

Fact Sheet

Now Platform® TOKYO RELEASE



Accelerate business innovation and supercharge experiences for your organization so it simply works better with the Now Platform® Tokyo release. The Tokyo release helps ServiceNow customers:

- Boost engagement and productivity with customer and employee experiences
 - Drive the retention and productivity of employees and customers in Next Experience with Service Operations Workspace, **Manager Hub**, Order Management, Schedule Optimization, and **Admin Center, part of ServiceNow Impact**.
- Supercharge intelligence and trust for operations and security
 - Leverage enhanced operations around intelligence and automation with **Issue Auto Resolution**, Task Intelligence, Automation Center, DevOps Config, and Operational Resilience.
 - Experience increased platform security and privacy with **ServiceNow Vault**, a new security offering.
- Accelerate value with purpose-built solutions
 - Navigate the future with purpose-built solutions and provide the agility to pivot amidst macro-economic challenges with **Enterprise Asset Management, Supplier Lifecycle Management, ESG Management, Telecommunications Network Inventory**, and Legal Investigations.

CUSTOMER EXPERIENCE

Customer Service Management

Harness the power of the whole company to service the customer

- **Order Management:** Define and apply multiple price lists with different effective dates, fixed bundles, and products with various attributes in a visually rich single page view. Enable customers to submit orders 24/7 without waiting for an available agent.
- **Task Intelligence for Customer Service:** Resolve customer cases fast with automation and AI. Auto-populate fields, detect customer sentiment, and extract attachment data for more complete case files.
- **Industry Data Models:** Unify business operations across internal and external business locations. Define and register external business locations (franchise, dealership, etc.) and staff.

- **Sidebar:** Collaborate with other agents and SMEs in a single panel to resolve cases more efficiently. Use AI Search to look for previous discussions, and favorite messages of importance to save them for future reference.

Field Service Management

Harness the power of the whole company to service the customer

- **Territory planning:** Optimize service territories. Minimize coverage overlaps, improve scheduling, and visualize people, tasks, and assets with an interactive territory map.
- **Schedule optimization:** Maximize scheduling efficiencies by prioritizing business objectives and scenario KPIs. Enhance real-time, in-day schedules and automatically balance multiple priorities.
- **Capacity and reservations management enhancements:** Schedule resources efficiently by managing employee workload capacities. Optimize capacity usage by leveraging internal and external resources to meet appointment booking needs.
- **Inventory management enhancements:** Streamline part sourcing and maintain inventories. Field resources can search for, transfer with peers, select, and request multiple parts.
- **Planned work management:** Address maintenance needs with greater flexibility by automating recurring visit schedules, creating plans that support inspecting multiple assets at a single location, and defining exceptions that occur from the early completion of work and cancellations.

TECHNOLOGY EXCELLENCE

IT Service Management

Automate and optimize technology service operations

IT Service Management

- **Admin Center:** Part of ServiceNow Impact™, a value acceleration solution built on the Now Platform designed to help customers achieve faster time to value. Admin Center streamlines the customer journey with a centralized admin experience, working as a single destination for platform owners and administrators to better understand ITSM and other platform capabilities.
- **Service Operations Workspace:** Unified experience for IT service and operations management. Deliver fast and consistent resolutions for further remediation with incident playbooks for ITSM and ITOM.
- **ITSM Pro+:** Deliver immediate and ongoing value from Virtual Agent with white-glove implementation and update services. Simplify purchasing and increase ROI with the ITSM Pro+ bundled SaaS and services package.

- **DevOps Config:** Centralize the management of DevOps configuration items across applications, releases, environments, and infrastructure.
- **DevOps Change Velocity enhancements:** Support for GitHub Actions and Azure DevOps Artifacts.

IT Asset Management

Reduce hardware, software, and cloud costs

IT Asset Management (ITAM) “better together” solutions

- **Asset Management Executive Dashboard:** Enable executives to view the health and lifecycle of all software, hardware, and cloud technology. Manage KPIs to help save costs, reduce risk, and identify which assets are in various lifecycle stages.
- **License and cloud cost simulator:** Estimate the cost of moving licenses from on-premises to cloud, and build a business case for moving resources based on utilization and software/hardware end-of-life. Simulate and compare the cost differences between on-premises virtual machines and VMs on both AWS and Azure.
- **Contract and renewal management:** Simplify renewals with a guided experience and highlighted recommendations for renewing software and hardware contracts. Leverage a streamlined workflow for automating hardware warranty and maintenance contract renewals.
- **Technology standards and onboarding workflows:** Enable enterprise architects to govern and advise the organization on approved standard software technologies. Simplify onboarding a new technology using SAM, APM, and Service Catalog to manage and rationalize technologies and define and track the lifecycle stages relevant to each asset type.

