



Brazil Impact

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Impact

ServiceNow Impact is built on the ServiceNow AI Platform and combines customized service with a digital interface to help you realize the full potential of your instance. Receive tailored recommendations and guidance from dedicated teams and experts on demand.

Get started

Exploring Impact



Explore Impact features to help you realize the full potential of your instances.

Configuring Impact



Learn how to setup and configure Impact.

Using Impact



Use an updated interactive Impact program where you can access your Impact tools and benefits.

Impact Reference



Learn about Impact components, such as plugins, tables, and roles.

Additional resources for Impact



Explore additional resources for learning about Impact.

Exploring Impact

ServiceNow Impact is a premium customer success product that combines AI-powered software tools with hands-on expertise that helps your organizations maximize the value of your ServiceNow investment.

ServiceNow Impact is an all-in-one offering for accelerating platform value through proactive guidance, embedded tooling, and dedicated expert support.

Impact provides the support and expertise to track progress against your outcomes, share insights and industry benchmark comparisons, and make data-driven decisions to optimize your digital transformation journey.

At its core, Impact helps you excel in the following:

- Plan implementation
- Track product adoption
- Maintain platform health
- Resolve platform issues

See the Impact overview video to learn more.

https://url.us.m.mimecastprotect.com/s/LWvqCR6VIBfnyj1myF9f8i1xSv_?domain=player.vimeo.com

<p>Get started with Impact</p>  <p>Learn the basics and the steps to begin using Impact.</p>	<p>Work with your Impact Squad</p>  <p>Learn how experts work directly with you to answer your questions and guide your outcomes.</p>
<p>Compare Impact packages</p>  <p>Review the Guided, Advanced, and Total package levels and the benefits of each.</p>	<p>Monitor and manage instance health</p>  <p>Use Platform Health to reduce technical debt and optimize performance before issues reach production.</p>

How to get Impact

Impact is delivered through the ServiceNow Store and runs directly within your ServiceNow instance.

Note: See [Install Impact](#)

Get started with Impact

A curated bundle of activities that help new Impact users begin their ServiceNow Impact journey and establish a foundation for achieving business objectives.

Getting started with Impact is an onboarding experience that supports Impact offerings, configure relevant features, align platform activities with business priorities, and create a personalized plan to achieve their objectives. The Impact Squad works with you throughout this process to discuss your business goals and develop a strategy for success.

Getting started with Impact provides prescriptive guidance across three key areas:

- Learning about Impact and its offerings
- Setting up Impact with its relevant features
- Outlining your objectives and priorities

This onboarding experience is available for Guided and Total Impact users as part of the Impact deliverable.

Getting started activities

The activities included in Getting started with Impact vary based on your Impact package:

Guided users:

- Impact Kickoff Meeting
- Impact Product Tour

Advanced and Total users:

Along with the activities available to Guided users, Advanced and Total packages include:

- Executive Kickoff Meetings
- Get Started with Instance Observer
- Get Started with Developer Support

Impact Foundations

Impact Foundations extends the getting started experience with account-level initiatives that accelerate your time to value and maintain momentum. This framework is suitable for both new and experienced users and provides baseline information of your current state with clear next steps.

Impact Foundations operates quarterly so you can maintain momentum on the platform and realize continuous value.

Impact Foundations deliverables

The deliverables available through Impact Foundations vary by Impact package. All packages receive standard foundational deliverables, while the Total package includes additional specific features.

Impact deliverables by package

Impact deliverable	Description	Guided	Advanced	Total
Get started with Impact	Kicks off the onboarding experience and evaluates the current state of targeted areas for analysis on the ServiceNow Platform.	#	#	#

Impact deliverables by package (continued)

Impact deliverable	Description	Guided	Advanced	Total
Customer Impact Plan	Provides general guidelines and recommendations based on your organizational goals and ServiceNow product mix, curated by your Customer Success Manager.	#	#	#
Product Adoption Roadmaps	Shows a recommended implementation sequence for your capabilities.	#	#	#
Value Management	Supports identification of high-level goals and connects them to measurable outcomes and success metrics that demonstrate value over time.	#	#	#
Capabilities Maps	Shows the applications and capabilities at your disposal for achieving your objectives.	#	#	#

Key benefits

- Receive a personalized onboarding experience tailored to your specific needs and business objectives
- Establish a clear baseline assessment about your current state
- Define measurable outcomes aligned with your business goals
- Accelerate your time to value on the ServiceNow Platform
- Access prescriptive guidance from the Impact Squad
- Maintain momentum through structured quarterly engagements

Next steps

To begin your Getting started with Impact experience, contact your Customer Success Manager to schedule your Impact Kickoff Meeting. They will guide you through the onboarding process and help you define your objectives and priorities for the platform.

Related topics

[Work with experts](#)

Work with experts

Your Impact Squad is a team of on-demand experts who work with you to take on your team's unique transformation challenges.

***i* Note:**

- If you're a Guided customer, you will have a Customer Success Manager.
- If you're a Total customer or a Guided customer with Add-ons, you will have an Impact Squad, which includes a Customer Success Manager, Customer Success Executive, Platform Architect, and Support Account Manager. See [Impact packages](#) for information about available Add-ons.

Impact Squad members

Title	Role
Customer Success Manager	<p>Acts as the primary point of contact for curating and coordinating content, guidelines, and recommendations aligned with your organizational goals and ServiceNow product mix.</p> <p>Key responsibilities:</p> <ul style="list-style-type: none"> • Serves as your advocate for business value and orchestration lead across all Impact features and benefits. • Manages delivery of Impact Foundations, Impact Accelerators, and the development and execution of your Customer Impact Plan. • Oversees a diverse customer portfolio, ensuring deliverables align with goals, business objectives, capabilities, and success metrics. • Drives recommendations, addresses roadblocks, provides updates, refines the Customer Impact Plan, and reports on adoption. • Conducts periodic business reviews, kick-off calls, and regular check-ins with customers. • Coordinates with internal teams (Sales, Product, Support) to resolve issues, mitigate risks, and drive customer success. • Manages critical risks and mitigation strategies through a predefined process, ensuring smooth onboarding for new customers. • Promotes customer advocacy by highlighting success stories and use cases.
Customer Success Executive	<p>An accomplished digital transformation leader who advises on strategy, governance, value management, and program execution for achieving desired business outcomes. Drawing on insights from numerous successful engagements, this role specializes in guiding customers through key transformation decisions across the ServiceNow journey.</p> <p>Key responsibilities:</p>

Impact Squad members (continued)

Title	Role
	<ul style="list-style-type: none"> • Drives your ServiceNow transformation strategy and roadmap to achieve business objectives. • Identifies the right implementation plan and partner strategy to accelerate outcomes. • Builds governance and operating models that ensure success and drive user adoption. • Applies value management to measure progress and strengthen transformation results. • Serves as a trusted advisor, coordinating ServiceNow experts and resources for enduring success. • Shapes organizational strategy by identifying trends, refining guidelines, and aligning delivery approaches with market demands. • Drives operational consistency and excellence by standardizing delivery methods and ensuring quality with Delivery teams. • Contributes to innovation with cross-functional teams to enhance ServiceNow's offerings.
Platform Architect	<p>Extends beyond technical expertise with proven management consulting and professional services experience to guide you with technology strategy and governance, as well as provide actual solution design and architecture as follows:</p> <ul style="list-style-type: none"> • Establishes an enterprise-wide technical architecture and implementation strategy to set the foundation for enduring success. • Drives standardization and general guidelines platform management, enabling you to focus on value delivery. • Institutes technical governance to optimize platform performance and minimize long-term technical risk. • Enables rapid upgrades to new features and innovation that drive new value. • Builds a platform team focused on delivering value and innovation.

Impact Squad members (continued)

Title	Role
Support Account Manager	<p>Provides support services and platform performance management, such as enhanced support and driving activities like operational reviews, performance reports, case management, and more as follows:</p> <ul style="list-style-type: none"> • Bi-weekly operational reviews • Monthly performance reports • Quarterly periodic support reviews • Case management and escalations • Problem management and reporting • Change management and reporting • Upgrades, patch planning, and oversight

Customer Impact Plan

The Customer Impact Plan (CIP) is the mutually agreed strategic roadmap that focuses on accelerating value realization, enhancing platform adoption, and promoting optimal performance through tailored guidance and support.

It outlines the customer journey to achieving your goals with the ServiceNow platform and is part of the Impact deliverable for Guided, Advanced, and Total customers.

Your Customer Success Manager (CSM) actively maintains the CIP throughout the ServiceNow journey, which evolves according to your unique customer needs.

The CIP contains information related to the following:

- Objectives and Outcomes
- Capabilities Maps
- Accelerators
- Training
- Platform Health

The CIP serves as a roadmap to help you achieve your goals, track progress, set expectations, and adapt strategies. It involves stakeholders, such as executive sponsors, platform owners, architects, product owners, and service owners, alongside the CSM.

Impact Steady State

Impact Steady State is the cadence that keeps you on track with your Impact Plan and associated business goals that follows the Foundations phase, generally beyond 90–120 days of engagement.

After completing Impact Foundations, certain activities continue quarterly and monthly for ongoing maintenance and success.

Deliverables

Based on your Impact package, the deliverable outputs may vary:

✓ = Common standardized feature set.

✓ = Includes unique package-specific features

Impact deliverables per package

Impact deliverable	Description	Guided	Advanced
Quarterly Review Cycle	Kicks off the onboarding experience and evaluates the current state of the targeted areas for analysis for your ServiceNow Platform.	#	✓

Quarterly Review Cycle

The standard initiatives are executed in consistent, timely intervals to keep you on pace and consists of the following:

- Periodic Support Review (PSR): A quarterly report of your cases, problems, changes, and real availability, including service metrics, instance performance data, and upgrade and patch information.
- Review of Outcome Insights: A progress review to assess how well success metrics align with target improvements outlined in [Value Management](#). Guidance on approaches to data collection for this review will be delivered by the Impact squad, with an overview of configuration alternatives, including Impact's Value Management applications.
- Quarterly Impact Review Executive Briefing (QIR Executive Briefing): A strategic level conversation with customer executives that focuses on the outcomes and value that Impact is delivering toward achieving your business priorities, including holistic support and value realization reviews.

Note: Some Foundations may be re-invoked on request during the Steady State phase as an Accelerator. For more information on the operating model, reach out to your Impact Squad.

This phase includes regular checkpoints to keep your Impact Plan on track. A sequence of success focus areas or services and resources are utilized to achieve the desired outcomes. Checkpoints maintain alignment with the Impact Plan and success methodology and can continue monthly or quarterly for ongoing maintenance and success.

Related topics

[Impact packages](#)

[Get started with Impact](#)

Impact packages

ServiceNow® Impact is available in core packages, Guided and Total, with optional add-on packages to extend your entitlements.

Impact core packages

Impact includes Platform Health, Instance Observer, Value Management, Product Adoption, and access to the Accelerator & Initiative catalog.

Impact core packages table

Package	What you get
Guided	The Impact App, 24/7 support, limited concurrence Accelerator catalog access, and guidance from a Customer Success Manager
Total	Everything in Impact Guided, enhanced response times for Priority 1 and Priority 2 tickets, Developer Support, expanded access to the Accelerator catalog, and a dedicated Impact Squad

Integrated Success

An Integrated Success package is available that includes all Impact entitlements related to the Impact Total package with the addition of implementation services engagements.

Experts included in your implementation services engagements vary based on your specific agreement. The Implementation Service is initiated through the Free Form initiative in Impact. See [Request Accelerators and Initiatives](#) for information.

Entitlements

The entitlements available for Impact features, Accelerator catalog concurrency, Squad, Support, and Add-ons vary between the Impact packages.

Impact Squad

Impact Squad is a team of dedicated professionals who help you manage your Impact platform based on your Impact package entitlement.

Impact Squad per Impact package

Squad members	Package entitlement
Customer Success Manager, Customer Success Executive, Platform Architect, Support Account Manager	Total
Customer Success Manager	Guided

Note: See [Work with experts](#) for details for each Impact Squad member.

Platform Health capability per package

The Impact packages include certain threshold availability for Platform Health. The following table lists the differences in capabilities per package:

Platform Health features matrix

Capability	Guided	Total
Scan Engine active custom definitions	Up to 10	Unlimited
Scan Engine proposed fix	Not included	Included
Instance Observer seats	5	10
Instance Observer data look back period	45 days	6 months

Platform Health features matrix (continued)

Capability	Guided	Total
Instance Observer alerts	6 alert types	40 alert types
Instance Observer analytics	Not Included	Included

Note: Check your entitlements to determine whether you have access to Now Assist features in the Impact Store Application.

Accelerator concurrency

Accelerators are scoped engagements with a ServiceNow expert available in various Accelerator sub-catalogs, Technical, Strategy, Architecture, and Optimization. The sub-catalogs available and the number of Accelerators you can run concurrently vary by Impact package. See [Accelerators and Initiatives](#) for details.

