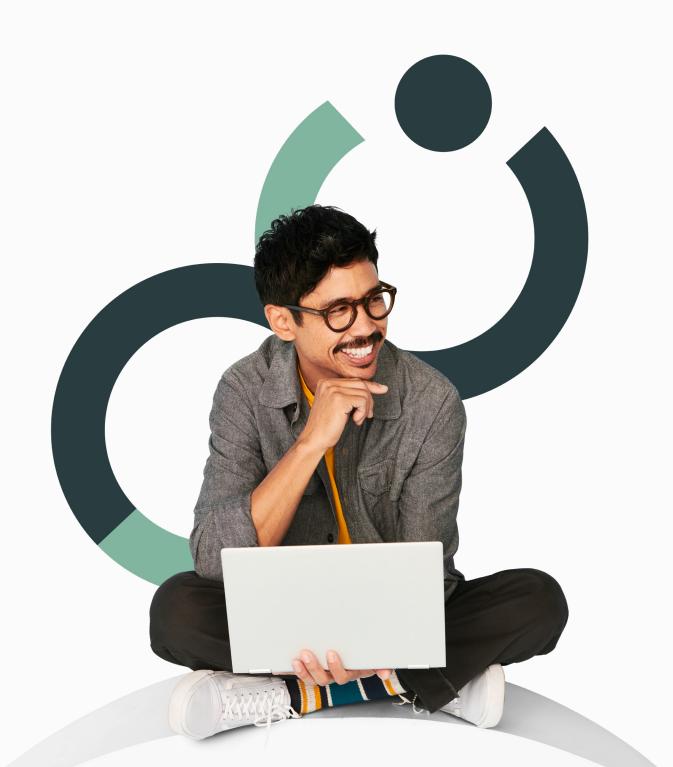# servicenow.

Fact Sheet

Now Platform® Rome release

The Now Platform® Rome release adds more capabilities to deliver cross-enterprise digital workflows enabling organizations to thrive in the new world of hybrid work.

The Rome release helps our customers:

- **Create compelling employee experiences** o guide employees through the moments that matter with *Employee Center* and *Employee Journey Management*.

- **Deliver AI-powered service operations** by identifying opportunities for automation with *Automation Discovery* and keep people productive by helping to predict and resolve problems fast with *AIOps Enhancements*.

- **Solve customer problems fast** by directing agents to the most critical tasks with a new *Focused layout for Customer Service Playbooks*.

- **Rapidly create and configure mobile apps** by enabling developers of any skill level to create engaging experiences with *Mobile App Builder.*

CREATOR WORKFLOWS - Build Connected Cross-Enterprise Workflow Apps Fast

App Engine

App Engine Studio

- **App Engine Studio enhancements:** Scale low-code adoption and set up successful citizen developer programs with brand-new collaboration, governance, and foundational features:

  - **Collaboration:** Give developers the ability to work better together in a fast, intuitive, low-code, visual development environment.

  - **AES and UI Builder support for Delegated Development:** Let admins have defined control over what resources developers can access, as well as what they can do in their environment.

  - **AES Source Control:** Help ensure developers can intuitively and seamlessly build anything they need to make their apps successful.

Mobile

- **Mobile App Builder:** Enable developers to rapidly build and configure mobile apps with deep functionality and guided experiences in a single intuitive interface.

Flow Designer

- **Error Handling:** Automate notifications and remediation of flow errors to keep work flowing.

IntegrationHub

- **IntegrationHub enhancements:** Provide low-code integration embedded in ServiceNow® workflows that removes integration complexity and accelerates time to value. These enhancements include:

  - **IntegrationHub Import:** Simplify and accelerate import of large data sets with a new UI and simple 3-step process, that abstracts away the complexity of import sets with a robust transform engine.

  - **Solution enhancements (Q2-Q3 Store releases):** Speed time-to-value with solutions for common use cases – PW Reset for Google Directory, Access Management Automation, and Virtual Agent integration with Citrix ITSM Connector.

  - **New flow templates (Q2-Q3 Store releases):** Easily add data integration and automation with external systems in App Engine Studio with flow templates for notifications, document management, CRM, DevOps, RPA, and surveys.

Developer Tools

- **Developer enhancements:** Improve the management of ServiceNow plugin-based apps with source control support, automate builds with Headless Browser Support for Automated Test Framework (ATF) testing, and integrate with ServiceNow through a single command line interface with ServiceNow CLI.

