

Now Platform

VANCOUVER RELEASE

Upgrade Kit

Available in [PowerPoint](#) for presentation
customization



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3 ways to champion the Vancouver release



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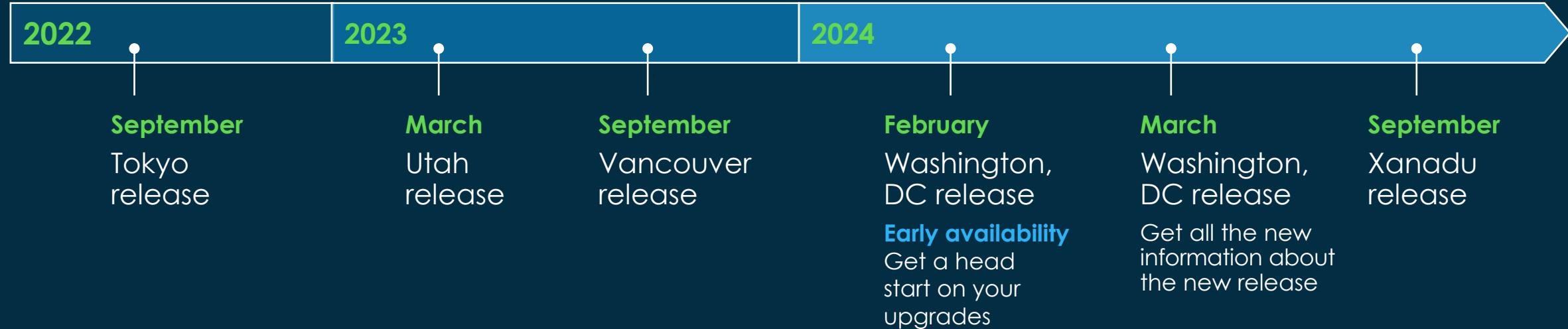


PLAN

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



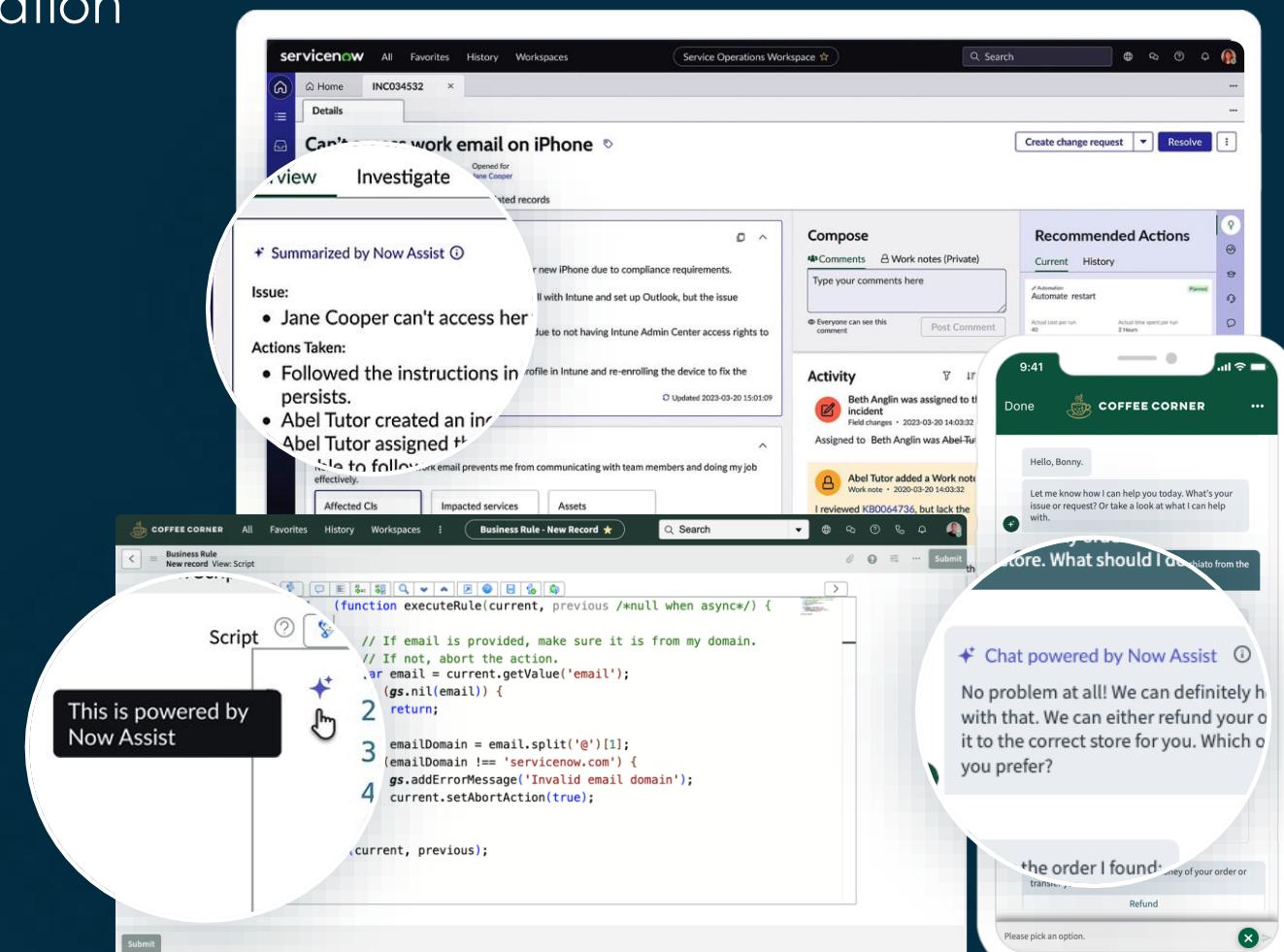
- Now Assist for ITSM, CSM, HRSD
- Employee Growth and Development

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



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



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



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



[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

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

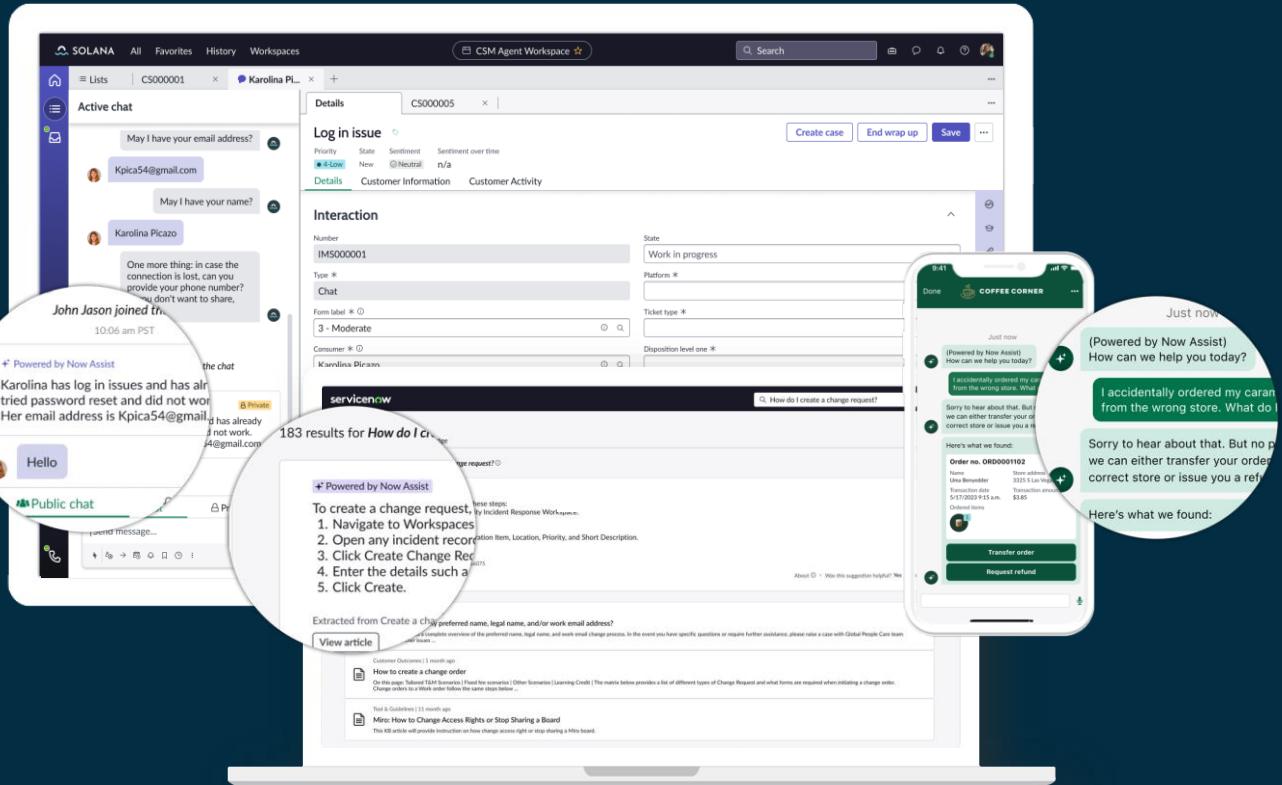
Platform Foundation

- ServiceNow on Azure

Now Assist

Next Experience

Generative AI



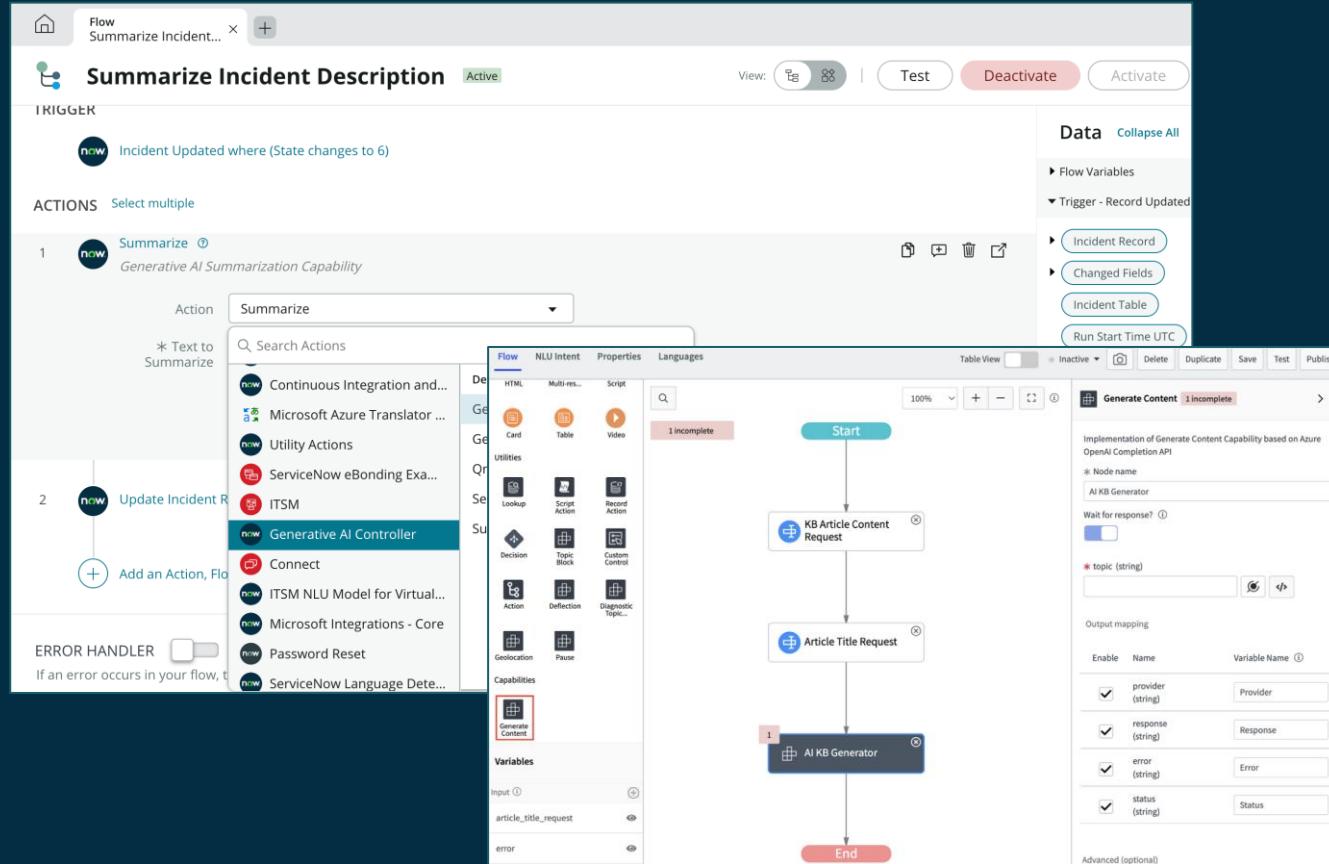
\$ Add-on Professional or Enterprise

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 MTTR 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

 **Generative AI**



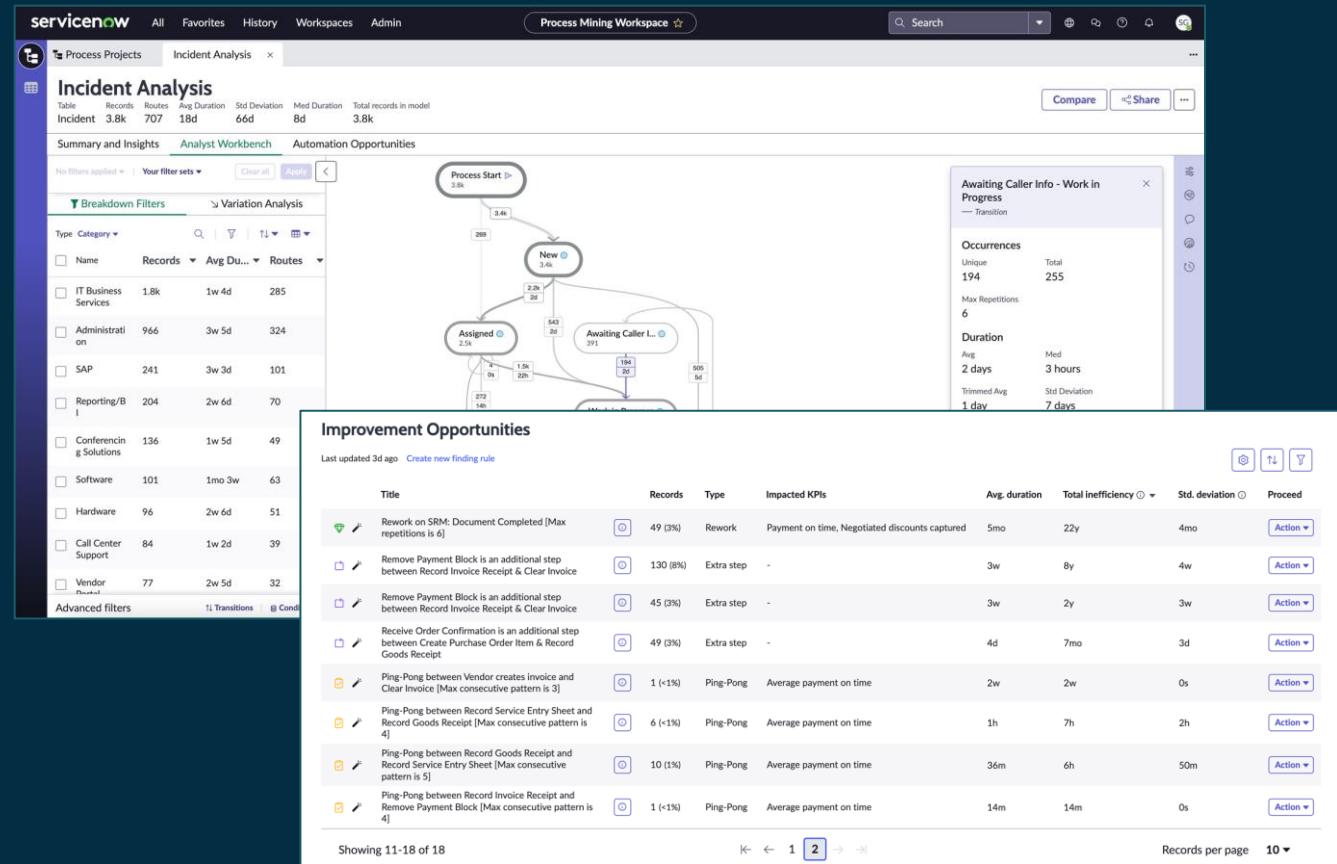
 Professional or Enterprise

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



The screenshot shows the ServiceNow Process Mining Workspace. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main title is 'Process Mining Workspace'. The dashboard has a 'Incident Analysis' card with a table showing 3.8k Incidents, 707 Routes, 18d Avg Duration, 66d Std Deviation, and 8d Med Duration. Below this are 'Summary and Insights', 'Analyst Workbench', and 'Automation Opportunities' tabs. A 'Breakdown Filters' section shows categories like IT Business Services, Administration, SAP, and Reporting/Billing. A process flow diagram shows 'Process Start' leading to 'New', then 'Assigned', and finally 'Awaiting Caller Info - Work in Progress'. An 'Improvement Opportunities' table lists 18 findings, such as 'Rework on SRM: Document Completed' and 'Ping-Pong between Vendor creates invoice and Clear Invoice', with columns for Title, Records, Type, Impacted KPIs, Avg. duration, Total inefficiency, Std. deviation, and Action.

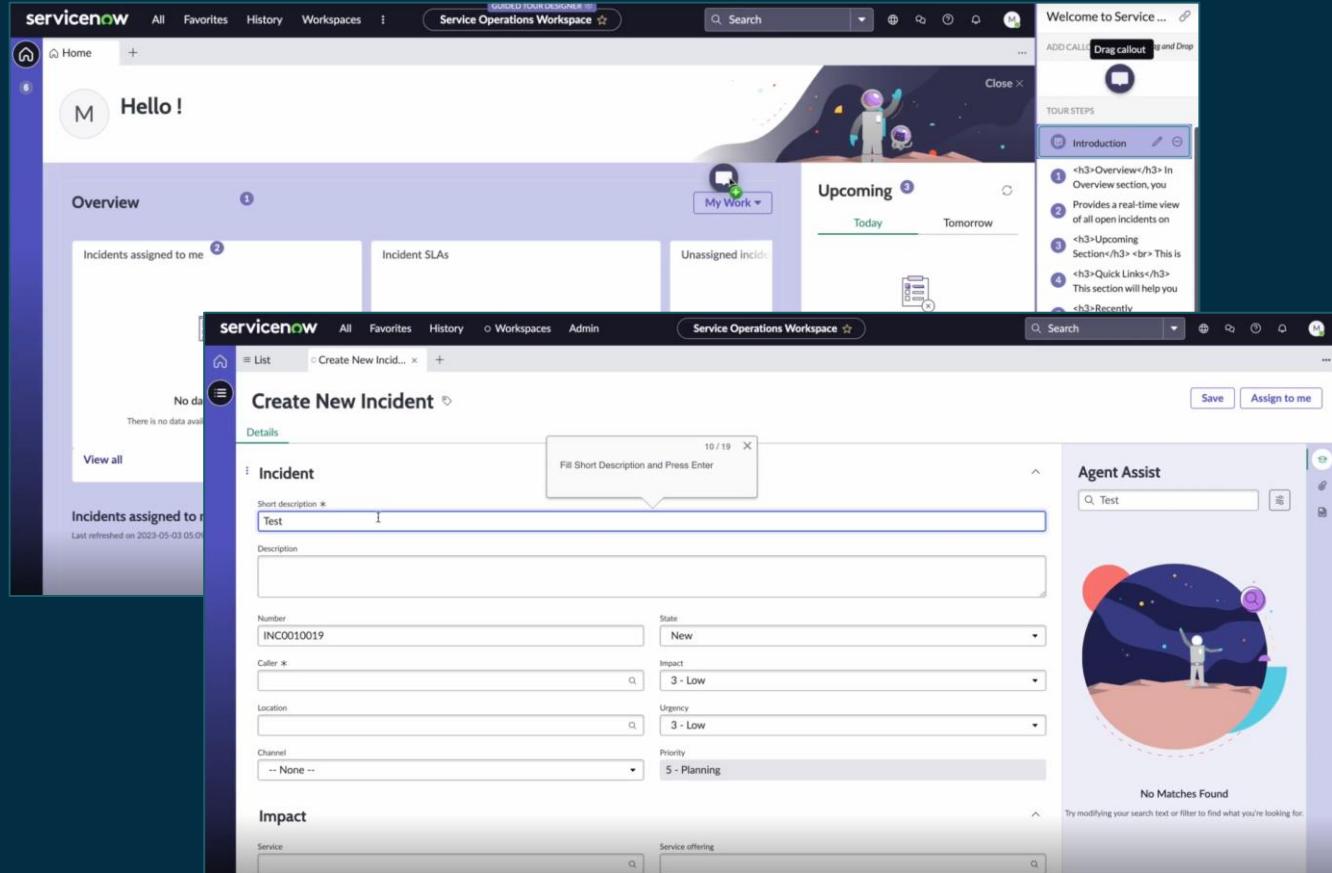
Professional or Enterprise

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

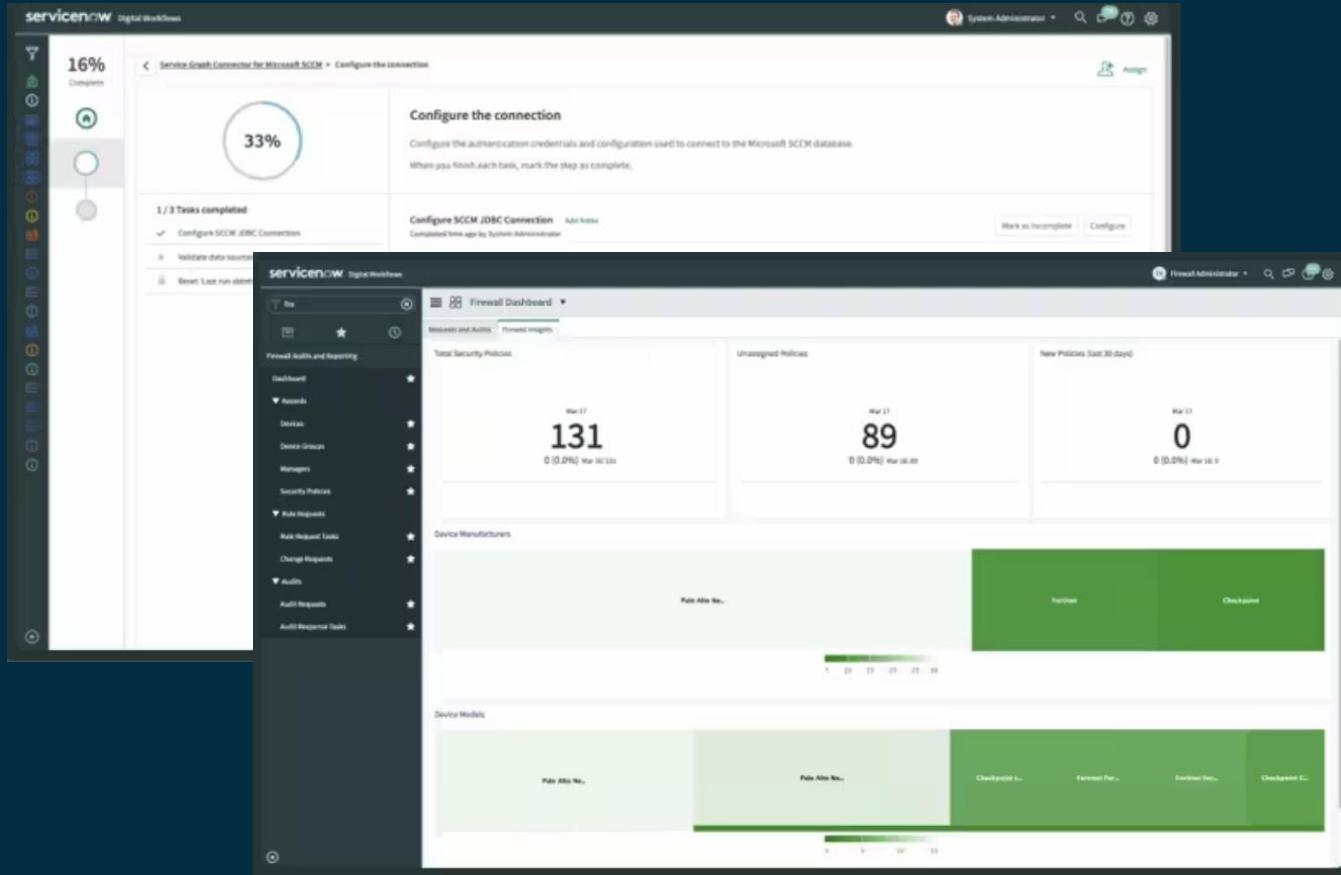


Deliver on-point assistance and onboarding guidance in workspaces

- 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

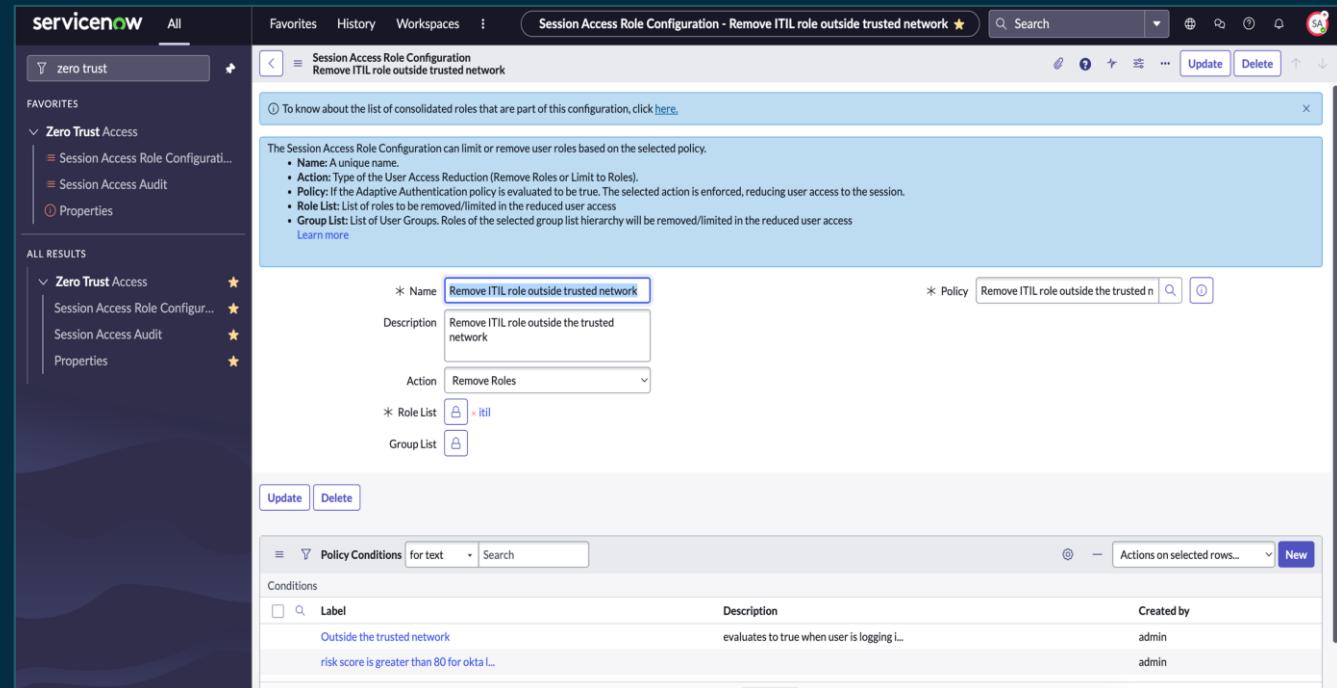


Gain insights into your data landscape

- 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



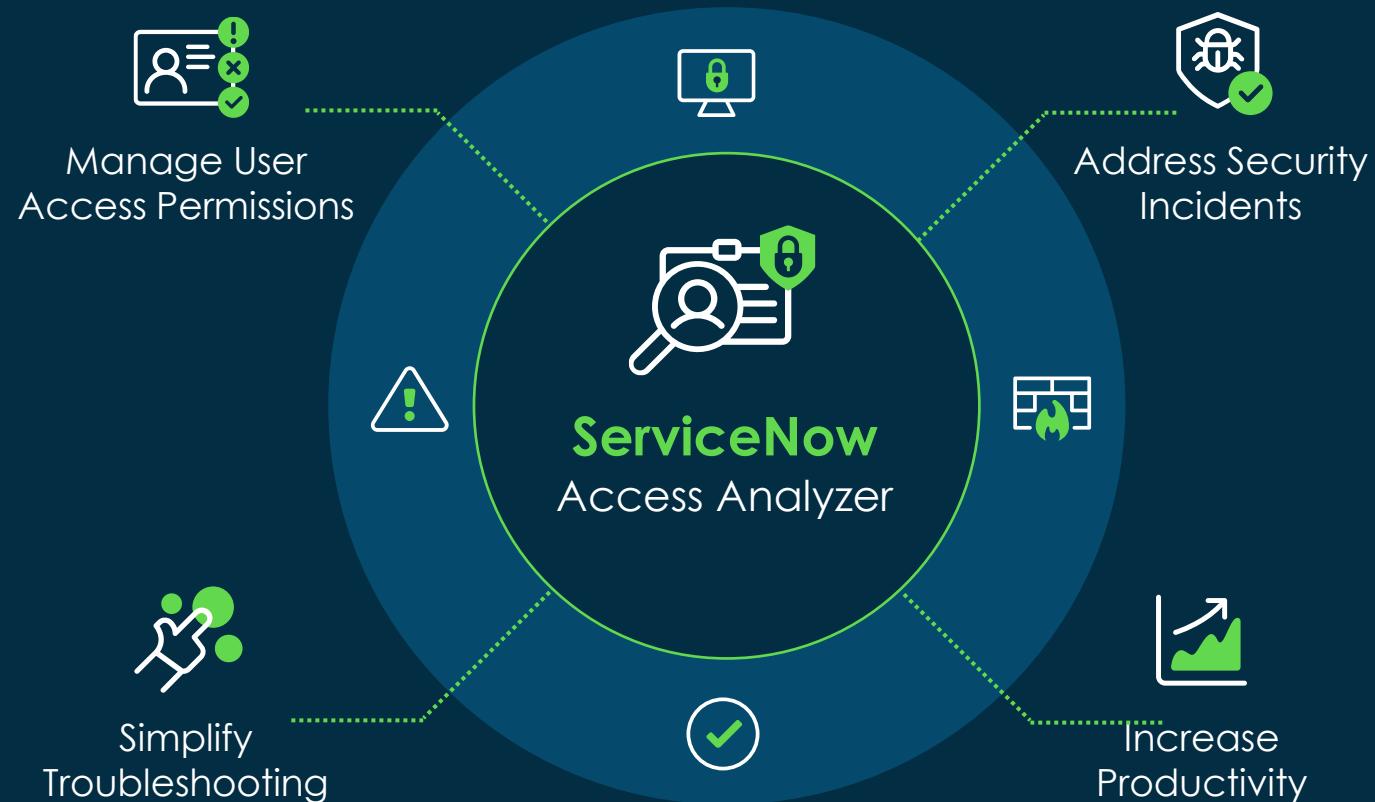
The screenshot shows the ServiceNow interface for 'Session Access Role Configuration'. The left sidebar has a 'Zero Trust Access' section. The main window title is 'Session Access Role Configuration - Remove ITIL role outside trusted network'. It shows a configuration for 'Remove ITIL role outside the trusted network' with 'Action: Remove Roles' and 'Role List: itil'. Below is a table for 'Policy Conditions' with one row: 'Label: Outside the trusted network, Description: evaluates to true when user is logging in, Created by: admin'. Buttons for 'Update' and 'Delete' are at the bottom.

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

servicenow All Favorites History Workspaces ... CSM/FSM Configurable Workspace ★ Search ...

List CS0002197 +

Unable to send and receive emails

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 ▲

Case

Number: CS0002197 Assigned to: John Jason

Channel: Chat Assignment group:

Account: K-Tech Category: Issue

Contact: Mike Rogers Priority: 2 - High

Sold Product: Requesting Service Organization: Service Organization

Shipping Country: USA

Compose

Comments Work notes (Private) Email

Type your Comments here

Everyone can see this comment Post Comments

Activity

System Administrator Field changes • 2023-07-28 10:53:14
Assigned to: John Jason was System Administrator

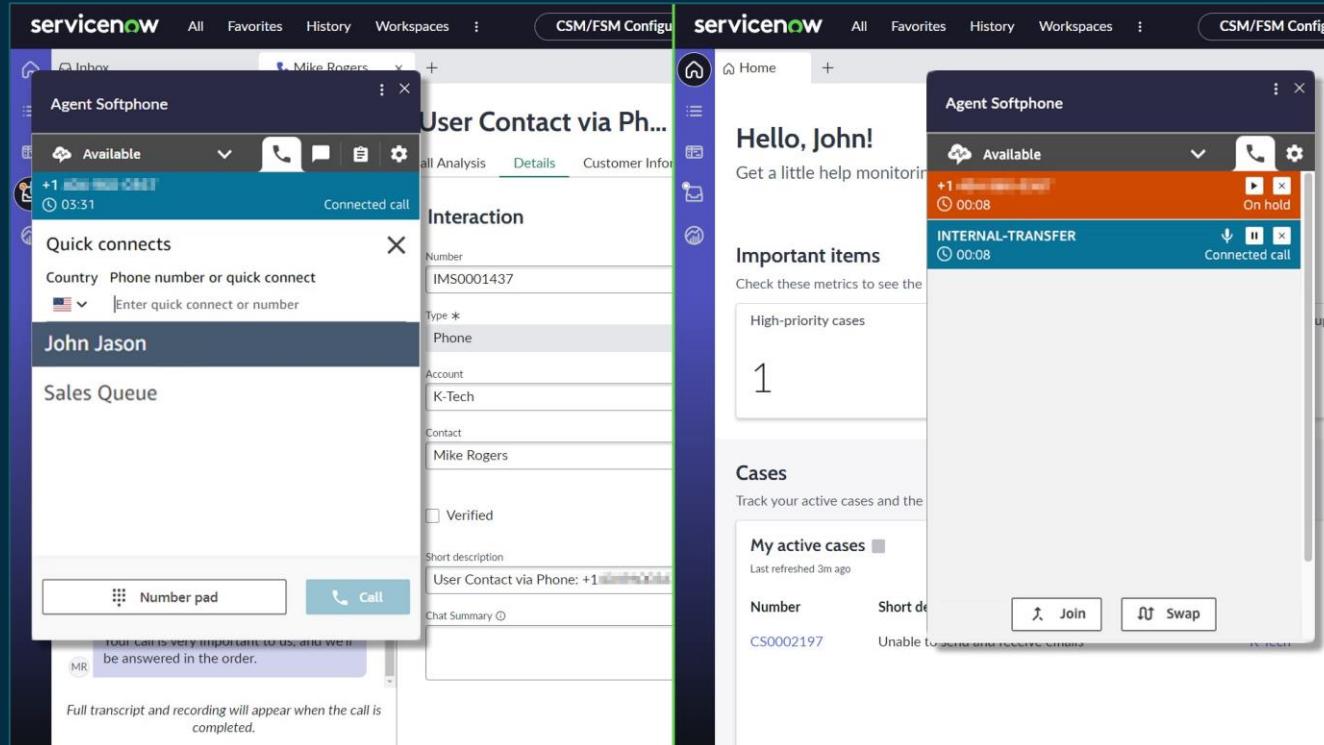
System Administrator Field changes • 2023-07-28 10:31:53
Assigned to: System Administrator
State: New
Priority: 4 - Low
Shipping Country: USA
Show more

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

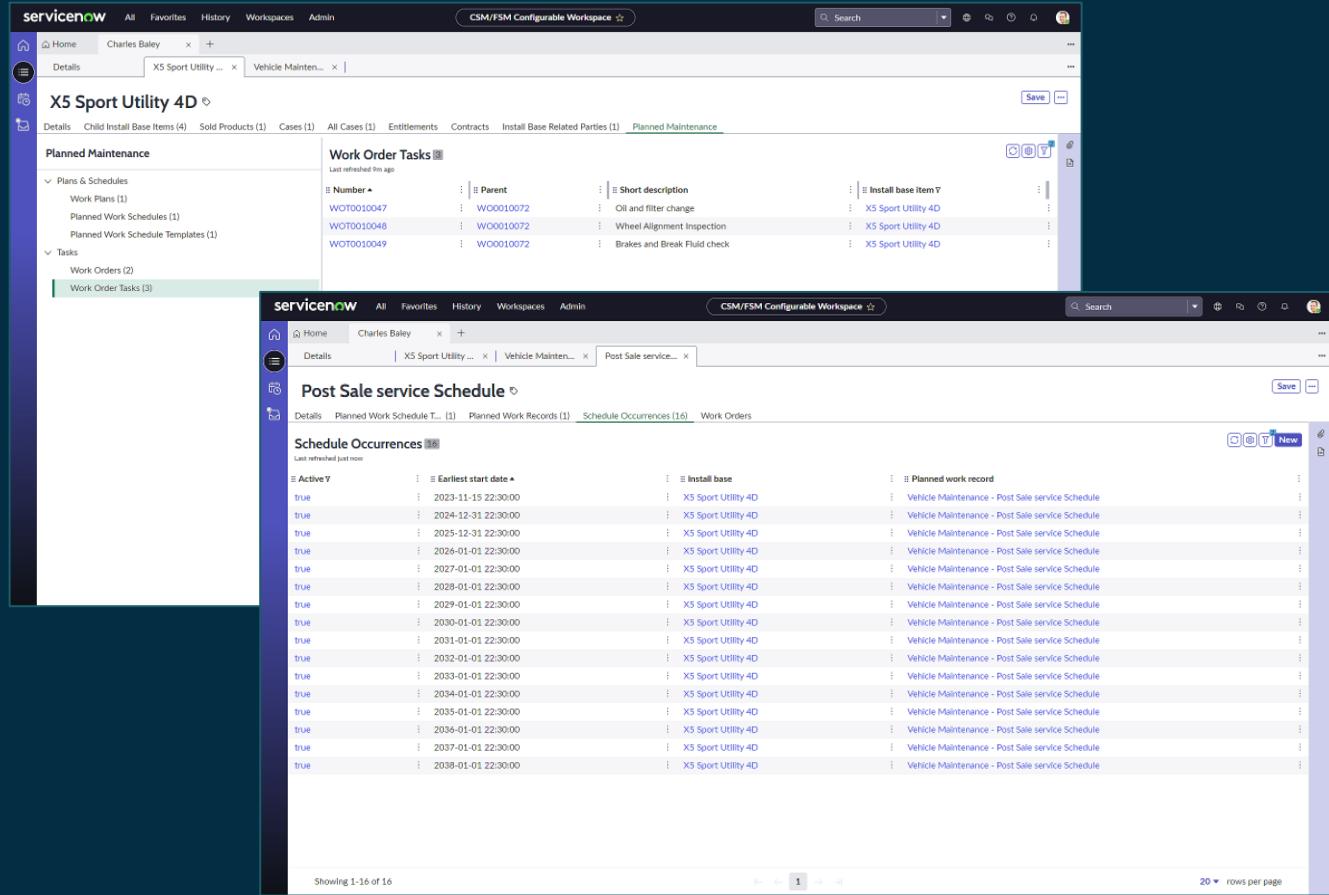
ServiceNow Voice: Agent and Queue Transfer



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



The image contains two screenshots of the ServiceNow CSM/FSM Configurable Workspace interface. The top screenshot shows the 'Planned Maintenance' section with a table of 'Work Order Tasks'. The table has columns for Number, Parent, Short description, and Install base item. The bottom screenshot shows the 'Post Sale service Schedule' section with a table of 'Schedule Occurrences'. The table has columns for Active, Earliest start date, Install base, and Planned work record.