Accelerator sub-catalog and concurrency

Entitlement	Guided	Total
Catalog access	<ul style="list-style-type: none"> • Technical • Strategy (Partial) • Architecture (Partial) 	<ul style="list-style-type: none"> • Technical • Strategy • Architecture • Optimization
Concurrency	1 per sub-catalog	<ul style="list-style-type: none"> • 2 per sub-catalog (Technical, Strategy, Architecture) • 1 per sub-catalog (Optimization)

Support

All Impact packages include 24/7 support for Priority 1 (P1) and Priority 2 (P2) issues. The following table displays the differences in initial target response times and Developer Support.

Support response time table

Response category	Guided	Total
P1 initial target response	30 minutes	15 minutes
P2 initial target response	120 minutes	60 minutes
Developer Support	Not included	Included (10 seats)

Note: See [Impact Developer Support](#) for details.

Add-on SKUs for the Impact Guided package

Add-on packages for Impact Guided package

Add-on package	What you get
Strategic Value	<ul style="list-style-type: none"> Expanded Strategy Accelerator sub-catalog access +2 Strategy Accelerator concurrencies
Platform Governance	<ul style="list-style-type: none"> Expanded Architecture Accelerator sub-catalog access +2 Architecture Accelerator concurrencies
Managed Support	<ul style="list-style-type: none"> Upgrade P1 and P2 initial target response times Additional SAM coverage for 1 instance Developer Support (5 seats)
Preventive Care	Bi-annual performance assessments from an account escalation engineer, who reviews your instance performance data, makes improvement recommendations, and implements them for you.
Platform Optimization	<ul style="list-style-type: none"> Access to the Optimization Accelerator sub-catalog +1 Optimization Accelerator concurrency
Platform Health	<ul style="list-style-type: none"> Unlimited active custom definitions for Scan Engine Proposed Fix
Instance Observer Features	<ul style="list-style-type: none"> 6 month data look back 40 alert types Instance Observer analytics
Instance Observer Seats	+10

Add-on SKUs for the Impact Total package

Add-on SKUs for Impact Total

Add-On Package	What you get
Strategic Value	+2 Strategy Accelerator concurrencies
Platform Governance	+2 Architecture Accelerator concurrencies

Add-on SKUs for Impact Total (continued)

Add-On Package	What you get
Managed Support	<ul style="list-style-type: none"> • Additional SAM coverage for 1 instance • Developer Support (5 seats)
Preventive Care	Bi-annual performance assessments from an account escalation engineer, who reviews your instance performance data, and provides improvement recommendations.
Platform Optimization	+1 Optimization Accelerator concurrency
Instance Observer Seats	+10

Note: Portions of Impact may not be available to users in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted users, or in other restricted environments, or to managed service providers (except for their internal use).

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html>.

Related topics

[Work with experts](#)

[Get started with Impact](#)

Monitor and manage instance health

The Scan Engine is the diagnostic engine behind Impact Platform Health. It continuously evaluates your ServiceNow instance against leading practice definitions so you can find, prioritize, and resolve issues before they affect your users.

With thousands of configuration points across an instance, it is difficult to know where risk is hiding. The Scan Engine solves this by scanning your instance against a library of leading practice definitions, then surfacing the results as actionable findings, trends, and consolidated Instance Health scoring.

Using the Scan Engine, you can:

- Understand instance health through hundreds of leading practice checks across five categories.
- Reduce technical debt and optimize performance before issues reach production.
- Prevent common implementation missteps with real-time, in-context guidance.
- Track trends over time with role-based dashboards and a comparable, repeatable health score.

Why scan your instance

Every scan protects your instance against risk that would otherwise go unnoticed until it causes an outage, a failed upgrade, or a security incident. The Scan Engine supports two overall scan types so you can choose the right depth for the moment.

Full and delta scans

Scan type	When it runs
Full scan	Evaluates every record in scope against every active definition. Only one full scan can run on an instance at a time, protecting instance performance.
Delta scan	Evaluates only what has changed since the last scan. The Scan Engine determines automatically whether a full or delta scan is needed, reducing the decisions you have to make.

For details on initiating, monitoring, and canceling scans, see [Full and delta scans](#).

Health scores and definitions

Every finding traces back to a definition, and every definition belongs to one of five categories.

Scan Engine categories

Category	What it covers
Security	Breach risk, compliance violations, and access-control vulnerabilities.
Performance	Issues that affect responsiveness and compound if left unaddressed.
Manageability	Administration and supportability of the instance.
Upgradeability	Configurations that can block or delay ServiceNow release upgrades.
User experience	Adoption and satisfaction factors with lower overall urgency.

These five categories roll up into a single Instance Health Score, a 0–100 metric weighted by how much risk each category represents. For the full calculation model, see [Instance Health Score calculation model](#).

Working with findings

After a scan completes, every violation of a definition becomes a finding. Reviewing and resolving findings is a two-phase process.

1. Review results, monitor an active scan or open a completed scan record to see its status, duration, and batch progress.
2. Work findings, open individual findings to understand their enforcement level and impact, then apply fixes or submit exceptions for review.

Each finding is evaluated along two dimensions, its enforcement level, which determines whether the system blocks, warns, or informs. Also its risk rating, which determines the order findings should be addressed within that level. For the full breakdown of enforcement levels and finding record fields, see [View scan results for Scan Engine](#).

For most findings, resolution does not have to be manual. With ServiceNow Otto, you can generate an AI-suggested fix as you code or in bulk from completed scan results. For details on both workflows, see [Prevent and resolve technical debt with AI](#).

Tracking trends over time

Role-based dashboards give every persona, from executives to developers, a view of platform health suited to their responsibilities, refreshed automatically after each scan. For details on dashboard roles and interactivity, see [Track Platform Health trends](#).

Related topics

[Full and delta scans to monitor instance health](#)

[Instance Health Score calculation model](#)

[View scan results for Scan Engine](#)

[Prevent and resolve technical debt with AI](#)

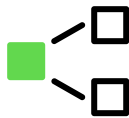
[Track Platform Health trends](#)

Configuring Impact

The tasks are outlined to install and set up the Impact Store Application.

Set up Impact

The Impact Setup Hub is the way to install and configure the Impact Store Application, with install built directly into the same flow.

<p>Use the Impact Setup Hub</p>  <p>Install Impact, if needed, and complete setup from the Product Hub page.</p>	<p>Activate the ServiceNow Otto skill for Impact</p>  <p>Get assistance from generative AI experiences to help with your instance faster.</p>
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Note: Impact Guided Setup remains available for a period of time as a legacy path. Install from the ServiceNow Store first, then open Guided Setup. See [Impact Guided Setup \(Legacy\)](#).

Use the Impact Setup Hub

Use the Impact Setup Hub to install Impact and complete a sequence of tasks that configure it on your ServiceNow instance.

The setup activities are similar to the Impact Guided Setup (Legacy) steps, with a more seamless experience. Installation is included as part of the same flow, instead of a separate step.

Before you begin

Role required: impact app admin, admin

Procedure

1. Navigate to the Impact Setup Hub.

- On the ServiceNow landing page, navigate to **Manage Your Products > Impact**.
- (Optional) If Impact is already installed, navigate directly to the Setup Hub by going to **All > Impact > Configuration > Impact Setup Hub**. If you use this option, skip to step 3.

2. Select the Impact tile and install or configure Impact.

The Impact Product Hub launches:

a. If the Configure your product section has the **Configure** button available, then Impact is already installed.

b. Review the Apps and plugins sections:

- Not installed: If Impact isn't installed select Install and follow the onscreen steps.
- Installed: Impact is already installed. Proceed to the **Configure** option.

The Configuration console opens. The Configuration summary shows the overall setup status, including the steps or tasks under each activity. For instance, the setup section for Platform Health has seven steps, as the progression status displays the count completed.

3. Select **Get Started** for each setup area to complete Impact configuration.

Set up AI Agents

[Set up agents for Impact](#)

Set up users and access

[Assign roles](#)

Set up Platform Health

- [Assign roles](#)
- [Create a development team](#)
- [Activate Scan Engine and review settings](#)
- [Configure Scan Engine parameters](#) and [Configure real-time scanning properties](#)
- [Configure Scan Engine integrations](#)
- Configure Platform Health agent: [Set up agents for Impact](#)

Register your instance

- [Initiate registration](#)
- [Verify Impact data connection](#)

Sync and migrate data

- [Initiate data migration from IDI](#)
- [Grant temporary instance access to your Impact Squad](#)

Enable Value Management data

- [Install Impact Value Management Data Collection Content Pack Apps dependent plugins](#)
- [Configure an estimated data definition](#)
- [Enable data collection for Value Management](#)

Note: Some activities are sequential. Unless you complete the previous activity, you can't finish the next one.

You can return to the Configuration console at any time to complete the remaining activities.

Assign roles

Assign users to the role groups that control access to Impact, Platform Health, and the Now Assist panel.

Before you begin

Important: Navigation to reach these steps differs depending on whether you're using the [Impact Setup Hub](#) or the legacy [Guided Setup](#). See whichever one applies to you for the exact path.

See [Roles installed with Impact](#) for the roles installed with Impact.

Role required: impact app admin, admin

Procedure

1. On the **Assign Impact roles** page, select the checkbox next to each role you want to assign, then select **Assign users**.
2. On the **Assign Platform Health roles** page, select the checkbox next to each role you want to assign, then select **Assign users**.

Feature allocation and availability in Platform Health is based on role and group assignment. See [Track Platform Health trends](#) for additional information.

[Create a development team.](#)

3. On the **Assign Code Fix and Now Assist roles** page, select the checkbox next to each role you want to assign, then select **Assign users**.

What to do next

If a role assignment changed, affected users must log out and log back in to your instance for the permissions to apply.

[Activate Scan Engine and review settings](#)

Assign users to Platform Health groups

In addition to assigning Impact users to groups, Platform Health users must also be part of a group for the Scan Engine feature.

Before you begin

Important: Navigation to reach this step differs depending on whether you're using the [Impact Setup Hub](#) or the legacy [Guided Setup](#). See whichever one applies to you for the exact path.

Feature allocation and availability in the Platform Health Scan Engine is based on role and group assignment. See [Track Platform Health trends](#) for additional information on role-based feature availability.

Role required: impact app admin or admin

Procedure

1. [Assign roles.](#)

2. Select the checkbox next to each role you want to assign.

3. Select **Assign users**.

4. [Create a development team.](#)

Development teams are necessary so each persona can access the relevant Platform Health dashboard.

What to do next

If a role assignment changed, affected users must log out and log back in to your instance for the permissions to apply.

[Activate Scan Engine and review settings](#)

Create a development team

Each record represents a team and a development team lead. Scan Engine findings are reported for this team in the Analytics Dashboard.

Before you begin

Role required: impact app admin, admin

Procedure

1. Under **New team**, enter a **Team name**.

2. Search for and select a **Team lead**.

3. Under **My team - users**, search for and add the users on the team.

Optionally, add existing groups under **My team - Groups**.

4. Select **Create team**.

The team is added to the **Current development team** list, showing its users and team lead.

5. **Optional:** Repeat these steps for each development team you need.

Activate Scan Engine and review settings

Use Impact Guided Setup to set up the minimum required configuration options in order to run the first system scan.

Before you begin

i Important: Navigation to reach this step differs depending on whether you're using the [Impact Setup Hub](#) or the legacy [Guided Setup](#). See whichever one applies to you for the exact path.

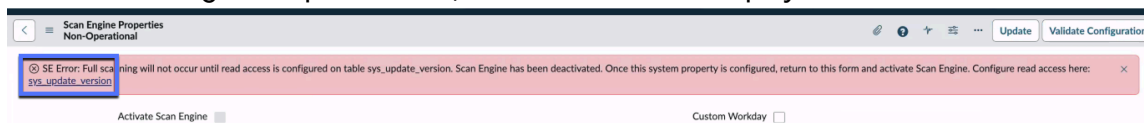
[Assign roles](#) before beginning this task.

Role required: impact app admin or admin

Procedure

1. Configure Instance Scanning and allow application access.

a. On the Scan Engine Properties form, an SE Error banner displays.



b. Select the `sys_update_version` link to navigate to the Tables page.

Table Update Versions

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field

* Label

* Name

Columns Controls Application Access

Accessible from

☒ Can read

☐ Can create

☐ Can update

☐ Can delete

c. Select the **Application Access** tab.

d. Select the **Can read** checkbox.

e. Select **Update**.

2. Navigate to **All > Impact > Configuration > Scan Engine Properties**.

3. Configure Scan Engine Properties to customize and enable as depicted in the table.

Field	Value	Description
Activate Scan Engine	Select the checkbox to set the value to true .	Turns on the Scan Engine feature.

Field	Value	Description
Run scheduled scan	Select the checkbox to set the value to true .	Used to schedule a daily scan to run based on the configured scan time and time zone of the settings selected.
Average Developer Rate	Set an hourly rate in the selected currency.	Default preferred developer hourly rate in the selected currency to be used for reporting the ROI (return on investment) calculated with the quantity of reduced technical issues.
Configure Platform Health Scan Engine properties	Review each tab to understand the default defined behavior or opt to reconfigure settings.	Review and adjust settings, as each tab has default settings that can be adjusted. i Important: See Configure Scan Engine parameters for more information.

