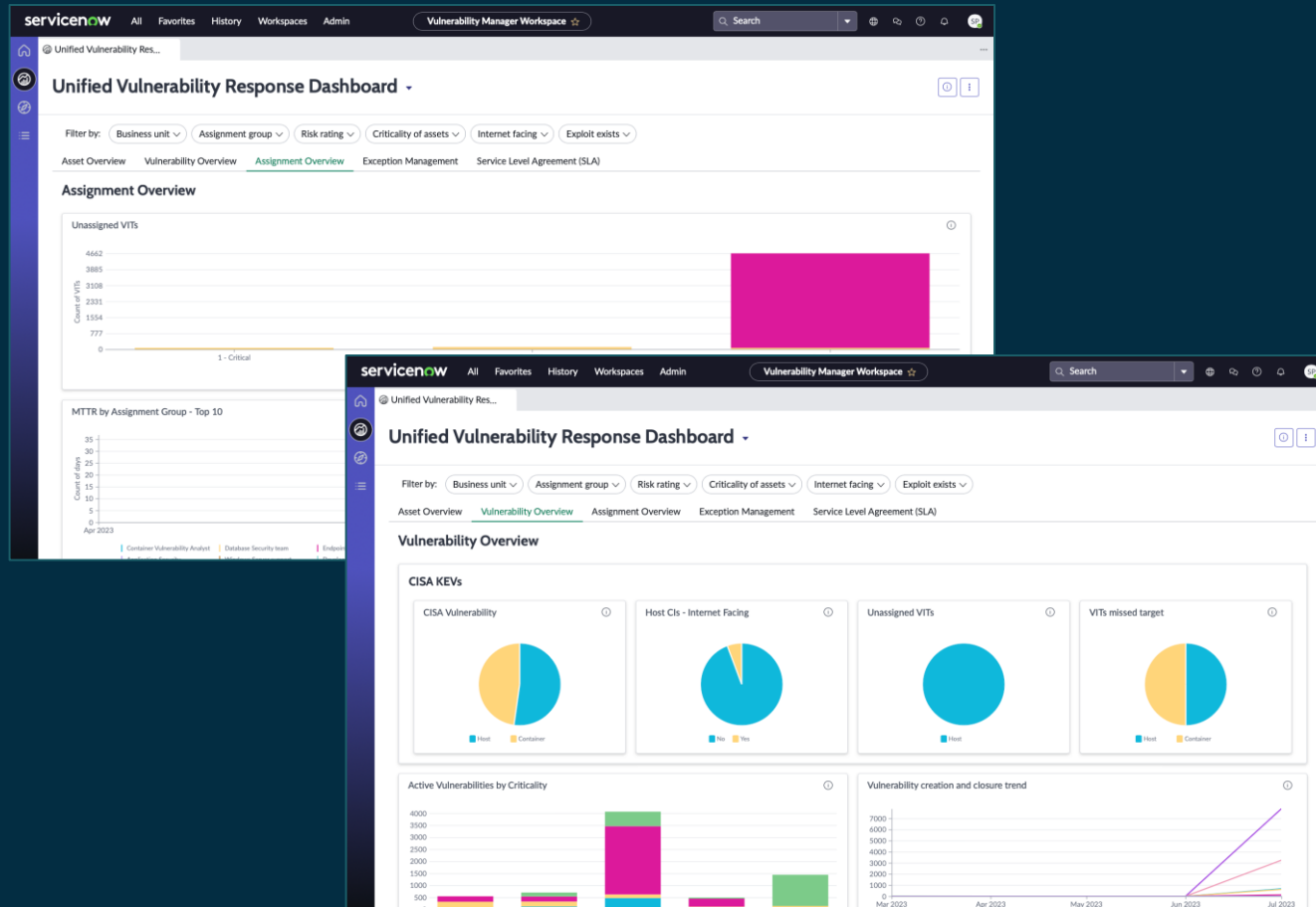
\$ Professional and Enterprise

Reduce Open-source Vulnerability Risks

- 1 Ingest SBOMs to get Visibility into the risks of using open-source components used in homegrown applications, COTs, OT, IoT, etc.
- 2 Assess high-risk open-source software in your environment
- 3 Act with automated response workflows



Unified Vulnerability Attack Surface Dashboard

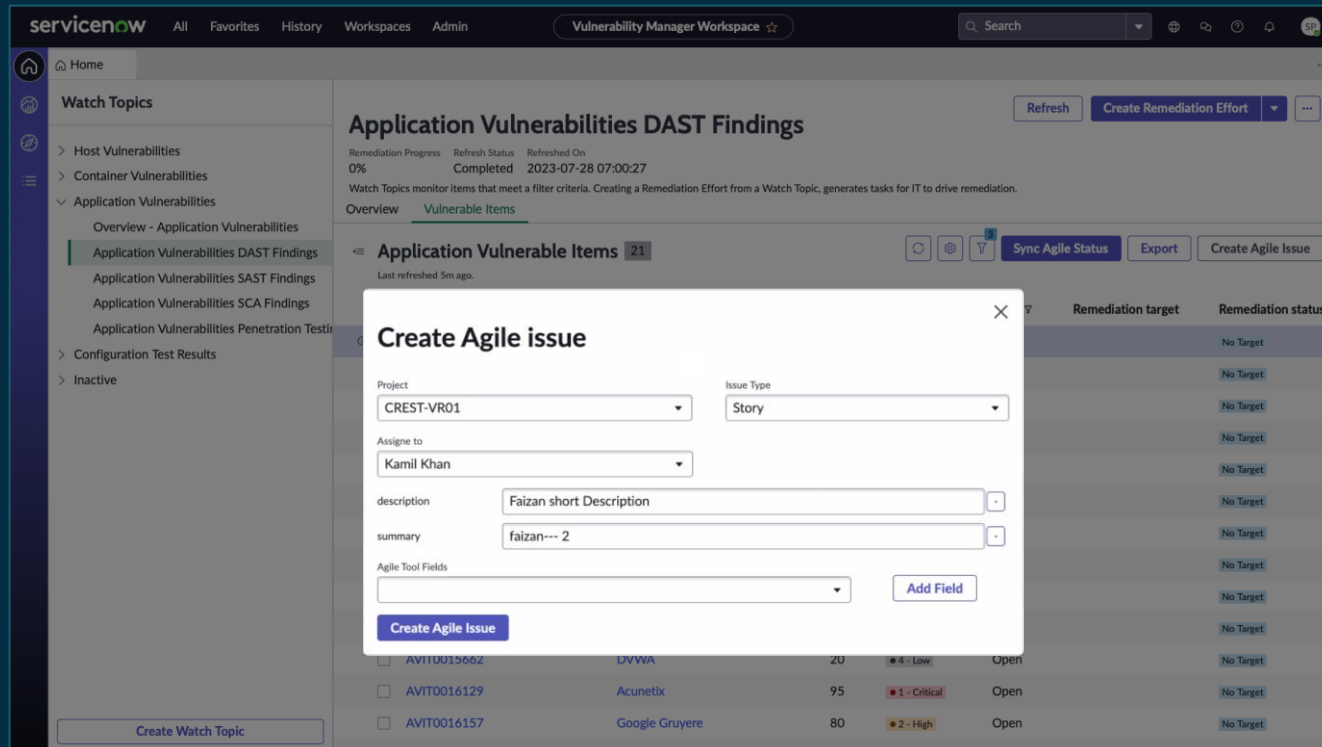


Standard

Consolidated Attack Surface Views

- 1 Centralized dashboard for Infra, Cloud, Container and App risks
- 2 Asset context helps to identify high risk assets
- 3 Aggregated risk posture on Organizational Units (by BU/Asset class/Owners)

JIRA Integration

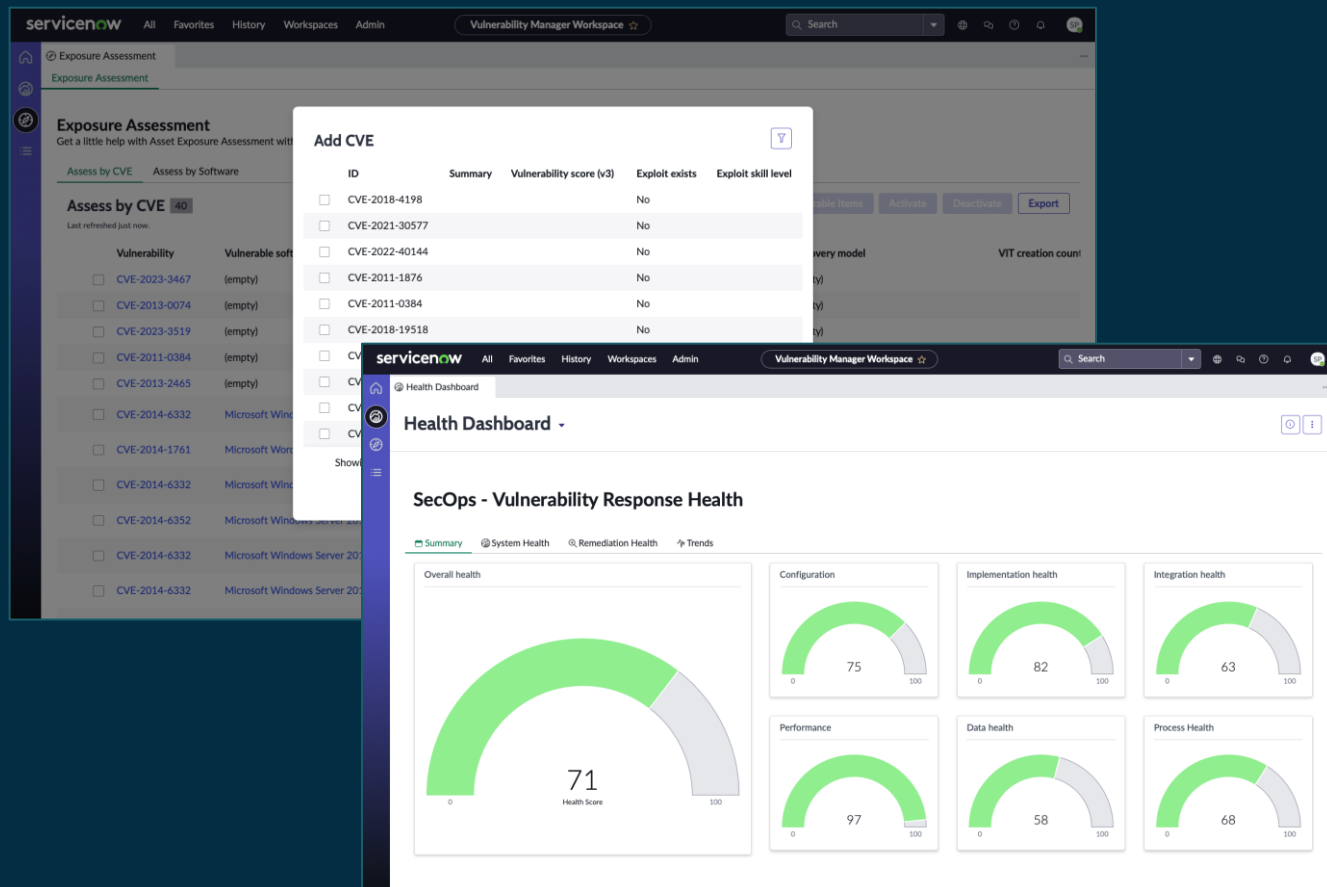


\$ Professional and Enterprise

Integration with Prisma cloud to ingest container vulnerabilities data

- 1 Create Jira issues corresponding to Remediation Tasks or Vulnerability Items of Applications/Containers
- 2 Track remediation progress by syncing Jira issue status into ServiceNow
- 3 Move between Jira and VR with the deep links, choose between Automatic vs Manual creation of Jira Issues, map to custom issue types and custom attributes in Jira

Integrations and other Updates



\$ Professional and Enterprise / standard

0-Day Vulnerabilities, and New VR Dashboard

- 1 Exposed Assets for CISA & 0-Day Vulnerabilities. Early visibility into High priority vulnerability impact (Ex: CISA CVEs and 0-days) with installed software information on assets (w/ SAM)
- 2 New VR Health Dashboard: Get visibility into unhealthy aspects of Vulnerability Response Breakdown metrics to pinpoint issues affecting the system health

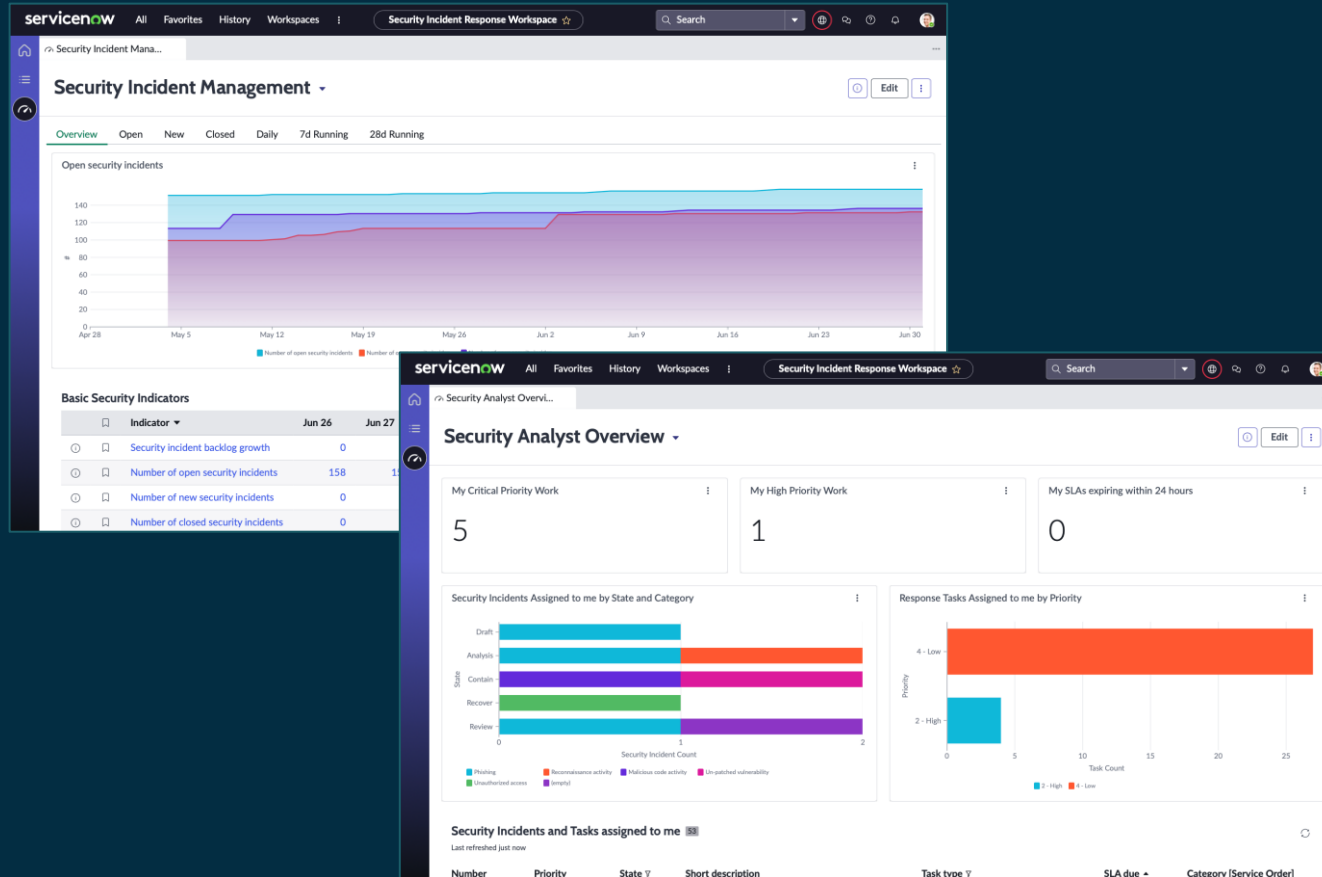
What's new in the Vancouver release

Transform Enterprise Security

Security Incident Response

- New CISO Dashboard
- DLPIR updates

Updated Dashboards



\$ Professional

CISO and Incident overview dashboards upgraded to new user interface

- 1 CISO and Security Incident Manager overview dashboards migrated to enhanced user interface
- 2 New interface delivers improved usability and ease of customization
- 3 Share insights easily with SOC leaders and other collaborative teams

DLPIR Updates

The screenshot displays the ServiceNow interface for a Data Loss Prevention Incident Response (DLPIR) workspace. The incident ID is DLP0001077. The interface is divided into several sections:

- Details:**
 - Number: DLP0001077
 - Severity: High
 - State: Open
 - End user: Riddhi Bhavsar
 - Assigned to: Riddhi Bhavsar
 - Opened: 2023-06-07 04:30:06
 - Last Accessed: (Empty)
 - DLP Analyst group: (Empty)
 - Application: OneDrive
 - Integration Source: DLP Incident Response Integration with Microsoft - DLP-MSFT
 - File Name: Escalation chain - test.docx
 - File Location: https://itxlab-my.sharepoint.com/personal/riddhi_bhavsar1_itxlab_onmicro
 - File Owner: riddhi.bhavsar1
 - Policy Name: U.S. Financial Data
 - File Created: 2023-06-05 12:24:31
 - Matched Rules: credit card number alert
 - Sender: RIDDHI.BHAVSAR1@ITXLAB.ONMICROSOFT.COM
 - Match Count: 1
 - Source User: RIDDHI.BHAVSAR1@ITXLAB.ONMICROSOFT.COM
 - Last assigned to: (Empty)
- Compose:**
 - Comments: Type your Comments here
 - Work notes (Private): (Empty)
 - Post Comments button
- Activity:**
 - Activity feed showing incident assignments and actions.

\$ Professional and Enterprise

Unified DLP Incident Response

- 1 Assign incidents to any users involved in the workflow, move incident to a pre-defined or custom state, use custom fields to store incident specific data
- 2 Incident Consolidation: Automatically consolidate multiple incidents as child incidents under one parent based on custom criteria
- 3 Supported Integrations: Symantec, Proofpoint, Netskope, Microsoft Purview

What's new in the Vancouver release

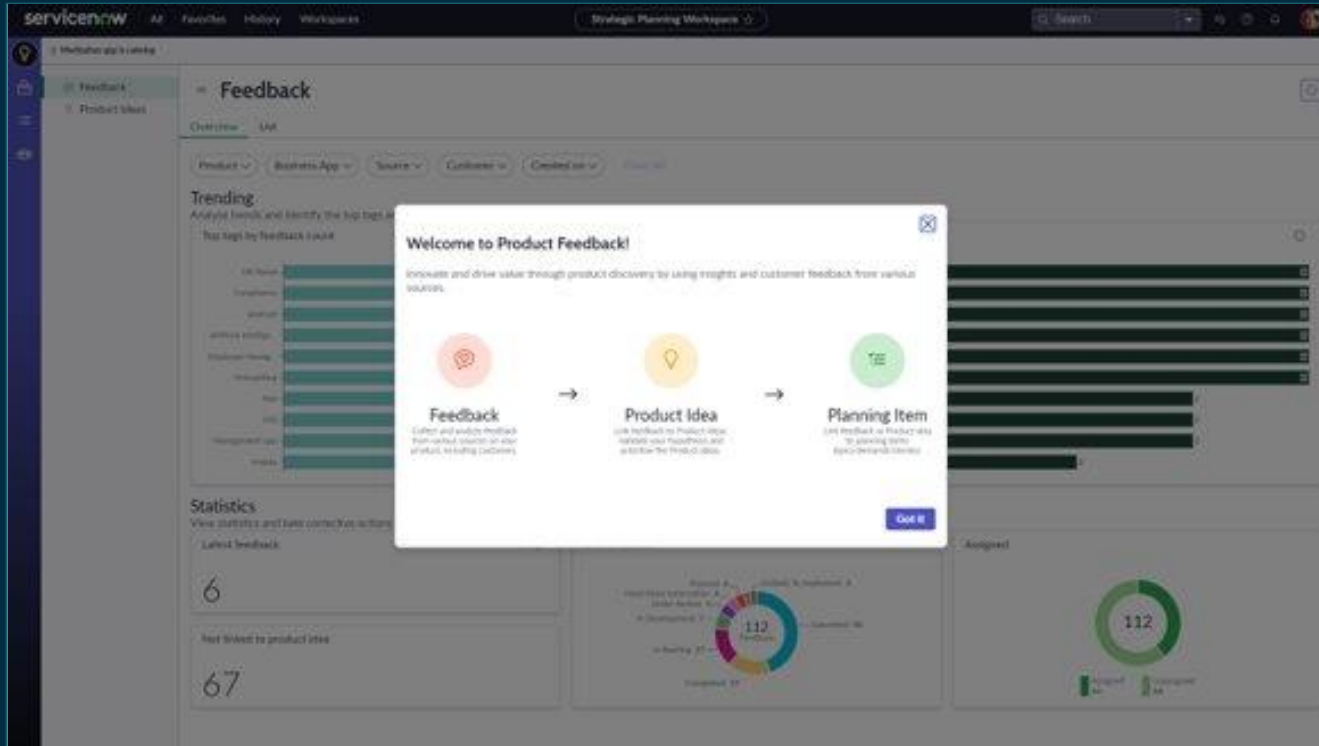
Deliver strategic technology initiatives

Strategic Planning / Portfolio Planning Workspace

- Product Feedback
- Capacity Planning
- Financial Planning
- Data Separation

Product Feedback

Next Experience



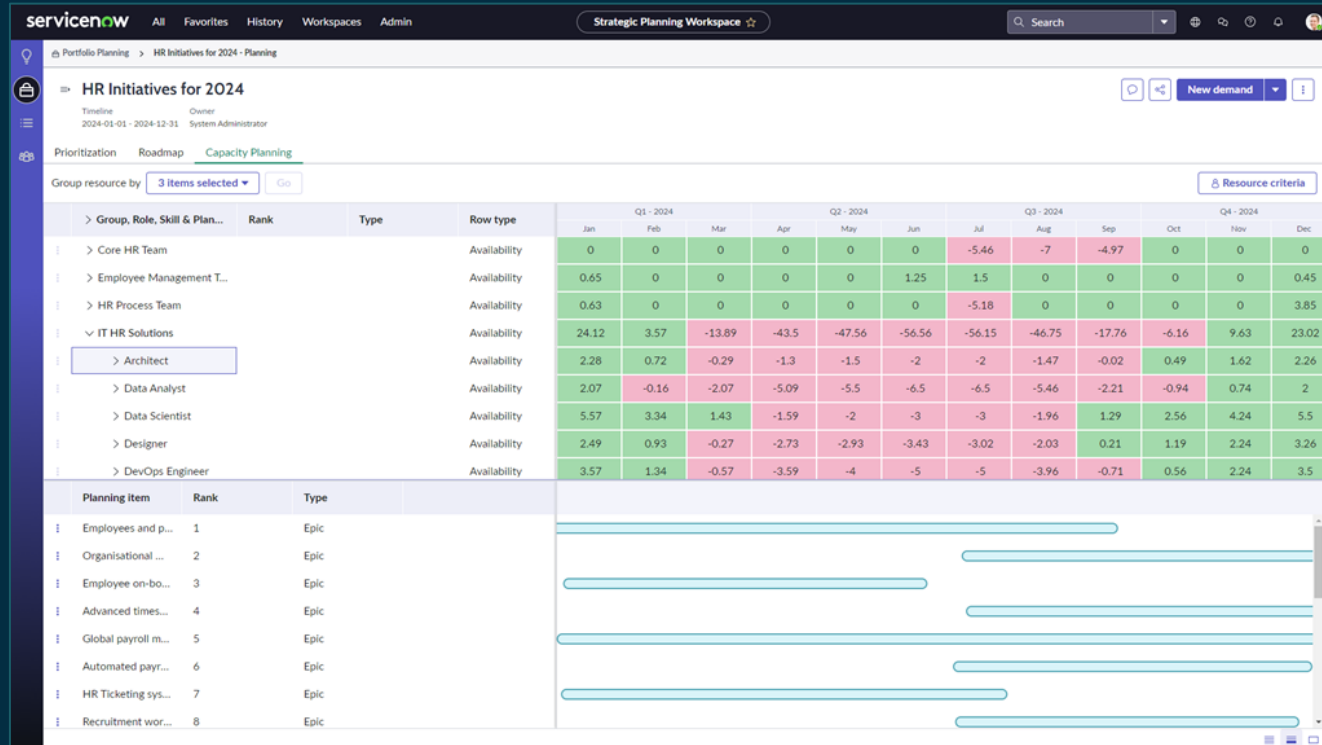
\$ Professional

Single repository to drive innovation

- 1 Drive faster product innovation directly from customer feedback
- 2 Actionable insights for data-driven product roadmaps
- 3 Workflow feedback into planning items

Capacity Planning

Next Experience



Standard & Professional

Optimize resource utilization to meet demands

- 1 Help ensure sufficient capacity to deliver work
- 2 Foresee and reduce risks by having insights into future capacity needs
- 3 Plan capacity across portfolios with new visual interface

Financial Planning

servicenow Strategic Planning Workspace

Portfolio Planning > Employees and profiles

Employees and profiles

State: Draft Updated: 2023-07-17 15:00...

Details Resource assignments Financials Goal Relationships (1) Milestones Product Idea Feedback Depends on Dependent items Related items

Time scope: FY23: M10 - FY23: M12 Functional currency: USD

Grouped by: Cost type X Clear

Actuals Planned cost Time scale: Month Generate labor costs New cost plan

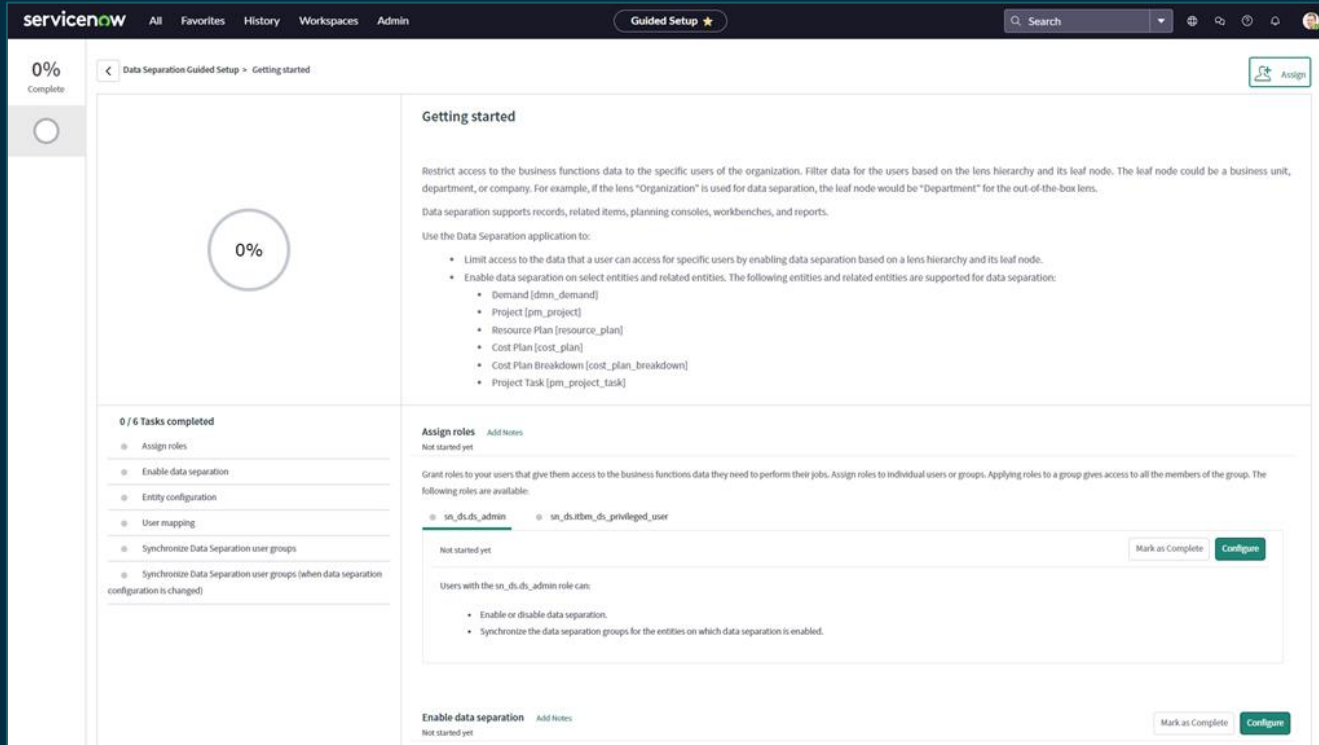
> Group 1L	Cost type	Expense type	Employee Type	Total planned cost	Total actuals ...	Total ETC	Total EAC	FY23: M10	FY23: M11	FY23: M12
External labor Capex (1)				1,500	0	321.42	321.42	107.14	107.14	
Design Consultant	External labor Ca...	Capex	External	1,500	0	321.42	321.42	107.14	107.14	
Labor Capex (5)				846,600	0	200,600	200,600	54,400	74,800	
Resource_Internal_Architect	Labor Capex	Capex	Internal	99,600	0	23,600	23,600	6,400	8,800	
Resource_Internal_DevOps Engineer	Labor Capex	Capex	Internal	149,400	0	35,400	35,400	9,600	13,200	
Resource_Internal_Project Manager	Labor Capex	Capex	Internal	99,600	0	23,600	23,600	6,400	8,800	
Resource_Internal_Quality Analyst	Labor Capex	Capex	Internal	99,600	0	23,600	23,600	6,400	8,800	
Resource_Internal_Software Engineer	Labor Capex	Capex	Internal	398,400	0	94,400	94,400	25,600	35,200	
Software Opex (1)				8,000	0	1,714.29	1,714.29	571.43	571.43	
Licensing	Software Opex	Opex		8,000	0	1,714.29	1,714.29	571.43	571.43	
Total				856,100	0	202,635.71	202,635.71	55,078.57	75,478.57	

Standard & Professional

Access financials for true budget management

- 1 Forecast, plan, and track costs for accurate budget management
- 2 Adjust your budget and forecast based on detailed expense lines to understand total cost of work completion
- 3 Generate labor cost for epics to account for agile teams

Data separation



\$ Standard

Safeguard data by implementing access restrictions

- 1 Help protect sensitive data with access restrictions in Strategic Planning
- 2 Allow access based on lenses and hierarchical information
- 3 Easily configure and maintain access rules

What's new in the Vancouver release

Optimize technology asset investments

Application Portfolio Management

- Technology Portfolio Management
- Enterprise Architecture Workspace enhancements

Technology Portfolio Management

\$ Standard

Automate and proactive management of application lifecycle risk

- 1 Manage hardware and software lifecycle applications in Enterprise Architecture Workspace
- 2 Proactive management on technical debt and technology risks
- 3 Complete visibility of software and hardware with data retrieval from ITAM

Enterprise Architecture Workspace

Overview Dashboards

Hello, Abel!

Stay up to date with your tasks, get insights and monitor the health of your portfolio in this new workspace.

Insights

Last refreshed 2023-04-07 13:12:54

Application Portfolio Business Portfolio Information Portfolio **Technology Portfolio**

Show technology risks up to next: 1 Month 3 Months 6 Months 12 Months 18 Months

Show only production instances

Business applications with lifecycle risk	Application services with lifecycle risk	Hardware models with lifecycle risk	Software products with lifecycle risk	Servers with lifecycle risk
by 2023-05-07	by 2023-05-07	by 2023-05-07	by 2023-05-07	by 2023-05-07
Business applications count: 4	Application services count: 6	Hardware models count: 1	Software products count: 6	Servers count: 1
View list	View list	View list	View list	View list

[View all technology lifecycle risks](#)

Needs Attention

Last refreshed 2023-04-07 13:12:50

My Requests Certifications Assessments **Technology Portfolio Audit**

Type	Software product	Product version	Product edition	Product full version	Hardware model	Verification Status	Comments	Lifecycle phase	Phase start date	Version
Software	Office	2016	Professional	16.0.11901.20218	Apple MacBook Air 13"	Need to verify		End of Life	2028-03-30	2016
Software	Office	2016	Professional	16.0.11901.20218	Apple MacBook Air 13"	Need to verify	:	End of Extended Support	2025-10-14	2016
Software	Windows Server	2012 R2	Standard	6.1.7601	Dell Inc. PowerEdge M710HD Blade Server	Need to verify		End of Support	2023-10-10	2012 R

Enterprise Architecture Workspace - enhancements

\$ Standard

Improved experience for business application lifecycle management

- 1 Manage key business application lifecycle dates to reduce risk and operational disruption
- 2 Track decisions on the planned disposition for business applications
- 3 Gain greater insight into business application characteristics such as accessibility, installation dates and age
- 4 Track the application dependency map, and evaluate the technology risk of an app

The screenshot displays the ServiceNow Enterprise Architecture Workspace interface. The top navigation bar includes 'Portfolio', 'HR Case Management', and 'Enterprise Architecture Workspace'. The main content area shows the 'Application Model Lifecycle' for 'HR Case Management'. It includes a table with columns: Model ID, Lifecycle phase, Lifecycle type, Source, and Phase start date. The table lists four lifecycle phases: General Availability, End of Life, End of Sale, and End of Support, all with an Internal source and specific phase start dates.

Below the table, the 'Planned Disposition' section is visible, showing a dropdown menu for 'Planned disposition' (currently set to 'Migrate'), a dropdown for 'Migration Strategy' (currently set to 'Replatform'), and a text field for 'Target Business Application' (currently set to 'ServiceNow'). A 'Reasoning' section below this contains the text 'Consolidate applications and save money'.

Planned disposition

What's new in the Vancouver release

Accelerate software transformation

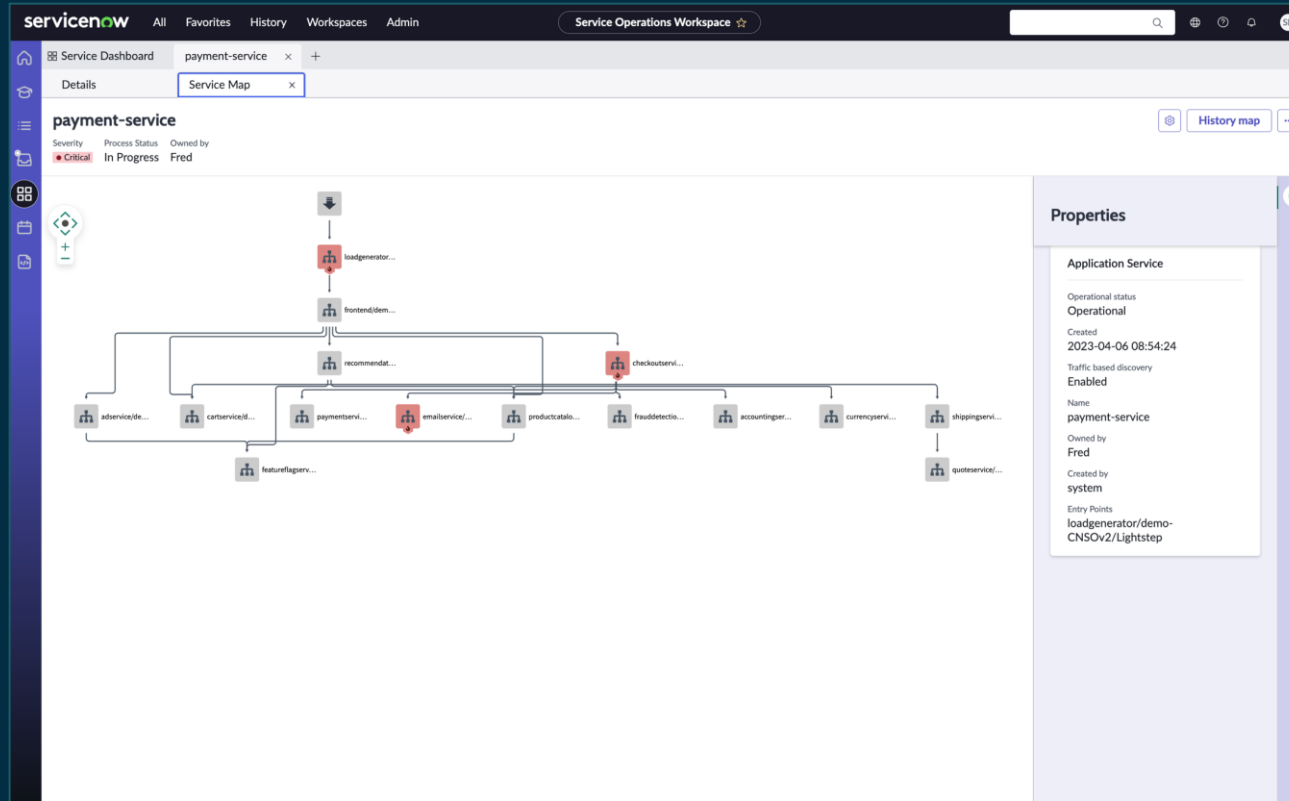
Cloud Observability

- Service Graph Connector for OpenTelemetry
- Health Log Analytics integration
- OOTB Service Dashboards (OOTB Experience)

Service Graph Connector for OpenTelemetry

\$ Professional or Enterprise

Improve visibility, efficiency, and collaboration while reducing risk for your teams



Service map populated by cloud-native data identifying errors in context of the application

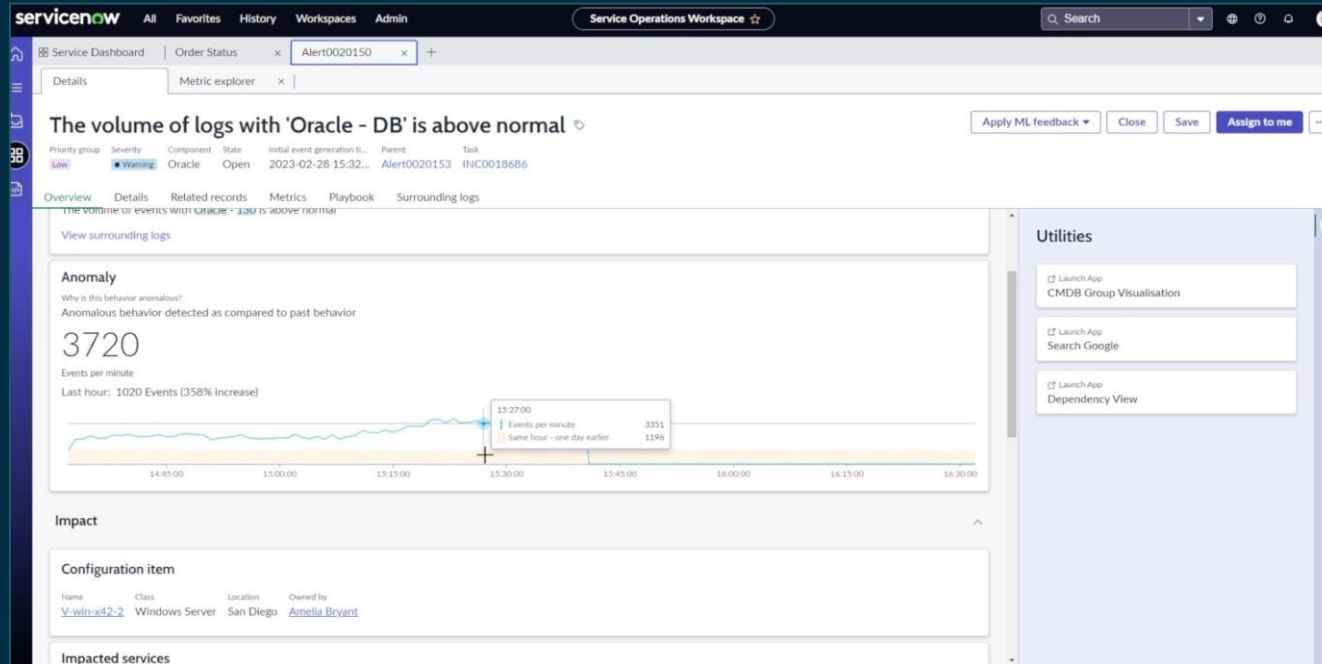
- 1 Discover cloud-native apps and Kubernetes objects automatically from your telemetry data
- 2 Understand how your cloud-native apps connect to your traditional estate
- 3 Identify relationships between application services and the infrastructure they run on - automatically

Cloud Observability data source for Health Log Analytics

\$ Professional or Enterprise

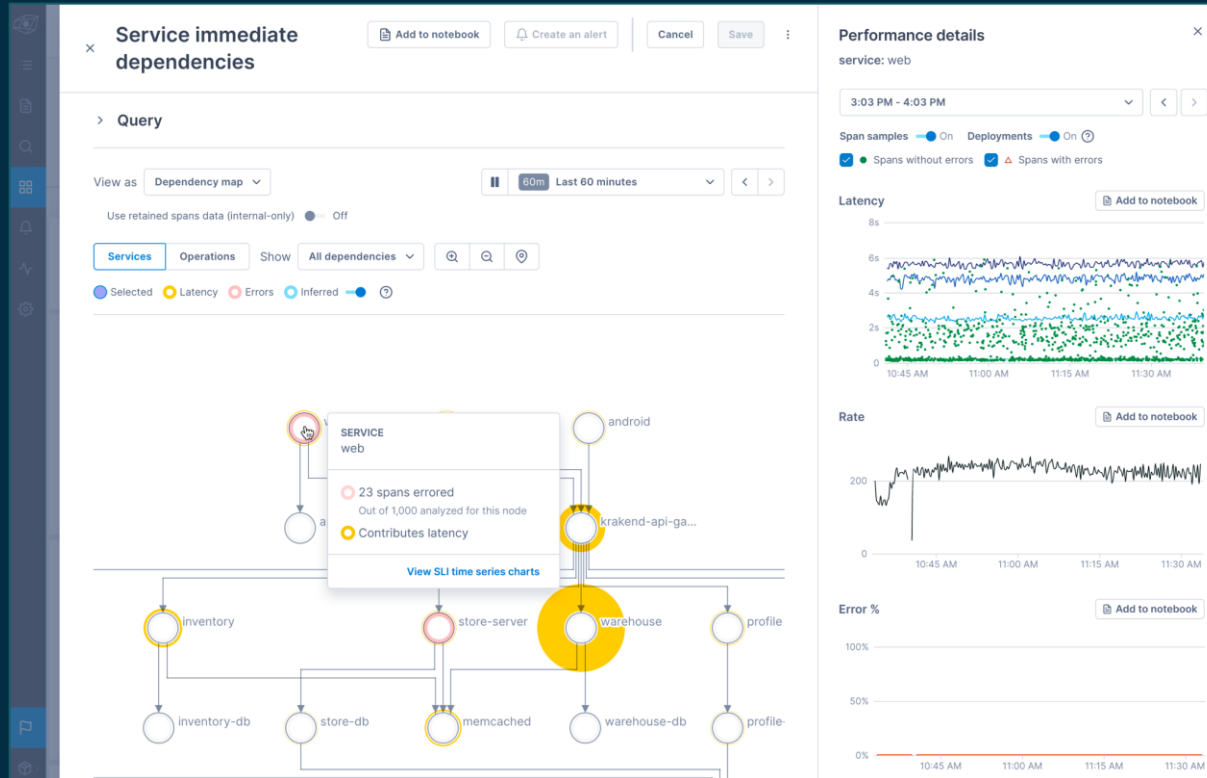
Reducing MTTR and increasing efficiency with logging data

- 1 Augment existing monitoring and root-cause analysis workflows with log data from Cloud Observability
- 2 Reduce noise, help predict future service issues, and introduce efficient scalability to your log monitoring
- 3 Collect and analyze real-time insights from your cloud-native applications



Augment root-cause analysis with log data from Cloud Observability. Identify errors before they impact your applications.