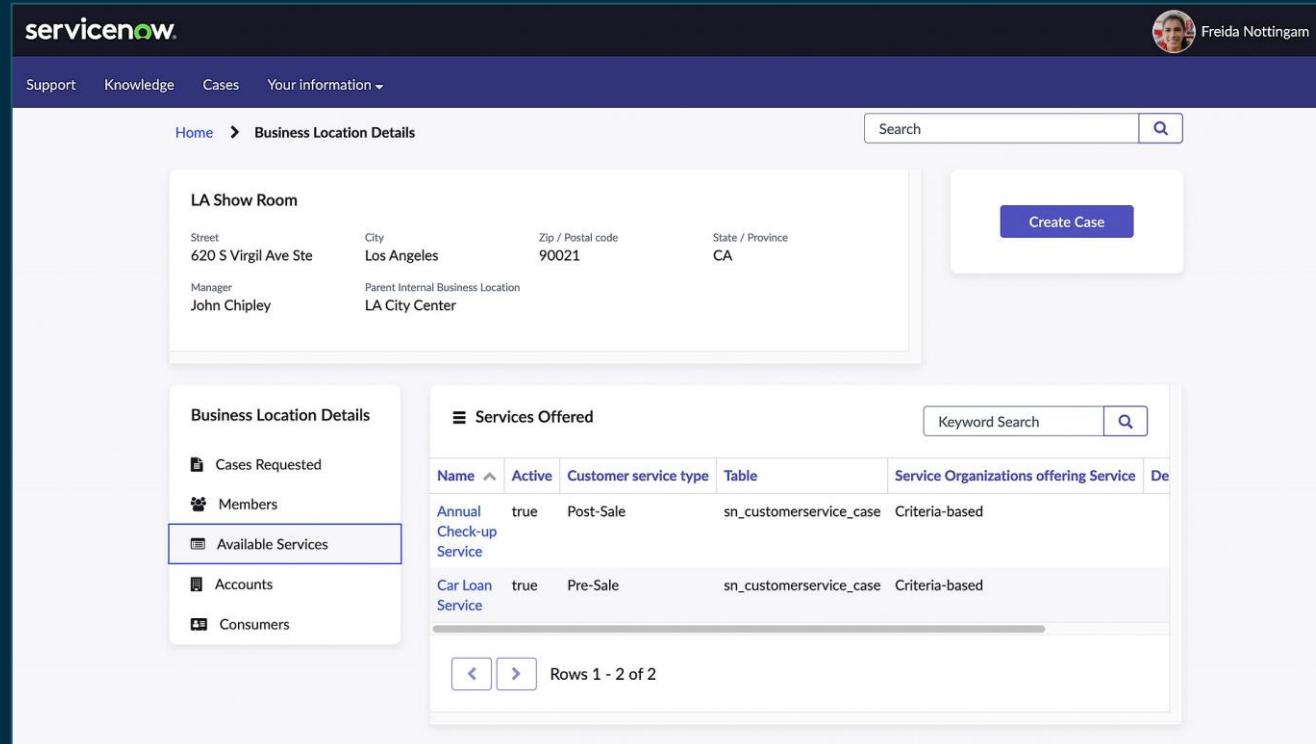
Number	Parent	Short description	Install base item
WO0010047	WO0010072	Oil and filter change	X5 Sport Utility 4D
WO0010048	WO0010072	Wheel Alignment Inspection	X5 Sport Utility 4D
WO0010049	WO0010072	Brakes and Break Fluid check	X5 Sport Utility 4D

Active	Earliest start date	Install base	Planned work record
true	2023-11-15 22:30:00	X5 Sport Utility 4D	Vehicle Maintenance - Post Sale service Schedule
true	2024-12-31 22:30:00	X5 Sport Utility 4D	Vehicle Maintenance - Post Sale service Schedule
true	2025-12-31 22:30:00	X5 Sport Utility 4D	Vehicle Maintenance - Post Sale service Schedule
true	2026-01-01 22:30:00	X5 Sport Utility 4D	Vehicle Maintenance - Post Sale service Schedule
true	2027-01-01 22:30:00	X5 Sport Utility 4D	Vehicle Maintenance - Post Sale service Schedule
true	2028-01-01 22:30:00	X5 Sport Utility 4D	Vehicle Maintenance - Post Sale service Schedule
true	2029-01-01 22:30:00	X5 Sport Utility 4D	Vehicle Maintenance - Post Sale service Schedule
true	2030-01-01 22:30:00	X5 Sport Utility 4D	Vehicle Maintenance - Post Sale service Schedule
true	2031-01-01 22:30:00	X5 Sport Utility 4D	Vehicle Maintenance - Post Sale service Schedule
true	2032-01-01 22:30:00	X5 Sport Utility 4D	Vehicle Maintenance - Post Sale service Schedule
true	2033-01-01 22:30:00	X5 Sport Utility 4D	Vehicle Maintenance - Post Sale service Schedule
true	2034-01-01 22:30:00	X5 Sport Utility 4D	Vehicle Maintenance - Post Sale service Schedule
true	2035-01-01 22:30:00	X5 Sport Utility 4D	Vehicle Maintenance - Post Sale service Schedule
true	2036-01-01 22:30:00	X5 Sport Utility 4D	Vehicle Maintenance - Post Sale service Schedule
true	2037-01-01 22:30:00	X5 Sport Utility 4D	Vehicle Maintenance - Post Sale service Schedule
true	2038-01-01 22:30:00	X5 Sport Utility 4D	Vehicle Maintenance - Post Sale service Schedule

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 shows the ServiceNow interface for managing service organizations. At the top, there is a navigation bar with links for Support, Knowledge, Cases, and Your information. The main content area shows 'Business Location Details' for 'LA Show Room' with address information: Street (620 S Virgil Ave Ste), City (Los Angeles), Zip / Postal code (90021), and State / Province (CA). A 'Create Case' button is visible. Below this, a sidebar lists 'Business Location Details' and 'Available Services'. The 'Available Services' link is highlighted with a blue box. The main pane shows a table titled 'Services Offered' with two rows of data:

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

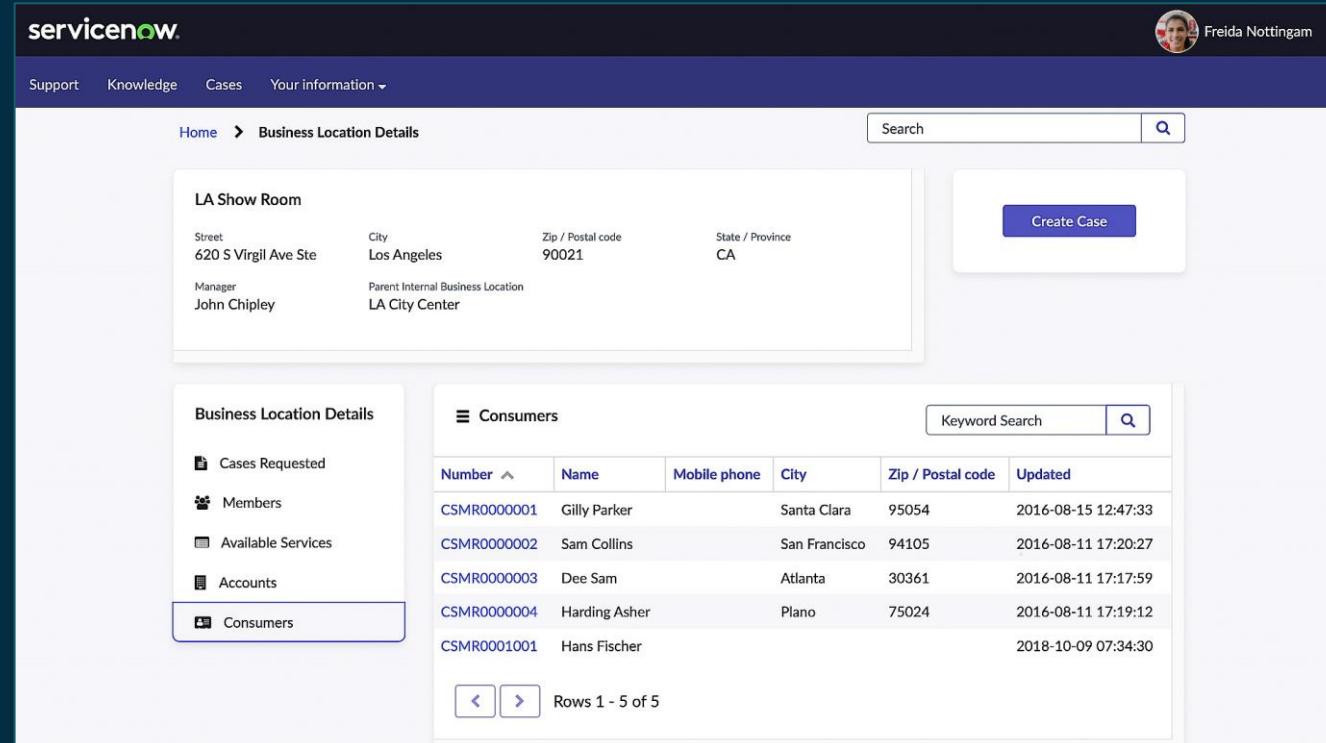
At the bottom of the table, it says 'Rows 1 - 2 of 2'.

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



The screenshot shows a ServiceNow interface. At the top, there is a navigation bar with links for Support, Knowledge, Cases, and Your information. The main content area has a title 'Business Location Details' for 'LA Show Room'. It displays address information: Street (620 S Virgil Ave Ste), City (Los Angeles), Zip / Postal code (90021), and State / Province (CA). Below this, it shows the Manager (John Chipley) and Parent Internal Business Location (LA City Center). On the right, there is a 'Create Case' button. Below the details, there is a 'Consumers' list table with the following data:

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

At the bottom of the list, it says 'Rows 1 - 5 of 5'. On the left side, there is a sidebar with links: Cases Requested, Members, Available Services, Accounts, and Consumers, with Consumers being the active tab.

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



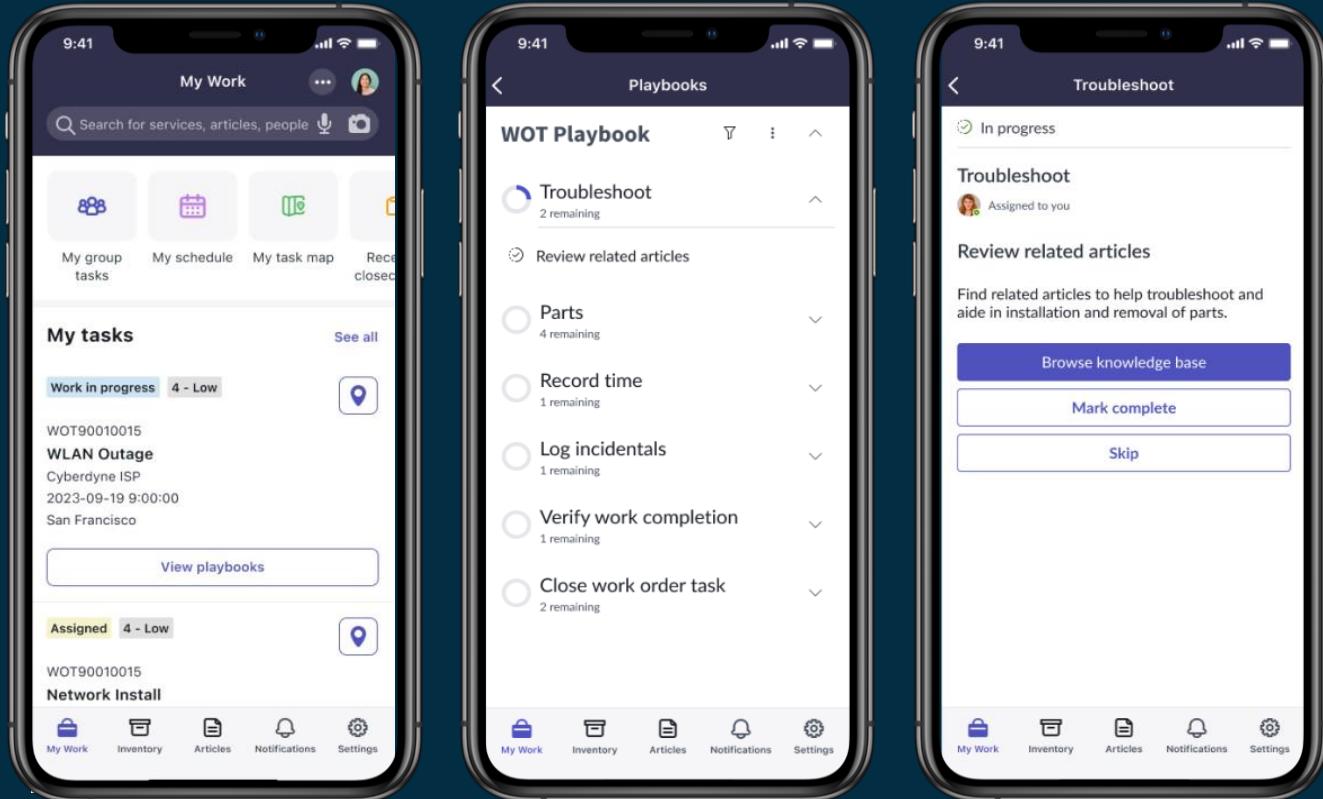
What's new in the Vancouver release

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



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

The screenshot shows the ServiceNow Field Service Management (FSM) interface. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Studio', 'Field Service Management', 'Search', and a user profile. The main workspace is titled 'Dispatcher Workspace' and shows a list of tasks:

- WOT90010002**: Validate Fire Detection and Alarm, NorCal Technicians, 815 E Street, San Diego, CA, 2023-05-10 09:00:00, Priority: 3 - Medium, Pending dispatch (00:06), Needs crew.
- WOT90010002**: Restore Glazed Aluminum Curtain Walls, NorCal Technicians, 815 E Street, San Diego, CA, 2023-05-10 09:00:00, Priority: 3 - Medium, Pending dispatch (00:06), Needs crew.
- WOT90010002**: Verify Access Doors and Panels, NorCal Technicians, 815 E Street, San Diego, CA, 2023-05-10 09:00:00, Priority: 3 - Medium, Pending dispatch (00:06), Needs crew.
- WOT90010002**: Verify Electric Boilers, NorCal Technicians, 815 E Street, San Diego, CA, 2023-05-10 09:00:00, Priority: 3 - Medium, Pending dispatch (00:06), Needs crew.

The central area displays a timeline for Tuesday, March 21, 2023, in America/Los Angeles. The timeline shows various tasks assigned to different technicians and crews, with some tasks grouped into bundles. A sidebar on the right shows the details for the 'WOT90010002 crew', including the leader (Alex Ray), requirements for an electrician (Printer keeps shutting off, Computer is not turning off), and recommendations for an electrician (Ray Williams) and a plumber (Cindy Lisa, Alisa Chino).

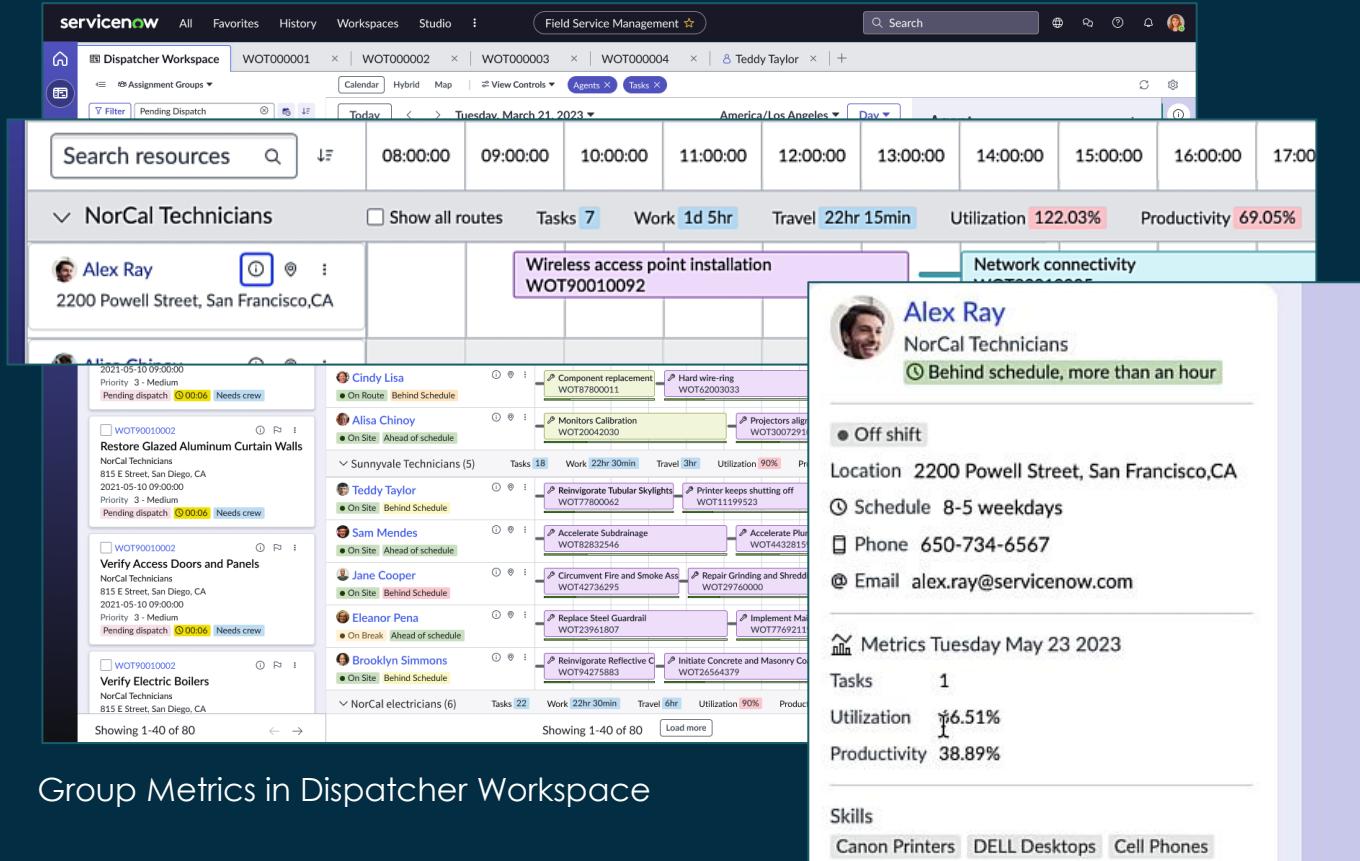
Dynamic Crew Creation and Scheduling (FSM Pro)

Professional and Enterprise*

Automate scheduling, dynamically bundle tasks, and optimize crew management

- 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

Dispatcher Workspace Enhancements



The screenshot shows the ServiceNow Dispatcher Workspace interface. At the top, there are tabs for Dispatcher Workspace, Assignment Groups, and Pending Dispatch. The main area displays group metrics for 'NorCal Technicians' with a total of 7 tasks, 1d 5hr work, 22hr 15min travel, 122.03% utilization, and 69.05% productivity. Below this, a list of technicians is shown with their current status (e.g., Behind schedule, more than an hour) and a list of tasks they are assigned to. A contextual side panel for 'Alex Ray' provides detailed information about his current tasks, location (2200 Powell Street, San Francisco, CA), and contact information (Phone: 650-734-6567, Email: alex.ray@servicenow.com). At the bottom, a summary of group metrics for Tuesday, May 23, 2023, is provided, including tasks (1), utilization (16.51%), and productivity (38.89%).

Group Metrics in Dispatcher Workspace

Standard or Professional*

Accelerate dispatcher productivity with enhanced KPIs and maps at their fingertips

- 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

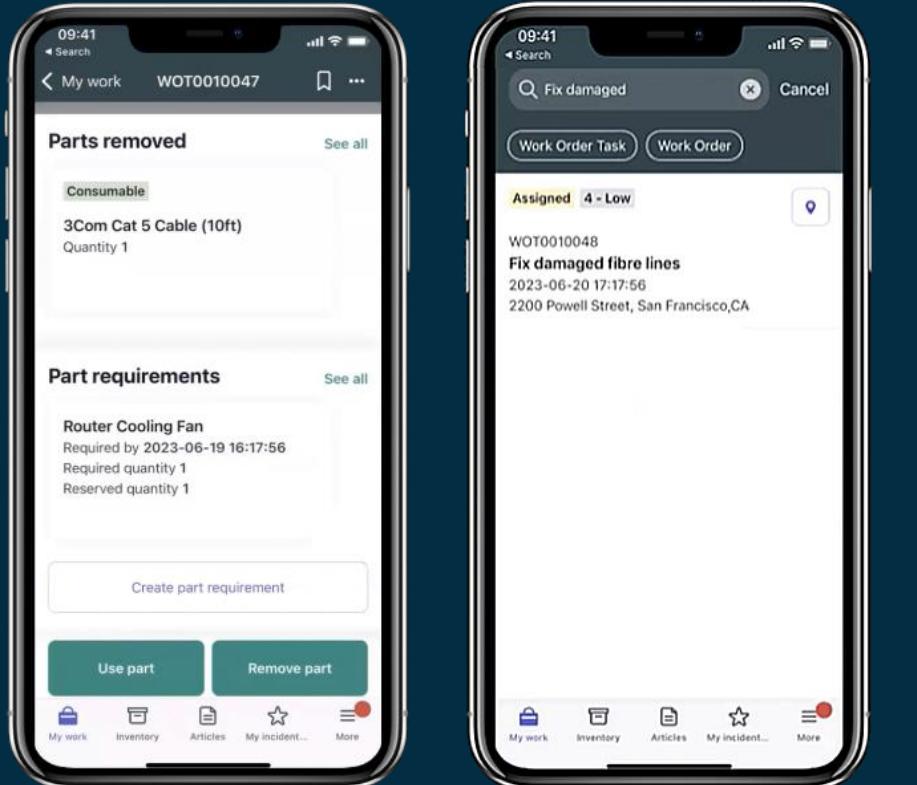
Planned Work Management – Planning Calendar



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



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

Generative AI

The screenshot shows the ServiceNow ITSM interface with the Now Assist for ITSM feature. On the left, there is a live chat window with a history of messages. In the center, a case details view is open for a specific incident. A 'Smart summary' box is overlaid on the case details, providing a contextual summary of the issue. The summary includes previous live chat history, research findings, and next steps. The right side of the interface shows a compose window for comments.

">\$ 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

The screenshot shows the ServiceNow Process Mining Workspace. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main title is 'Process Mining Workspace'. The dashboard is titled 'Incident' and displays the following data:

- Table:**
 - Records: 3.8k
 - Routes: 1k
 - Avg Duration: 13d
 - Std Deviation: 52d
 - Med Duration: 2d
 - Total records in model: 3.8k
- Summary and Insights:** Analyst Workbench, Automation Opportunities
- Improvement opportunities overview:** 15 opportunities
 - % of opportunities by category:

Category	Percentage
Conformance	67%
Automation	20%
Quality	7%
Performance	7%
 - Top 5 opportunity types by # Records:

Opportunity Type	# Records
Rework	464
Ping-Pong	5
...	...
 - Top 3 KPIs by # records & opportunities:

KPI	# records	# opportunities
...	98	3
...	3	3
- Improvement Opportunities:** Last updated 10d ago. Create new finding rule.

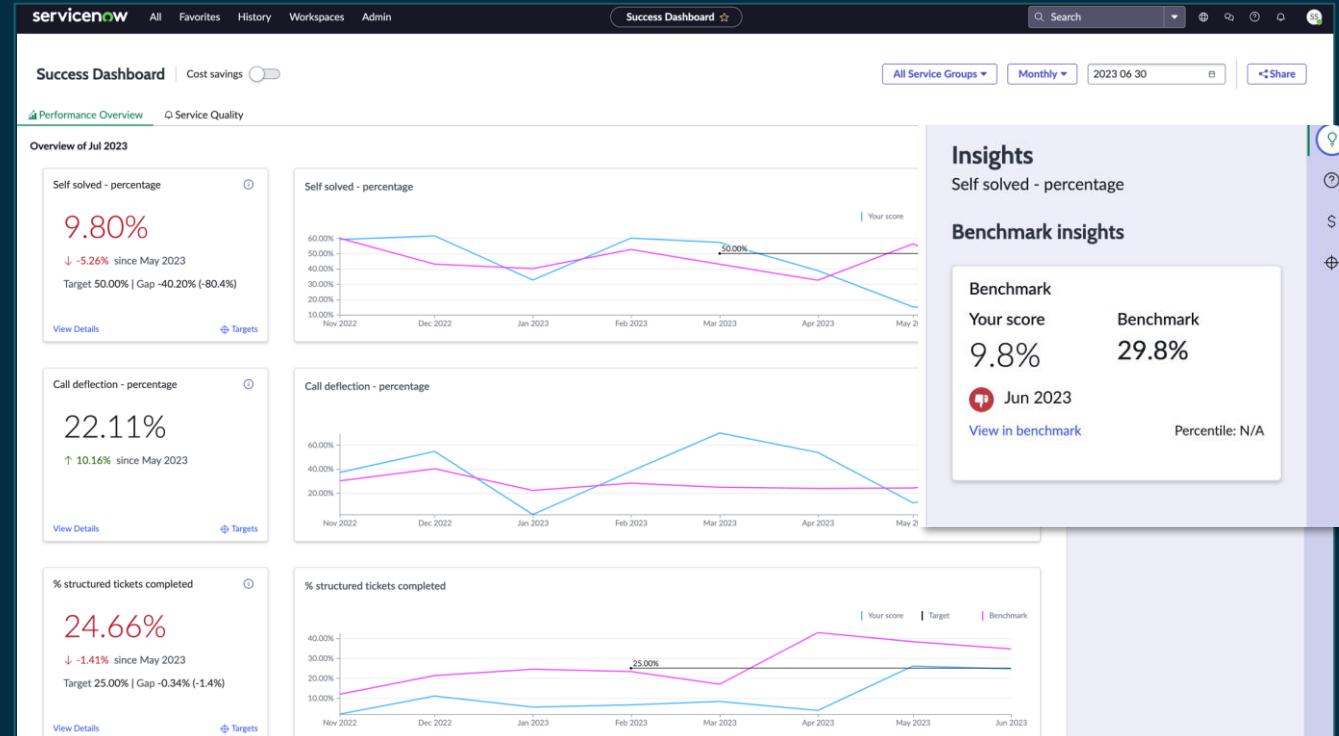
Title	Records	Type	Impacted KPIs	Avg. duration	Total inefficiency	Std. deviation
Rework on Resolved [Max repetitions is 7]	354 (9%)	Rework	-	3w	18y	3mo
Rework on PO Group 16 [Max repetitions is 3]	34 (1%)	Rework	Average re-assignment of open incidents	3w	2y	1mo
Rework on PO Group 8 [Max repetitions is 2]	7 (<1%)	Rework	Average re-assignment of open incidents	2mo	1y	3mo



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

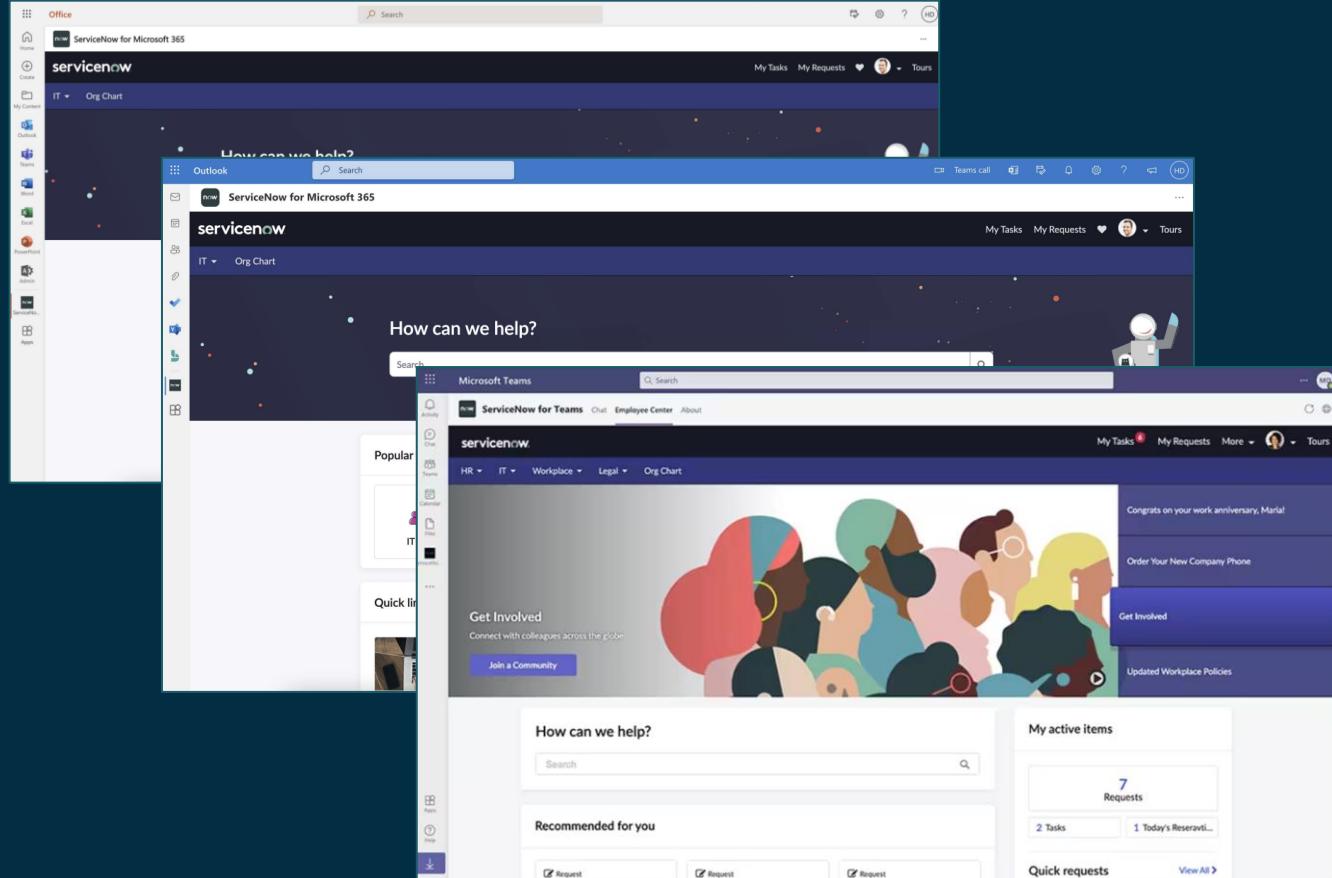
Success Dashboard Enhancements



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

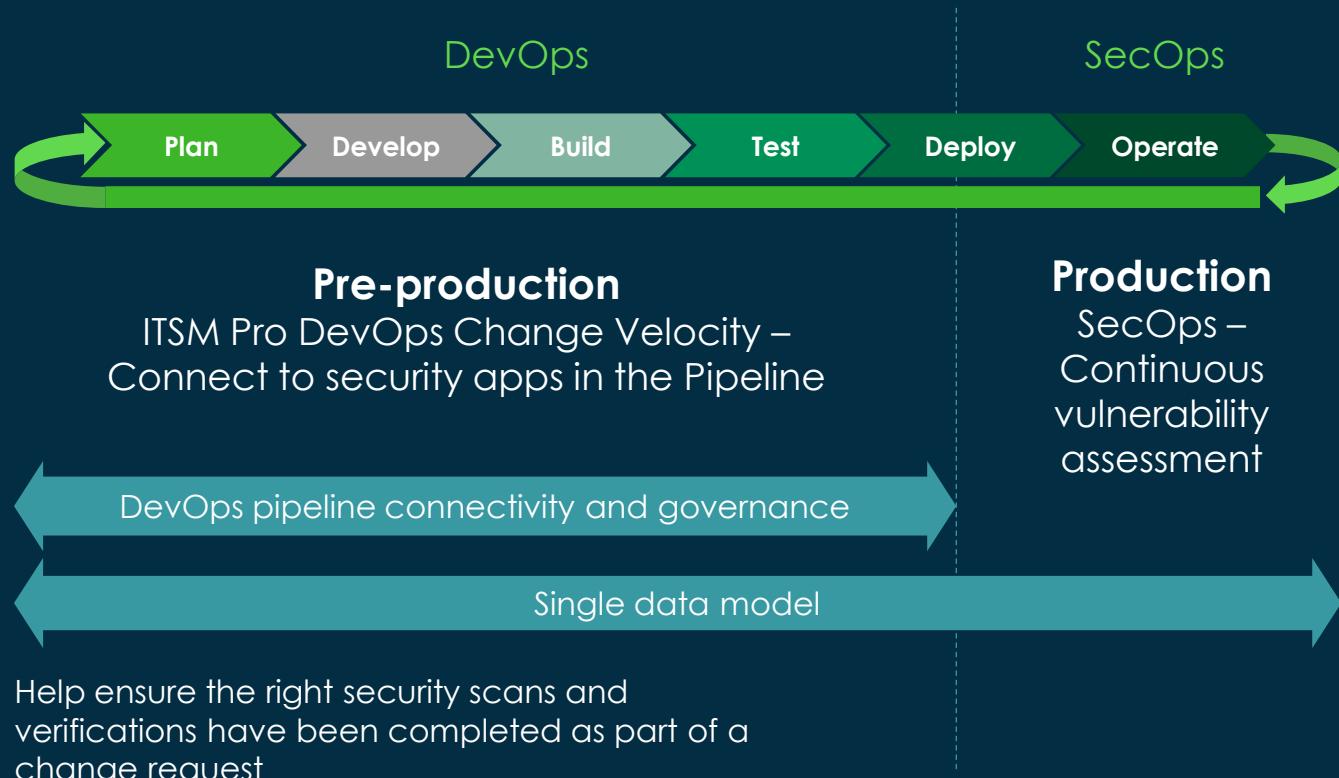
ServiceNow for Microsoft 365



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

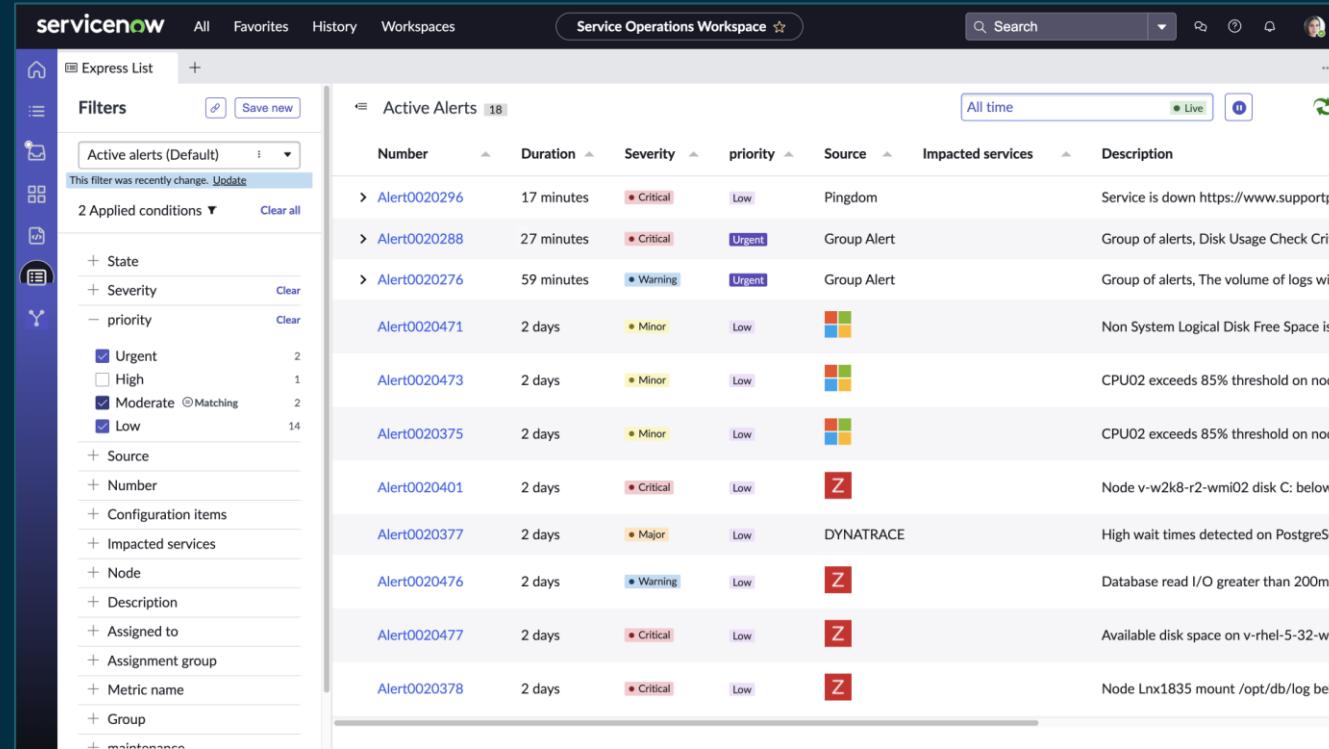
Automate and optimize service operations

IT Operations Management

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

Redesigned AIOps User Experience

Next Experience



The screenshot shows the Service Operations Workspace with the 'Active Alerts' list. The sidebar on the left contains a 'Filters' section with a 'Save new' button and a 'Launchpad' section with various integration icons. The main area displays a table of active alerts with columns: Number, Duration, Severity, priority, Source, Impacted services, and Description. The table lists several alerts, each with a unique ID, duration, severity (e.g., Critical, Urgent, Minor, Major), priority (e.g., Low, Urgent), source (e.g., Pingdom, Group Alert, DYNATRACE), impacted services (e.g., Service is down, Disk Usage Check), and a detailed description.

Number	Duration	Severity	priority	Source	Impacted services	Description
Alert0020296	17 minutes	Critical	Low	Pingdom	Service is down https://www.support...	
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	Microsoft	Non System Logical Disk Free Space is...	
Alert0020473	2 days	Minor	Low	Microsoft	CPU02 exceeds 85% threshold on node...	
Alert0020375	2 days	Minor	Low	Microsoft	CPU02 exceeds 85% threshold on node...	
Alert0020401	2 days	Critical	Low	Z	Node v-w2k8-r2-wmi02 disk C: below 1...	
Alert0020377	2 days	Major	Low	DYNATRACE	High wait times detected on PostgreSQL...	
Alert0020476	2 days	Warning	Low	Z	Database read I/O greater than 200ms...	
Alert0020477	2 days	Critical	Low	Z	Available disk space on v-rhel-5-32-w...	
Alert0020378	2 days	Critical	Low	Z	Node Lnx1835 mount /opt/db/log be...	