4. Select **Run your first scan** to enable the next step.

i Important: The initial setup configures required options to run the first system scan. See [Run Scan Engine](#) for details.

Additional and subsequent configuration may occur to adjust Scan Engine behavior.

Configure Scan Engine parameters

Configure the primary scanning capabilities and configuration options for scheduled, on-demand, and real-time scans.

Before you begin

Review these properties before you [Run Scan Engine](#) or to make changes to Scan Engine behavior.

Role required: scan_engine_admin and Impact_admin

Procedure

1. Navigate to **ALL > Impact > Configuration > Scan Engine Properties**.
2. Select **Activate Scan Engine** to ensure the Scan Engine runs against your instance.
3. Select **Run Scheduled Scan** to schedule nightly, weekly, or monthly scans and configure these options.

Schedule options

Field	Description
Run	Daily, Weekly, or Monthly scheduled scan run times.
Day of Week	The day of the week on which to run weekly scans.
Day of Month	The day of the month on which to run monthly scans.
Time Zone	Your time zone.

Field	Description
Time	<ul style="list-style-type: none"> Field type = <code>glide_utc_time</code> The time the scan should begin in 24-hour format (HH:MM:SS).

4. Configure scan scope and finding tracking configuration settings.

Field	Description
Scan Non-Configuration Records	Includes non-configuration tables (which do not extend <code>sys_metadata</code>) in the scan.
Scan Read-Only Records	<ul style="list-style-type: none"> Includes read-only records in the scan. <code>scan_read_only</code>: Default: <code>true</code>. Read-only records are scanned by default.
Track Resolved Findings	Logs any resolved findings as part of the scan and includes them in the View Resolved Findings module of the dashboard.
Scan Findings Limit	<ul style="list-style-type: none"> <code>scan_findings_limit</code> The maximum number of findings that can be generated for each definition during a scan. The limit is applied per applicable table. For example, if the limit is set to 100, a maximum of 100 findings will be generated for each applicable table. Prevents excessive or redundant findings and optimizes scan performance.
Custom Workday	<p>By default, technical debt is calculated as a 24-hour day, which allows you to specify a number of hours for a workday. For example, developer workdays can be set to 8 hours instead of 24.</p> <p>Note: This is used to calculate various metrics that appear in the Analytics Dashboards.</p>
Average hourly rate of development	This figure calculates the cost of technical debt that displays on your dashboard by multiplying it by the estimated time to resolve each finding in the system.
Batch Record Size	<ul style="list-style-type: none"> <code>full_scan_batch_size</code> Default: 50,000 records. Specifies the maximum number of records allowed to be analyzed in a single batch scan for an applicable table. This value does not limit the total number of records that can be scanned. When a table's record count exceeds this threshold (50,000), the table is assigned to its own dedicated batch during scan processing to optimize performance.

Field	Description
	<ul style="list-style-type: none"> This value determines when an applicable table warrants its own batch during scans. <p>Note: This is a read-only system property that cannot be modified through the UI.</p>
Scheduled Scan Logging Frequency	<ul style="list-style-type: none"> Default: <code>false</code> Leave blank to disable verbose logging. When set, logs scan progress after processing the specified number of records
Days of scan finding histories to keep	<ul style="list-style-type: none"> <code>keep_days_finding_history</code> Sets the retention period for finding history records. <p>Note: This controls how long historical scan data is retained, not the findings themselves. The default value is 30 days.</p>
Include review findings in technical debt	Displays findings on the dashboard where the level of the rule is equal to Review.
Enable instance specific definitions	<ul style="list-style-type: none"> <code>instance_specific_definitions</code> Select to restrict scan definitions to run only on designated instances. When disabled, all active definitions run on all instances. When enabled without matching instances: <ul style="list-style-type: none"> If the <code>sn_se_my_sn_instances</code> table is empty, all definitions run (system assumes feature is not in use) If the <code>sn_se_my_sn_instances</code> table has entries but the current instance is not listed, only 'All Instances' definitions execute" <p>Note: Configuration option that controls whether definitions run only on specified instances.</p>
Scan Non-Configuration Records	<ul style="list-style-type: none"> <code>scan_non_configuration_records</code> Default: <code>true</code> When enabled, includes non-configuration tables (tables that do not extend <code>sys_metadata</code>) in full scans.

Configure scanning properties per persona

You can view and configure a variety of information, formatted into lists, that the Scan Engine uses to permit users, team leads, and admins to access content.

TeamDev scanning properties

You can specify whether to scan TeamDev code pushes that are pending a review. You can also specify the requirements they must meet to be automatically approved or rejected.

If you use TeamDev as a method for pushing code, the Scan Engine can be used to scan code pushes that are pending a code review. You scan these pushes for findings, as well as define the conditions to automatically approve or reject code reviews.

Note: Code reviews must be enabled for TeamDev scanning to work properly. Additionally, admins must perform a one-time API configuration to enable TeamDev scanning. For more information, refer to [Register your instance](#).

Properties include:

- **Automatically scan pushes pending Code Review** (auto_scan_team_dev_pushes)
- **Automatically approve or reject pushes** (team_dev_auto_approve)
- **Approval condition** (team_dev_approval_condition)

Note: The default approval condition is total_errors=0. This means TeamDev code pushes with zero errors will be auto-approved.

- **Code reviewer user** (team_dev_user)

Users and administrators

This is a list that contains a record for each role given out in the system that is related to the Scan Engine.

Team leads

The team and team leads defined here can view the Team Lead information in the Analytics Dashboard.

1. To define teams and team leads, select **New**.
2. Configure the following fields and settings.

Field/Setting	Description
Active	Determines if the Scan Engine Team Lead record is active.
Team Name	Specify the name of the team as it will appear in reports within the Scan Engine.
Team Lead	Identifies the team lead or manager of this group.
My Team - Users	Specify the user or list of users that are part of this team.
My Team - Groups	Specify the group or list of groups that are part of this team.

Important: The teams and members are used to populate the **Technical debt by developer over time** chart on the Health Analytics dashboard. If these are Teams aren't defined, the chart will be empty.

Set requirements for automatic approval or rejection

To automatically scan TeamDev code pushes when they are committed, configure the **Automatically Scan Pushes Pending Code Review** option:

1. Enable **Automatically approve or reject pushes**.
2. Add a Code reviewer user for additional tracking.

You can see the table that will be used for checking scan results.

3. Use the condition builder to specify the rules for how a code push is approved.

If it does not meet these rules, it will be rejected.

You can add and configure additional filter conditions by selecting **Add filter condition**. You can also add and configure OR clauses by selecting **Add OR clause**.

Configure application scanning properties

The Scan Engine provides options to configure application scanning and enhance governance over Team Dev push approval. Configure which applications are scanned, the parameters applications must have to satisfy Team Dev approval, and whether developers can use Suite Scans for faster, focused validation.

Before you begin

Applications are scanned in Team Dev workflows during the following scenarios:

- On-demand scan before push approval
- Team Dev review process with automatic scanning
- Application validation for governance rules

Role required: scan_engine_admin

About this task

Set filter conditions that align with your Team Dev governance requirements. Different applications may require different criteria based on their risk profile and deployment targets.

Procedure

1. Navigate to **ALL > Impact > Configuration > Scan Engine Properties**.

2. Select the **Dev Team** tab.

3. In the **Table for application scanning condition** field, verify the table reference.

This field specifies which table the scan condition builder references. By default, this is the Custom Applications [x_snc_sys_app_app] table and is typically not changed.

4. Configure the application scanning condition using the condition builder.

The Scan Engine uses these defined conditions to determine which applications to include in scans. By default, conditions are set to filter out system applications and include only active, custom applications.

You can add and configure additional filter conditions by selecting **Add filter condition**. You can also add and configure OR clauses by selecting **Add OR clause**.

5. Select the **Enable Team Dev push approval enforcement** check box to require applications to meet approval conditions before push.

When enabled, applications must meet the conditions specified in the **Conditions for Team Dev push approval** field.

6. Configure the conditions for Team Dev push approval using the condition builder.

Typical criteria include:

- Finding severity limits
- Restricted module rules
- Definition suite alignment
- Custom governance conditions

7. **Optional:** Configure additional application scanning options.

Additional application scanning options

Field	Description
Enforce completion criteria for application scans	<ul style="list-style-type: none"> ◦ When selected, applications must meet the conditions specified in the Conditions for completing application scans field. ◦ Distinct from Team Dev push approval enforcement. ◦ Allows different completion criteria from approval criteria for flexible governance.
Conditions for completing application scans	<ul style="list-style-type: none"> ◦ Conditions used to determine if an application scan is complete or resolved for internal tracking. ◦ Typically used to mark an application as scanned and passed for compliance or tracking purposes. ◦ Separate from Team Dev approval.
Allow Suite Scan for applications	<ul style="list-style-type: none"> ◦ Suite Scan runs only selected definitions for faster validation. ◦ Full Scan runs all active definitions for comprehensive validation. ◦ When selected, developers can choose between Full scan and Suite scan. ◦ When cleared, only Full scans are available. ◦ Enable for faster, focused validation. Clear for comprehensive validation.

8. Select **Save**.

Related topics

[Customize Scan Engine definition suites](#)

[Initiate application scans](#)

[Configure update set scanning properties](#)

Configure update set scanning properties

The Scan Engine provides several options to further configure update set scanning and enhance the governance over update set management. Update set scanning occurs during scheduled instance scans and when developers attempt to mark update sets complete.

Before you begin

Update sets are scanned in two scenarios:

- During scheduled instance scans
- When a user attempts to mark an update set as Complete

Role required: scan_engine_admin

Procedure

1. Navigate to **ALL > Impact > Configuration > Scan Engine Properties**.
2. Select the **Update Sets** tab.
3. Configure the update set scanning condition using the condition builder.

These conditions determine which update sets to scan. By default, conditions filter out non-active and default update sets.

4. Select the **Enforce update set validation** check box to require update sets to meet completion conditions.

When enabled, update sets must meet the conditions specified in the **Conditions for completing an update set** field.

When enforcement is enabled, a completion enforcement message appears in the scan modal warning users of requirements to complete the update set. Message content changes based on the scan type and enforcement condition. For example, if a specific suite is required, the message directs the user to select that suite.

5. Configure conditions for completing an update set using the condition builder.

These conditions determine whether an update set can be marked complete.

6. **Optional:** Configure additional update set scanning options.

Additional update set scanning options

Field	Description
Enable update set summary scan synchronization	Allows update set summary scans to be synced between instances defined in the multi-instance communication API integration.
Table for update set scanning condition	Specifies which table the scan condition builder references. By default, this is the Update Set [sys_update_set] table and is typically not changed.
Override Environment Check for Update Set Scans	Enables all active definitions to run during update set scans regardless of instance-specific settings. Useful for validating update sets before promoting them to production.
Allow Suite Scan for update sets	<ul style="list-style-type: none"> ○ When selected, developers can choose between Full scan and Suite scan. <ul style="list-style-type: none"> ▪ Suite Scan runs only selected definitions for faster validation. ▪ Full Scan runs all active definitions for comprehensive validation. ○ When cleared, only Full scans are available.

Field	Description
	<ul style="list-style-type: none"> If completion enforcement is enabled and requires a specific suite, users must select that suite from the dropdown to meet the completion condition. For example, if the condition requires the Scan Engine suite, users must select Scan Engine from the suite list.

7. Select **Save**.

Related topics

[Customize Scan Engine definition suites](#)

[Configure application scanning properties](#)

[Initiate update set scans](#)

Define My SN Instance environments

Configure instance integration settings to define the different environments for your ServiceNow instances and to take advantage of exception processing, definition syncing, and user story tracking in Impact.

Role required: Scan Engine admin and Impact admin.

System properties

These are the properties specifically created by the Scan Engine application during installation.

My SN Instances

Each record indicates an instance connected to the current instance through API integrations.

1. To add an instance to the list, select **New**.

2. Configure the following fields and settings.

Field/Setting	Description
Instance Name	The name of the instance.
Instance URL	The URL of the instance.
Environment	<p>The instance environment:</p> <ul style="list-style-type: none"> Development Production Test <div> <i>i</i> Important: Only one instance can be listed as Production. Otherwise, the integration will fail. </div>
Validated	<ul style="list-style-type: none"> Indicates whether the instance has been successfully validated using the UI Action provided in the configuration interface. You can use the Validate Connection action available on the instance configuration form to attempt a live

Field/Setting	Description
	connection to the target instance using the defined credentials and connection parameters. If successful, the instance is flagged as Validated = true.
Connection Status	<ul style="list-style-type: none"> Represents the current state of connectivity between local and remote instances. This field is automatically updated based on the results of the validation process. It reflects the outcome of the live connection test and cannot be edited. The following values are supported: <ul style="list-style-type: none"> Approvals not configured in production Authentication method is not configured Connection Valid Connection Invalid API User is missing role User not setup on target instance <p>These values help diagnose integration issues, and help with corrective actions.</p>
Authentication Type	<p>The instance authentication type:</p> <ul style="list-style-type: none"> Basic OAuth
API Credential Config	<p>This field references the credential record used for authentication when Basic is selected as the Authentication Type.</p> <p>Note: This value typically points to a Basic Auth credential stored securely in the system.</p>
OAuth Application Registry	<ul style="list-style-type: none"> The OAuth application registry used for cross-instance integrations. This field is only available if OAuth is selected as the Authentication Type.
OAuth User Profile	<p>The OAuth user profile used for cross-instance integrations.</p>

Manage definition properties

You can configure additional capabilities and configuration options for the definition ruleset.

