

servicenow

Fact Sheet

Now Platform[®] UTAH RELEASE



Put “YES” to work with the Now Platform® Utah release. Create value across your organization faster with simplified experiences, purposeful automation, and organizational agility.

- Deliver simplified experiences that drive productivity and satisfaction with Next Experience—**Theme Builder, mobile theming, and workspaces.**
- Drive purposeful automation, optimizing processes to reduce cost and maximize efficiency with **Process Optimization and Workforce Optimization expansion.**
- Create organizational agility to innovate faster with flexibility and scale with the new product introduction of **Health and Safety** for workplace incident management.

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

Next Experience

- **Theme Builder:** Easily create and manage branded themes to engage users and automatically create themes with an intuitive, guided experience. Preview themes and image abstractions before sending to production and edit and fine-tune themes to meet specific branding needs.
- **Unified theming in mobile apps:** Create a consistent visual experience across web portals and mobile apps by maintaining a unified, branded theme across all user experiences.
- **AI Search:** Make it easy for service delivery teams to find the information they need to solve issues fast. Enable enhanced relevancy and a unified search experience with advanced search features such as auto-complete suggestions, typo handling, and exact match.

Now Intelligence

- **Process Optimization expansion:** Provide in-depth, actionable analysis of processes to improve business outcomes with expanded availability of in-platform process mining. Leverage AI-powered root cause analysis and explore bottleneck and variation analysis with direct drilldown into process maps.
- **Workforce Optimization expansion:** Develop high-performing teams across the enterprise with real-time visibility into performance, an intuitive interface to optimize scheduling and time-off requests, and demand scenario modeling to forecast scheduling needs with precision.

- **Document Intelligence enhancements:** Deliver a better user experience for process owners to set up, configure, and monitor document processing solutions by accelerating and automating text extraction. Efficiently extract large amounts of information from long tables in documents and enable purposeful automation by easily extracting checkbox information on forms.
- **NLU Workbench enhancements:** Easily create and continually update test utterances and better assess NLU model performance. Integrate Expert Feedback Loop into model and test set with improved UX to make it more intuitive and easier to use.

Mobile

- **Unified theming:** Create a consistent visual experience across web portals and mobile apps by maintaining a unified, branded theme across all user experiences.

Platform Security

- **ServiceNow® Log Export Service:** Seamlessly incorporate ServiceNow system and application logs at scale and in near real-time into third-party enterprise log analytics solutions. Enable Security and IT operations teams to improve security posture, security threat detection, security investigations, user experience, compliance monitoring, and IT troubleshooting for the Now Platform.

ServiceNow Impact™

- **CxO Dashboard Accelerators:** Leverage ServiceNow experts to build out the control tower for your digital transformation journey with two new fixed-scope offerings, "Introduction to CxO Dashboards" and "Jumpstart your CIO Dashboard."

CUSTOMER EXPERIENCE

Customer Service Management

Reduce costs while delivering seamless experiences

- **Omnichannel Callback:** Help customers avoid queues by requesting an agent callback directly from a chatbot conversation, portal, or Engagement Messenger card. Empower customers to request a callback when an agent becomes available or schedule one for a later time via phone or Zoom.

- **Google Business Messages:** Enable customers to initiate conversations from Google entry points like search, maps, and websites. Proactively send agent and system-initiated messages via Google Business Messages and create engaging conversational experiences with enhanced capabilities like Rich Cards, Carousels, and Quick Replies.
- **Real-time voice transcription with Amazon Connect:** Convert live voice conversations into text and automatically transcribe conversations in real-time via Amazon Connect integration. Provide agents with conversation transcripts in their workspace alongside customer data and case details for improved customer service.
- **Install base foundation:** Provide agents with a 360-degree view of a product install base and services. Capture all install base data including location, install date, open cases, and more in a single view for increased agent efficiency.
- **Service Definitions:** Make it easier for customers and agents to find the relevant services based on the products they own. Automatically filter case types available based on the customer's product model, context, and/or relevant services.