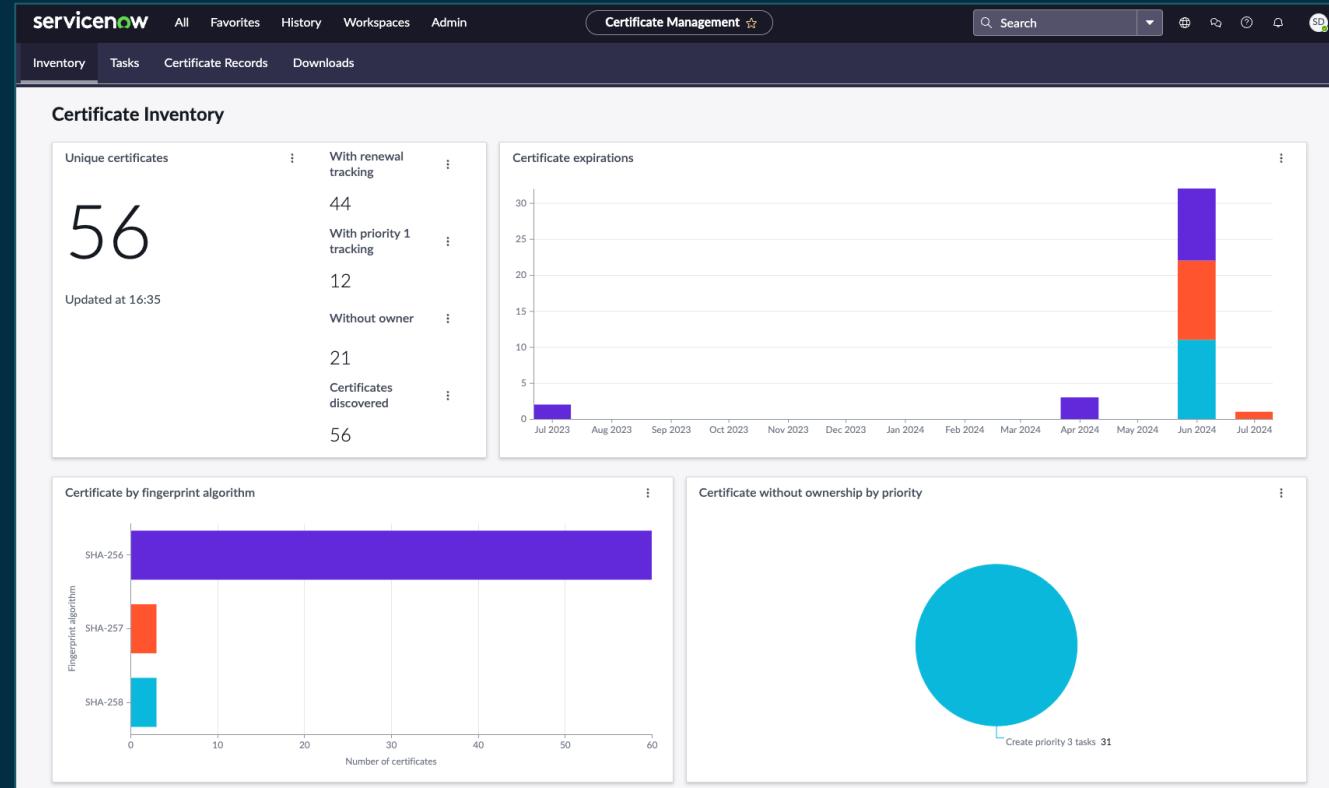
Professional or Enterprise

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

Enhanced Visibility User Experiences

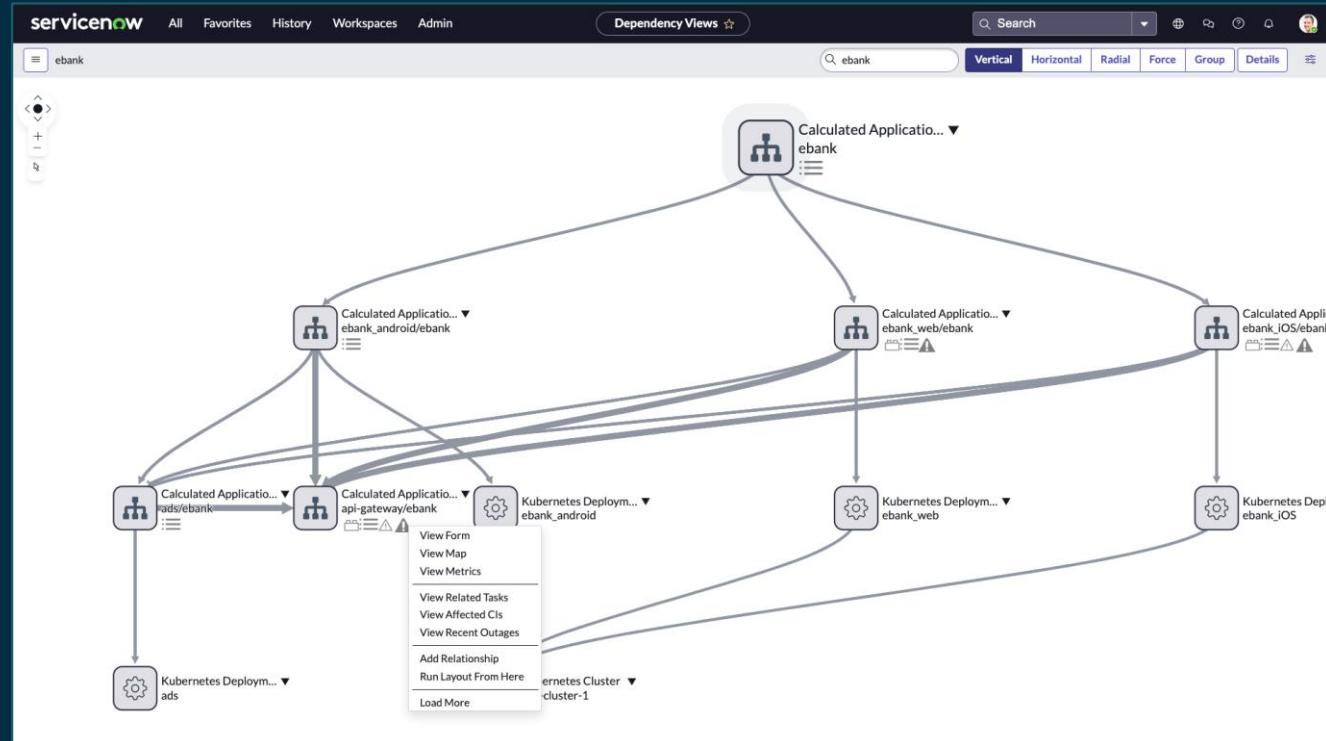
Next Experience



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



* Requires ITOM Discovery license

** Requires Cloud Observability license

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 **

What's new in the Vancouver release

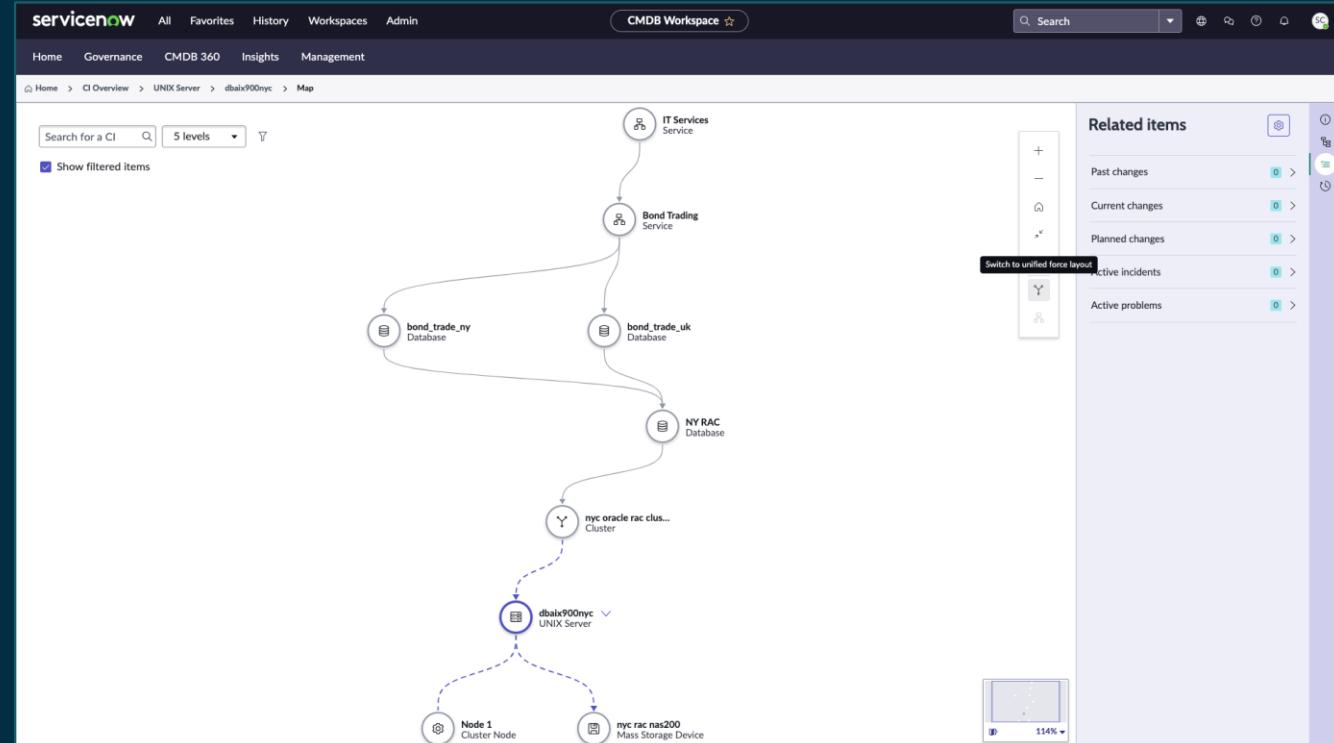
Data Foundations

CMDB

- Unified Map View

Unified Map View

Next Experience



Access the Unified Map from the CMDB Workspace v4

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

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)

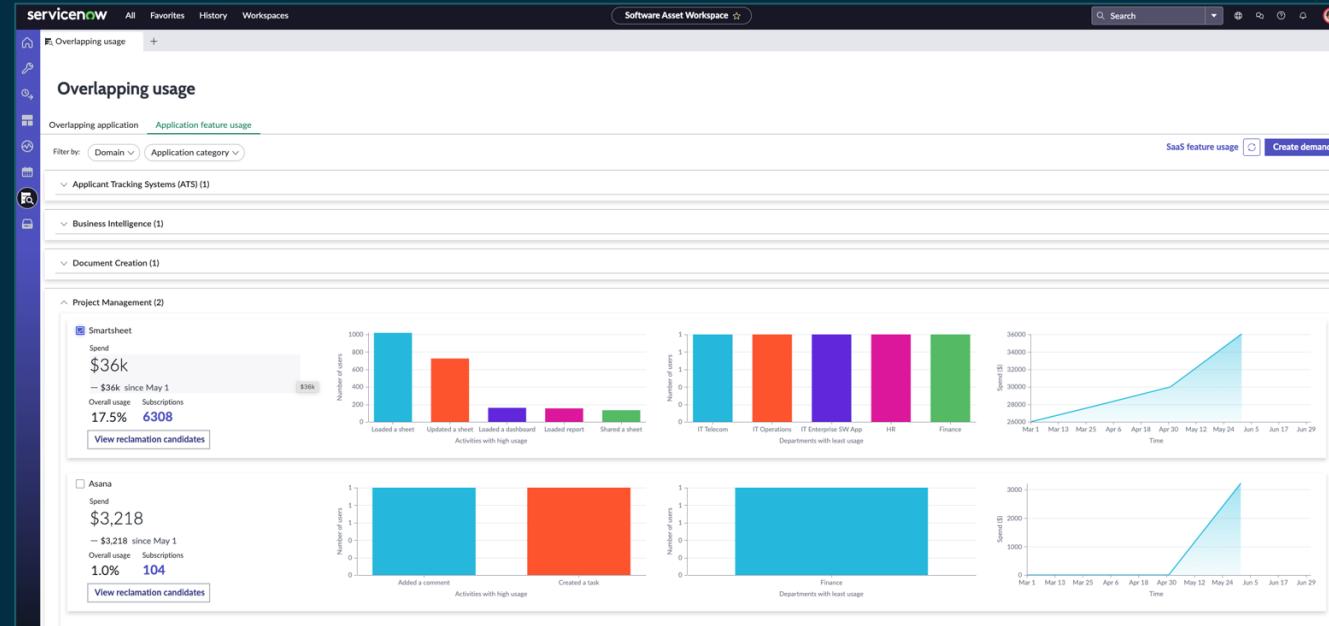
Professional or Enterprise

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)



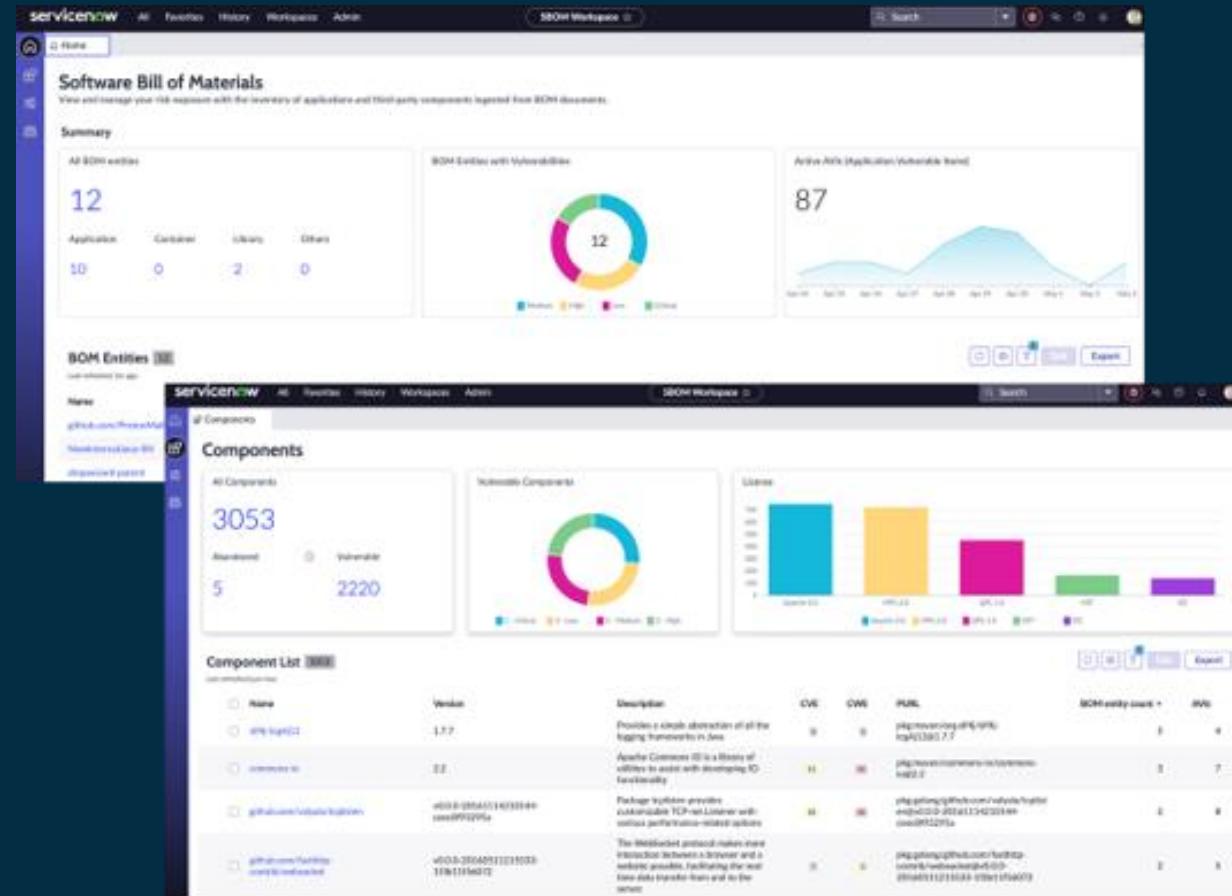
⌚ Professional or Enterprise

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)



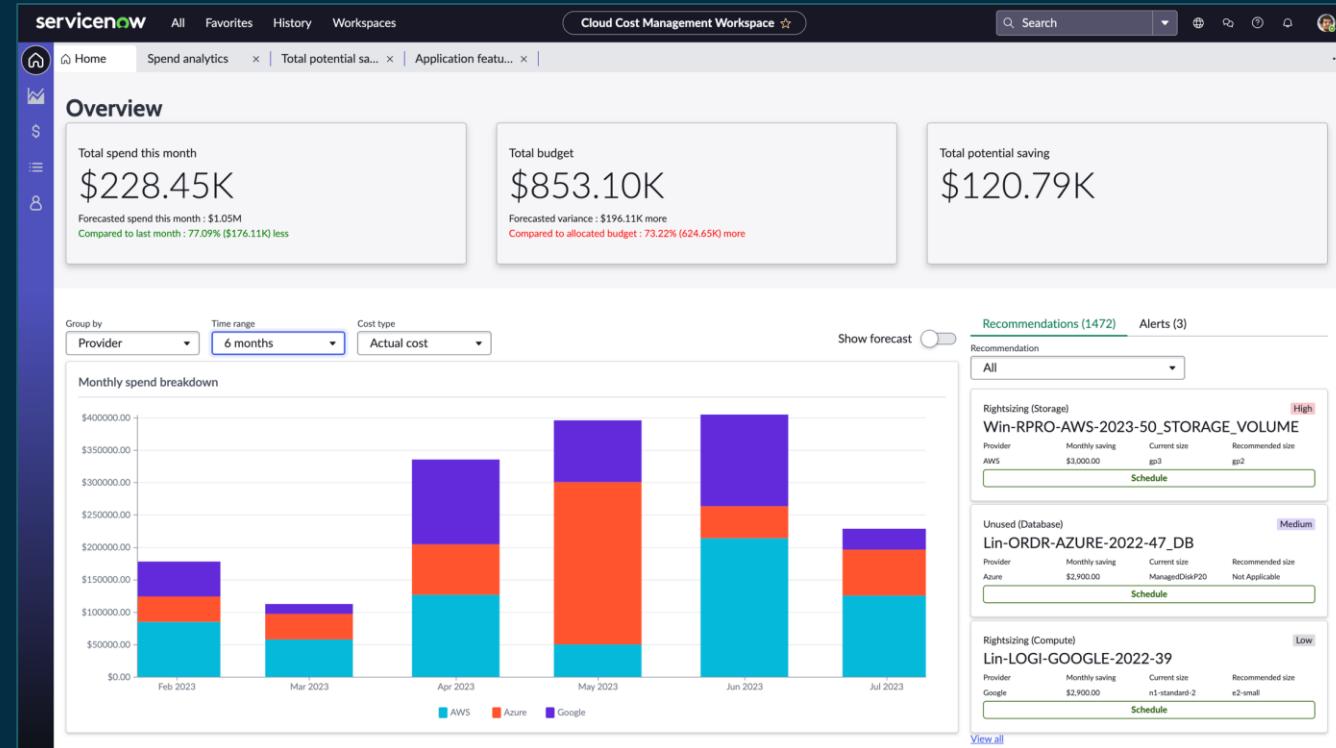
Professional or Enterprise

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)



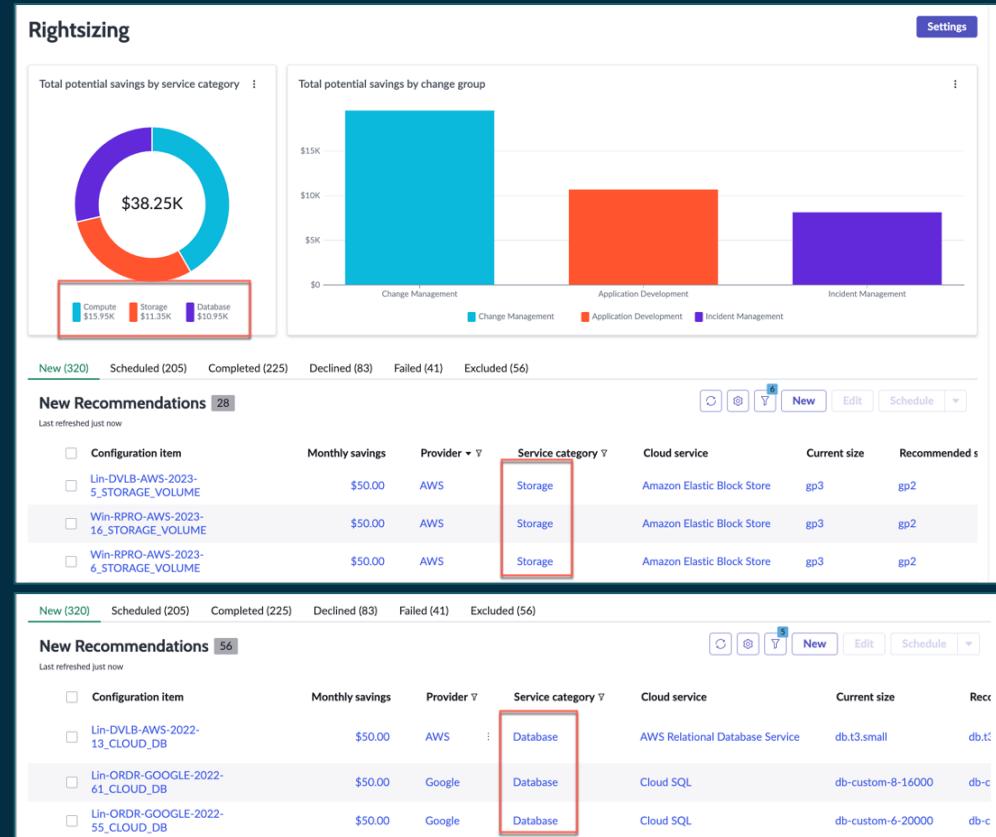
\$ Cloud Cost Management or Software Asset Management Enterprise

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)

The screenshot shows the ServiceNow Cloud Cost Management Workspace. At the top, there are navigation links for Admin, Total potential sa..., Application featu..., and a search bar. The main content area is titled "Cloud Cost Management Workspace". It features a "3 major steps to setup" section with three cards: "Step 1 Activate plug-ins" (with an "Install plug-ins" button), "Step 2 Configure integrations" (with a "Start guided setup" button), and "Step 3 Preference settings" (with a "Configure settings" button). To the right of these cards is a "Product tour" section with a video placeholder titled "Cloud Cost Management | ... Video placeholder Sample video" and a "Helpful resources" section with links to documentation, training, and community. Below the guided setup section is a "Activate plug-ins" section with two cards: "Cloud cost management plug-in" (status: Update) and "MetricBase plug-in" (status: Installed). The MetricBase card includes a note: "MetricBase is the time-series database in Now Platform that Cloud Cost Management leverages to store billing and usage data. Install this plugin before you begin using Cloud Cost Management."

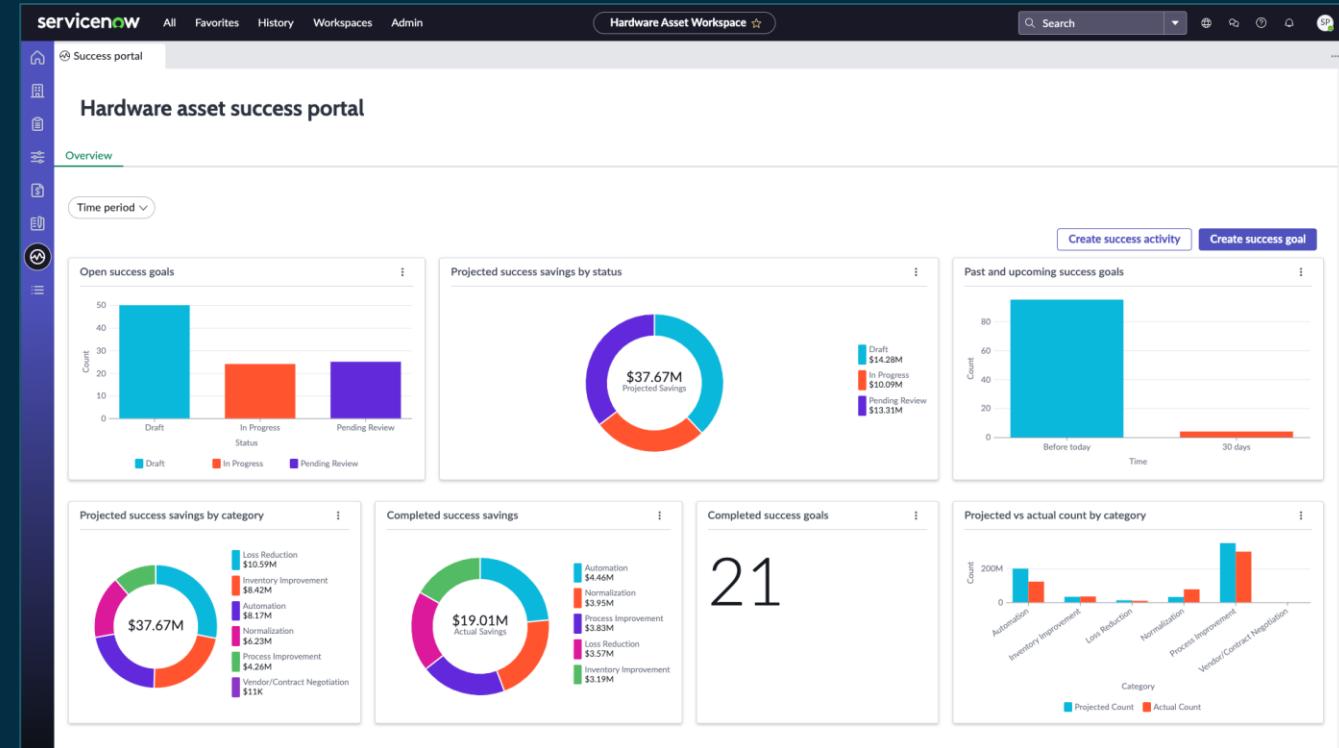
\$ Cloud Cost Management or Software Asset Management Enterprise

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)



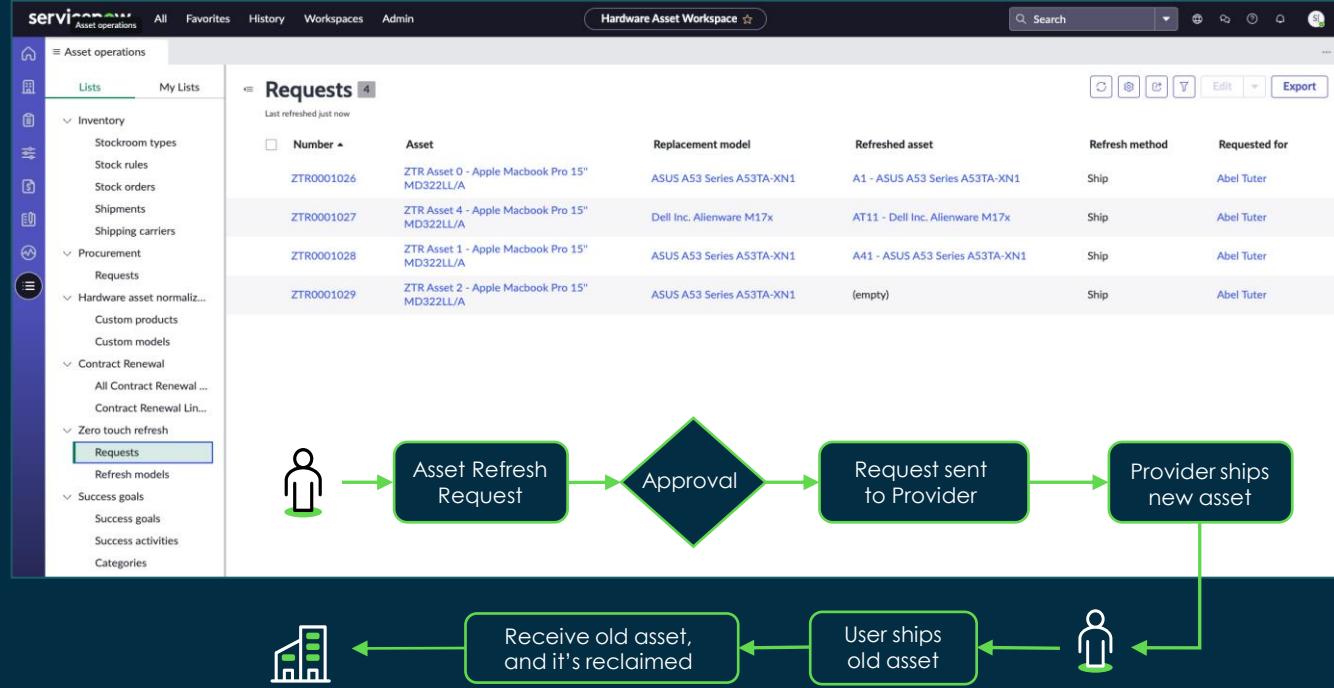
\$ Professional

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)



The screenshot shows the ServiceNow 'Hardware Asset Workspace' with a list of 'Requests' for asset refreshes. The table includes columns for Number, Asset, Replacement model, Refreshed asset, Refresh method, and Requested for. The workflow diagram below illustrates the process:

```

graph LR
    User((User)) --> AR[Asset Refresh Request]
    AR --> Approval{Approval}
    Approval --> RSP[Request sent to Provider]
    RSP --> PNS[Provider ships new asset]
    PNS --> User
    User --> ROA[Receive old asset, and it's reclaimed]
    ROA --> SUOAS[User ships old asset]
    SUOAS --> User
  
```

The workflow starts with a user initiating an 'Asset Refresh Request'. This leads to an 'Approval' step, followed by 'Request sent to Provider', and finally 'Provider ships new asset'. The process then loops back to the user. Additionally, there is a feedback loop where the user 'User ships old asset' back to the provider, which then 'Receives old asset, and it's reclaimed'.



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

- 1 Enables automated asset refresh, reducing human intervention, which helps saves 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)

The screenshot displays the ServiceNow Hardware Asset Workspace for the Southern California Warehouse. The workspace includes a dashboard with open stockroom tasks, a map of the Western United States, and two stock rules gauges. The 'Stockroom Details' section shows the warehouse name and location.

Task Type	Count
Hardware loaner orders	13
Hardware asset audits	7
Hardware loaner orders	12
Hardware asset audits	6
Hardware loaner orders	9
Hardware asset audits	4

Stockroom Details:

- Name: Southern California Warehouse
- Location: 615 North Bush Street, Santa Ana, CA



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)



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

Enterprise Asset Onboarding

(Enterprise Asset Management)



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)

servicenow All Favorites History Workspaces Admin Enterprise Asset Workspace Search

Move orders MOV0001001

MOV0001001

Move order

Number: MOV0001001 State: Open

From location: New York City Requested for: Alex Ray

To location: Santa Clara Assigned to: Arnold Thetech

Move date: 2023-03-08 Assignment group: Enterprise Asset Techs East

Created by: admin

Additional information

```

graph LR
    A[Move Request] --> B[Select Assets]
    B --> C[Ship]
    C --> D[Receive]
    D --> E[Complete Move]
    B --> F[Local Move]
    F --> C
  
```



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

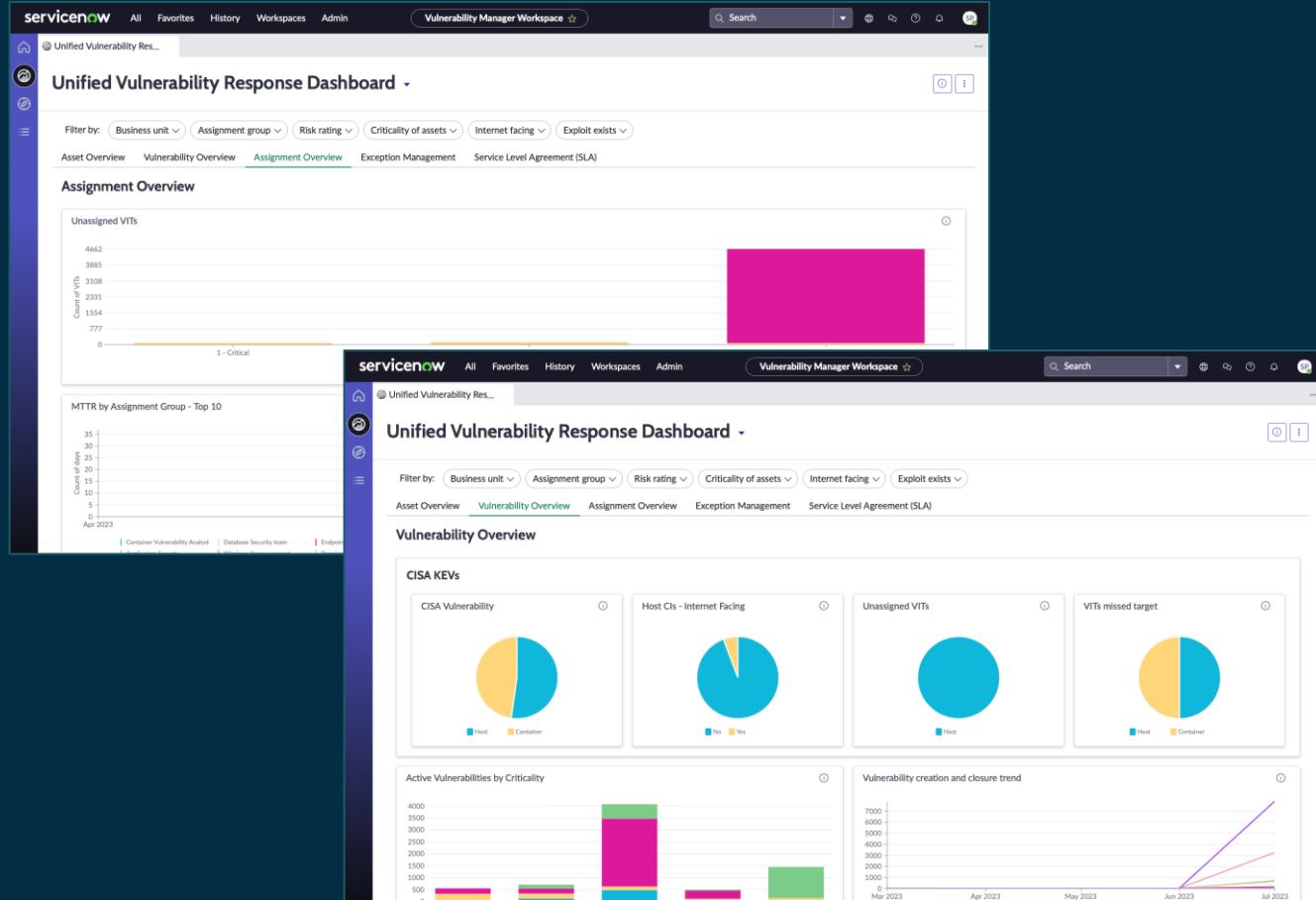
Software Bill of Materials Support in Vulnerability Response

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

The screenshot displays two main ServiceNow pages. The top page is the 'Exposure Assessment' workspace, showing a list of vulnerabilities with columns for ID, Summary, Vulnerability score (v3), Exploit exists, and Exploit skill level. The bottom page is the 'Health Dashboard' under the 'Vulnerability Manager Workspace', featuring a large 'SecOps - Vulnerability Response Health' section with a 'Health Score' of 71 and various performance metrics in a gauge format.

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

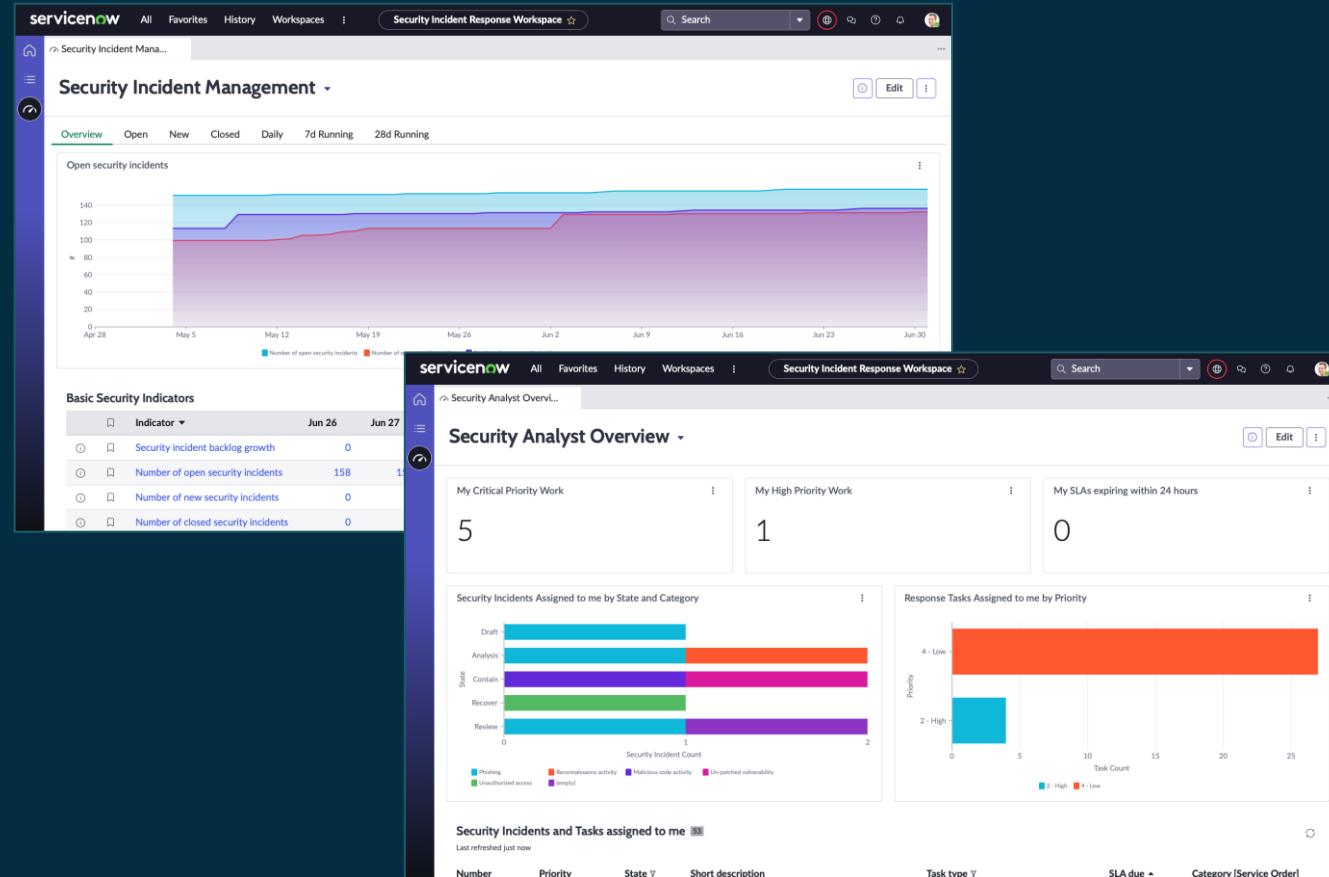
What's new in the Vancouver release

Transform Enterprise Security

Security Incident Response

- New CISO Dashboard
- DLPIR updates

Updated Dashboards



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 shows the ServiceNow Data Loss Prevention Management Ops Workspace Experience. On the left, an incident detail view for DLP0001077 is displayed. The incident is assigned to Riddhi Bhavsar, has a high severity, and is associated with OneDrive. The 'Compose' screen on the right shows a comment box and an activity feed with three entries related to the incident.

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



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

The screenshot shows the ServiceNow Strategic Planning Workspace. The main title is "HR Initiatives for 2024". The timeline is set from 2024-01-01 to 2024-12-31. The "Capacity Planning" tab is selected. The table displays resource availability across four quarters (Q1 - 2024, Q2 - 2024, Q3 - 2024, Q4 - 2024) for various groups and roles. The Gantt chart below the table shows the duration of different planning items.

Planning item	Rank	Type	Resource criteria											
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Employees and p...	1	Epic	0	0	0	0	0	-5.46	-7	-4.97	0	0	0	
Organisational ...	2	Epic	0.65	0	0	0	0	1.25	1.5	0	0	0	0.45	
Employee on-bo...	3	Epic	0.63	0	0	0	0	0	-5.18	0	0	0	3.85	
Advanced times...	4	Epic	24.12	3.57	-13.89	-43.5	-47.56	-56.56	-56.15	-46.75	-17.76	-6.16	9.63	
Global payroll m...	5	Epic	2.28	0.72	-0.29	-1.3	-1.5	-2	-2	-1.47	-0.02	0.49	1.62	
Automated payr...	6	Epic	2.07	-0.16	-2.07	-5.09	-5.5	-6.5	-6.5	-5.46	-2.21	-0.94	0.74	
HR Ticketing sys...	7	Epic	5.57	3.34	1.43	-1.59	-2	-3	-3	-1.96	1.29	2.56	4.24	
Recruitment wor...	8	Epic	2.49	0.93	-0.27	-2.73	-2.93	-3.43	-3.02	-2.03	0.21	1.19	2.24	

\$ 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

Next Experience

The screenshot shows the ServiceNow Strategic Planning Workspace. The main page is titled 'Employees and profiles'. It displays a table of financial data grouped by cost type. The columns include Group, Cost type, Expense type, Employee Type, Total planned cost, Total actuals..., Total ETC, Total EAC, and several time periods (FY23: M10, FY23: M11, FY23: M12). The data shows various expense types like External labor Capex, Labor Capex, and Software Opex, with sub-items for specific roles like Design Consultant, Resource Internal Architect, etc. The table also includes a 'New cost plan' button.