Enterprise Asset Management (EAM) – new!

- **Enterprise asset lifecycle management:** Enable strategic asset planning and reduce Capital Expenditures (CapEx) with visibility into the entire enterprise asset estate. Automate the full lifecycle of physical business assets from planning to retirement, and make business decisions based on asset financial data such as costs, values, depreciation, and spending reports.
- **Enterprise asset inventory management:** Operate stockrooms efficiently by deploying assets in inventory and easily executing transfers across warehouses. Automate request, replace, and refresh workflows to enforce policies that bolster loss prevention efforts.

Software Asset Management (SAM)

- **Software asset management success tracking:** Increase efficiency in measuring the success of asset management teams by creating and tracking self-defined success goals and activities. Identify related potential and actual savings that can be reported up to the executive dashboard.

Hardware Asset Management (HAM)

- **Asset workspace – procurement – sourcing:** Enhance inventory sourcing with the consumption of local stock, storeroom transfers, and purchase orders all from one sourcing workflow.

Cloud Insights (CI)

- **Google Cloud cost management:** Integrate with the Google Cloud platform to leverage cloud usage, billing data, and multi-cloud resource spend for Google, AWS, and Azure. Create spending showbacks and optimization recommendations for financial operations teams and other cloud-responsible parties.

IT Operations Management and Configuration Management Database

Automate and optimize technology service operations

IT Operations Management (ITOM)

- **Real-time search visibility in Health Log Analytics:** Ingest, index, and visualize Elasticsearch data in real time.
- **Accelerated root cause analysis:** Review how DevOps configuration item (CI) changes modify configuration data values, and assess them against policies to resolve, reverse, and modify noncompliant changes to related incidents.
- **Cloud management enhancements:** Optimize a multicloud strategy by simulating cloud migration costs for Azure and AWS. Control the growth of cloud inventory and compare providers over time.

Configuration Management Database (CMDB)

- **CMDB attestation with smart detection:** Confirm critical CIs are present with the attestation widget, and attest discovery items automatically with the smart detection feature.
- **Intelligent CMDB Search:** Search multiple queries in the CMDB using natural language, and receive AI guidance to select the best search terms.
- **Multisource CMDB enhancements:** Harmonize technical intelligence by accessing all data points including discrepancies from multiple systems. Leverage user roles to allow select users access to complex multisource data and settings.

Security Operations

Transform Security Operations

Security Incident Response (SIR)

- **Data Loss Prevention (DLP) Incident Response:** Integrate with DLP products such as Symantec, Netskope, and Proofpoint to import incidents from multiple sources such as endpoint, network, email, and cloud. Allow remediation workflows involving end users, managers, and DLP operations teams with automated incident assignment and escalations.

Vulnerability Response

- **Patch Orchestration:** Integrate Vulnerability Response with Microsoft SCCM and HCL BigFix to automate patch orchestration. Enable security and IT teams to quickly identify patches for critical vulnerabilities and schedule patch updates from Vulnerability Response.
- **Cloud security integrations:** Gain visibility into deployed cloud container image vulnerabilities and drive prioritization. Enable remediation workflows for security and application development teams to quickly address critical vulnerabilities in container images.
- **Cloud security integrations for configuration compliance:** Prioritize and remediate cloud configuration issues. Identify configuration violations in your cloud environments against benchmark standards such as AWS and Azure CIS.

EMPLOYEE EXPERIENCE

HR Service Delivery

Boost employee productivity and engagement

- **Manager Hub:** Enhance the manager experience with a comprehensive single place for viewing teams' journeys, daily stats, pending learnings, important dates, and even receive notifications to act on employee tasks and requests.
- **Journey designer:** Automate workflows and empower managers to personalize journeys or tasks with AI-powered learning recommendations. Gain insight into employee satisfaction within journeys and quickly act on feedback.
- **Issue Auto Resolution for HR:** Resolve routine employee requests quickly with AI-powered automation. Leverage Natural Language Understanding (NLU) to analyze unstructured requests and deliver self-service content across Microsoft Teams, SMS, and email. Identify critical or sensitive cases and route them directly to a higher-level agent when needed.

OPERATING EXCELLENCE

Supplier Lifecycle Management - new!