IT WORKFLOWS - Build the Future of IT at Speed

IT Service Management

- **Digital Portfolio Management:** Give service, application, and product owners a unified workspace to collectively manage their services, applications, and products throughout their lifecycle. (Planned for Q1 2022)

- **Employee Center**:** Deliver delightful service experiences through a unified employee portal. Increase IT self-service with a standard, out-of-the-box portal for service delivery.

- **Workforce Optimization enhancements:** Optimize demand forecasting by modeling (forecast) scenarios for greater accuracy and manage all on-call schedules in one place in WFO calendar. Includes integrations with third-party Learning Management Systems (OOB integrations with Udemy, Pluralsight and Cornerstone).

- **Process Optimization enhancements:** Give business users actionable insights on process improvements while identifying and remediating issues fast with machine learning cluster analysis.

- **Vendor Manager Workspace enhancements:** Surface the KPIs of vendors on a landing page for immediate overview. New "service credits" help tally refunds from vendors due to performance failures. Leverage KPI groups for greater flexibility with reporting and tracking.

IT Operations Management

- **Unified Agent Client Collector:** Provide a unified single-agent solution that augments IT operations. Monitor events, discover assets and endpoints, and enhance incident response with integrated playbooks for the digital enterprise.

- **Health Log Analytics enhancements:** Detect issues before they occur. Improve user experience with a customizable log viewer with dynamic filter and a new overview dashboard.

- **Site Reliability Metrics:** Improve service performance through defined service level indicators (SLIs). Reduce usage of multiple tools by tracking error budgets and service level objectives (SLOs).

- **Service Mapping Policy-based enhancements:** Provide policy-based acceptance of machine learning recommendations for Service Mapping.

- **Automated TLS Certificate request fulfillment:** Auto-provision for TLS certificate operations. Improve workflow by automating the requesting, renewing, and revoking of TLS certificates through guided setup for custom policies.

CMDB (Configuration Management Database)

- **CMDB Data Workspace:** Improve productivity with a single location for important metrics, activities, and tools for CMDB admins, creating better CI health through improved knowledge and understanding of CI relationships.

- **CMDB Data Manager:** Policy-driven automation of CMDB data management tasks without repetitive, manual inputs. Use a guided wizard to create rules that automate CMDB data management tasks.

IT Business Management*

- **Alignment Planner Workspace enhancements:** Align investments and teams to strategy for hybrid project management. New features include Flexible Planning Hierarchies, Planning with Hybrid Roadmaps, and Milestones and Tracking.

- **Non-Monetary Benefits:** Capture hard and soft benefits to effectively understand outcomes. Gain understanding of the entire project's outcomes by tracking monetary and non-monetary benefits.

- **Resource Management enhancements:** Easier planning for available resources to deliver work fast. View a 'single pane of glass' for both operational and planned work. Increase agility to optimize resources as priorities shift.

- **Universal Request to Ideation:** Improve employee satisfaction. Enhance employee experience by enabling them to easily submit new ideas.

ServiceNow DevOps*

- **Enhancements to integrations:** Integrate SonarQube with ServiceNow DevOps and configure SonarQube scans on Jenkins pipelines. An open data model includes code analysis and security scanning results, enabling the quick addition of custom integrations.

- **Microsoft Azure integrations enhancements:** Deeper pipeline support to simplify management of Azure DevOps. Avoid changing pipelines to connect to ServiceNow through parallel stage support.

- **DevOps change process enhancements:** Add more sophistication to automated change control. Provide a reason back to the Jenkins pipeline when a change is rejected or canceled.

IT WORKFLOWS - Proactively Manage Security, Risk, and Cost

Security Operations*

Security Incident Response

- **Microsoft Azure Sentinel Incident Ingestion integration:** Automate security incident creation from Microsoft Cloud SIEM. Automate mapping of Azure Sentinel incidents to Security Incident Response fields.

- **Zscaler integration for Security Incident Response:** Cloud security threat intelligence accelerates incident response. Enables rapid triage and threat investigation with Threat Look-up and Sandbox Reports.

Vulnerability Response

- **Application Vulnerability Response enhancements:** Centralized visibility into vulnerability exposure across applications and infrastructure. Improve collaboration between Security and Development organizations for fast remediation.

- **Microsoft Threat and Vulnerability Management (TVM) integration:** Orchestrate response to Microsoft TVM. Reduces time to identify owners in large environments. Leverages standard Vulnerability Response data import and CI reconciliation methods.