\$ 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

Next Experience

servicenow All Favorites History Workspaces Admin

Enterprise Architecture Workspace

Search

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 5

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

Business applications with lifecycle risk by 2023-05-07

Business applications count 4

View list

Application services with lifecycle risk by 2023-05-07

Application services count 6

View list

Hardware models with lifecycle risk by 2023-05-07

Hardware models count 1

View list

Software products with lifecycle risk by 2023-05-07

Software products count 6

View list

Servers with lifecycle risk by 2023-05-07

Servers count 1

View list

Show only production instances

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

\$ 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 - enhancements

Next Experience

Model	Lifecycle phase	Lifecycle type	Source	Phase start date
HR Case Management.	General Availability	Internal	Internal	2019-07-01
HR Case Management.	End of Life	Internal	Internal	2025-06-01
HR Case Management.	End of Sale	Internal	Internal	2024-09-02
HR Case Management.	End of Support	Internal	Internal	2025-01-01

Showing 1-4 of 4

Planned disposition

\$ 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

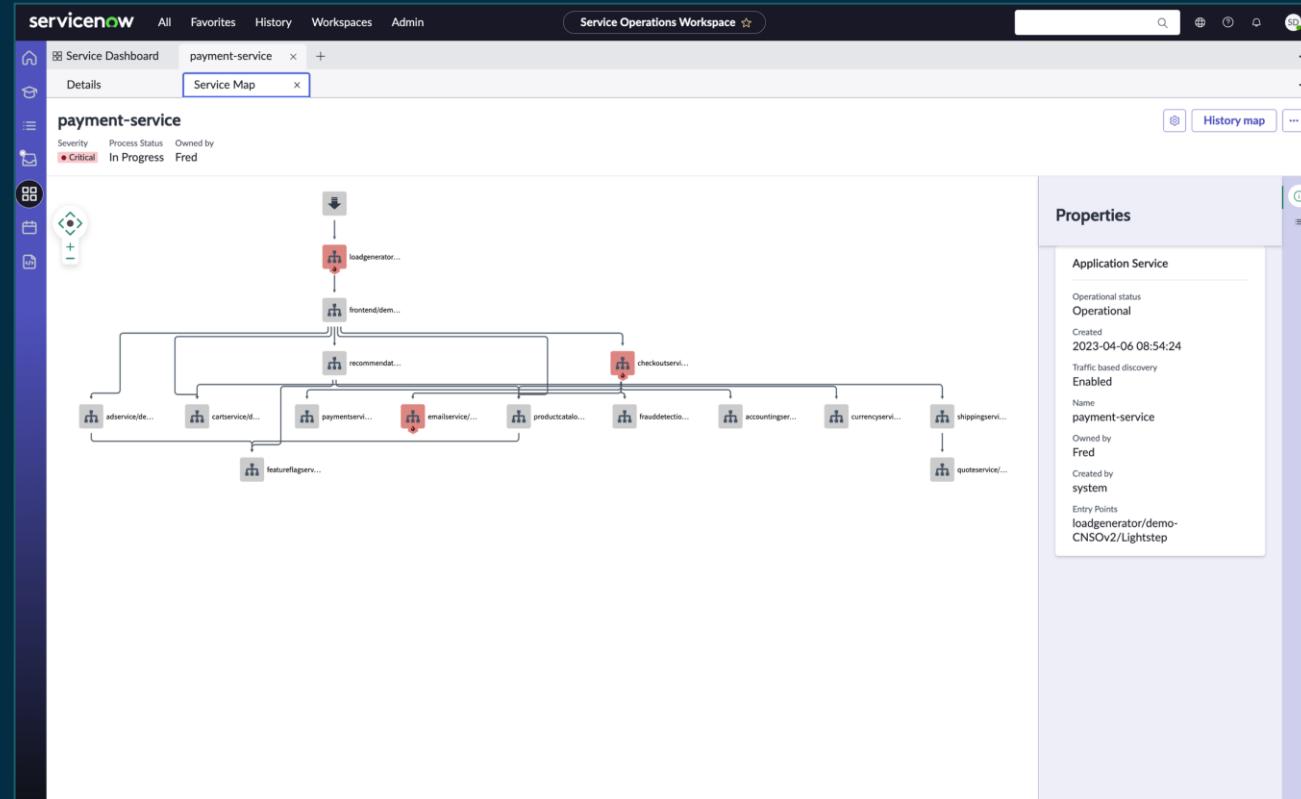
What's new in the Vancouver release

Accelerate software transformation

Cloud Observability

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

Service Graph Connector for OpenTelemetry



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

Professional or Enterprise

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

- 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

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

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

Out-Of-The-Box Service Dashboards

The screenshot displays two main components of the ServiceNow Out-Of-The-Box Service Dashboards. On the left is a 'Dependency map' showing the relationships between various services. Nodes include 'SERVICE web', 'android', 'krakend-api-ga...', 'inventory', 'store-server', 'warehouse', 'profile', 'inventory-db', 'store-db', 'memcached', and 'warehouse-db'. A tooltip for the 'SERVICE web' node indicates '23 spans errored' and 'Contributes latency'. On the right is a 'Performance details' panel for the 'web' service, showing three time-series charts: 'Latency' (8s to 0s), 'Rate' (200 to 0), and 'Error %' (100% to 0%). Each chart has a 'View SLI time series charts' button.

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

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

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

Next Experience

Generative AI

Payroll discrepancy - Timeclock Device Troubleshooting

Summary: Issue: The case was opened with a short description of Payroll discrepancy - Timeclock Device Troubleshooting. The issue is that the Biometric Finger Print Clock is not working.

Actions Taken:
 The agent added a checklist item to the case, noting that it should be escalated to payroll.
 The agent then created a checklist for the case.
 The agent then informed the user that a Pay - other request had been initiated.
 The agent thanked the user for their assistance and informed them that the ticket would be closed if no response was received within three days.
 The agent informed the user that they would receive two emails - one to evaluate the resolution and another for customer satisfaction.
 The agent informed the user that the case would be reopened if the system administrator deemed it necessary.

Resolution:
 The agent informed the user that the case had been closed and that they would receive two emails.

Powered by Now Assist

HR Payroll Case

Number: HRC0000765 State: Work in Progress

Opened for: Miranda Hammitt Priority: 2 - High

Your employee

Miranda Hammitt (MH)
 Number: HRP0000110 Office location: 2500 West Damning R...
 Employment start date: 2021-03-17 Email: miranda.hammitt@ex...

Miranda's team

Department: IT (0076)

Miranda's recent cases

HRC0000777 Payroll discrepancy (Work in Progress)
 Assigned to: Tammie Schwartzwalde Priority: 2 - High
 Opened Jul 11

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

Employee Center Pro News Center

 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

Journey designer Admin Console

The screenshot shows the Journey designer Admin Console landing page. It features a header with the ServiceNow logo and a search bar. Below the header, there are sections for 'Top journey configurations' and 'Here's what you can do next'. The 'Top journey configurations' section includes cards for 'New Hire Onboarding', 'Career Growth', and 'Promotion', each with a 'Manage configuration' button. The 'Getting started' section contains a 'New features' box with links to 'Decentralized journey release notes' and 'Learn about decentralized journey creation'. Below this, there are sections for 'What is a journey?', 'When to use lifecycle events', and 'When to use journey accelerator'. The 'Helpful resources' section lists links to 'Journeys guided setup', 'Journey designer webinar', 'Journeys migration guide', 'Journey designer documentation', 'Lifecycle events documentation', and 'Journey accelerator documentation'.

Journey designer Admin Console



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

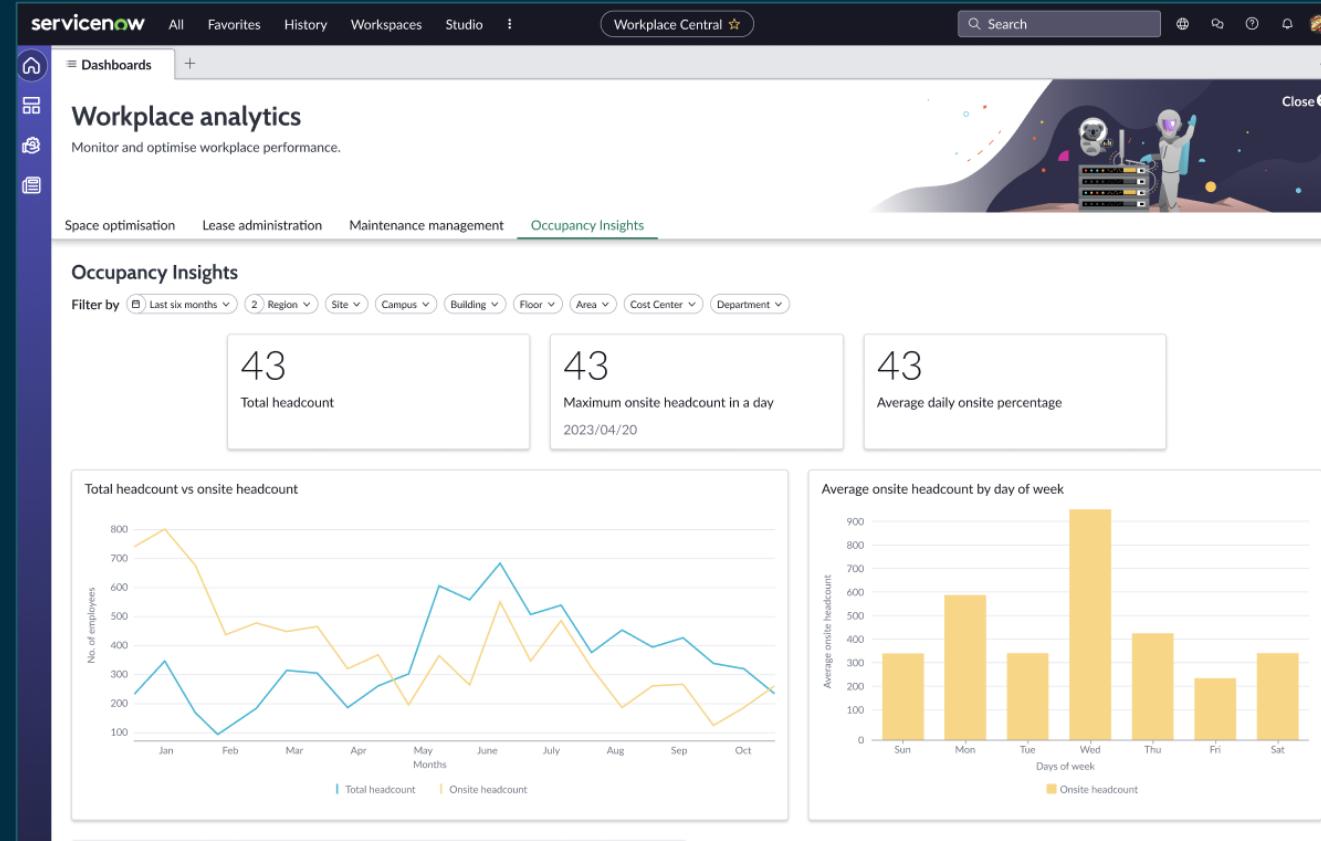
Workplace Reservations and Mapping

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

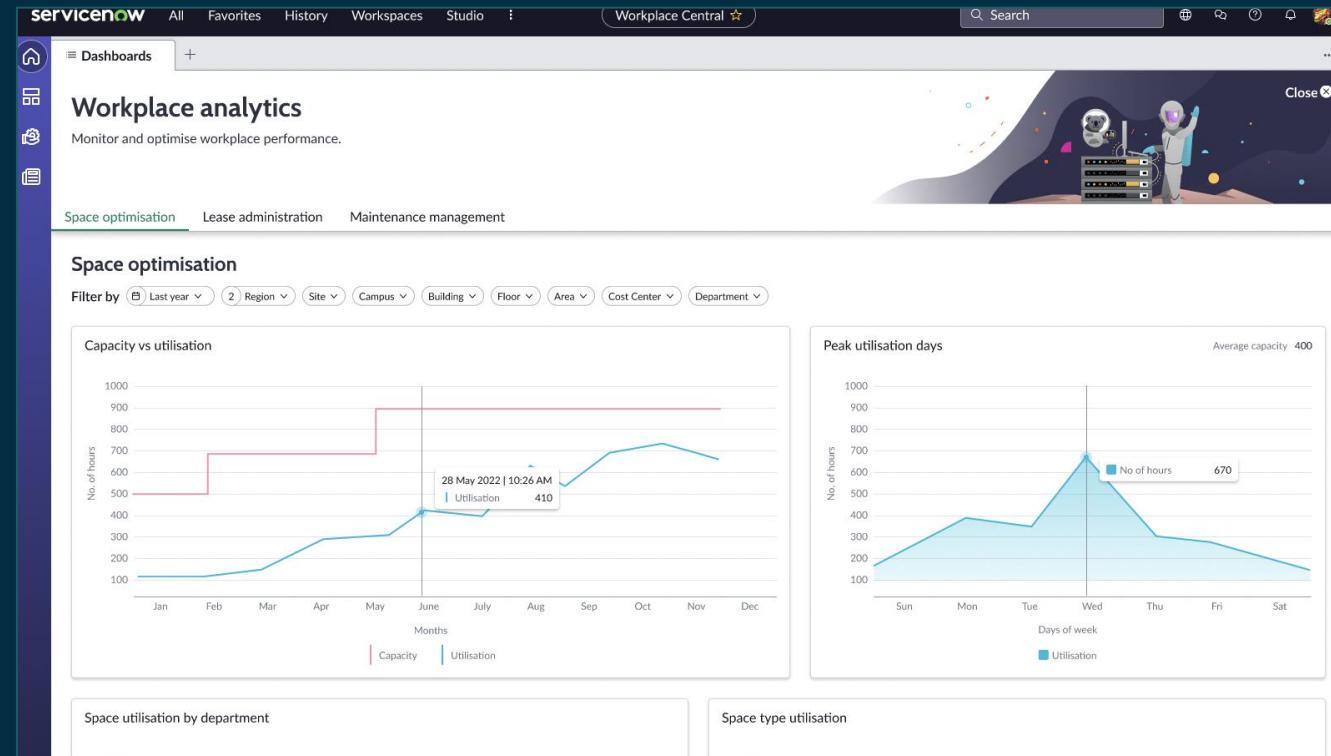
Workplace Connectors



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



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

The screenshot shows the ServiceNow Workplace Central interface. At the top, it displays the project title 'Argus 15th floor redesign' and basic details: Assigned to Kumar Shreshthi, Planned start date April 30, 2023, Planned end date May 30, 2023, and Status Work in progress. Below this is a 'Schedule' section with tabs for 'Move project details' and 'Move requests'. The 'Move requests' tab is selected, showing a calendar from Sunday, September 25 to Saturday, October 1. The calendar grid shows various move requests for different users, each with a status indicator (e.g., Unplanned, Ready, Closed incomplete, Awaiting approval, Work in progress). To the right of the calendar, a modal window titled 'Case details' provides a detailed view of a specific move request. The case details include: Number WMOVE012012, From location 7AB-B2.0004, To location 829-B4.0002, Planned start date 26-09-2023, Planned end date 27-09-2023, State Awaiting approval, Requested for Elenor Pena, and Opened by Abel Tutor. Buttons for 'Open Case Details', 'Close', and 'Update' are at the bottom of the modal.

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

HSIO0001025

Severity: 2 - High State: Work In Progress Assigned to: Tom Cruise Opened by: Christopher Nolan

Report an incident Incident Overview Health and Safety actions (1)

Report an incident

- 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)
- Create OSHA report (Complete)

Select injured body parts

Front Back

Bruising and skin irritation (Severity: Minor, Body part: Right shoulder)

Moderate skin irritation (Severity: Moderate, Body part: Neck)

Severe skin irritation (Severity: Severe, Body part: Right side of Head)

Attachments

- Chemical-Spill.png (391.6 KB)
- litho.jpg (87.9 KB)
- OSHA 301 06-29-2023 (441.5 KB)

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

What's new in the Vancouver release

Drive Shared Services Efficiencies

Legal Service Delivery

- Legal Counsel Center
- Legal Contract Enhancements

Legal Counsel Center

Next Experience

servicenow All Favorites History Workspaces Legal Counsel Center

MON, MAR 27, 10:15AM

Welcome back, Micheal

Legal Counsel Center

Overview

Requests

Group by: State

New 6 Assigned 4
Draft 1 Work in progress 9
20

Matters

Group by: Assignment gr...

Ethics 8 Privacy 1
Operations 2 Legal Department 3
14

Matter tasks

Group by: State

Work in progress 6 Assigned 6 Draft 6
18

Pending approvals

14

Pending approvals (14)

Last refreshed 3m ago

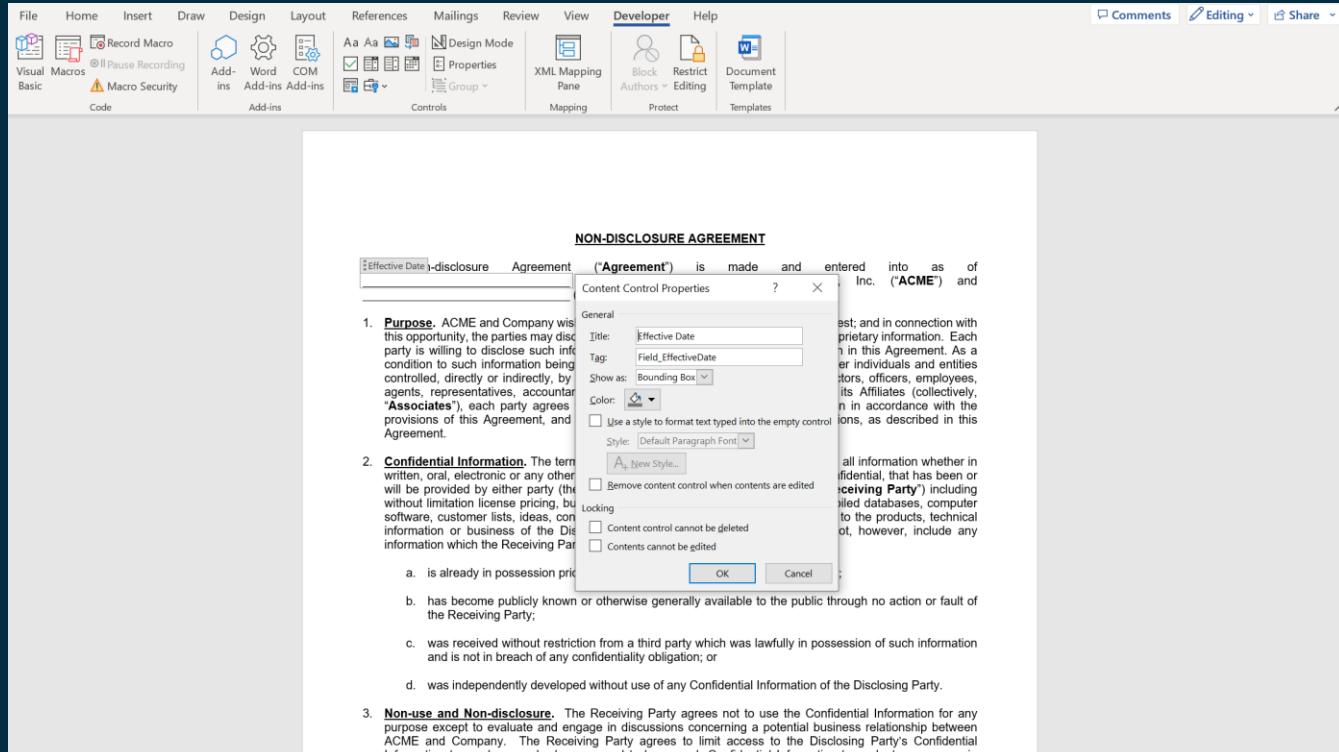
Approving	Comments	Approver	Created
<input type="checkbox"/> Legal Request: LR0001385	Conflict of interest	Roger Seid	2023-03-25 15:24
<input type="checkbox"/> Custodial Data: Abel Tuter	Data collected for internal investigation	Neils Bohr	2023-03-25 15:45
<input type="checkbox"/> Document: NDA for ABC Corp	Review agreement document	Maria Davies	2023-03-25 15:55
<input type="checkbox"/> Legal Request: LR0001390	Corporate gift review	Roger Seid	2023-03-27 16:10
<input type="checkbox"/> Non Custodial Data: Abraham	Data collected for internal investigation	Maria Davies	2023-03-27 16:20
<input type="checkbox"/> Document: Master Agreement	Review agreement document	Neils Bohr	2023-03-27 16:25
<input type="checkbox"/> Custodial Data: Abel Tuter	Corporate donation	Roger Seid	2023-03-27 16:30

Next Experience Workspace

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

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

Next Experience

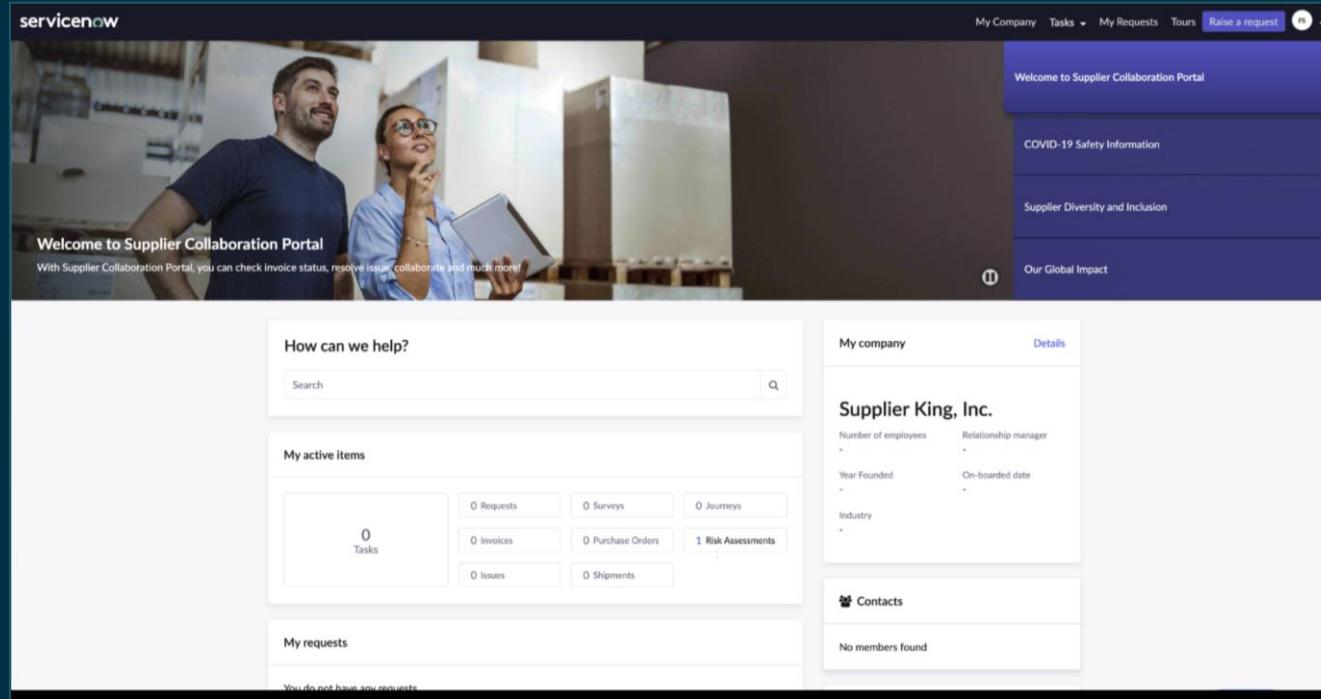
Improve visibility and drive efficiencies with persona-based workspaces and dashboards.

\$ 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.



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

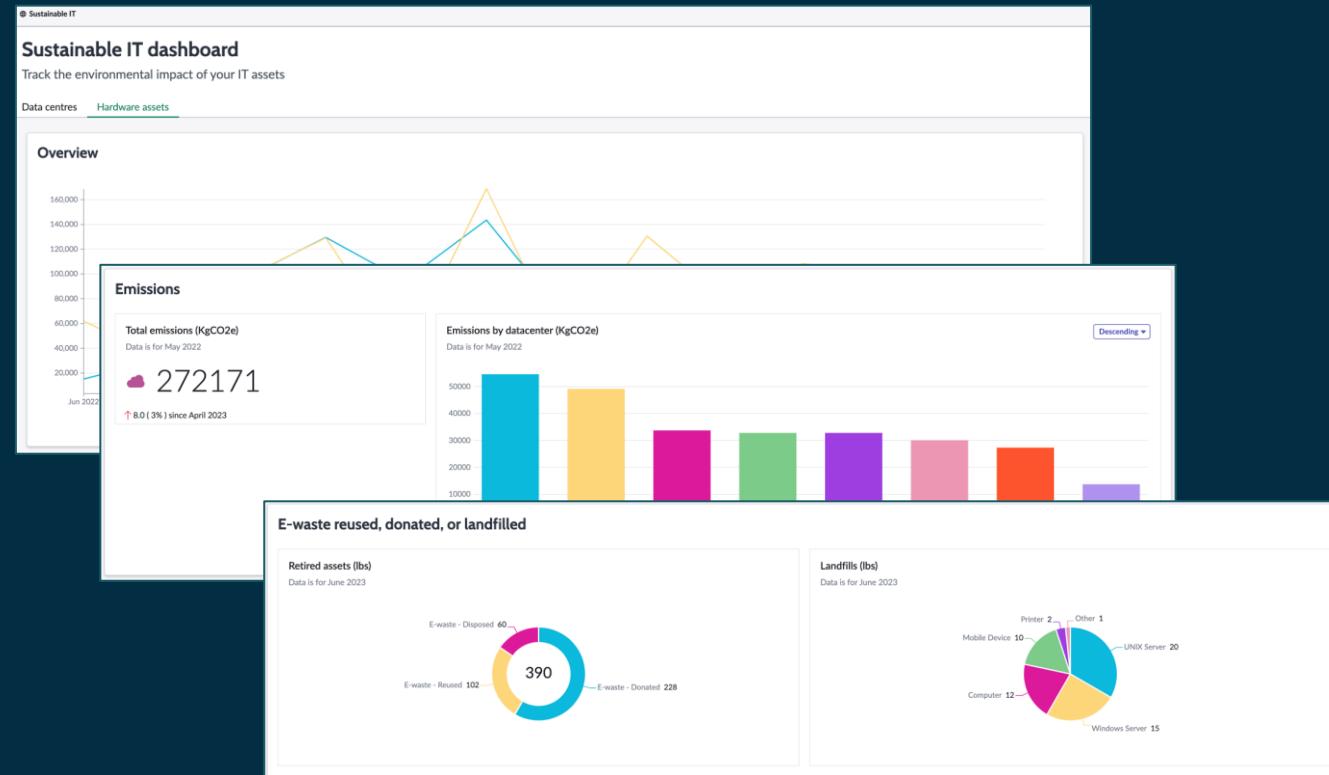
Activate ESG across the enterprise

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.

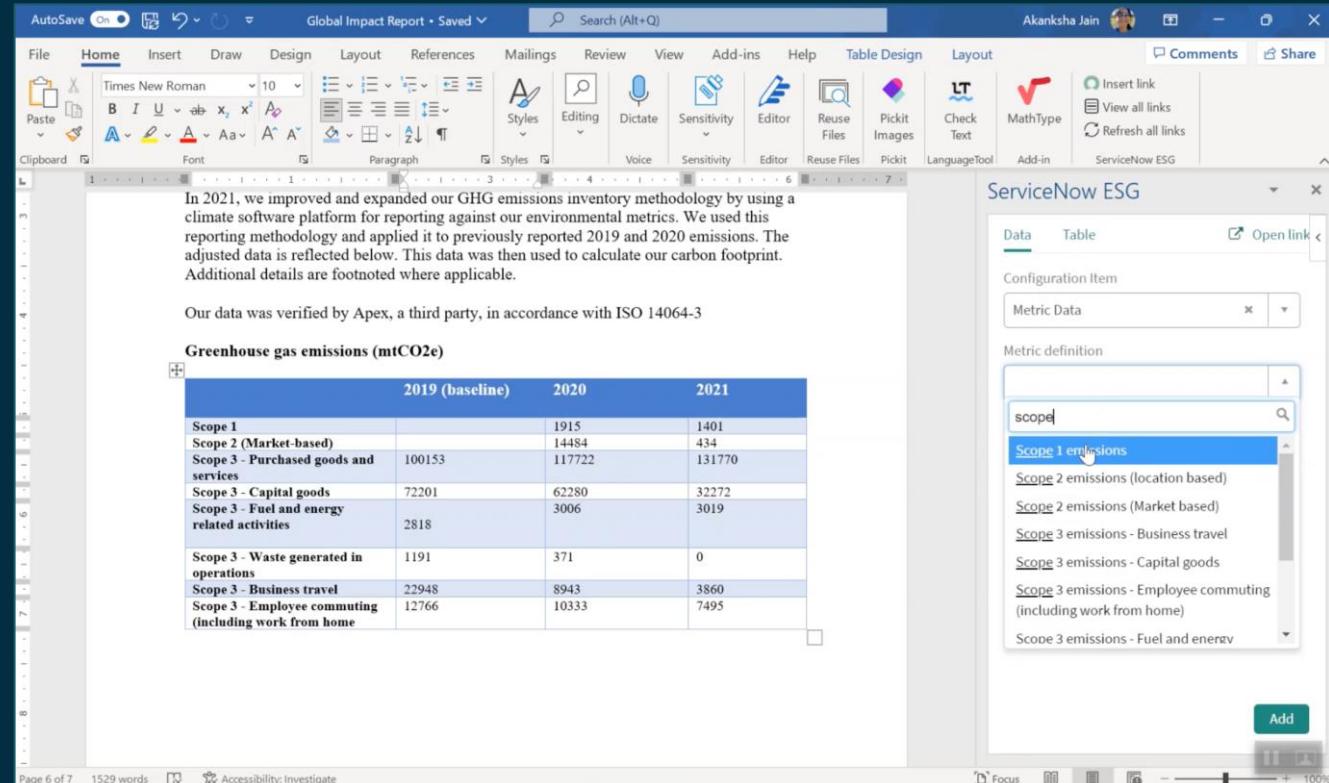


Automate the tracking and reporting on IT sustainability performance

- 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

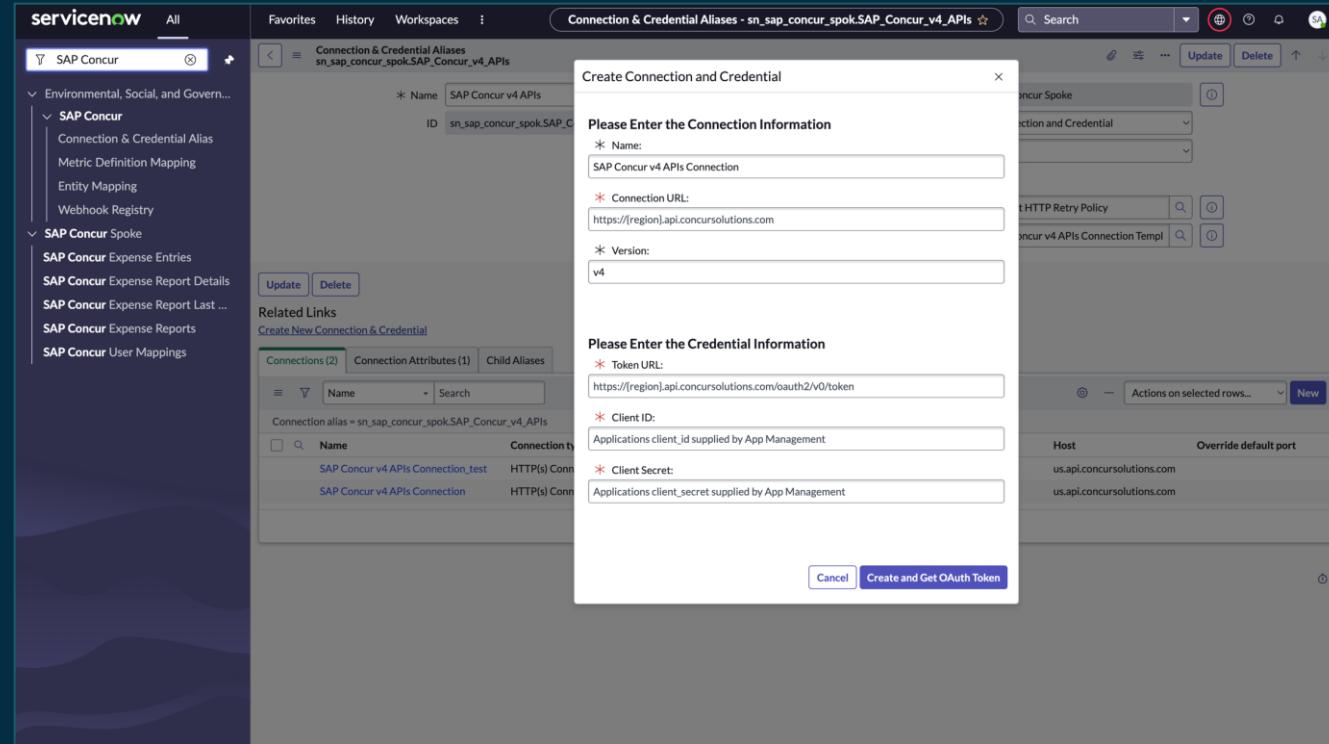


Accurate and easily accessible ESGM data within a familiar interface for the ESG report writer

- 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

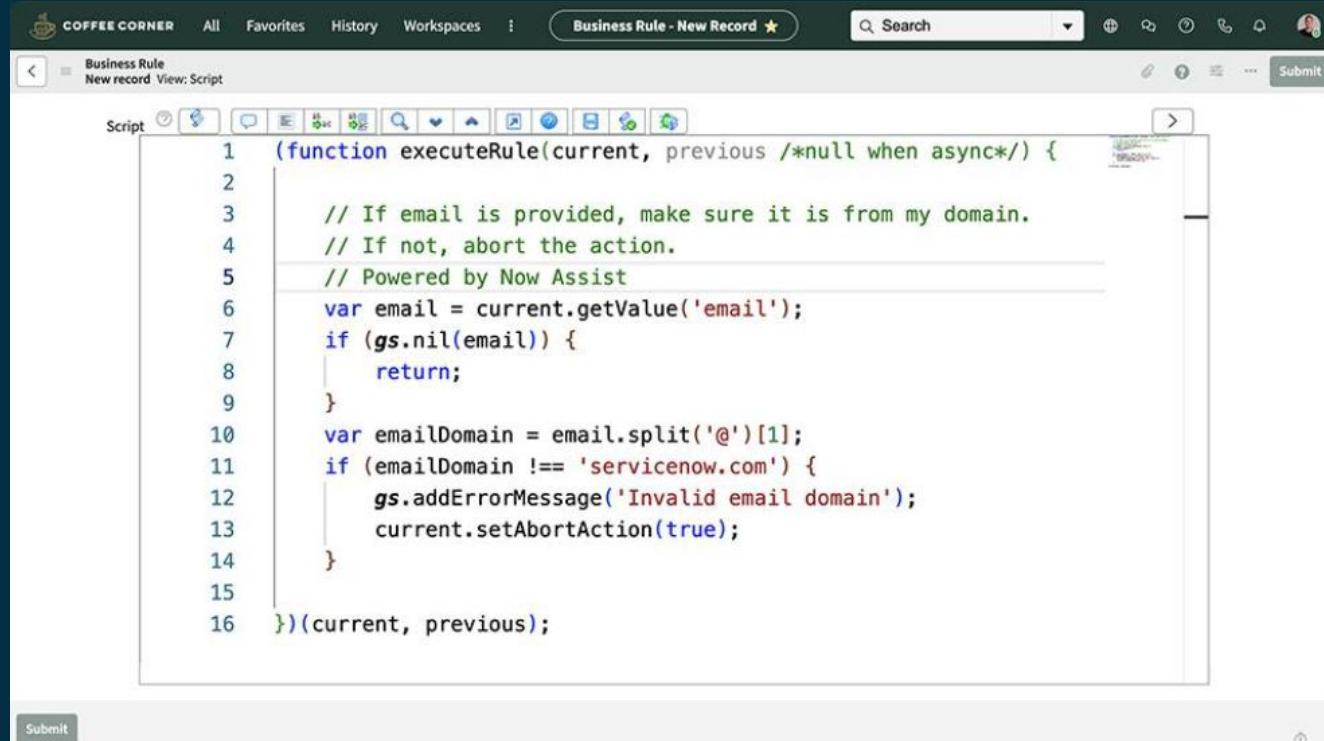
Drive agility with hyperautomation and
low-code app development

