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Fact Sheet

Now Platform® San Diego release

With the Now Platform® San Diego release, organizations add new levels of productivity, automation, and innovation wherever work happens with the Next Experience on the Now Platform. The San Diego release helps our customers:

- Revolutionize work with smarter experiences on the Now Platform
    - → **Next Experience** introduces modern, intuitive, and personalized workspaces that engage teams and supercharge workforce productivity on the single platform for digital business.

- Automate and connect anything to ServiceNow
    - → Automate UI actions and connect ServiceNow to modern and legacy systems with RPA, integration, and process automation all on a single platform with **Automation Engine**.

- Accelerate value with purpose-built industry solutions
    - → Modernize **Insurance** operations to create relationships that last.
    - → Create transparent, repeatable processes for **Banking** that save time and costs.
    - → Launch services quickly and streamline ecosystem experiences for **Technology** and Telecom.

CUSTOMER EXPERIENCE

Customer Service Management
Harness the power of the whole company to service the customer

- **CSM Configurable Workspace:** Drive agent productivity with modern visual design and unified navigation. Use dark theme and compact mode to reduce eye strain and scrolling.

- **Order Management:** Allow agents to capture, track, and fulfill orders, give customers visibility on the portal, and import orders from third-party systems.

- **Case Management:** Detect language using AI and resolve cases fast. Provide customer access management by enabling related parties to track cases to improve CX and efficiency.

- **Engagement Messenger:** Continue chat conversations asynchronously over time. Enable guest and authenticated users to continue conversations over several days.

Field Service Management

Harness the power of the whole company to service the customer

- **Field Service Multi-Day Task Scheduling:** Increase dispatcher efficiency. Define tasks of any duration with improved calendaring capabilities.

- **Contractor Management enhancements:** Improve contractor scheduling. Provide visibility into task distribution across contractors using Dispatcher Workspace.

- **Field Service Schedule Optimization****:** Maximize technician utilization. Run nightly batch processes to build highly efficient schedules using AI and ML.

- **Dispatcher Workspace:** Drive productivity with modern visual design. Navigate seamlessly across user interfaces, mark favorites, and leverage navigation history. Reduce manual refreshes. Allow dispatcher to schedule work prior to notifying technicians with Soft Booking.

TECHNOLOGY EXCELLENCE

IT Service Management

Automate and optimize technology service operations

IT Service Management

- **Digital Portfolio Management:** Holistically manage services and applications through their full lifecycle in one unified workspace.

- **Process Optimization enhancements:** Leverage automation to drive greater process efficiencies. Optimize processes more quickly by using AI-powered root cause analysis to uncover undesired process behavior.

- **Virtual Agent enhancements:** Give customers world-class conversational AI capabilities. Provide an intuitive interface to easily manage configuration via the admin console.

- **Walk-Up Experience enhancements:** Improved user experience for the hybrid workforce. Book and manage all walk-up appointments via the self-service portal.

DevOps Change Velocity

- **System health dashboard:** Simple maintenance of the DevOps connectivity to ServiceNow. Gain greater awareness of connectivity health and trends for DevOps integrations with this dashboard.

- **Historical pipeline data importing:** Make a fast start in value stream management by importing historical data for immediate insights. Import elements like Work Items, Commits, Test Summaries and Packages from existing teams.

- **Manual change traceability:** Make a fast start in value stream management by connecting existing DevOps data without altering current change processes. Associate artifact and release versions, build numbers, and other information to manually created change records.

IT Asset Management
Reduce hardware, software, and cloud costs

IT Asset Management (ITAM)

- **IT Asset Offboarding:** Automate the request, reclamation, evaluation, and removal of hardware and software. Simplify technology asset offboarding processes with prescriptive tasks that make work flow.

Software Asset Management (SAM)

- **Content Library Portal:** Intelligently search for technology assets in the expansive ITAM Content Library. Quickly search the ITAM content Library for information on software lifecycle dates, versions, and part numbers.

- **Virtual Agent for Software Requests:** Simplify and automate the software request process. Speed up service delivery times by leveraging Virtual Agent to automate software applications and installations for a simplified end-user experience.

Hardware Asset Management (HAM)

- **Hardware Asset Manager Workspace:** Drive asset manager productivity with a purpose-built workspace. Discover important actions in a single intuitive dashboard for critical hardware asset tasks.

Cloud Insights

- **Reservation Plans:** Optimize spend and usage of AWS and Azure reserved instances. Find discount opportunities by identifying resources to reserve for a committed period.