Field Service Management

Reduce costs while delivering seamless experiences

- **Task Bundling:** Improve dispatcher efficiency, workload, and backlog by grouping similar work order tasks into a single trip. Help reduce travel costs and time while increasing service margins and reducing carbon footprint.
- **Equipment Scheduling:** Support more granular scheduling needs to include specialized equipment and speed time to completion by reducing delays from awaiting equipment.
- **Intra-day Schedule Automation:** Automatically reschedule work to respond to real-time field updates and eliminate guesswork for dispatchers. Deliver a better experience by helping ensure schedule gaps are closed and reschedules meet contractual obligations while technicians and customers stay informed of changes.
- **Process Optimization for FSM:** Increase visibility of end-to-end processes to uncover hidden delays and bottlenecks and continually improve the quality and efficiency of service teams using process mining. Connect KPI trends to underlying processes and reduce costs by identifying the root cause of inefficiencies.
- **Workforce Optimization for FSM:** Develop high-performing teams through increased organizational dispatch and scheduling efficiency, improved management of shifts, and time-off requests. Identify and promote resource coaching and team improvement initiatives with real-time visibility into performance.

TECHNOLOGY EXCELLENCE

IT Service Management

Automate and optimize technology service operations

IT Service Management

- **Service Operations Workspace enhancements:** Incorporate the full change lifecycle experience with dynamic pages for all states. Simplify change scheduling with access to all aspects of the process in a single view and investigate incidents, in-context, with metrics and data from Microsoft Endpoint Manager.
- **Workforce Optimization enhancements:** Empower employees to guide their growth and careers with self-assigned learning paths and courses based on their preferences. Recommend optimal agent training via machine learning analyses on past work and measure success with learning progress visible in their workspace.
- **Digital Portfolio Management enhancements:** Integrate DevOps flow metrics to provide deeper operational insight and inform business-critical decision making. Streamline management with a simplified interface and implement fast with popular KPI groups easily mappable to your portfolio.
- **Success Dashboard:** Measure the success and maximize the value of your ServiceNow product portfolio including IT Service Management, HR Service Delivery, Legal Service Delivery, and Workplace Service Delivery all via a single dashboard. Analyze performance with added context from peer comparisons and identify improvement areas with Automation Discovery to enhance value realization.

IT Operations Management and Configuration Management Database

Automate and optimize service operations

IT Operations Management (ITOM)

- **Cloud Operations Workspace enhancements:** Explore Kubernetes in context with other cloud resources from the Cloud Operations Workspace. Visualize cloud discovery, resolve errors, track progress, and integrate AWS, Azure, and other cloud data with plug-and-play connectors.
- **Automated Machine Learning (ML) service mapping suggestions:** Speed time to value by putting technology in business context. Map services fast with high fidelity using less manual effort and create application services prescribed by ML with just a few clicks.
- **Instantly manage containers with cloud native operations:** Accelerate cloud value with container-based innovations. Cloud native operations scripts deploy containers with built-in visibility and health that automatically scale discovery resources to meet demands.

Configuration Management Database (CMDB)

- **Harmonize multiple sources in the CMDB 360 view:** Quickly identify records missing from key sources and address coverage gaps. Publish out-of-box insights about cloud versus on-prem infrastructure and leverage overlapping data points to build trust and increase efficiency.
- **Identify and reconcile core business data:** Automate quality improvement in location, user, and related core business data. Simplify data management across ServiceNow tables and leverage the Identity and Reconciliation Engine (IRE) to process non-CMDB tables.

IT Asset Management

Optimize technology asset investments

Software Asset Management

- **Software Asset Management Success Value Builder:** Drive continual progress toward success goals with insights into underutilized ServiceNow Software Asset Management capabilities. Leverage the Software Asset Workspace to create, assign, and track new value builder tasks through completion.
- **Containerized Software Licensing:** Manage licensing compliance for software deployed on containers and installed on Docker and Kubernetes, on-premise, or on cloud. Determine license compliance position for Microsoft SQL Server and Microsoft Windows Server products deployed on containers and actively monitor utilization to auto-create remediation options when non-compliant.
- **Software contracts renewal calendar:** Gain visibility from a single calendar of all software contracts and entitlements up for renewal and set to expire. Drill down into contract and entitlement details to better plan renewals for SaaS and on-prem software. Automate renewals across all stages of purchasing with contract and renewal management.
- **Database rightsizing:** Gain rightsizing and cost optimization recommendations to improve cloud database utilization and help reduce costs. Support optimization efforts for select databases running on AWS, Azure, and Google Cloud Platform and automate the sizing of overprovisioned databases or shut down unused databases using approval workflows.