Out-Of-The-Box Service Dashboards



\$ Professional or Enterprise

Spot performance issues across your applications - faster

- 1 Gain a high-level view of the performance of your entire technical estate
- 2 Visualize the performance of your applications with smart filters to isolate particular services
- 3 Monitor Service Level Indicators (SLIs) for all your business-critical applications

Automatically populate dashboards with data from your critical business applications for an at-a-glance view of your digital business health

Employee Experience

HR Service Delivery

Workplace Service Delivery

Legal Service Delivery

Employee Growth
& Development



Now Platform®



Customer Experience



Technology Excellence



Employee Experience



Operating Excellence



Hyperautomation and
Low-Code



Industries



ServiceNow Impact™



Microsoft Partnership



Get Ready to Upgrade

What's new in the Vancouver release

Optimize employee experiences and shared services

HR Service Delivery

- Now Assist for HRSD
- Employee Center Pro enhancements
- Journey designer Admin Console

Now Assist for HRSD

Generative AI

The screenshot displays the ServiceNow HR Agent Workspace interface. The main content area shows a case titled "Payroll discrepancy - Timeclock Device Troubleshooting". The case details include a summary of the issue, actions taken by the agent, and the resolution. The interface also features a sidebar with employee details for Miranda Hammitt, including her contact information and recent cases. The top navigation bar includes tabs for Lists, Favorites, History, Workspaces, and Admin. The bottom navigation bar includes tabs for Details, HR Tasks, Emergency Contacts, Cases Opened for User (1), Interactions, Task SLAs, Attached Knowledge, and More.

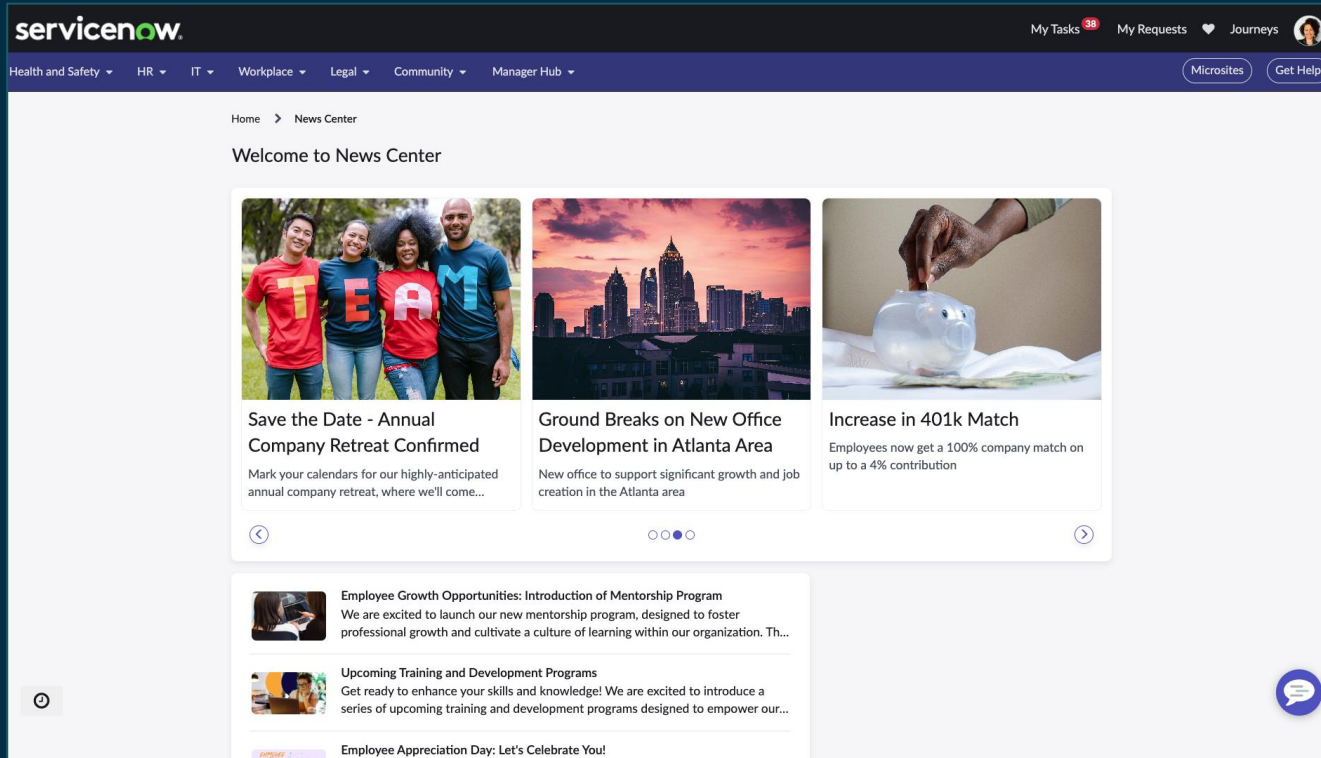
HR case summarization

\$ Add-on Professional or Enterprise

Accelerate HR productivity with generative AI experiences

- 1 Allow HR agents to instantly view a summary of a case topic, action items and resolutions taken to date
- 2 Provide agents with a summary of previous history from live chat and Virtual Agent interactions
- 3 Auto-generate resolutions for HR cases

Employee Center Pro



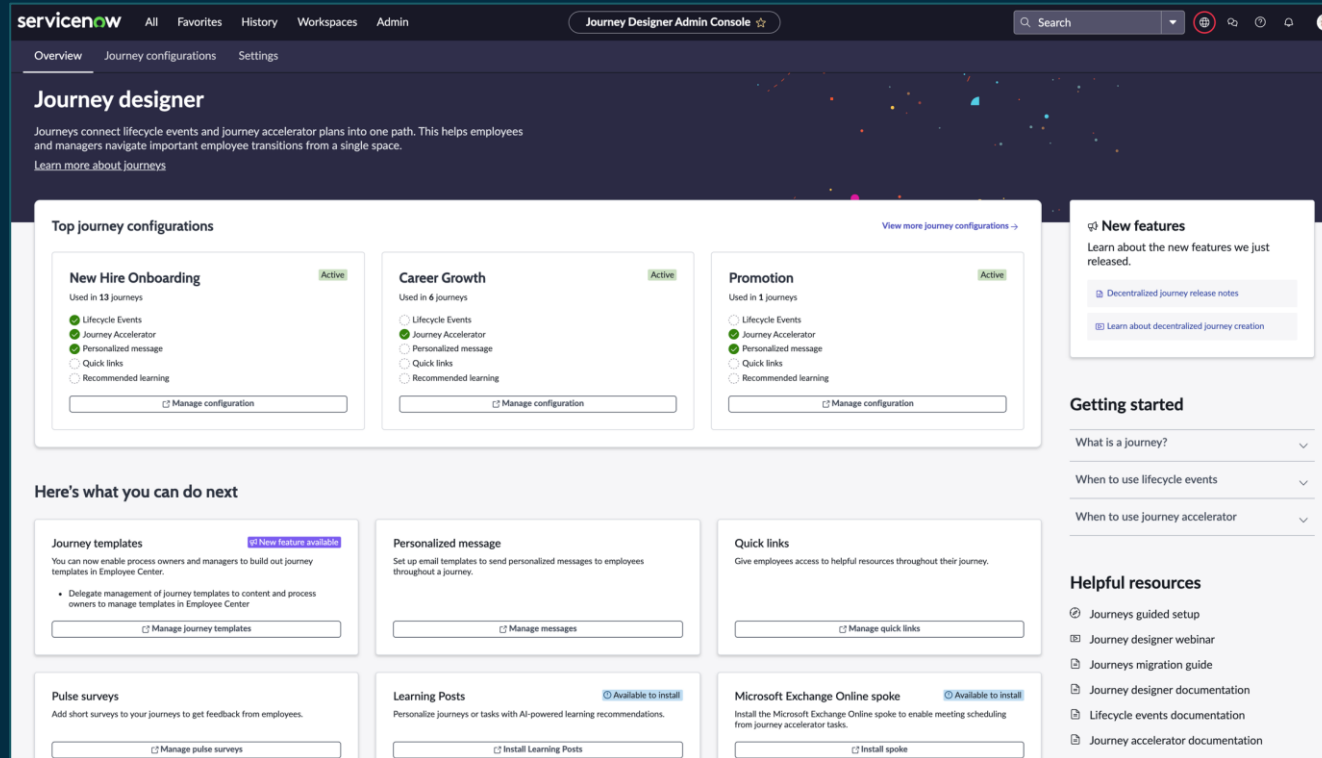
\$ Professional or Enterprise

Bring relevant news and updates to the forefront for your employees

- 1 Inform and engage employees with a personalized employee news experience
- 2 Find relevant news and microsites in a single, AI assisted, global search
- 3 Make content management faster and easier with new templates and drag and drop microsite layouts

Employee Center Pro News Center

Journey designer Admin Console



Journey designer Admin Console

\$ Enterprise

Simplify journey configurations with a dedicated admin console

- 1 Provide an out-of-the-box landing page for Journey enablement, guidance, and feature recommendations
- 2 Guide HR admins step-by-step with a detailed outline on how to build journeys using Lifecycle Event and Journey Accelerator
- 3 Prompt users to add optional features to journeys like personalized messages, learning and listening posts, and quick links

What's new in the Vancouver release

Deliver productive employee experiences
and drive operational efficiencies

Workplace Service Delivery

- Workplace Reservations and Mapping
- Workplace Connectors
- Workplace Central
- Workplace Space and Move Management

Health and Safety

- Health and Safety Incident Management

Workplace Reservations and Mapping

servicenow. Search

My Tasks ¹⁷ My Requests Journeys

Health and Safety HR IT Workplace Legal Community

Microsites Get Help

Make a reservation

Book available spaces or items, and they'll be ready when you need them.

Desks **Rooms** Lockers Parking Cars

☒ Browse all ☐ Browse near a person

*Building: Building B, Lawson HQ, Santa Clara Floor: All

*Start date and time: Apr 11, 2023 5:00 PM *End date and time: Apr 11, 2023 6:00 PM

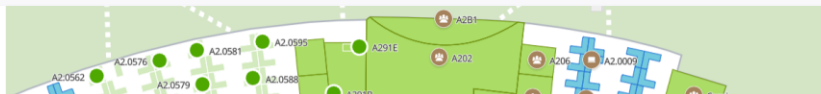
☐ All day ☐ Repeats

*Building: Orwell building, IDC, Hyd Floor: All

Jun 23 - 5:30 AM - 6:30 AM - India standard timezone

[Add another building](#)

You must select a start and end time within building opening hours from 9:00 AM to 6:00 PM

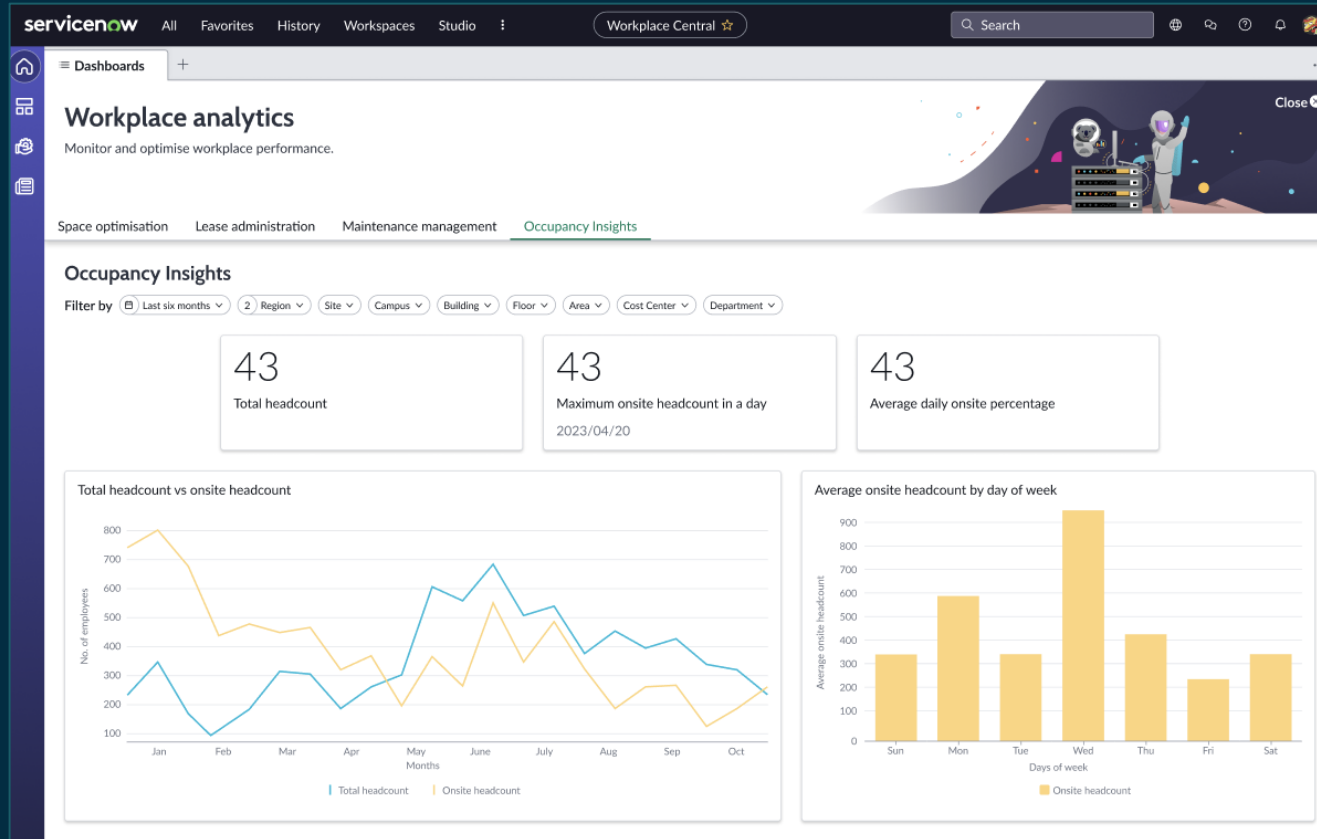


\$ Professional or Enterprise

Enhance the employee reservation experience

- 1 Display descriptions for services to inform employees during the ordering process what is included
- 2 Allow employees to seamlessly move both their reservation and the related services in one step
- 3 Introduce map filters to display specific space types and apply layer selections

Workplace Connectors

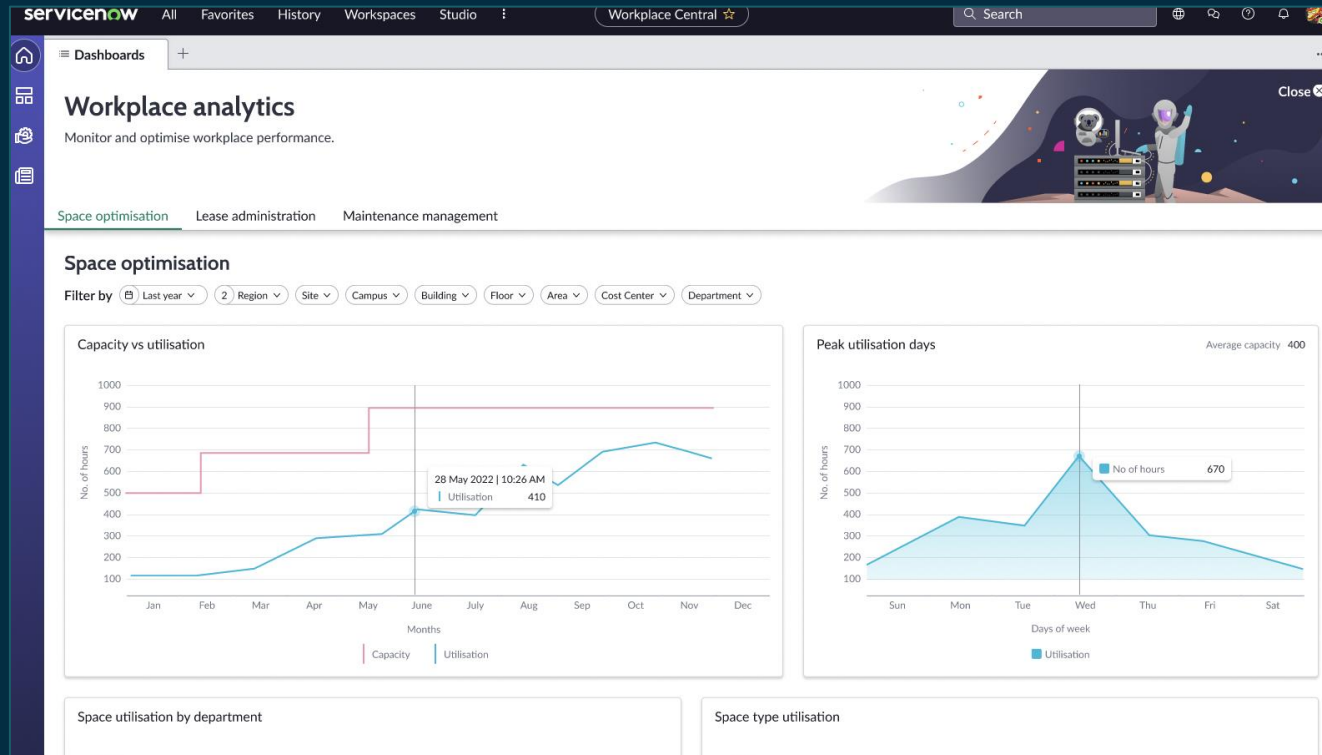


Enterprise

Introduce new application that supports badge scan integrations

- 1 Integrate with badging systems to visualize employee badging data
- 2 Access badging data to view insights on employee attendance in office
- 3 Utilize badging data to view office occupancy in dashboard view

Workplace Central

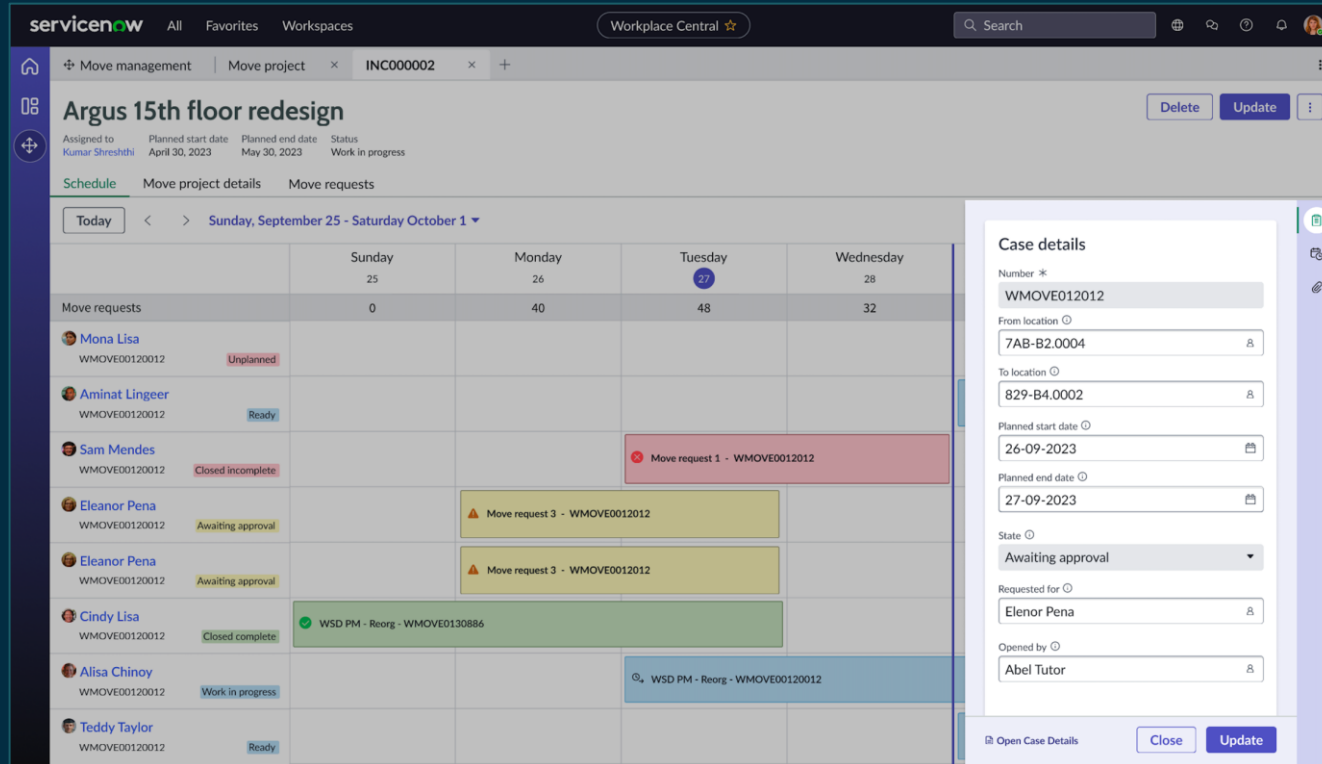


\$ Enterprise

Enable strategic decisions with key KPIs/metrics in a dashboard view

- 1 Access workplace analytics around key space optimization metrics
- 2 Enable maintenance teams with access to key insights and actions for plans
- 3 View holistic lease information within a single dashboard view

Workplace Space and Move Management



Enterprise

Enhance space visualization and bulk move management

- 1 Provide a visual move planner experience to streamline bulk moves
- 2 Enable the workplace system to recommend and deploy space options for the requesting departments/BUs
- 3 Track space allocation deployments and notify stakeholders

Health and Safety Incident Management

Health and Safety, Professional, Enterprise

Launch new Health and Safety Incident Playbook

- 1 Incorporate injury/illness into a step-by-step process for easy and consistent investigation
- 2 Aid the investigation process with visible attachments and investigation artifacts from any view
- 3 Access the Incident Overview to give a high-level summary of health and safety incidents

The screenshot displays the ServiceNow Health and Safety Incident Management interface. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main header shows the incident ID 'HSI0001025' and a 'Close incident' button. Below the header, the incident details are visible: Severity '2 - High', State 'Work In Progress', Assigned to 'Tom Cruise', and Opened by 'Christopher Nolan'. The 'Report an incident' form is shown with a checklist on the left: 'Enter incident summary' (Complete), 'Add people involved' (Complete), 'Describe the event' (Complete), 'Describe the injury/illness', 'Select injured body parts' (highlighted), 'Add hospital information', 'Add assets involved', 'Add root cause analysis' (Complete), and 'Create OSHA report' (Complete). The main area features a 'Select injured body parts' section with two human figures labeled 'Front' and 'Back'. To the right of the figures, there are three injury entries: 'Bruising and skin irritation' (Severity: Minor, Body part: Right shoulder), 'Moderate skin irritation' (Severity: Moderate, Body part: Neck), and 'Severe skin irritation' (Severity: Severe, Body part: Right side of Head). The 'Attachments' section on the right lists three files: 'Chemical-Spill.png' (391.6 KB), 'litho.jpg' (87.9 KB), and 'OSHA 301 06-29-2023' (441.5 KB).

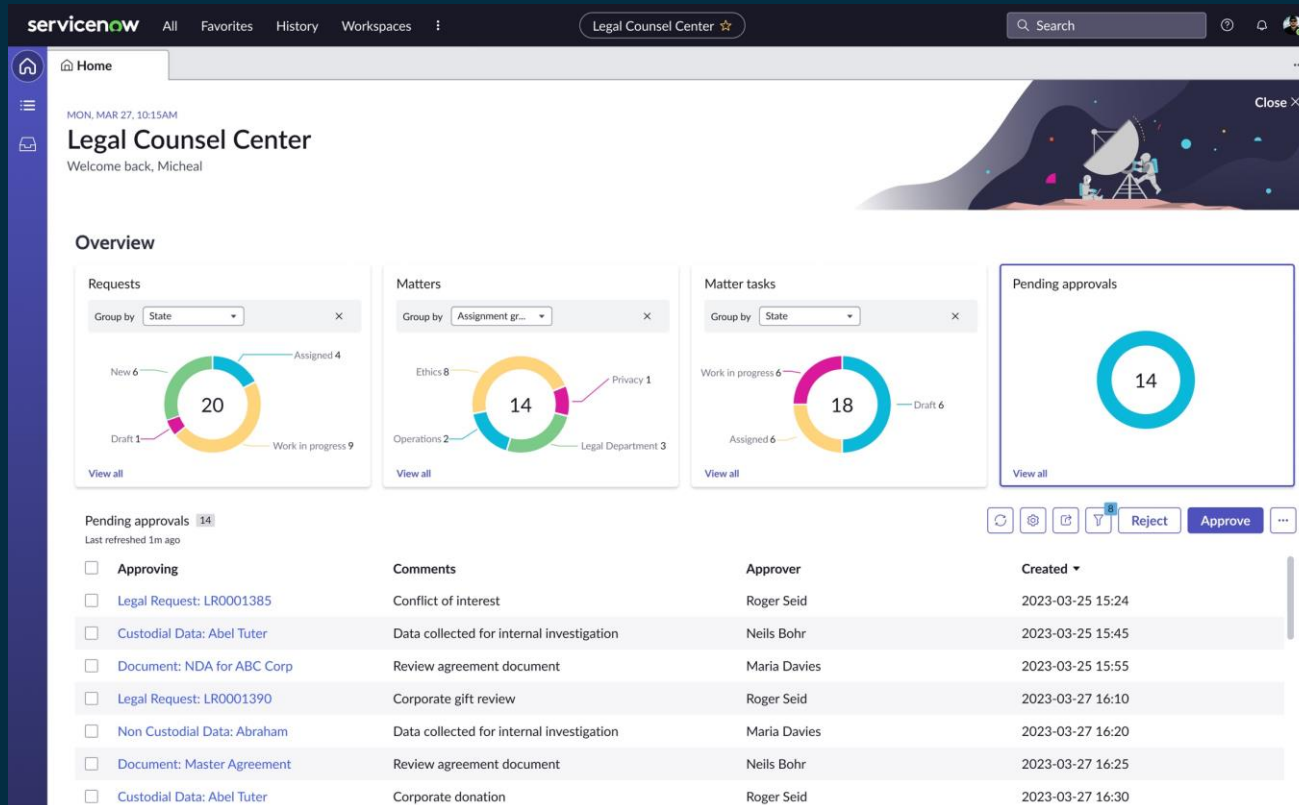
What's new in the Vancouver release

Drive Shared Services Efficiencies

Legal Service Delivery

- Legal Counsel Center
- Legal Contract Enhancements

Legal Counsel Center

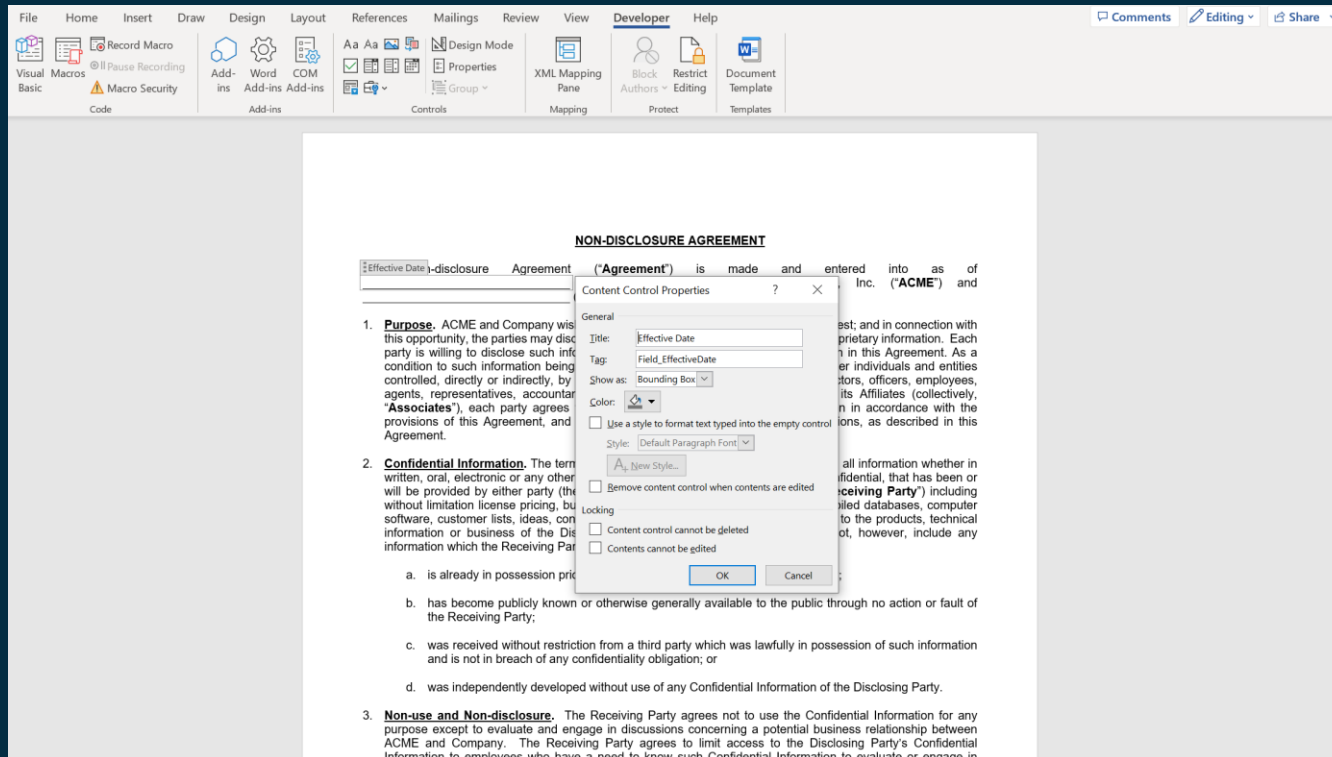


Personalized legal workspace helps drive team efficiencies and business outcomes

- 1 Enables legal team members to quickly categorize and prioritize requests relevant to their role and importance
- 2 Improves visual listings and reporting KPIs to make it easier for lawyers to provide prompt service
- 3 Provides legal operations leaders a simplified application to help transition their teams away from unstructured email to actionable data

Next Experience Workspace

Legal Contracts Enhancements



Microsoft Word Templates

Streamline legal contract creation, review and delivery

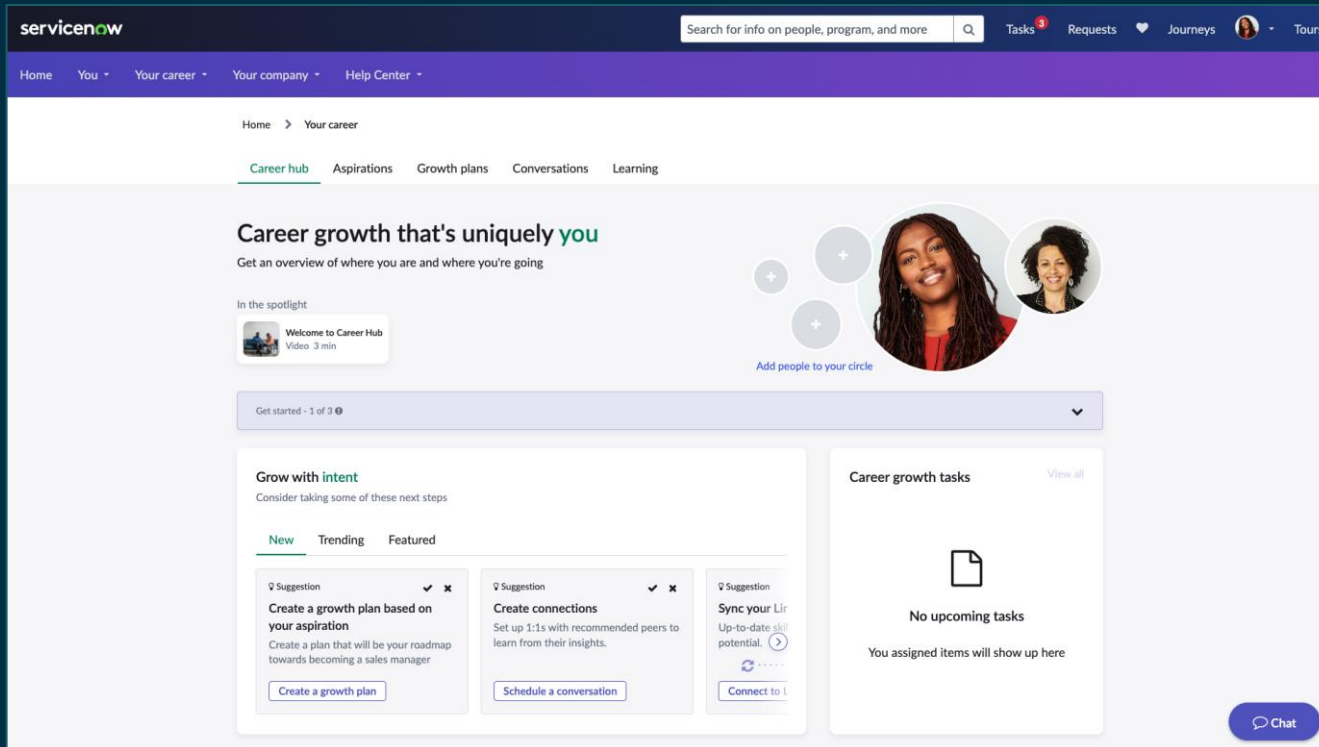
- 1 Leverage Microsoft Word to create new contracts and other legal documents associated with the contract request
- 2 Author and store repeatable contract templates with Word for rapid service delivery
- 3 Keep the business informed with automated email reminders for expiring contracts

What's new in the Vancouver release

Employee Growth and Development

- Skills and Career Profiles
- Career Hub
- Proactive Prompts and Notifications

Employee Growth and Development: Career Hub



Career Hub

Empower employees to take action with their career growth

- 1 Help employees understand their skills and bring them to the forefront with the Skills and Career Profile
- 2 Enable employees to understand where they are and work to achieve their career goals with Career Hub
- 3 Engage employees and keep their profiles up to date with proactive prompts and recommendations delivered in the flow of work

Operating Excellence

Integrated Risk
Management

Environmental, Social, and
Governance



Now Platform®



Customer Experience



Technology Excellence



Employee Experience



Operating Excellence



Hyperautomation and
Low-Code



Industries



ServiceNow Impact™



Microsoft Partnership



Get Ready to Upgrade

What's new in the Vancouver release

Manage risk and resilience in real-time

Risk Products

- Third-party Risk Management
- Business Continuity Management Workspace
- Source-to-Pay + Third-party Risk Management

Third-party Risk Management



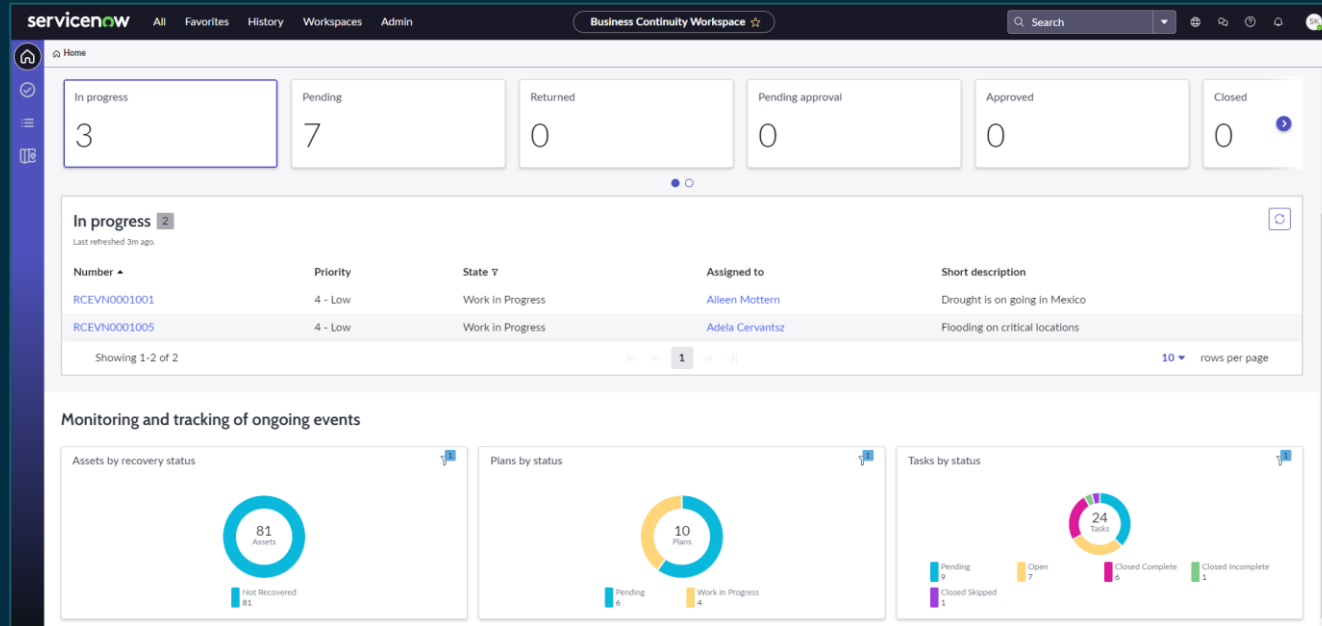
The Risk Concentration Map provides a map of all third-party engagements to improve visibility into the geographic concentration of risk worldwide.