IT Operations Management and CMDB
Automate and optimize technology service operations

IT Operations Management

- **Cloud Operations Workspace:** Drive IT Operations productivity with purpose-built workspaces. View cloud discovery activities through a brand-new user experience.

- **Unified Agent Client Collector enhancements:** Expand technology visibility with one agent at your fingertips. Help Software Asset Management improve software license allocation with detailed software usage metrics.

- **ITOM Governance:** Utilize the full potential of your cloud migration with new workflows. Increase standardization across cloud resources through policy-based analysis to highlight exceptions.

Configuration Management Database (CMDB)

- **New Service Graph Connectors:** Improve visibility of the modern, cloud-native stack in CMDB. Import data from multi-stack environments such as Service Mesh, APIs, and observability data points.

EMPLOYEE EXPERIENCE

HR Service Delivery
Boost employee productivity and engagement

- **HR Agent Workspace:** Drive HR productivity with a purpose-built workspace. Benefit from increased flexibility and configurability, and enhanced UI branding with Next Experience.

- **Employee relations:** Improve employee relations management. Create a safe space for employees to report concerns with the new Anonymous Report Center.

- **Intelligent experience:** Optimize employee journeys. Provide intelligent service experiences with personalized content enabled by AI-powered recommendations.

- **Employee experience enhancements:** Build unique employee experiences. Enhance curated experiences by creating customizable topic pages and streamlined content authoring.

Legal Service Delivery
Drive efficiencies through global business services

- **Legal Executive Dashboard:** Provide legal operations and the office of the CLO insights to make better decisions. Deliver practice area specific KPI's including backlog, SLA compliance, and average time to resolve.

- **Simple Contracts enhancements:** Expand delivery, approval, and storage of self-service contracts. Assemble contracts dynamically with definable content blocks such as regional law clauses.

- **Legal Counsel Center enhancements:** Improve practitioner productivity, integration, and privacy options. Assign delegates to practice area duties to help ensure follow-through of service requests, matters, tasks, and approvals.

Workplace Service Delivery

Enable a hybrid workplace

- **Workplace Reservation Management enhancements:** Provide self-service workspace reservations and service requests. Book spaces on behalf of teams for group or multi-location reservations, and request room configurations.

- **Workplace Service Mapping enhancements:** Navigate office space and create reservations with interactive maps. Search and create reservations near colleagues on the floor map with new proximity booking.

- **Workplace Service Delivery for mobile enhancements:** Enable seamless employee workspaces on mobile. Provide employees with mobile wayfinding and proximity booking throughout workplace locations.

- **Vaccination Status enhancements:** Simplify the submission and validation of vaccine records. Integration with The Commons Project SMART Card Verifier API to verify vaccine record submissions.

OPERATING EXCELLENCE

Procurement Service Management

Drive efficiencies through Global Business Services

- **Purchase approval clarification:** Simplify sharing of contextual information. Enable better purchase request approval experiences.

- **Purchase request modification:** Change purchase request line items quickly and easily. Enable advanced shoppers to make multiple edits at once to purchase requests.

- **Delivery address validation:** Help ensure smooth deliveries using real and verified address data. Connect to address verification services to validate shipping address at checkout.

- **Virtual Agent enhancements:** Fulfill common inquiries fast with more predefined topic conversations. Scale the procurement organization with a virtual agent to handle less complicated, common requests.

Governance, Risk and Compliance/Integrated Risk Management

Manage risk and resilience in real time

- **Configurable workspaces:** Drive productivity with purpose-built workspaces. Perform day-to-day activities more easily with issues, tasks, and quick links all in one workspace.

- **Intelligence feeds for Vendor Risk Management:** Gain insight into supply chain risks such as ESG. Create a formalized program with tailored questionnaires to assess critical risk areas, including ESG.

- **Business Continuity Management recovery tasks and approval configuration:** Recover more rapidly with a formalized process. Establish new recovery tasks including the order, dependencies, and owners. Orchestrate and track task execution.

Environmental, Social, and Governance

Activate ESG across the enterprise

- **ServiceNow is the platform for ESG across the enterprise:** Existing and new workflows across the entire platform can address various ESG challenges.

- **ESG Management and Reporting with Carbon Accounting Integration:** Elevate your ESG program with strategic, organized, and efficient monitoring and reporting. Establish and monitor goals.

- **ESG Operational Control solution:** Plan, manage, govern, and report on your ESG efforts. strategy, plan and execute projects to turn ambitions into results.

Strategic Portfolio Management

Drive business outcomes

- **Alignment Planner Workspace:** Enhanced planning and tracking to maximize outcome. Create and track milestones at the work item level for projects, demands, and epics to focus on outcome.