- **Tenable for Vulnerability Response integration:** Orchestrate response to Tenable findings. Leverages standard Vulnerability Response data import and CI reconciliation methods.

Integrated Risk Management*

- **Use case and role-based Workspaces:** New workspaces designed for 360-degree visibility by role. Perform day-to-day activities more easily with issues, tasks, and quick links all in one workspace.

- **Privacy Management:** Manage privacy risk and compliance in real-time. Centrally maintain regulations, discover where sensitive data is stored, continuously monitor for compliance, drive smart automation, and make the best decisions to build trust.

- **Business Continuity Management enhancements:** Plan, exercise, and recover from business disruptions. Crisis Map allows you to track disaster events around the world. Crisis Management integration with Everbridge Notifications enables communications before, during, and after crisis events.

IT Asset Management

Software Asset Management (SAM)

- **Software Asset Manager Workspace:** Provide recommended activities, alerts, and actionable insights. Consolidate multiple dashboards into a better workspace for day-to-day asset activities while delivering more meaningful and contextual analytics and KPIs.

- **Oracle Updates – BYOL & Publisher Pack**: Add more versatility to your Oracle licensing. Determine Oracle DB license compliance and carry your on-prem licenses over to the cloud.

- **Software Asset Management Playbooks:** A step-by-step success playbook for accurate license entitlements. Increase usability and efficiency through playbook workflows – creating entitlements.

Cloud Insights

- **Cloud Insights Budgeting:** Proactively monitor cloud spend by creating budgets. Create flexible budgets based on tag values.

- **Tag Categories:** Normalize tags in your environment to classify cloud resources and simplify cloud cost reporting. Organize and report on billings from cloud providers.

Hardware Asset Management (HAM)

- **Asset Health Dashboard:** Monitor and act on key metrics for asset discovery, health, and retirement. Receive recommended actions, alerts, and insights based on asset health and interactive location tracking.

- **Return Merchandise Authorization (RMA):** Support return merchandise authorization workflows. Complete RMA tasks – warranty repairs or warranty replacements. Automatically update asset records affected by RMA tasks.

- **Asset Reservations:** Allows users to reserve temporary assets, tracks stages of fulfillment, and helps predict stock levels.

CUSTOMER WORKFLOWS - Connect your customer operations to boost loyalty

Customer Service Management

- **Messaging Service:** Simplify messaging setup by purchasing third-party messaging services directly from ServiceNow. Purchase a fixed value of messaging credits at favorable pre-negotiated rates.

- **Playbooks: Focused layout:** Resolve issues fast with a focused playbook experience. Enable agents to focus on the current task while viewing the full process lifecycle. Display dynamic, contextual data relevant to the current process step.

- **Guided Decisions: Next Best Actions**: Recommend prioritized next best actions to resolve issues fast. Dynamically rank next best actions based on frequency and priority. Quickly deploy guidance via configuration.

- **Customer Data Models for B2B2C:** Support complex business models by easily configuring multi-level B2B2C customer relationships. Enable partners and contacts to create cases for end-consumers.

- **Conversation Autopilot:** Improve agent efficiency by delegating common tasks. Temporarily transfer control of chat to the Virtual Agent. Monitor chatbot conversations and take back control if needed.

- **Rich Messaging enhancements:** Improve customer experiences on their preferred channels. Book, reschedule, and cancel appointments via Virtual Agent on portal or Engagement Messenger. Enable system-initiated conversations on Facebook Messenger, and system and agent-initiated conversations on WhatsApp and LINE.

- **Workforce Optimization enhancements:** Help ensure schedule compliance and manage demand forecast. Use schedule adherence to help ensure compliance with set schedules. Visualize historical and forecast data, and manually adjust demand forecasts and select algorithms.

Field Service Management

- **Field Service Crew Operations:** Manage and assign tasks to crews made up of multiple technicians to support complex work orders. Optimize task assignment and improve dispatcher productivity.

- **Intelligent Task Recommendations:** Maximize the number of tasks a technician can complete per day by reducing gaps in their schedule. Allow technicians to request additional work from the mobile app.

- **Dispatcher Workspace enhancements:** Optimize technician routes to reduce travel time and maximize productive time. Schedule fieldwork based on access hours and improve first-time fix rate.

- **Mobile Timesheets:** Allow technicians to record and submit time entries right from their mobile app. Simplify timesheet management and reduce administrative burden.