\$ Base and Standard

Manage Risk Across All Third Parties

- 1 Effectively manage and mitigate risks associated with third parties from initial onboarding due diligence throughout the entire relationship
- 2 Visualize concentration risk globally to understand the risk of engagements across the entire third-party ecosystem
- 3 Increase productivity with out-of-the-box content and workflows for onboarding due diligence, renewals, offboarding and intuitive inherent risk questionnaires

Business Continuity Management Workspace



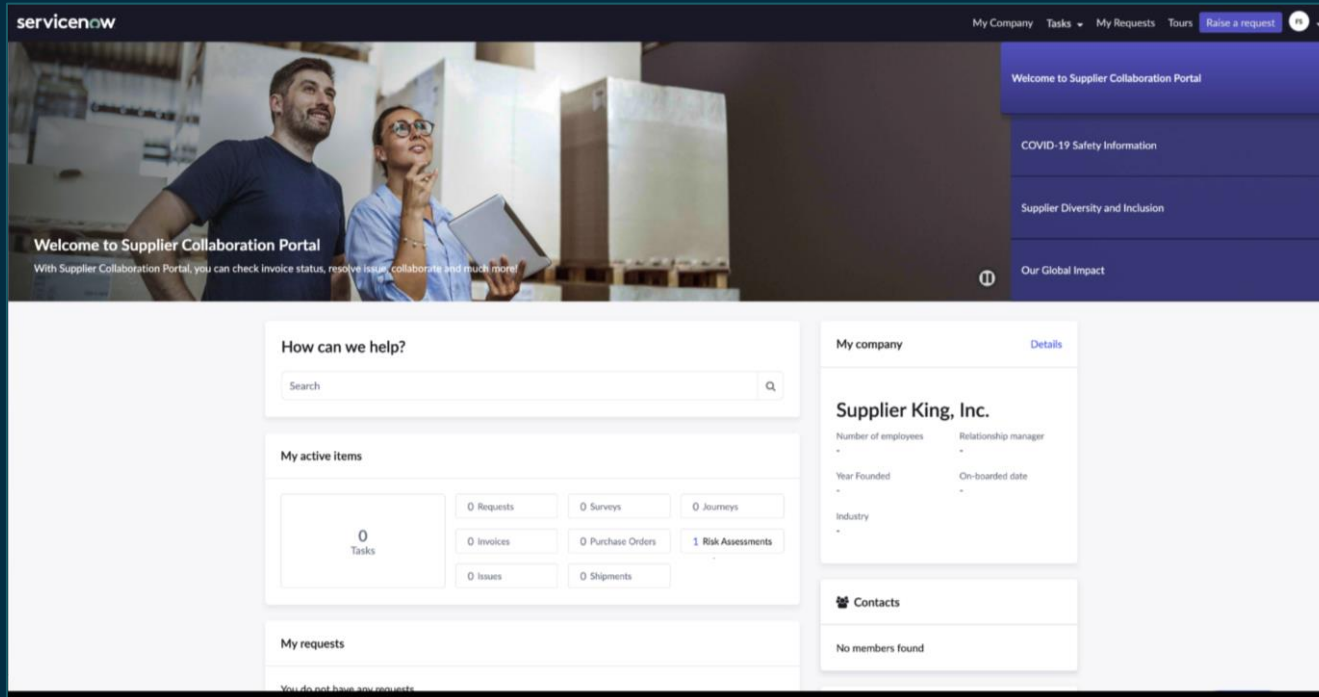
Improve visibility and drive efficiencies with persona-based workspaces and dashboards.

\$ Standard or Professional

Improve visibility, drive efficiencies with tailored experience

- 1 Improve productivity and ease of use with new modern design, improved UX, and configurable, persona-based workspaces
- 2 Leverage new dashboards for business impact analysis, program planning and exercises, crisis management and tasks
- 3 Create situational awareness by seamlessly connecting to other ServiceNow applications to monitor impacted assets, communicate with impacted people and drive recovery actions in the event of a crisis

Source-to-Pay + Third-party Risk Management Combined Solution



Use the Supplier Portal to drive collaboration and communication with suppliers.

\$ Solution

Mitigate and Manage Supplier Risk

- 1 Shorten supplier onboarding time and achieve higher supplier quality by embedding risk in onboarding processes
- 2 Monitor supplier risk throughout the entire relationship and accelerate resolution times of risk-related issues
- 3 Improve compliance and adherence to corporate standards with formalized risk processes, built-in templates and cross-departmental collaboration workflows

What's new in the Vancouver release

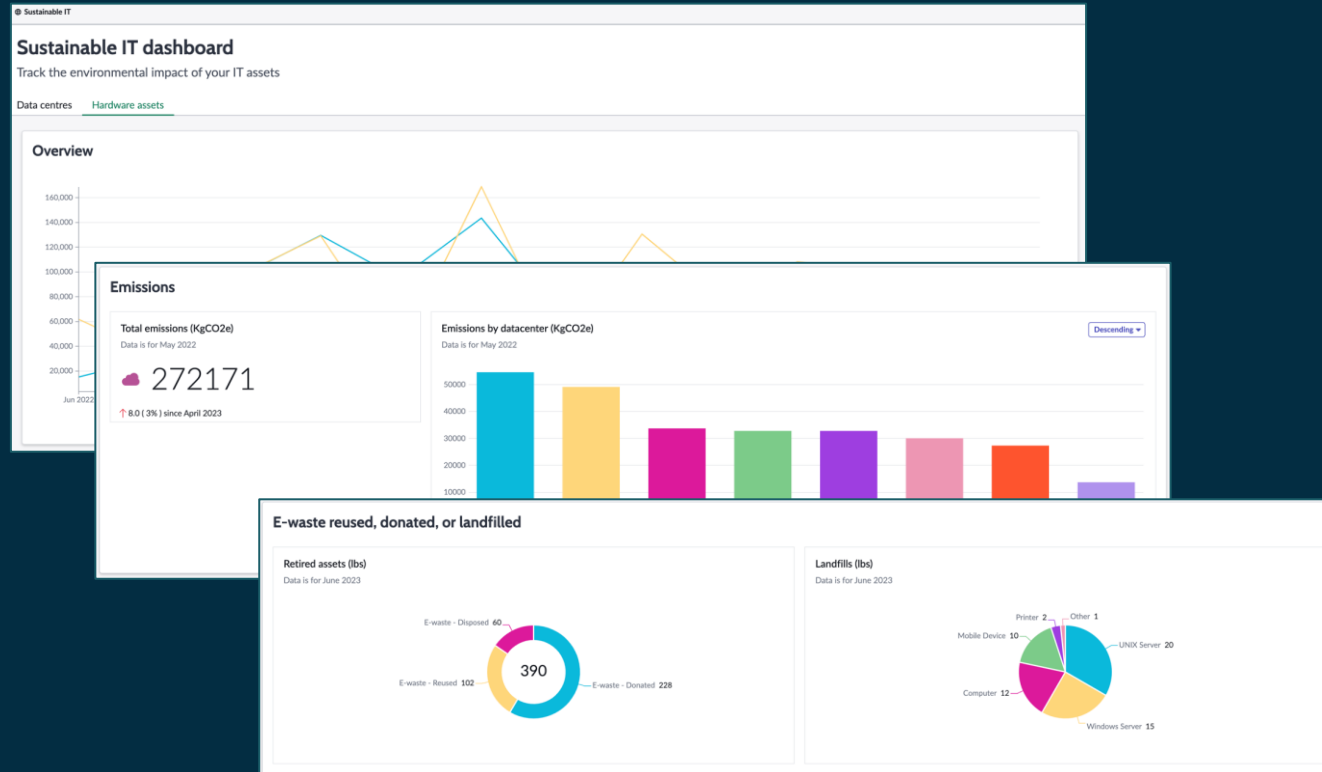
Activate ESG across the enterprise

ESG Management

- Sustainable IT dashboard
- Microsoft Office 365 Integration
- SAP Concur Integration
- ESG Content Accelerator

Sustainable IT dashboard

The Sustainable IT dashboard allows users to track sustainability metrics related to their hardware assets and data centers.



Automate the tracking and reporting on IT sustainability performance

- 1 View your organization's IT carbon footprint from hardware assets and data centers
- 2 Track efficiency metrics for your data centers – like Power Use Efficiency (PUE) and Water Use Efficiency (WUE)
- 3 Complete your hardware asset lifecycle by tracking e-waste disposition

Microsoft Office 365 Integration

Streamline reporting and data management through reviews by embedding secure, auditable, and refreshable ESG data directly from ServiceNow ESGM into Microsoft Word documents

Accurate and easily accessible ESGM data within a familiar interface for the ESG report writer

In 2021, we improved and expanded our GHG emissions inventory methodology by using a climate software platform for reporting against our environmental metrics. We used this reporting methodology and applied it to previously reported 2019 and 2020 emissions. The adjusted data is reflected below. This data was then used to calculate our carbon footprint. Additional details are footnoted where applicable.

Our data was verified by Apex, a third party, in accordance with ISO 14064-3

Greenhouse gas emissions (mtCO2e)

	2019 (baseline)	2020	2021
Scope 1		1915	1401
Scope 2 (Market-based)		14484	434
Scope 3 - Purchased goods and services	100153	117722	131770
Scope 3 - Capital goods	72201	62280	32272
Scope 3 - Fuel and energy related activities	2818	3006	3019
Scope 3 - Waste generated in operations	1191	371	0
Scope 3 - Business travel	22948	8943	3860
Scope 3 - Employee commuting (including work from home)	12766	10333	7495

ServiceNow ESG

Data Table Open link

Configuration Item
Metric Data

Metric definition

scope

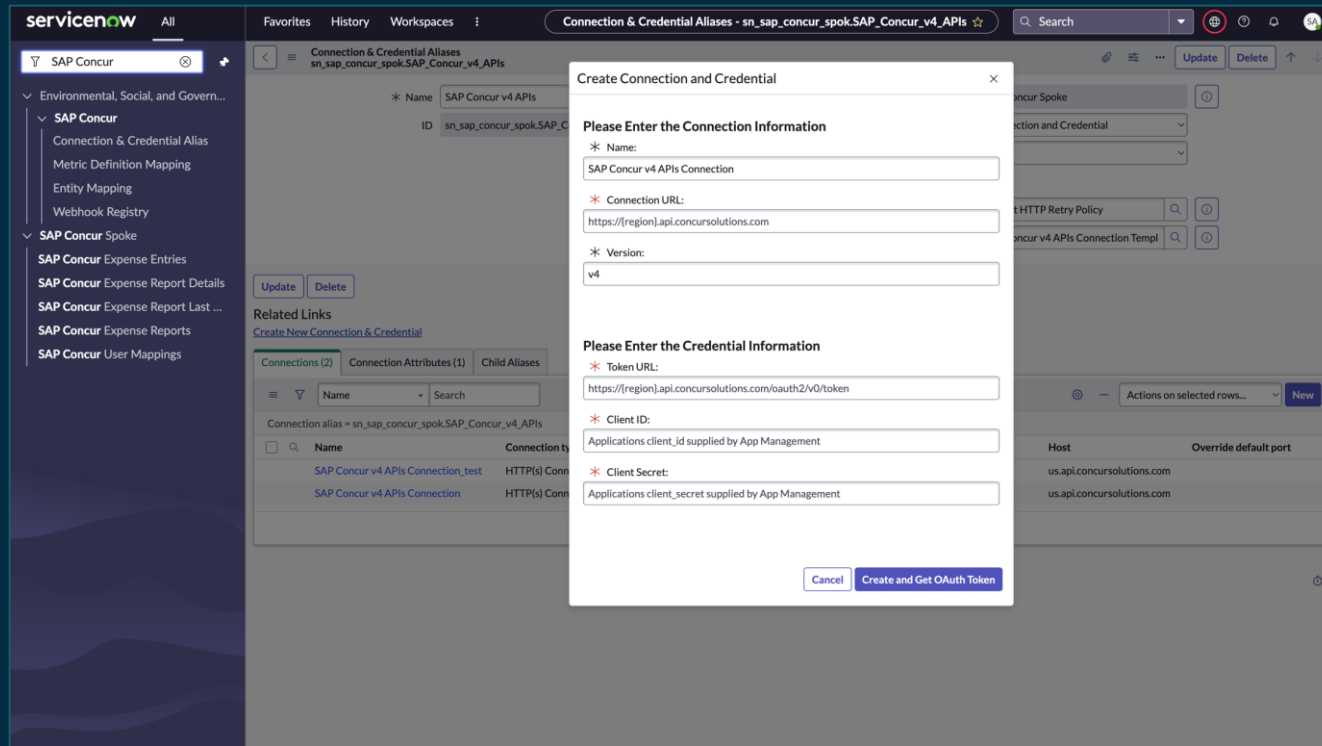
- Scope 1 emissions
- Scope 2 emissions (location based)
- Scope 2 emissions (Market based)
- Scope 3 emissions - Business travel
- Scope 3 emissions - Capital goods
- Scope 3 emissions - Employee commuting (including work from home)
- Scope 3 emissions - Fuel and energy

Add

- 1 Access metrics, material topics, and custom report data from within the ServiceNow® ESG panel
- 2 View a complete list of all embedded data and when it was most recently updated, with hyperlinks to view each field inline within the created document or within ServiceNow
- 3 Add auditable data in bulk with tables and configured reports, or choose individual metrics to add inline within document text

SAP Concur Integration

Automatically pull business travel-related greenhouse gas emissions into your ESG reports



Automate travel-related portion of ESG reporting as part of Scope 3

- 1 Automate the collection of employee business travel data for Scope 3 emission calculations
- 2 Minimize risk of data entry errors
- 3 Streamline data collection efforts

ESG Content Accelerator



Get started quickly with reporting against GRI, SASB, TCFD, and United Nations Sustainable Development Goals

- 1** Preload metric definitions for the most common ESG reporting frameworks
- 2** Save time in implementation by using provided metric content packs
- 3** Accelerate time to value for your ESG reporting tool

Hyperautomation and Low-Code

App Engine

Automation Engine

Clean Core ERP with App Engine



Now Platform®



Customer Experience



Technology Excellence



Employee Experience



Operating Excellence



Hyperautomation and Low-Code



Industries



ServiceNow Impact™



Microsoft Partnership



Get Ready to Upgrade

What's new in the Vancouver release

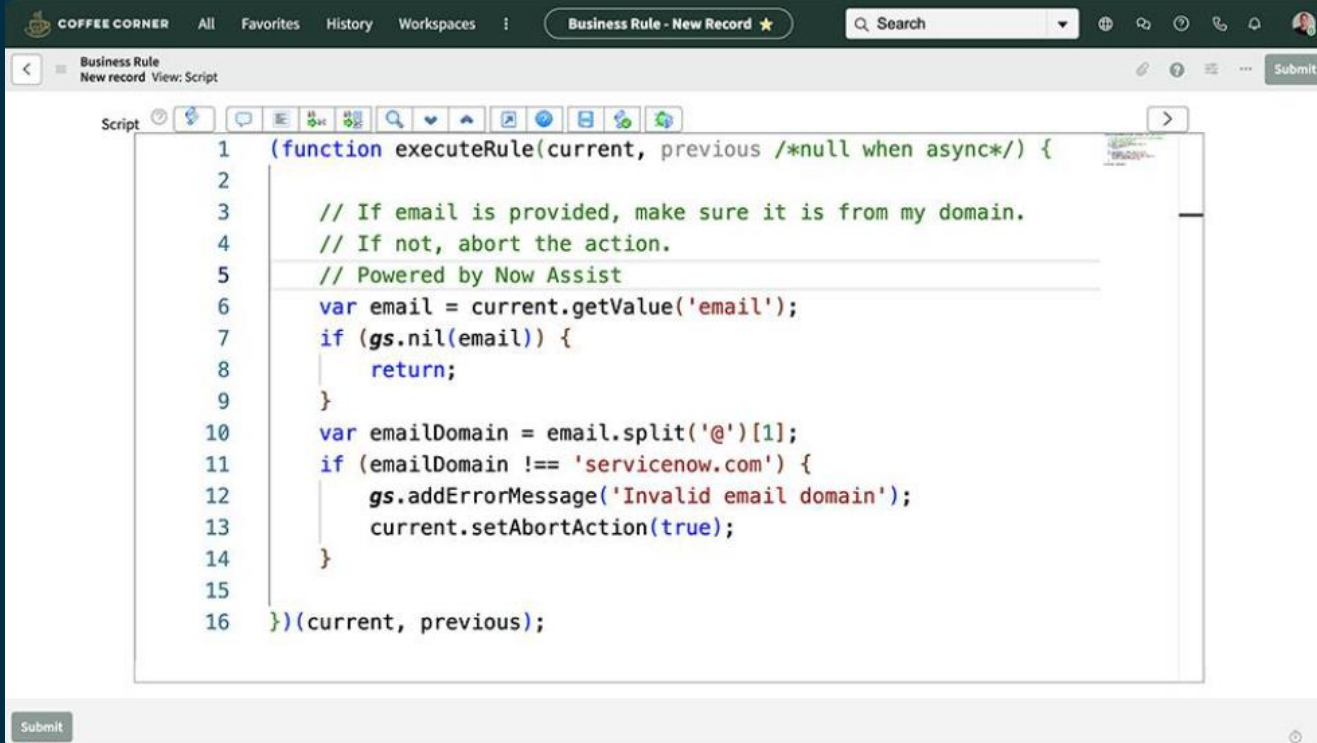
Drive agility with hyperautomation and low-code app development

App Engine

- Now Assist for Creator
- Instance Scan & Automated Test Framework (ATF) Suites
- Scheduled Deployments
- Table Builder – Table View
- Workspace Builder – Usability Enhancements

Now Assist for Creator

Generative AI



The screenshot shows the ServiceNow Business Rule editor interface. The top navigation bar includes 'COFFEE CORNER', 'All', 'Favorites', 'History', 'Workspaces', and a 'Business Rule - New Record' tab. A search bar is also present. The main editor area displays a JavaScript script for a business rule. The script is as follows:

```
1 (function executeRule(current, previous /*null when async*/) {  
2  
3     // If email is provided, make sure it is from my domain.  
4     // If not, abort the action.  
5     // Powered by Now Assist  
6     var email = current.getValue('email');  
7     if (gs.nil(email)) {  
8         return;  
9     }  
10    var emailDomain = email.split('@')[1];  
11    if (emailDomain !== 'servicenow.com') {  
12        gs.addErrorMessage('Invalid email domain');  
13        current.setAbortAction(true);  
14    }  
15  
16 })(current, previous);
```

Accelerate developer productivity with generative AI experiences

- 1 Reduce app development time while increasing developer productivity with text-to-code
- 2 Generate code on the Now Platform using natural language
- 3 Deliver seamless, in-platform experiences for developers

Instance Scan & ATF Suites

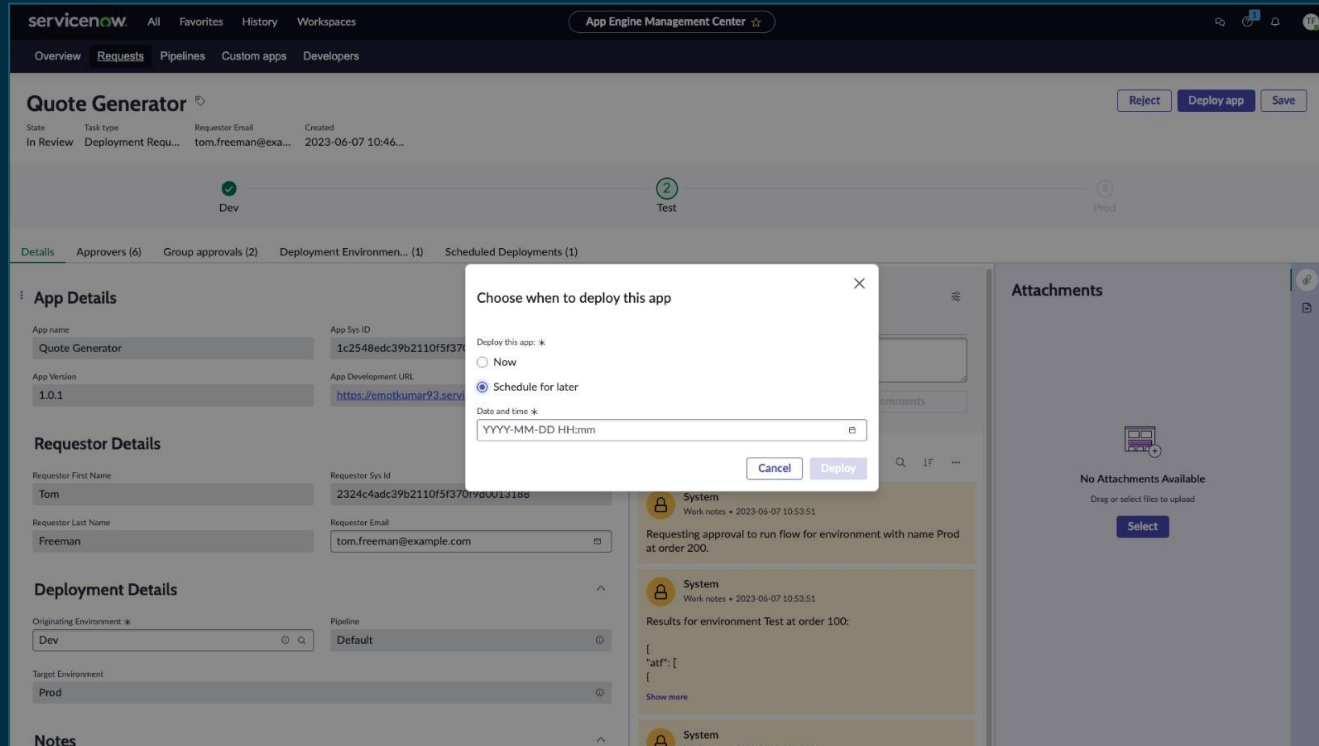
The screenshot displays the ServiceNow App Engine Management Center interface. The top navigation bar includes links for Overview, Requests, Pipelines, Custom apps, and Developers. The main content area shows the 'Quote Generator' app details, including its name, version (1.0.1), and development URL. Below this, the 'Requestor Details' section shows the requestor's name (Tom Freeman) and email (tom.freeman@example.com). The 'Deployment Details' section shows the originating environment (Dev) and the target environment (Prod). The 'Activity' section on the right shows the results of the environment test, including the test suite name 'Application Deployment Test Suite' and the test result URL.

Enable admins to leverage best practices during deployment

- 1 Enable admins to reuse Instance Scan and ATF suites that they have already invested in creating as part of the deployment pipeline
- 2 Reduce rework and help ensure custom apps are adequately tested

App Engine Management Center

Scheduled Deployments



App Engine Management Center

Enable admins to schedule production deployments

- 1 Enable admins to deploy an app during the production deployment window without logging on after hours
- 2 Avoid admins having to click 'approve' on each deployment request during off-hour production deployment windows

Table Builder Enhancements

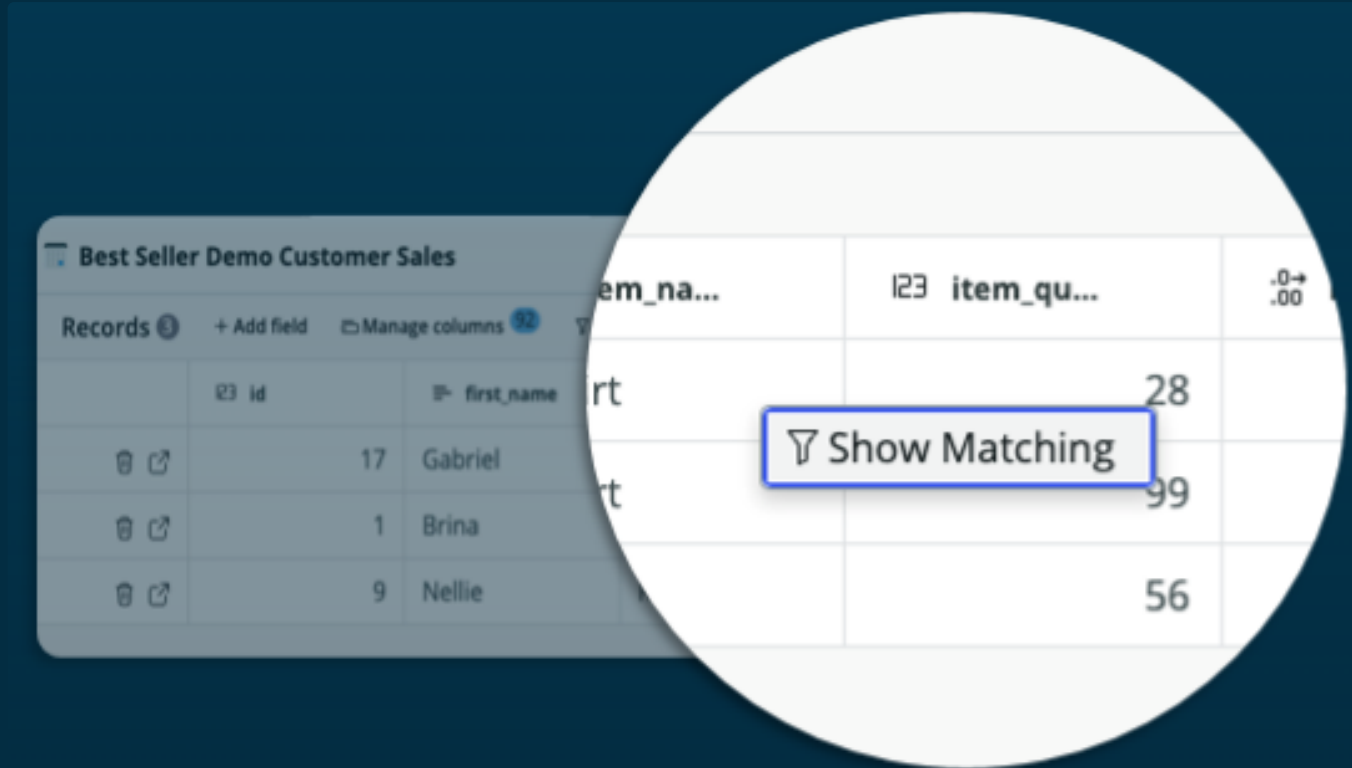
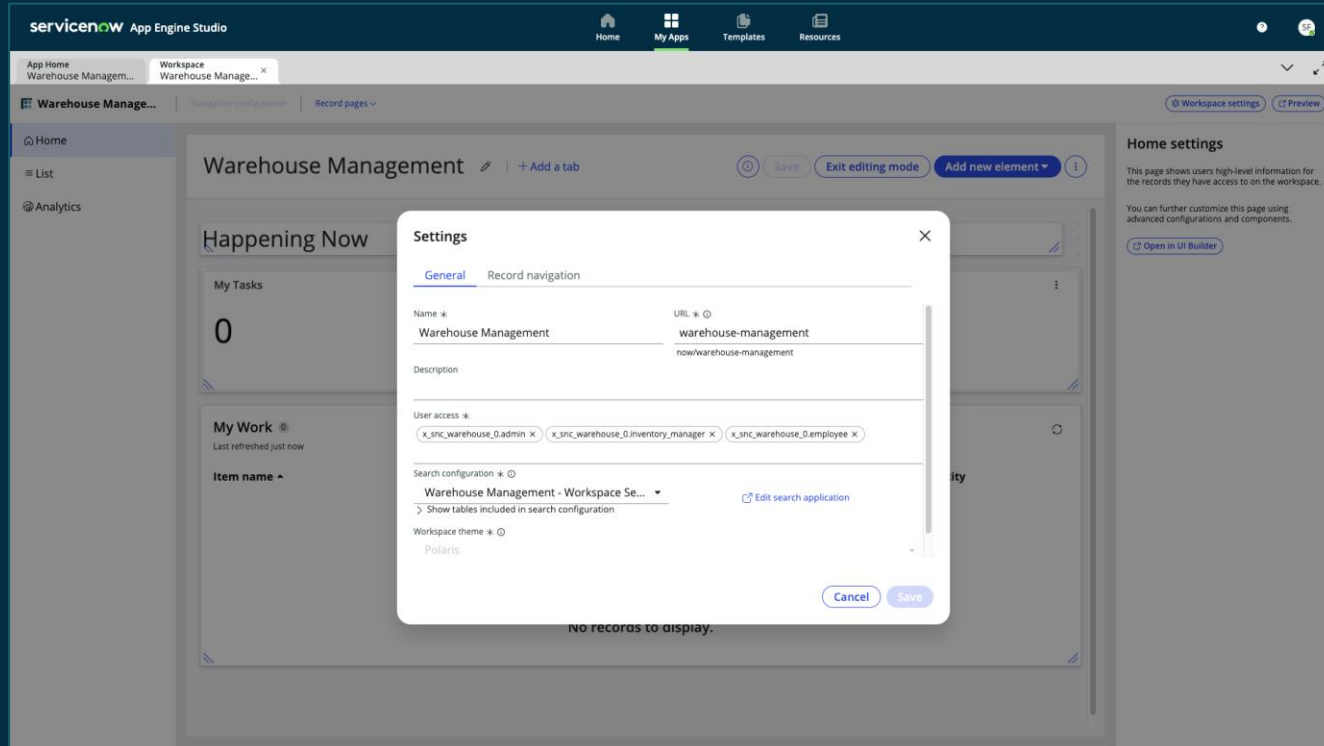


Table Builder

Build high quality data models quickly and easily

- 1 Quickly filter the view using right-click Show Matching & Filter Out
- 2 View the most common referenced tables at the top of the list with integrated Preferred Tables feature
- 3 Enjoy improved performance to Schema View

Workspace Builder – Usability Enhancements



Workspace Builder

Develop efficiently with optimized loading and categorized tables

- 1 Show tables grouped by categories aligned to the workspace being built
- 2 Load the builder faster, even with large datasets, so your time is dedicated more to the task at hand
- 3 Transition between the Now Platform® and App Engine Studio smoothly

What's new in the Vancouver release

Automate and connect anything to ServiceNow

Automation Engine

- **Integration Hub:** Spoke Generator, JSON Builder, Integration Hub Import enhancements, Generative AI Controller
- Process Mining for External Data
- Stream Connect enhancements
- **RPA Hub:** Code Quality Check, Robot Pool, Robot Calendar enhancements
- Document Intelligence enhancements
- **Automation Center:** Improved Recommended Actions

Spoke Generator

The screenshot shows the 'Spoke Generator' window in the ServiceNow Flow Designer. The window has a title bar with 'servicenow Flow Designer' and a close button. Below the title bar is a breadcrumb trail showing 'Spoke' and 'Spoke'. The main content area is titled 'GENERAL INFO' and 'Let's get started on your new spoke'. It contains instructions: 'Add a name and description that define your spoke. You can also add a thumbnail image.' Below this is a placeholder image of a spoke icon. There is a 'Remove image' link. Below the image are three input fields: 'Spoke name' with the value 'Payroll System Spoke', 'App scope name' with the value 'x_snc_payroll_syst', and 'Description' with the value 'Spoke to access payroll system actions'. At the bottom are 'Cancel' and 'Create and continue' buttons.


servicenow Flow Designer

Spoke Spoke

GENERAL INFO

Let's get started on your new spoke

Add a name and description that define your spoke. You can also add a thumbnail image.