- **Digital Portfolio Management:** Holistically manage services and applications through their full lifecycles. Manage services and applications through one unified workspace.

- **Resource Management:** Implement strategy fast with efficient resource planning. Enhance user experience with new date range filtering to set resource duration and advanced resource pagination.

- **Project Workspace:** Drive project manager productivity with a purpose-built workspace. Provide a modern and intuitive UI to define, plan, and manage teamwork.

- **Common service data model (CSDM) alignment:** Enhanced visibility for all products. Provide a framework and guidance on managing shared data across all products on the Now Platform.

BUILD AND AUTOMATE

App Engine
Accelerate innovation with low-code app dev

- **Decision Builder:** Quickly create and populate decision tables. Build business tables within a user-friendly interface.

- **Flow Designer diagramming:** Easily understand complex flow logic with flow diagramming. Understand and track complex workflows with flowchart visual diagramming.

- **Ad hoc playbook activities:** Modify playbooks on the fly for dynamic case resolution. Reduce process friction by adding activities to playbook experiences in runtime.

Automation Engine
Automate and connect anything to ServiceNow

- **Automation Engine:** Automate and connect anything to ServiceNow. Enhance the value of all ServiceNow workflows with an all-new SKU that brings together Integration Hub with RPA Hub in a single offering for the most complete and cost-effective automation and integration for ServiceNow.

- **Robotic Process Automation (RPA) Hub:** Connect legacy systems to ServiceNow and automate repetitive UI-driven actions. Centrally manage digital workers (robots) for automation across their full lifecycle.

- **Robotic Process Automation (RPA) Hub spoke:** Create end-to-end workflow automation on a single platform. Low Code app integration and RPA for ServiceNow workflows, natively in Flow Designer.

- **Integration Hub enhancements**: Drive down IT support ticket volume by automating requests for desktop and mobile software applications-one of the most common request types. Unlock even more IT support productivity and deliver fast self-service resolution for both Windows and now, macOS/iOS endpoints, with the new Client Software Distribution 2.0 solution.

THE PLATFORM FOR DIGITAL BUSINESS: PRODUCTS, SERVICES, PARTNER SOLUTIONS

Next Experience

- **Next Experience:** Introduces modern, intuitive, and personalized work-spaces that engage teams and supercharge workforce productivity on the single platform for digital business.

Now Intelligence

- **AI Search enhancements:** Drive more relevant, personalized experiences to delight customers. Surface answers quickly and efficiently from multipage articles and knowledge bases with AI Search.

- **NLU Workbench enhancements:** Greater support and accuracy for an enhanced user experience. Simplify model creation with the ability to create models via .CSV imports, pre-built models, or start from scratch.

- **Virtual Agent enhancements:** Modernize admin experiences and deliver new insights. Configure and manage both virtual and human agents from a single, modern admin console.

- **Agent chat enhancements:** Better resource agents to give users piece of mind.Define and manage an agent's workload across all service channels with universal capacity.

Mobile

- **Mobile UI enhancements:** Personalize mobile experiences with a modern-ized look and feel. Engage users with embedded videos in mobile cards.

- **Mobile Usability enhancements:** Create engaging everyday experiences with native functionality. Navigate dynamic maps to find and reserve assets across your organization.

- **Mobile App Builder and Mobile Card Builder enhancements:** Rapidly build and configure mobile apps. Build and configure all mobile components in a single, intuitive interface.

Platform Security

- **Cloud Encryption:** Help protect data-at-rest across the infrastructure layer. Protect sensitive data with high-performance AES 256-bit encryption to help ensure compliance.

- **SCIM (System for Cross-domain Identity Management):** Manage user identities more easily in cloud-based applications and services. Simplify interoperability and integration with identity management systems, such as Azure Active Directory, Okta, and others, using a standard-based solution.

- **PCI Configurations Control Source:** Increase customer confidence in their PCI-DSS compliance. Track and manage security configurations easily with a simple, intuitive user interface.

Platform Foundation

- **Application Insights:** Visualize and monitor ServiceNow instance performance. Monitor key metrics with multiple breakdowns.

INDUSTRIES

Financial Services Operations

Banking
Sync account activity across internal departments to deliver trusted, convenient banking

- **Deposit Operations:** Create transparent repeatable processes that save time and cost.   Complete work fast by streamlining and automating the most common deposit account requests.

- **Client Lifecyle Operations:** Reduce the time spent collecting information over the client lifecycle. Manage account updates, including notice of death processes, in a timely and consistent manner.