For these options to be editable, at least one instance itself must be defined under My instances. Users can synchronize definition overrides and custom definitions between non-production and production instances. Ensuring a consistent ruleset is being applied throughout the instance stack. See [Define My SN Instance environments](#) for additional information.

Scan Engine admins can remove the checkbox on the active field, or, change the value of the boolean Active field to false without requiring an override.

Definition deactivation scenarios

Scenario	Behavior
Direct deactivation of base system definition	<ul style="list-style-type: none"> The definition is deactivated via UI or API without creating an override record. No override is recorded in the system.
Quota impact check after deactivation	<ul style="list-style-type: none"> Deactivated base system definitions are excluded from active definition counts. They do not count toward custom definition quotas. System recalculates entitlements accurately when definitions change status.
Override-then-deactivate existing workflow	<ul style="list-style-type: none"> When a base system definition is overridden and then deactivated, the behavior remains unchanged. The deactivated override does not count as a custom definition.
Entitlement hashing integrity	<ul style="list-style-type: none"> All combinations of base system and overridden definitions in active or inactive states produce consistent entitlement hash results. No regressions occur for states that existed before this feature was introduced.

Configure real-time scanning properties

Real-time scanning properties allow control over which users have access to real-time scanning, and how the scan operates within their environment. Perform the following procedure to configure real time scanning properties.

Before you begin

Role required: Scan Engine Admin (sn_se . scan_engine_admin).

Procedure

1. Navigate to ALL > Impact > Configuration > Scan Engine Properties.

2. Select who will see real-time scanning results:

- All users
- Only users with the role.

Or, to turn off real-time scanning, select **Disable**.

3. Select whether to Enforce real time validation.

Users designated in **Real Time Message Visibility** will be required to correct findings at the Error or Warning level before saving the form. Approved exception requests for Recommend level findings can bypass this requirement.

4. Select whether to **Exclude suggestion finding**, which hides Suggestion level findings from real-time display, showing only Review, Warning, and Error levels.
The Excluded tables area lists which tables are being excluded from real-time scanning. To add a table to this list, select the field and enter the name. You cannot remove default tables from this list.

Note: The tables listed here will be included in scheduled scans but will not display findings in real-time.

5. Enter a number for the **Maximum Lines for Real-Time Scan**.
This sets the maximum number of code lines that can be scanned in real-time. Scripts exceeding this limit will not be scanned during editing.

Configure real-time code resolution with AI

Follow these steps to configure real-time code resolution with AI suggested fixes for Impact Platform Health.

Before you begin

Role required: Scan Engine Admin (sn_se.scan_engine_admin)

Real-time messaging enforcement can be disabled on the Scan Engine properties page. When enforcement is disabled, users see the messaging but aren't required to make corrections for Act and Recommend findings.

Visibility of real-time messaging can also be configured to limit which users receive finding notifications. You can restrict messaging to a specific group.

About this task

The following are minimum prerequisites:

- Install and configure the Impact Store App. See [Configuring Impact](#) for details.
- Scan Engine configured: See [Activate Scan Engine and review settings](#) for details.
- Now Assist for Impact, version 3.03: See [Activate Now Assist Skills for Impact](#) for details.
- Now Assist for Platform, version 11.01

Procedure

Set system to enforce real-time validation.

1. Navigate to **All > > Impact > > Configuration > Scan Engine Properties**.
2. On the **Real Time Scanning** related list, select **Enforce real-time validation**.

Real-time Messaging must not be disabled, as the feature is tied to findings being present for either All users or Only users with role scan_engine_user.

Activate the ServiceNow Otto for Setup Skill for Fix code in real-time. See [Activate Now Assist Skills for Impact](#) for additional information.

3. Navigate to **All > ServiceNow Otto for Setup > Skills**.

4. On the Skills tab, select **Impact** from the navigation menu.

5. On the Code Fix tile, select **Activate skill**.

The button on the tile updates to *Deactivate skill* when the option has been selected and the status will show *Active*.

Select the `sn_impact_gen_ai.ai_fix.enabled` property.

Note: Enables the **Generate fixes with AI** button to display on script records.

6. Navigate to **ALL > System Properties > sn_impact_gen_ai.ai_fix.enabled > .**

7. Set the value to `true`.

This value is disabled by default.

Assign users to have access to the Fix code in real-time panel. See [Roles installed with Impact](#) for details.

8. Navigate to **Allsys_user_role.list**.

9. Assign the role to relevant users or groups.

Configure exception reason properties

When real-time enforcement, `enforce_real_time_validation`, is enabled, exception reasons can be configured for Suggest, Review, Recommend, and Act level findings based on the exception reason scope. Settings determine which finding levels require approval before the form can be saved.

Before you begin

Role required: `sn_se.scan_engine_admin`, `sn_se.scan_engine_read_user`, or `sn_se.internal_rest_integration`

About this task

Procedure

1. Navigate to **All > > Impact > Scan Engine Properties** and select the **Exception Reason** tab

2. Configure the following settings to control exception reason behavior.

Field	Description	Values
Exception reason scope	Determines which finding levels (Suggest, Review, Recommend, or Act) can have exception reasons submitted and approved. Choose the scope that matches your organization's exception workflow requirements.	<ul style="list-style-type: none"> ○ Recommend only - Exception reasons can only be submitted for Recommend level findings. ○ Act and Recommend - Exception reasons can be submitted for both Act and Recommend level findings. ○ All levels - Exception reasons can be submitted for Suggest, Review, Recommend, and Act level findings.
Enforce rejected exception reason validations	<ul style="list-style-type: none"> ○ When enabled and an exception reason is rejected, the object linked to that reason is set to read-only. ○ Users can't make additional changes until the finding message is resolved or a new exception reason is submitted. ○ This confirms strict 	Selected or cleared

Field	Description	Values
	conformance with validation rules and prevents inconsistent or unauthorized updates while an exception is unresolved.	
Enable approvals in production (<i>enable_exception_reason_approvals_in_production</i>)	<ul style="list-style-type: none"> Controls whether exceptions can be approved in production instances or only in development environments. When disabled, exceptions can only be approved in the instances in which they are raised. This setting is only applicable to development instances. 	Selected or cleared
Approval group(s)	The group or groups that approve or reject exception reasons and receive notifications when new approvals are requested.	Select one or more approval groups
Exclude approved exception reasons from technical debt	When enabled, findings with approved exception reasons are excluded from technical debt metrics.	Selected or cleared

Field	Description	Values
	This does not remove the finding from the system.	
Upon new finding found (<i>er_finding_number_validation</i>)	Determines how exception reasons are handled when the same issue is detected again in a subsequent scan.	<ul style="list-style-type: none"> ○ Auto Accept Existing Reason ○ Re-approve Existing Reason
Upon line number change (<i>exception_reason_validation</i>)	Determines how approved exception reasons are handled when the finding's line number changes in the code.	<ul style="list-style-type: none"> ○ Auto Accept Existing Reason (default) ○ Re-approve Existing Reason

Configure exception approval behavior

Configure how exception reasons are enforced, approved, and re-evaluated when findings are detected using the Scan Engine. Settings control exception behavior.

Before you begin

When real-time enforcement is enabled, Act and Recommend level findings require an approved exception reason before the form can be saved. Suggest and Review level findings don't block form submission. All four finding levels, Suggest, Review, Recommend, and Act, can have exception reasons configured when the Exception Reasons feature is enabled.

All instances must be registered in My SN Instances before configuring approval settings. See [Register your instance](#) for details.

See [View scan results for Scan Engine](#) for additional information on finding levels.

Role required: Scan Engine admin (*sn_se.scan_engine_admin*)

Procedure

1. Navigate to **All > Impact > Platform Health > Configuration > Scan Engine Properties > Exception reasons**.

Configuration options for Exception Reasons displays.

2. Set **Enforce rejected exception reason validations** to set enforcement behavior.
When enabled and an exception reason is rejected, the linked object becomes read-only until the finding is resolved or a new exception reason is submitted.
3. Configure exception reason scope to control which finding levels can be submitted for exceptions.

Exception reason scope determines which finding levels can have exception reasons submitted and approved. Three scope options are available:

- **Recommend only** - Exception reasons can only be submitted for Recommend level findings.
- **Act and Recommend** - Exception reasons can be submitted for both Act and Recommend level findings.
- **All levels** - Exception reasons can be submitted for Suggest, Review, Recommend, and Act level findings.

a. Set **Enable approvals in production.**

Controls whether exceptions can be approved in the production instance, or only in the environment where they were raised.

b. Configure **Approval groups.**

Add the group or groups that will approve or reject exception reason requests and receive notifications when new requests are submitted.

In the **Approval group(s)** field, select your lab approval group.

4. Set **Exclude approved exception reasons from technical debt.**

When enabled, findings with an approved exception reason are excluded from technical debt metrics. The finding remains in the system.

5. Control re-evaluation behavior.

a. Set **Upon new finding found.**

Determines how an existing approved exception reason is handled when the same issue is detected in a subsequent scan.

Auto Accept Existing Reason	Re-approve Existing Reason
The existing approved reason carries forward automatically. No re-approval required.	The existing reason is suspended and must be re-reviewed before it takes effect again.

b. Set **Upon line number change.**

Determines how an approved exception reason is handled when the finding's line number changes in the code — for example, after a refactor.

Auto Accept Existing Reason (default)	Re-approve Existing Reason
The exception reason stays approved even if the line number shifts. Use when minor code movement is expected.	Any line number change requires re-review. Use when line position is meaningful to the exception context.

6. Select **Save.**

Customize Scan Engine definitions

You can modify an existing definition to further customize and refine its scanning criteria or deactivate a definition.

Pre-defined definitions

There are various types of definitions available as a baseline in the Impact Scan Engine. For a complete list of category definitions and their weights in the Instance Health Score, see [Scan Engine definitions](#).

Before you begin

A list of specific Scan Engine definitions are available in your instance and vary based on instance setup.

Scan Engine admins can toggle the Active field on any definition without using the override function. To modify other definition properties, you must use the Override Definition option. Any user with the Scan Engine user role can view definitions.

Role required: Scan Engine admin (sn_se.scan_engine_admin).

Procedure

1. Navigate to **ALL > Impact > Platform Health > Definitions**.

2. Select a definition number to open its details.

Deactivate a definition

3. To deactivate a definition without requiring an approval override, deselect the **Active** checkbox.

The Active field is editable without requiring an override. This field deactivates the definition so it will no longer run in any scan type. No other changes to the definition are needed.

Note: Minimum versions required are Scan Engine version 4.0.3 (Zurich 11) or Australia AP5.

Modify definition properties

4. To modify other definition properties, select **Override Definition**.

When a definition is overridden, the base system definition will no longer be used in any scan type (real-time, scheduled, update set, application, or on demand). All fields in the overridden definition become editable. You can then modify the required and optional fields. Refer to [Create custom Scan Engine definitions](#) for complete field details.

5. When updating an overridden definition, review the override field information.

- The **Override** field is only visible if a base definition has been overridden using **Override Definition**.
- Deleting an overridden definition re-enables the base system definition.
- Overridden definitions are considered custom definitions. As a result, they are included in the count of 10 active custom definitions limit for Guided customers.

6. Select **Update**.

Related lists appear at the bottom of the definition screen.

Option	Description
Applicable Tables	<p>Displays all tables scanned by the definition, as well as the conditions table records must match to be scanned.</p> <p>To add a table to the list:</p>

Option	Description
	<p>a. Select New.</p> <p>b. In the New Applicable Table form, define the potential tables to scan:</p> <ul style="list-style-type: none"> ▪ Definition: The definition that applies to this record. For the table defined in this record, if the condition matches, the definition in this field will record a finding. ▪ Table: Specific table that the definition runs against. ▪ Configuration tables: Definitions run against tables that extend the application file (sys_metadata). Scans of these tables can be monitored in real time. ▪ Non-configuration tables: Definitions run against all other tables. Scans of these tables cannot be monitored in real time and will only be seen in the results of an update set, application, or other on-demand scan. ▪ Global Scope: Some global tables have a type of restricted access, called Caller Restriction. Special handling is required to access these tables from the Scan Engine scope. <p>See Scan Engine for more information.</p> <ul style="list-style-type: none"> ▪ Conditions: Defines the conditions that table records must meet to be scanned.
Findings For This Definition	Displays any findings, as established by the definition, found during on-demand or scheduled scans.
Resolved Finding Histories	Shows findings that were resolved for this definition.
Scan Engine Suites	<p>Displays all suites assigned to the definition, which allows for scanning entire suites of definitions. Suites are also used in reporting with in the Analytics Dashboard. For more information, see Customize Scan Engine definition suites.</p> <p>To assign suites to a definition:</p> <p>a. Select Edit.</p> <p>b. In the Edit Members form, assign one or more suites to a definition:</p>

Option	Description
	<ul style="list-style-type: none"> ▪ Collection: List of available suites that can be assigned to a definition. ▪ Scan Engine Suites List: Assigned suites for the current definition.