[Remove image](#)

Spoke name *

App scope name

Description *

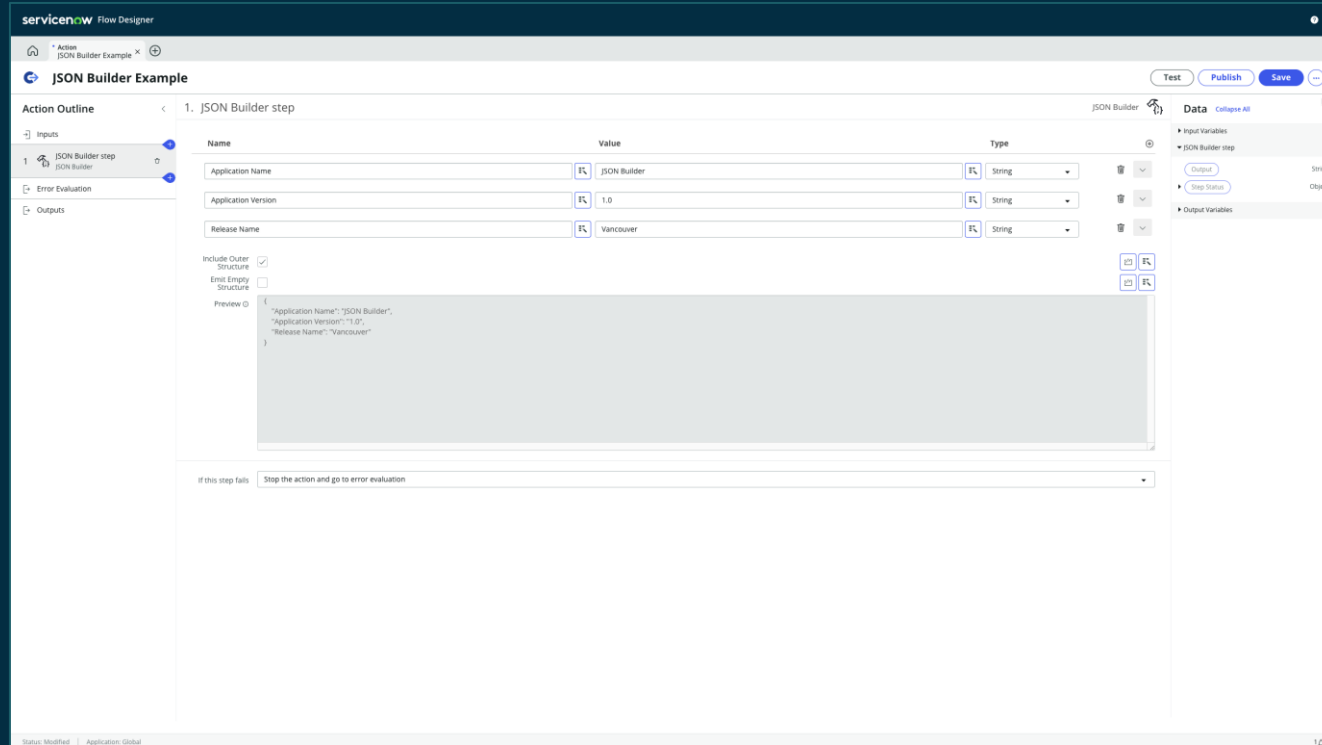
[Cancel](#) [Create and continue](#)

\$ Integration Hub Professional

Build spokes fast with no code

- 1 Access a guided experience in Flow Designer for building a net-new spoke
- 2 Leverage OpenAPI specs to automatically create and generate new actions
- 3 Reduce risk and manual steps from scripted approaches for enabling developers of all skill levels to build integrations

JSON Builder



Integration Hub Professional

Construct complex JSON payloads without code

- 1 Generate richer JSON payloads with support for JSON Objects, JSON Arrays, Booleans, Numbers, and Nulls
- 2 Enable more flexibility for handling empty values

Integration Hub Import enhancements

servicenow IntegrationHub

Shift Duty Details

Setup steps

- Source configuration
- Map to target
- Schedule imports

Task [task]

Drag and drop source name to target values

Source: Shift Details

Target: Task [task]

Name	match	Type	Value
Active	<input type="checkbox"/>	Boolean	Active (X)
Activity due	<input type="checkbox"/>	Due_date	Activity due (X)
Additional ...	<input type="checkbox"/>		Match the incoming value against this field from the "Service" table: Field: Name If no matching record exists then do the following: Ignore this field (selected) Create a new choice/record Skip this record
Approval	<input type="checkbox"/>		
Approval hi...	<input type="checkbox"/>		
Approval set	<input type="checkbox"/>		
Assigned to	<input type="checkbox"/>		
Assignment...	<input type="checkbox"/>		
Business d...	<input type="checkbox"/>		
Service	<input type="checkbox"/>	Reference	
Duration	<input type="checkbox"/>	Glide_duration	
Close notes	<input type="checkbox"/>	String	Close notes (X)
Closed	<input type="checkbox"/>	Glide_date_time	Closed (X)
Closed by	<input type="checkbox"/>	Reference	Closed by (X)
Configurati...	<input type="checkbox"/>	Reference	
Additional ...	<input type="checkbox"/>	Journal_input	Additional comments (X)
Comments...	<input type="checkbox"/>	Journal_list	Comments and Work notes (X)
Company	<input type="checkbox"/>	Reference	Company (X)

Add a field

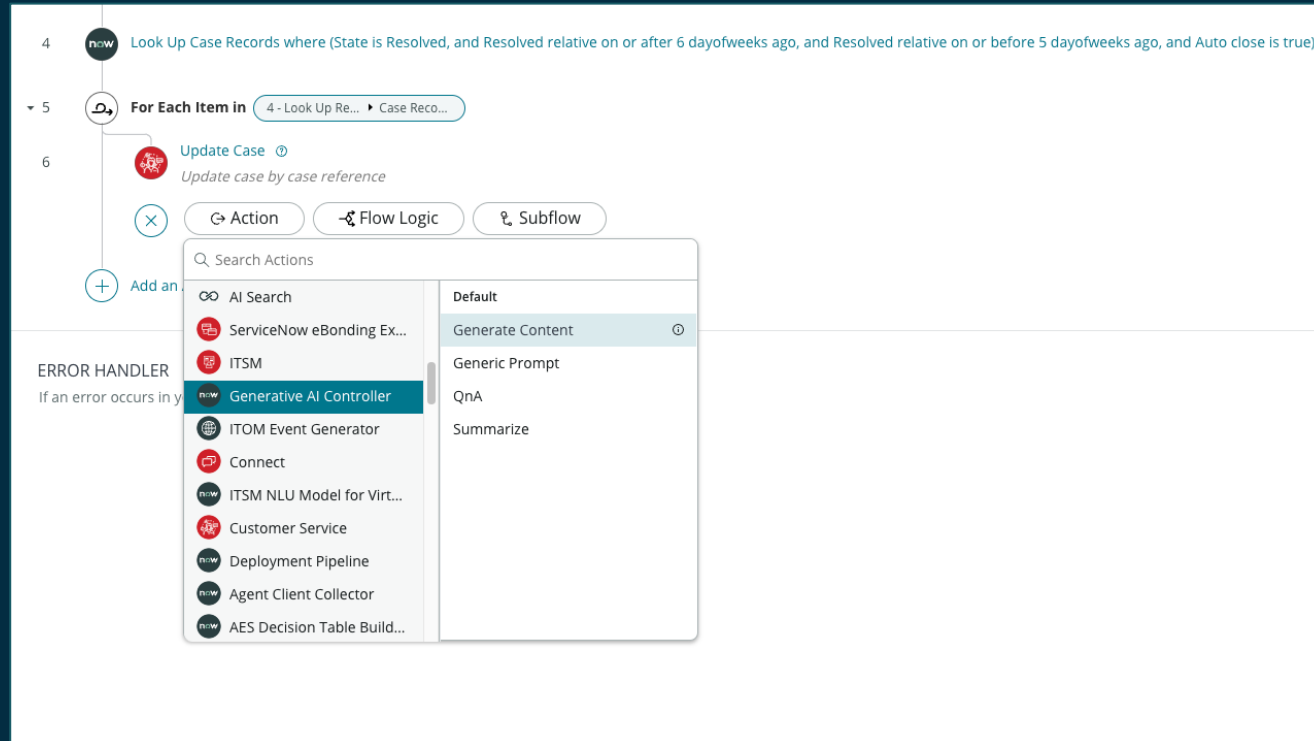
Professional

Simplify external data import into ServiceNow

- 1 Map and import into multiple target tables for speeding import configurations
- 2 View target field mapping with checkmark indicator for source fields
- 3 Select target Excel sheets via an intuitive drop-down menu

Generative AI Controller

Generative AI



\$ Professional or Enterprise

Easily connect, configure, and govern OpenAI, Azure Open AI, or ServiceNow large language models

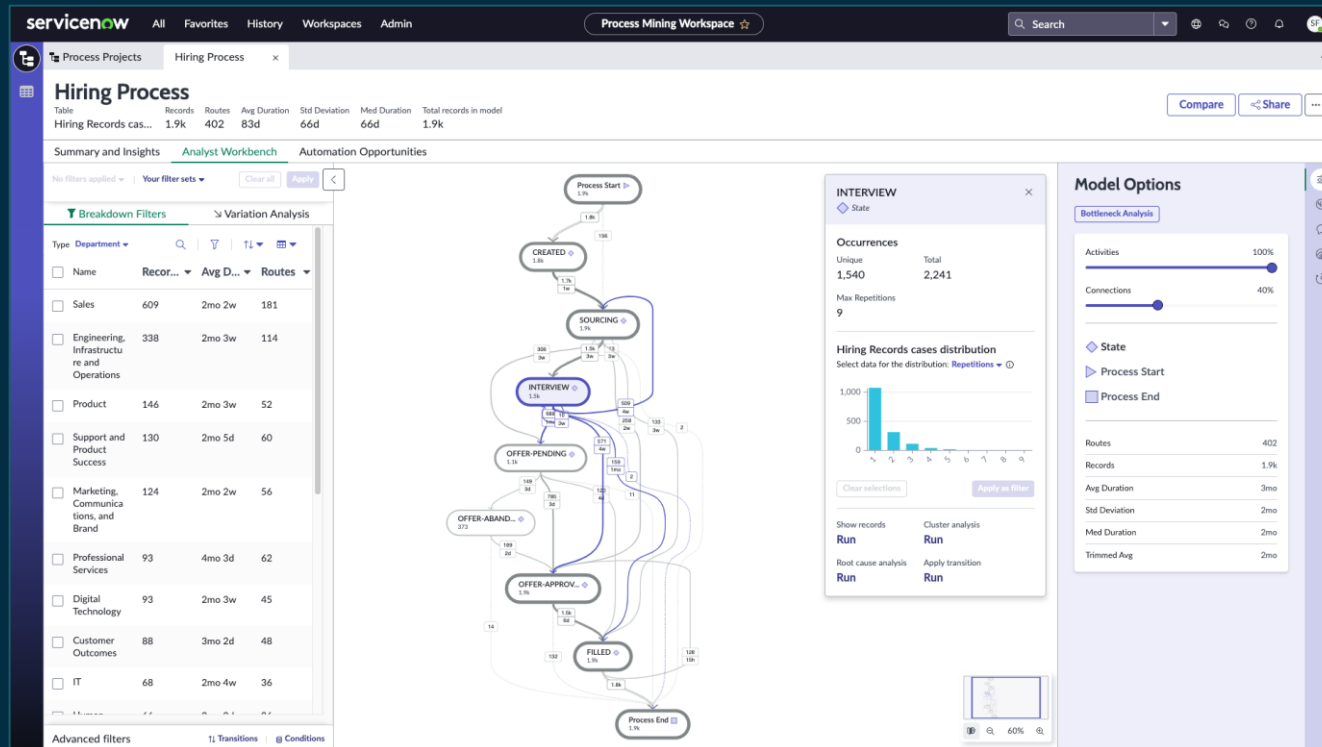
- 1 Use native low-code integration to connect Azure OpenAI or OpenAI to the Now Platform®
- 2 Fast time to value with out-of-the-box generative AI capabilities
- 3 Deliver a seamless design experience within Flow Designer, Virtual Agent Designer, and scripting

Process Mining for External Data

Enterprise add-on

Gain end-to-end process visibility from external systems

- 1 Access a step-by-step approach to import and mine data from external systems
- 2 Easily map data fields and schedule incremental data updates with Integration Hub Import
- 3 Leverage external data in Process Mining to identify opportunities for improvement in aggregated processes



Stream Connect enhancements

servicenow All Favorites History Workspaces **Kafka Stream - Example Stream** Search

Kafka Stream
Example Stream

* Name Kafka ETL consumer

* Topic

Start consuming

Run as

* Max concurrency

Related Links
[Deactivate](#)

Kafka Subscriptions

Number	Topic	State	Has Error	Kafka Consumer Group	Max Concurrency	Kafka partitions
SUBS00001006	college	ACTIVE	false	sys_kafka_stream:226bb12887ce211069a4855...	2	4

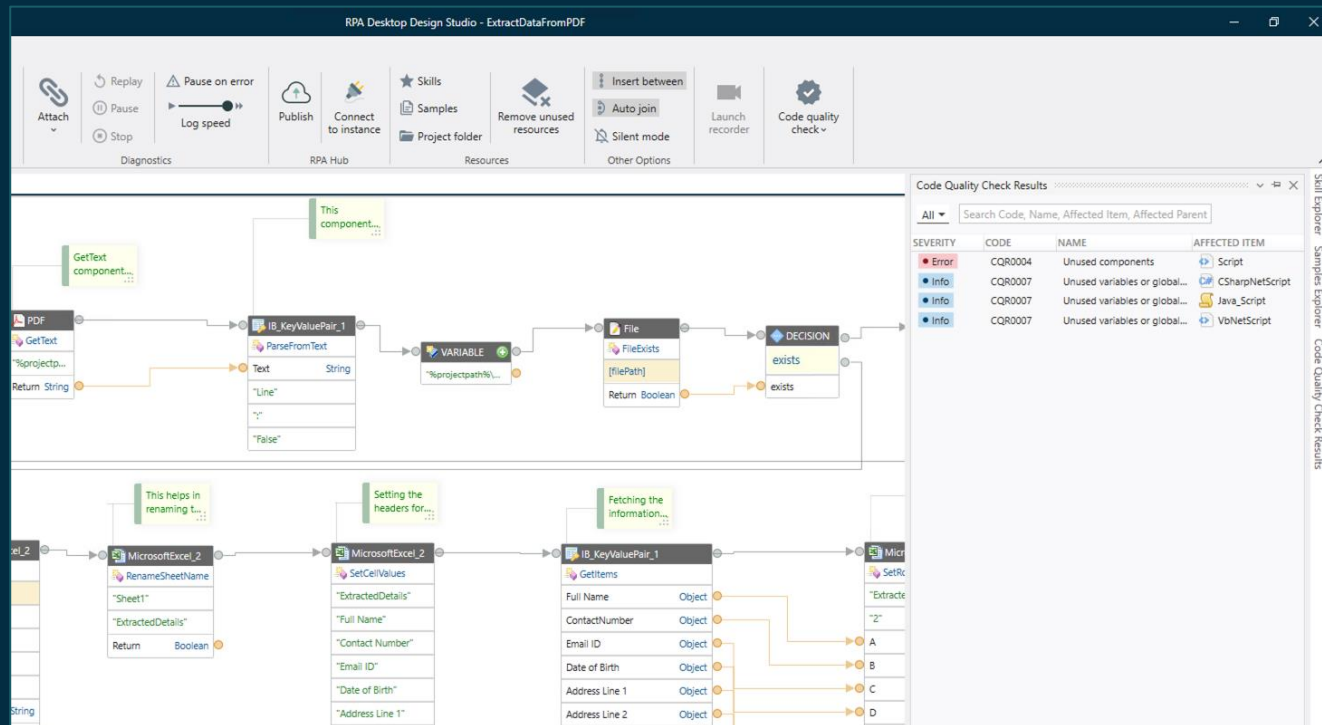
1 to 1 of 1

\$ Enterprise add-on

Simplify topic management and prioritize data import for Kafka streams

- 1 Create and delete topics directly in the ServiceNow admin console
- 2 Prioritize processing capacity for selected consumers to support expanded message consumption

Code Quality Check

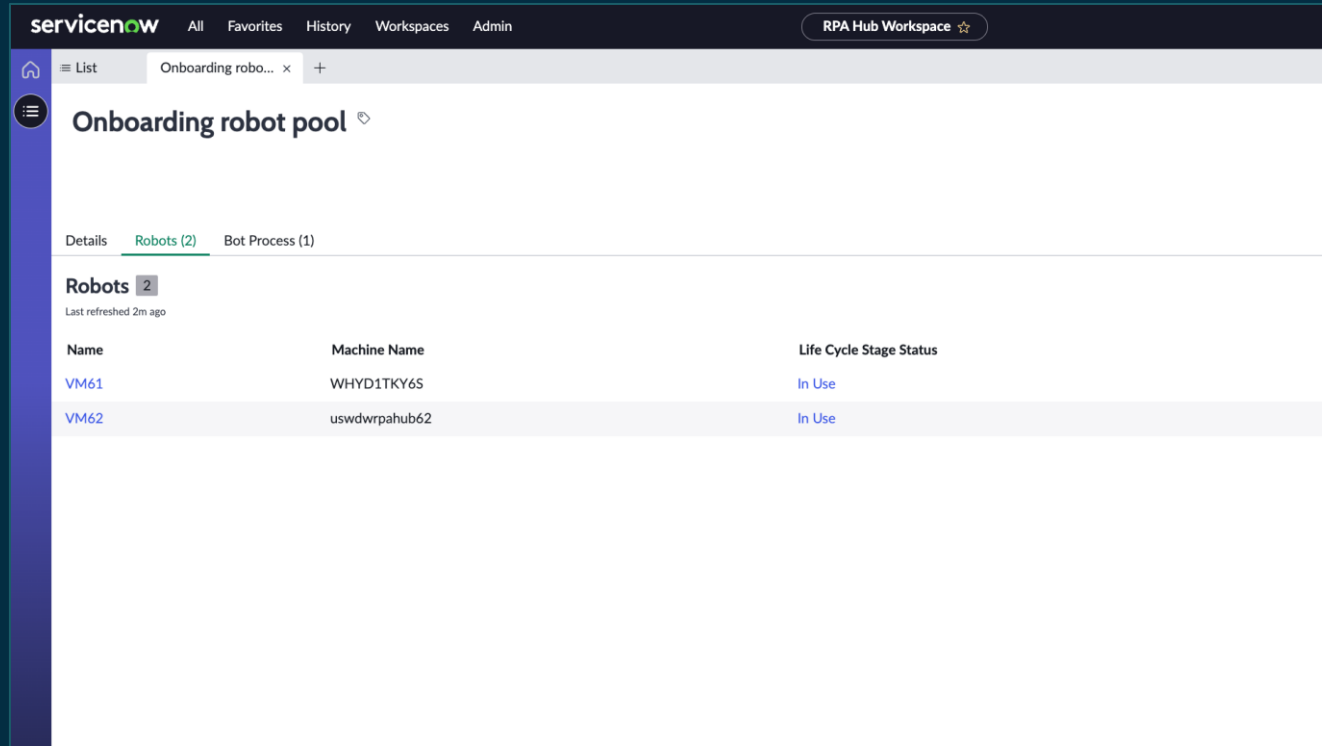


\$ Professional or Enterprise

Standardize RPA development to ensure consistent code quality

- 1 Establish predefined rules in Desktop Design Studio for high quality automations across the enterprise
- 2 Enable RPA admins to control the package version upload or assignment based on severity of the code check output
- 3 Empower developers to gain visibility into active rules and ensure code quality adheres to best practices

Robot Pool



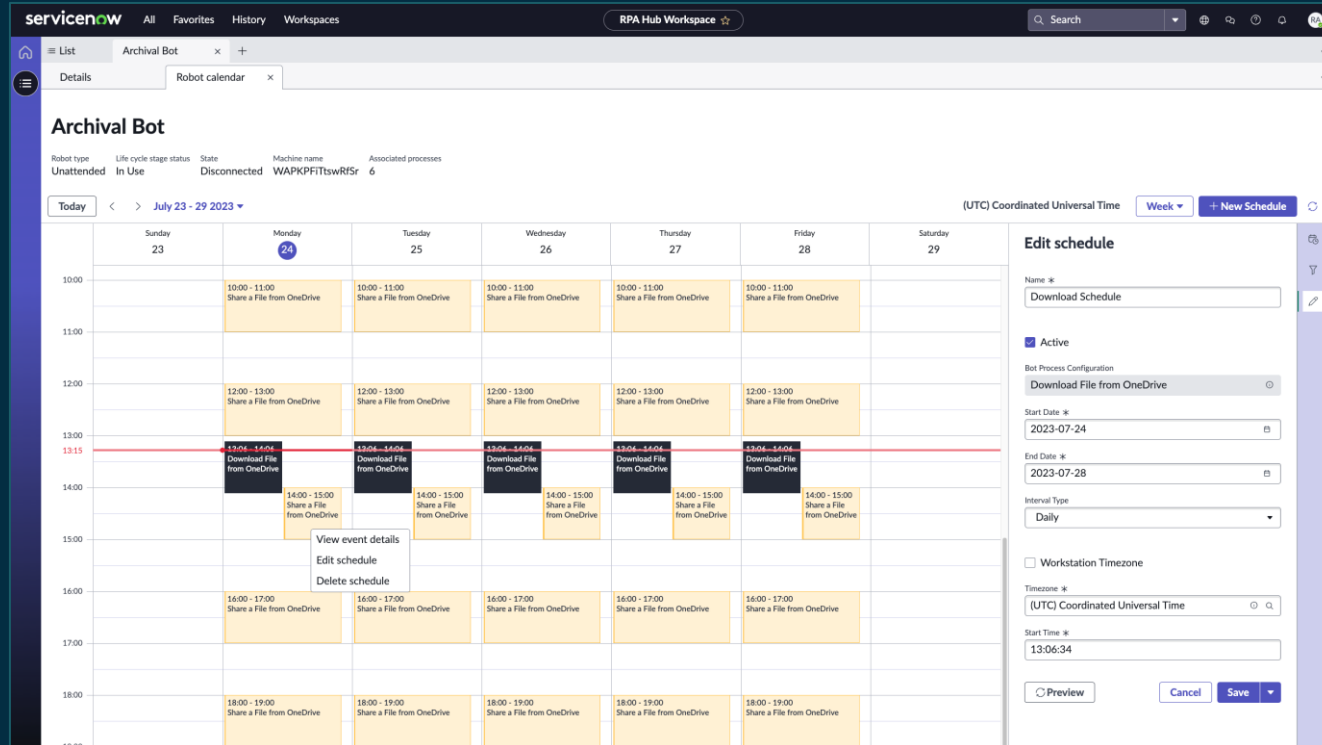
Onboarding robot pool		
Details	Robots (2)	Bot Process (1)
Robots 2		
Last refreshed 2m ago		
Name	Machine Name	Life Cycle Stage Status
VM61	WHYD1TKY6S	In Use
VM62	uswdwrpahub62	In Use

\$ Professional or Enterprise

Distribute workload efficiently for RPA bots

- 1 Automate workload assignment by grouping robot devices
- 2 Specify allocation type between SLA or percentage reduction load balancing
- 3 Leverage robot calendar to create and modify bot schedules

Robot Calendar enhancements



\$ Professional or Enterprise

Quickly manage bot schedules with a user-friendly interface

- 1 Create and modify bot schedules in Robot Calendar with improved usability
- 2 Manage the lifecycle of CI maintenance requests and activities with mapping to change requests
- 3 Manage bot schedules for pooled robots to reduce scheduling conflicts with individual bots

Document Intelligence enhancements

Use Case - Document classifier

* Display Name: Document classifier

Autofill: ☐

Warning Threshold: 0.7

Autofill Threshold: 0.01

Fully automated Threshold: 0.6

Target Table: -- None --

Enable Straight Through Processing: ☒

Version:

State: Current

Update Train Use Case Delete

Fields (3) Document Tasks (4)

Order Search

Use Case = Document classifier demo (trained) - TOI

Display Name	Name	Type	Order	Active
Patent	patent	Text	0	true
Receipt	receipt	Text	0	true
Invoice	invoice	Text	0	true

1 to 3 of 3

\$ Professional or Enterprise

Boost operational efficiency with improved document processing

- 1 Classify and extract critical information from structured and semi-structured documents incoming documents
- 2 Access a customizable experience for configuring agent validation and data extraction based on use cases
- 3 Duplicate and export common use cases via Update Sets

Improved Recommended Actions

The screenshot displays the ServiceNow Automation Center Workspace interface. The top navigation bar includes links for Home, Automate, and various workspaces. The main content area is divided into three sections:

- Automation Request:** Contains fields for Number (ATRO001004), Process name (Automate), Description (Automate Claims Processing), Department (IT), State (New), Number of steps (6), Interval type (Minutes), Frequency (4), and Actual time spent per run (1 hour).
- Compose:** A section for creating automation requests, featuring a "Work notes (Private)" field and a "Post Work notes (Private)" button.
- Recommended Actions:** A panel showing a list of recommended actions with details such as Actual cost per run, Actual time spent per run, Department, and Score. The actions listed are "Automate server restart", "Automated RFP response", and "Automate employees creation".

\$ Professional or Enterprise

Increase visibility into recommended actions

- 1 Drill-down on recommended actions to access extensive information for further insights
- 2 Access grouped capabilities of automation requests

What's new in the Vancouver release

Drive agility with hyperautomation and low-code app development

Clean Core ERP with App Engine

- ERP Canvas
- ERP customization mining

ERP Canvas

ERP Canvas overview
Manage your ERP integrations on NOW

Your connected ERP systems and tables
Filter by: All systems | 4 ERP models | All remote tables | All extraction tables

Issues to review
Last refreshed 4/20/2021 at 5:30PM

Errors	Warnings
1	2

See integration status

ERP System	Task execution	ERP heartbeat
ERP System 3	Ready	Connected

Remote table	ERP system	Attachment setting
SAPSalesOrder	System1	Use attachment

ETL source	ERP system	Process in fl...
Extraction of dai...	System2	Link to proc...

Improve your ERP-dependent processes with no SAP development experience required

- 1 Make ERP data usable by non-ERP low-code developers
- 2 Enrich existing workflows with ERP data to simplify processes and reduce context switching

ERP Customization Mining

servicenow Favorites History Workspaces ERP Customization Mining Workspace Search

ERP Customization Mining
Overview of your saved ERP customization candidates

Overview
View your saved candidates

Saved candidates 18
Last refreshed 2m ago

Name	Short description	ERP application	Business area	Score	Similar candidates	Data pills	Updated
CA000010543	Reads Sales order and vendor info...	Z_Custom_VA03	Sales	0.356 - Low score	10	2	2021-04-14 10:01:56
CA000010545	Reads information for accounting de...	Z_Custom_FB03	Sales	0.856 - Very high score	1	3	2021-04-14 10:01:56
CA000010546	Reads vendor information to procu...	Z_Custom_FB03	Finance	0.577 - Medium score	1	2	2021-04-14 10:01:56
CA000010547	Reads Sales order and vendor info...	Z_Custom_VA03	Finance	0.577 - Medium score	6	1	2021-04-14 10:01:56
CA000010548	Reads Sales order and vendor info...	Z_Custom_VA03	Sales	0.667 High score	3	4	2021-04-14 10:01:56
CA000010549	Reads Sales order and vendor info...	Z_Custom_VA03	Sales	0.678 High score	5	2	2021-04-14 10:01:56

Available data pills 18
Last refreshed 2m ago

Name	Short description	Score	Candidates	Tables	Updated
SAPSalesOrder	This data pill provides sales tables enriched with customer information	0.356 - Low score	4	4	2021-04-14 10:01:56
SAPVendorInfo...	This data pill provides vendor information enriched with material master	0.856 - Very high score	5	2	2021-04-14 10:01:56
SAPInvoice	This data pill provides invoice information enriched with finance records	0.577 - Medium score	5	2	2021-04-14 10:01:56

Clean your core and upgrade your ERP anytime you want

- 1 Pinpoint problematic custom code within an ERP core using intelligent AI/ML-based custom code scanning
- 2 Prioritize custom code targets based on predefined criteria for replacing them with packaged workflows and low-code custom apps

Industries

Financial Services
Operations for Banking

Financial Services
Operations for Insurance

Manufacturing

Technology Industry

Telecommunications

Healthcare and Life
Sciences

Government

Finance & Supply Chain



Now Platform®



Customer Experience



Technology Excellence



Employee Experience



Operating Excellence



Hyperautomation and
Low-Code



Industries



ServiceNow Impact™



Microsoft Partnership



Get Ready to Upgrade

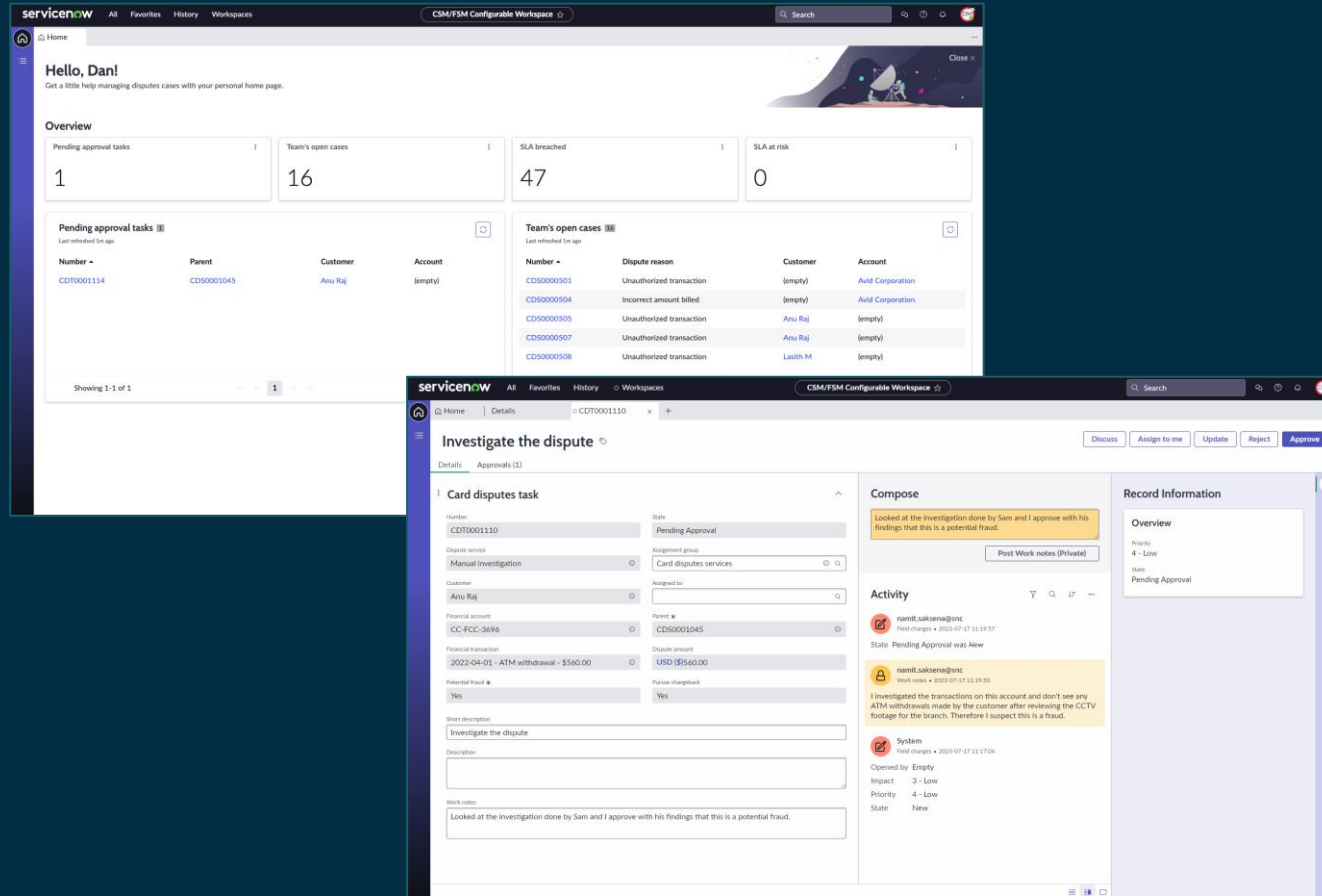
What's new in the Vancouver release

Gain speed and agility through digital workflows across the enterprise

Financial Services Operations for Banking

- Card Operations: Dispute Management
- Equifax Integration
- Service Organizations Management: Available Services
- Service Organizations Management: Customers Served
- ServiceNow Voice: Agent and Queue Transfer
- Now Assist for Financial Services for Banking*

Card Operations: Dispute Management



\$ Professional or Enterprise

Reduce dispute-resolution cycle times

- 1 Leverage an intuitive, out-of-the-box manager dashboard to effectively research and resolve disputes with insightful data
- 2 Initiate additional approvals with ease to help ensure disputes are managed in compliant and careful fashion
- 3 Provide transparent status visibility and employees efficiency with pre-populated, regulatory aligned email templates for each step of the dispute journey

Equifax Integration



Make faster, well-informed decisions with real-time credit checks

- 1 Obtain a holistic view of applicant financial profiles to make well-informed lending decisions based on risk appetite
- 2 Improve efficiency through automated decisioning and minimizing the need to pivot between systems
- 3 Reduce development effort and increase speed to market with pre-built integration

EQUIFAX

Date Pulled: 7/13/2023
Name: Claudia Nikb
DOB: 5/22/1998

Response From Equifax*

Customer Inquiry

Full Name: Claudia Nikb
SSN: 666-48-5461
File Pulled: 7/13/2023
User ID/Member Number: 9992261439
Date of Birth: 5/22/1998

Customer Name: Claudia Nikb
Date of Birth: N/A
SSN: 666-49-5461
Address: SW 30TH CT, Davie FL 33330

Consumer Information*

Other Names: N/A
Current Address: 13000 Sw 30th Ct, Davie FL 33330
Date Reported Address: 6/4/2023
Address Variance Indicator: N/A
Current Phone Number: N/A
Date Reported Phone: N/A

SSN Status: N/A
SSN Match Flags: N/A
Issue Date: N/A
Issue State: N/A
Death Date: N/A
Death State: N/A
Date File was Established: 10/21/2003
Date of Most Recent Activity: 6/6/2023

View All Historical Consumer Information

Alerts and Triggers*

Recent Bankruptcy*

3rd Party Collections*

Fraud ID Identity Scan: N
Fraud Victim Indicator: N
Fraud IQ SSN: N
Address Discrepancy Indicator: Y
Fraud Advisor: N
Synthetic ID: N
Military Lending Act: N
OFAC Alerts: N

Type of Bankruptcy: N/A
Date Reported: N/A
Filer: N/A
Intent: N/A
Current Disposition Date: N/A
Industry Codes: N/A
2 Narrative Codes: N/A

Date Reported: N/A
Original Creditor Name: N/A
Creditor Classification Code: N/A
Status Code: N/A
Original Amount: \$0
Balance: \$0
Last Payment Date: N/A

View All Alerts and Triggers Details

View All Bankruptcy Details

View All 3rd Party Collection Details

Account Overview*

Accounts Summary*

Revolving \$764
Mortgage \$118,582

11
Revolving: 8
Installments: 2
Mortgage: 1
Line of Credit: 0
Other: 0
Length of Credit History: 14 years and 9 months
Average Account Age: 4 years and 11 months
Oldest Open Account: PHIC BANK (7/1/2009)
Most Recent Account: BENEFICIAL/HFC (10/1/2022)

View Trade Summary & Account Details

Potential Negative Info*

FICO SCORE 8-EFX-F

FICO SCORE 9-EFX-F

30 Day Delinquencies: 15
60 Day Delinquencies: 2
90 Day Delinquencies: 0
Bankruptcies: 0
Collections: 0

543
• Serious Delinquency
• Number Of Accounts With Delinquency
• Proportion Of Bal To CIs Too High On Bank
• Revolving Or Other Revolving Acct
• Time Since Delinquency Is Too Recent Or Unknown

480
• Serious Delinquency
• Proportion Bal To Credit Limit Is Too Hi On Bk
• Revolving/other Revolving Accts
• Time Since Delinquency Is Too Recent Or Unknown
• Number Of Accounts With Delinquency

The Work Number Income & Employment Information**

DataX Report Summary***

Employee: N/A
Employment Status: N/A
Job Title: N/A
Total Time with Employer: N/A
Pay Amount: N/A
Most recent Start Date: N/A

Current Tradelines: N/A
Maximum Total Principal Paid Off: N/A
Last Payment Disposition: N/A
Total Current Principal: N/A
Application Inquiries 180 Days: N/A
Chargeoffs 1 Year: N/A

** The Work Number is sourced by TALX Corporation, provider of Equifax Workforce Solutions.
*** Data sourced by DataX

View All Income & Employment Details

View All DataX Details

Service Organization Management: Available Services

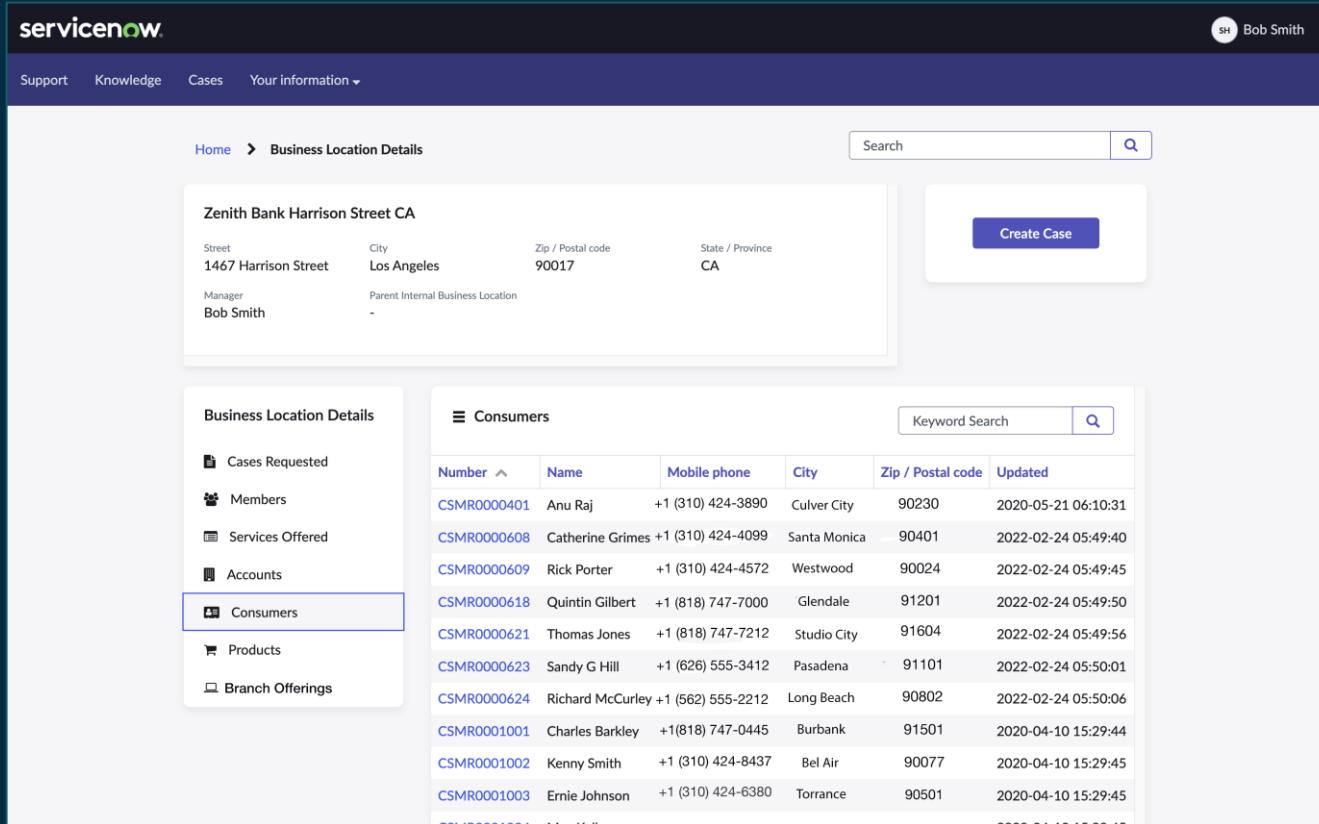
The screenshot shows the ServiceNow interface for 'Business Location Details'. The user is Bob Smith. The left sidebar contains a menu with 'Services Offered' selected. The main content area displays a table of services offered by the branch.

Name	Active	Customer service type	Table	Service Organizations offering Service
New Account Opening	true	General	sn_customerservice_task	All Service Organizations
Home Mortgages	true	General	sn_customerservice_task	All Service Organizations
Business Banking	true	General	sn_customerservice_task	All Service Organizations
ATM	true	General	sn_customerservice_task	All Service Organizations
Cashier Checks	true	General	sn_customerservice_task	All Service Organizations

List services offered by a branch

- 1 Reduce case rework by submitting requests only to branches and teams that can resolve the issue
- 2 Improve employee efficiency by helping them easily find relevant branches or teams for a request

Service Organization Management: Customers Served



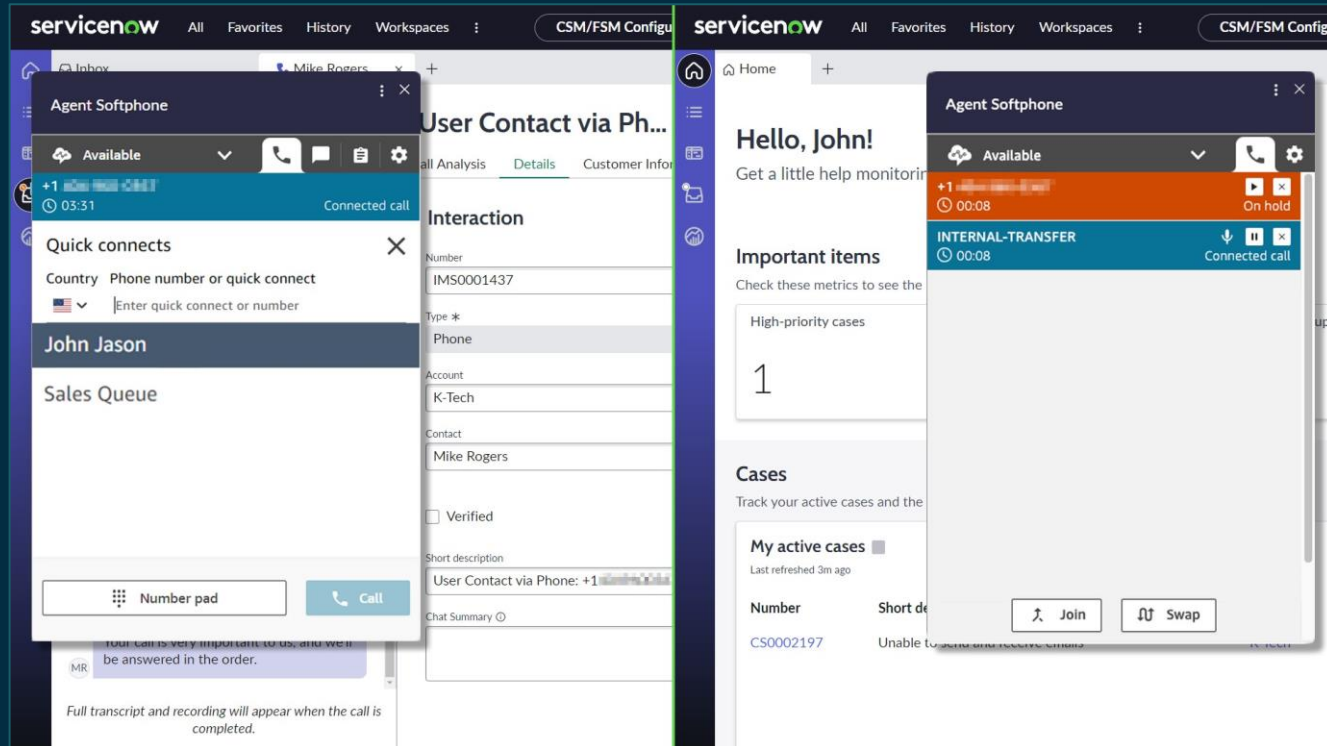
The screenshot displays the ServiceNow interface for 'Business Location Details' of 'Zenith Bank Harrison Street CA'. The page includes a search bar, a 'Create Case' button, and a sidebar with navigation options: Cases Requested, Members, Services Offered, Accounts, Consumers (selected), Products, and Branch Offerings. The main content area shows a table of consumers with columns for Number, Name, Mobile phone, City, Zip / Postal code, and Updated.