Transform procurement operations

- **Supplier Management Workspace:** Leverage a single workspace to actively create, manage, and complete supplier-assigned cases and tasks. Manage supplier master information and intelligence and gather up-to-date data through third-party data source integrations.
- **Supplier onboarding:** Orchestrate all teams needed to onboard suppliers such as legal, GRC, procurement, finance, and more in a unified and flexible playbook. Coordinate both supplier-side and company-side tasks to help ensure timely and accurate information.
- **Supplier collaboration portal:** Enable suppliers to collaborate directly on cases and view, monitor, and update their own data. Allow multiple supplier contacts to work on and subdivide tasks to legal, finance, and procurement SMEs as needed.
- **Supplier intelligence:** Access all the information known about a supplier aggregated from ERPs, internal data sets, and third-party data sets in one cohesive view. Pull third-party supplier information that includes supplier intelligence, news, finance, and more from a wide set of data sources.

Governance, Risk and Compliance/Integrated Risk Management

Manage risk and resilience in real time

- **Scenario Analysis for Operational Resilience:** Resolve service disruptions before they become a business risk by monitoring and helping predict impacts and disruption scenarios.
- **DevOps Accelerator:** Embed policy exception handling in the development process to help ensure compliance issues are addressed without stopping development. Continuously monitor controls for compliance and provide evidence for audit.
- **Metrics and Risk Heatmap:** Identify and track risk on new data types and gain insight into the criticality of each risk along with its trajectory.

Legal Service Delivery

Drive efficiencies through global business services

- **Legal Investigations:** Formalize all steps in the internal complaints process with a legal matter template that includes interviews, evidence collection, and recommended actions. Register complaints from Employee Center, anonymous reporting center, or email and track the progression of an investigation with reports, dashboards, and a detailed audit history.

- **External storage enhancements:** Configure out-of-the-box cloud document storage integrations including Box, OneDrive, and Google Drive. Simplify legal request submission through automatic attachment and document upload to a cloud storage provider for easy reference, access, and editing.
- **Universal Request support:** Provide a single point of reference for employees to make requests to any department, including legal. Route requests to appropriate legal teams for follow-up and easily transfer requests for additional action from legal to other departments while keeping employees informed throughout.

Environmental, Social, and Governance

Activate ESG across the enterprise

- **Calculated metrics:** Calculate metrics that provide actionable insight into ESG performance, such as carbon emissions, within the ESG management tool. Report data using multiple normalization metrics, like the average philanthropic giving per employee or carbon emissions per unit of revenue.
- **Carbon accounting using emission factors and calculated metrics:** Calculate greenhouse gas (GHG) emissions granularly using emission factors and calculated metrics.
- **Spreadsheet-style data entry UI:** Simplify data entry by organizing data in a spreadsheet-style format and showing metric-related information such as dates and documentation in a pane alongside the data table.

Strategic Portfolio Management

Drive strategic outcomes

- **Alignment Planner Workspace (APW) enhancements:** Strategically deliver outcomes by setting goals and targets across the organization. Visualize relationships between planning items across portfolios to prioritize work items and resolve conflicts quickly.
- **Export to PowerPoint:** Quickly generate custom status reports for ease of communication and alignment.
- **Financial metrics:** Enable project managers to confidently reforecast project costs when changes occur.

HYPERAUTOMATION AND LOW-CODE

App Engine

Accelerate innovation with low-code app dev

- **App Engine Management Center:** Track all app development lifecycle events and developer activities from a single dashboard. View app status and identify bottlenecks at any point between development and deployment/production.
- **Table Builder:** Lower the barrier to citizen development with a streamlined app development experience that feels similar to popular spreadsheet platforms. Build new apps such as a table, forms, or flows quickly and with low code.
- **App Engine Studio Formula Builder:** Expand low code to more citizen developers with an easy and familiar spreadsheet platform experience. Simplify formula building by allowing formulas to be built within table fields, enabling users to create more complex apps.
- **App Engine Studio inline dashboard editing:** Configure visual business dashboards in workspaces easily without leaving the low-code environment. Edit visualization types, configure data sources, and change labels completely inline without any code.
- **App Engine Studio AI search integration:** Enhance workspaces with AI Search built into the UX for a better, faster search experience in portal and mobile. Get customized search results and take actions directly from the results page.
- **App Engine Studio app template sharing:** Improve low-code governance with custom and out-of-the-box app-template access control and visibility for admins. Reuse proven app templates for faster development and reduced error risk.
- **App Engine Studio custom app templates with richer features:** Create app templates with additional platform features and powerful capabilities, such as SLAs, email notifications, dictionary overrides, REST messages, and basic authentication.
- **Flow Designer enhancements:** Enhance workflow reviews and reduce change risks with read-only views for users and stakeholders.
- **Process Automation Designer enhancements:** Create complex process variants efficiently by building new processes from an existing process definition and duplicating tested processes.
- **Pro development enhancements:** Convert ServiceNow Store apps to in-development apps and submit deployments in parallel without causing collision by using continuous integration and continuous deployment (CI/CD).