Create custom Scan Engine definitions

The Scan Engine contains preexisting base system definitions and you can create your own.

Before you begin

Role required: Scan Engine Admin (sn_se.scan_engine_admin).

Procedure

1. Navigate to **ALL > Impact > Platform Health > Definitions**.

2. Select **New**.

3. Fill in the following fields as needed.

Field/Selection	Description
Number	<p>The unique identifier of the definition. This number is generated automatically.</p> <p>Note: Your unique company code will be prefixed to the definition number. You can find your company code by navigating to the <code>sys_properties</code> table, then searching for <code>glide.appcreator.company.code</code> property.</p>
Active	<p>Select to have the Scan Engine evaluate records to see if there are any findings during a scan.</p>
Level of Finding	<p>Select the severity level of the finding for the definition that displays when real-time monitoring is active:</p> <ul style="list-style-type: none"> ○ Act: Prevents users from modifying the record until the definition's conditions are met. ○ Recommend: Prevents users from modifying the record unless they provide an exception reason for why the definition was not followed or until the definition's conditions are met. ○ Suggest: Prompts users to check if there is a better solution available. ○ Review: Calls out less serious items for review. This does not contribute to technical debt.

Field/Selection	Description
	See View scan results for Scan Engine for additional information.
Category	Upgradeability, manageability, performance, security, or user experience For details, see Customize Scan Engine definitions .
Short Description (Mandatory)	A short description of the definition.
Reason For Definition	The purpose the definition was created.
Supporting Documentation	A link to documentation that further explains the finding definition. The link displays as part of the real-time message.

4. On the **Configuration** tab, adjust the values of the following fields to configure how the definition operates and identifies findings within the instance.

Field/Setting	Description
Evaluate Definition For	Dictates the scope of records that are scanned in real-time: <ul style="list-style-type: none"> ○ All Matching Records: Scans all applicable records in real-time. ○ New Records Only: Scans only new, applicable records in real-time.
SN Instance To Run On	Sets the SN instance that the definition will apply to. <ul style="list-style-type: none"> ○ Run on all non-production instances ○ Run on specified instances ○ Run on production instances only <p>Note: Run on Specified Instances activates the Specific SN Instances to Run On field.</p>
Specific SN Instances to Run On	<ul style="list-style-type: none"> ○ Sets which specific ServiceNow instances the definition applies to. ○ For this setting to display, the follow must be true: <ul style="list-style-type: none"> ▪ Enable Instance Specific Definitions must be enabled in the Scan Engine properties. ▪ The My SN Instances table must contain at least one instance.

Field/Setting	Description
	<p>Note: Only instances defined in the My SN Instances table can be selected here.</p>
Type of Rule (Mandatory)	<p>Sets the definition's rule type:</p> <ul style="list-style-type: none"> ○ Fails if script includes text ○ Fails if script excludes text ○ Fail if XML includes text ○ Fail if XML excludes text ○ Fail if conditions match ○ Custom
Scan Finding Limit	<ul style="list-style-type: none"> ○ The maximum number of findings that can be generated for each definition during a scan. ○ The limit is applied per applicable table. For example, if the limit is set to 100, a maximum of 100 findings will be generated for each applicable table. ○ Prevents excessive or redundant findings and optimizes scan performance.
Propose Fix	<ul style="list-style-type: none"> ○ Allows a definition to be defined such that it enables the ability to automatically apply recommended changes to objects in your ServiceNow instance. ○ When selected, the Proposed Fix Script field displays.
Propose Fix Script	<ul style="list-style-type: none"> ○ Provides a script field for creating a custom function which is used to show users an auto-corrected version of the record they are viewing. ○ This field is only visible if Propose Fix is enabled.
Search Type (Mandatory)	<ul style="list-style-type: none"> ○ Regex: Search by regular expression. ○ Text: Search for text. ○ Custom: A custom search type using JavaScript. ○ This field is only visible if Type of Rule is one of the following: <ul style="list-style-type: none"> ▪ Fails if script includes text ▪ Fails if script excludes text ▪ Fail if XML includes text ▪ Fail if XML excludes text

Field/Setting	Description
Custom Rule Variable	<ul style="list-style-type: none"> Enables the Parameter 1 value string entry field. This field is only visible if Type of Rule is set to Custom.
Parameter 1 Value	Set a default value here if you want to allow users to change the value of a parameter without modifying a custom script.
Parameter 1 Description	A description of what the Parameter 1 Value is used for.
Delta Scans Not Applicable	This definition will always scan as a full scan, not a delta scan, for all scan types. This means it will scan all records for findings, not just records updated since the previous scan.
Return One Finding For The Entire Table	<ul style="list-style-type: none"> If the definition applies to the entire table and not to specific records, Scan Engine returns one finding record for the table instead of a finding for each record. When possible, the scanned table and scanned record are populated in the finding. If this isn't possible, the scanned record value will be empty. <p>Note: If enabled, this definition will not scan in real-time.</p>
Search Pattern	<p>Lets users enter a regular expression to search for findings in Scripts and XML type fields.</p> <p>This field is only available if Type of Rule is set to one of the following:</p> <ul style="list-style-type: none"> Fail if script includes text Fail if script excludes text Fail if XML includes text Fail if XML excludes text <p>In addition, Search Type must be set to Regex.</p>
Search Function	<p>Lets users enter a custom function to search for findings in Scripts and XML type fields.</p> <p>This field is only available if Type of Rule is set to one of the following:</p> <ul style="list-style-type: none"> Fail if script includes text Fail if script excludes text

Field/Setting	Description
	<ul style="list-style-type: none"> Fail if XML includes text Fail if XML excludes text. <p>In addition, Search Type must be set to Custom.</p>
Search Text	<p>Enables a field for users to search for text in scripts and XML fields. Enter one or more comma-separated text values.</p> <p>This field is only available if Type of Rule is set to one of the following:</p> <ul style="list-style-type: none"> Fail if script includes text Fail if script excludes text Fail if XML includes text Fail if XML excludes text <p>In addition, Search Type must be set to Text (comma separated).</p>
Custom Function (Mandatory)	<ul style="list-style-type: none"> Provides a script field to create a custom function for identifying findings. This field is only visible if Type of Rule is set to Custom.

5. On the **Impact** tab, adjust the values in the following fields as desired to configure the impact level for findings relating to this definition.

Option	Description
Impact to Instance (Mandatory)	<ul style="list-style-type: none"> Sets a level of impact for the finding within its level of finding. For example, different Act findings can have different impact levels assigned to them. It provides an extra layer of priority for individual definitions. Impacts can be set from 1-10, where 1 is the lowest impact and 10 is the highest.
Business Impact	A description of how a finding for the definition would affect the instance in a business setting.

6. On the **Resolution** tab, adjust the values in the following fields to change how to resolve findings relating to this definition and the estimated time to do so.

Option	Description
Estimated Time to Resolve Issue	The estimated time for a single developer to resolve the definition finding in days, hours, minutes, and seconds.

Option	Description
Steps To Resolve	A description of the steps for resolving the finding related to this definition. This description is displayed on real-time messages.

7. Select **Save** in the Additional Actions drop down menu to save the new definition, then configure the Applicable Tables.

Customize Scan Engine definition suites

Follow these steps to create or modify Scan Engine definition suites.

About this task

Definition suites are useful as they allow scanning of the entire instance or all definitions. Admins can focus on a suite that represents a logical category and improve efficiency and precision in code quality checks.

By default, the following suites are available:

- Scan Engine
- JavaScript Naming Conventions
- Scoped Application
- ITOM
- Workflow Engine
- Security and Instance Hardening
- IL4 (Impact Level 4)
- HR Scoped Applications
- Artificial Intelligence Readiness

Before you begin

Role required: Scan Engine admin (sn_se.scan_engine_admin_role role)

Procedure

Create Definition Suites

1. Navigate to **ALL > Impact > Platform Health > Definition Suites..**
2. Select **New**.
3. Fill in the fields as needed.

Definition suite form

Field	Description
Number	Unique identifier of the definition suite. This number is generated automatically.
Active	Makes the definition suite active and useable.
Short Description	Brief description of the definition suite.
Description	Detailed description of why the suite was created.

Modify Scan Engine Definition Suites

4. Navigate to **ALL > Impact > Platform Health > Definition Suites**.
5. Select a suite number to open its details and modify its properties.
Related lists appear at the bottom of the screen.

List	Definition
Scan Engine Definitions	<p>Displays the definitions attached to this suite. To add a definition to the suite:</p> <ol style="list-style-type: none"> a. Select Edit. b. Use the filter to sort the Collection list. c. To add a definition to the collection, select it, and then select the right arrow to move it to the Workflow Engine field. <p>You can add multiple definitions.</p> <p>You can move definitions out of the suite using the left arrow.</p> <ol style="list-style-type: none"> d. Select Save.
Relevant Findings	Displays findings found during on-demand or instance scans as defined by the definitions in the suite.

Create policies for Scan Engine

Policies let you determine how specific definition findings appear on analytics dashboards; you can ignore them completely or place them in a prioritized view.

Before you begin

Role required: admin

You can choose to create policies that label these definition findings as:

- **Acceptable as is:** Findings remain in the **Open Findings** table but are excluded from dashboard metrics, health score calculations, and prioritization views. They aren't automatically closed.
- **Prioritize:** Findings will appear in the **Prioritized findings** module on analytics dashboards.

Procedure

1. Navigate to **All > Impact > Platform Health > Open Findings**.
2. Select the short description for a finding to open the record to assign a policy.
3. In the **Related Links** section, select **Create a policy for this finding**.
4. Set the following fields to configure the policy.

Field	Description
Number	Auto-generated ID for the policy.
Active	Enable the policy to display in the Finding Policies page (ALL > Impact > Platform Health > Finding Policies).

Field	Description
Status	Select one of the following: <ul style="list-style-type: none"> None: The policy is defined but not currently affecting findings Acceptable as is: Exclude findings from metrics Prioritize: Highlight the finding in dashboards
Order	Policies are evaluated in order lowest to highest. The first policy that matches a finding is applied; subsequent policies aren't evaluated for that finding. Lower order values have higher priority.
Reason for policy	Description of why the policy was created.

5. Select **Submit**.

When a policy is active, findings matching its criteria display its name in their **Policy** field. View all findings affected by a policy through the policy record's **Findings** related list, or navigate to **ALL > Impact > Platform Health > Finding Policies** to manage all policies.

Configure Scan Engine integrations

Scan Engine integrates with other ServiceNow instances and external agile systems to synchronize definitions, manage exception reasons, create user stories, and enforce governance over app deployments.

Scan Engine has the ability to integrate with your other environments running Impact so that you can:

- Compare technical debt across instances
- Sync custom definitions across instances
- Enable approvals for finding exceptions in production
- Create user stories from findings

The following integrations are available for the Scan Engine.

Scan Engine integrations

Integration	Description
Definitions integration	Allows users to synchronize definition overrides and custom definitions between non-production and production instances. Ensuring a consistent ruleset is being applied throughout the instance stack.
Exception reason integration	<ul style="list-style-type: none"> • Synchronizes exception reasons between non-production and production instances. • Facilitates the approval or rejection of exception reasons in the production environment.
User story integration	Creates tasks for findings from a ServiceNow instance to: <ul style="list-style-type: none"> • ServiceNow production Instance • Jira

Scan Engine integrations (continued)

Integration	Description
	<ul style="list-style-type: none"> • Azure DevOps • Others
Deployment and synchronization integrations	<ul style="list-style-type: none"> • Update sets: Synchronizes update set summary scans to the production instance from instances where this integration is enabled. • AES/AEMC: Provides automated governance for custom app deployments by validating deployment requests against admin-defined conditions before approval. When a developer submits a deployment request, the system automatically runs checks to ensure all required rules are met, blocking deployment if conditions fail.

Prerequisites

Most integrations share the same foundational setup. Complete the following before configuring any specific integration.

- [Create an integration user account](#) in development and production environments.
- [Register your instance](#): Register each participating instance in the My SN Instances table. Only one instance in your stack may be designated as Production.
- Configure authentication using Basic or OAuth. OAuth is strongly recommended for all production environments. See [Configure the OAuth authentication method development instance](#) and [Configure the OAuth authentication method production instance](#) or [Configure the Basic authentication method](#) for details.
- [Validate your instance connection](#): Validate each instance connection using the **Validate Connection** action on each My SN Instances record.