Hardware Asset Management

- **Hardware Asset Workspace enhancements:** Manage asset procurement activities from a single workspace. Stay on top of critical tasks, deliver services quickly, and empower employees with the assets they need, when they need them.

- **Pallets for inventory:** Manage inventory effectively by associating assets to a pallet for bulk updates. Know the precise location of assets in a stockroom using the aisle and space details of the pallet and meet supply chain and logistics needs with increased accountability for assets not in use.
- **Asset Donation workflow:** Streamline asset donations to charitable organizations in Hardware Asset Workspace with a complete workflow to request, approve, plan, schedule, and properly prepare assets by adding tasks to donation orders. Maintain an accurate record of acknowledgment documentation for charitable asset donations.

Security Operations

Transform security operations

- **Vulnerability Response Workspace:** Create watch topics, remediation efforts, and tasks for all vulnerabilities and misconfigurations from a single view. Schedule the recurring creation of remediation efforts and remediation tasks.
- **Security Incident Response Workspace:** Leverage all new analyst dashboards and investigation canvas to manage incidents and workload. Leverage playbooks and recommendations to easily move through an investigation and orchestrate actions directly with out-of-the-box integrations.

Strategic Portfolio Management

Drive strategic technology initiatives

- **Strategic Planning Workspace (formerly Alignment Planner Workspace):** Create and share portfolio plans through different perspectives to prioritize and visualize relevant work aligned with stakeholders and desired initiatives. Track progress towards strategic goals efficiently and accurately by automating the collection of actuals via Goal Framework for Strategic Portfolio Management.
- **Benchmarks:** Compare company performance to peers of like size and location using industry averages and trends. Analyze and optimize performance with actionable insights and craft improvement plans based on KPI values.

Application Portfolio Management

Optimize technology asset investments

- **Enterprise Architecture Workspace:** Optimize the application portfolio with consolidated key metrics and indicators in a streamlined workspace that helps accelerate decision making. Continuously manage business application portfolio health through insight-rich dashboards to help reduce cost and risk.

- **Digital Integration Management:** Document the landscape of integrations and APIs to visually understand their relationship to business applications and capabilities. Add integrations and relationships to relevant business applications using a standardized intake form.

OPERATING EXCELLENCE

Integrated Risk Management

Manage risk and resilience in real-time

- **Operational Resilience Workspace enhancements:** Visualize 360° relationships by applying context to data and assets impacting enterprise wide operational resilience. Increase productivity and simplify navigation with a modern design and configurable workspace.
- **Common control management:** Create a common control that can be linked to multiple entities to reduce the number of controls and the time and cost of control testing. Testing results can be inherited by all linked entities for faster risk identification, audit, and compliance purposes.
- **Issues management:** Create a single issue that can link to multiple risks, controls, entities, and other objects to reduce duplicate issues. Simplify audit with fewer issues that present a holistic view of the impacted controls, engagements, risk events, and other sources.

Enterprise Asset Management

Optimize technology asset investments

- **Enterprise Asset Work Management:** Initiate and assign planned or ad-hoc enterprise asset work orders to keep asset information accurate after work is performed.
- **Enterprise Asset Maintenance:** Extend the life of enterprise assets by automating regular maintenance schedules for physical equipment across all locations, including maintenance documentation for audits and inspections.
- **Enterprise asset reclamation:** Automate the reclamation and retiring of enterprise assets during employee transitions to determine which assets can be redeployed, repaired, retired, disposed, or returned to inventory.

Environmental, Social, and Governance Management

Activate ESG across the enterprise

- **Workday integration:** Automatically ingest human capital KPI data from Workday into ESG Management. Pull data at the desired frequency to monitor progress towards goals and create an audit trail to maintain compliance with emerging regulations.

EMPLOYEE EXPERIENCE

HR Service Delivery

Boost employee productivity and engagement

- **Workforce Optimization for HR:** Increase HR efficiency with team management that enables increased visibility into team skills, training, and schedules for better workload balancing. Create learning opportunities with AI-powered recommendations and visualize and validate demand forecast based on historical workload.
- **Manager Hub enhancements:** Visualize in-depth performance analytics and team trends on new team insights pages. Easily suggest actions with proactive prompts and AI recommendations that drive increased engagement and leverage out-of-the-box suggestions to create content for your team.