Automation Engine

Automate and connect anything to ServiceNow

- **Automation Center:** Discover, prioritize, and manage automation through the full lifecycle and leverage the full business value of vendor-agnostic automation in a central workspace.
- **Document Intelligence:** Automate document data extraction from lists and tables and integrate into ServiceNow workflows. Leverage Document Intelligence spoke and flow templates to simplify workflow integration.
- **Cloud Deployment Automation:** Automate the AWS CloudFormation request process fast with out-of-the-box catalog items and flows that offer built-in spoke actions. Accelerate the fulfillment of cloud deployment requests and simplify approvals with pre-built, configurable decision tables.
- **Out-of-the-box Process Automation Designer (PAD) activities:** Accelerate time to value and enable process owners to build cross-enterprise workflows faster. Improve citizen developer productivity with reusable, out-of-the-box activities for common DocuSign, Adobe Sign, Microsoft Teams, Slack, and Now Platform use cases.

EMPLOYEE EXPERIENCE

Workplace Service Delivery

Enable a hybrid workplace

- **Workplace Indoor Mapping:** Import floor plans and manage directions and points of interest with native indoor mapping that allows for reservations and available workspace views.
- **Workplace Reservation Management enhancements:** Simplify the reservation experience by adding visitors and attendees, virtual meeting invite links, and marking spaces as favorites.
- **Workplace Service Delivery for mobile enhancements:** Capitalize on native mapping and reservation capabilities by allowing users to navigate to colleagues, pre-fill reservation values, and send push notification reminders.
- **Workplace Calendar Synchronization enhancements:** Optimize calendar scheduling by syncing multiple calendar providers and environments in the reservation system and indicating how reservations will appear for attendees – free or busy.
- **Workplace Space Management enhancements:** Manage the space lifecycle by tracking activation and retirement dates and allowing spaces to be used flexibly or permanently.

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

Next Experience

- **Admin Center:** Part of ServiceNow Impact™, a value acceleration solution built on the Now Platform designed to help customers achieve faster time to value. Follow a guided experience to install and configure ServiceNow solutions, including application recommendations based on instance maturity.
- **Platform Analytics Workspace:** Leverage cross-platform user experience and log analytics data in a dedicated workspace. Design, build, and configure complex dashboard visualizations with in-line editing and advanced UI builder components.
- **AI Search:** Powerful intelligent search in configurable workspaces. AI Search offers a robust, intelligent search capability that makes it easy for service delivery workers to find the information they need to resolve issues fast.
- **Sidebar:** Offers a real-time messaging application for Next Experience that connects coworkers so that they can easily and privately collaborate with individuals or groups while they work.

Now Intelligence

- **Task Intelligence:** Deliver fast resolutions with AI-powered task creation and triage. Understand sentiment to prioritize efforts, categorize cases to route them correctly, and autopopulate fields with Document Intelligence.
- **Process Optimization enhancements:** Discover and analyze processes to maximize performance with multi-dimensional process mining.
- **AI Search enhancements:** Leverage search-based autocomplete suggestions to get users to the correct destination. Expand language support to traditional and simplified Chinese-character tokenization.
- **Virtual Agent enhancements:** Enhance customer conversation experiences by detecting and translating to the end user's language, routing conversations with topics in Slack and Microsoft Teams, and sending interactive voice responses (IVRs).
- **NLU Workbench enhancements:** Enhance usability to make the model management process more intuitive and easier to use.

Mobile

- **Mobile Agent enhancements:** Drive agent productivity with offline record creation, updating, and viewing. Allow agents to upload multiple media files simultaneously and toggle between map and list views for all points of interest.

Platform Security

- **ServiceNow Vault:** Protect business-critical applications with premium platform security and privacy controls. Help increase data compliance, anonymize specified data fields, and manage digital credentials across the organization.
- **ServiceNow Platform Encryption:** Help increase privacy policy compliance with cost-effective encryption that works for both a ServiceNow and customer managed key (BYOK).
- **Adaptive Authentication for mobile devices:** Make a fast start with secure authentication for ServiceNow instances on registered and trusted mobile devices regardless of physical location. Increase mobile user productivity and authenticate them with context-based authentication to remove vulnerabilities.