Number	Name	Mobile phone	City	Zip / Postal code	Updated
CSMR0000401	Anu Raj	+1 (310) 424-3890	Culver City	90230	2020-05-21 06:10:31
CSMR0000608	Catherine Grimes	+1 (310) 424-4099	Santa Monica	90401	2022-02-24 05:49:40
CSMR0000609	Rick Porter	+1 (310) 424-4572	Westwood	90024	2022-02-24 05:49:45
CSMR0000618	Quintin Gilbert	+1 (818) 747-7000	Glendale	91201	2022-02-24 05:49:50
CSMR0000621	Thomas Jones	+1 (818) 747-7212	Studio City	91604	2022-02-24 05:49:56
CSMR0000623	Sandy G Hill	+1 (626) 555-3412	Pasadena	91101	2022-02-24 05:50:01
CSMR0000624	Richard McCurley	+1 (562) 555-2212	Long Beach	90802	2022-02-24 05:50:06
CSMR0001001	Charles Barkley	+1 (818) 747-0445	Burbank	91501	2020-04-10 15:29:44
CSMR0001002	Kenny Smith	+1 (310) 424-8437	Bel Air	90077	2020-04-10 15:29:45
CSMR0001003	Ernie Johnson	+1 (310) 424-6380	Torrance	90501	2020-04-10 15:29:45
CSMR0001004	Max Kellerman				2020-04-10 15:29:45

List and track customers of a branch

- 1 Increase CSAT with more targeted servicing and improved security by accurately aligning customers to specific groups and locations of an organization
- 2 Provide the staff across the service value chain visibility to customer details to deliver better service

ServiceNow Voice: Agent and Queue Transfer

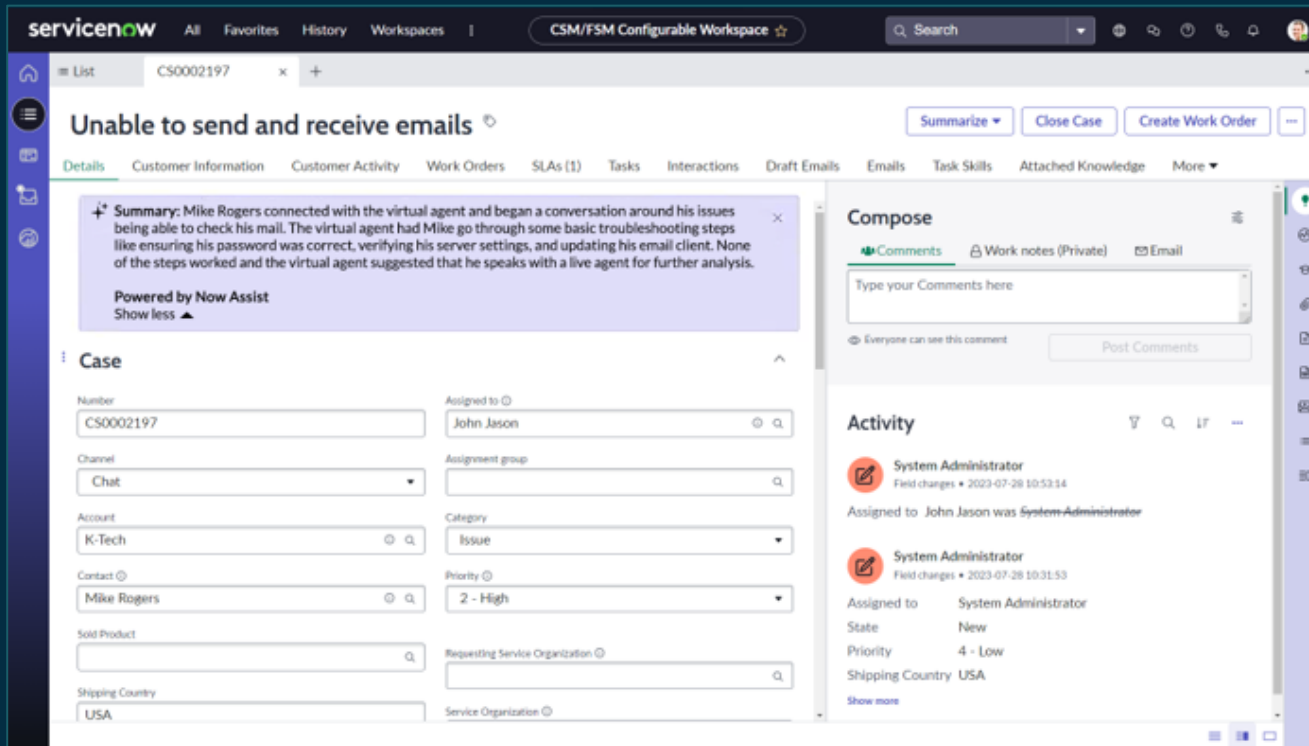


Improve agent productivity with agent and queue call transfers

- 1 Streamline a call with the ability to transfer from one agent to another agent
- 2 Increase resolution with the ability for agents to transfer calls to a queue
- 3 Expand the organization's ability to configure Agent UI with new OpenFrame capabilities

Now Assist for Financial Services for Banking*

Generative AI



Controlled Go-To-Market

\$ Add-on Professional or Enterprise

Accelerate productivity with generative AI experiences on the Now Platform®

- 1 Accelerate service responses with faster context gathering on issues and actions taken
- 2 Rapidly generate summaries for cases, interactions, and other record types
- 3 Improve operations by collecting consistent resolution data

What's new in the Vancouver release

Gain speed and agility through digital workflows across the enterprise

Financial Services Operations for Insurance

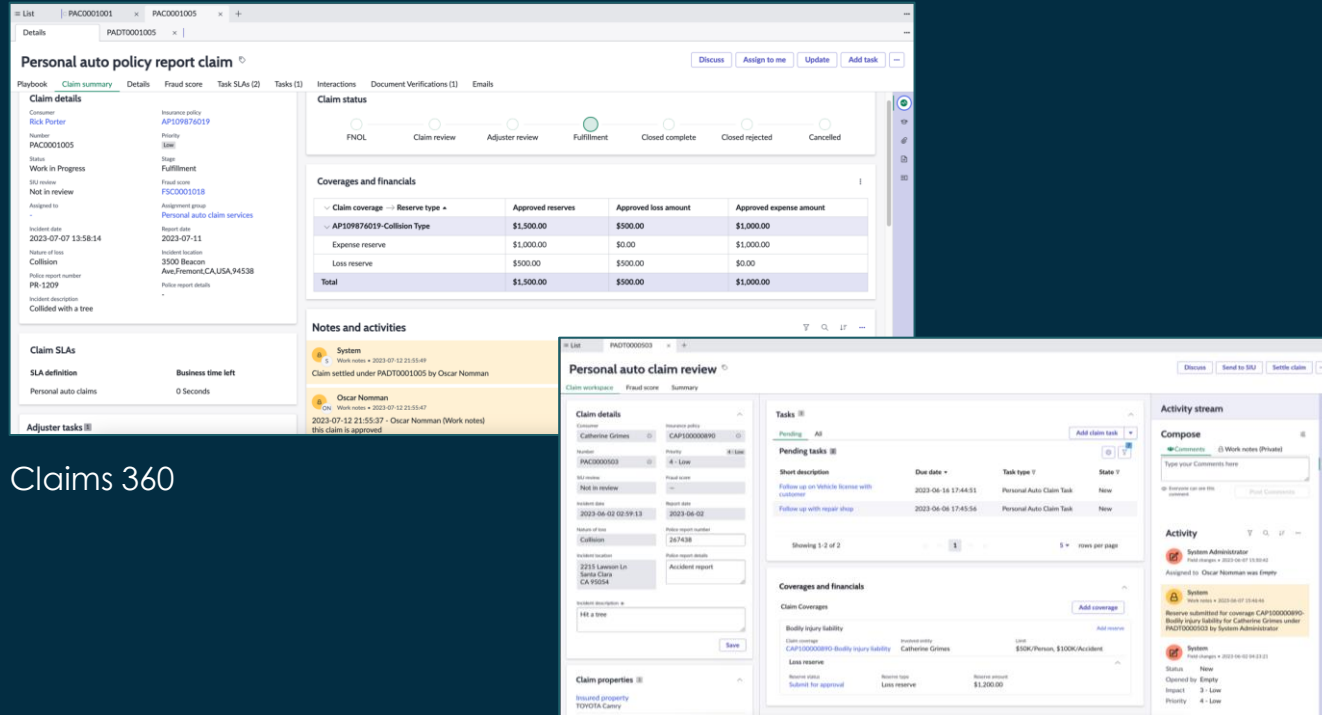
- Claims 360 & Adjuster Workspace
- Guidewire Integration: PolicyCenter
- FRISS Integration
- Service Organizations Management: Available Services
- Service Organizations Management: Customers Served
- ServiceNow Voice: Agent and Queue Transfer
- Now Assist for Financial Services for Insurance*

Claims 360 & Adjuster Workspace

\$ Professional or Enterprise

Access end-to-end claims history in a single view for faster resolution

- 1 Resolve claims faster with end-to-end claims history in a single view
- 2 Facilitate seamless collaboration across teams and management with easy sharing of real-time claim details
- 3 Build deeper automation with third-party and core systems of record integrations for a truly enabled system of action
- 4 Improve claims adjuster effectiveness with a purpose-built workspace providing intuitive access to relevant tasks and data



Claims 360

Adjuster Workspace

Guidewire Cloud Integration: PolicyCenter

servicenow Flow Designer

Flows Subflows **Actions** Executions Connections All Work ▾

Name Search Actions on selected rows...

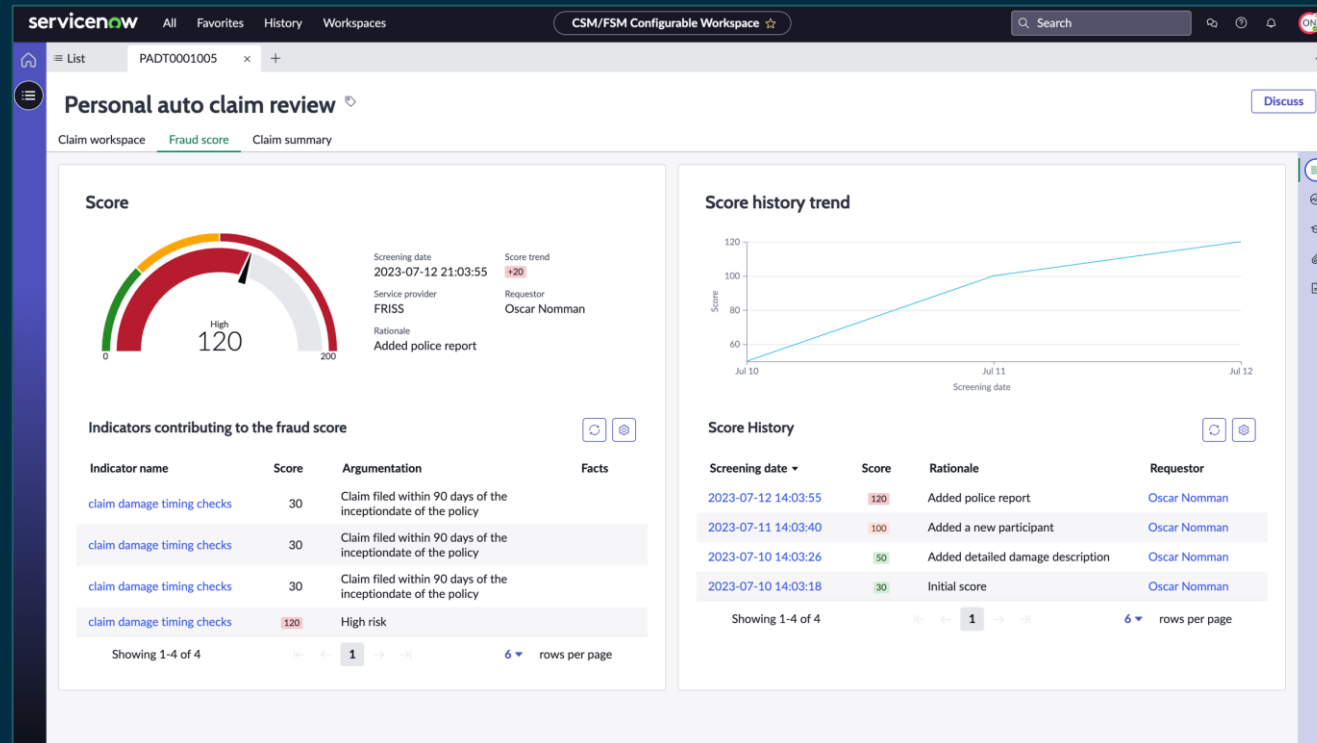
All > Application Name starts with Guidewire Spoke > Category Name starts with Policy Management

Name	Internal name	Application	Status	Active	Updated by	Updated	Category
Bind and Issue Policy Transaction	bind_and_issue_policy_transaction	Guidewire Spoke	Published	true	shinichi.ikedada@snc	2023-07-05 16:19:08	Policy Management
Initiate Policy Cancellation	initiate_policy_cancellation	Guidewire Spoke	Published	true	shinichi.ikedada@snc	2023-07-05 16:11:09	Policy Management
Look up Company Account by Account ID	look_up_company_account_details_by_id	Guidewire Spoke	Published	true	shinichi.ikedada@snc	2023-07-05 16:25:36	Policy Management
Look up Company Accounts Stream	look_up_company_accounts_stream	Guidewire Spoke	Published	true	shinichi.ikedada@snc	2023-07-05 16:28:18	Policy Management
Look up Insurance Policies Stream	look_up_insurance_policies_stream	Guidewire Spoke	Published	true	shinichi.ikedada@snc	2023-07-05 16:14:46	Policy Management
Look up Insurance Policy by Policy ID	look_up_insurance_policy_details_by_id	Guidewire Spoke	Published	true	shinichi.ikedada@snc	2023-07-05 16:21:45	Policy Management
Look up Person Account by Account ID	look_up_person_account_by_account_id	Guidewire Spoke	Published	true	shinichi.ikedada@snc	2023-07-05 16:13:57	Policy Management
Look up Person Accounts Stream	look_up_person_accounts_stream	Guidewire Spoke	Published	true	shinichi.ikedada@snc	2023-07-05 16:12:36	Policy Management
Look up Policy Center TypeList	get_policycenter_typedlist	Guidewire Spoke	Published	true	shinichi.ikedada@snc	2023-07-05 16:23:52	Policy Management
Look up Policy Contact on Policy by Cont...	look_up_policy_contact_on_policy_by_cont...	Guidewire Spoke	Published	true	shinichi.ikedada@snc	2023-07-05 16:23:17	Policy Management
Look up Policy Document Content by Docum...	look_up_policy_document_content_by_docum...	Guidewire Spoke	Published	true	shinichi.ikedada@snc	2023-07-05 16:11:43	Policy Management
Look up Policy Documents by Policy ID St...	look_up_policy_documents_by_policy_id_st...	Guidewire Spoke	Published	true	shinichi.ikedada@snc	2023-07-05 16:15:48	Policy Management

Connect the enterprise for greater efficiency and better experiences

- 1 Streamline processes to save time and cost through advanced work assignment, process mining, audit trail, and more
- 2 Provide everyone the same real-time access to claim progress, status updates, and policy details
- 3 Customize business processes quickly via low-code tools

FRISS Integration



Strategic integration to counter claims fraud

- 1 Protect against fraudulent claims and reduce claims leakage with transparent fraud scoring model
- 2 Access key information such as current fraud scores, score trends, and scoring rationale directly from intuitive dashboard
- 3 Help increase speed to market with seamless integration between Financial Services Operations and FRISS
- 4 View full history of a claim and understand reasoning for fraud score change, such as addition of claimant

Service Organization Management: Available Services

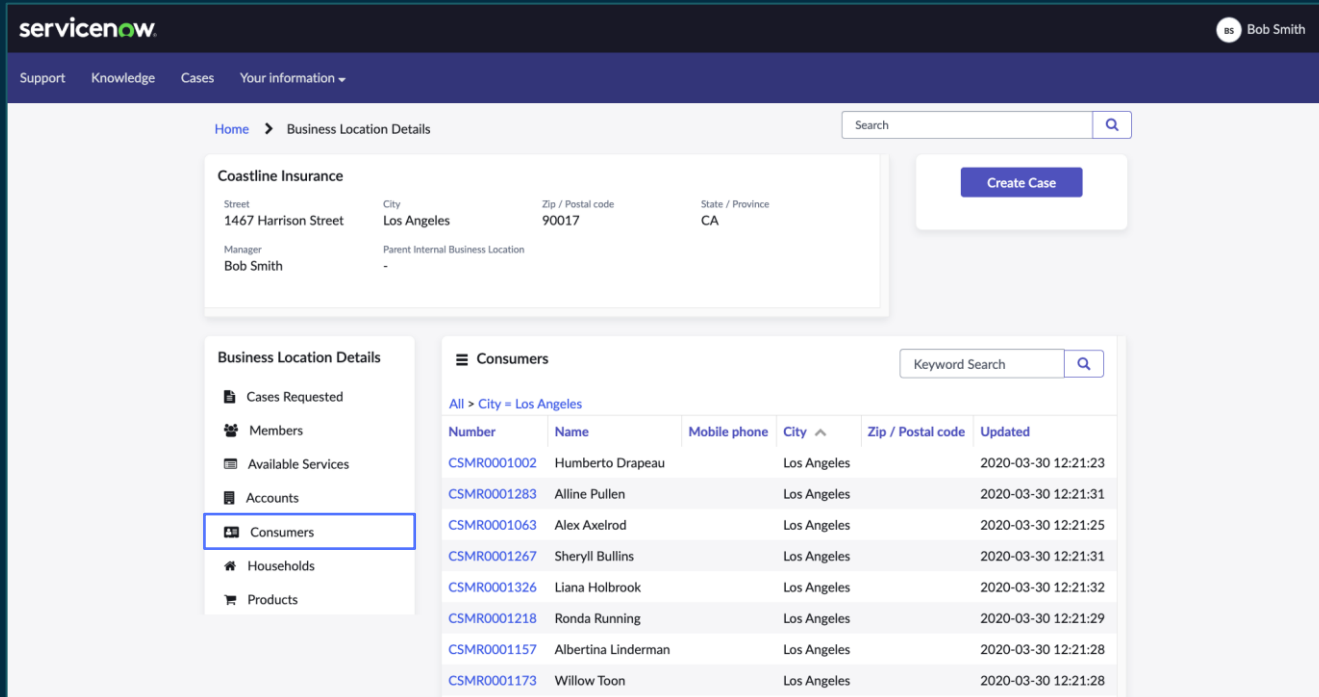
The screenshot displays the ServiceNow user interface. At the top, the 'servicenow' logo is on the left, and the user 'Bob Smith' is on the right. Below the header, there are navigation tabs: 'Support', 'Knowledge', 'Cases', and 'Your information'. The main content area is titled 'Business Location Details' and includes a search bar. On the left, a sidebar menu lists 'Cases Requested', 'Members', 'Available Services' (highlighted with a blue border), 'Accounts', 'Consumers', 'Households', and 'Products'. The main content area shows details for 'Coastline Insurance' with fields for Street (1467 Harrison Street), City (Los Angeles), Zip / Postal code (90017), State / Province (CA), Manager (Bob Smith), and Parent Internal Business Location (-). A 'Create Case' button is visible. Below this, the 'Available Services' section is shown with a table of services.

Name	Active	Customer service type	Table	Service Organizations offering Service
Vehicle Insurance	true	Post-Sale	sn_customerservice_case	All Service Organizations
Home Insurance	true	Post-Sale	sn_complaint_case	All Service Organizations
Property Insurance	true	Post-Sale	u_billing_complaint	All Service Organizations
Flood insurance	true	Post-Sale	sn_csm_case_types_rma	All Service Organizations
Life insurance	true	Post-Sale	sn_complaint_case	All Service Organizations
Dental Insurance	true	General	sn_complaint_case	All Service Organizations

List services offered by an insurance agency/brokerage

- 1 Reduce case rework by submitting requests only to agencies, brokerages, and teams that can resolve the issue
- 2 Improve employee efficiency by helping them easily find relevant agencies, brokerages, and teams for a request

Service Organization Management: Customers Served



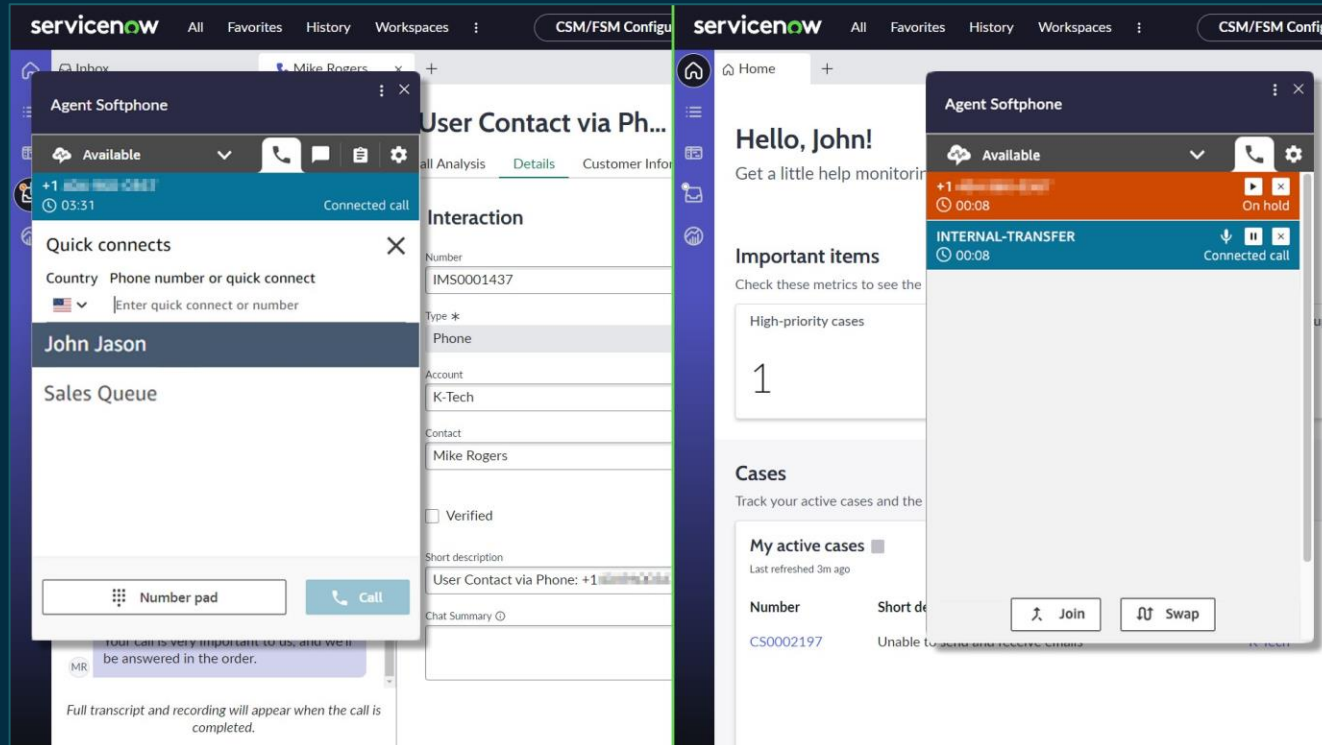
The screenshot displays the ServiceNow interface for "Business Location Details" for "Coastline Insurance". The page includes a search bar, a "Create Case" button, and a sidebar with navigation options like "Cases Requested", "Members", "Available Services", "Accounts", "Consumers" (highlighted), "Households", and "Products". The main content area shows a table of consumers for the selected location.

Number	Name	Mobile phone	City	Zip / Postal code	Updated
CSMR0001002	Humberto Drapeau		Los Angeles		2020-03-30 12:21:23
CSMR0001283	Alline Pullen		Los Angeles		2020-03-30 12:21:31
CSMR0001063	Alex Axelrod		Los Angeles		2020-03-30 12:21:25
CSMR0001267	Sheryll Bullins		Los Angeles		2020-03-30 12:21:31
CSMR0001326	Liana Holbrook		Los Angeles		2020-03-30 12:21:32
CSMR0001218	Ronda Running		Los Angeles		2020-03-30 12:21:29
CSMR0001157	Albertina Linderman		Los Angeles		2020-03-30 12:21:28
CSMR0001173	Willow Toon		Los Angeles		2020-03-30 12:21:28

List and track customers of an insurance agency/brokerage

- 1 Help increase CSAT with more targeted servicing and improved security by accurately aligning customers to specific groups and locations of an organization
- 2 Provide the staff across the service value chain visibility to customer details to deliver better service

ServiceNow Voice: Agent and Queue Transfer

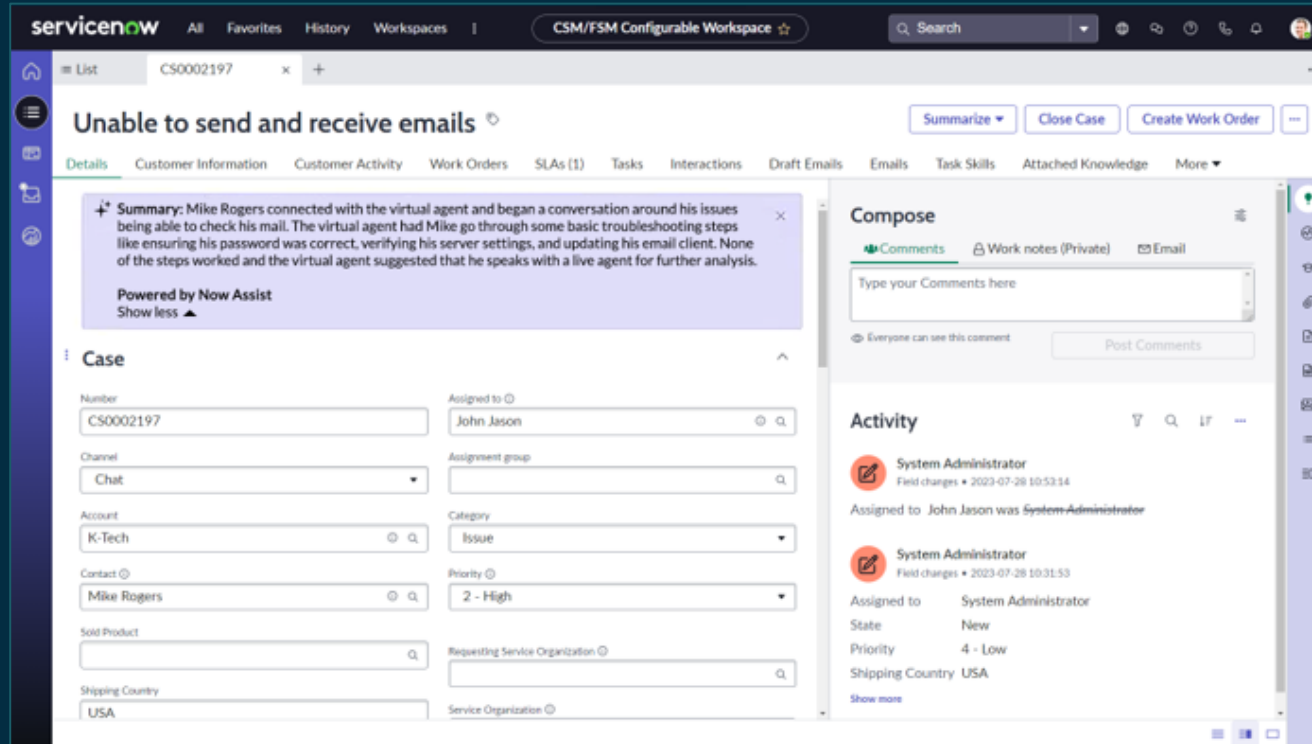


Improve agent productivity with agent and queue call transfers

- 1 Streamline a call with the ability to transfer from one agent to another agent
- 2 Improve resolution with the ability for agents to transfer calls to a queue
- 3 Expand the organization's ability to configure Agent UI with new OpenFrame capabilities

Now Assist for Financial Services for Insurance*

Generative AI



Controlled Go-To-Market

 Add-on Professional or Enterprise

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- 1 Accelerate service responses with faster context gathering on issues and actions taken
- 2 Rapidly generate summaries for cases, interactions, and other record types
- 3 Improve operations by collecting consistent resolution data



What's new in the Vancouver release

Manage and protect operational technology assets

Operational Technology Management

- Change Management

Change Management

The screenshot displays the ServiceNow Change Management interface for a specific Change Request (CHG0030001). The interface is divided into several sections:

- Header:** Includes the ServiceNow logo, navigation tabs (List, Details), and a search bar.
- Details Section:** Shows the Change Request ID (CHG0030001) and buttons for "Continue change request", "Save", and a menu icon.
- Change Request Form:** Contains various fields for defining the change:
 - Number:** CHG0030001
 - Model:** Normal
 - Requested by:** (Empty)
 - Type:** Normal
 - Category:** Other
 - State:** New
 - Service:** (Empty)
 - Assignment group:** OT VR Default Assignment Group
 - Service offering:** (Empty)
 - Assigned to:** (Empty)
 - Configuration item:** 10.197.203.101 @ 00:50:56:96:9a:10
 - Risk:** Moderate
 - Priority:** 2 - High
 - Impact:** 3 - Low
 - Short description:** Canning Line (HYD-MAN-CAN)
 - Description:** A remediation task VUL0010020 with security vulnerabilities in your environment requires remediation. Please refer to the Planning tab in this change request for more information.
- Compose Section:** Includes a "Comments" tab and a "Work notes (Private)" section for adding comments.
- Activity Section:** Shows a list of activities related to the change request, including user actions and timestamps.

Help ensure stable OT systems through structured change management in OT environments

- 1 Streamline Change Documentation and Management:** Streamline OT (Operational Technology) changes by creating detailed change records, enabling transparency, accountability, and easy access to change history
- 2 Enhance OT-IT Teamwork:** Single source of truth for OT technicians, machine experts, electricians, and IT system engineers enables efficient coordination during change implementation

What's new in the Vancouver release

Power exceptional everything-as-a-service experiences at scale

Technology Provider Service Management (TPSM)

- Now Assist for Technology*
- Account Lifecycle Events: Onboarding

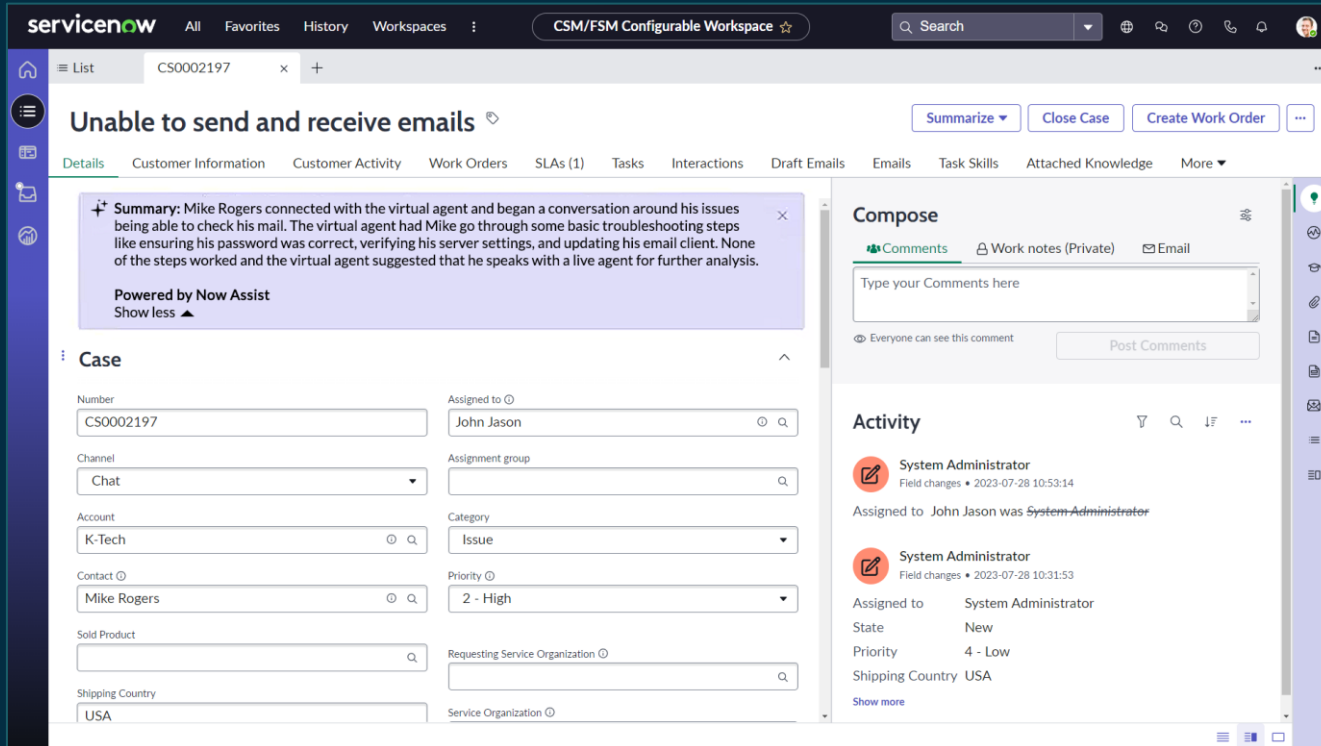
Order Management for Technology Providers (OMTP)

- Jeopardy Management
- Integration with Strategic Portfolio Management
- Integration with Field Service Management

Now Assist for Technology*

Next Experience

Generative AI



Controlled Go-To-Market

\$ Add-on Professional or Enterprise

Accelerate productivity with generative AI experiences on the Now Platform®

- 1 Accelerate service response with faster context gathering on issues and actions taken
- 2 Rapidly generate summaries for cases, interactions, and other record types
- 3 Improve operations by collecting consistent resolution data

Account Lifecycle Events: Onboarding

Onboarding case for Boxeo

Account: Boxeo | Progress: On-track | Go-live date: 2023 Mar 22 | Days remaining: 07 days

Steps: Intake & verify | **Data setup** | Service Bridge setup | Training & testing | Go live

Activities

- Summary
- Set up Locations
- Set up Assets
- Set up Entitlements

Case details

Opened: 2023 Feb 02

Status: Work in Progress

Priority: 2 - High

☒ ServiceNow customer

Assignment details

Assignment group: Onboarding team

Data table summary

Table	Task	State	Published records	Assigned to
Contacts	ALONTASK10145	Complete	200	Mike Moreno
Locations	ALONTASK10146	Published	190	Mike Moreno
Assets	ALONTASK10148	In review	0	Mike Moreno
Sold products	ALONTASK10149	Not started	0	Mike Moreno
Install base	ALONTASK10150	Not started	0	Mike Moreno

Buttons: Back, Request information

Activity Stream

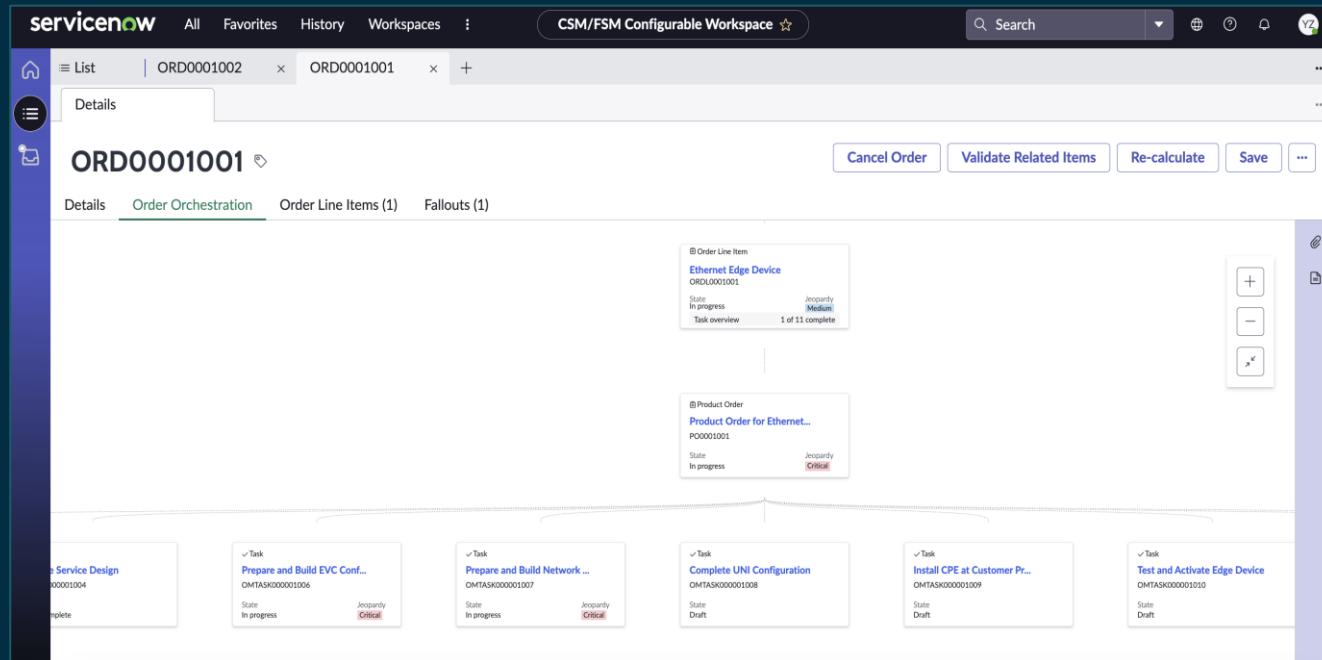
Internal 1:03 PM
Case ALON0064290 assigned to Mike Moreno