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



```
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 shows the ServiceNow App Engine Management Center interface. On the left, the 'Quote Generator' app details are displayed, including its name, version (1.0.1), developer (tom.freeman@example.com), and creation date (2023-06-07 10:46...). The app is currently in the 'In Review' state. On the right, the 'Activity' panel shows deployment results for the 'Test' environment. The results include an 'atf' section with a 'test_error_count' of 0, a 'test_suite_name' of 'Application Deployment Test Suite', and a 'test_result_url'. There is also a 'deployment' section with a 'data' field containing an 'app_link' to the 'nav_to do' page and an 'instance_scan' section with a 'scan_result_url' to the same page.

App Engine Management Center

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

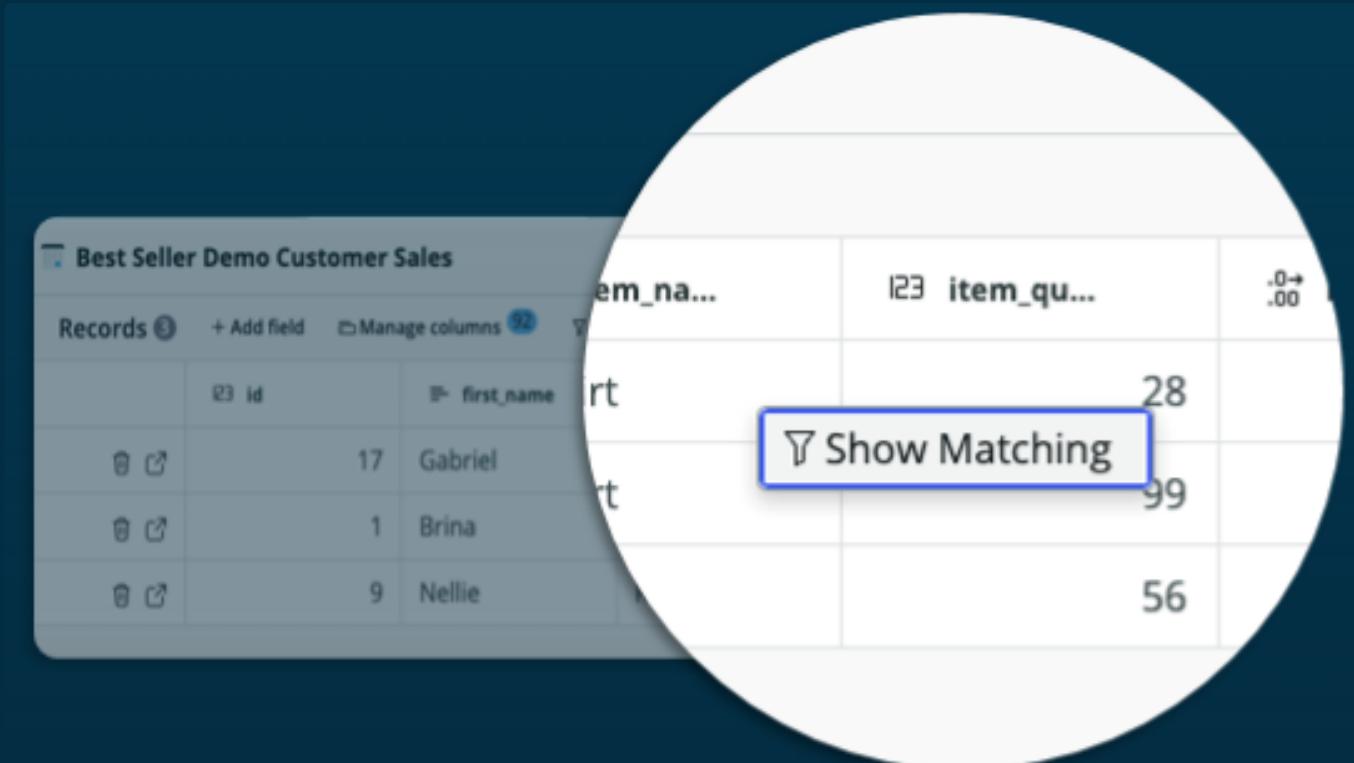
Scheduled Deployments

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



The screenshot shows the ServiceNow Table Builder interface for a 'Best Seller Demo Customer Sales' table. The table has columns for 'id', 'first_name', 'item_name', 'item_qty', and 'item_price'. A callout box highlights the 'Show Matching' option, which is a right-click context menu item. The table data includes rows for customers with IDs 17, 1, and 9, and their respective sales items.

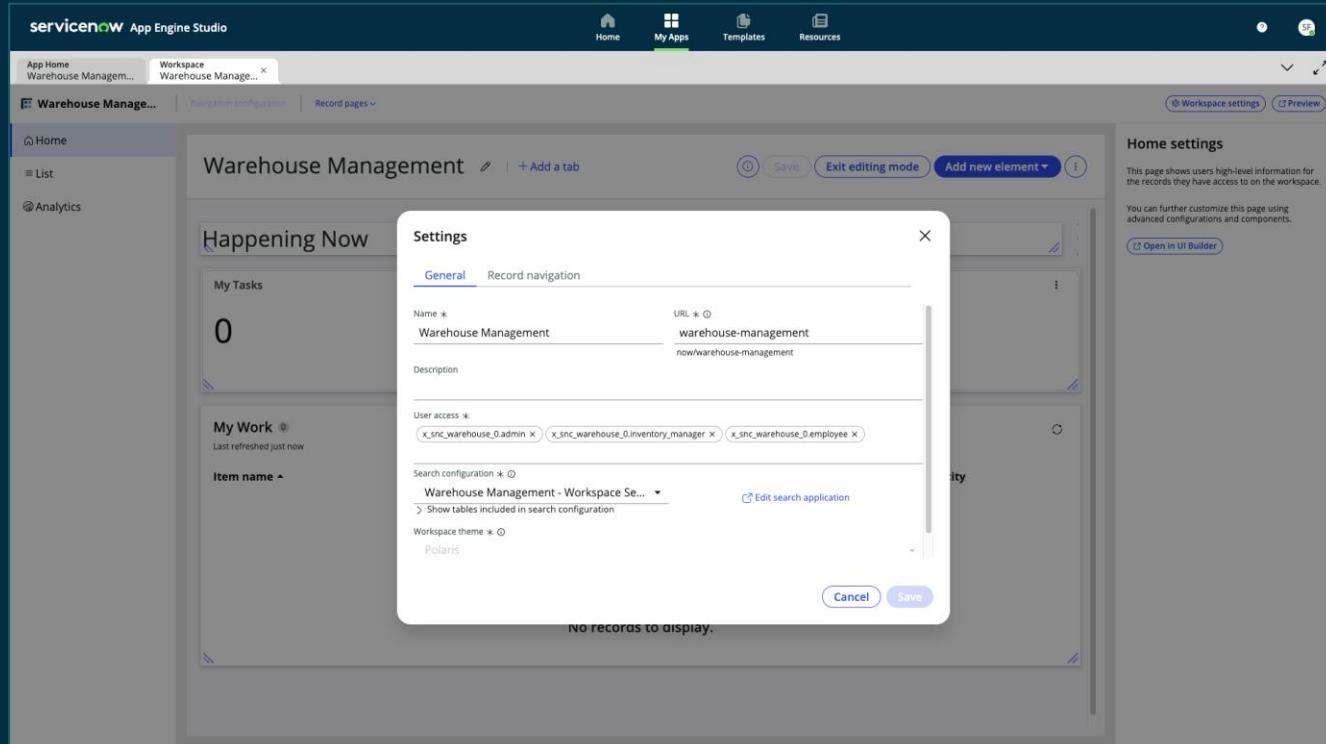
	id	first_name	item_name	item_qty	item_price
17	17	Gabriel	28	99	28
1	1	Brina	56	99	56
9	9	Nellie			

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

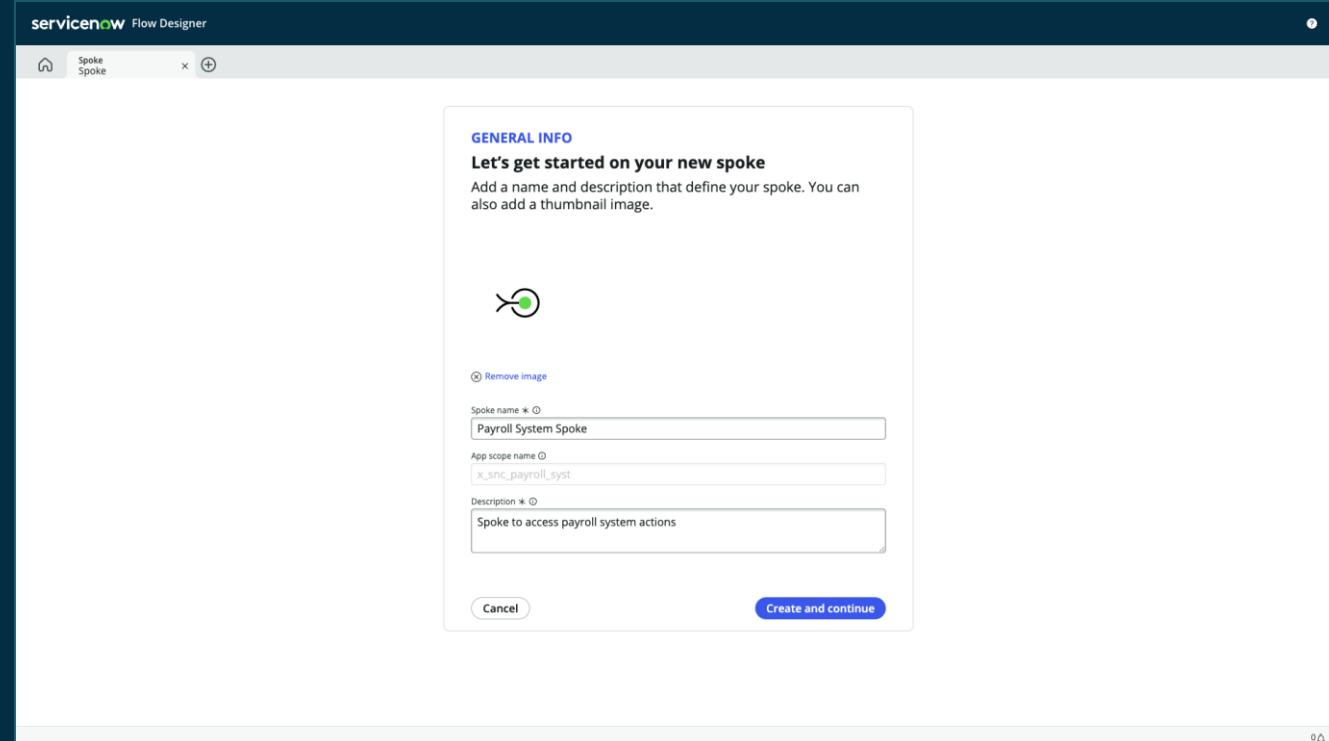
What's new in the Vancouver release

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

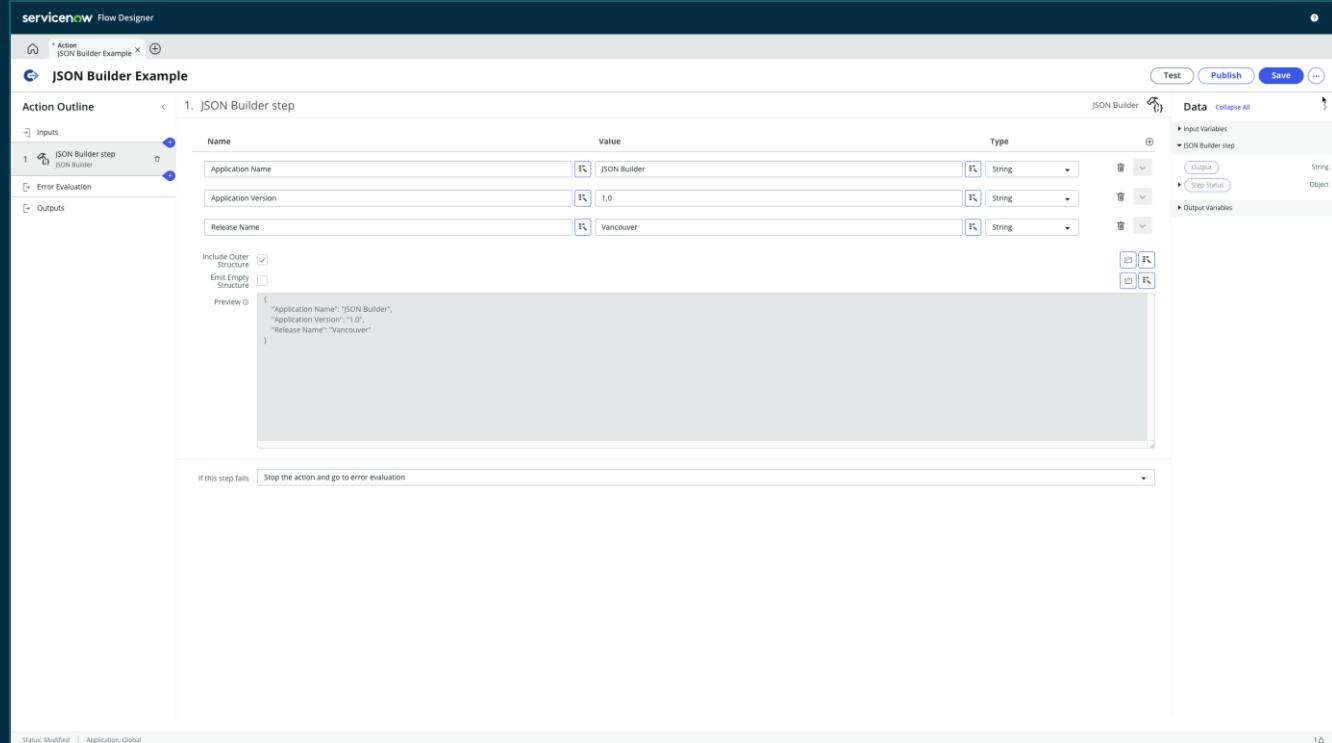


Integration Hub Professional

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



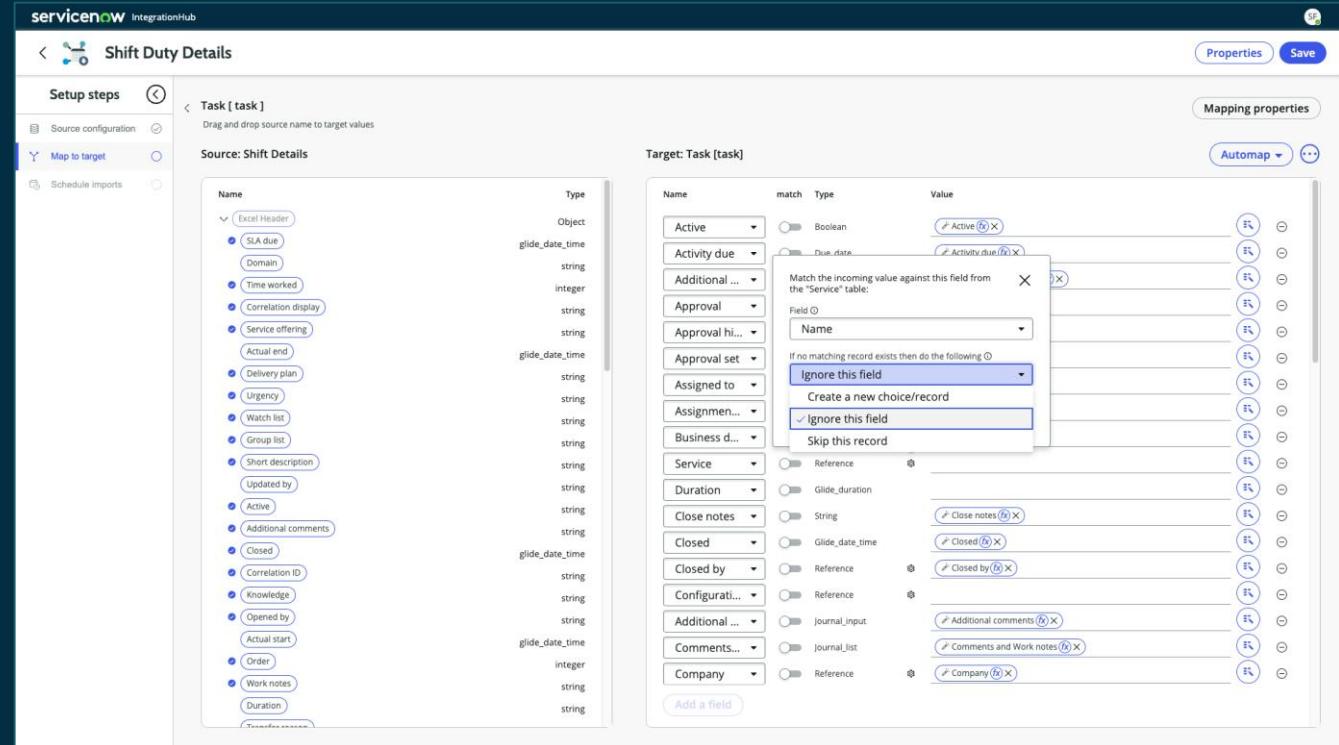
The screenshot shows the ServiceNow Flow Designer interface. In the top navigation bar, there is a 'Actions' dropdown with 'JSON Builder Example' selected. The main area is titled 'JSON Builder Example' and shows an 'Action Outline' with a single step: '1. JSON Builder step'. The 'Inputs' section contains three fields: 'Application Name' (value: 'JSON Builder', type: 'String'), 'Application Version' (value: '1.0', type: 'String'), and 'Release Name' (value: 'Vancouver', type: 'String'). Below these fields are checkboxes for 'Include Outer Structure' (checked) and 'Empty Structure' (unchecked). A 'Preview' section shows the JSON output: { "Application Name": "JSON Builder", "Application Version": "1.0", "Release Name": "Vancouver" }. At the bottom of the step configuration, there is a note: 'If this step fails: Stop the action and go to error evaluation'.

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



The screenshot shows the ServiceNow Integration Hub Import interface. On the left, the 'Shift Duty Details' table is listed with various fields like 'SLA due', 'Time worked', and 'Urgency'. On the right, the 'Task [task]' table is mapped with fields like 'Active', 'Due date', and 'Name'. A dropdown menu is open for the 'Name' field, showing options: 'Ignore this field', 'Create a new choice/record', 'Ignore this field', and 'Skip this record'. The 'Ignore this field' option is selected. The interface includes tabs for 'Setup steps', 'Source configuration', 'Map to target', and 'Schedule imports'.

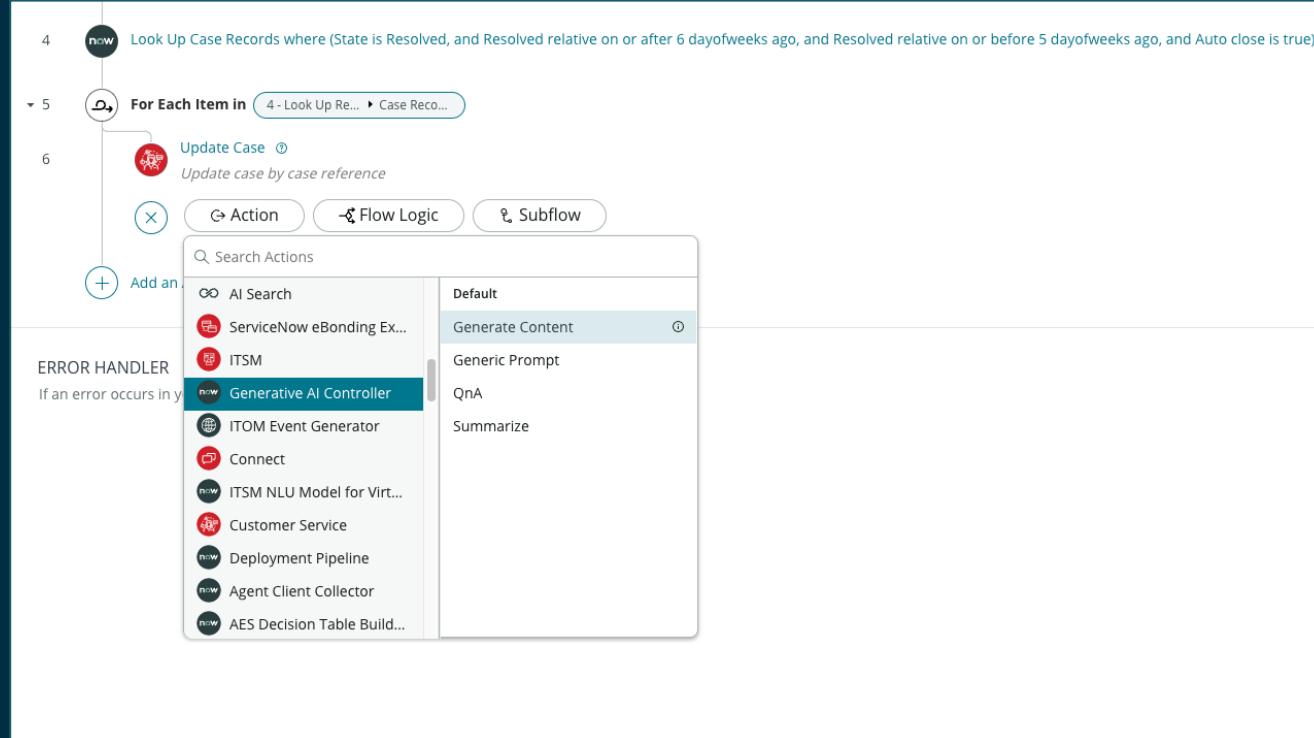


Simplify external data import into ServiceNow

- 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

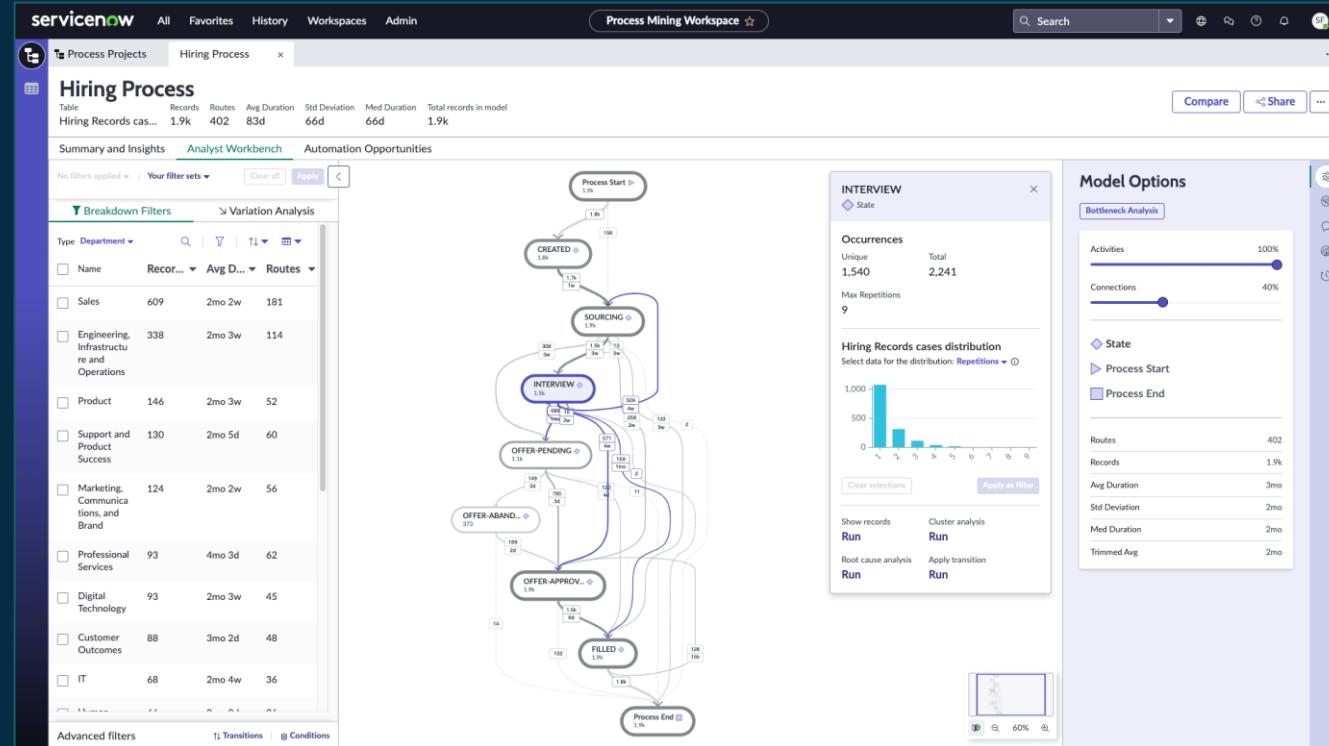


Professional or Enterprise

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

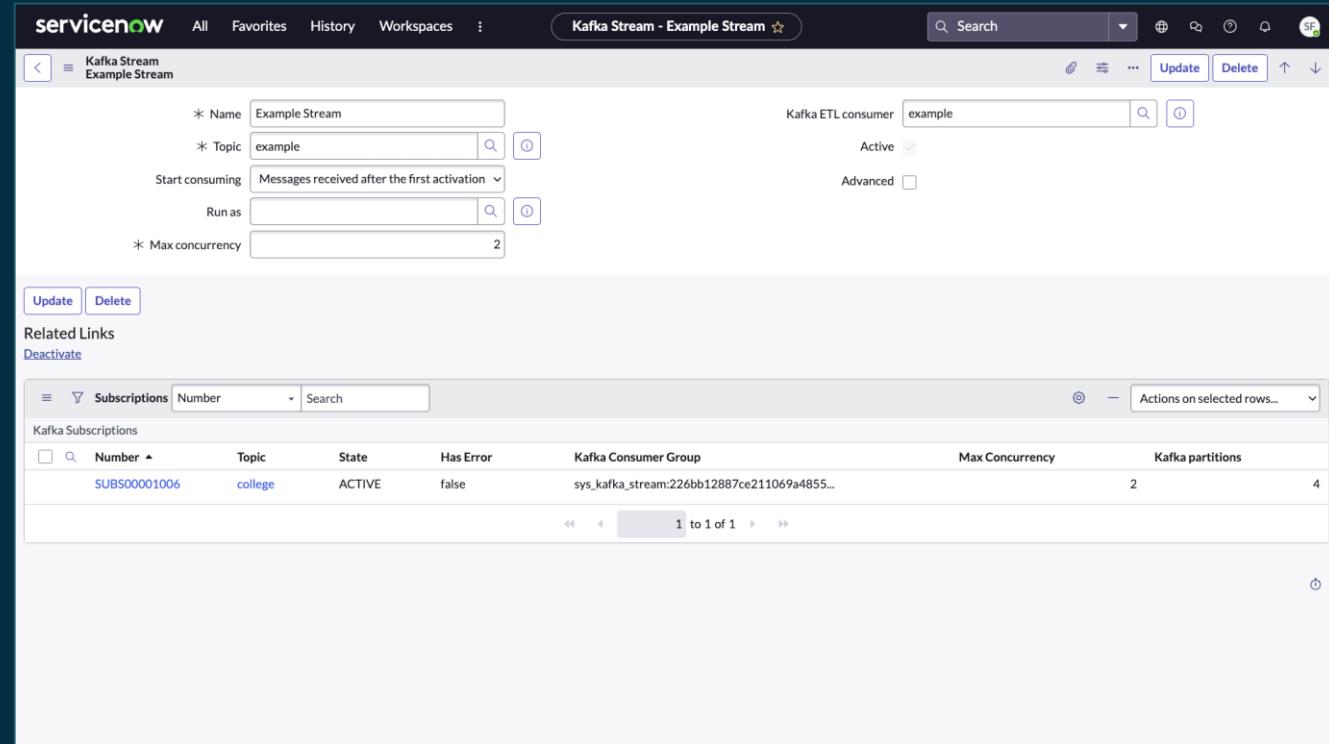


Enterprise add-on

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



The screenshot shows the ServiceNow admin console with the following interface elements:

- Header:** ServiceNow logo, All, Favorites, History, Workspaces, and a search bar.
- Page Title:** Kafka Stream - Example Stream
- Form Fields:**
 - Name: Example Stream
 - Topic: example
 - Start consuming: Messages received after the first activation
 - Run as: (empty)
 - Max concurrency: 2
- Buttons:** Update, Delete.
- Section:** Related Links, Deactivate.
- Table:** Kafka Subscriptions (Number of rows: 1)

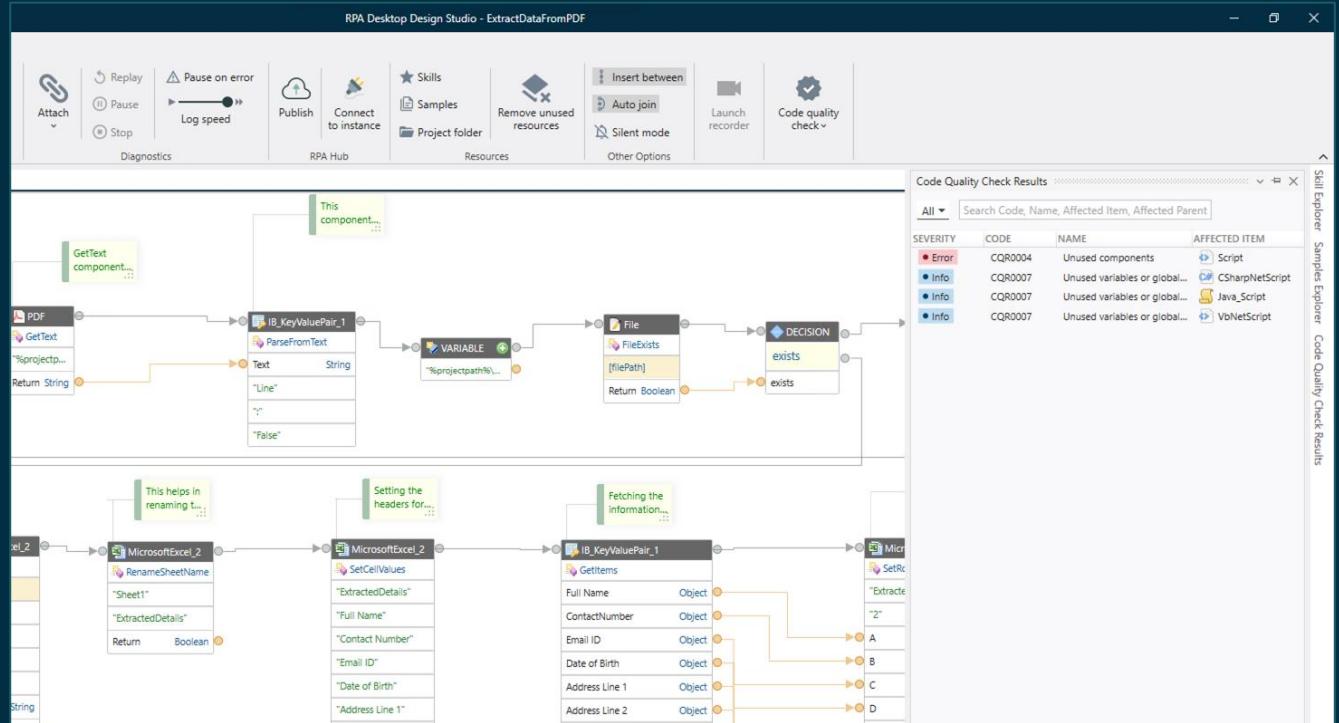
Number	Topic	State	Has Error	Kafka Consumer Group	Max Concurrency	Kafka partitions
SUBS00001006	college	ACTIVE	false	sys_kafka_stream:226bb12887ce211069a4855...	2	4

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

servicenow All Favorites History Workspaces Admin

RPA Hub Workspace

List Onboarding 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	uswdwprahub62	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

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

 The 'Document Tasks' table data is as follows:

Display Name	Name	Type	Order	Active
Use Case = Document classifier demo (trained) - TOI				

 The bottom of the page shows a navigation bar with 'Update', 'Train Use Case', and 'Delete' buttons."/>

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 shows the ServiceNow Automation Center Workspace. On the left, the 'Automate' screen is displayed, showing details for an 'Automation Request' (Number: ATR0001004, Process name: Automate, Department: IT, State: New). The 'Activity' section shows a recent change by 'System Administrator' (Field changes: 2022-07-24 20:38:40). The 'Additional Details' section shows an 'Actual cost per run' of 203. On the right, a 'Compose' panel is open, and a 'Recommended Actions' sidebar is visible, listing three actions: 'Automate server restart' (Planned, MS Exchange Outlook, Aruba, Score: 3), 'Automated RFP response' (New, Microsoft Excel, SAP, Score: 6), and 'Automate employees creation' (In progress, SAP, Score: 6).

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

The screenshot shows the ServiceNow ERP Canvas overview page. The top navigation bar includes 'Home', 'Favorites', 'History', 'Workspaces', and a search bar. The main content area is titled 'ERP Canvas overview' with the sub-instruction 'Manage your ERP integrations on NOW'. A sidebar on the left provides navigation icons for Home, Favorites, History, Workspaces, and a plus sign for new items. The main content is divided into sections: 'Your connected ERP systems and tables' (with a 'Filter by' dropdown for All systems, 4 ERP models, All remote tables, and All extraction tables), 'Issues to review' (1 error, 2 warnings, last refreshed 4/20/2021 at 5:30PM), and 'See integration status' (with three cards: 'ERP systems' (20), 'Active remote tables' (20), and 'Active extraction sources' (20)). Each card displays a table with columns for ETL source, ERP system, and Process in fl... (with a 'Link to proc...' button). The 'ERP systems' card includes columns for ERP System, Task execution, and ERP heartbeat, with status indicators (Ready and Connected).

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

The screenshot shows the 'ERP Customization Mining' workspace in ServiceNow. The top navigation bar includes 'Favorites', 'History', 'Workspaces', a search bar, and a user icon. The main content area has a title 'ERP Customization Mining' and a subtitle 'Overview of your saved ERP customization candidates'.

1. 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

2. 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



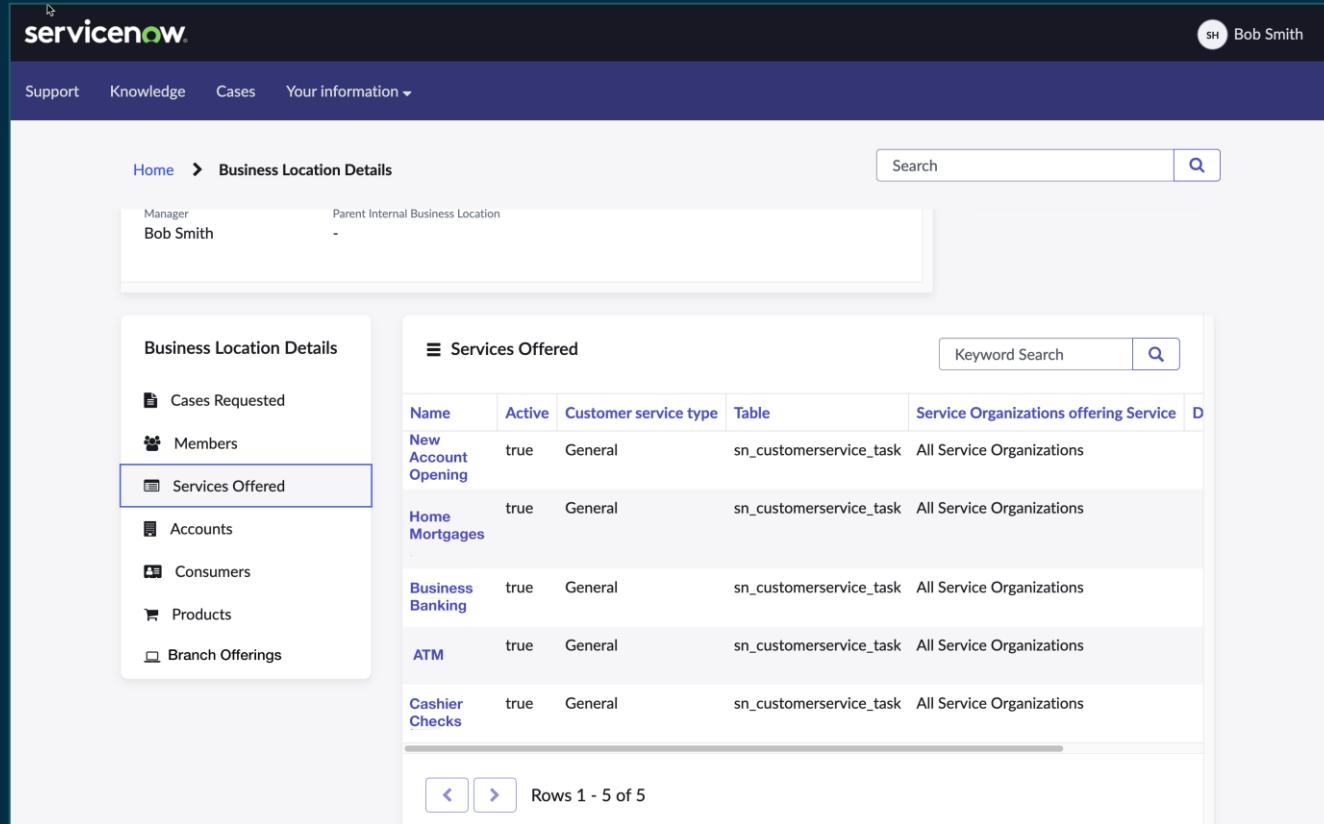
Response From Equifax*		Customer Inquiry	
Full Name:	Claudia Nkkb	Customer Name:	Claudia Nkkb
SSN:	666-49-5461	Date of Birth:	N/A
File ID:	713236	SSN:	666-49-5461
User ID/Member Number:	9992261439	Address:	SW 30th Ct, Davie FL 33330
Date of Birth:	5/22/1998	Date Pulled:	7/13/2023
Name: Claudia Nkkb DOB: 5/22/1998			
Consumer Information*			
Other Names:	N/A	SSN Status:	N/A
Current Address:	13000 Sw 30th Ct, Davie FL 33330	SSN Match Flags:	N/A
Date Reported Address:	6/4/2023	Issue Date:	N/A
Address Variance Indicator:	N/A	Expiry Date:	N/A
Current Phone Number:	N/A	Death Date:	N/A
Date Reported Phone:	N/A	Death State:	N/A
Date File was Established:	10/21/2003	Date of Most Recent Activity:	6/6/2023
View #Historical Consumer Information			
Alerts and Triggers*		Recent Bankruptcy*	
Fraud ID Identity Scan:	N/A	SSN Status:	N/A
Fraud Activity Indicator:	N/A	SSN Match Flags:	N/A
Fraud ID SSN:	N/A	Issue Date:	N/A
Address Discrepancy Indicator:	Y	Expiry Date:	N/A
Fraud Alert:	N/A	Death Date:	N/A
Symbol ID:	N/A	Death State:	N/A
Military Lending Act:	N/A	Date File was Established:	10/21/2003
OFAC Alerts:	N/A	Date of Most Recent Activity:	6/6/2023
View #Alerts and Triggers Details			
Account Overview*		Accounts Summary*	
Revolving: \$764	Mortgage: \$118,582	11	Revolving: 8
Installments: 2	Line of Credit: 1	Installments: 2	Installments: 1
Mortgage: 1	Line of Credit: 0	Mortgage: 1	Line of Credit: 0
Other: 0	Length of Credit History: 14 years and 0 months	Other: 0	Length of Credit History: 14 years and 0 months
Length of Credit History: 14 years and 0 months	Average Account Age: 4 years and 11 months	Length of Credit History: 14 years and 0 months	Average Account Age: 4 years and 11 months
Average Account Age: 4 years and 11 months	Oldest Open Account: PNC BANK (7/1/2009)	Average Account Age: 4 years and 11 months	Oldest Open Account: PNC BANK (7/1/2009)
Oldest Open Account: PNC BANK (7/1/2009)	Most Recent Account: BENERCIALUJFC (10/1/2022)	Oldest Open Account: PNC BANK (7/1/2009)	Most Recent Account: BENERCIALUJFC (10/1/2022)
View #Trade Summary & Account Details			
Potential Negative Info*		FICO SCORE 8-EFX-F	
30 Day Delinquencies: 15	543	FICO SCORE 9-EFX-F	480
60 Day Delinquencies: 2		• Serious Delinquency	• Serious Delinquency
90 Day Delinquencies: 0		• Number Of Accounts With Delinquency	• Proportion Del To Credit Lim Is Too Hi On Bk
Bankruptcies: 0		• Proportion Bal To Cred Lim Is Too High On Bank	• Revolving/other Revolving Accts
Collections: 0		• Revolving Or Other Revolving Acct	• Time Since Delinquency Is Too Recent Or Unknown
• Time Since Delinquency Is Too Recent Or Unknown			
• Number Of Accounts With Delinquency			
The Work Number Income & Employment Information**		DataX Report Summary***	
Employer:	N/A	Current Tradelines:	N/A
Employment Status:	N/A	Maximum Total Principal PaidOff:	N/A
Job Title:	N/A	Last Payment Disposition:	N/A
Relationship with Employer:	N/A	Number Of Current Tradelines:	N/A
Pay Amount:	N/A	Application Inquiries 180 Days:	N/A
Most Recent Start Date:	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 #Income & Employment Details			

1 of 10

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

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

Service Organization Management: Available Services



The screenshot shows a ServiceNow interface for 'Business Location Details'. The left sidebar includes 'Cases Requested', 'Members', 'Services Offered' (which is selected and highlighted in blue), 'Accounts', 'Consumers', 'Products', and 'Branch Offerings'. The main content area shows a table titled 'Services Offered' with the following data:

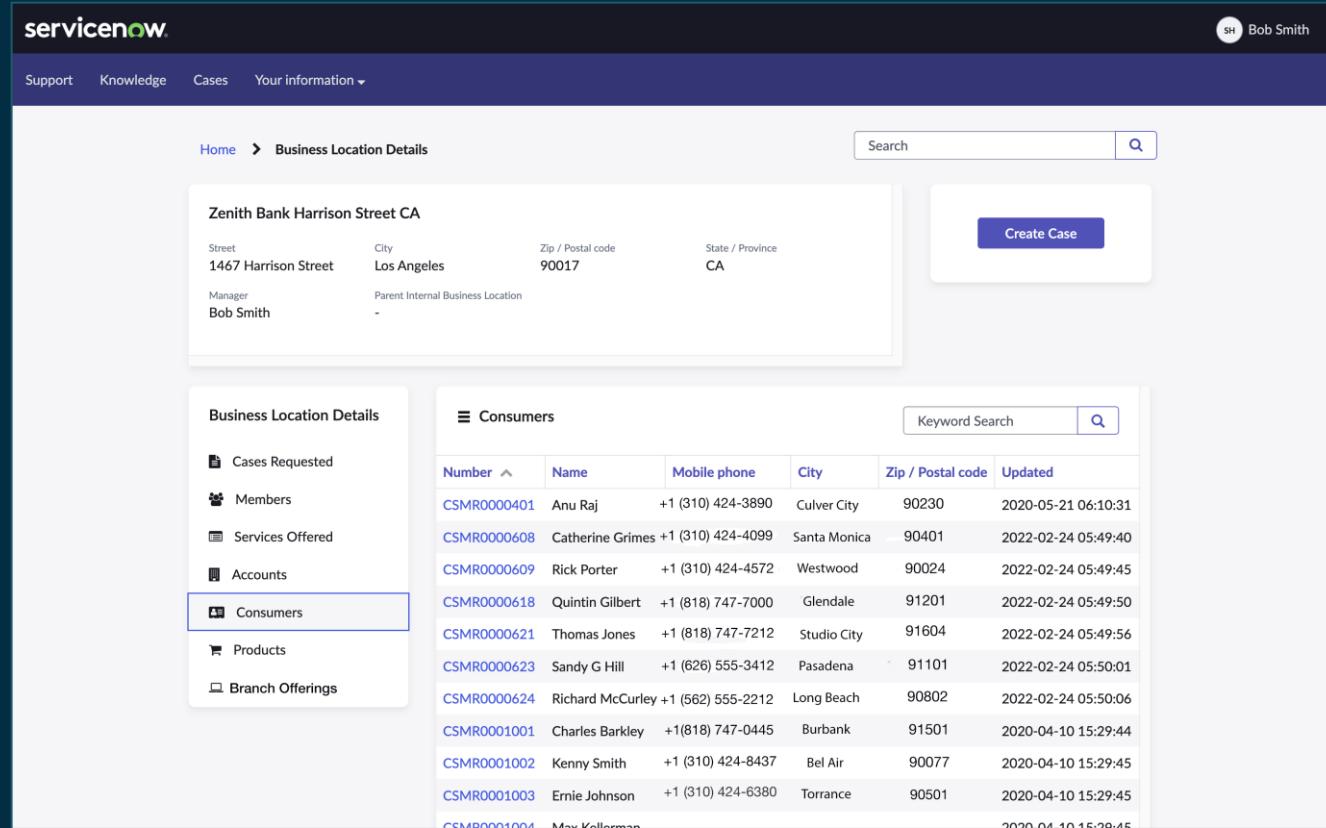
Name	Active	Customer service type	Table	Service Organizations offering Service
New Account Opening	true	General	sn_customerservice_task	All Service Organizations
Home Mortgages	true	General	sn_customerservice_task	All Service Organizations
Business Banking	true	General	sn_customerservice_task	All Service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

At the bottom, there are navigation arrows and the text 'Rows 1 - 5 of 5'.

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



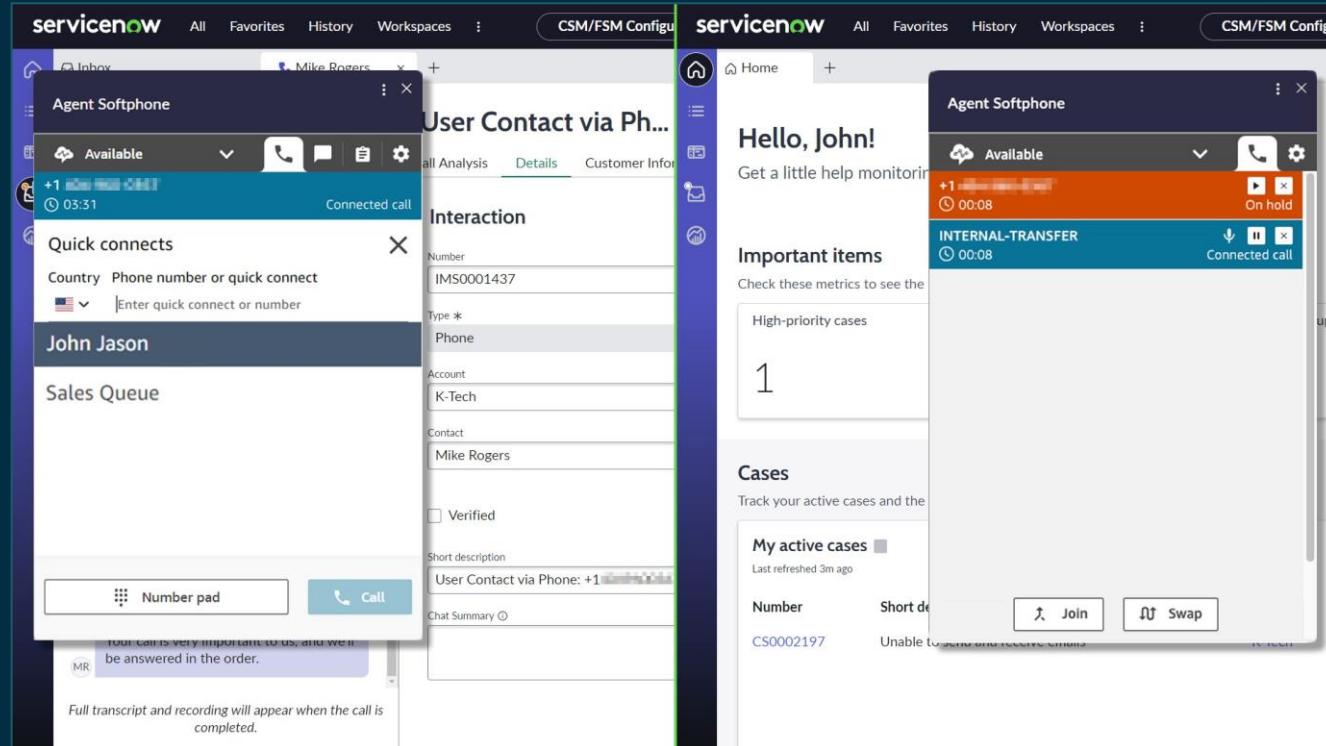
The screenshot shows a ServiceNow interface. At the top, the header includes the ServiceNow logo, a user profile for 'Bob Smith', and navigation links for 'Support', 'Knowledge', 'Cases', and 'Your information'. Below the header, the page title is 'Business Location Details' for 'Zenith Bank Harrison Street CA'. The location details are: Street - 1467 Harrison Street, City - Los Angeles, Zip / Postal code - 90017, State / Province - CA. The manager listed is 'Bob Smith'. A 'Create Case' button is visible. On the left, a sidebar menu lists 'Business Location Details' and several categories: 'Cases Requested', 'Members', 'Services Offered', 'Accounts', 'Consumers' (which is selected and highlighted with a blue border), 'Products', and 'Branch Offerings'. The main content area shows a table titled 'Consumers' with a 'Keyword Search' bar. The table has columns: Number, Name, Mobile phone, City, Zip / Postal code, and Updated. The data in the table is as follows:

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	May 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

The screenshot shows the ServiceNow interface with the 'Now Assist for Financial Services for Banking' add-on. The main view displays a case titled 'Unable to send and receive emails'. A summary box on the left provides context about a user named Mike Rogers who connected with a virtual agent. The 'Compose' window in the center allows for commenting on the case. The 'Case' details section on the right shows various fields such as Number (CS0002197), Channel (Chat), Account (K-Tech), Contact (Mike Rogers), and Priority (2 - High). The interface is designed to facilitate faster service responses and context gathering.

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



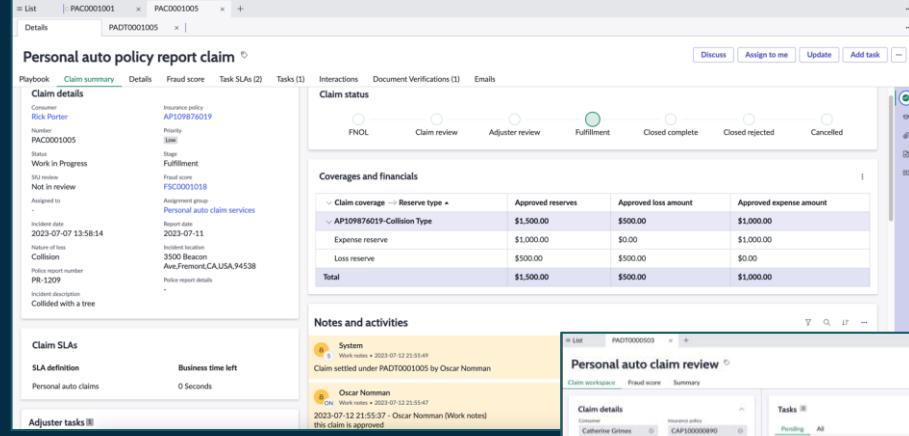
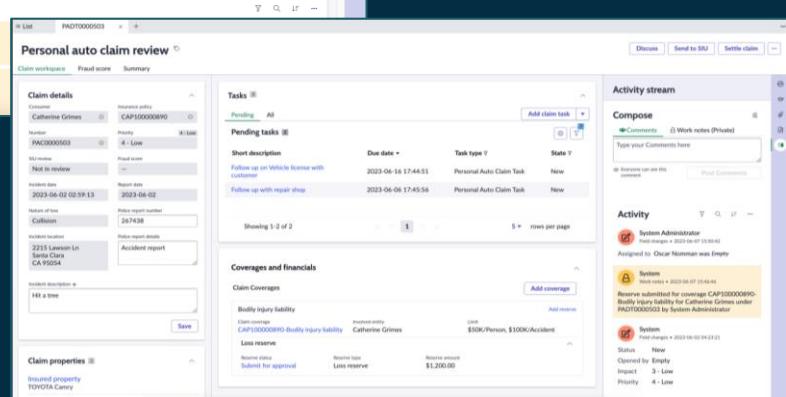
What's new in the Vancouver release

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

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

Guidewire Cloud Integration: PolicyCenter

servicenow Flow Designer

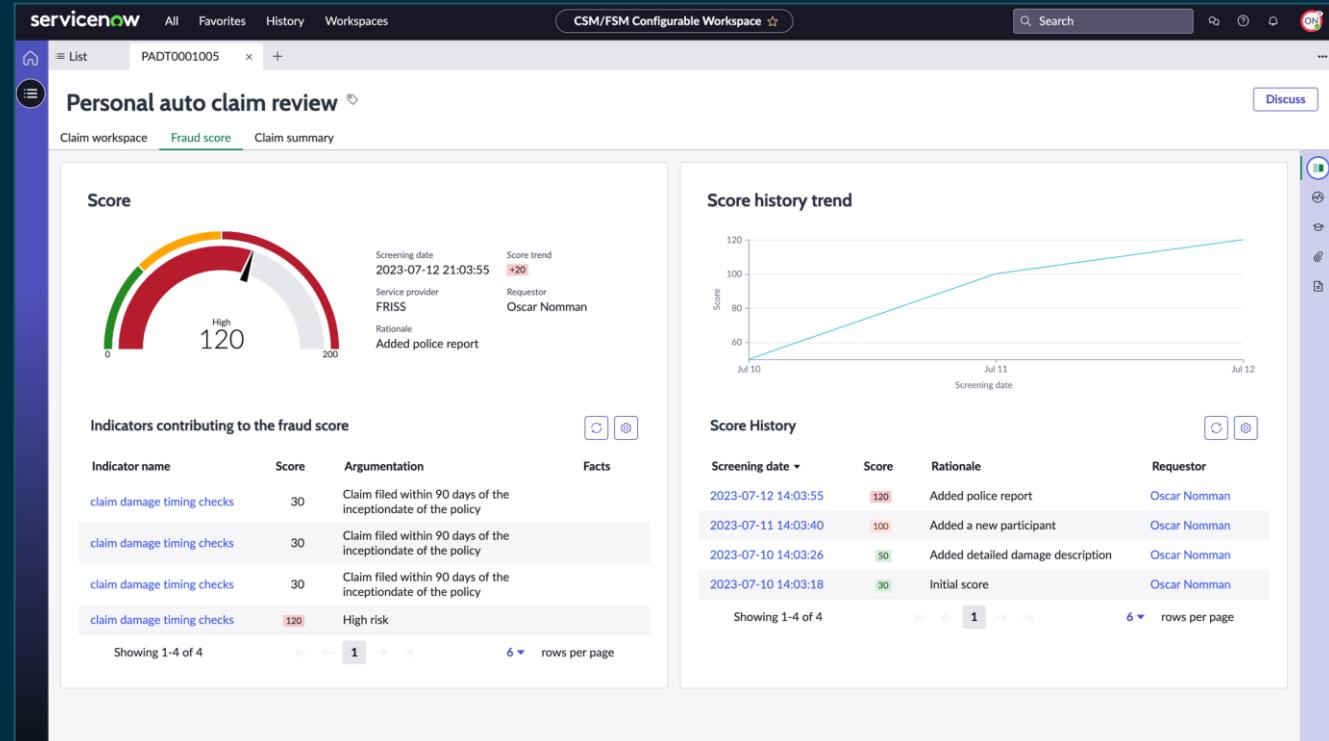
Actions

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.ikeda@snc	2023-07-05 16:19:08	Policy Management
Initiate Policy Cancellation	initiate_policy_cancellation	Guidewire Spoke	Published	true	shinichi.ikeda@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.ikeda@snc	2023-07-05 16:25:36	Policy Management
Look up Company Accounts Stream	look_up_company_accounts_stream	Guidewire Spoke	Published	true	shinichi.ikeda@snc	2023-07-05 16:28:18	Policy Management
Look up Insurance Policies Stream	look_up_insurance_policies_stream	Guidewire Spoke	Published	true	shinichi.ikeda@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.ikeda@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.ikeda@snc	2023-07-05 16:13:57	Policy Management
Look up Person Accounts Stream	look_up_person_accounts_stream	Guidewire Spoke	Published	true	shinichi.ikeda@snc	2023-07-05 16:12:36	Policy Management
Look up Policy Center TypeList	get_policycenter_typeplist	Guidewire Spoke	Published	true	shinichi.ikeda@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.ikeda@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.ikeda@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.ikeda@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

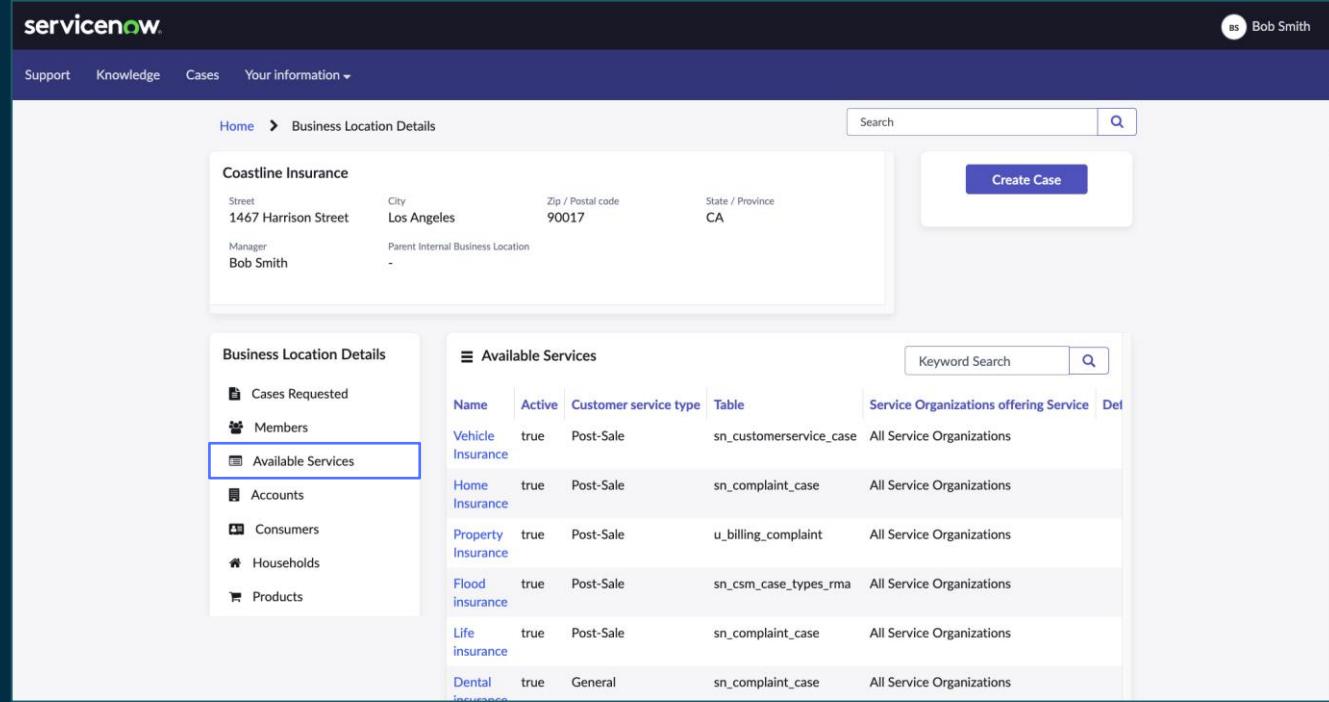
FRISS Integration



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



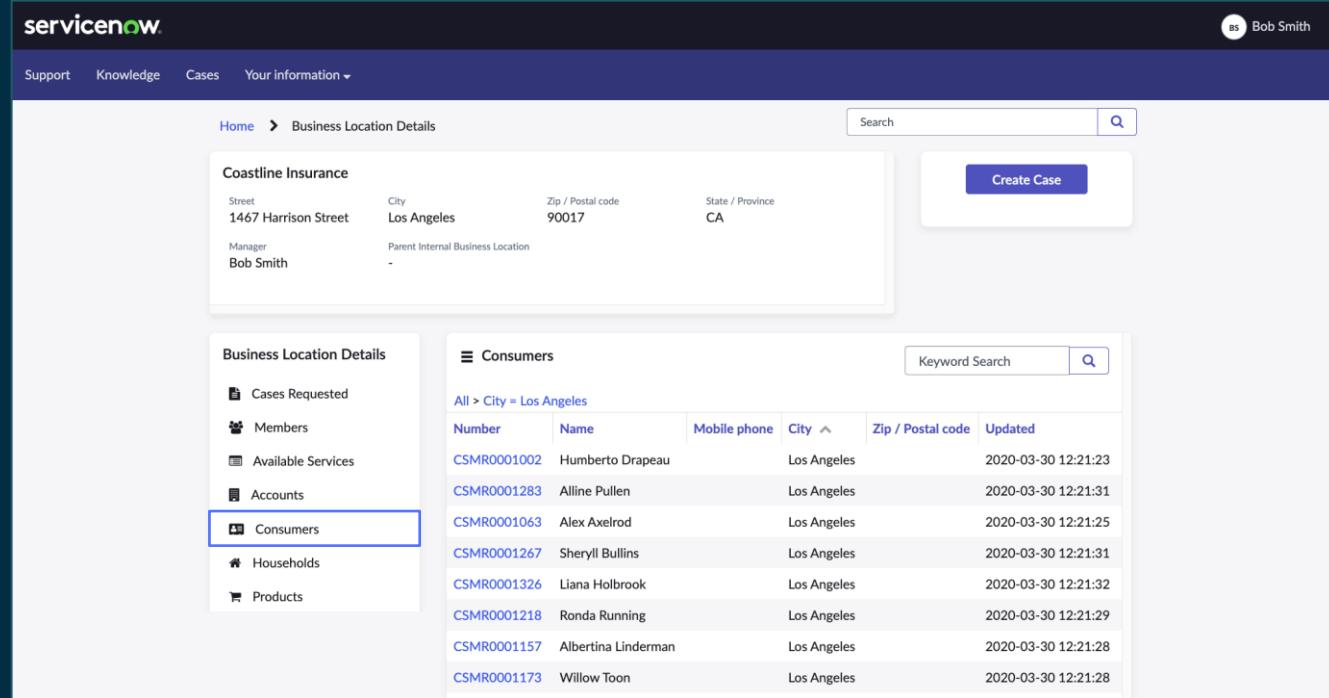
The screenshot shows the ServiceNow interface for 'Business Location Details'. At the top, there is a navigation bar with links for 'Support', 'Knowledge', 'Cases', and 'Your information'. The main content area displays 'Coastline Insurance' with address details: Street (1467 Harrison Street), City (Los Angeles), Zip / Postal code (90017), and State / Province (CA). A 'Create Case' button is visible. Below this, a sidebar titled 'Business Location Details' lists categories: 'Cases Requested', 'Members', 'Available Services' (which is selected and highlighted with a blue border), 'Accounts', 'Consumers', 'Households', and 'Products'. The main pane shows a table titled 'Available Services' with the following data:

Name	Active	Customer service type	Table	Service Organizations offering Service	Def
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



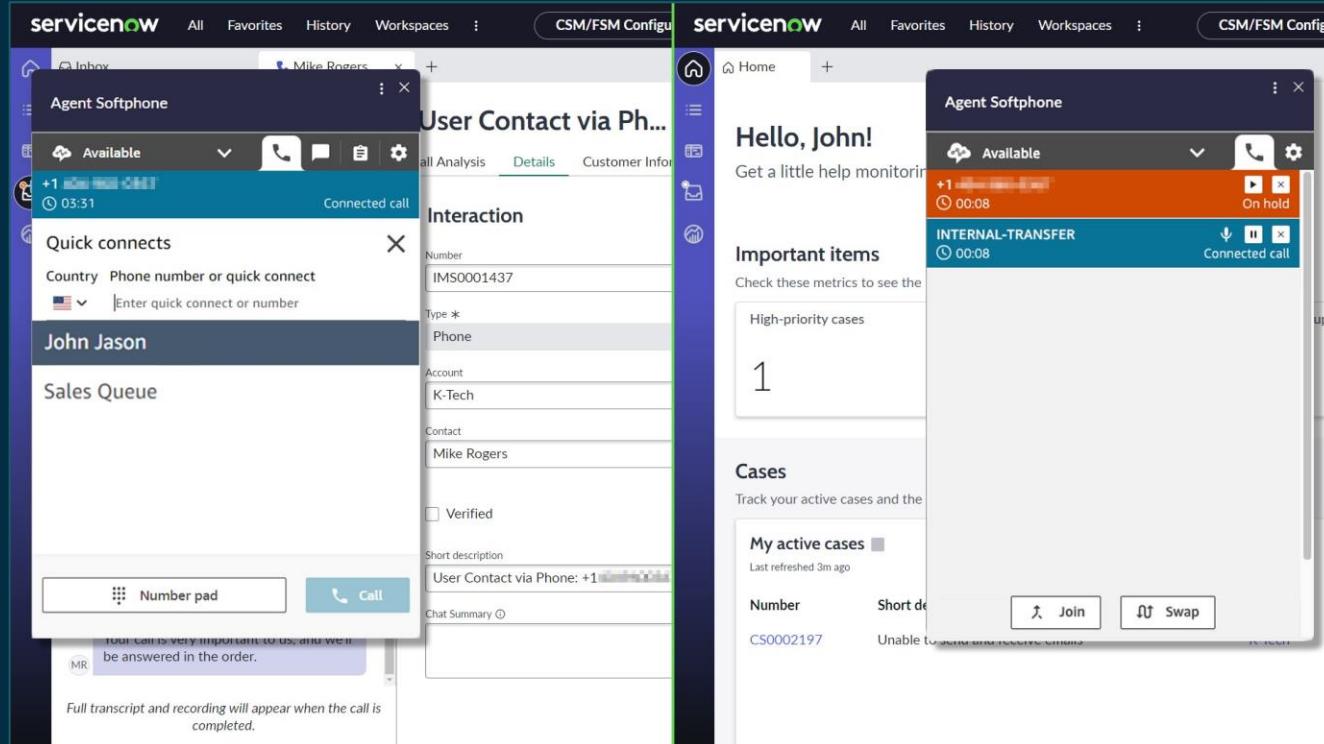
The screenshot shows the ServiceNow interface for managing business locations and customers. At the top, the navigation bar includes 'Support', 'Knowledge', 'Cases', and 'Your information'. The main content area shows 'Business Location Details' for 'Coastline Insurance' located at 1467 Harrison Street, Los Angeles, CA 90017. A 'Create Case' button is visible. Below this, a sidebar lists categories: 'Cases Requested', 'Members', 'Available Services', 'Accounts', 'Consumers' (which is selected and highlighted with a blue border), 'Households', and 'Products'. The main content area then displays a list of 'Consumers' in 'Los Angeles', with columns for 'Number', 'Name', 'Mobile phone', 'City', 'Zip / Postal code', and 'Updated'. The list includes 13 entries, such as CSMR0001002 (Humberto Drapeau) and CSMR0001173 (Willow Toon).

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

servicenow All Favorites History Workspaces CSM/FSM Configurable Workspace Search

Unable to send and receive emails

Case

Number: CS0002197 Assigned to: John Jason

Channel: Chat Assignment group:

Account: K-Tech Category: Issue

Contact: Mike Rogers Priority: 2 - High

Sold Product: Requesting Service Organization: Service Organization: USA

Compose

Comments Work notes (Private) Email

Type your Comments here

Everyone can see this comment Post Comments

Activity

System Administrator Field changes • 2023-07-28 10:53:14 Assigned to: John Jason was System Administrator

System Administrator Field changes • 2023-07-28 10:31:53 Assigned to: System Administrator State: New Priority: 4 - Low Shipping Country: USA Show more

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

Manage and protect operational technology assets

Operational Technology Management

- Change Management

Change Management

Next Experience

The screenshot shows the ServiceNow Change Management interface. On the left, a 'Change Request' record is displayed with the number CHG0030001. The record includes fields for Number (CHG0030001), Model (Normal), Type (Normal), Category (Other), State (New), Service (OT VR Default Assignment Group), Service offering, Configuration item (10.197.203.101 @ 00:50:56:96:9a:10), Risk (Moderate), Priority (2 - High), Impact (3 - Low), and a short description (Canning Line (HYD-MAN-CAN)). A note at the bottom states: '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.' On the right, a 'Compose' window is open, showing a 'Comments' tab with a text input field and a 'Post Comments' button. Below it, an 'Activity' section shows a log entry for a field change by user brian.griffith@snc on 2023-01-23 at 10:38:25, indicating the configuration item 10.197.203.101 @ 00:50:56:96:9a:10 was empty.

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*

Generative AI

The screenshot shows a ServiceNow workspace titled 'CSM/FSM Configurable Workspace'. A case record for 'CS0002197' is displayed. The summary pane on the left contains a message from a virtual agent: '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.' Below this is a 'Powered by Now Assist' message. The main pane shows a 'Case' record with various fields: Number (CS0002197), Assigned to (John Jason), Channel (Chat), Assignment group, Account (K-Tech), Category (Issue), Contact (Mike Rogers), Priority (2 - High), Requesting Service Organization, and Service Organization. The 'Compose' section is open, showing a 'Comments' tab with a text input field and a 'Post Comments' button. The 'Activity' section shows two field change events for 'System Administrator' on 'John Jason' and 'New' status, with details like 'Field changes • 2023-07-28 10:53:14' and 'Assigned to: John Jason was System Administrator'.

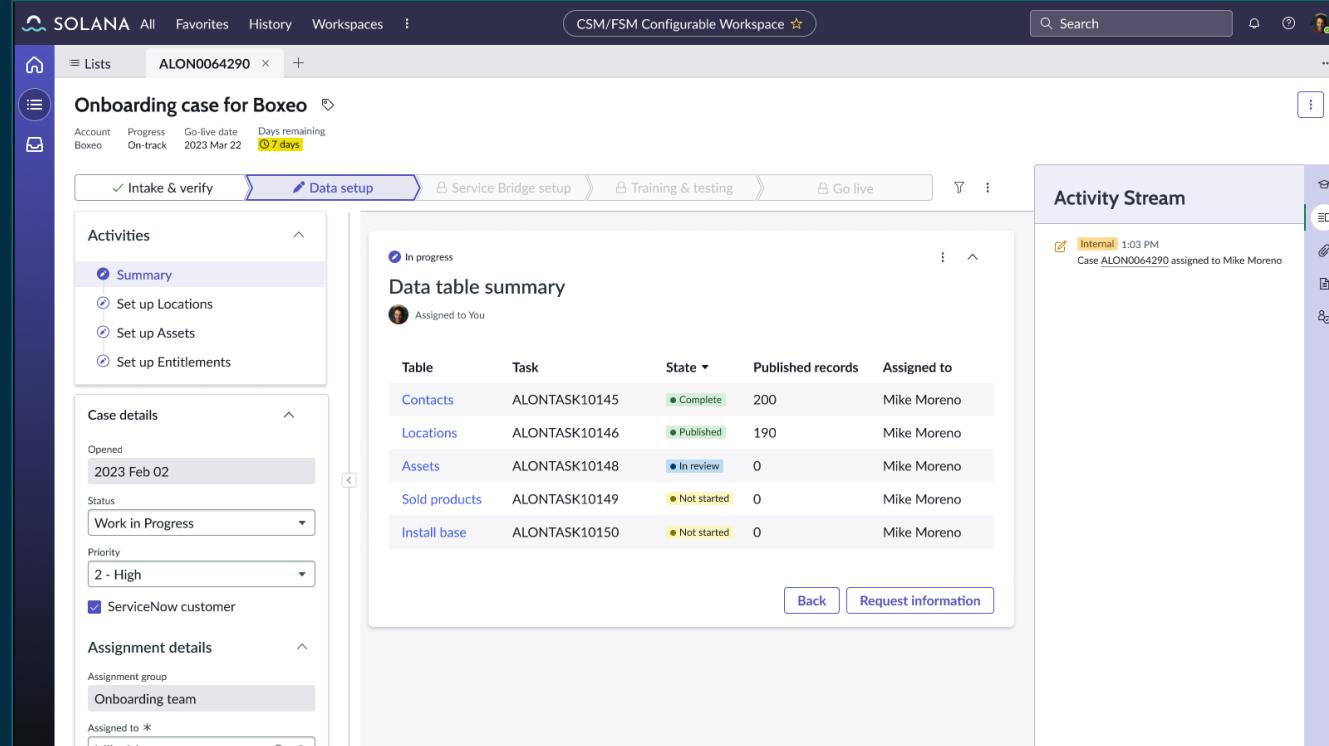
Controlled Go-To-Market

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



The screenshot shows the ServiceNow CSM/FSM Configurable Workspace interface. The top navigation bar includes 'SOLANA', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main title is 'Onboarding case for Boxeo'. The left sidebar contains sections for '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 checked), and 'Assignment details' (Assignment group: Onboarding team, Assigned to: Mike Moreno). The central area shows a 'Data table summary' for 'In progress' tasks, with a table listing:

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

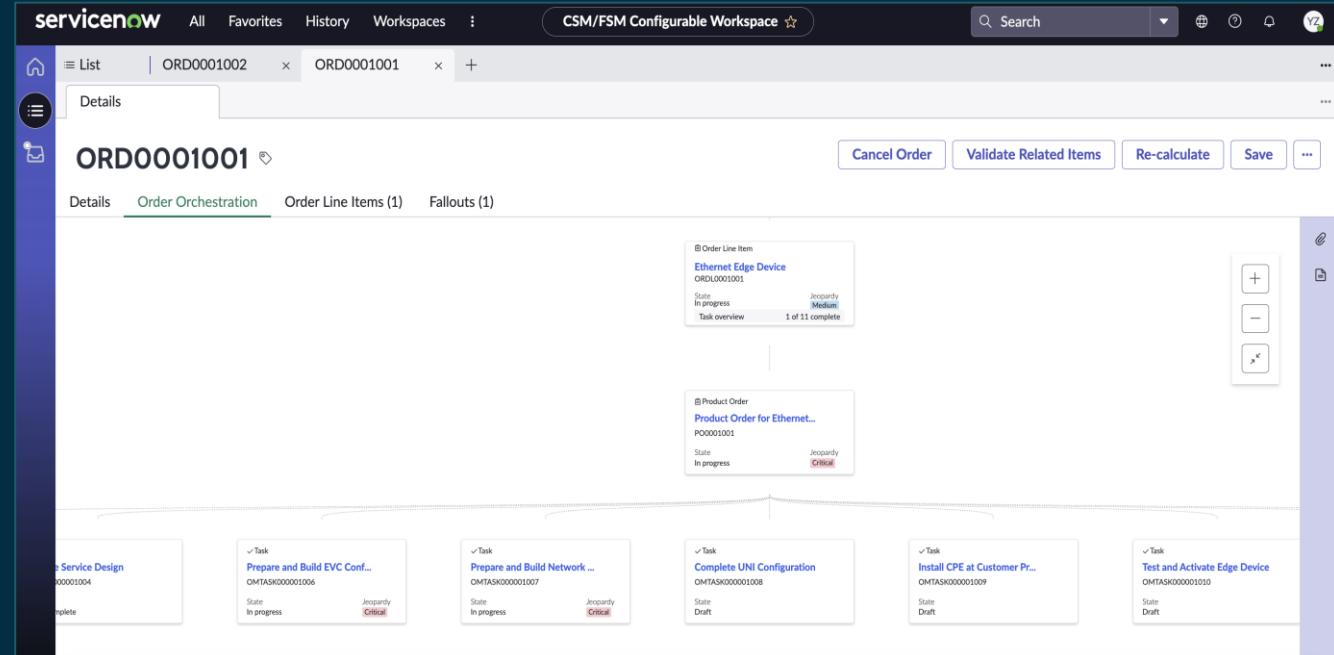
At the bottom are 'Back' and 'Request information' buttons. To the right, an 'Activity Stream' shows an internal assignment to Mike Moreno at 1:03 PM.

New Account Onboarding

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

Jeopardy Management

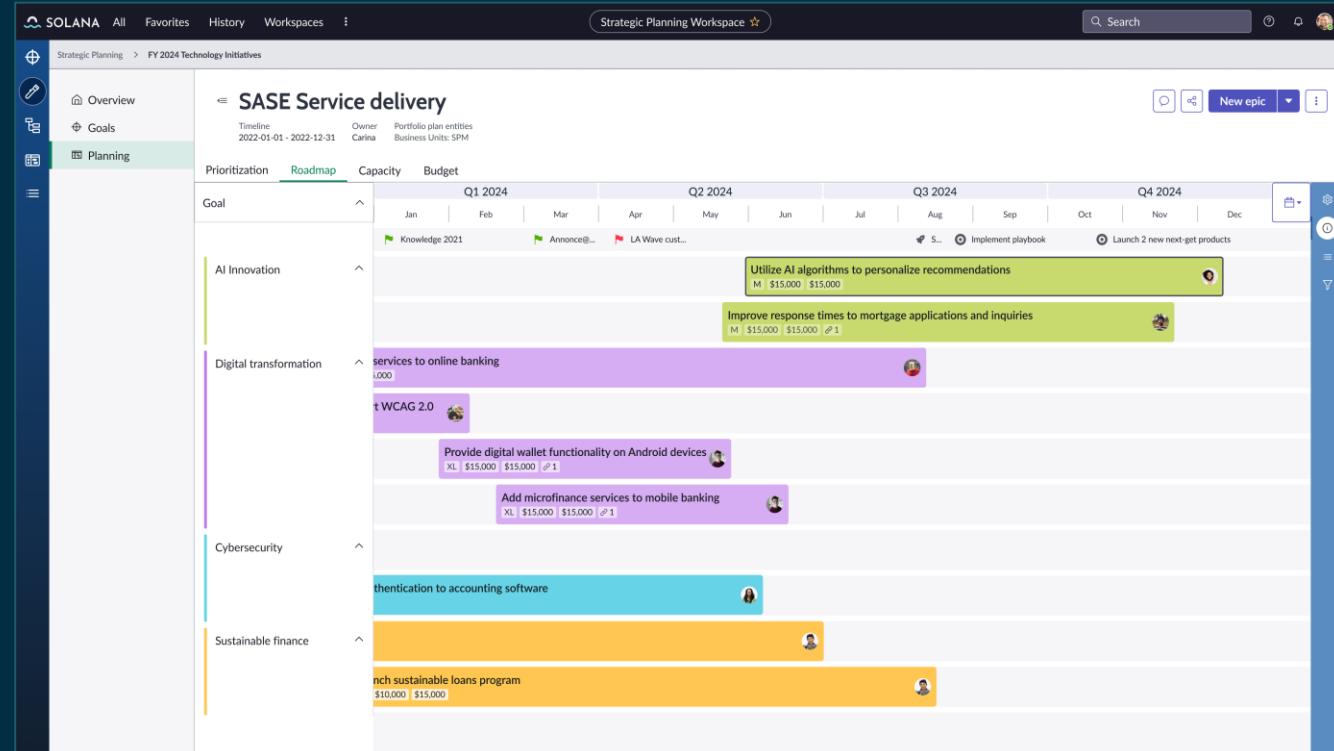


Jeopardy-level indication on the Order Orchestration View

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

servicenow. All Favorites History Workspaces CSM/FSM Configurable Workspace

Dispatcher Workspace Tasks: Pending Dispatch

Search tasks

WOT00103322 Maintenance security cameras 2022-06-09 17:09:45 121 DeKalb Avenue Pending Dispatch 4d 23hr

WOT00103321 Replace Paired Sensors 2022-06-09 17:39:43 12th Street Pending Dispatch 4d 23hr

WOT00103392 Contractor - Solana Regular Maintenance 2022-06-09 17:40:39 18th Street Pending Dispatch 4d 23hr

WOT00103393 Contractor - Solana Regular Maintenance 2022-06-09 17:40:43 West 43rd Street Pending Dispatch 11hr 55min

WOT00103394 Contractor - Solana Break/Fix 2022-06-09 17:40:45 High Street Pending Dispatch 11hr 55min

WOT00103395 Showing 1-11 of 11

Field service dispatcher workspace

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



What's new in the Vancouver release

Accelerate growth with ecosystem agility

5G Services

Telecoms Network Inventory (TNI)

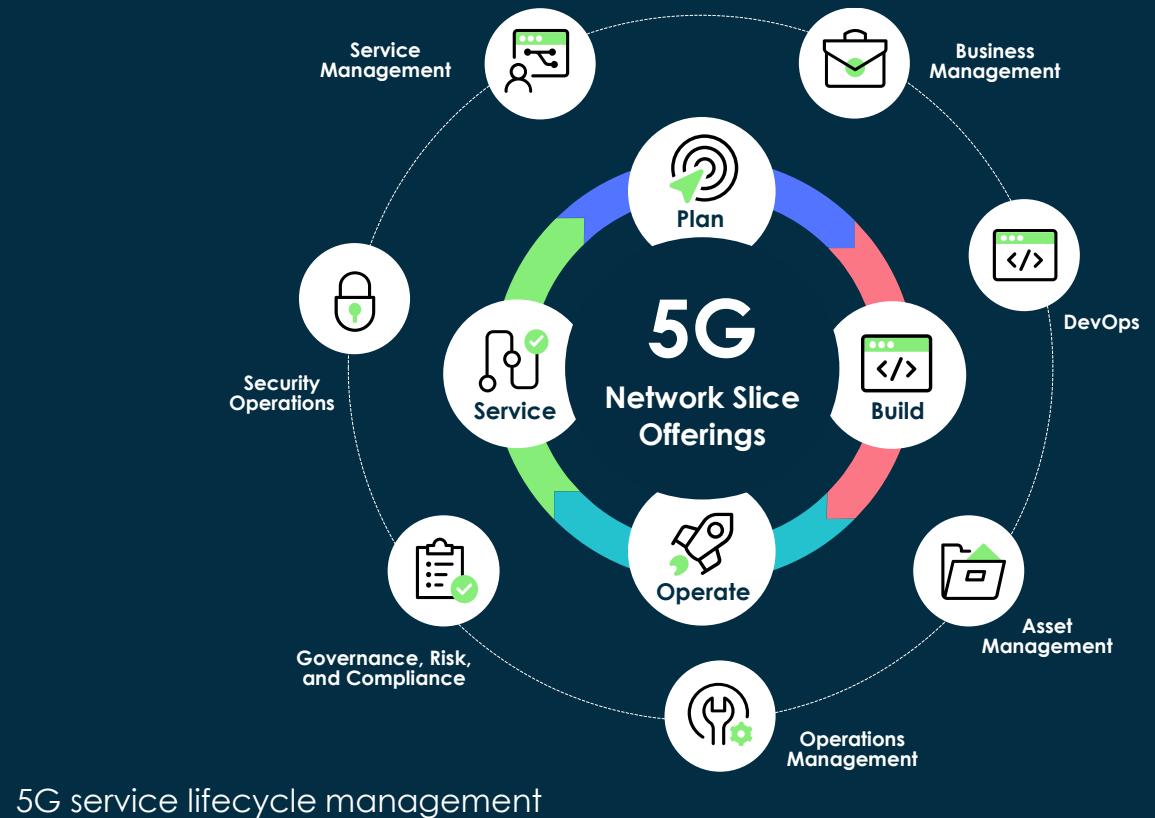
- Model 5G networks
- Circuit user interface
- Packs and parameters