- **Core capabilities:** Provide expert service with curated views of real-time information. Improve employee productivity with role-based, real-time views of client information through The Customer Central and Relationship Manager Workspace.

Insurance
The platform to modernize insurance

- **Personal and Commercial Lines Servicing:** Become agile, digital, and customer-centric. Resolve customer issues fast by connecting distribution, underwriting, and servicing teams.

- **Complaint Management:** Help carriers avoid reputational damage by addressing the root cause of complaints. Prioritize high risk complaints by structuring work and applying internal SLAs.

- **Insurance data model:** Accelerate modernization across the enterprise. Implement and build quickly with an industry-specific data model extension of our single core platform data model.

- **App Engine**: Empower citizen developers to solve problems fast with low-code application development. Innovate, collaborate, and build four times faster than with traditional development tools by using App Engine.

- **Now Platform security:** Highly available and fault tolerant infrastructure helps protect data security and boosts resiliency. Protect sensitive data from most attacks and breaches, both in transit and at rest.

Telecommunications
Drive efficiency and flexibility for communications service providers

Order Management for Telecommunications (OMT)

- **Enhanced order capture:** Capture complex order scenarios with a single user interface. Reduce manual repetitive tasks by replicating a product's configuration for multiple locations.

- **Staggered order decomposition:** Drive the accuracy and efficiency of complex order orchestration. Improve accuracy with staggered decomposition workflows, powered by internal and external data.

- **Quantity-based order decomposition**: Automate workflows for quantity-based order decomposition reducing repetitive tasks for orders that contain two or more products, regardless of configuration.

- **Product Order API enhancements:** Increase flexibility to support in-flight order changes. Enable agents to support in-flight order updates.

Telecommunications Service Management (TSM)

- **New TM Forum Open APIs:** Integrate more easily using out-of-the-box industry standard APIs. Rapidly add products and related technical requirements to the ServiceNow Product Catalog using Product Catalog Open API (TMF620).

- **Streamlined application publishing:** Accelerate time to value when delivering new applications. Save time by distributing Service Bridge (formerly called eBonding) catalog content directly to your enterprise customers.

Manufacturing
Connect the value chain with a single system of action on the Now Platform

Operational Technology Management (OT)

- **OT Vulnerability Response:** Stay ahead of OT vulnerabilities and risks with a holistic approach. Effectively monitor all systems and ecosystem of partners to create a single view of related OT asset vulnerabilities.

The Total Economic Impact™ of App Engine Powered by The Now Platform, a January 2021 commissioned study conducted by Forrester Consulting on behalf of ServiceNow.

- **OT Service Management:** Integrate OT into production processes with digital workflows. Accelerate incident resolution with built-in machine learning and contextual help to reduce bottlenecks.

Technology

Technology Provider Service Management

- Transform customer care and operations to better meet customer needs. Seamlessly connect customers to operations and the ServiceNow value chain and reduce the cost-to-serve with integrated self-service and Service Bridge.

- **Digitized workflows across teams**: Bring customer care and operations together to delight customers. Seamlessly connect customers to technical teams and ServiceNow partners with integrated self-service and Service Bridge.

- **Industry data model:** Make work flow seamlessly across customer-facing and technical teams. Unify processes across organization with the Industry Data Model.

- **Service Bridge:** Connect buying, support, and service experiences fast with Service Bridge. Empower customers that use ServiceNow with a rich self-service experience across the value chain.

Order Management for Technology Providers

- Streamline order management and scale. Accelerate time-to-market and revenue with efficient order process design, and order delivery and supplier onboarding.

- **Dynamic order processing:** Streamline order management and scale. Accelerate time-to-market and revenue with efficient order process design, order delivery and supplier onboarding.

- **Product catalog:** Launch products and services fast. Accelerate time-to-market with a robust product catalog and data model, and configurable and reusable processes that require minimal testing.

- **Order visibility:** Drive customer success and lifetime value. Keep customers informed with status updates as order progresses, including order completion.

Upgrades

Upgrade to the Now Platform San Diego release today. Take advantage of these ServiceNow resources to help you stay current

- **Instance Scan:** Get critical instance insights for smoother upgrades.

- **Upgrade Center:** Preview, manage, and monitor upgrades with greater ease.

- **Automated Test Framework:** Reduce upgrade time by automating manual testing and remediation.

Check out the new **San Diego release upgrade kit** available by general availability, late March 2022.

*__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.

**__Limited Access:__ Capabilities identified as Limited Access are not generally available but are fully tested and supported. They are only provided to a limited number of pre-selected customers for evaluation. Limited Access capabilities may be generally available in the next Now Platform release.

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