Provide a structured, repeatable, and transparent onboarding experience for customers and stakeholders

- 1 Provide a central record for onboarding teams, with dedicated tasks to assign work and automate and capture data
- 2 Provide an onboarding playbook that serves as a starting point to build a repeatable onboarding process
- 3 Deliver a simplified experience for importing, staging, adjusting, and publishing account data in a structured manner

New Account Onboarding

Jeopardy Management

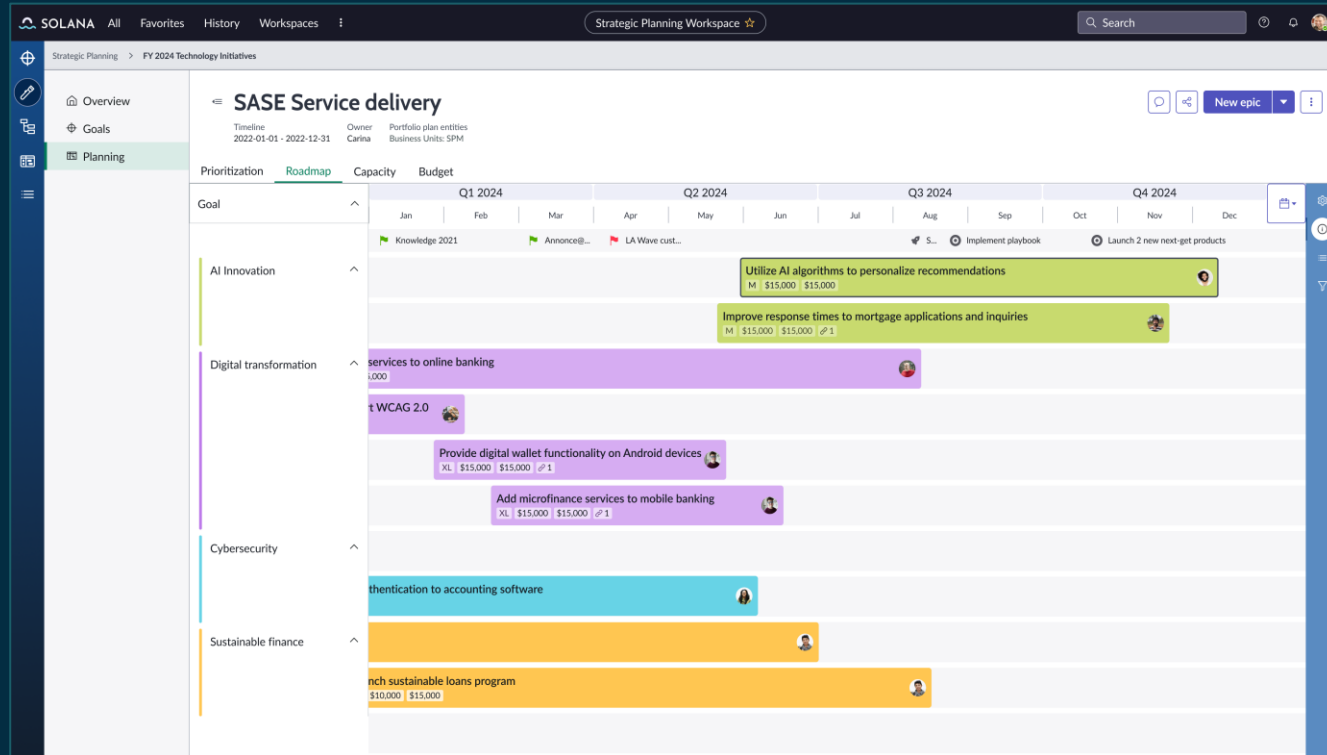


Jeopardy-level indication on the Order Orchestration View

Proactively monitor and mitigate delivery delays

- 1 Dynamically track critical path activities to identify delivery risks
- 2 Define, trigger, and monitor service-level agreements for order tasks
- 3 Leverage the SLA framework to define the expected closure time for orders and order tasks
- 4 Track team performance against task SLAs
- 5 Proactively notify service delivery teams when customer commitment dates are at risk

Integration with Strategic Portfolio Management



Project visibility of complex orders

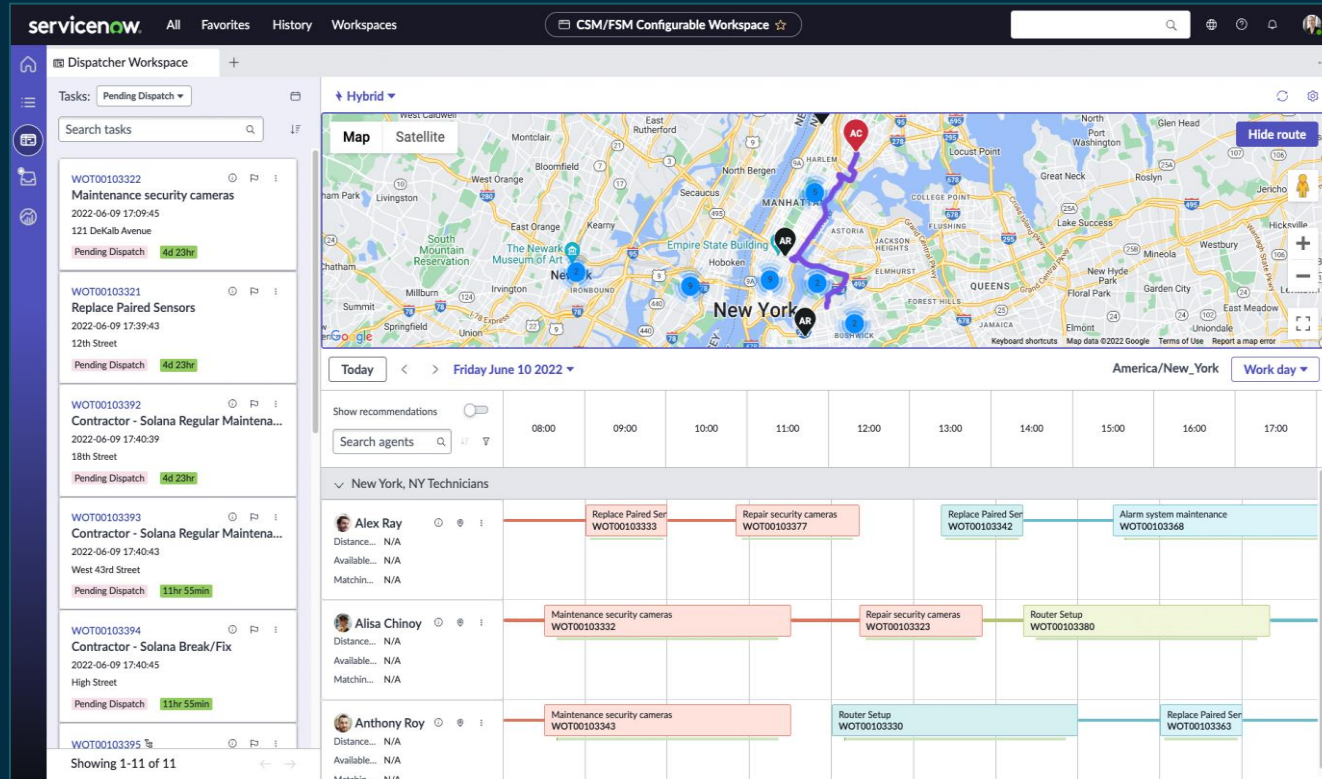
Seamlessly manage long-running order delivery projects

- 1 Create, manage, and automate the creation of a project in SPM to track service delivery in parallel
- 2 Leverage technology project templates to associate order management tasks with project management tasks and their relationships
- 3 Associate SPM projects with OMTP orders to automatically create project tasks with order tasks dependencies
- 4 Automatically synchronize task updates between orders and project tasks

Integration with Field Service Management

Dispatch Field Service to effectively install products and services ordered by the customer

- 1 Engage field service as a seamless aspect of order fulfillment activity
- 2 Automatically synchronize the work order and order task data
- 3 Continue order fulfillment activities once dependent field service has been performed



Field service dispatcher workspace



What's new in the Vancouver release

Accelerate growth with ecosystem agility

5G Services

Telecoms Network Inventory (TNI)

- Model 5G networks
- Circuit user interface
- Packs and parameters
- Manage telephone and IP address numbers
- TNI and Hardware Asset Management (HAM) integration

Telecoms Service Management (TSM)

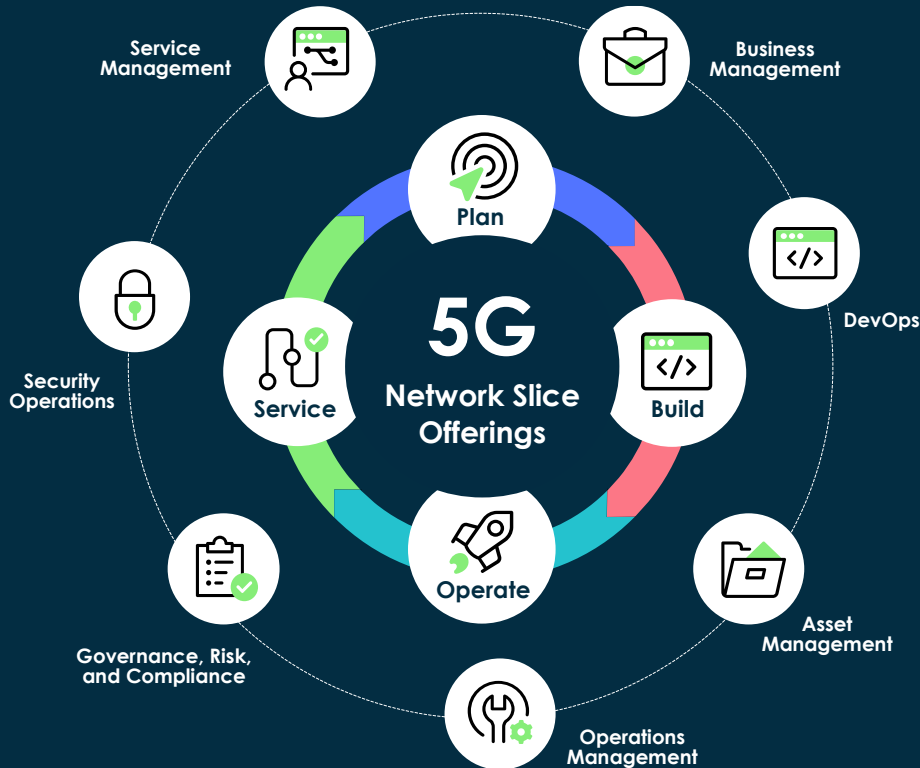
- Now Assist for Telecom*
- Lifecycle Events - Onboarding
- Proactive Service Experience workflow for change

Order Management for Telecoms (OMT)

- Jeopardy Management
- OMT and Strategic Portfolio Management (SPM) integration
- OMT and Field Service Management (FSM) integration

5G Services

Next Experience

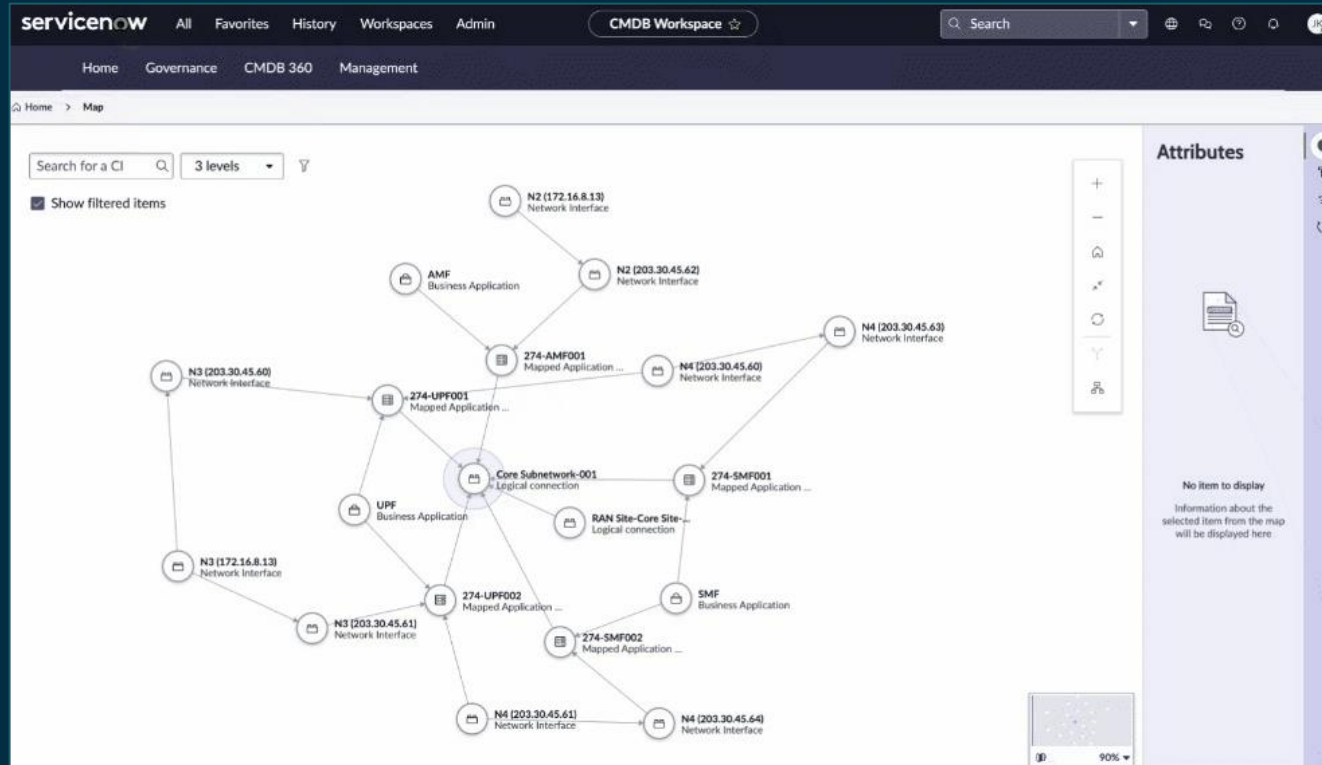


5G service lifecycle management

Rapidly realize revenue with differentiated 5G services

- 1 Launch differentiated 5G services quickly with network slice template models for eMBB, uRLLC, mMTC
- 2 Reference order management flows which decompose the service order and trigger the required network changes
- 3 Use industry standards OpenAPIs to fulfill service orders with the required network changes
- 4 Integrate TNL design and assign for 5G slices

Model 5G networks

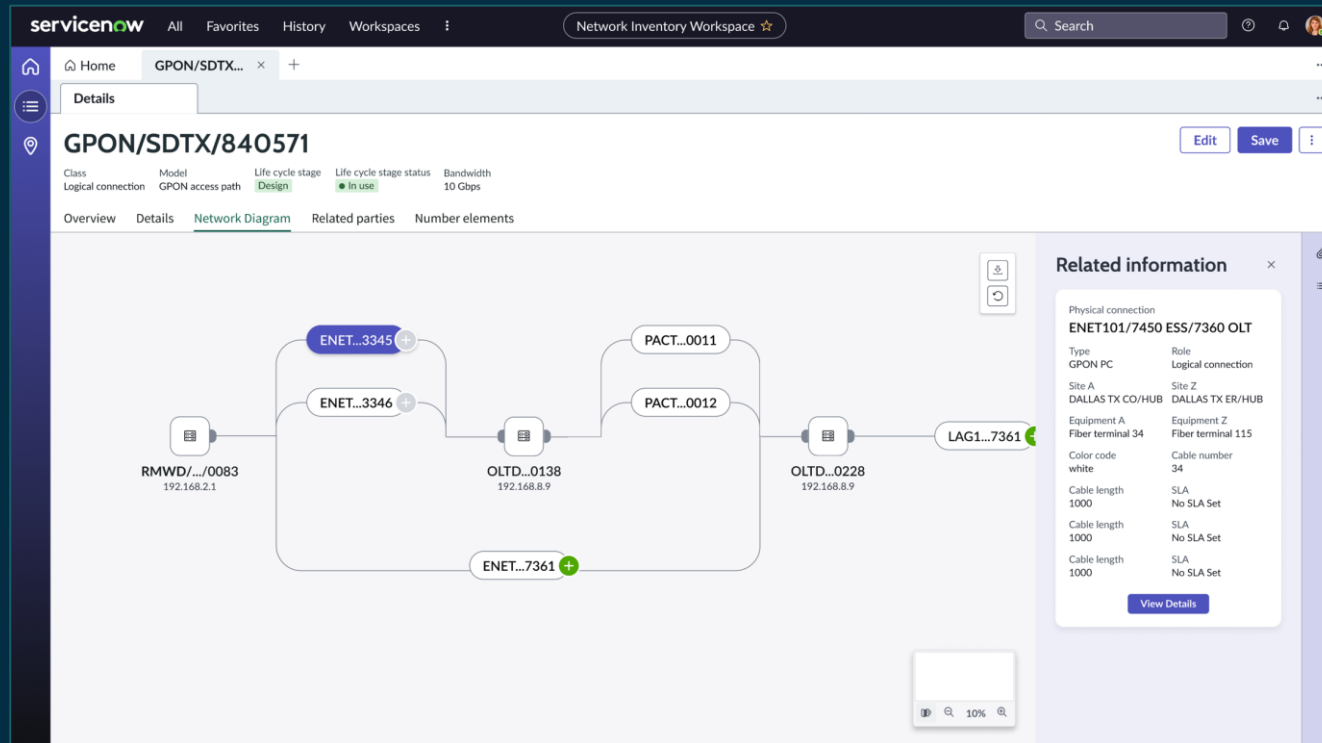


Model and manage 5G RAN and Core inventory

- 1 Easily model 5G RAN and Core Functions
- 2 Start modeling with out of the box 5G models
- 3 Aligned with 3GPP industry standards

5G network functions

Circuit user interface



Circuit diagram user interface

Manage and visualize logical and physical circuit details and connectivity

- 1 Easily manage complex circuit connectivity in a single user interface
- 2 Drill down into the circuit connection for details
- 3 Enable agents to view, change or delete connections
- 4 Use zoom to visualize end-to-end circuits or sections

Packs and parameters

The screenshot displays the 'Mobility Location Pack' configuration interface in ServiceNow. The page is titled 'Mobility Location Pack' and includes a 'Details' tab. The main content area is divided into two columns. The left column contains several input fields for attributes: 'Build Type', 'Market Cluster', 'CSS USID', 'POTS Number' (with a dropdown menu showing '61' and a text field '999) 999-9999'), 'Financial Accounting Code', 'Primary Tenant', 'Hub Type', 'Recovery Priority', 'Location Site Type', and 'Market'. There is also a checkbox labeled 'Third Party Ownership'. The right column is titled 'Attachments' and shows a message 'No Attachments Available' with a 'Browse' button. The top navigation bar includes 'List', 'PFP LOC F-800', 'Create New Pack ...', '274-SMF001', 'Mobility Location...', 'London POP', and 'Mobility Location...'.

Inventory pack and parameters

Create distinct attribute lists that apply to a subset of inventory

- 1 Create customized groups of attributes and relate them to subsets of different inventory types
- 2 Eliminate irrelevant attributes from appearing on a specified inventory type

Manage telephone and IP address numbers

Allocate a new telephone number

Details Allocation line items

Location routing number: 322281617
Quantity: 5
Contiguous number: Yes
San Diego: San Diego DA, CA

Reset Search

Search results for the parameters

Telephone number block 5

Last refreshed 1m ago

Number	Class	Updated
858-344-4680 to 4684	Telephone number block	2021-04-14
858-344-4685 to 4689	Telephone number block	2021-04-14
858-344-4690 to 4694	Telephone number block	2021-04-14
858-344-4695 to 4699	Telephone number block	2021-04-14
858-344-4700 to 4704	Telephone number block	2021-04-14

Activity stream

Compose

Comments Work notes (Private)

Type your comments here

Post Comment

Activity

Mike Davis created a new telephone number request
Field changes • 2020-08-31 21:35:45

Assigned to Mike Davis was System Admin

State New
Priority High - 1 was Empty
Type To allocate a new telephone number

Allocate telephone number

Extend number management to support telephone and IP address block management

- 1 Define, manage, and honor number blocks for Telephone Numbers and IP Address blocks
- 2 Identify and reserve telephone numbers as part of the Design & Assign flows
- 3 Support number management blocks with resource inventory management industry standards OpenAPI

TNI and Hardware Asset Management integration

Material Request using Inventory Template

Inventory template: *
ASR9006 Edge Template

Model	Category	Quantity
ASR 9006	Telco equipment	1
RSP4	Card	2
ASR 9000 Series 4 Line Card	Card	2
SFP-1G	Card	8

Submit

Equipment purchase request

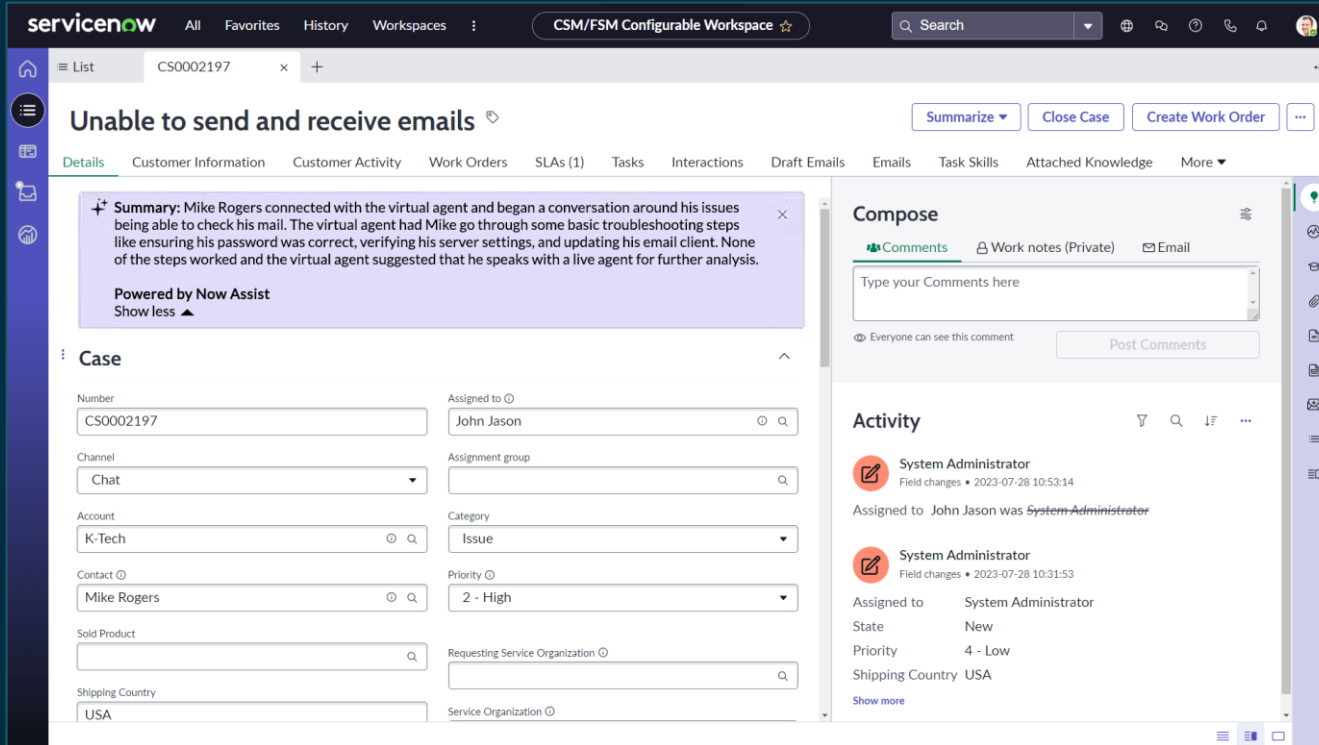
Utilize accurate inventory life cycle information to accurately track network assets

- 1 Track the procurement of telecom network equipment
- 2 Support asset lifecycle workflows that govern the acquisition, maintenance, and retirement of network inventory
- 3 Support read, create, delete, and change of resource inventory management with industry standards OpenAPI
- 4 Leverage industry standards OpenAPI extension points to support customer specific modification of the API logic per their requirement

Now Assist for Telecom*

Next Experience

Generative AI



Controlled Go-To-Market

\$ Add-on Professional or Enterprise

Accelerate productivity with generative AI experiences on the Now Platform®

- 1 Accelerate service response with faster context gathering on issues and actions taken
- 2 Rapidly generate summaries for cases, interactions, and other record types
- 3 Improve operations by collecting consistent resolution data

Account Lifecycle Events Onboarding

Onboarding case for Boxeo

Account: Boxeo | Progress: On-track | Go-live date: 2023 Mar 22 | Days remaining: 07 days

Steps: Intake & verify | **Data setup** | Service Bridge setup | Training & testing | Go live

Activities

- Summary
- Set up Locations
- Set up Assets
- Set up Entitlements

Case details

Opened: 2023 Feb 02

Status: Work in Progress

Priority: 2 - High

☒ ServiceNow customer

Assignment details

Assignment group: Onboarding team

Assigned to: *

Data table summary

Assigned to You

Table	Task	State	Published records	Assigned to
Contacts	ALONTASK10145	Complete	200	Mike Moreno
Locations	ALONTASK10146	Published	190	Mike Moreno
Assets	ALONTASK10148	In review	0	Mike Moreno
Sold products	ALONTASK10149	Not started	0	Mike Moreno
Install base	ALONTASK10150	Not started	0	Mike Moreno

Buttons: Back, Request information

Activity Stream

Internal 1:03 PM
Case ALON0064290 assigned to Mike Moreno

Provide a structured, repeatable and transparent onboarding experience for customers and stakeholders

- 1 Provide a central record for onboarding teams, with dedicated tasks to assign work, automate, and capture data
- 2 Provide an onboarding playbook that serves as a starting point to build a repeatable onboarding process
- 3 Deliver a simplified experience for importing, staging, adjusting and publishing account data

New Account Onboarding

Proactive Service Experience Workflow for change

Add network switch to cabinet

Risk: Low | Impact: 3 - Low | State: Review | Configuration item: vManage_10001

Scope and impact

Affected CLIs	Impacted services	Impacted offerings	Impacted applications	Outages
1	5	0	0	5

Cases 3

Number	Priority	State	Assigned to	Short description	Task type
CS0001005	4 - Low	New	(empty)	Add network switch to cabinet	Case
CS0001006	4 - Low	New	(empty)	Add network switch to cabinet	Case
CS0001004	4 - Low	New	(empty)	Add network switch to cabinet	Case

Record information

Risk: Low
Impact: 3 - Low
Last evaluated: 2023-02-13 09:27:51

Schedule

Actual start date: 2023-02-13 09:28:35
Actual end date: 2023-02-13 09:29:47
Planned start date: 2023-02-13 09:28:14
Planned end date: 2023-02-21 09:50:50
Conflict last run: 2023-02-13 09:28:49

Understand impact and proactively notify customers affected by changes

- 1 Communicate to customers about planned maintenance in advance
- 2 Identify affected accounts and services and create proactive customer cases
- 3 Lower calls to your call center and increase customer satisfaction scores
- 4 Auto-resolve proactive cases when the major case is closed

Manage network change for impacted customers

Jeopardy Management

Next Experience

servicenow

All Favorites History Workspaces Admin

CSM/FSM Configurable Workspace

Search

List

Lists My Lists

Orders

Service Orders

Customer Orders

Order Tasks

All 13

Last refreshed just now.

Number	Jeopardy level	State	Account	Contact	Order type	Monthly Recurring Charges
ORD0001001	Medium	In progress	Funco Intl	Sarah Johnson	Product	\$0.00
ORD0001002	Low	In progress	Funco Intl	Sarah Johnson	Product	\$0.00
ORD0001007	Low	In progress	Funco Intl	Sarah Johnson	Product	\$0.00
ORD0001004	Low	Acknowledged	Funco Intl	Sarah Johnson	Service	\$0.00
ORD0001003	None	Completed	Funco Intl	Sarah Johnson	Service	\$0.00
ORD0001006	None	In progress	Funco Intl	Sarah Johnson	Product	\$0.00
ORD0001005	None	In progress	Funco Intl	Sarah Johnson	Product	\$500.00
ORD0000000						0.00
ORD0000000						0.00

All 117

Last refreshed just now.

Number	Priority	Jeopardy le...	Short description	State	Assign
OMTASK000001042	4 - Low	Critical	Redo : Configure Modem Settings and Store Activation Server	In progress	(emp)
OMTASK000001048	4 - Low	Critical	Configure EVC Service	In progress	(emp)
OMTASK000001012	4 - Low	Critical	Redo : Configure Modem Settings and Store Activation Server	In progress	(emp)
OMTASK000001039	4 - Low	Critical	Redo : Create Interface Profile	In progress	(emp)
OMTASK000001023	4 - Low	Critical	Configure EVC Service	In progress	(emp)
OMTASK000001035	4 - Low	Critical	Configure UNI Speed	In progress	(emp)
OMTASK000001034	4 - Low	Critical	Return Ship CPE	In progress	(emp)
OMTASK000001033	4 - Low	Critical	Configure Modem Settings and Store Activation Server	In progress	(emp)
OMTASK000001057	4 - Low	None	Assign Interface Profile to UNI	Draft	(emp)

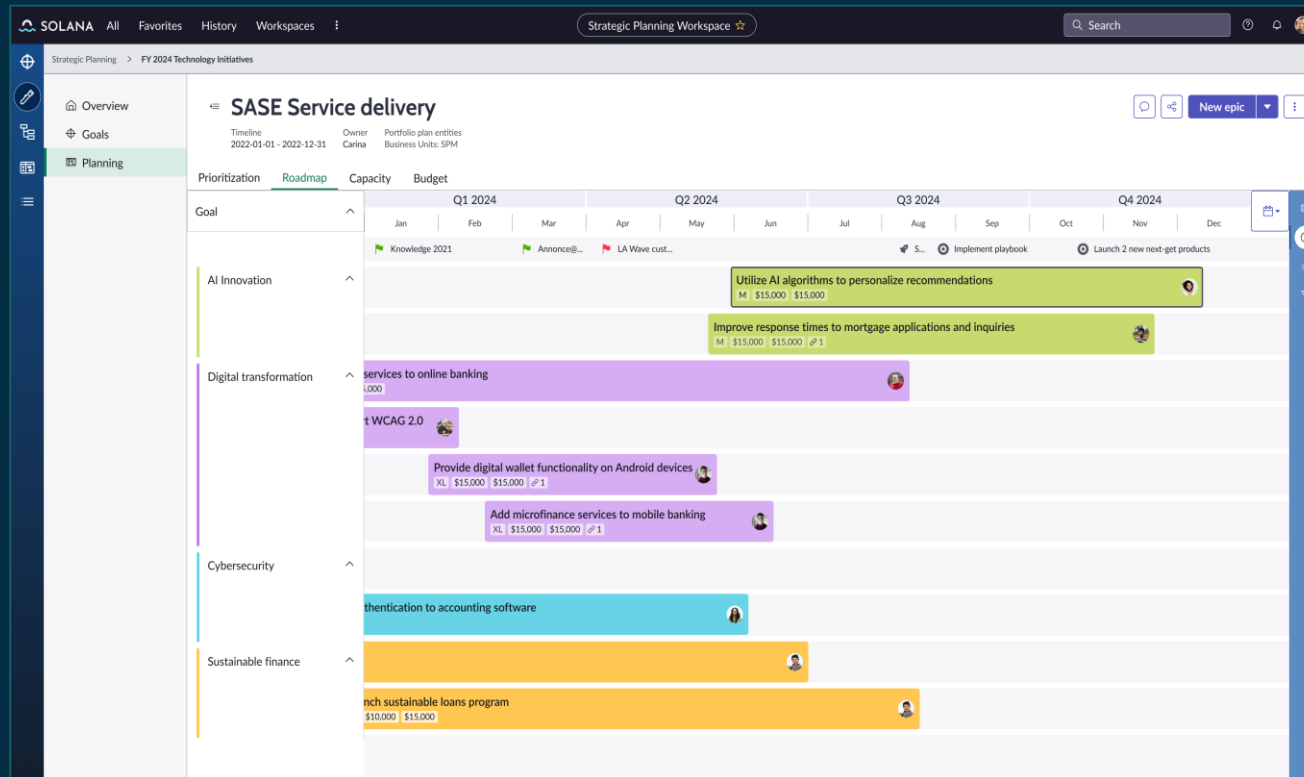
Order and order task jeopardy visibility

Proactively manage risk during the order fulfillment process

- 1 Dynamically track critical path activities to identify delivery risk
- 2 Proactively notify service delivery teams when customer commitment dates are at risk
- 3 Define, trigger, and monitor Service Level Agreements (SLA) for order and order tasks
- 4 Leveraging SLA framework to define expected closure time for order and order task
- 5 Track team performance against task SLAs

OMT and Strategic Portfolio Management integration

Next Experience



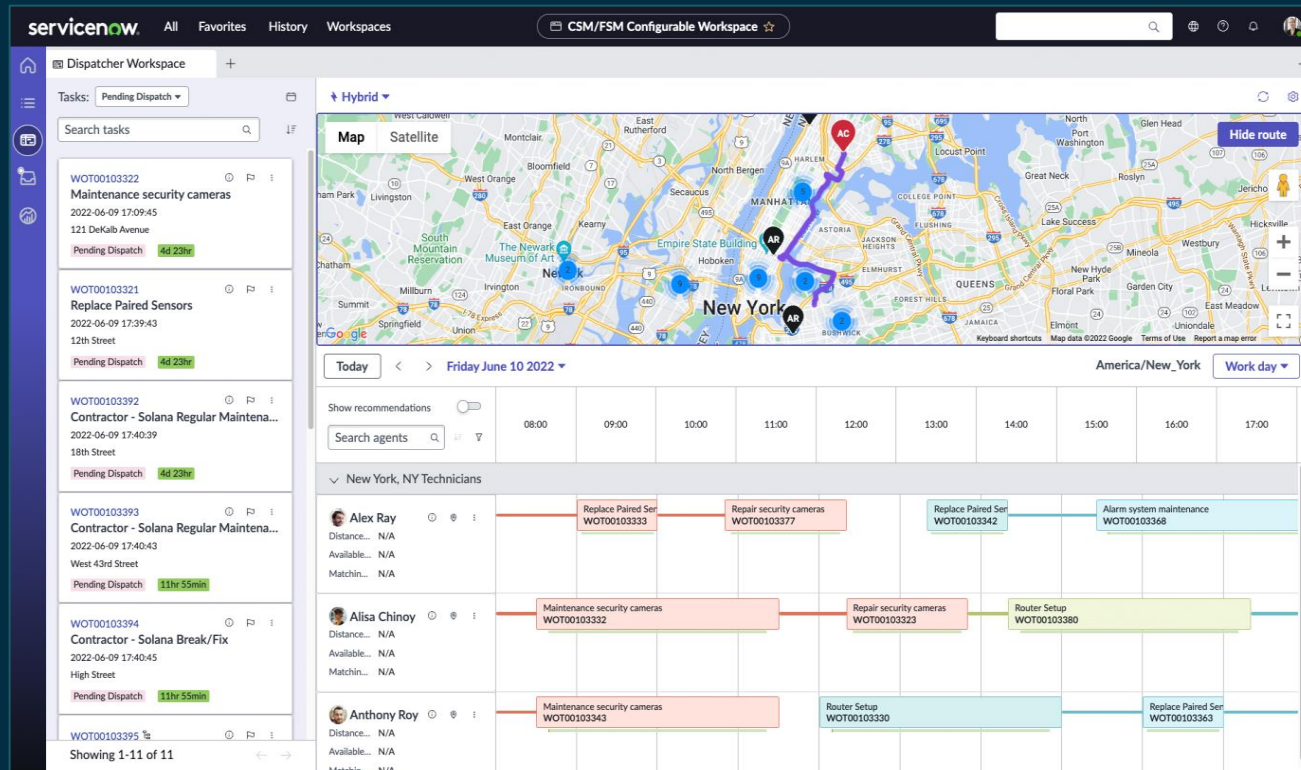
Project visibility of complex order

Provide clear visibility and control of order progress and associated project management activities

- 1 Create, manage and automate the creation of a project in SPM to track service delivery in parallel
- 2 Leverage telecom project templates to associate order management tasks with project management tasks and their relationships
- 3 Associate SPM projects with OMT orders to automatically create project tasks with order tasks dependencies
- 4 Automatic synchronization of task updates between order and project tasks

OMT and Field Service Management integration

Next Experience



Field service dispatcher workspace

Integrate customer orders with field service management

- 1 Engage field service as a seamless aspect of order fulfillment activity
- 2 Automated synchronization of work order and order task data
- 3 Continue order fulfillment activities once dependent field service has been performed

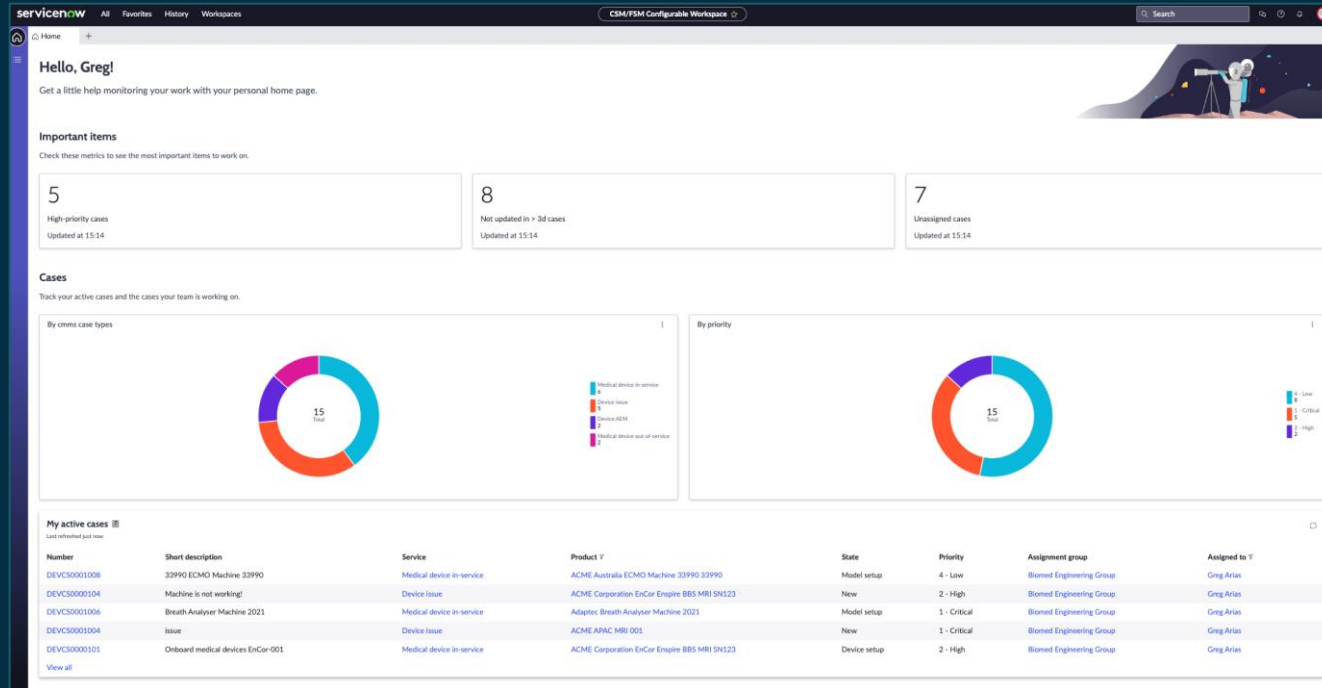
What's new in the Vancouver release

Drive performance and agility through operational excellence

Clinical Device Management

- Healthcare Computerized Maintenance Management System (CMMS) Foundation
- Healthcare CMMS Workflows
- Compliance Dashboard
- Now Assist for Health Care and Life Sciences*

Healthcare CMMS Foundation



CMMS Dashboard

Maximize device lifespan with a centralized process

- 1 Enhance device visibility and usage by managing multiple devices across locations through an HL7 FHIR data model
- 2 Reduce downtime and improve patient safety with a single platform for maintenance and risk assessment
- 3 Elevate productivity with ready-made workspaces for maintenance teams

Healthcare CMMS Workflows

The screenshot displays the ServiceNow Platform Analytics Workspace for Medical devices in-service. It shows a table of medical devices with columns for Name, Configuration Item, Serial number, Product, Organization, State, and Risk score. Below the table, there is a detailed view of a specific device, 'Machine is not working!', which includes request details, device details, and a timeline of activities. The interface also shows a 'Compose' section for comments and a 'More Information' section with contact details and a timeline of events.