- Manage telephone and IP address numbers
- TNI and Hardware Asset Management (HAM) integration

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

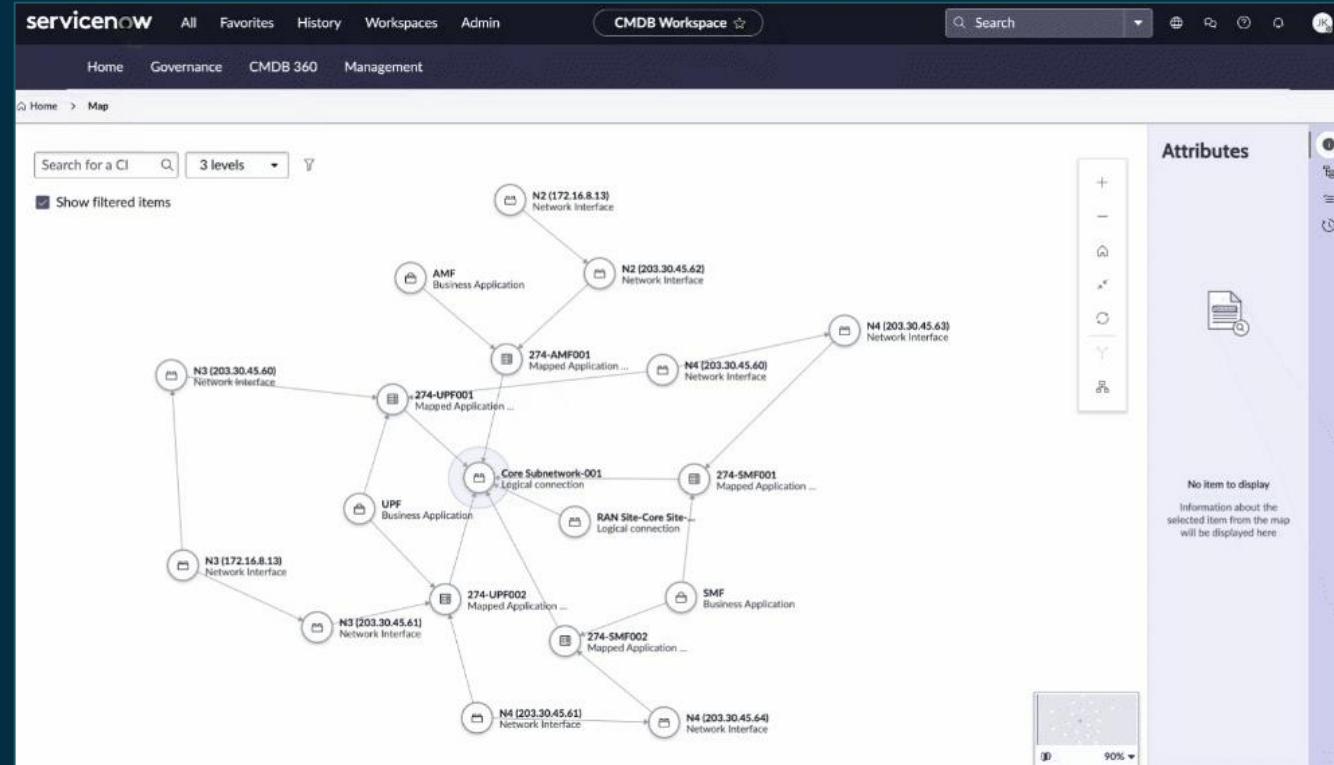


Rapidly realize revenue with differentiated 5G services

- 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 TNI design and assign for 5G slices

Model 5G networks

Next Experience



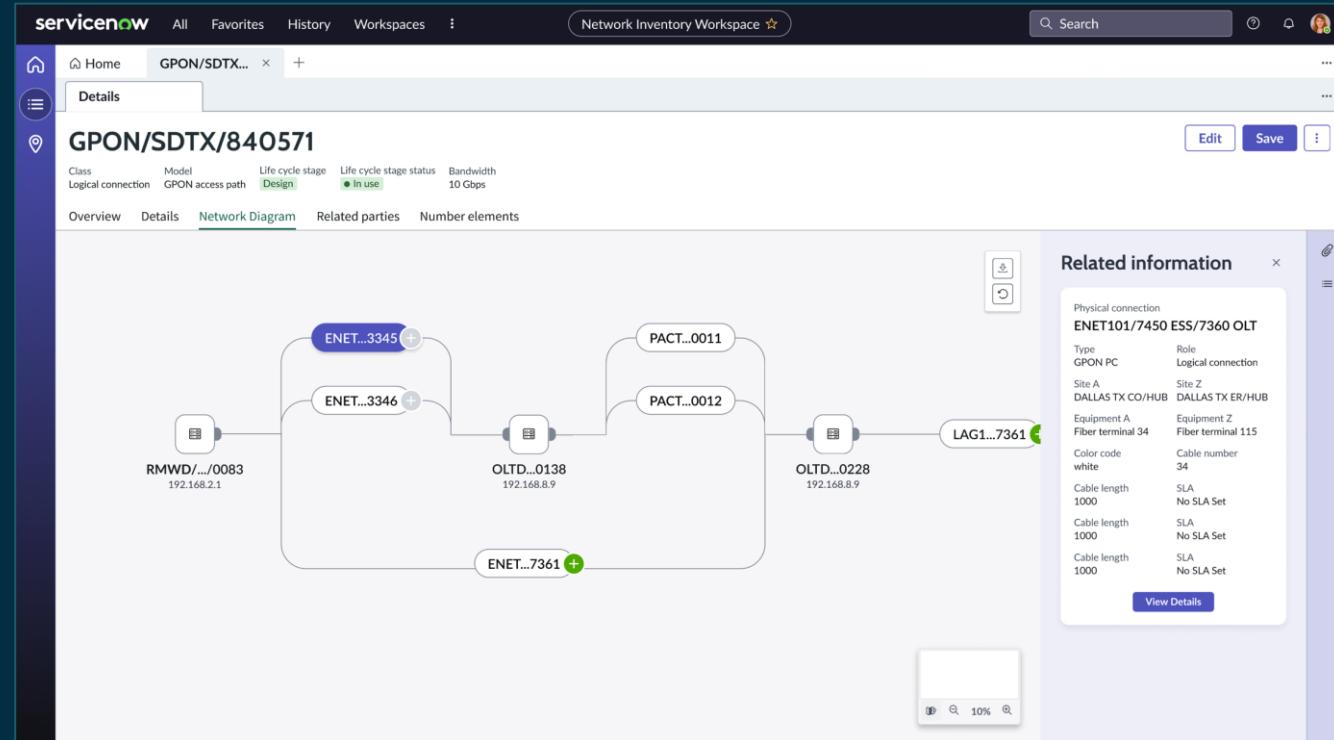
5G network functions

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

Circuit user interface

Next Experience



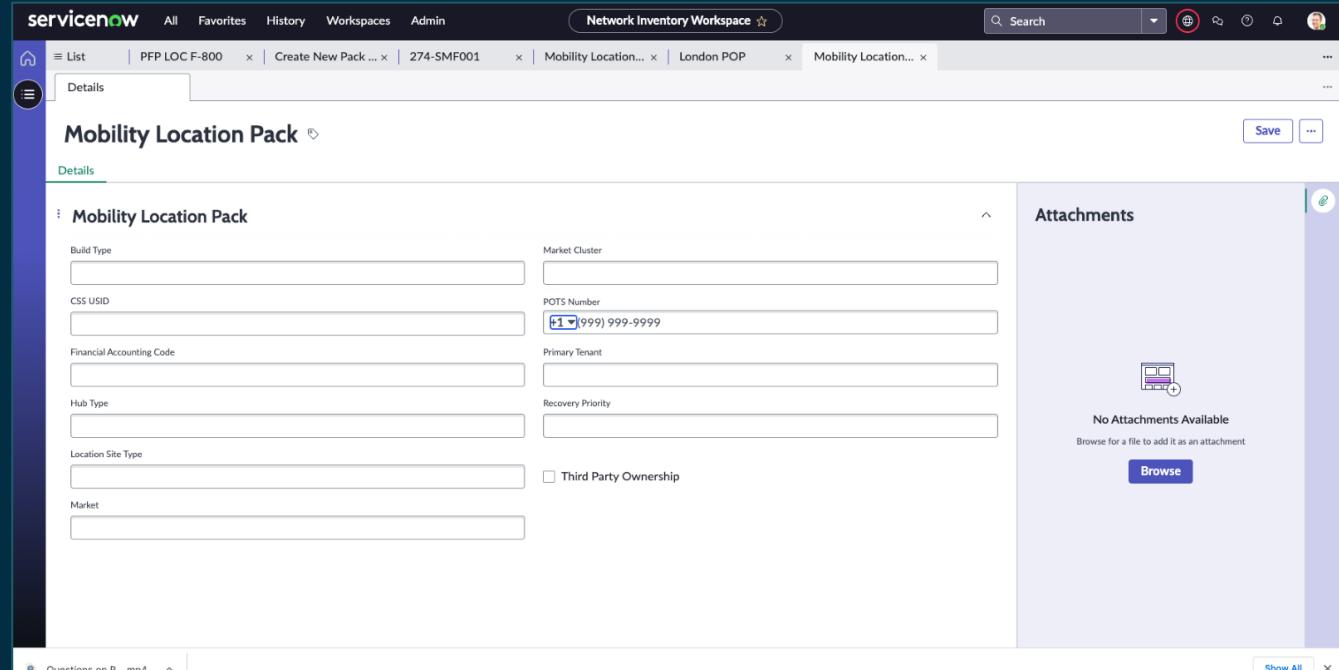
Circuit diagram user interface

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

Next Experience



The screenshot shows the ServiceNow interface with the following details:

- Header:** servicenow All Favorites History Workspaces Admin Network Inventory Workspace
- Page Title:** Mobility Location Pack
- Form Fields (Mobility Location Pack):**
 - Build Type
 - Market Cluster
 - CSS USID
 - POTS Number: +1 999 999-9999
 - Financial Accounting Code
 - Primary Tenant
 - Hub Type
 - Recovery Priority
 - Location Site Type
 - Market
 - Third Party Ownership
- Attachments Panel:** Shows 'No Attachments Available' with a 'Browse' button.

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

Next Experience

The screenshot shows the ServiceNow interface with the following components:

- Header:** servicenow All Favorites History Workspaces ... Network inventory workspace ★ Search
- Form:** Allocate a new telephone number (Details tab selected). It includes fields for Location routing number (322281617), Rate center (San Diego: San Diego DA, CA), Quantity (5), and Contiguous number (Yes). Buttons for Cancel, Submit, Reset, and Search are present.
- Table:** Telephone number block (5) table. It lists five entries with columns for Number, Class (Telephone number block), and Updated (2021-04-14). The first entry is highlighted.
- Activity Stream:** Shows an activity from Mike Davis: "Mike Davis created a new telephone number request". It includes a comment section and a "Post Comment" button.

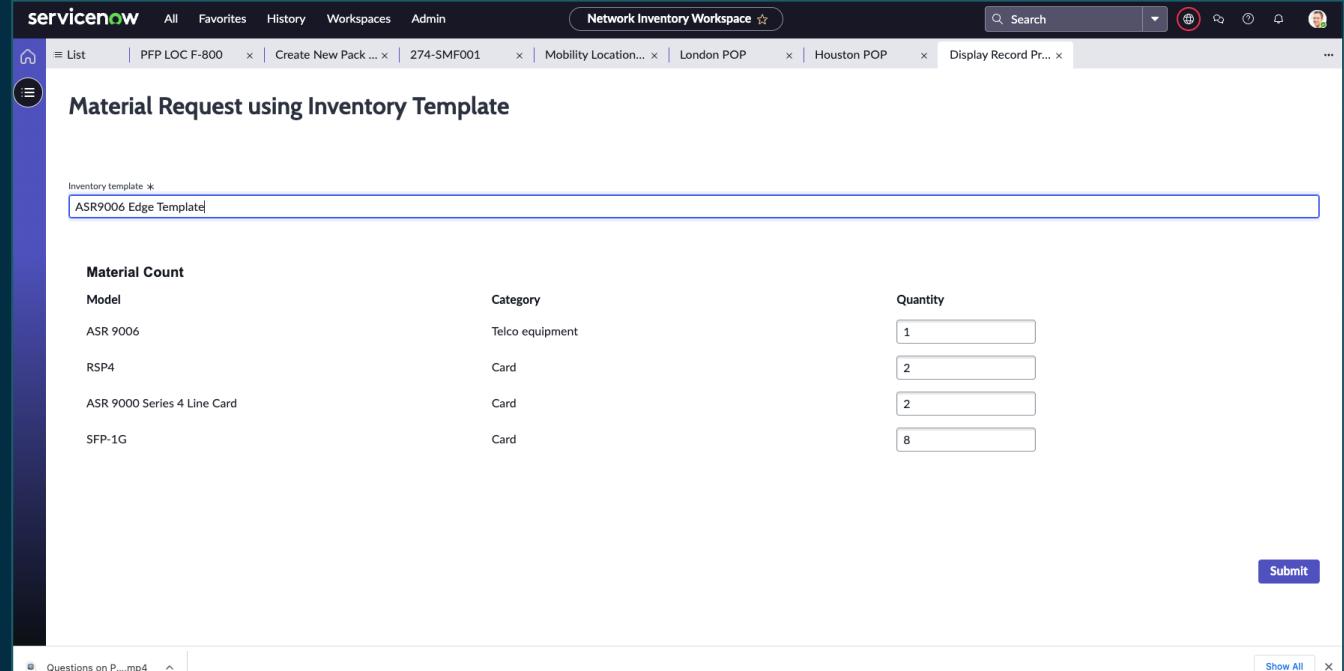
Allocate telephone number

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

Next Experience



The screenshot shows a ServiceNow workspace titled 'Network Inventory Workspace'. The main view is titled 'Material Request using Inventory Template'. It displays a table with columns: 'Inventory template *' (containing 'ASR9006 Edge Template'), 'Material Count', 'Category', and 'Quantity'. The 'Material Count' column lists items: ASR 9006 (Category: Telco equipment), RSP4 (Category: Card), ASR 9000 Series 4 Line Card (Category: Card), and SFP-1G (Category: Card). The 'Quantity' column shows values: 1, 2, 2, and 8 respectively. A 'Submit' button is located at the bottom right of the form.

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

The screenshot shows a ServiceNow workspace titled 'CSM/FSM Configurable Workspace'. A case record for 'CS0002197' is displayed, with the title 'Unable to send and receive emails'. The 'Case' details pane shows fields like Number (CS0002197), Assigned to (John Jason), Channel (Chat), Assignment group, Category (Issue), Account (K-Tech), Contact (Mike Rogers), Priority (2 - High), and Requesting Service Organization. The 'Compose' section allows for commenting on the case. The 'Activity' section shows a recent field change by System Administrator on 2023-07-28 at 10:53:14, where John Jason was assigned to the case.

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

Next Experience

SOLANA All Favorites History Workspaces : CSM/FSM Configurable Workspace

Onboarding case for Boxeo

Account Boxeo Progress On-track Go-live date 2023 Mar 22 Days remaining 7 days

Activities

- ✓ Intake & verify
- DATA setup
- Service Bridge setup
- Training & testing
- Go live

Case details

Opened 2023 Feb 02

Status Work in Progress

Priority 2 - High

ServiceNow customer

Assignment details

Assignment group Onboarding team

Assigned to *

Activity Stream

In progress

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

Internal 1:03 PM Case ALON0064290 assigned to Mike Moreno

New Account Onboarding

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

Proactive Service Experience Workflow for change

Next Experience

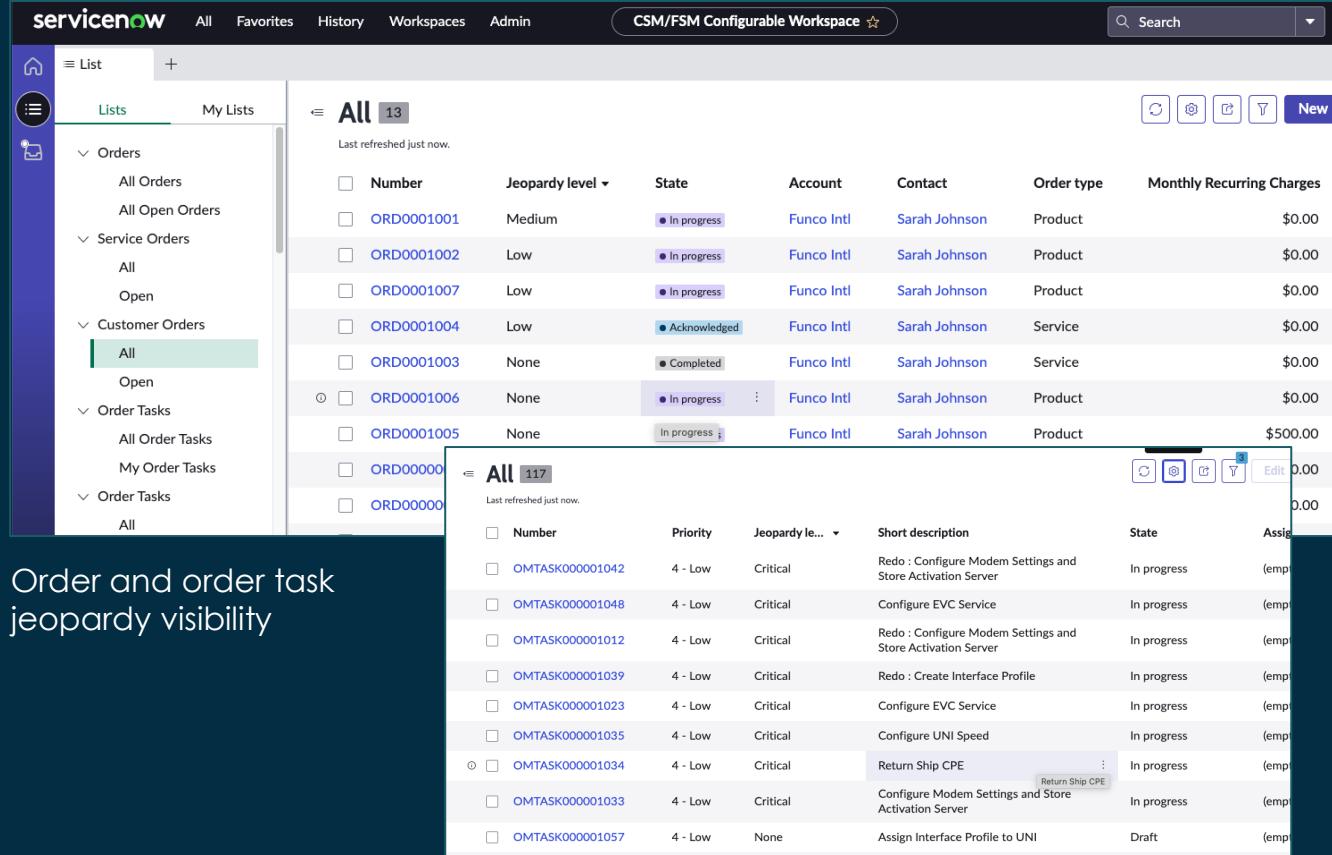
Manage network change for impacted customers

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

Jeopardy Management

Next Experience



The screenshot shows the ServiceNow interface with the title 'CSM/FSM Configurable Workspace'. The left sidebar is titled 'List' and contains a 'Lists' tab, which is selected. The 'Customer Orders' section is highlighted with a green background. The main content area displays two lists: 'Orders' and 'Order Tasks'. The 'Orders' list has 13 items, and the 'Order Tasks' list has 117 items. Both lists include columns for Number, Jeopardy level, State, Account, Contact, Order type, and Monthly Recurring Charges.

Order	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	None	In progress	Funco Intl	Sarah Johnson	Product	\$0.00	
ORD0000000	None	In progress	Funco Intl	Sarah Johnson	Product	\$0.00	
OMTASK00001042	4 - Low	Critical	Redo : Configure Modem Settings and Store Activation Server	In progress	(empty)	\$0.00	
OMTASK00001048	4 - Low	Critical	Configure EVC Service	In progress	(empty)	\$0.00	
OMTASK00001012	4 - Low	Critical	Redo : Configure Modem Settings and Store Activation Server	In progress	(empty)	\$0.00	
OMTASK00001039	4 - Low	Critical	Redo : Create Interface Profile	In progress	(empty)	\$0.00	
OMTASK00001023	4 - Low	Critical	Configure EVC Service	In progress	(empty)	\$0.00	
OMTASK00001035	4 - Low	Critical	Configure UNI Speed	In progress	(empty)	\$0.00	
OMTASK00001034	4 - Low	Critical	Return Ship CPE	In progress	(empty)	\$0.00	
OMTASK00001033	4 - Low	Critical	Configure Modem Settings and Store Activation Server	In progress	(empty)	\$0.00	
OMTASK00001057	4 - Low	None	Assign Interface Profile to UNI	Draft	(empty)	\$0.00	

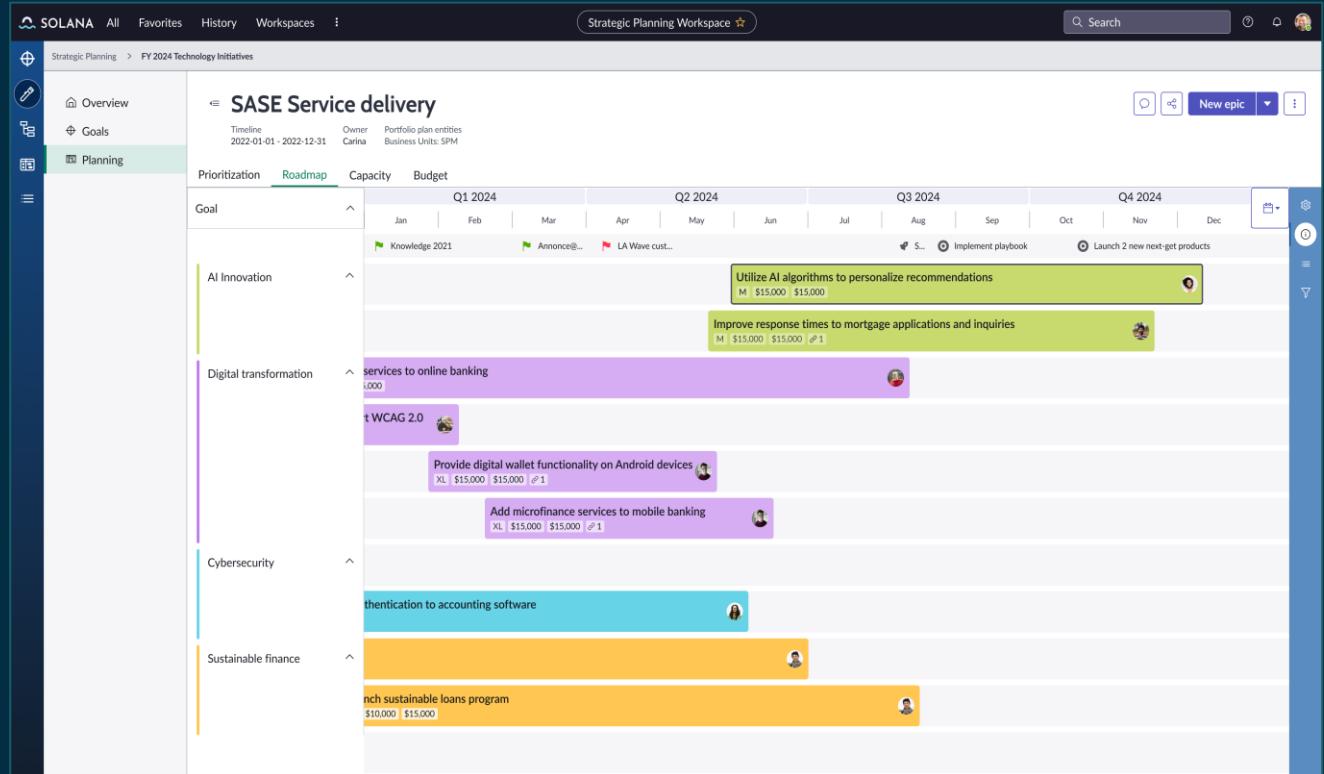
Order and order task jeopardy visibility

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



The screenshot shows a ServiceNow Strategic Planning workspace titled "Strategic Planning Workspace". The main view is a "Roadmap" for the "SASE Service delivery" project. The timeline covers Q1 2024 to Q4 2024. The roadmap is organized into several categories: AI Innovation, Digital transformation, Cybersecurity, and Sustainable finance. Each category contains multiple tasks, each represented by a colored bar indicating its status and dependencies. For example, under "Digital transformation", there are tasks like "Provide digital wallet functionality on Android devices" and "Add microfinance services to mobile banking". The "Cybersecurity" category has a task "Authentication to accounting software". The "Sustainable finance" category has a task "Launch sustainable loans program". The "AI Innovation" category has tasks like "Utilize AI algorithms to personalize recommendations" and "Improve response times to mortgage applications and inquiries". The "Roadmap" view also includes columns for "Prioritization", "Capacity", and "Budget".

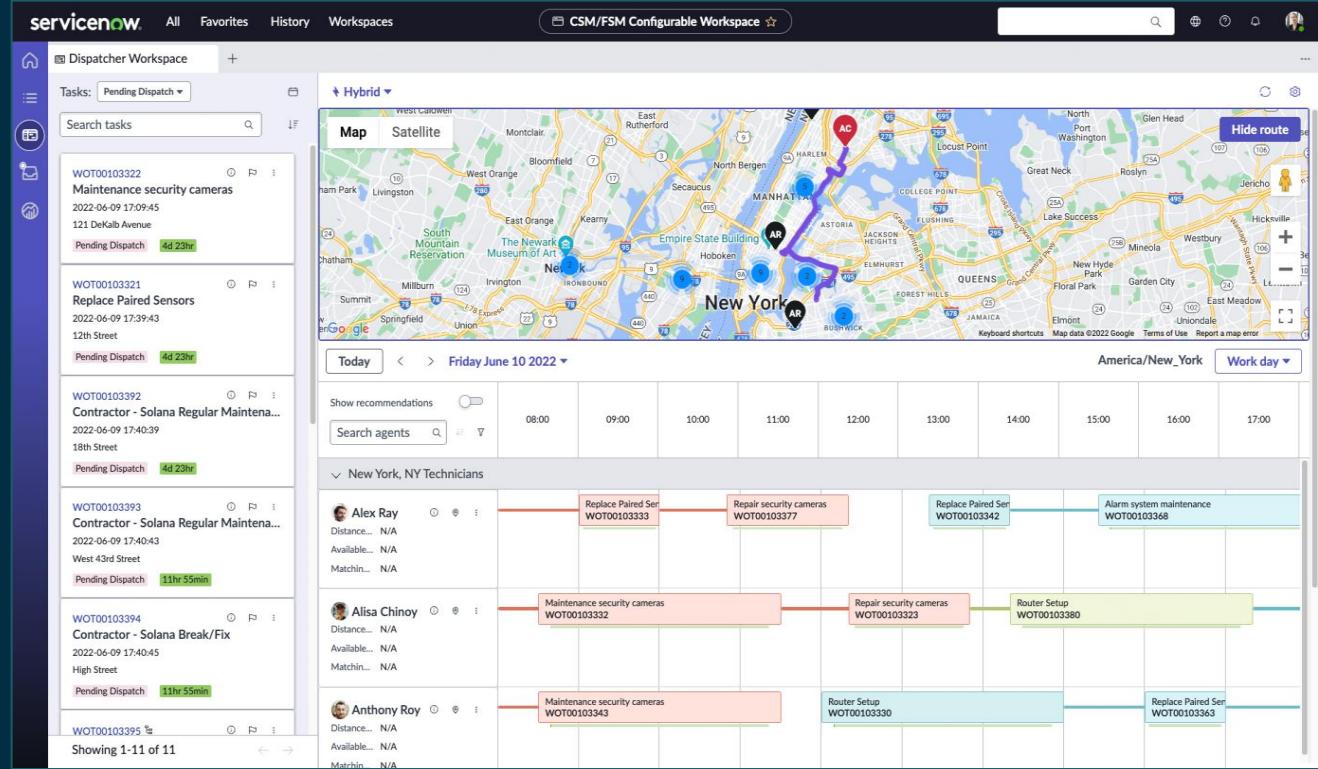
Project visibility of complex order

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



The screenshot shows the ServiceNow Field Service Dispatcher workspace. On the left, a sidebar lists pending dispatch tasks:

- WOT00103322: Maintenance security cameras, 2022-06-09 17:09:45, 121 Dekalb Avenue, Pending Dispatch (4d 23hr)
- WOT00103321: Replace Paired Sensors, 2022-06-09 17:39:43, 12th Street, Pending Dispatch (4d 23hr)
- WOT00103392: Contractor - Solana Regular Maintenance, 2022-06-09 17:40:39, 18th Street, Pending Dispatch (4d 23hr)
- WOT00103393: Contractor - Solana Regular Maintenance, 2022-06-09 17:40:43, West 43rd Street, Pending Dispatch (11hr 55min)
- WOT00103394: Contractor - Solana Break/Fix, 2022-06-09 17:40:45, High Street, Pending Dispatch (11hr 55min)
- WOT00103395: %

The main area features a map of New York City with a route highlighted in purple, showing locations like HARLEM, MANHATTAN, and QUEENS. Below the map is a timeline for Friday, June 10, 2022, showing tasks assigned to technicians:

- Technician 1:** Replace Paired Sensors (WOT00103333), Repair security cameras (WOT00103377), Replace Paired Sensors (WOT00103342), Alarm system maintenance (WOT00103368)
- Technician 2:** Maintenance security cameras (WOT00103332), Repair security cameras (WOT00103323), Router Setup (WOT00103380)
- Technician 3:** Maintenance security cameras (WOT00103343), Router Setup (WOT00103330), Replace Paired Sensors (WOT00103363)

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

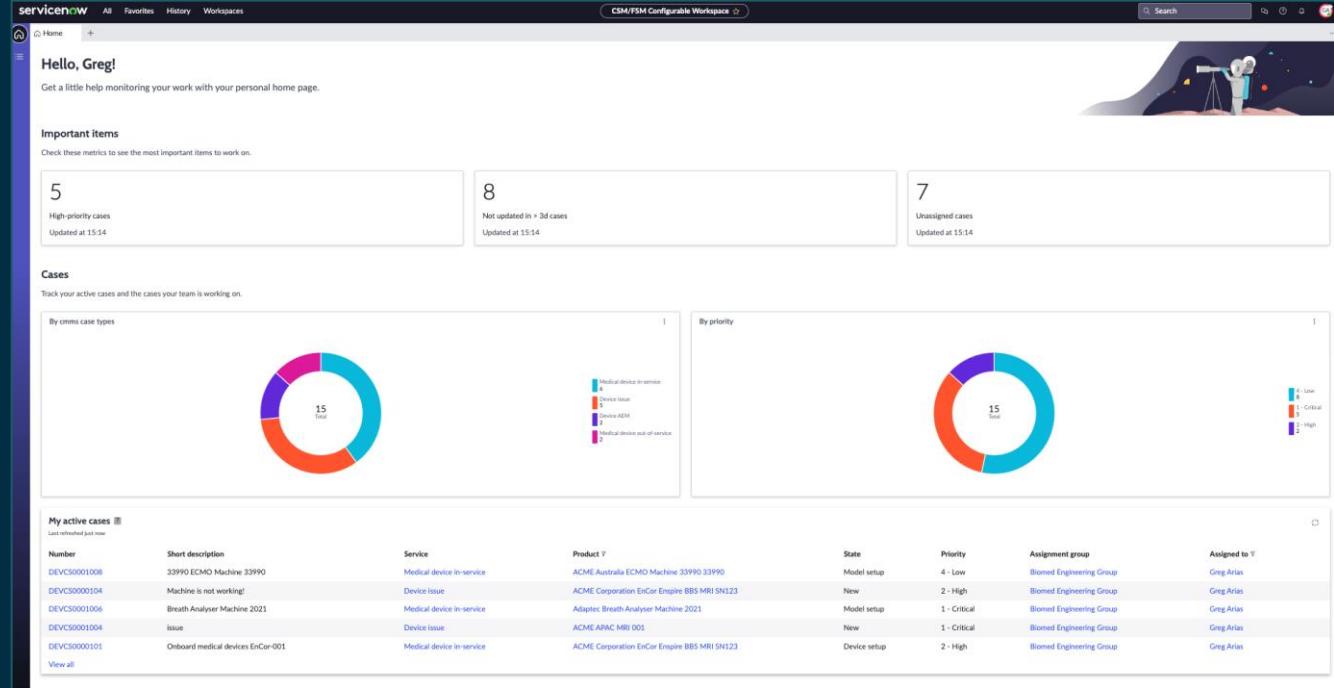
What's new in the Vancouver release

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



The dashboard displays the following key metrics:

- Important items: 5 High-priority cases (Updated at 15:14)
- 8 Not updated in > 3d cases (Updated at 15:14)
- 7 Unassigned cases (Updated at 15:14)

Under the 'Cases' section, there are two donut charts:

- By cmms case types: 15 total cases. Legend: Medical device in-service (Blue), Device issue (Orange), Device AEM (Purple), Medical device out-of-service (Yellow).
- By priority: 15 total cases. Legend: 4 - Low (Blue), 3 - Medium (Yellow), 2 - High (Orange), 1 - Critical (Red).

Table of My active cases:

Number	Short description	Service	Product	State	Priority	Assignment group	Assigned to
DEVCS0001008	33990 ECMO Machine 33990	Medical device in-service	ACME Australia ECMO Machine 33990-33990	Model setup	4 - Low	Blomed Engineering Group	Greg Arias
DEVCS0000104	Machine is not working!	Device issue	ACME Corporation EnCor Empire BBS MRI SN123	New	2 - High	Blomed Engineering Group	Greg Arias
DEVCS0001006	Breath Analyser Machine 2021	Medical device in-service	Adaptec Breath-Analyzer Machine 2021	Model setup	1 - Critical	Blomed Engineering Group	Greg Arias
DEVCS0001004	Issue	Device issue	ACME APAC MRI 001	New	1 - Critical	Blomed Engineering Group	Greg Arias
DEVCS0001001	Onboard medical devices EnCor-001	Medical device in-service	ACME Corporation EnCor Empire BBS MRI SN123	Device setup	2 - High	Blomed Engineering Group	Greg Arias

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

Device onboarding and device issue workflows

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)

Compliance Dashboard

Name	Unit	Key	Frequency	Publish on Analytics Hub	Breakdown count
Non-high risk work order success rate in the...	%	false	Daily	false	0
Total completed high risk work orders du...	#	false	Monthly	false	0
Total completed non-high risk work order...	#	false	Monthly	false	0
High risk work order success rate in the...	%	false	Daily	false	0
Total high risk work orders due in the p...	#	false	Monthly	false	0
Total non-high risk work orders due in t...	#	false	Monthly	false	0

CMMS Compliance Dashboard and indicators