Note: Azure DevOps and the Other integration type authenticate via Basic auth records and API tokens configured directly in Scan Engine Properties, as they do not use My SN Instances. AES/AEMC only requires one My SN Instances record to designate the production controller, with no Authentication Type set.

Role requirements

Role	Purpose	Where required
sn_se.scan_engine_admin	Full admin access to Scan Engine configuration	Integration user on all instances
sn_se.internal_rest_api	Allows REST calls between instances	Integration user on all instances
admin	Platform admin	Update Set Scans integration only

Important: Neither Scan Engine role is inherited by the platform admin role. Always assign both roles explicitly on every instance the integration user is imported to.

Platform notes

Key Management Framework (KMF)

KMF replaced the Glide Encryptor class for encrypting `password_2` fields. KMF encryption is instance-specific, an encrypted value from one instance cannot be decrypted on another. Any Auth record that crosses an instance boundary requires a password re-entry on the receiving instance. If a pending Scan Engine scripting scope request is blocking authentication, it must be approved in the Key Management Framework module access policies before retrying.

ECMAScript 2021 (ES12) mode

For User Story integrations, enable ECMAScript 2021 (ES12) mode in Scan Engine Properties to use modern JavaScript syntax in field mapping scripts. Without this mode, only the application default JavaScript mode is available.

Create an integration user account

Create a dedicated integration user account and assign the required roles so that the Scan Engine can authenticate and communicate between your ServiceNow instances.

Before you begin

Complete this procedure in every environment where the Scan Engine will run, for example, development, QA, and production.

Role required: admin (to create users and assign roles)

About this task

The Scan Engine requires a dedicated integration user in each instance. The user's password is reused in several credential fields during integration setup, therefore, choose a value to store in a secure location before you begin.

 **Tip:** To display the **Password** field on the user form, set the system property `glide.user.show.password.field` to `true` temporarily. You can revert this setting after setup is complete.

Procedure

1. Navigate to **All > User Administration > Users**.
2. Select **New**.
3. In the **User ID** field, enter a name for the account (for example, `integration.account`).

Fill in the remaining fields as your organization requires. The user ID and password are the only values that directly affect Scan Engine connectivity.

4. Set a password that you can retrieve later.

You will enter this same password as the integration client secret and in the integration user profile. Record it in a secure location before proceeding.

5. Select **Save**.
6. On the user record, scroll down to the **Roles** related list and select **Edit**.
7. Search for `sn_se` and add both of the following roles to the user:
 - `sn_se.internal_rest_integration` – Internal REST Integration
 - `sn_se.scan_engine_admin` – Scan Engine Admin
8. Select **Save**.

9. Repeat this procedure in each additional instance, QA, production, etc., using the same user ID and password.

Optional: Set the user **Type** to **Machine** or enable **Internal Integration User**. These settings do not affect Scan Engine connectivity but may align with your organization's security policies.

Result

The integration user account exists in all required instances with the `sn_se.internal_rest_integration` and `sn_se.scan_engine_admin` roles assigned. You are ready to set up the integration authentication.

What to do next

Proceed to [Register your instance](#)

Register your instance

Register each participating ServiceNow instance in the My SN Instances table before configuring any instance-to-instance integration.

Before you begin

Before registering, gather the following for each instance:

- The exact instance name matching the `instance_name` system property (typically the subdomain — for example, `companyname.service-now.com`).
- The full instance URL in the format `https://instancename.service-now.com`. Omit `www.`, trailing slashes, and any path after the domain.
- The environment type: Development, Production, or Test. Only one instance in your stack may be designated Production.

Role required: Scan Engine Admin (`sn_se.scan_engine_admin`)

Procedure

1. Navigate to **ALL > Impact > Configuration > Scan Engine Properties** and open the **My SN Instances** related list tab.
2. Select **New** for each instance and populate the following fields.

Field	Value
Instance Name	Must match the <code>instance_name</code> system property.
Instance URL	<code>https://instancename.service-now.com</code>
Environment	Development, Production, or Test.
Authentication Type	<ul style="list-style-type: none"> ○ Basic: See Configure the Basic authentication method ○ OAuth: <ul style="list-style-type: none"> ▪ Configure the OAuth authentication method development instance ▪ Configure the OAuth authentication method production instance
API Credential Config	The authentication record for this instance.

3. Promote or export the My SN Instances list to all instances that will use Scan Engine integrations.
4. On each target instance, open the imported production record and select **Validate Connection**.
Connection Status updates to `Connection valid` on success.

What to do next

If validation fails, resolve the root cause before retrying. Repeated failed attempts can trigger the account lockout policy. Refer to [Validate your instance connection](#) for additional information.

Configure the OAuth authentication method development instance

Set up OAuth authentication for instance-to-instance Scan Engine integrations using several stages, an integration user account, an OAuth2 configuration record, and provider and client application registries.

About this task

OAuth requires a minimum of one provider record and two client records per connection direction. The provider is created on the instance that receives connections (typically Production); the client is created on the initiating instance (typically Development) and must also be present on the provider instance.

Note:

ServiceNow platform UI labels the outbound client record as consumer. This documentation uses the term client to align with standard OAuth terminology. The **OAuth API endpoint for clients** registry type is deprecated, use **Connect to a third-party OAuth Provider** instead.

Before you begin

Role required: Scan Engine Admin (sn_se.scan_engine_admin).

Procedure

Stage 1 – Confirm the integration user account

1. Confirm that the integration user account exists in both development and production instances, has the required roles assigned, and that the account password is recorded in a secure location for use in later stages.
If the account has not been created yet, complete [Create an integration user account](#) before continuing.

Stage 2 – Create an OAuth2 configuration record in the Development instance

2. Navigate to `sys_auth_profile_oauth2.list` and select **New**.
If the username and password fields are not visible, customize the form to display them.
3. Populate the **Name**, **Application** scope (Scan Engine), **Username** (matching the integration user ID), and **Password** fields.
4. **Submit** the record.
If this record is imported to another instance, re-enter the password on that instance before use.

Stage 3 – Configure the provider on the Development instance

5. Set the Application scope to **Scan Engine**.
6. Navigate to **ALL > System OAuth > Inbound Integrations > New integration**.
7. Select **O-Auth- Resource Owner Password Credentials Grant**.

8. Fill out the form only indicated as follows:

Field	Description
Name	OAuth-Client-Dev
Provider Name	Leave empty.
Client ID	Copy the client id to a text file for later use.
Client secret	Enter the password used for the integration account for alignment purposes.
Comments	Leave empty.
Active	True
Auth scope	useraccount
Advanced options (optional): Token Format	Opaque

9. Select **Save**.

The new OAuth Client-Dev account will be listed in the inbound integrations list.

Stage 4 - Create the OAuth Provider application registry

10. Navigate to **ALL > System OAuth > Application Registry > New**.

11. Select **Connect to an OAuth Provider (simplified)- Outbound**.

Field	Value
Name	OAuth Provider - Dev
Client ID	Enter or paste the client id from the O-Auth- Resource Owner Password Credentials Grant step.
Client Secret	Enter the same password from the client integration account.
Default Grant Type	Resource Owner Password Credentials
Authorization URL	N/A
Redirect URL	Select the redirect URL Ex: <i>https://dev.servicenow.com/oauth_redirect.do</i>
Token URL	Use the redirect URL with a suffix of "token", Ex: <i>https://dev.servicenow.com/oauth_token.do</i>

12. **Save** the record.

OAuth provider details.

- **Name:** A unique name.
- **Client ID:** Client ID of application registered in third-party OAuth server.
- **Client Secret:** Client secret of application registered in third-party OAuth server.
- **Refresh Token Lifespan:** Time in seconds the Refresh Token will be valid.
- **Authorization URL:** OAuth Server's auth code flow endpoint. Required only for Authorization Code grant type.
- **Token URL:** OAuth Server's token endpoint.
- **Token Revocation URL:** OAuth Server's token revocation endpoint.
- **Redirect URL:** OAuth callback endpoint. Leave it empty for auto-generation.

* Name: **OAuth PROVIDER - DEV**

* Client ID: cd803924385d400e952b9e21

* Client Secret: [Redacted]

OAuth API Script: **OAuthUtil**

Logo URL: [Redacted]

* Default Grant type: Resource Owner Password Credentials

* Refresh Token Lifespan: 8,640,000

Public Client: ☐

Application: Scan Engine

Accessible from: All application scopes

Active: ☒

Authorization URL: [Redacted]

* Token URL: https://dev.service-now.com/oauth_token.do

Token Revocation URL: [Redacted]

Redirect URL: https://dev.service-now.com/oauth_redirect.do

Use mutual authentication: ☐

Send Credentials: In Request Body (Form URL-Encoded)

13. For the OAuthAPI Script, select **OAuthUtil**.

14. **Save** the record.

Stage 5 - Set up the SN Instances

15. Navigate to **All > Scan Engine > My SN Instances**.

If the My SN Instances record for this instance has not been created yet, complete [Register your instance](#) before continuing.

16. Open the existing instance record and configure the OAuth-specific fields as follows.

Field	Value
Authentication Type	OAuth
OAuth Application Registry	OAuth Provider-Dev
OAuth User Profile	New: Use the same integration account name, username, and password.

17. Select **Submit**.

Stage 6 - Validate connection

18. Save the record, then select **Validate Connection**.

Connection Status updates to Connection valid.

Note: If the Connection status returns an Error: User not setup on target instance, refer to the Key Management Framework setup step in [Validate your instance connection](#).

Configure the OAuth authentication method production instance

Export OAuth records from the development instance, import them into the production instance, correct Key Management Framework (KMF) credential encryption, and configure development-to-production authentication so that both instances can validate their connections to each other.

About this task

After the development instance is validated, see [Configure the OAuth authentication method development instance](#), the production instance must be able to communicate with development, and development must be able to communicate with production. This requires two rounds of record export and import; one in each direction with KMF credential correction performed after each import.

i Important: When OAuth records are imported into a new instance, KMF re-encrypts password fields using the receiving instance's cryptographic key. The stored values will appear jumbled and must be manually overwritten with the correct password before the connection can be validated.

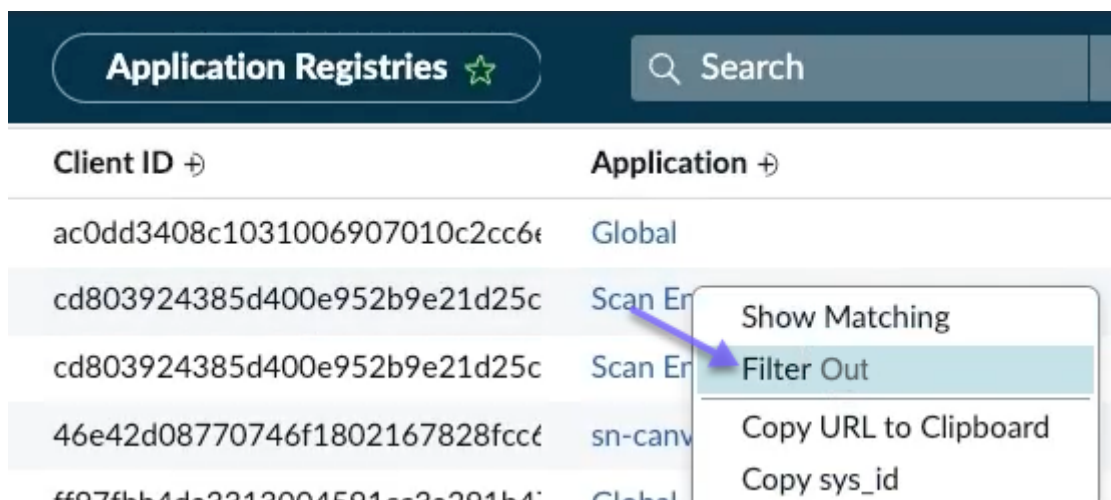
Before you begin

- Complete [Configure the OAuth authentication method development instance](#) on the development instance and confirm that the development connection validates successfully.
- The integration user account must already exist on the production instance with the `sn_se.scan_engine_admin` and `sn_se.internal_rest_integration` roles assigned. See [Create an integration user account](#).
- Have the integration account password available in a text editor. You will paste it multiple times during this procedure.
- Role required: Scan Engine Admin (`sn_se.scan_engine_admin`).

Procedure

Stage 1 – Export OAuth records from the development instance

1. On the development instance, navigate to **All > Scan Engine > My SN Instances** and open the development instance record.
2. Select and hold (or right-click) the form header of the MySN instance record and select **Export > XML**.
3. Save the file to a local folder (for example, SE_Data).
4. From the MySN instance record, drill into the **OAuth User Profile** field, open the linked record, and export it as XML.
5. Navigate to **All > System OAuth > Application Registry** and filter the list to show only records scoped to **Scan Engine**.



Two records should be present: OAuth Client Dev and OAuth Provider Dev.

6. Select both records and export them together as XML.

7. Open the **OAuth Provider Dev** record and locate the auto-generated OAuth entity profile record linked at the bottom of the form.