Name	Configuration Item	Serial number	Product	Organization	State	Risk score
ACME South America ACME Infusion Pump dos mil veintitrés 2023 9708904487989	ACME South America ACME Infusion Pump dos mil veintitrés 2023 9708904487989	9708904487989	ACME South America ACME Infusion Pump dos mil veintitrés 2023	ABC Hospital Div	Installed	
ACME South America ACME Infusion Pump dos mil veintitrés 2023 04567890984678	ACME South America ACME Infusion Pump dos mil veintitrés 2023 04567890984678	04567890984678	ACME South America ACME Infusion Pump dos mil veintitrés 2023	ABC Hospital Div	Pending Install	

Machine is not working!

Request details

Opened by: John Quil
 Issue type: Electrical issue
 Product: ACME Corporation EnCor Inspire BBS MRI SN123
 Opened: 2023-07-05 21:03:29
 Organization: ABC Hospital Div
 Short description: Machine is not working!

Device details

Name: ACME Corporation En...
 Manufacturer: ACME Corporation
 Serial number: 220-04
 Installed date: 2023-07-04
 State: Pending Install
 Risk score: Medium (Score: 10)
 Last serviced date:

Compose

Type your Comments here
 Post Comments

Activity

System Administrator
 Work notes • 2023-07-07 05:13:04
 Please follow the basic troubleshooting guide for MRI machines

Greg Arias
 Additional comments • 2023-07-07 04:59:53
 Thank you sending the latest information. We are looking into it and we will get back to you as soon as possible.

John Quil
 Additional comments • 2023-07-07 04:56:27
 Please find attached the image of the logs

More Information

Opened By: John Quil
 Mobile Phone:
 Business Phone:
 Email: john.quil@example.com

Timeline

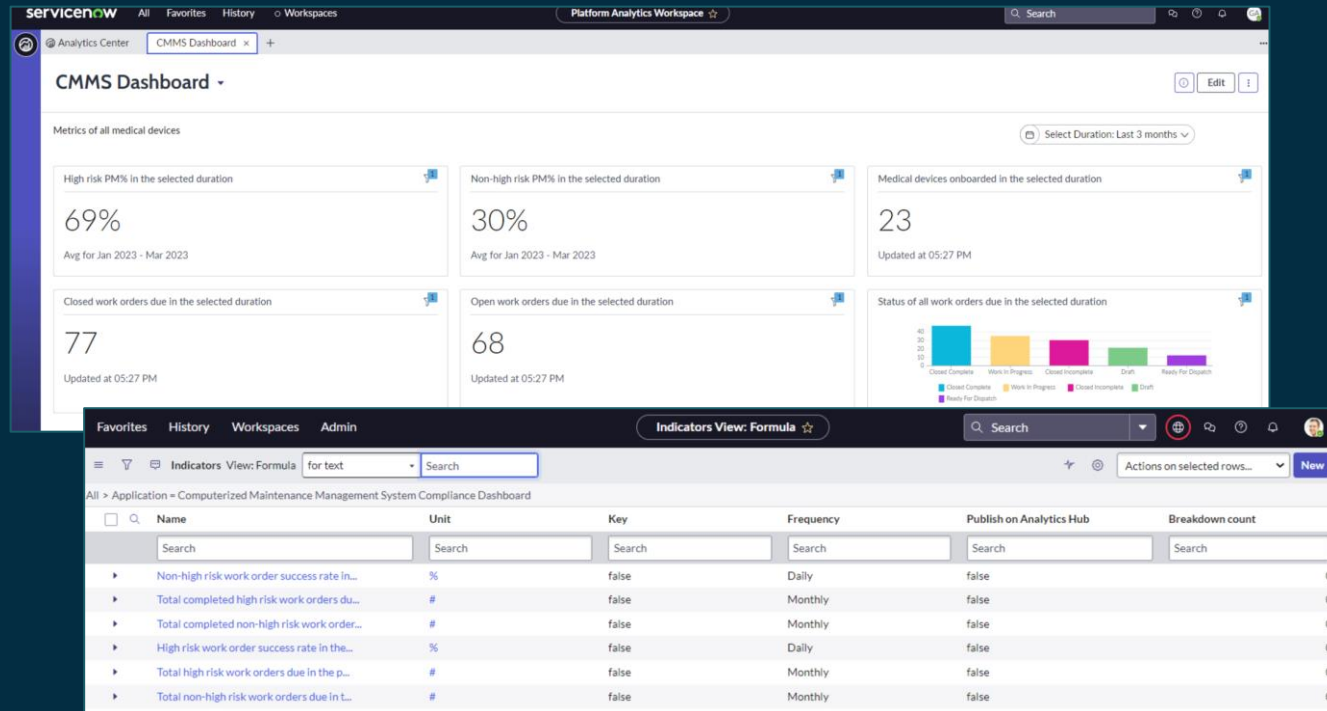
Priority 2 resolution (8 hour)
 7d 1h 17m Breached

Automate clinical device management with ready-made workflows

- 1 Standardize device onboarding, across setup, maintenance, and risk assessment to fast-track time-to-value
- 2 Streamline issue reporting and expedite corrective actions to enhance clinician experience
- 3 Elevate device uptime and improve regulatory compliance through Alternate Equipment Maintenance (AEM)

Device onboarding and device issue workflows

Compliance Dashboard



Professional

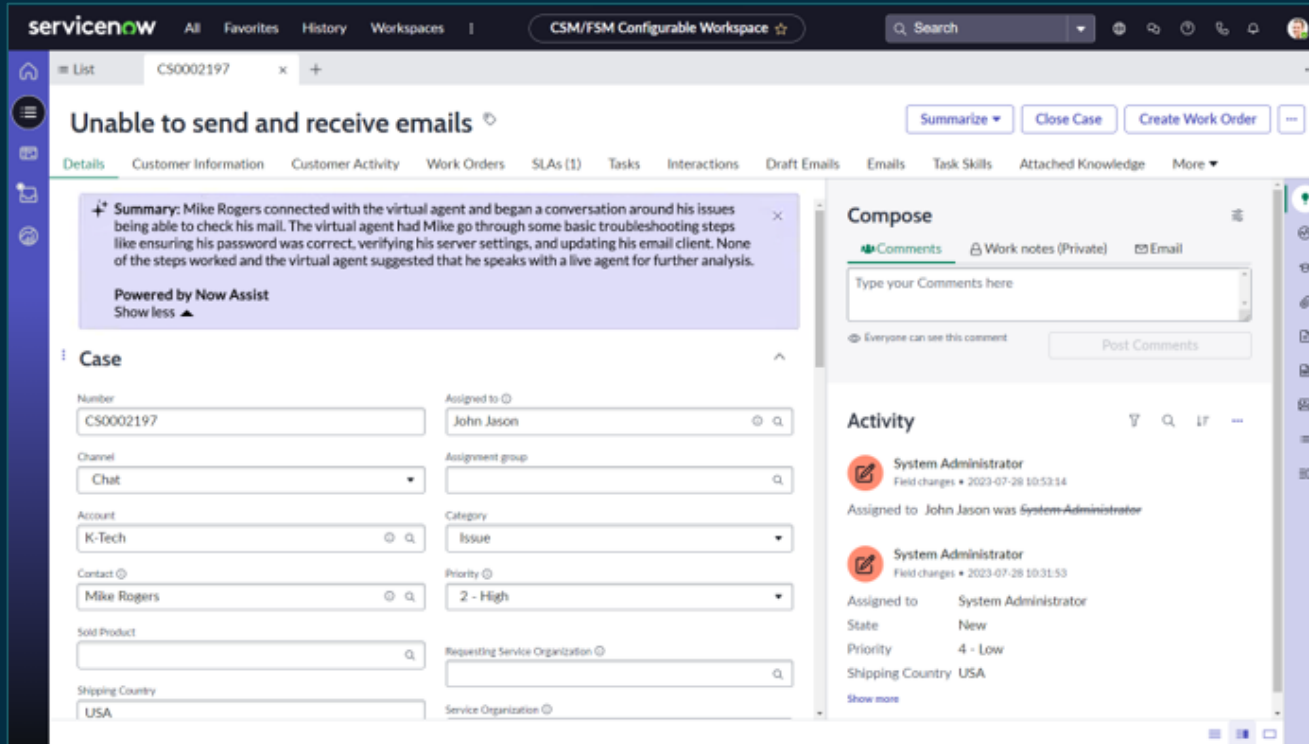
Monitor compliance and mitigate risk with a comprehensive dashboard

- 1 Enable timely compliance and enhance device safety through built-in reporting capabilities
- 2 Reduce total cost of ownership and avoid penalties with automated, up-to-date maintenance
- 3 Extend the life of devices through data driven root cause identification and corrective actions

CMMS Compliance Dashboard and indicators

Now Assist for Healthcare and Life Sciences*

Generative AI



\$ Add-on Professional or Enterprise

Accelerate productivity with generative AI experiences on the Now Platform®

- 1 Accelerate service responses with faster context gathering on issues and actions taken
- 2 Rapidly generate summaries for cases, interactions, and other record types
- 3 Improve operations by collecting consistent resolution data

Controlled Go-To-Market



Government

What's new in the Vancouver release

Digitize, modernize, and speed up the delivery of government services

Public Sector Digital Services

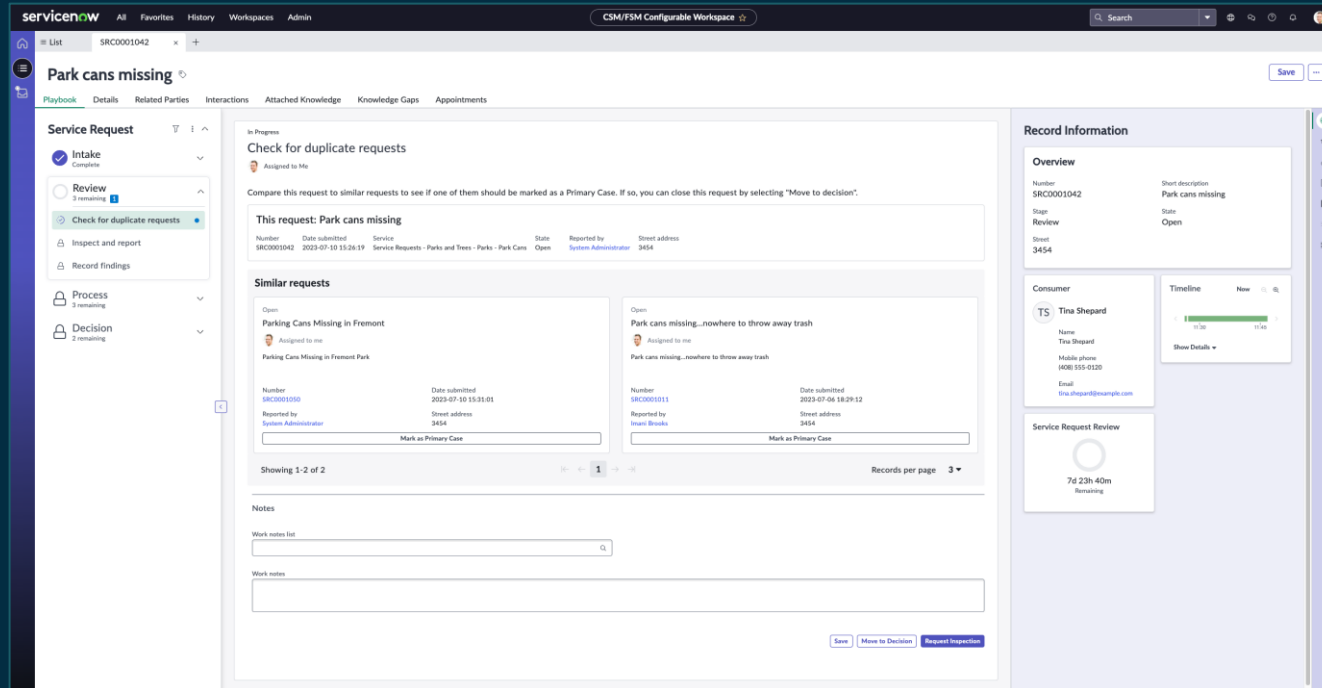
- Service Request Playbook: Design Enhancements
- Agency: Associated Customers
- Agency: Services Offered
- Agency Services Portal

Service Request Playbook: Design Enhancements

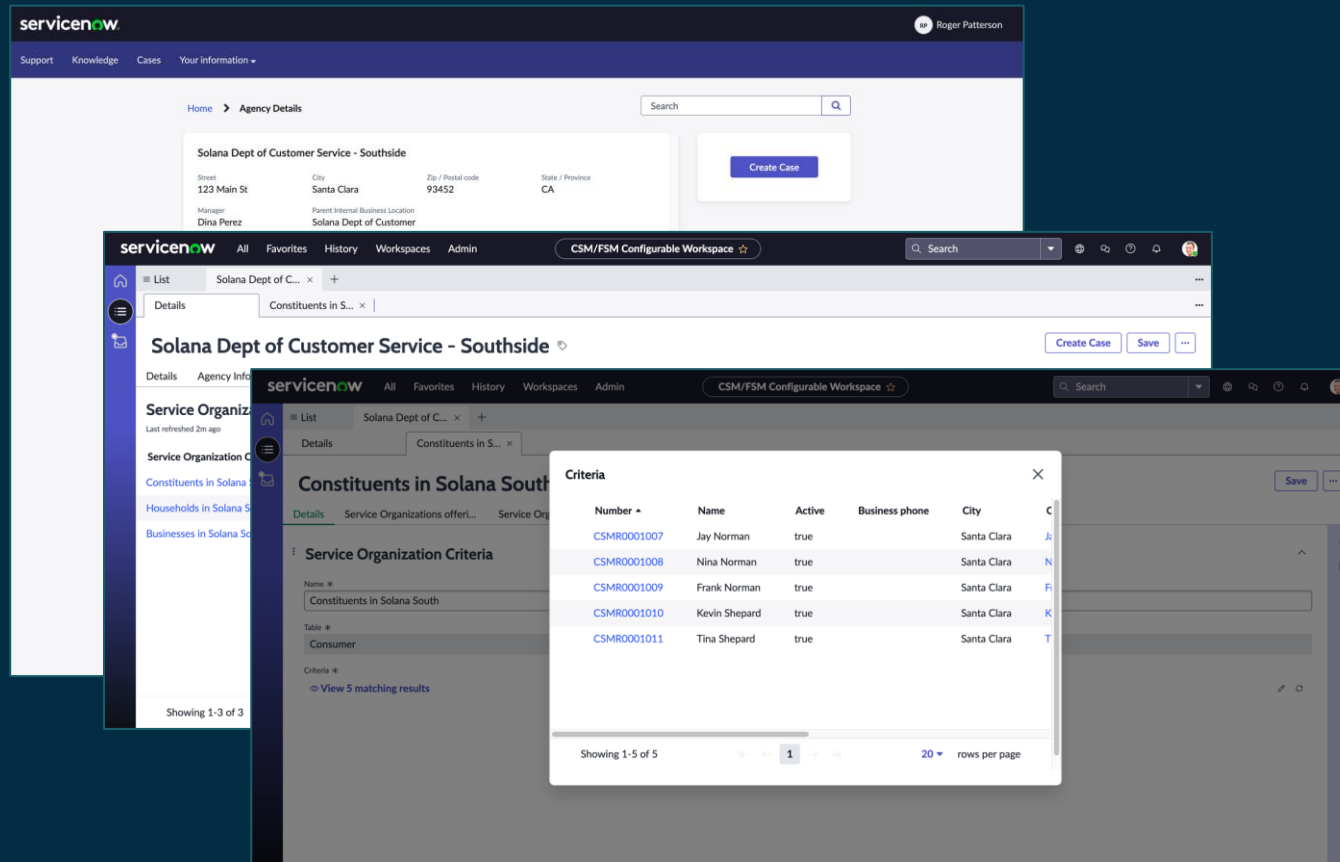
\$ Professional and Enterprise

Increase responsiveness and efficiency of non-emergency public services

- Similar Requests:** Display similar requests as toggleable cards within the main workspace to improve the visibility of agents working on each case



Agency: Associated Customers



\$ Standard, Professional and Enterprise

Enable agents to manage interactions appropriately and securely

- 1 Associate customers to a particular agency
- 2 Provide agency staff a view of all customers availing services from their agency
- 3 Prevent agents from seeing customers of other agencies

Agency: Services Offered

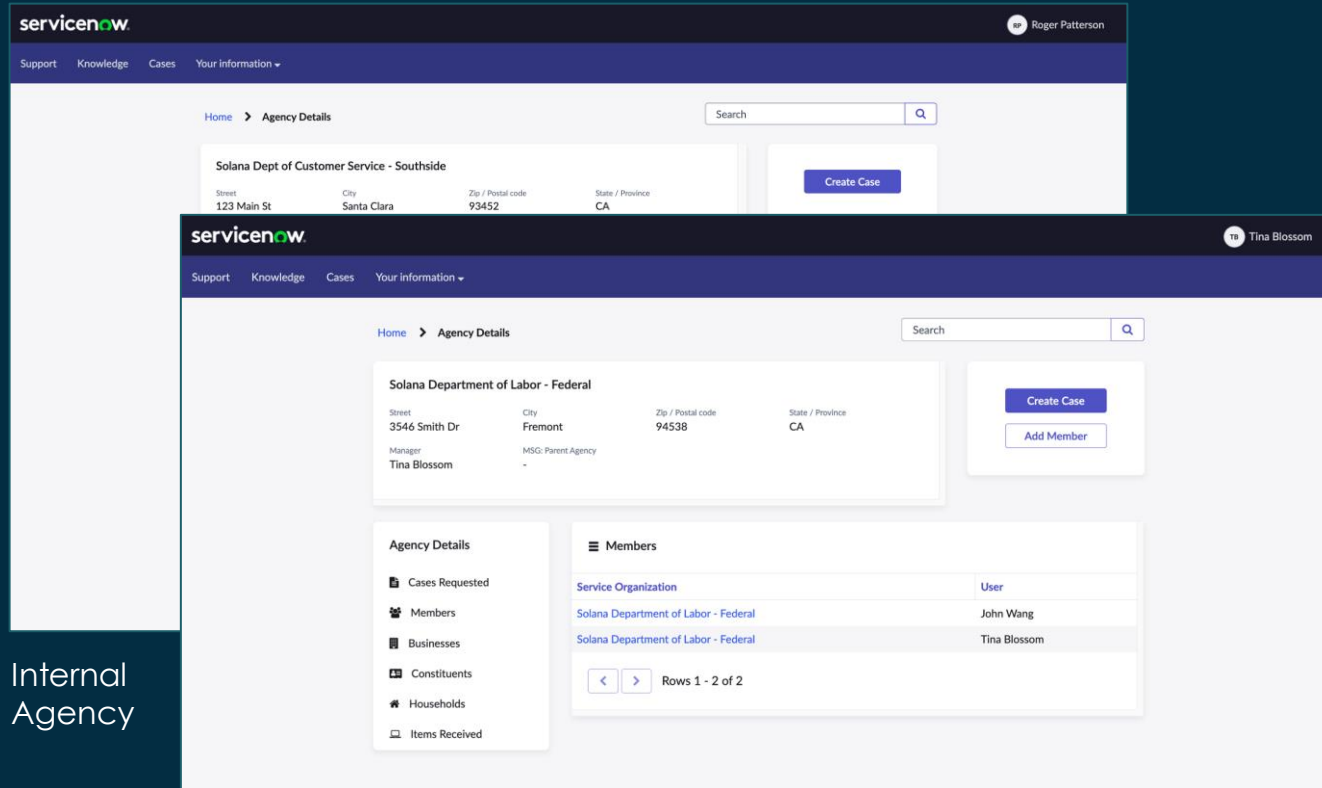
\$ Standard, Professional and Enterprise

Make it easy for agents to identify each service offered by an agency

- 1 Define services offered by an agency
- 2 Provide agency staff a view of services offered by an agency

The screenshot displays the ServiceNow user interface. At the top, the 'servicenow.' logo is on the left, and the user 'Roger Patterson' is on the right. Below the header, there's a navigation bar with 'Support', 'Knowledge', 'Cases', and 'Your information'. The main content area shows the 'Agency Details' for 'Solana Dept of Customer Service - Southside'. This section includes fields for 'Street' (123 Main St), 'City' (Santa Clara), 'Zip / Postal code' (93452), and 'State / Province' (CA). There's also a 'Manager' field (Dina Perez) and a 'Parent Internal Business Location' (Solana Dept of Customer Service). A 'Create Case' button is visible. Below this, a 'CSM/FSM Configurable Workspace' is shown, featuring a search bar and a list of tabs: 'Details', 'Agency Information', 'Members (4)', 'Cases Assigned to Location', 'Business Staff Relationships', 'Constituent Staff Relations...', 'Household Staff Relations...', and 'Available Services (1)'. The 'Available Services' tab is active, showing a table with one row: '311 Service Request'. The table has columns for 'Name', 'Active', 'Customer service type', 'Table', 'Service Organizations offering Service', and 'Default table field values'. The '311 Service Request' row shows 'true' for Active, 'General' for Customer service type, 'sn_gsm_service_request_case' for Table, and 'Criteria-based' for Service Organizations offering Service. At the bottom, it says 'Showing 1-1 of 1' and '20 rows per page'.

Agency Services Portal



Internal
Agency

External
Agency

\$ Standard, Professional and Enterprise

Enable agency members to manage staff, request services, and track status

- 1 View associated households, customers, and businesses
- 2 Gain visibility into the full picture of items and services received from an agency

What's new in the Vancouver release

Transform business critical operations

Accounts Payable Operations

- Accounts Payable Workspace
- Invoice Processing & Reconciliation
- Invoice Case Management
- DocIntel for Accounts Payable

Source-to-Pay Operations

- Seamless Source-to-Pay Integration with SAP

Sourcing & Procurement Operations

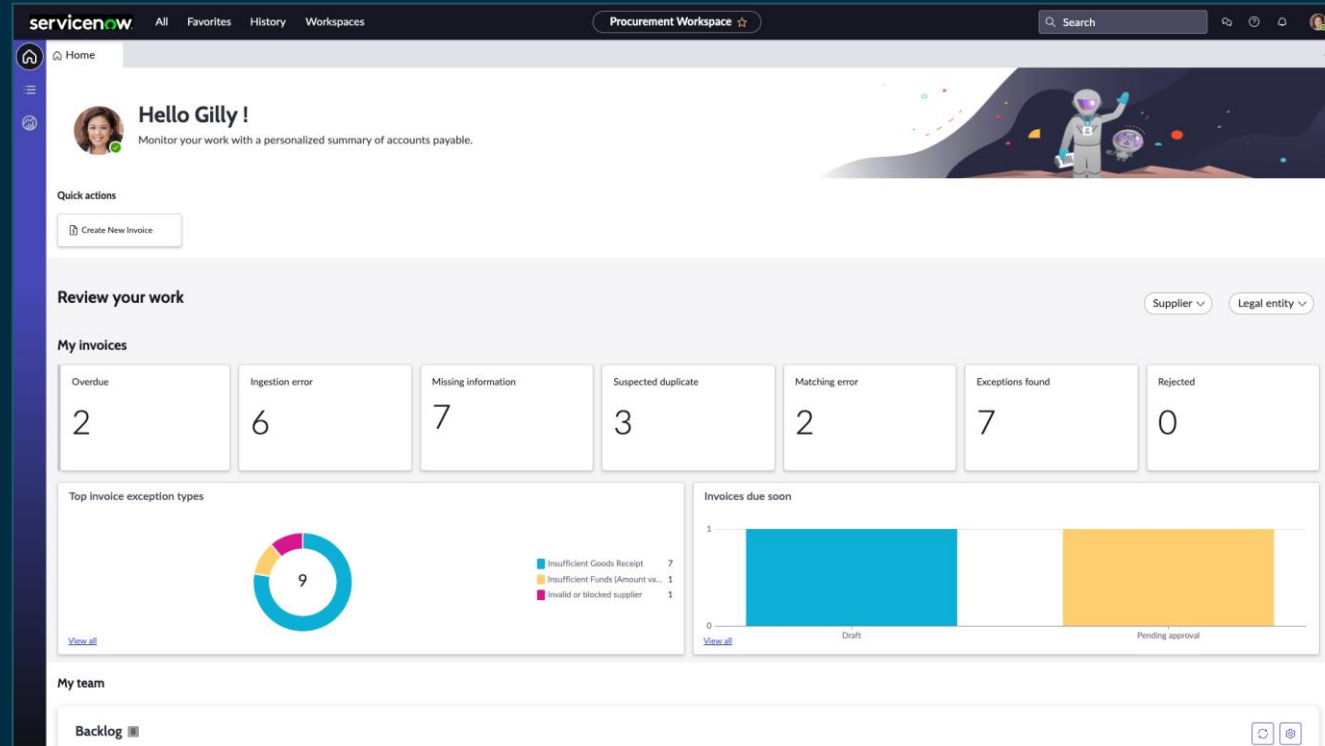
- Microsoft Teams Integration
- Enhanced Sourcing Playbooks

Supplier Lifecycle Operations

- Enhanced Supplier Manager Workspace

Accounts Payable Operations

(a part of Source-to-Pay Operations)



Accounts Payable Workspace for Accounts Payable teams

- 1 Touchless and automated invoice processing workflows
- 2 Manage supplier inquiries in a single workspace view
- 3 Gain visibility into the volume and types of invoice inquiries and processing requests

The new Accounts Payable Workspace

Accounts Payable Operations

(a part of Source-to-Pay Operations)

The screenshot displays the ServiceNow 'Process invoice from Solana' interface. A yellow banner at the top states: 'Invoice has one or more exceptions. Resolve all issues in "Invoice exceptions" to continue processing.' Below this, the invoice details are shown: Invoice number INV0001004, Supplier Solana, Supplier invoice number 897133590, Due date 2023-05-20, and Assigned to Gilly Parker. The interface includes tabs for Details, Invoice lines (2), Exceptions (1), Tasks, Purchase order lines (2), and More. The 'Invoice' section on the left contains fields for Type (PO Invoice), Channel (Email), Supplier invoice number (897133590), Supplier tax id, and Summary details (Supplier: Solana, Subtotal: USD (\$) 5,500, Purchase order: PO0005001 placed, Tax amount: USD (\$) , Payment terms: NT45, Shipping: USD (\$)). The 'Compose' section in the middle allows for adding comments or work notes. The 'Activity' section on the right shows a list of activities, including 'Gilly Parker' and 'System'. On the far right, a preview of the invoice PDF is shown, titled 'Lab invoice_2.pdf', with a table of items: 'NowX Laptop' (Quantity 5, Gross Amount \$5000.00) and 'NowX Charger' (Quantity 5, Gross Amount \$500.00).

Invoice Processing & Reconciliation to automate manual work

- 1 Identify duplicate invoices and automatically match invoices to purchase order
- 2 Identify invoice exceptions and enable collaboration for expedited resolution
- 3 Configurable approval rules using SPO approval engine

A view of an invoice that was processed automatically

Accounts Payable Operations

(a part of Source-to-Pay Operations)

The screenshot displays the ServiceNow interface for a 'Supplier invoice # IN1093691 - Question' case. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a 'Procurement Workspace' tab. A search bar is located on the right. The case details section shows the following information:

- State: Work in progress
- Sub category: Payment inquiry
- Invoice: INV1001013
- Supplier: Reseller C
- Supplier invoice number: IN1093691
- Channel: Email
- Assigned to: Ben Jackson

Below the details, there are tabs for 'Details', 'Tasks', 'Emails', 'Task SLAs (1)', and 'Cases by same requester (5)'. The 'Invoice case' section on the left contains fields for 'Requested by' (Ann Marie), 'Channel' (Email), 'Sub category' (Payment inquiry), 'State' (Work in progress), 'Duplicate case', 'Priority' (3 - Moderate), 'Assignment group' (AP - supplier services), 'Assigned to' (Ben Jackson), and 'Watch list'. The 'Compose' section in the center allows for adding comments, with a 'Post Comments' button. The 'Activity' section on the right shows a list of activities, including a comment by Ben Jackson and a system administrator update. The 'Agent Assist' section on the far right provides a search bar and a list of related cases, including 'Inquiry on the approval status' and 'Where is my invoice?'. The bottom of the interface shows the 'Short description' and 'Description' fields, with the description text: 'Please provide me expected payment timeframe for this invoice?'.

Invoice Case Management to quickly resolve inquiries and issues

- 1 Allows Accounts Payable team to manage and prioritize inquiries
- 2 Deflect inquiries and route to the right agents for faster resolution

An example of a case created from a supplier invoice inquiry

Accounts Payable Operations

(a part of Source-to-Pay Operations)

Solana
47 W 11th St
New York City
NY - 99999 USA

INVOICE

Invoice Number: 997245590
PO Number: 0004711298
Invoice Date: 04/12/2023
Customer ID: C012345

BILL TO: ServiceNow
Accounts Payable - ServiceNow
4810 Eastgate Mall
San Diego, CA 92121

SHIP TO: ServiceNow Austin
15725 Dallas P
Addison, TX 55555

Brand	Description	Quantity	Gross Amount	Unit Price	Amount
Apple	NowX Laptop	5	\$5000.00	\$1000.00	\$5000.00
Apple	NowX Charger	5	\$500.00	\$100.00	\$500.00
SUBTOTAL					\$5500.00
SALES TAX					\$0.00
TOTAL					\$5500.00
PAYMENTS					\$0.00
TOTAL DUE					\$5500.00

fields

All (33) To review (33) Reviewed (0) more ▾

- Supplier invoice number
Missing in the document
- Supplier
Solana
- Supplier tax id
Missing in the document
- Invoice date
04/12/2023
- Purchase order
0004711298
- Supplier bank name
Missing in the document
- Account number

DocIntel for Accounts Payable to automate invoice processing

- 1 Automatically digitize invoices to reduce manual effort
- 2 Automatically parse and extract invoices at header and line level
- 3 Intelligently self-learning with minimal effort

An example of automating invoice processing in DocIntel for APO

Source-to-Pay Operations



Sourcing and
Procurement Operations



Supplier Lifecycle
Operations



Accounts Payable
Operations

servicenow.



RFC/BAPI



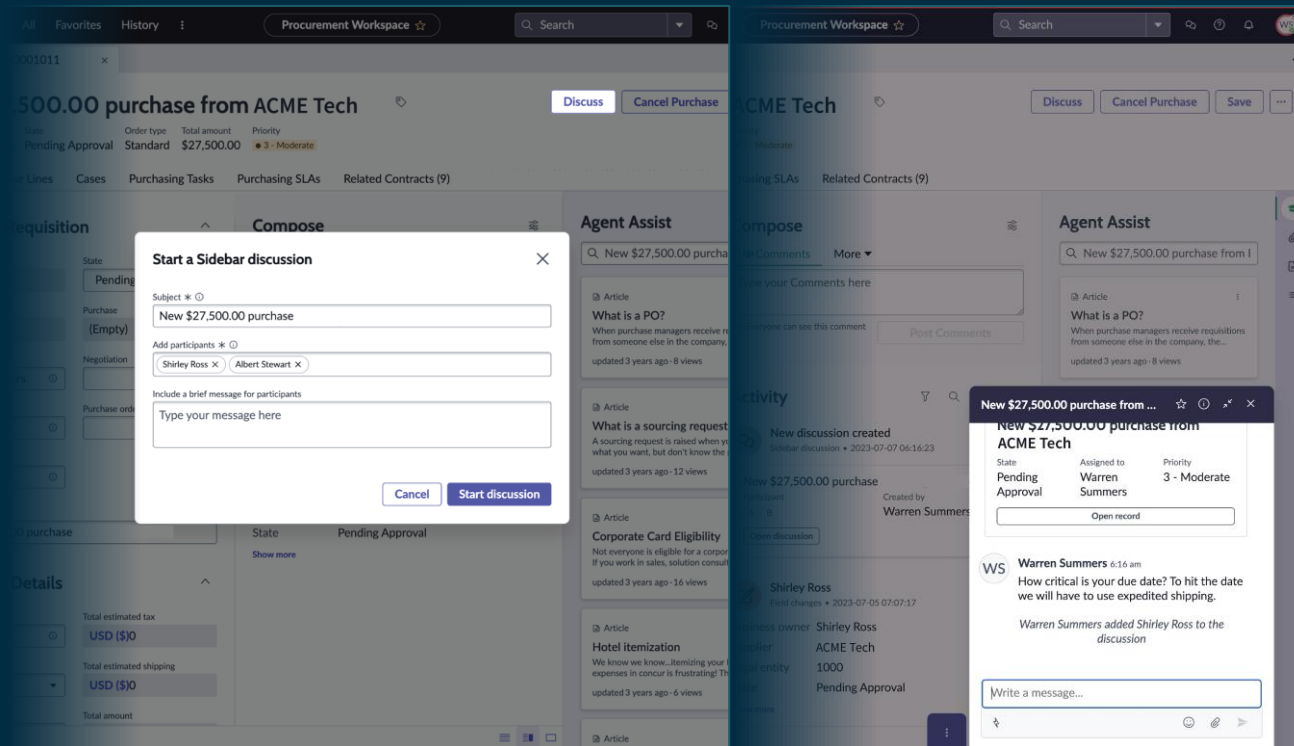
SAP ECC and
SAP S/4HANA

Seamless Source-to-Pay Integration with SAP

- 1 Pre-defined integrations for exchanging information with SAP ECC and SAP S/4HANA
- 2 Bi-directional exchange of information with SAP for purchase orders, invoices, goods receipts, vendor information, and master data
- 3 Integrations across all Source-to-Pay Operations products

Sourcing & Procurement Operations

(a part of Source-to-Pay Operations)



Create a discussion from a case...

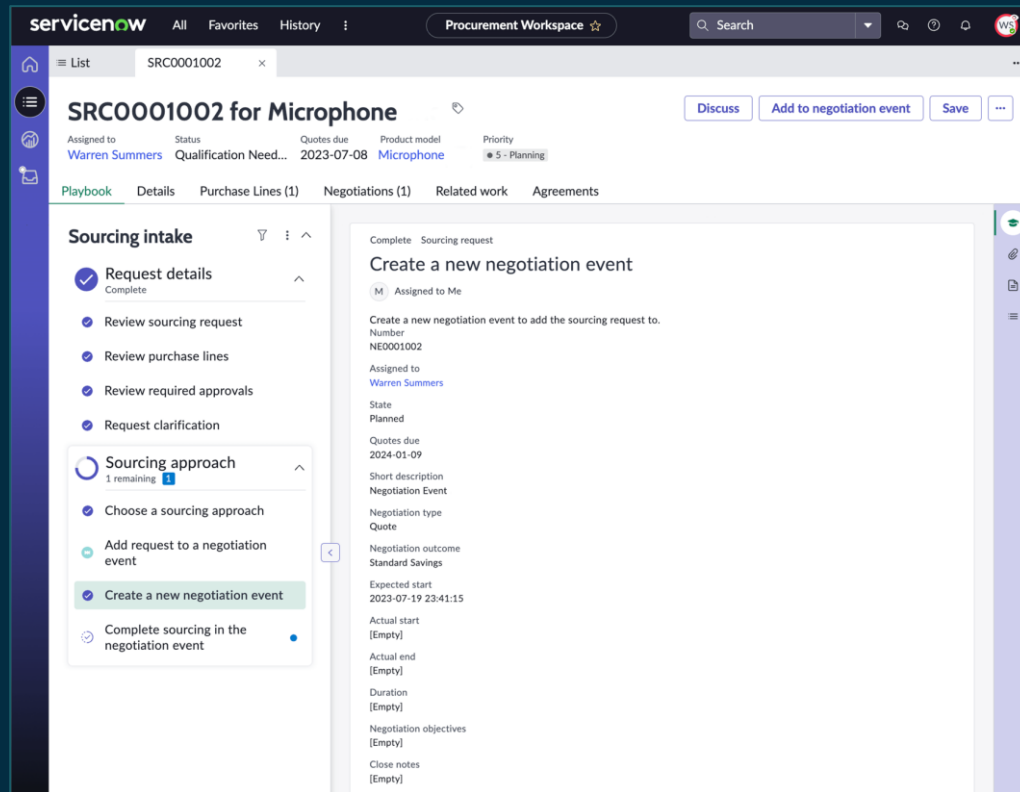
...and chat in real-time with users.