Workplace Service Delivery

Deliver productive employee experiences and drive shared services efficiencies

- **Health and Safety:** Enable employees to report safety incidents and near-misses with self-service information and reporting. Deliver a role-based experience for report management, including the ability to export OSHA incident logs and annual summaries. Empower safety teams to conduct investigations with an injury and illness log, perform root cause analysis, and assign corrective/preventative actions.
- **Workplace Reservation Management:** Empower employees to view and schedule reservations in neighborhoods and generate URLs to share with colleagues that are linked to a specific space. Provide employees with the ability to indicate their privacy preference when they create reservations.
- **Workplace Maintenance Management:** Automate the creation of a case when workplace maintenance requests are received or created. Provide admins a maintenance plan overview to review key information, case status, and focus areas.
- **Workplace Lease Administration:** Create and track workplace leases in a centralized workspace that allows users to manage spaces, assets, and services along with their associated costs as part of a contract. Configure notification cadences for upcoming lease expirations to improve lease management.
- **Workplace Space Management:** Easily assign spaces and employees to neighborhoods and relate them to their department, cost center, or group. Automate space requests by allowing the workplace system to identify and provide a best possible seating option and share spaces plans to secure approvals from stakeholders before scenario deployment.

Legal Service Delivery

Drive efficiencies through global business services

- **Third-party contract review:** Collaborate on suggested contract changes between third-party and in-house legal teams and track revisions along with configurable document storage options. Leverage automated intake, routing, and eSignature to designated legal teams.
- **Legal catalog builder:** Enable legal operations teams to deploy new legal workflows without code. Automate the assignment of new workflows to specific practice areas and track progress of workflow with real-time reporting to help improve service delivery.

HYPERAUTOMATION AND LOW-CODE

App Engine

Accelerate innovation with low-code app dev

- **Request management application usage:** Deliver the highest level of service support quality to your organization by enabling employees to do their best work with access to the services they need for productivity. Address the most urgent needs by creating request-based apps from a prebuilt App Engine Studio template with ease.
- **Restrict app creation:** Enhance governance by restricting member users from creating new applications from scratch or from templates and to edit only the applications they have been given access to in App Engine Studio.
- **Template feature support:** Create richer custom app templates with additional platform features such as Standard catalog items, categories, and user criteria, Process Automation Designer, decision tables, translations, UI pages, credentials, data policy, and scheduled import/export.
- **Upload spreadsheet and extend table:** Simplify the initial upload of spreadsheet data to template tables in ServiceNow. Leverage existing fields from a table template while creating new fields where needed and provide users the ability to map source fields to target fields.

Automation Engine

Automate and connect anything to ServiceNow

- **Automation Center enhancements:** Get real-time insights into automation ROI across vendors and track business goals with the new Value Dashboard. Broaden automation coverage by expanding automation CIs to Integration Hub flows and integrate fast with UiPath RPA using the Integration Hub UiPath spoke.

- **RPA Hub enhancements:** Enable the ServiceNow developer community to access RPA Hub on personal developer instances (PDIs) and record tasks across multiple applications to quickly build automation flows. Leverage the robot calendar to visualize and coordinate bot process scheduling.
- **Document Intelligence enhancements:** Set up, configure, and monitor Document Intelligence solutions with an all-new admin experience. Extract information from more complex tables with improved AI models that support additional use cases and more complex document types.
- **Stream Connect for Apache Kafka:** Simplify and scale Kafka event streaming. Leverage Kafka message flow trigger to consume and process messages, transform, and insert data into ServiceNow tables. Use low-code flow action Kafka producer step and build to push messages using drag-and-drop data pills.
- **Integration Hub Usage Dashboard enhancements:** Gain complete visibility into spoke usage and license compliance and understand adoption as a proxy for business value. View transactions by top spokes, custom spokes, and licensed/unlicensed transactions for compliance purposes.