Application Registries
OAUTH PROVIDER - DEV View: OAuth Provider

OAuth Entity Profiles | OAuth Entity Scopes | OAuth Entity Resources

Define the OAuth Provider Profile including name, Grant Type and OAuth generates a default profile for it without any scope.

Name ▲	Grant Type	OAuth
OAUTH PROVIDER - DEV default_profile		

Insert a new row...

8. Open the OAuth entity profile record and export it as XML.
You should now have four XML files in your export folder:
 - MySN instance record
 - OAuth user profile
 - Two application registry records (OAuth Client Dev and OAuth Provider Dev)
 - OAuth entity profile record

Stage 2 — Prepare Key Management Framework access on the production instance

9. Log in to the production instance.
10. In the Navigator, type key and open **Key Management Administration**.
11. Add your user account to the selected users list and save.
The role `sn_kmf.admin` is automatically assigned to your account.
12. Log out and log back in, then navigate to your user record.
13. In the **Roles** related list, select **Edit** and also assign `sn_kmf.cryptographic_manager`.
14. Log out and log back in to activate both KMF roles.

Stage 3 — Import development records into the production instance

15. On the production instance, navigate to **All > Scan Engine > My SN Instances**.
16. Import the four XML files in the following order, using **Import XML** for each file:
 - a. OAuth entity profile record
 - b. Second OAuth entity profile record (if present)
 - c. MySN instance record
 - d. OAuth user profile (OAuth2 configuration) record

Stage 4 — Correct KMF-encrypted credentials on the production instance

17. Navigate to `sys_auth_profile_oauth2.list` and open the **Integration Account** OAuth user profile record.
18. Switch the application scope to **Scan Engine**.
19. If the **Username** and **Password** fields are not visible, configure the form to display them, or open the record using the list layout.
When prompted whether to edit in Scan Engine or Global scope, select **Global** for the form configuration only.
20. Overwrite the **Password** field with the integration account password from your text editor and select **Save**.
Importing the record causes KMF to re-encrypt the password field with the production instance key. Overwriting it restores the correct value.
21. Navigate to **All > System OAuth > Application Registry** and open **OAuth Client Dev**.
22. Unlock the **Client Secret** field, overwrite it with the integration account password, and select **Save**.
23. Return to the Application Registry list and open **OAuth Provider Dev**.
24. Unlock the **Client Secret** field, overwrite it with the integration account password, and select **Save**.

Stage 5 — Grant KMF module access and validate the development connection

25. In the Navigator, type `key`.
26. Navigate to **All > Key Management Framework > Module Access Policies > All**.
27. Filter the **Script table** column to show **Script Includes** only and locate the record named **ScanEngine API Util**.
28. Open the record, change the access decision to **Track**, and select **Save**.
29. Navigate to **All > Scan Engine > My SN Instances**, remove any active filters, and open the development instance record.
30. Select **Validate Connection**.
Connection Status updates to `Connection valid`. The production instance can now communicate with the development instance. See [Validate your instance connection](#) for additional information.

Stage 6 — Create the OAuth client and provider for the production instance

31. Confirm the application scope is set to **Scan Engine**.
32. Navigate to **All > Scan Engine > My SN Instances** and confirm that a MySN instance record exists for the production instance.
If the production instance record has not been created yet, complete [Register your instance](#) before continuing as follows. The record must exist before OAuth fields can be configured.

Field	Value
Instance Name	The instance name as it appears in <code>stats.do</code> for the production instance.
URL	The full URL of the production instance.
Environment	Production

33. Navigate to **All > System OAuth > Inbound Integrations** and select **New Integration**.

34. Select **Resource Owner Password Credential Grant and fill out the form as follows:**

Field	Value
Name	OAuth Client Prod
Provider Name	Leave empty.
Client ID	Copy the auto-generated value to your text editor for use in the next step.
Client Secret	Enter the integration account password.
Auth Scope	useraccount
Advanced options: Token Format	Opaque

35. Select **Save.**

36. Navigate to **All > System OAuth > Application Registry and select **New**.**

37. Select **Connect to an OAuth Provider (simplified) – Outbound and fill out the form as follows:**

Field	Value
Name	OAuth Provider Prod
Client ID	Paste the client ID copied from OAuth Client Prod.
Client Secret	Enter the integration account password.
Default Grant Type	Resource Owner Password Credentials
Redirect URL	Select the redirect URL for the production instance. Example: <i>https://prod.servicenow.com/oauth_redirect.do</i>
Token URL	Use the redirect URL with the path changed to <i>oauth_token.do</i> . Example: <i>https://prod.servicenow.com/oauth_token.do</i>

38. Select **Save.**

An OAuth entity profile record is automatically generated and appears at the bottom of the form. Leave this record as-is.

Stage 7 – Link OAuth records to the production MySN instance and validate

39. Navigate to **All > Scan Engine > My SN Instances and open the production instance record created in [Register your instance](#).**

40. Configure the record as follows:

Field	Value
Authentication Type	OAuth
OAuth Application Registry	OAuth Provider Prod
OAuth User Profile	Select the existing Integration Account profile (the same profile used for the development connection).

41. Select **Save, then click **Validate Connection**.**

- Note:** Because the KMF module access policy for ScanEngine API Util was already set to **Track** in Stage 5, the connection should validate immediately without additional KMF steps. See [Validate your instance connection](#) for additional information.

Connection Status updates to `Connection valid`.

Stage 8 — Export production records and import into the development instance

42. From the production instance, navigate to **All > System OAuth > Application Registry and export the following records as XML:**

- **OAuth Client Prod**
- **OAuth Provider Prod**
- The **OAuth entity profile** auto-generated by OAuth Provider Prod

43. Export the production MySN instance record as XML.

44. Log in to the development instance and navigate to **All > Scan Engine > My SN Instances.**

45. Import the four XML files using **Import XML.**

46. Navigate to **All > System OAuth > Application Registry and correct the KMF-encrypted client secret on both **OAuth Client Prod** and **OAuth Provider Prod** by overwriting each with the integration account password.**
See Stage 4 for the correction procedure.

47. Navigate to **All > Scan Engine > My SN Instances, remove any active filters, and open the production instance record.**

48. Select **Validate Connection.**

Connection Status updates to `Connection valid`. Both instances now have valid MySN instance records for development and production.

Result

Both the development and production instances have validated MySN instance records in each direction. Definition synchronization, update set summary synchronization, and exception reason synchronization are now available.

What to do next

- [Definitions integration](#)
- [Exception reason integration](#)
- [User story integration](#)
- [Deployment and synchronization integrations](#)

Configure the Basic authentication method

Confirm an integration user, create a Basic authentication record, then connect your instances using basic authentication. Basic authentication is supported but OAuth is recommended for production environments.

About this task

Important:

Authentication record passwords use Key Management Framework (KMF) encryption, which is instance-specific. Any authentication record imported from another instance must have its password manually re-entered on the target instance. Neither `sn_se.scan_engine_admin` nor `sn_se.internal_rest_integration` is inherited by the platform admin role and both must be explicitly assigned on every instance.

Before you begin

Role required: Scan Engine Admin (`sn_se.scan_engine_admin`).

Procedure

Confirm the integration user account

1. Confirm that the integration user account exists on all participating instances, has the `sn_se.internal_rest_integration` and `sn_se.scan_engine_admin` roles assigned, and that the account password is recorded in a secure location.
If the account has not been created yet, complete [Create an integration user account](#) before continuing.
2. Set the password using `setDisplayValue()` in a background script.

 **Note:** The Set Password UI modal does not support typing or pasting. Use the following script in **ALL > System Definition > Scripts - Background**:

```
var gr = new GlideRecord('sys_user');
gr.get('user_name', 'scan_engine_integration');
gr.user_password.setDisplayValue('YourPassword');
gr.update();
```

Create a Basic authentication record

3. Navigate to `sys_auth_profile_basic.list` and select **New**.
4. Enter the same username and password as the integration user.
5. Set **Application** to Scan Engine and save.

Connect your instances

6. Export the integration user record and basic auth record from the source instance, then import both into every target instance.
7. On each target instance, assign role `sn_se.internal_rest_integration` to the imported user.
Role assignments are not included in record exports and must be added manually.
8. On each target instance, reset the integration user password using `setDisplayValue()` (see script above).
9. On each target instance, open the imported basic auth record and manually re-enter the password in the UI.
10. Create or import My SN Instances records and validate connections.
See [Register your instance](#).

Validate your instance connection

Validate the connection between registered instances to confirm that authentication and My SN Instances configuration are correct before enabling integrations.

Before you begin

My SN Instances registration and authentication must be complete before validating. See [Register your instance](#) and either [Configure the Basic authentication method](#) or [Configure the OAuth authentication method development instance](#).

Role required: `sn_se.scan_engine_admin`

Procedure

1. Navigate to **ALL > Impact > Configuration > Scan Engine Properties > My SN Instances**.
2. Open the instance record to validate.
3. Select **Validate Connection**.
Connection Status updates to `Connection valid`.

What to do next

If validation fails, resolve the root cause before retrying. Retrying without fixing the root cause can trigger the account lockout policy. Work through the following checks in order:

1. The integration user password was set using `setDisplayValue()` on this instance.
2. The authentication record password was re-entered in the UI on this instance.
3. Both roles — `sn_se.scan_engine_admin` and `sn_se.internal_rest_integration` — are explicitly assigned to the integration user on this instance.
4. The instance URL is exactly `https://instancename.service-now.com` with no `www.`, trailing slash, or path.
5. Any pending Scan Engine scripting scope request in Key Management Framework access policies has been approved, and you have logged out and back in before retrying.
 - a. Assign the system administrator role the Key Management admin role
 - b. Assign the `sn_kmf.cryptographic_manager` role to the system admin.
 - c. Navigate to **All > Key Management > Module Access Policies**.
 - d. Search for Scan Engine in the Script Table Target script: Script Include:

Policy name	Type	Active	Result	Crypto module	Target scope	Target role	Script table	Target script
Script Include	Script	true	Track	sn_pwdreset_ah.password_reset	(empty)	(empty)	Script Include [sys_script_include]	Script Include [sys_script_include]
Script Include	Script	true	Reject	global.com.glide_web_service_consumer_gl...	Scan Engine	(empty)	Script Include [sys_script_include]	Script Include [sys_script_include]

- e. Open the record and set the Result to **Track**.

If the account has been locked out, see [Recover from account lockout](#).

Recover from account lockout

Unlock the integration user account and clear the password reset flag after repeated failed validation attempts trigger the account lockout policy.

Before you begin

Role required: `admin`

About this task

Repeated failed connection validation attempts can lock the integration user account. Two fields must be cleared to restore access — `locked_out` and `password_needs_reset`.

Clearing only one field is insufficient; `password_needs_reset` can independently block authentication even when `locked_out` is false.

Procedure

1. Navigate to **ALL > System Definition > Scripts - Background**.
2. Run the following script, replacing `scan_engine_integration` with your integration user's user name if different.

```
var gr = new GlideRecord('sys_user');
gr.get('user_name', 'scan_engine_integration');
gr.setValue('locked_out', false);
gr.setValue('password_needs_reset', false);
gr.update();
```

Result

The integration user account is unlocked and the password reset flag is cleared.

What to do next

Before retrying validation, resolve the root cause of the failed attempts. See [Validate your instance connection](#) for the full validation troubleshooting checklist.

Definitions integration

The Definitions integration synchronizes new, customized, and overridden definitions between non-production and production instances.

When you customize or override a definition on a development instance, the Definitions integration pushes those changes to your production instance so that scans run consistently across environments. You can sync individual definitions or multiple definitions in bulk.

Prerequisites

- My SN Instances registration is complete. See [Register your instance](#).
- Authentication is configured. See [Configure the Basic authentication method](#) or [Configure the OAuth authentication method development instance](#).
- Role required: `sn_se.scan_engine_admin`.

What syncs

The following definition states can be synchronized:

- New definitions created on the development instance.
- Customized definitions where default behavior has been modified.
- Overridden definitions where the default has been replaced entirely.

Sync definitions

Enable definition synchronization and push new, customized, or overridden definitions from a development instance to production.

Before you begin

Role required: Scan Engine Admin (`sn_se.scan_engine_admin`).

Procedure

Enable definition synchronization

1. Navigate to **ALL > Impact > Configuration > Scan Engine Properties**.
2. On the **Definitions** properties tab, ensure **Enable definition synchronization** is active.

Sync a definition

3. Navigate to **ALL > Impact > Definitions** and open the definition to sync.
4. Select the appropriate sync action.

Action	Result
Sync Definition	Syncs the definition with a sync note.
Delete and Sync	Deletes the definition on the target instance and propagates the current version.

Result

The definition is pushed to the production instance.

Trouble?

To bulk sync multiple definitions, select the checkbox for each definition in the Definitions list view, then select **Sync Definition** or **Delete and Sync** from the actions menu.

Exception reason integration

You can synchronize exception reasons from non-production to Production instances once a record is created or updated.