Platform Foundation

- **Upgrade plans:** Accelerate upgrades by packaging applications into an Upgrade Plan and reduce upgrade errors by configuring them on a nonproduction environment to help ensure desired behavior.

INDUSTRIES

Financial Services Operations

Banking

Optimize banking processes and integrations with secure and intuitive hyperautomation

- **Card Operations:** Digitize card dispute management and provide transparent status visibility to cardholders and employees. Improve resolution time and costs by categorizing dispute submissions with thresholds and meet regulatory requirements when resolving disputes using SLAs.
- **Socure integration:** Quickly deploy and create new automated onboarding processes with out-of-the-box Socure connectivity. Provide seamless client experiences with automated verification and approval.

- **Adobe Sign and DocuSign Integration:** Secure client information with authentication, encryption, and tamper-evident seals. Speed up the agreement process by enabling multiple clients and employees to collaborate on a single document and sign from anywhere with convenient mobile and portal access.
- **Document Processor:** Automate and integrate core document information into existing processes for a cohesive, uninterrupted flow of content. AI-powered DocIntel auto-extracts information and helps reduce processing time, mistakes, and repetitive requests.

Insurance

Harness the power of the full insurance ecosystem to deliver a frictionless experience

- **Commercial Lines Claims:** Automate the commercial claims process end-to-end and increase straight-through processing with intelligent assignment. Improve customer satisfaction with real-time visibility into commercial claims status for carriers, distribution partners, and policyholders.
- **Group Life Servicing and Individual Life Servicing:** Improve the policy servicing process for customers by empowering employee access to contextual customer information that supports empathetic servicing. Enable group life, individual life, disability policyholders, and distribution partners to self-serve, engage, and initiate requests through any channel.
- **Document Processor:** Automate and integrate core document information into existing processes for a cohesive, uninterrupted flow of content. AI-powered DocIntel auto-extracts information and helps reduce processing time, mistakes, and repetitive requests.

Healthcare and Life Sciences

Activate more personalized care by automating operations across health systems

Healthcare and Life Sciences Service Management (HCLS-SM)

- **Patient Portal:** Enable patients and their families to securely access a robust suite of healthcare services such as immunizations, requests, to-dos, reminders, and more in a single place. Allow hospitals and health systems to leverage their EMRs or any other system of record to build a customizable, branded portal to deliver a frictionless patient experience.
- **Redox integration:** Deliver seamless interoperability and sync medical record system data by connecting EMRs with ServiceNow. Unify technology environments that use multiple EMR systems and transmit real-time data across a network of provider, payer, and product organizations.

Telecommunications

Optimize network investment and launch services fast

Telecommunications Network Inventory (TNI) – new!

- **Network Inventory Workspace:** Leverage personalized configurable workspaces for enhanced visibility to track and manage network build and operation metrics. Advanced visualization provides a zoomed-out graphical view of any complex network topologies and enables quick drill down into equipment to see details such as available slots and ports.
- **Network Modeling and Templates:** Quickly model equipment and easily design complex templates in one platform. Accurately capture and maintain the entire lifecycle for all network inventory with the Resource Inventory Management API.
- **Network Design and Assign:** Design complex equipment configurations to deliver end-to-end services and minimize service disruption. Automate network service creation by setting design criteria to automatically assign a particular network path and initiate change.

Telecommunications Service Management (TSM)

- **Catalog versioning:** Increase flexibility by allowing product managers to make changes to published catalogs and seamlessly implement catalog updates without disrupting the order fulfillment process.
- **Horizontal Catalog Dependencies:** Implement compatibility rules for products and services that include or exclude dependencies with another product or service to help ensure the customer receives what they ordered.

Order Management for Telecommunications (OMT)

- **Order Orchestration Visualization:** Easily keep track of order fulfillment status with a single graphical view. Leverage granular details of all orders in a hierarchy visualization that enables agents to quickly report a customer's status on any specific order.
- **Enhanced Order Capture:** Effortlessly disconnect and make changes to existing orders from a single workspace. Agents can easily select the required inventory to modify and capture the required changes to the order by leveraging a list of existing inventories for a product or service.