INDUSTRIES

Financial Services Operations

Banking

Gain speed and agility through digital solutions across the enterprise

- **Intelligent Servicing for Fraud:** Provide full transparency by allowing customers and back-end systems to initiate cases, prioritize high-impact issues to reduce financial losses, and remain compliant with embedded SLA tracking. Streamline processes with decision-making automation through a business rule engine and playbooks and connect fraud cases across all lines of business to obtain insights and identify patterns.
- **Jack Henry integration:** Reduce development effort and increase speed to market with a pre-built integration that can be triggered by any workflow. Improve employee efficiency and resolve customer issues from a single view by enabling quick access to customer profiles, account information, and transaction details to fulfill requests.
- **Branch Manager Dashboard:** Provide branch managers the ability to easily raise requests on clients' behalf and discover insights and trends from a holistic view of branch operations. Equip corporate HQ with a view of branch performance to identify opportunities for training and resource planning.

- **Omnichannel Callback:** Help customers avoid queues by requesting an agent callback directly from a chatbot conversation, portal, or Engagement Messenger card. Empower customers to request a callback when an agent becomes available or schedule one for a later time via phone or Zoom.
- **Google Business Messages:** Enable customers to initiate conversations from Google entry points like search, maps, and websites. Proactively send agent and system-initiated messages via Google Business Messages and create engaging conversational experiences with enhanced capabilities like Rich Cards, Carousels, and Quick Replies.
- **Real-time voice transcription with Amazon Connect:** Convert live voice conversations into text and automatically transcribe conversations in real-time via Amazon Connect integration. Provide agents with conversation transcripts in their workspace alongside customer data and case details for improved customer service.

Insurance

Gain speed and agility through digital solutions across the enterprise

- **Personal Lines Claims:** Automate claims processing through the efficient data transfer between relevant personas to help ensure claims files are current with pertinent information. Empower claims personnel to reduce manual work and improve satisfaction with curated workspaces that provide the necessary data and information when needed.
- **Guidewire partnership:** Streamline claims and policy servicing with ServiceNow and Guidewire capabilities to create new experiences with cross-platform visibility, communication, and audit trails. Drive operational efficiencies around overall claims intake and processing through omnichannel experience, advanced work assignment, and more.
- **Ad-hoc tasks and enhanced landing pages:** Empower adjusters to easily track work across all active claims. Intuitive landing pages make it easy to create, view, assign, and prioritize claim tasks. Ensure claims are handled quickly with real-time alerts and implement necessary adjustments to the claims workflow with the quick creation of unplanned tasks.
- **Location Manager Dashboard:** Provide managers with a holistic view of business operations and the ability to easily raise requests on policyholders' behalf. Dissect data by specific territories to gauge performance, trends, similarities, and differences among policy types and books of business. Equip corporate HQ with insight into top performing agents across regions and identify training opportunities for agents outside of the top tier.

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Telecommunications

Reduce service delivery costs and launch services fast

Telecommunications Service Management

- **360° customer view:** Quickly understand a customer with business context including key contacts, contracts, and products sold in one view. Using this streamlined customer view assess account health from CSAT score, escalations, and SLA achievement, analyze operational trends, open and action tasks records, and open related major incidents, cases, and knowledge articles.
- **Enhanced product catalog experience:** Manage, visualize, and track product offerings and their components in a single configurable workspace. Quickly update product definitions to respond to evolving market dynamics and visualize hierarchical product topology and dependencies with drilldown capabilities to view detail.
- **Enhanced horizontal relationships:** Manage inclusive and exclusive peer-to-peer dependencies between products, services, or resources via APIs. Enable agents to review, update, or remove related items and identify related items that are impacted by change or disconnect orders with support for in-flight revisions.

Order Management for Telecommunications

- **Order prioritization and routing:** Prioritize and route orders based on customer, product or service type, financial value, customer request, and other rules using APIs. Revise order priority to respond to changes such as errors or scheduling updates and allocate and assign tasks and activities based on priority.

- **Enhanced service order management:** Receive, change, and cancel service orders from third-party systems with a standards-based API for service order management. Support in-flight changes of service order characteristics and quantities and in-flight cancellations of order line items and service orders.
- **Technical service qualification:** Process and coordinate technical service requests and responses with external inventory systems via APIs and confirm service availability by sending technical service qualification requests before placing an order.
- **Enhanced order processing performance:** Enhanced performance of asynchronous and synchronous order processing. Reduce order bottlenecks when processing large volumes of enterprise and customer orders and leverage product and service order APIs to help process orders.