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

Now Assist for Healthcare and Life Sciences*

Generative AI

servicenow All Favorites History Workspaces CSM/FSM Configurable Workspace Search

Case

Number: CS0002197 Assigned to: John Jason

Channel: Chat Assignment group:

Account: K-Tech Category: Issue

Contact: Mike Rogers Priority: 2 - High

Sold Product: Requesting Service Organization: Service Organization: USA

Compose

Comments Work notes (Private) Email

Type your Comments here

Everyone can see this comment Post Comments

Activity

System Administrator Field changes • 2023-07-28 10:53:14 Assigned to: John Jason was System Administrator

System Administrator Field changes • 2023-07-28 10:31:53 Assigned to: System Administrator State: New Priority: 4 - Low Shipping Country: USA Show more

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

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

1

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

The screenshots illustrate the ServiceNow interface for managing associated customers across different agencies. The top window shows the 'Agency Details' for 'Solana Dept of Customer Service - Southside', including address, city, state, and manager information. The middle window shows a list of 'Constituents in Solana South'. The bottom window is a modal dialog titled 'Criteria' displaying a list of service organization criteria, each with a unique number, name, active status, business phone, and city.

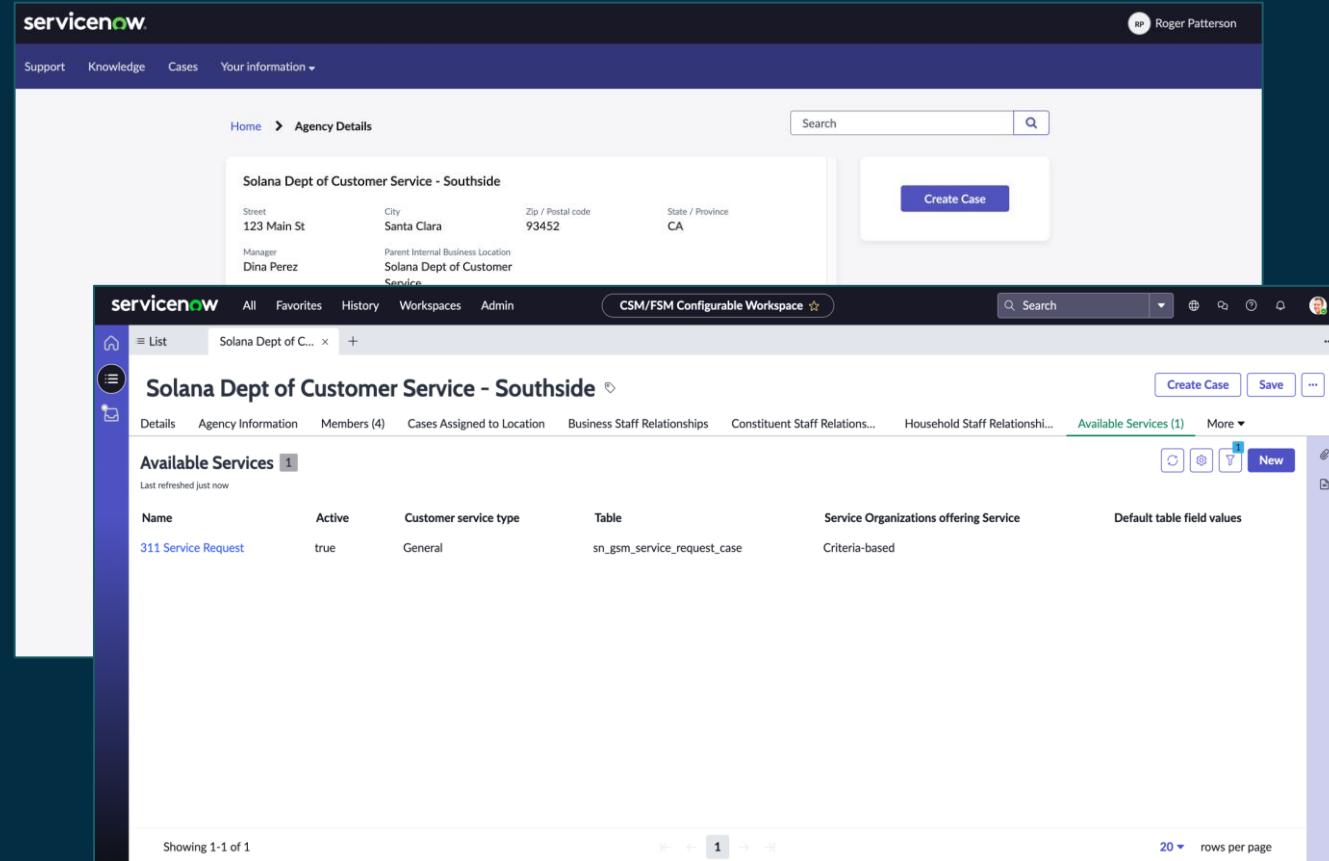
Criteria	Number	Name	Active	Business phone	City
Constituents in Solana South	CSMR0001007	Jay Norman	true	Santa Clara	J
Consumer	CSMR0001008	Nina Norman	true	Santa Clara	N
Criteria	CSMR0001009	Frank Norman	true	Santa Clara	F
View 5 matching results	CSMR0001010	Kevin Shepard	true	Santa Clara	K
	CSMR0001011	Tina Shepard	true	Santa Clara	T

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



The image shows two screenshots of the ServiceNow interface. The top screenshot is a 'Home' page with a purple header showing 'servicenow' and a user profile for 'Roger Patterson'. It has a navigation bar with 'Support', 'Knowledge', 'Cases', and 'Your information'. The main content area shows 'Agency Details' for 'Solana Dept of Customer Service - Southside' with address information: Street 123 Main St, City Santa Clara, Zip / Postal code 93452, State / Province CA. A 'Create Case' button is visible. The bottom screenshot is a 'Available Services' list for the same agency. It has a header with tabs: 'Details', 'Agency Information', 'Members (4)', 'Cases Assigned to Location', 'Business Staff Relationships', 'Constituent Staff Relations...', 'Household Staff Relationships...', 'Available Services (1)', and 'More'. The 'Available Services' table shows one item: '311 Service Request' (Name), 'true' (Active), 'General' (Customer service type), 'Table' (Table), 'sn_gsm_service_request_case' (Service Organizations offering Service), and 'Criteria-based' (Default table field values). The table has buttons for 'Create Case', 'Save', and 'New'.

\$ 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

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)

The new Accounts Payable Workspace

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

Accounts Payable Operations

(a part of Source-to-Pay Operations)

servicenow All Favorites History Workspaces Admin Procurement Workspace

Home INVC0001004 INVEX0001001

Details

Process invoice from Solana

Invoice has one or more exceptions. Resolve all issues in "Invoice exceptions" to continue processing.

Status: Exceptions found. Invoice: INV0001004 Supplier: Solana Supplier invoice number: 897133590 Due date: 2023-05-20 Assigned to: Gilly Parker

Save Check exceptions

Invoice lines (2) Exceptions (1) Tasks Purchase order lines (2) More

Invoice

Type: PO Invoice Assignment group:

Channel: Email Assigned to: Gilly Parker

Supplier invoice number: 897133590 Business owner: Paula Smith

Supplier tax id:

Summary details

Supplier: Solana Subtotal: USD (\$) 5,500

Purchase order: PO0005001 placed Tax amount: USD (\$)

Payment terms: NT45 Shipping: USD (\$)

Activity

Gilly Parker Field changes • 2023-04-06 10:00:34

PSM unique st... Work in progress was New Primary contact: Gilly Parker was Empty

State: Work in progress was New Assigned to: Gilly Parker was Empty

System Field changes • 2023-04-06 09:56:43

PSM unique st... New Escalation: Normal Reassignment ... 0

Compose

Comments Work notes (Private)

Type your Comments here

Post Comments

Everyone can see this comment

Lab invoice_2.pdf

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

INVOICE

Invoice Number: 897133590
PO Number: 0004611198
Invoice Date: 04/05/2023
Customer ID: C01234

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

SHIP ServiceNow Aus
TO: 15725 Dallas P
Addison, TX 555

Brand	Description	Quantity	Gross Amount	U
Reynolds	NowX Laptop	5	\$5000.00	\$
Reynolds	NowX Charger	5	\$500.00	\$
				SU SA PA TOT

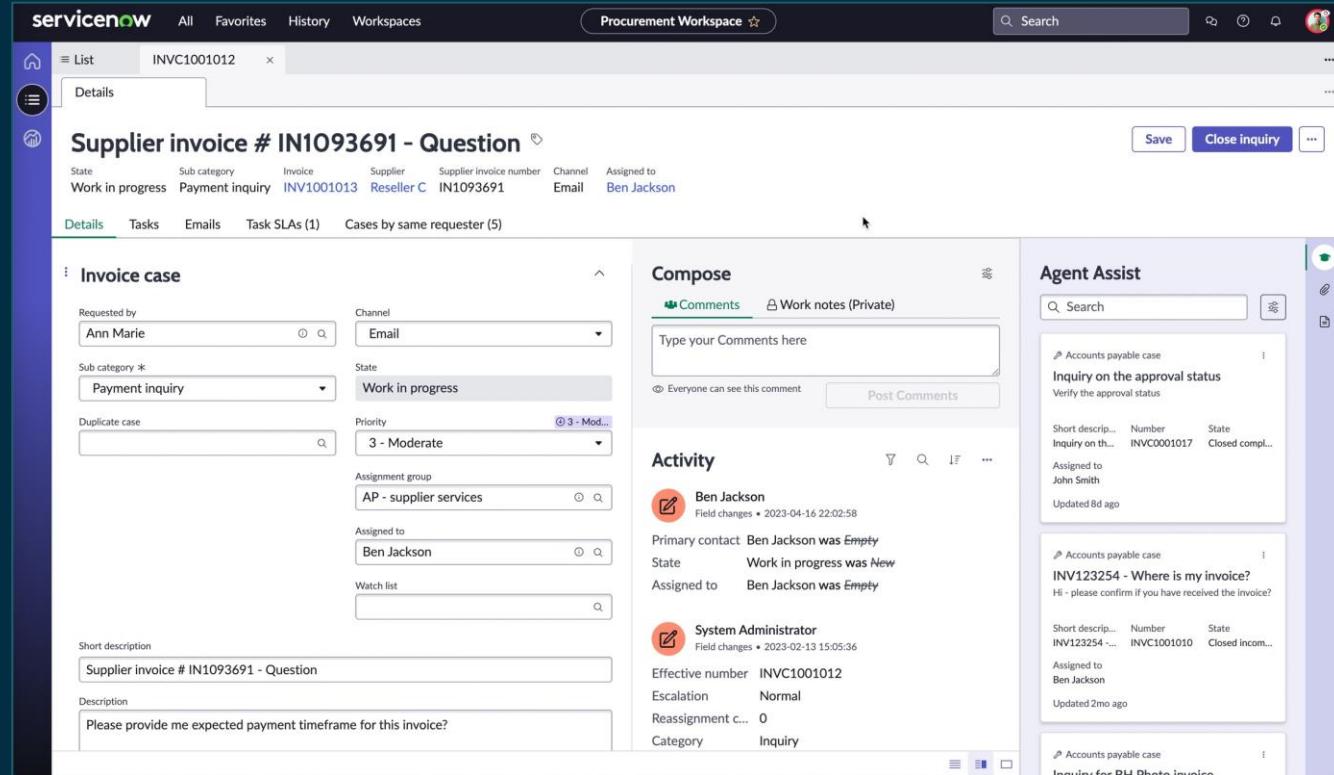
A view of an invoice that was processed automatically

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

Accounts Payable Operations

(a part of Source-to-Pay Operations)



The screenshot shows the ServiceNow Procurement Workspace interface. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Procurement Workspace', 'Search', and a user icon. The main content area is titled 'Supplier invoice # IN1093691 - Question'. It displays various details about the invoice, such as 'State: Work in progress', 'Sub category: Payment inquiry', 'Supplier: Reseller C', 'Supplier invoice number: IN1093691', and 'Channel: Email'. The 'Assigned to' field is listed as 'Ben Jackson'. Below this, there are tabs for 'Details', 'Tasks', 'Emails', 'Task SLAs (1)', and 'Cases by same requester (5)'. The 'Compose' section on the right allows users to add comments or work notes. The 'Agent Assist' sidebar on the right lists other cases, including one for 'IN123254 - Where is my invoice?' and another for 'IN123254 - Inquiry for BH Photo invoice'.

An example of a case created from a supplier invoice inquiry

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

Accounts Payable Operations

(a part of Source-to-Pay Operations)

The screenshot shows the ServiceNow Procurement Workspace with the DocIntel application open. The invoice for Solana is displayed, showing details like Invoice Number: 997245590, PO Number: 0004711298, and Invoice Date: 04/12/2023. The DocIntel interface on the right shows the fields being extracted from the document, including Supplier invoice number, Supplier, Supplier tax id, Invoice date, Purchase order, Supplier bank name, and Account number. The interface also shows a table of items purchased, including NowX Laptop and NowX Charger.

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

An example of automating invoice processing in DocIntel for APO

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

Source-to-Pay Operations



Sourcing and
Procurement Operations



Supplier Lifecycle
Operations



Accounts Payable
Operations

servicenow



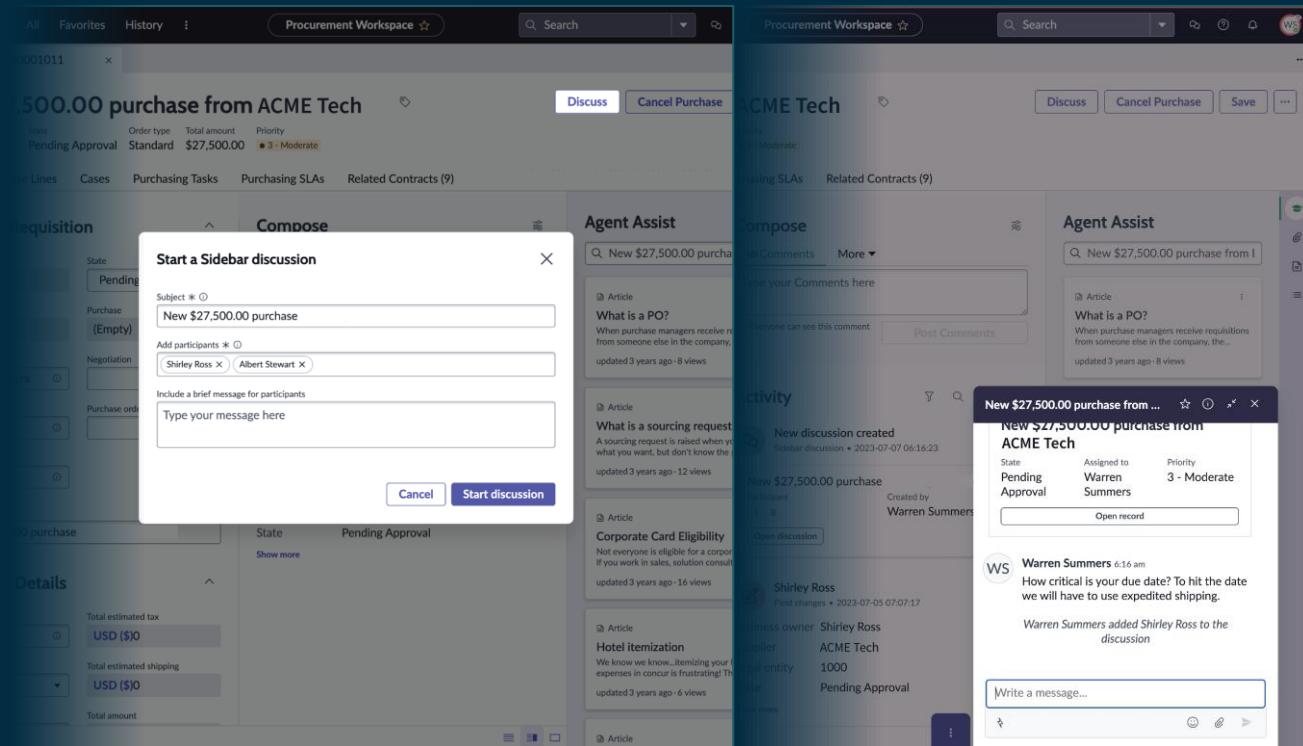
SAP ECC and
SAP S/4HANA

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)

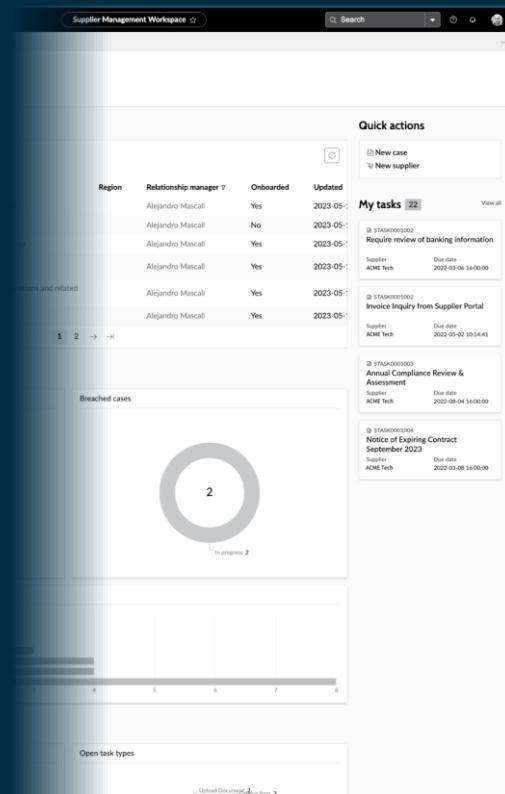
Create a discussion from a case and chat in real-time with users.

Enhanced Sourcing Playbooks

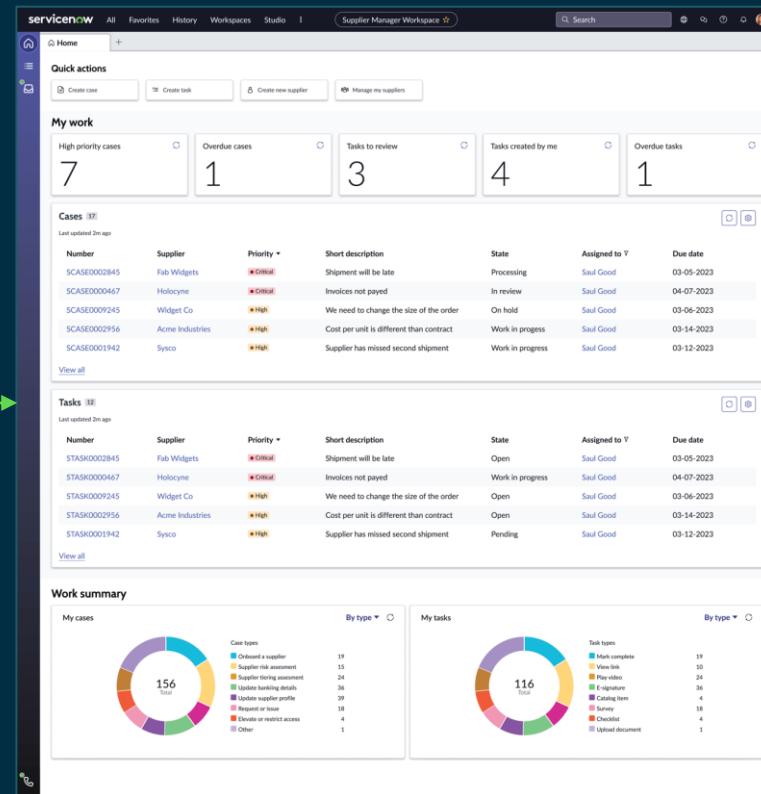
- 1 Provides additional playbooks to better guide the sourcing process
- 2 Guidance for reviewing sourcing requests, approvals, line items, negotiation process, and qualification
- 3 Improved integration with negotiation events and supplier qualifications

Supplier Lifecycle Operations

(a part of Source-to-Pay Operations)



This screenshot shows the 'Supplier Management Workspace' prior to the update. It includes a table of suppliers with columns for Region, Relationship manager, Onboarded, and Updated. Below this is a 'Breach cases' section with a chart showing 2 in progress. A green arrow points from this workspace to the 'New Workspace' screenshot.



This screenshot shows the 'Supplier Manager Workspace' after the update. It features a 'Quick actions' bar with options like 'New case' and 'New supplier'. Below it is a 'My work' summary with counts for High priority cases (7), Overdue cases (1), Tasks to review (3), Tasks created by me (4), and Overdue tasks (1). The main area displays 'Cases' and 'Tasks' tables with detailed information. At the bottom is a 'Work summary' section with two donut charts: 'My cases' (156 total) and 'My tasks' (116 total), each broken down by category.

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

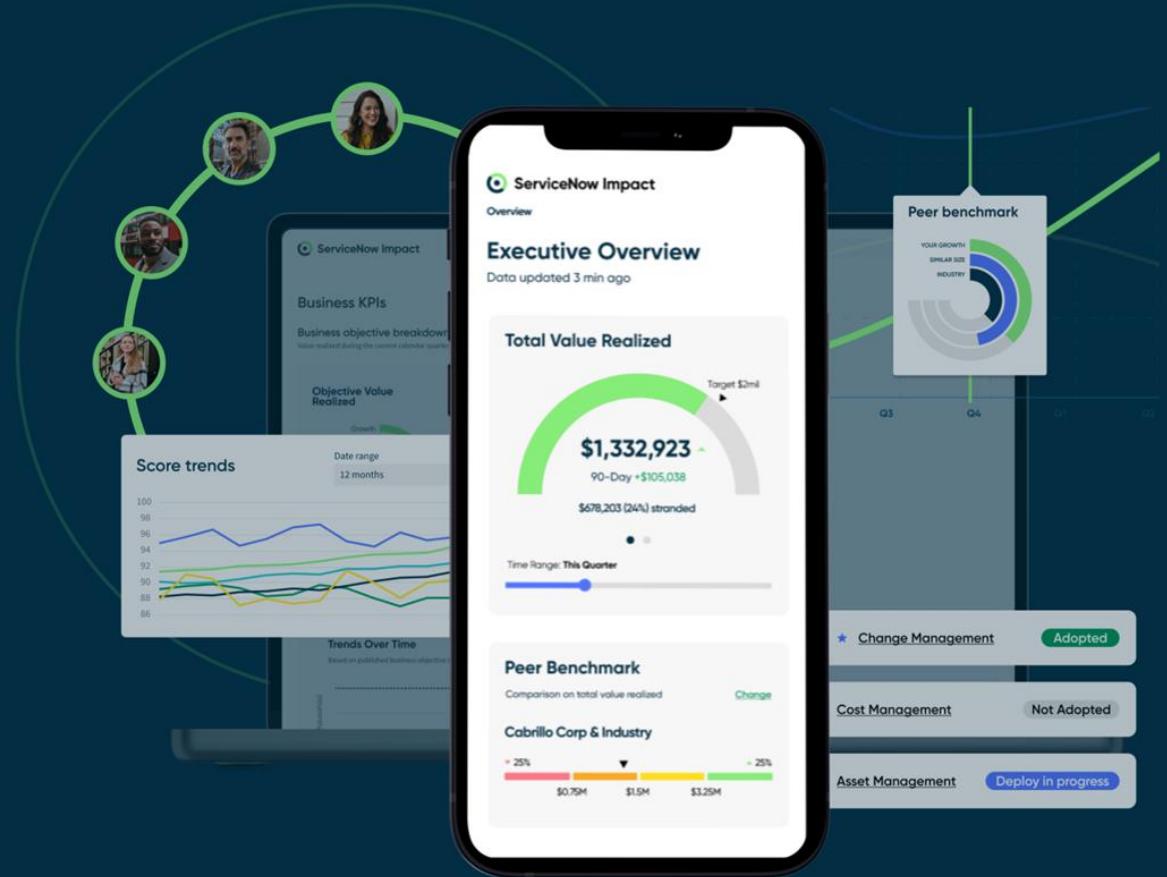
 ServiceNow Impact™

 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. 30 days Technical	Design Review 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

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. 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

servicenow | Impact

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



What's new in the Vancouver release

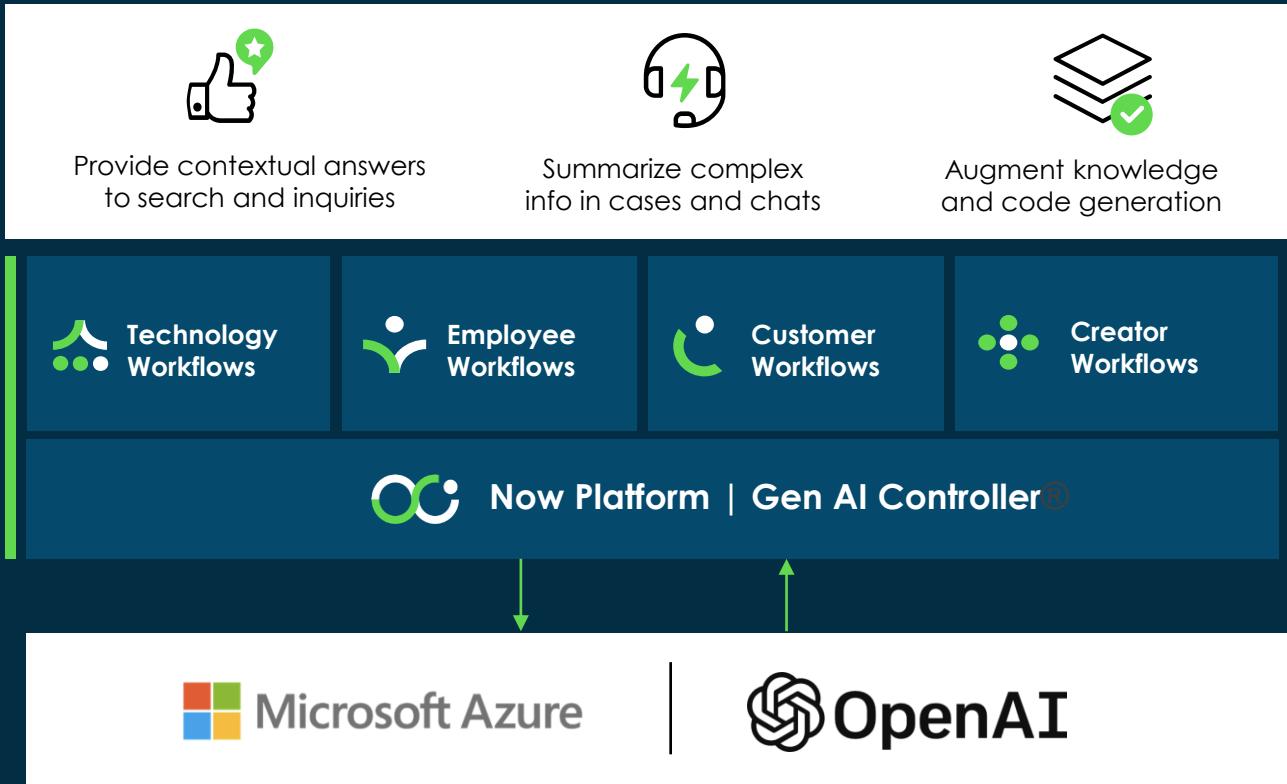
Accelerate digital transformation

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



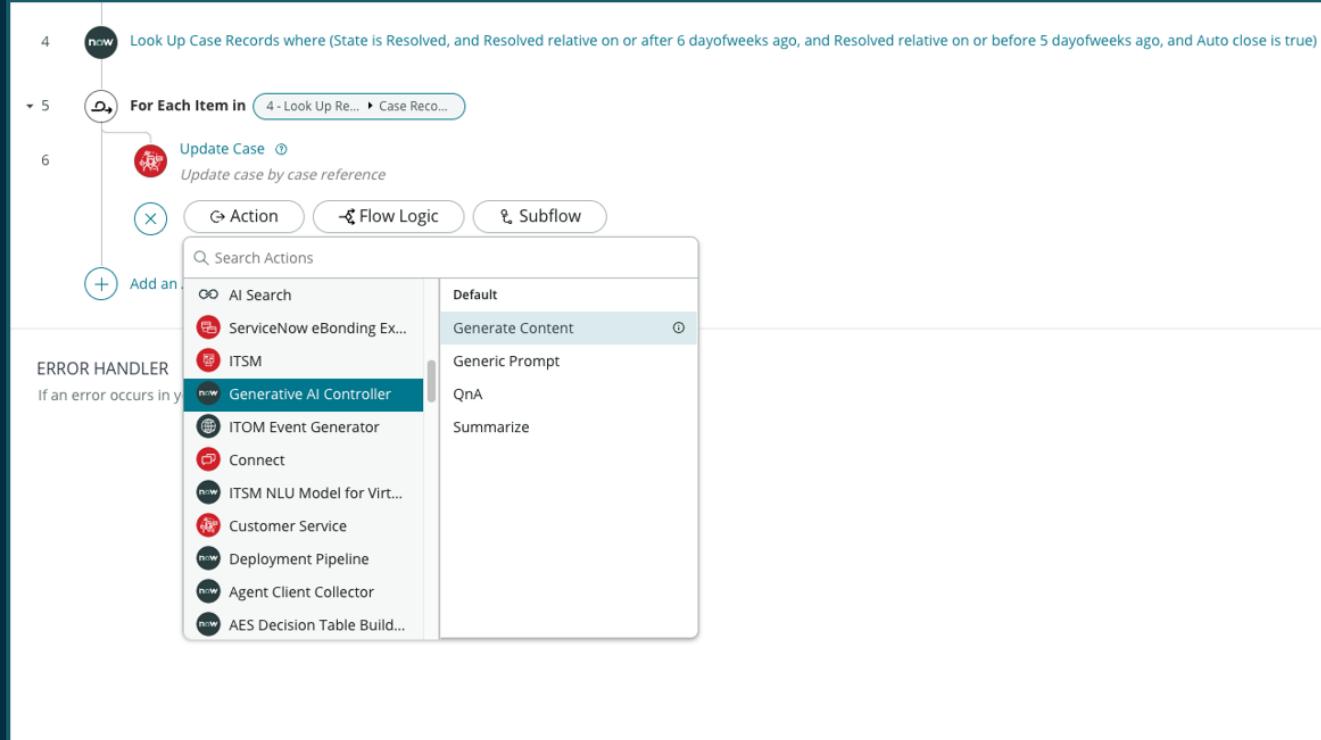
Professional or Enterprise

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



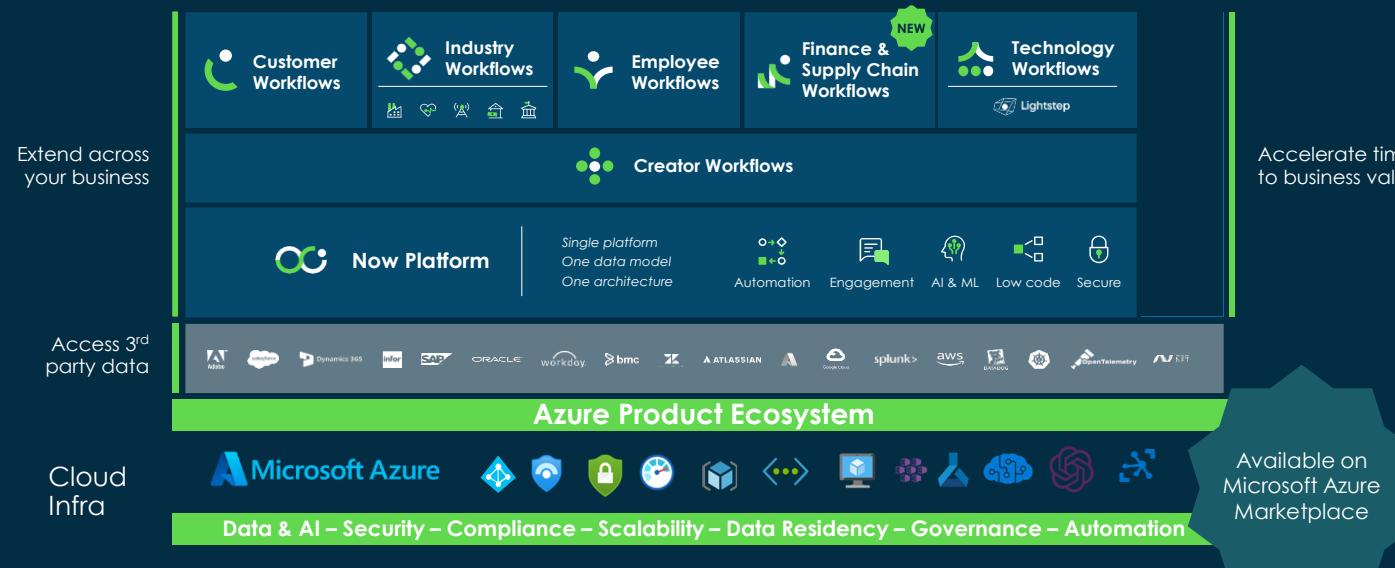
Professional or Enterprise

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

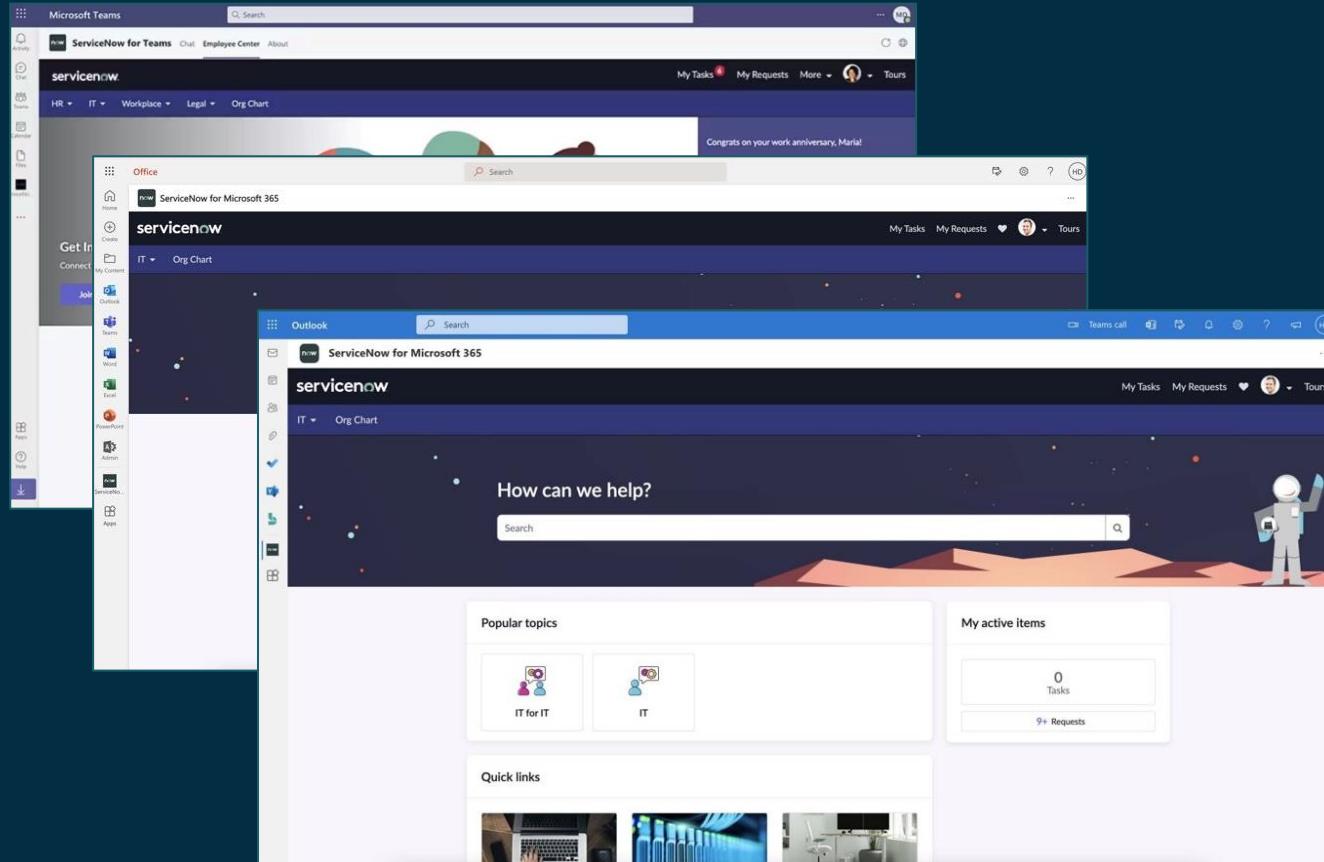


Transformation, simplified

- 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

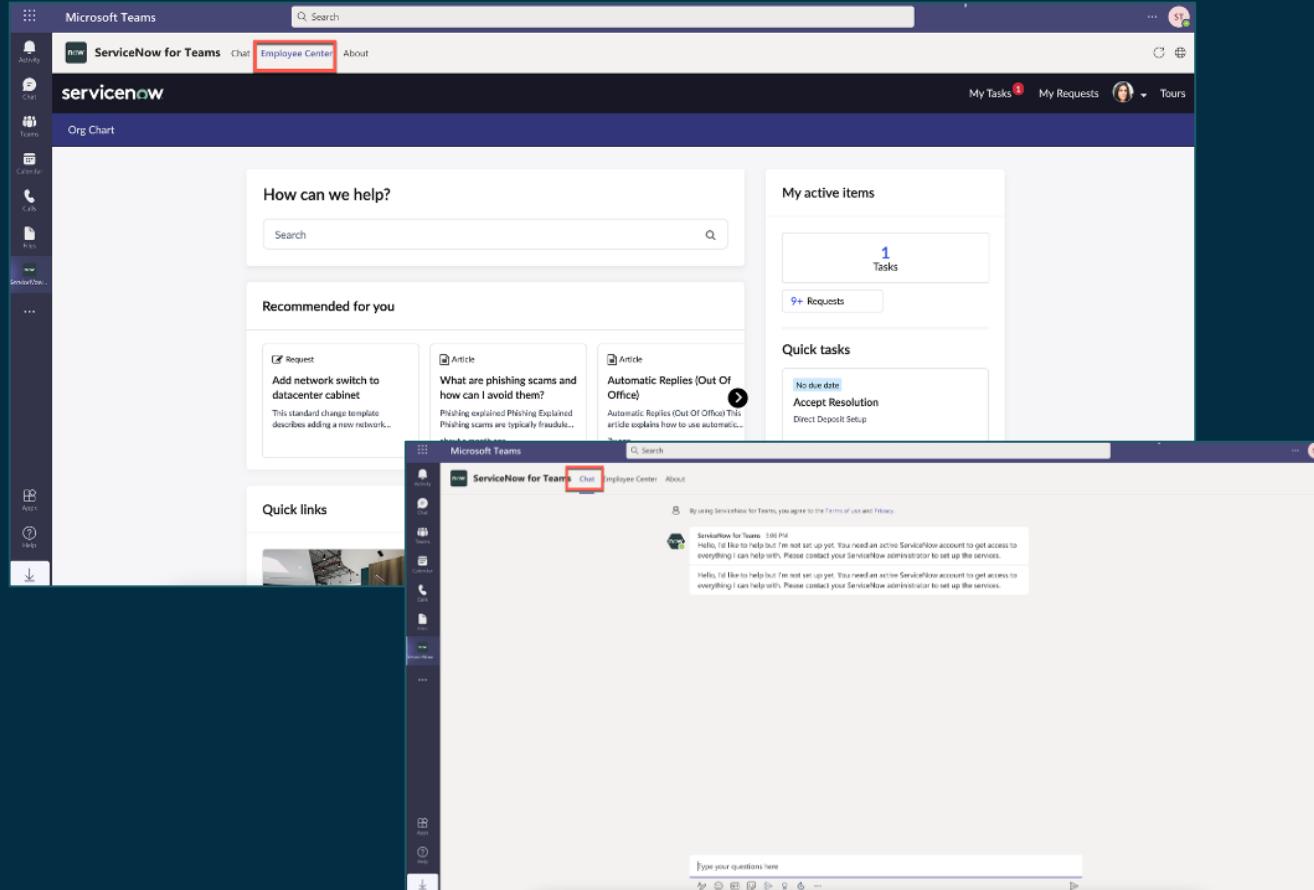


 Professional or Enterprise

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

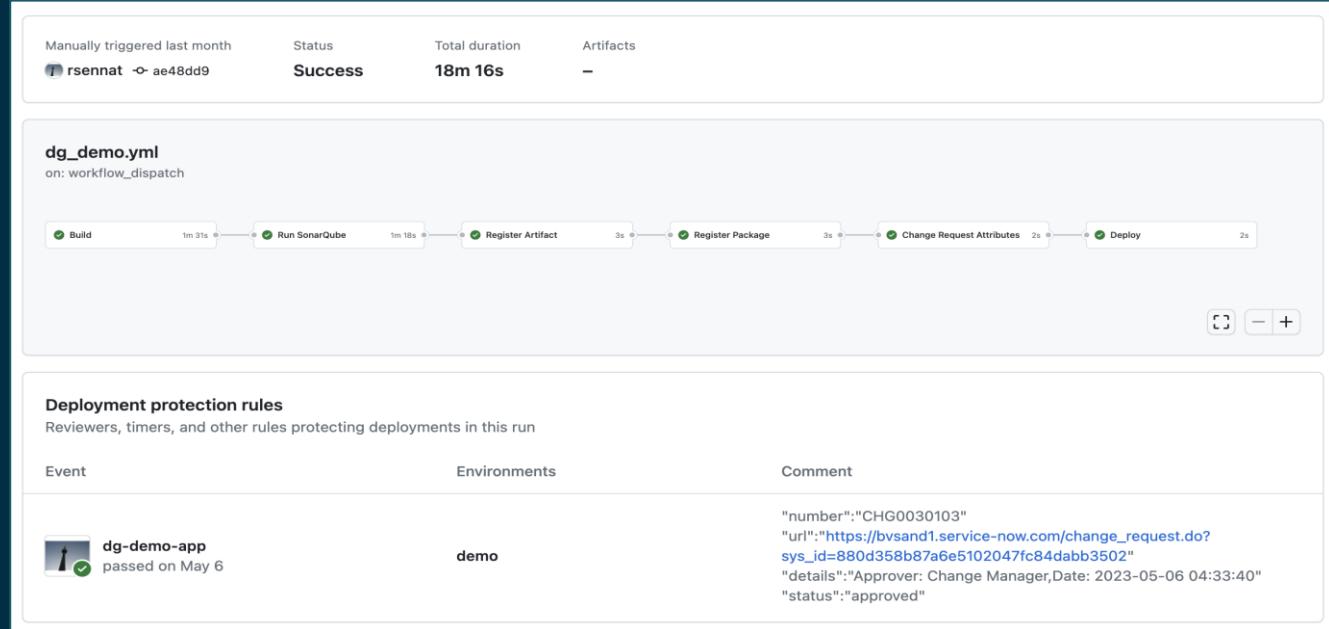
Microsoft Teams Integration with National Security Cloud (IL-5)



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 by rsennat -> ae48dd9. Status: Success. Total duration: 18m 16s. Artifacts: -

dg_demo.yml
on: workflow_dispatch

Build → Run SonarQube → Register Artifact → Register Package → Change Request Attributes → Deploy

Deployment protection rules: Reviewers, timers, and other rules protecting deployments in this run.

Event	Environments	Comment
dg-demo-app	demo	<pre>number": "CHG0030103" "url": "https://bvsand1.servicenow.com/change_request.do? sys_id=880d358b87a6e5102047fc84dabb3502" "details": "Approver: Change Manager, Date: 2023-05-06 04:33:40" "status": "approved"</pre>

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



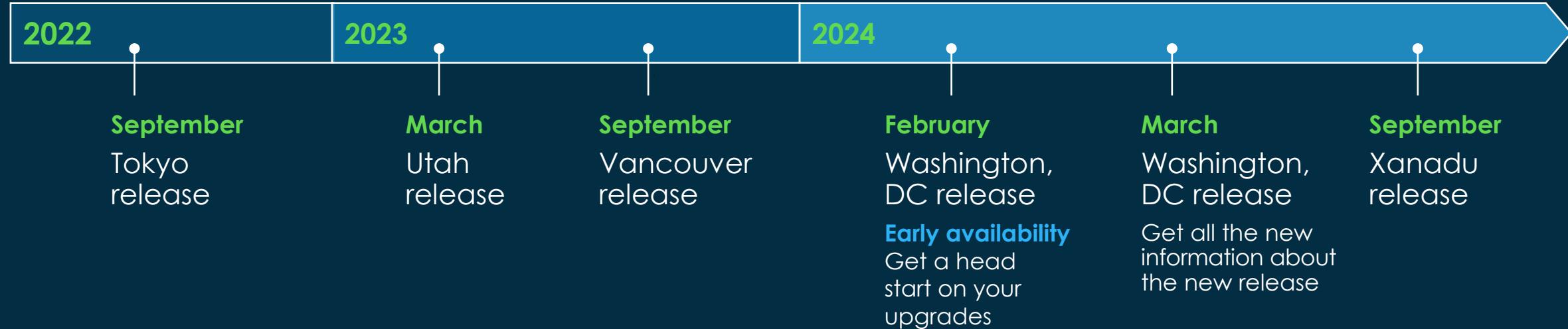
Keep your access to 24/7 support*

*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.

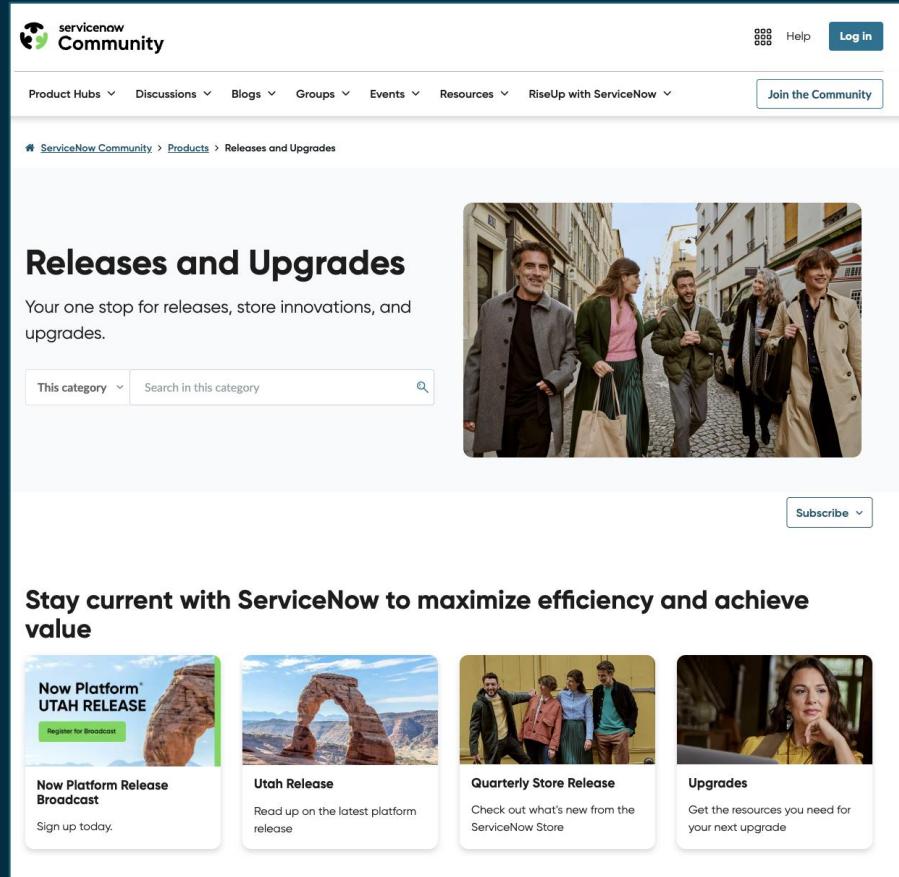


Configuration Hub

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



servicenow.

Live on ServiceNow
An interactive event series

Speed deployment, adoption, and achieve value faster

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