TMI Forum Open APIs

- **TMI Open API Conformance Certification:** Simplify integration efforts with out-of-the-box Open APIs. Create, track, and manage incidents with the Trouble Ticket Open API (TMF621) and accelerate time to monitor with the Alarm Management Open API (TMF642).

Manufacturing

Manage and protect Operational Technology (OT) assets

Operational Technology Management

- **Vulnerability Response V3:** Enable plant managers to isolate and prioritize security remediation on an enterprise-wide level quickly by identifying the most at-risk lines and locations. Determine how the vulnerability of an asset impacts the aggregate risk of production cells, lines, and whole sites where the asset exists.
- **POWER (Pre-import OT Worksheet Entry Review) Tool:** Accelerate digital transformation and reduce manual logs by automatically ingesting data from various spreadsheets without having to fit a predefined template. Input data site-by-site while the tool handles data reconciliation and aggregation and can even import additional context.
- **AMAZING (Automated Mapping Associating Zone-based IP Network Groups):** Automate the assignment of OT assets to an ISA entity using IP addresses. Upload subnets to ServiceNow from authoritative sources like NetDB and Firewalls, and easily map those subnets to equipment model entities.

Public Sector / Government

Serve individuals, organizations, and agencies on one platform

- **Business Services Support:** Empower businesses and other entities with the ability to initiate requests via self-service while providing increased transparency on statuses. Leverage a consolidated record of the business and its history of interactions across all channels, request types, and employees.
- **Agency Services Support:** Digitize and automate by creating workflows for agency-to-agency services. Enable inter-agency requests by allowing agencies to make a request from another via self-service.

Technology

Power everything-as-a-service and a connected ecosystem

Technology Provider Service Management (TPSM)

- **Remote task in Service Bridge:** Collaborate effortlessly and task teams across the ServiceNow ecosystem without building costly integrations. Leverage ServiceNow's network effect to transform enterprise customer support and managed services delivery.
- **Authorized user in Service Bridge:** Help ensure security by controlling user access for service requests at the catalog level across the ServiceNow ecosystem. Enable customers and partners to authorize users as needed and provide user identification for requests made.

Order Management for Technology Providers (OMTP)

- **Order orchestration visualization:** Monitor order completion with an intuitive view that shows dependencies and progress for each order component. Work proactively with other teams to quickly resolve order issues, minimize delays, and keep customers informed throughout.
- **Order capture for customer changes:** Leverage a single workspace for customer's product and service inventory data to process change and cancellation orders efficiently. Support more complex use cases with configurable line items to capture the to-be characteristics and values of orders.
- **Product catalog versioning:** Update existing products and services quickly with versioning support and keep order fulfillment operations simple with the reuse of existing order fulfillment processes.
- **Horizontal product catalog relationships:** Reduce common ordering errors by setting inclusive or exclusive compatibility rules for products and services. Trigger workflows automatically when orders require other products or services.

UPGRADES

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

- **Upgrade Plans:** Accelerate upgrades by packaging applications into an Upgrade Plan and reduce upgrade errors by configuring them on a nonproduction environment to help ensure desired behavior.
- **ServiceNow Upgrades and Patching community:** Leverage the ServiceNow community to ask questions, get tips, and share knowledge with other community members. Join the latest community events and virtual webinars hosted by ServiceNow experts to stay up to date on all things ServiceNow.

ServiceNow Impact

Unleash the complete value of ServiceNow through a unified, personalized experience

Instance performance tools

- **Admin Center:** In-instance application providing self-service guidance for faster adoption. Accelerate results by easily discovering, installing, and configuring ServiceNow solutions.
- **Instance Health Monitoring:** Realize value faster with AI-driven value acceleration and proactive insights based on instance health. New key takeaways provide recommendations and next steps to act upon if the HealthScan scorecard is low.

Accelerators

Fixed-scope offerings with ServiceNow experts to accelerate results

- **Jumpstart Your Automated Test Framework:** ATF allows system admins to complete updates faster, reduce risk, and quickly remediate customization issues by automating the manual testing process. Leverage ServiceNow expert help to validate testing and configuration needs and set up ATF to gain confidence and assurance that the instance is working properly so changes can be promoted to production fast.
- **Jumpstart Your App Engine Studio:** Give system admins a head-start by empowering their users to develop applications using low-code tools with guided setup, pre-defined templates, and workflows. ServiceNow experts will provide App Engine Studio users a deep dive on capabilities, walk them through leading practices, and provide time to ask detailed questions specific to their organization.

Check out the new [Tokyo release upgrade kit](#) available by General Availability, September 2022.



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