Telecommunications Network Inventory

- **Enhanced technology and domain support:** Gain visibility into network inventory operations and metrics with personalized configurable workspaces. Allow users to visualize complex network topologies and drill down into equipment details, model and design complex templates to deploy at scale, and automate network service creation with design and assign change workflows. Maintain the entire lifecycle and utilize accurate audit trail data for asset management.

Manufacturing

Manage and protect operational technology assets

Operational Technology Management

- **Planned Downtime:** Gain visibility into downtime schedules to remediate issues fast. Enable stakeholders to plan remediation work in advance with a single source of truth showing when an OT asset will be taken off active production.
- **Operational Technology Incident Management enhancements:** Accelerate response time with better collaboration to resolve operational technology incidents and enable strategic responses with incident categories for industries and incidents grouped by safety, productivity, or quality. Learn from and find solutions from incidents reported at other sites and drive specialist accountability with a view of incidents and tickets assigned to them or the site.

Technology

Proactively meet enterprise customer needs and respond quickly to changing market dynamics

Technology Provider Service Management

- **Operations account 360:** Provide technical support with fast access to relevant account data, such as key contacts, CSAT score, SLA achievement or escalations to improve decision-making and support better customer experiences. From a single pane, technical support can quickly understand the customer context and assess account health.
- **Enhanced product catalog experience:** Manage, visualize, and track product offerings and their components in a single configurable workspace. Quickly update product definitions to respond to evolving market dynamics and visualize hierarchical product topology and dependencies with drilldown capabilities to view detail.

Order Management for Technology Providers

- **Order prioritization and routing:** Prioritize and route orders based on customer, product or service type, financial value, customer request, and other rules using APIs. Revise order priority to respond to changes such as errors or scheduling updates and allocate and assign tasks and activities based on priority.
- **Enhanced service order management:** Receive, change, and cancel service orders from third-party systems with a standards-based API for service order management. Support in-flight changes of service order characteristics and quantities and in-flight cancellations of order line items and service orders.
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- **Enhanced order processing performance:** Enhanced performance of synchronous and asynchronous order processing. Reduce order bottlenecks when processing large volumes of enterprise and customer orders and leverage product and service order APIs to help process orders.

SERVICENOW IMPACT

ServiceNow Impact

Realize value faster with ServiceNow Impact™

Impact Accelerators

- **Introduction to CxO Dashboards:** See how your leaders can improve visibility into their digital transformation journey with a variety of dashboards designed for the C-suite.
- **Jumpstart Your CIO Dashboard:** Learn how to create a dashboard that helps your CIO optimize speed, improve productivity, and minimize operating risks.
- **IT Service Management Maturity Assessment:** Assess the maturity of your IT Service Management product and receive recommendations from experts to improve adoption.
- **Jumpstart your Success Dashboard:** Get guidance from experts on how to implement and use the Success Dashboard applications for IT Service Management and HR Service Delivery.

Proactive and preventative tools

- **Instance Observer enhancements:** Get proactive insights on instance health with a centralized location for managing all reporting functionalities. Enhanced alerting options include SMS, 3rd-party integration, and ServiceNow instance, and email and new performance data includes history list length, node memory - max, and standby replica lag.

Relevant insights and recommendations

- **Product adoption roadmap:** Optimize your product adoption journey to accelerate business outcomes with recommendations of what applications to adopt next and re-prioritize needs as your organization's business objectives change.
- **Business value reporting:** Enhanced reporting that provides clear metrics for monetized value received to date by product.
- **Operational performance reporting:** Track operational metrics during regular check-ins with your Impact squad to assess progress against your business objectives.
- **Activity Center-Activity log:** Align all Impact activities with associated business objectives to track progress against value acceleration goals.

UPGRADES

Upgrades

Upgrade to the Now Platform Utah release today.

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

- **Get your Utah release upgrade kit:** Find everything you need to get started on your upgrade, including a summary of new features, demos, key resources, and more.
- **Releases and Upgrades community:** Ask questions and get answers from ServiceNow experts and peers, access the latest best practices, and register for community events for additional support.



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