Connected Operations*

- **Historical Asset Performance Analysis:** Visualize a history of your equipment data to detect trends, perform root cause analyses, and react quickly and proactively. Perform proactive maintenance to increase asset uptime, reduce truck rolls and increase customer satisfaction.

- **Time-based rules:** This new rule type enables fast issue detection and response. Apply aggregate functions (e.g., average, max, min) against IoT device readings received over a period of time for more precise monitoring and detection of trends. Trigger automated remediation workflows to respond quickly.

- **Device connectivity monitoring:** Help ensure your IoT devices report as expected to help reduce risk and maintain a complete audit trail. Monitor for missed communications to increase reliability of your IoT data.

- **Scaling device data ingestion:** Bring together siloed data from IoT devices so you can monitor your infrastructure across locations. Ingest up to 5x more messages per second and supports up to 100k devices per IoT Bridge.

EMPLOYEE WORKFLOWS - Create Connected & Engaging Experiences for Your Employees

HR Service Delivery

- **Employee Journey Management:** Support managers with templated employee journeys, workflows, and interactions that can be personalized to deliver a more meaningful and connected experience. Measure employee sentiment in the moment and deliver employee-centric learning experiences in the flow of work.

- **Employee Center**:** Provide a multi-departmental service portal that delivers connected and meaningful experiences across HR, IT, Workplace Services, Legal, and Procurement. Deliver omni-channel self-service and curated content experiences to enhance the employee experience from anywhere.

- **Support the Hybrid Workforce:** Empower employees to submit requests, take action on notifications, and chat with virtual agents, while boosting agent efficiency and enabling them to effectively collaborate and complete tasks – all within Microsoft Teams. Allow HR to initiate Microsoft Teams conversations from within ServiceNow to support employee requests.

Legal Service Delivery*

- **Simple Contracts enhancements:** Streamline contract review process and storage. New contract storage providers are available including Microsoft OneDrive and Google Drive.

- **Employee Center**:** Offer a single-entry point for employees to self-service across Legal, IT, HR & Workplace. Improve legal efficiencies by deflecting repetitive questions.

- **Ad-Hoc Approvals:** Get approvals on the fly. Assign approvals for Legal Requests, Matters, Artifacts or Attachments.

Workplace Service Delivery*

- **Workplace Space Management:** Better design and manage spaces. Improve visibility into space utilization to optimize real estate spend.

- **Workplace Reservation Management enhancements:** Enable self-service reservations. Introduce a native mobile experience to manage and create reservations.

- **Workplace Space Mapping enhancements:** Seamlessly navigate the workspace. Ability to search for rooms and employee location using floor maps.

- **Employee Center**:** Offer a single-entry point for employees to self-service across Legal, IT, HR & Workplace. Improve legal efficiencies by deflecting repetitive questions.

Procurement Service Management*

- **Procurement with Project Management:** Simplify spend management for projects. Automated sourcing and purchase requests associated with projects.

- **Procurement for Field Service Management:** Connect field service teams with procurement for simplified buying. Fulfill work orders fast when purchasing parts from non-catalog vendors.

- **Purchasing product bundles:** Buy product bundles fast and realize savings. Simplify item bundling from the product catalog while shopping.

- **Employee Center**:** Deliver connected enterprise service experiences. Save time and effort accessing cross-departmental services, information, and tasks from a single place.

NOW PLATFORM – The Platform for Digital Business

Now Intelligence

- **Automation Discovery:** Identify automation opportunities where ServiceNow applications, such as Virtual Agent, Auto-Routing, and Agent Assist, can be applied. Turn on automation solutions from ServiceNow and increase deflection while lowering MTTR.

- **Virtual Agent enhancements:** Transform user engagement and simplify developer experiences with features including Asynchronous Chat, Virtual Agent Designer, and Conversational Analytics.

- **AI Search enhancements:** Great accuracy and relevancy for an enhanced user experience. Search external content securely, driving a cohesive experience for customers looking for a unified portal solution.

- **NLU Workbench enhancements:** Multilingual Model Management delivers an enhanced workbench experience with multiple ways of translating a model from primary language to secondary language for greater flexibility.

Mobile

- **Mobile App Builder:** Rapidly build and configure mobile apps. Simplify mobile configuration and increase developer productivity with a single intuitive interface.

- **Mobile B2C enhancements:** Unlock new mobile users and use cases with external user support and mobile publishing, and build custom apps with Mobile SDK beta.