Microsoft Teams Integration

- 1 Launch a live discussion from a procurement case
- 2 Users chat directly with you via Microsoft teams.
- 3 View all your open chat discussions

Sourcing & Procurement Operations

(a part of Source-to-Pay Operations)



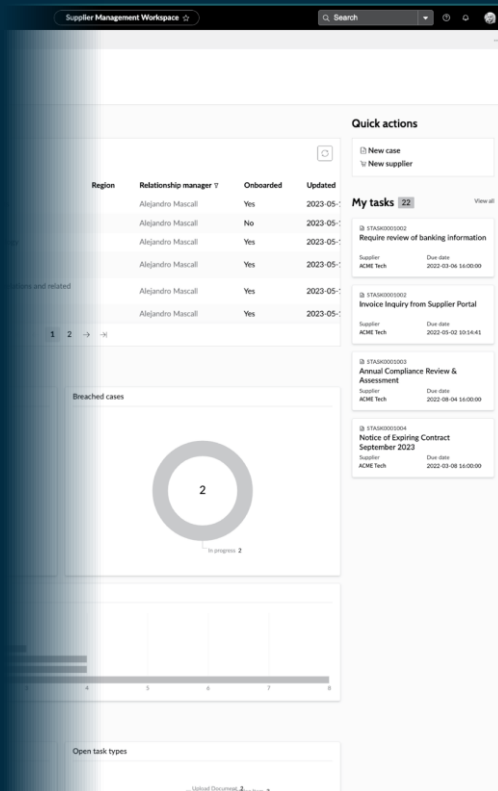
Create a discussion from a case and chat in real-time with users.

Enhanced Sourcing Playbooks

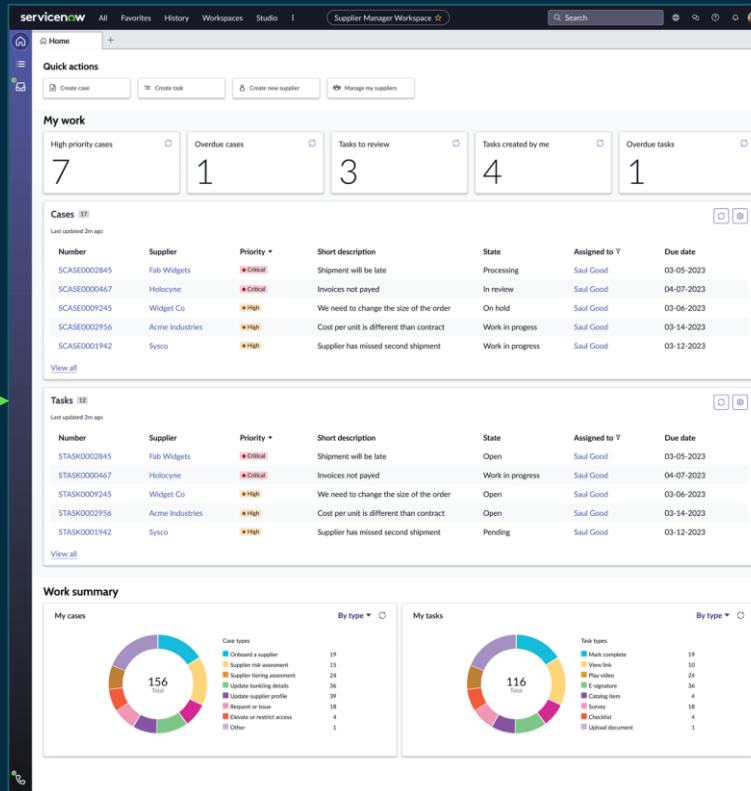
- 1 Provides additional playbooks to better guide the sourcing process
- 2 Guidance for reviewing sourcing requests, approvals, line items, negotiation process, and qualification
- 3 Improved integration with negotiation events and supplier qualifications

Supplier Lifecycle Operations

(a part of Source-to-Pay Operations)



Prior Workspace



New Workspace

Enhanced Supplier Management Workspace

- 1 Faster at-a-glance of open cases and priorities
- 2 Enhanced view of open tasks along with key task information
- 3 Prominent placement of quick actions to make it easier to take actions
- 4 New work summary view to provide users with a summary of work done

ServiceNow Impact™

Experts on Demand

Platform Health Monitoring



Now Platform®



Customer Experience



Technology Excellence



Employee Experience



Operating Excellence



Hyperautomation and
Low-Code



Industries



ServiceNow Impact™



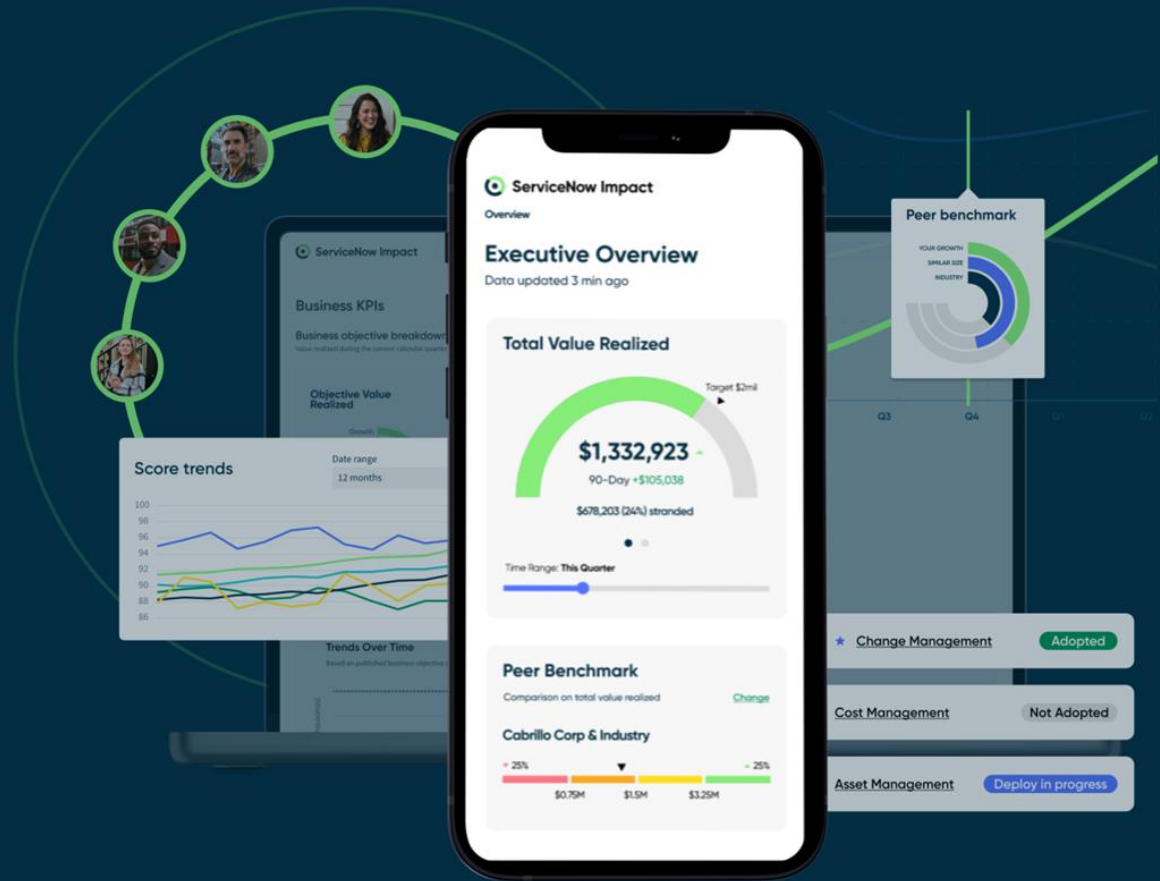
Microsoft Partnership



Get Ready to Upgrade

Realize value faster 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.



What's new in the Vancouver release



Accelerate business value and increase efficiency

Experts on demand

- New accelerators
- Enhanced accelerators

Platform health and monitoring

- Instance Observer: AI anomaly detection
- Instance Observer for Government Community Cloud (GCC)

Experts on demand

New Impact accelerators

Jumpstart Your Service Operations Workspace
Get prescriptive guidance for creating a workspace to predict, prevent, and resolve incidents proactively.
30 days
Technical | Schedule only | Recommended

Jumpstart Your Upgrade
Prescriptive guidance to plan upgrades using instance health and readiness assessment.
30 days
Technical | Schedule only | Recommended

Center of Excellence & Innovation Design
Prescriptive guidance to plan upgrades using instance health and readiness assessment.
60 days
Strategy

Develop Partner Strategy
Guidance on finding and evaluating effective partners.
90 days
Strategy

Citizen Development Program Design
Create a strategy and plan to enable non-technical resources at your organization to build applications on the Now Platform.
60 days
Technical | Schedule only | Recommended

ITSM Maturity Assessment
Guidance on current ITSM process and function maturity, with targeted recommendations on what to tackle next to unlock further value.
30 days
Strategy

HR Service Delivery Maturity Assessment
Assess the maturity of your HR Service Delivery product and receive recommendations from experts to improve adoption.
30 days
Strategy

TuneUp your CMDB
Analysis of your CMDB with leading practice recommendations and prescriptive guidance.
30 days
Technical

Design Review
Guidance on current design and function maturity, with targeted recommendations on what to tackle next to unlock further value.
30 days
Architecture

Start Initiative

Improve ServiceNow adoption with prescriptive guidance

- 1 Jumpstart Your Service Operations Workspace:** Get prescriptive guidance for creating a workspace to help predict, prevent, and resolve incidents proactively.
- 2 Citizen Development Program Design:** Create a strategy and plan to enable non-technical resources at your organization to build applications on the Now Platform.
- 3 HR Service Delivery Maturity Assessment:** Assess the maturity of your HR Service Delivery product and receive recommendations from experts to improve adoption.

Experts on demand

Enhanced Impact accelerators

Accelerator	Description	Duration	Category
Jumpstart Your Service Operations Workspace	Get prescriptive guidance for creating a workspace to predict, prevent, and resolve incidents proactively.	30 days	Technical, Schedule only, Recommended
Jumpstart Your Upgrade	Prescriptive guidance to plan upgrades using instance health and readiness assessment.	30 days	Technical, Schedule only, Recommended
Center of Excellence & Innovation Design	Prescriptive guidance to plan upgrades using instance health and readiness assessment.	60 days	Strategy
Develop Partner Strategy	Guidance on finding and evaluating effective partners.	90 days	Strategy
Citizen Development Program Design	Create a strategy and plan to enable non-technical resources at your organization to build applications on the Now Platform.	60 days	Technical, Schedule only, Recommended
ITSM Maturity Assessment	Guidance on current ITSM process and function maturity, with targeted recommendations on what to tackle next to unlock further value.	30 days	Strategy
HR Service Delivery Maturity Assessment	Assess the maturity of your HR Service Delivery product and receive recommendations from experts to improve adoption.	30 days	Strategy
TuneUp your CMDB	Analysis of your CMDB with leading practice recommendations and prescriptive guidance.	30 days	Technical
Design Review			Architecture

Start Initiative

Improve ServiceNow adoption with prescriptive guidance

- 1 TuneUp Your Virtual Agent:** Assess Virtual Agent and receive recommendations to help ensure you're ready to take advantage of new AI capabilities, including Now Assist.
- 2 Common Service Data Model Assessment – Foundation Data:** Assess your CSDM Foundation Data to help ensure alignment with leading practices.

Platform health and monitoring

Instance Observer



Help identify platform health issues before they affect your users

- 1 Respond to performance anomalies even faster with AI-powered detection and alerting for the following metrics:
 - User transaction count
 - SQL response time
 - Server response time
 - Semaphore default
 - Node memory max
 - Job anomaly
- 2 Instance Observer is now available to more Impact customers, including those operating on the government community cloud (GCC)

Microsoft Partnership

Enhance productivity with
Azure OpenAI

Generative AI Controller

ServiceNow on Azure

ServiceNow for M365

Microsoft Teams integration
with National Security
Cloud (IL-5)

ITSM Integration with
GitHub Actions



Now Platform®



Customer Experience



Technology Excellence



Employee Experience



Operating Excellence



Hyperautomation and
Low-Code



Industries



ServiceNow Impact™



Microsoft Partnership



Get Ready to Upgrade

What's new in the Vancouver release

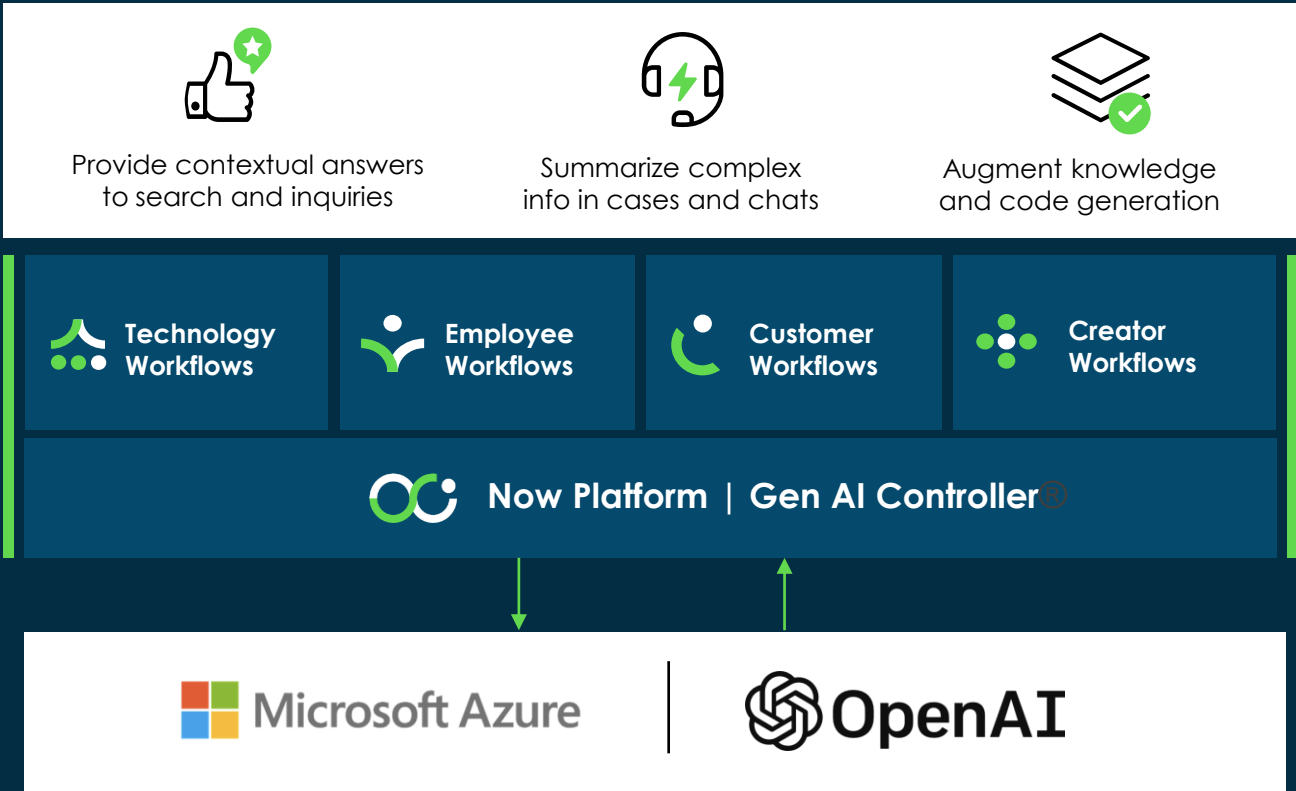
Accelerate digital transformation

Accelerate digital transformation

- Enhance productivity with Azure OpenAI
- Generative AI Controller
- ServiceNow on Azure
- ServiceNow for M365
- Microsoft Teams integration with National Security Cloud (IL-5)
- ITSM Integration with GitHub Actions

Enhance productivity with Azure OpenAI

Generative AI



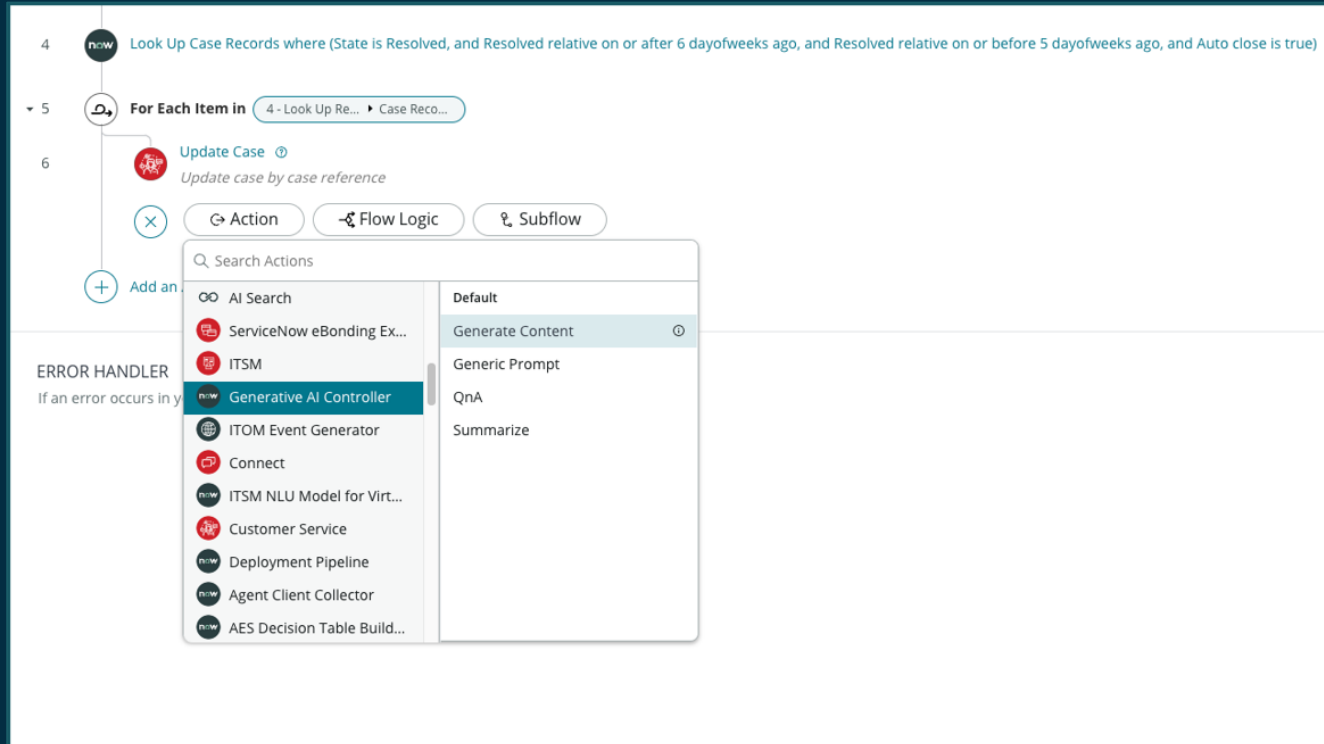
 Professional or Enterprise

Empower everyone to do their best work with Generative AI

- 1 Provide contextual assistance and more relevant search results to employees for and agents
- 2 Leverage general purpose and domain-specific AI models
- 3 Build custom capabilities (ex: sentiment analysis of a chat)

Generative AI Controller

Generative AI



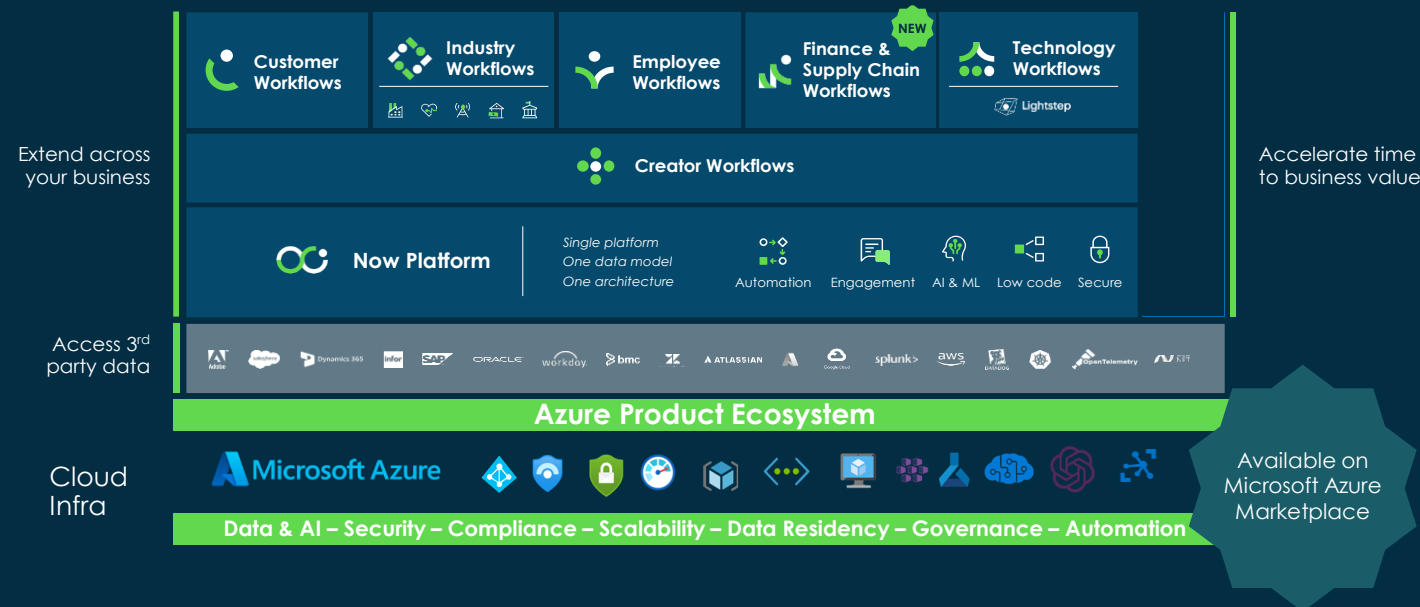
\$ Professional or Enterprise

Easily connect to Open AI, Azure OpenAI, or ServiceNow LLMs

- 1 Use native low-code integration to connect Azure OpenAI or OpenAI to the Now Platform
- 2 Get fast time to value with out-of-the-box generative AI capabilities
- 3 Deliver a seamless design experience to build generative AI workflows with Flow Designer, Virtual Agent Designer, and scripting

ServiceNow on Azure

Empower digital transformation imperatives with your
cloud infrastructure spend

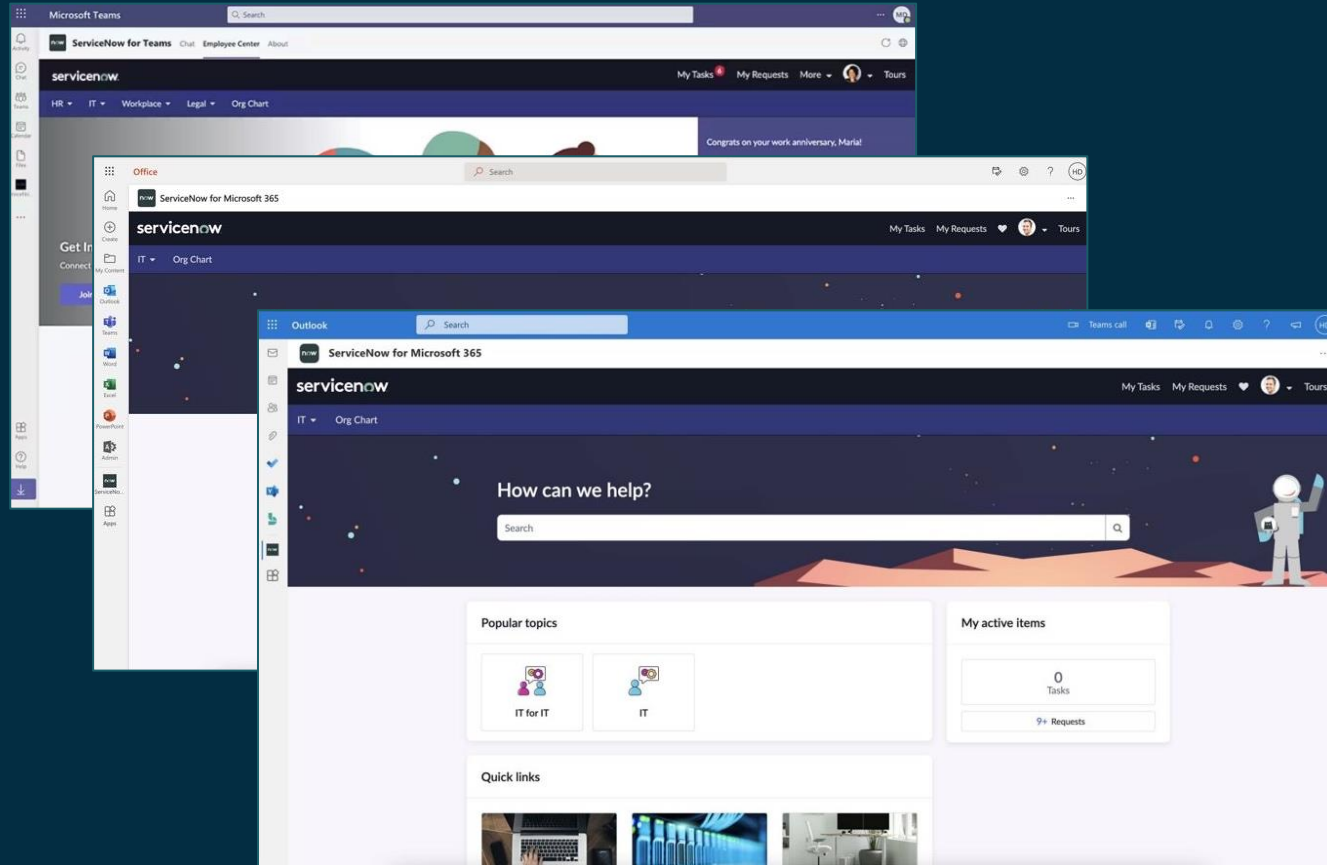


Transformation, simplified

- 1 Empower digital transformation imperatives with your cloud infrastructure spend
- 2 Harness the power of the Now Platform running on Microsoft Azure
- 3 Leverage an expansive ecosystem of partners and developers

ServiceNow for M365

Expanding from  To   Microsoft 365

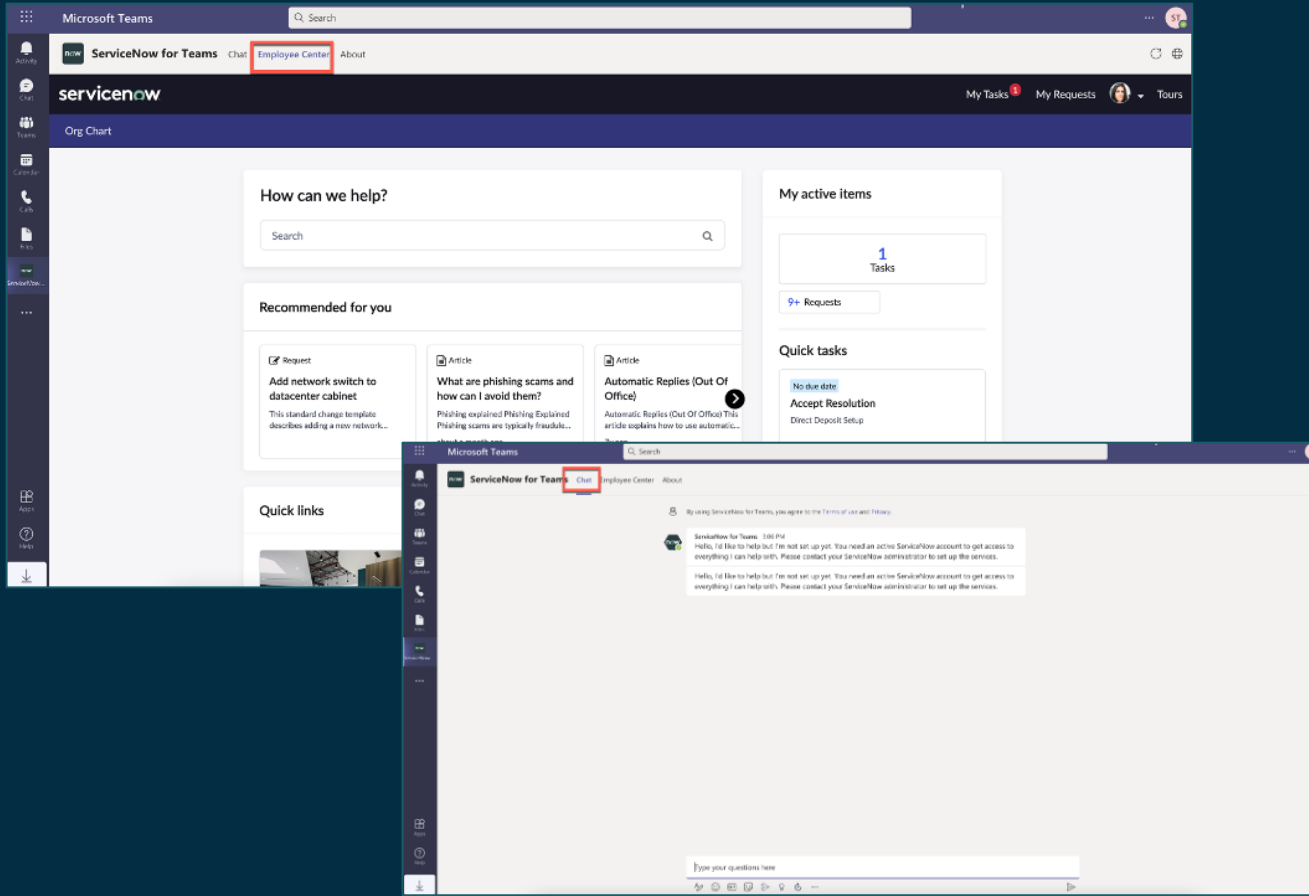


\$ Professional or Enterprise

Boost productivity within the apps you use everyday

- 1 Access Employee Center easily within your M365 apps, Outlook, and Teams
- 2 Meet employees where they work, and make it easy for them to get information and help from across all departments
- 3 Provide a consistent and streamlined employee experience across your ServiceNow and Microsoft apps

Microsoft Teams Integration with National Security Cloud (IL-5)



Unlocks the following integrations for US DoD customers

- 1 Deflect cases and improve the employee and agent experience with an always on 24x7 Virtual Agent in Teams
- 2 Meet employees where they work in Teams, and make it easier for them to find information, request help

ITSM Integration with GitHub Actions

Manually triggered last month
rsennat - ae48dd9

Status
Success

Total duration
18m 16s

Artifacts
-

dg_demo.yml

on: workflow_dispatch

Build1m 31s

Run SonarQube1m 18s

Register Artifact3s


Register Package3s

Change Request Attributes2s

Deploy2s

Deployment protection rules

Reviewers, timers, and other rules protecting deployments in this run

Event	Environments	Comment
<div> dg-demo-app passed on May 6</div>	demo	<div>"number":"CHG0030103"</div> <div>"url":"https://bvsand1.service-now.com/change_request.do?sys_id=880d358b87a6e5102047fc84dabb3502"</div> <div>"details":{"Approver: Change Manager,Date: 2023-05-06 04:33:40"}</div> <div>"status":"approved"</div>

Professional or Enterprise

Track and automate change in GitHub Actions pipelines

- 1 Natively extend IT Service Management Pro DevOps integrations to GitHub Actions
- 2 Capture pipeline information like user stories, lines of code changed, tests run, and more and use it in change control
- 3 Connect pipeline data to service information in ServiceNow for compliance and faster root cause analysis

Customer Success

ServiceNow Upgrades



Now Platform®



Customer Experience



Technology Excellence



Employee Experience



Operating Excellence



Hyperautomation and
Low-Code



Industries



ServiceNow Impact™



Microsoft Partnership



Get Ready to Upgrade

Who needs to upgrade to the Vancouver release?

Customers who need to upgrade by September 2023

- release customers with N-1 entitlement
- release customers with N-2 entitlement

Customers who need to upgrade by March 2024

- release customers with N-1 entitlement
- release customers with N-2 entitlement

Reasons to stay current with ServiceNow

Now Platform Vancouver release



Get the latest platform and security enhancements



Access new products and features from the Vancouver 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 Vancouver release



Understand your support entitlement

Current version	Support entitlement	Upgrade to	By
Tokyo release	N-1 entitlement	Utah or Vancouver release	September 2023
San Diego release	N-2 entitlement	Utah or Vancouver release	September 2023
Utah release	N-1 entitlement	Vancouver or Washington, DC release	March 2024
Tokyo release	N-2 entitlement	Utah or Vancouver release	March 2024

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.



Application Manager

Navigate Application Manager faster with improved performance and less wait time.

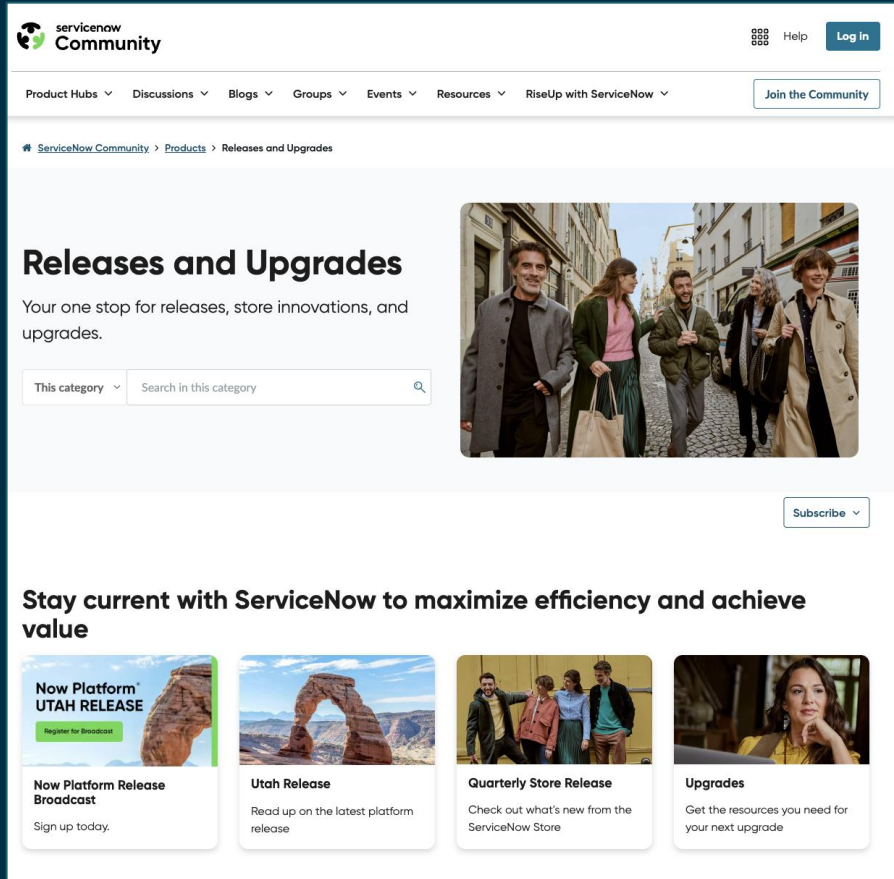


Configuration Hub

Access configuration options for any application in one centralized location.

Learn more about these capabilities in our [product documentation](#).

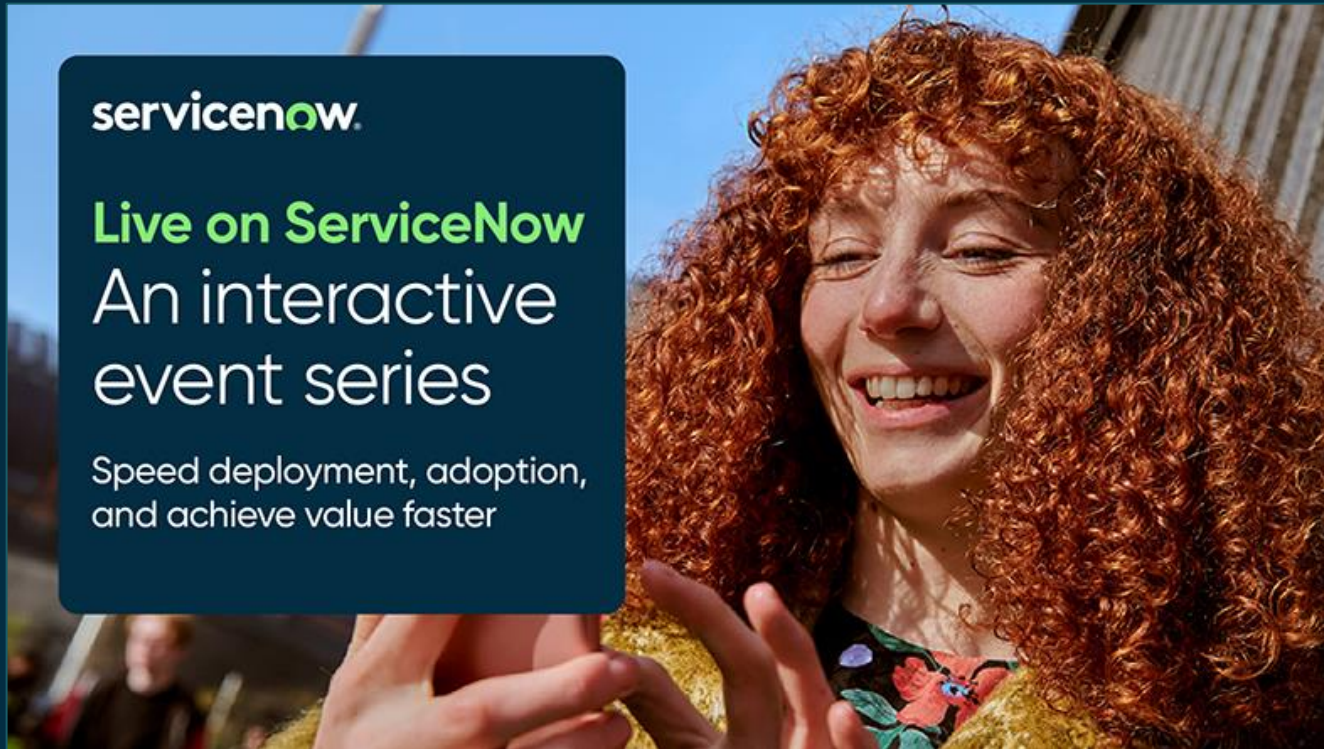
ServiceNow Releases and Upgrades community



Community forum dedicated to supporting customers with releases and upgrades

- 1 Download the upgrade kit
- 2 Sign up for upcoming events
- 3 Ask questions and get answers from ServiceNow experts and peers
- 4 Get the latest best practices and resources

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

How to champion your upgrade to the Vancouver release

READY

Tap key resources and tools

- [Community](#)
- Get step-by-step guidance with the [Now Create upgrade methodology](#)
- Learn more about [ServiceNow platform capabilities](#)
- Review the [Vancouver 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