- **Mobile Experience enhancements:** Create engaging everyday experiences with native functionality. Includes new features such as Asset Reservation, Universal Linking, and Mobile Onboarding Consolidation.

Now Platform Security

- **Platform Security enhancements:** Increase protection of data with multi-factor authentication and data export metrics for visibility on unauthorized table exports.

- **Platform Encryption enhancements:** Comply with data protection requirements and encrypt data without impacting workflow functionality data.

Now Platform Foundation and Upgrades

- **Employee Center**:** Deliver unified enterprise service experiences to employees. Increase self-service with a standard, out-of-the-box portal for service delivery.

- **Automated Test Framework enhancements:** Reduce upgrade time by automating upgrade testing capabilities. Uses headless testing, new quick start tests and screenshot quality enhancements.

- **Upgrade enhancements:** Use the Upgrade Center to explore and preview release versions to get insights into how an upgrade will impact current configurations. Instance Scan helps set up reactive scans to run automatically on execution tracker failure.

INDUSTRIES

Financial Services Operations*

- **Client / Business Lifecyle Operations:** Speedup onboarding and time to value, while improving compliance. Collect the correct information and documentation the first time to help avoid unnecessary customer friction.

- **Treasury Services Operations:** Realize value from cross-sales more quickly. Replace onboarding paperwork with secure, compliant, routable digital forms and playbooks.

- **Complaint Management:** Prioritize and resolve complaints quickly – with a clear audit trail. Resolve complaints in a consistent, controlled, and auditable way.

Manufacturing*

Operational Technology Management

- **OT Foundation:** Combines data from multiple sources to build a solid data foundation of OT environments. Utilize the Purdue Model to define the different levels of critical infrastructure used in production lines.

- **OT Visibility:** Gain a contextual view of OT assets, dependencies, and relationships. Create a visual map of production processes and dependencies related to discovered OT assets.

- **OT Vulnerability Response and OT Service Management***:** Connect your OT to production processes and digital workflows.

Manufacturing Connected Workforce

- **Manufacturing Foundation:** Build a complete digital footprint and help ensure compliance. Create a visual map of production processes, systems, and dependencies.

- **App Engine for Manufacturing Foundation:** Use App Engine to build and deploy tools for manufacturing processes. Digitize standard processes to support mobile collaboration, extended troubleshooting, problem-solving, and situational decision-making in real-time.

Telecom*

Order Management for Telecommunications

- **In-flight Change Orders:** Reduce manual tasks and improve productivity with in-flight order changes.

- **Service Order Management:** Improve interoperability across customer order management (COM) and service order management (SOM) layers with standards-based integrations.

- **Order Fallout:** Improve customer lifetime value with automated dependencies, alerts, and handoffs that reduce order fallout.

- **Order Capture:** Capture new customer or service orders via any channel and create orders for multiple order line items.

Telecommunications Service Management*

- **Process Optimization for Telecommunications:** Data-driven approach to process optimization that delivers insights to drive improved efficiency in the overall ordering process.

- **Trouble Ticket Open API:** Improve interoperability and reduce integration costs using industry standards to interact with existing applications for creating, tracking, and managing trouble tickets.

Healthcare and Life Sciences*

- **Vaccine Administration Management:** Manage Covid-19 and seasonal influenza vaccinations at scale for patients that want them. Encourage prompt vaccinations with appointment managed online.

- **Pre-Visit Management:** Streamline preauthorization and preapproval processes. Increase visibility to unapproved or denied authorizations in advance.

- **Patient Support Services:** Shorten time to therapy. Offer the convenience of digital patient enrollment.

UPGRADE PROGRAMS – Upgrade to the Now Platform Rome release today

Take advantage of these ServiceNow resources to help you stay current.

- **Simplify upgrades and increase productivity** with Upgrade Center, Automated Test Framework, and Instance Scan.

- **Speed time to value and grow your business** with Customer Success Services, Now Create Methodology, and Release Notes.

- **Reduce risk and protect your business** with Technical Support and Upgrade Assist.

Check out the new Rome release upgrade kit available by general availability, Sept 2021.

*Store Release: Capabilities identified as Store Release are available for download as part of the ServiceNow® store. Most of these capabilities are expected to be included as part of a future release.

** Employee Center is listed under Platform, IT Service Management and HR Service Delivery because it delivers unified employee experiences across these products.

*** Both Manufacturing apps are expected to be released in Q4.

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