When a developer creates or updates an exception reason on a non-production instance, the integration automatically propagates that change to the production instance. If production approvals are enabled, the exception reason enters a Requested state and triggers an approval workflow before taking effect.

Approval workflow

When **Enable approvals in production** is selected in Scan Engine Properties, the following workflow applies:

1. A developer creates or updates an exception reason on the non-production instance.
2. The exception reason is synced to production in a Requested state.
3. An approval request is sent to the configured Approval Group(s).
4. Once approved or rejected, the status syncs back to the developer instance.

Prerequisites

- My SN Instances registration is complete. See [Register your instance](#).
- Authentication is configured. See [Configure the Basic authentication method](#) or [Configure the OAuth authentication method development instance](#).
- Role required: `sn_se.scan_engine_admin`.

Sync exception reasons

Configure the Exception reason integration to automatically synchronize exception reasons between your non-production and production instances.

Before you begin

My SN Instances registration and authentication must be complete before configuring this integration. Instance names must match the exact instance subdomain. For example, use `testservicesdev` not `DEV`. See [Register your instance](#).

i Important: Verify that instance names in the My SN Instances table match the exact instance subdomain before proceeding.

Role required: `sn_se.scan_engine_admin`

Procedure

1. Navigate to **ALL > Impact > Configuration > Scan Engine Properties**.
2. Select the **Exception reason** properties tab.
3. Configure the integration settings.

i Important: Before enabling approvals, ensure your instances are registered in My SN Instances with the exact instance name matching your instance subdomain. For example, use `testservicesdev` not `DEV`. If the instance name is incorrect, the **Enable approvals in production** checkbox will remain greyed out. See [Register your instance](#) for details.

To require production approval before exception reasons take effect, select **Enable approvals in production** and specify one or more Approval Groups. Exception reasons will sync in a Requested state until approved or rejected.

Result

Exception reasons created or updated on non-production instances are automatically synchronized to production. If approvals are enabled, the status syncs back to the developer instance after a decision is made.

User story integration

The User story integration creates agile tasks and stories directly from Scan Engine finding records in ServiceNow, Jira, Azure DevOps, or any external system.

When a finding is identified, the integration can automatically or manually generate a work item in your agile system of record. Role required: `sn_se.scan_engine_admin`.

User story integration types

Type	Authentication	Description
ServiceNow instance	My SN Instances + OAuth or Basic	Creates stories in a Production instance from sub-production findings using Agile 2.0.
Jira	Basic auth record + API token	Creates work items in a Jira project from findings.
Azure DevOps	Basic auth record + API token	Creates work items in an Azure DevOps project from findings.
Other	Basic auth record + API token	Connects to any external system via a custom payload script.

i Note: Jira, Azure DevOps, and the Other integration type do not use My SN Instances. They authenticate using a basic auth record and an API token configured directly in Scan Engine Properties.

Related topics

- [Configure ServiceNow user story integration](#)
- [Configure Jira user story integration](#)
- [Configure Azure DevOps story integration](#)
- [Configure other integration options](#)

Configure ServiceNow user story integration

Configure the ServiceNow instance user story integration to create stories in a production instance directly from finding records on a non-production instance.

Before you begin

- My SN Instances registration and validation must be complete for each instance in this integration. A source instance (such as development) and target instance (such as production) must be declared and validated. If those instances aren't created and validated, the stories will not be created in the target instance. See [Register your instance](#).
- The User Story Table must exist on both the source and target instances before configuring field mappings.

Role required: Scan Engine Admin (sn_se.scan_engine_admin).

Procedure

1. Navigate to **ALL > Impact > Configuration > Scan Engine Properties** and select the **User Story Integration** properties tab.
2. Set **Integration Type** to `ServiceNow instance`.
3. Set the **User Story Table**.
This table must exist on both the source and target instances.
4. Define field mappings in **User Story Field Mapping**.

The mapping script executes once on the Source instance and once on the Target instance. Use the available script variables to control behavior in each context. See [ServiceNow integration script leading practices](#) guidance on writing effective field mapping scripts.

ServiceNow integration script leading practices

TScript variables and leading practices for writing field mapping scripts in the ServiceNow instance user story integration.

Script variables

The field mapping script executes twice, once on the Source (Development) instance and once on the Destination (Production) instance. Use the `isSource` and `isDestination` variables to scope logic appropriately for each context.

Available script variables

Variable	Description
<code>isSource</code>	True when executing on the Source (Development) instance.
<code>isDestination</code>	True when executing on the Destination (Production) instance.
<code>payload</code>	User-defined variable for passing data between instances.

Available script variables (continued)

Variable	Description
<code>grFinding</code>	GlideRecord of the finding. Available on the Source instance only.
<code>grTask</code>	GlideRecord of the task being created on the Destination instance.

Leading practices**Scope logic by instance context**

Always wrap Source-side logic in `if (isSource)` and Destination-side logic in `if (isDestination)`. The script runs in both contexts – accessing `grFinding` on the Destination instance will fail because the finding record does not exist there.

Use payload to pass data across instances

Populate payload on the Source instance with any values you need on the Destination. For example, set `payload.shortDescription = grFinding.short_description` on the Source, then read `payload.shortDescription` on the Destination to set the task field.

Enable ES12 mode for modern JavaScript

To use modern JavaScript syntax such as arrow functions, destructuring, or template literals, enable **ECMAScript 2021 (ES12) mode** in Scan Engine Properties before writing your mapping script.

Validate field existence before mapping

Confirm that all target fields in `grTask` exist on the User Story Table in the production instance. Mapping to a non-existent field fails silently and the value is discarded.

Configure Jira user story integration

Configure the Jira user story integration to create work items in a Jira project directly from Scan Engine finding records.

Before you begin

Gather the following from your Jira environment:

- Jira Project Key
- Work item type
- Domain name: the subdomain of your Jira URL (for example, `companyname` from `companyname.atlassian.net/jira`)

Role required: Scan Engine Admin (`sn_se.scan_engine_admin`)

Procedure

Generate a Jira API token

1. Navigate to <https://id.atlassian.com/manage-profile/security/api-tokens> .
2. Select **Create API Token**, enter a name, and copy the token.

Configure the integration

3. Navigate to `sys_auth_profile_basic.list` and select **New**.
Create one basic auth record per user who will create Jira work items. Set **Username** to the user's Jira email address and paste the API token in **Password**.
4. Navigate to **ALL > Impact > Configuration > Scan Engine Properties** and select the **User Story Integration** properties tab.
5. Set **Integration Type** to Jira and populate the following fields: **Project key**, **Domain name**, **Work item type**.
6. Select **Update**.

Jira integration script leading practices

The following leading practices are guidelines for creating Jira integration scripts.

Script variables

The Jira field mapping script runs on the ServiceNow instance at the time a work item is created. Use the following variables to populate Jira fields from finding data.

Available script variables

Variable	Description
<code>payload</code>	The field mapping object sent to your Jira project. Set properties on this object to populate Jira fields.
<code>grFinding</code>	GlideRecord of the finding. Use this to read finding data for field mapping.
<code>workItemType</code>	The work item type selected for this integration.
<code>Key</code>	The Jira project key configured for this integration.

Leading practices

Map finding fields to Jira fields via payload

Set properties on the `payload` object that correspond to your Jira project's field structure. Consult your Jira project configuration or the Jira REST API documentation to confirm the exact field keys expected by your project.

Use `grFinding` to pull finding context

Access finding details using standard GlideRecord methods on `grFinding`. For example, use `grFinding.getValue('short_description')` to read the finding's short description and map it to a Jira summary field.

Use `Key` and `workItemType` for dynamic routing

If your Jira environment has multiple projects or issue types, use `Key` and `workItemType` to conditionally route work items to the correct destination rather than hard-coding project keys in your script.

Enable ES12 mode for modern JavaScript

To use modern JavaScript syntax, enable **ECMAScript 2021 (ES12) mode** in Scan Engine Properties before writing your mapping script.

Configure Azure DevOps story integration

Perform the following procedure to configure your Azure DevOps integration options.

Before you begin

- Before you begin, gather the following from your Azure DevOps environment:
 - Organization name
 - Project name
 - Work item type

Role required: Scan Engine admin (sn_se.scan_engine_admin).

Procedure

Generate an Azure DevOps API token

1. In Azure DevOps, select **Personal access tokens** from the user settings menu.
2. Select **New Token** and follow the Azure DevOps documentation to configure and generate the token.

Configure the integration

3. Navigate to `sys_auth_profile_basic.list` and select **New**.
Create one basic auth record per user who will create Azure DevOps work items. Set **Username** to the user's email address and paste the API token in **Password**.
4. Navigate to **ALL > Impact > Configuration > Scan Engine Properties** and select the **User Story Integration** properties tab.
5. Set **Integration Type** to Azure DevOps and populate the following fields: **Organization name**, **Project name**, **Work item type**.
6. Select **Update**.

What to do next

See [Azure DevOps integration script leading practices](#) for available script variables, common field paths, and guidance on writing field mapping scripts for Azure DevOps.

Azure DevOps integration script leading practices

Script variables, field paths, and leading practices for writing field mapping scripts in the Azure DevOps story integration.

Script variables

The Azure DevOps field mapping script runs on the ServiceNow instance at the time a work item is created. Set field values on the payload object using the Azure DevOps field path format: `payload['/fields/System.Title'] = value`.

Available script variables

Variable	Description
payload	The field mapping object sent to your Azure DevOps project. Set field path keys on this object to populate work item fields.
grFinding	GlideRecord of the finding. Use this to read finding data for field mapping.
workItemType	The work item type selected for this integration.

Common Azure DevOps field paths

Field path	Maps to
/fields/System.Title	Work item title
/fields/System.Description	Work item description
/fields/Microsoft.VSTS.Common.Risk	Risk level
/fields/ Microsoft.VSTS.Scheduling.StoryPoints	Story points

Leading practices

Use field path syntax for all payload assignments

Azure DevOps requires field values to be set using the JSON Patch path format. Always use bracket notation: `payload[ '/fields/System.Title' ] = grFinding.getValue( 'short_description' )`. Do not use dot notation or plain property names.

Verify field paths against your process template

The available field paths depend on your Azure DevOps process template (Agile, Scrum, or CMMI). Confirm that the field paths you use exist in your project's work item type before deploying your mapping script.

Use grFinding to pull finding context

Access finding details using standard GlideRecord methods on `grFinding`. For example, `grFinding.getValue( 'short_description' )` maps cleanly to `/fields/System.Title`.

Enable ES12 mode for modern JavaScript

To use modern JavaScript syntax, enable **ECMAScript 2021 (ES12) mode** in Scan Engine Properties before writing your mapping script.

Deployment and synchronization integrations

The AES/AEMC and Update set integrations control how custom app deployments are governed and how scan results are synchronized across your instance stack.

Unlike the Definitions, Exception Reason, and User Story integrations, which act on individual findings or definitions, these integrations operate at the instance level, enforcing governance across deployment pipelines and keeping scan data consistent between developer and production instances.

AES/AEMC integration

The AES/AEMC integration intercepts custom app deployment requests submitted from App Engine Studio or ServiceNow Studio and runs a Scan EngineScan Engine compliance check before allowing the request to advance. Deployments that do not meet the configured conditions are rejected and the application author receives an email with scan details.

This integration is configured on the production controller instance only. Deployment pipelines must already be configured in ServiceNow production instances before enabling it. No OAuth credentials or My SN Instances authentication are required beyond a single My SN Instances record designating the production controller.

Important: The pass condition defaults to a scan score of 100 and the scan timeout defaults to 10 minutes. Both values are configurable.

Update set integration

The Update set integration automatically synchronizes update set scan results from developer instances to all Production instances registered in My SN Instances when a scan is marked complete. Optionally, enable summary scan synchronization to keep update set summaries in sync across instances.

Note: The Update set integration requires the `admin` role, not the Scan Engine-specific roles used by other integrations. My SN Instances registration and authentication must be complete before configuring this integration. See [Register your instance](#).

Configure AES/AEMC integration properties

Configure the AES/AEMC integration to enforce automated Scan Engine compliance checks on custom app deployment requests from App Engine Studio and ServiceNow Studio.

Before you begin

Important: Perform all steps in this task on the production controller instance only. Deployment pipelines within ServiceNow must already be configured before enabling this integration.

Deployment pipelines must already be configured in ServiceNow. No OAuth credentials or My SN Instances authentication are required, only a single My SN Instances record designating the production controller.

Role required: `sn_se.scan_engine_admin`

Procedure

Switch the default pipeline subflow

1. Navigate to **ALL > App Engine > Pipelines and Deployments > Pipeline Types**.
2. Open the default pipeline type record.
3. Verify that **Deployment Pipeline** is set as the Application scope.
4. Change **Subflow** to `SE App Deployment Pipeline` and save.

Configure Scan Engine properties

5. Navigate to **ALL > Impact > Configuration > Scan Engine Properties > My SN Instances** tab and select **New**.
6. Create a single record with the following values:
 - **Instance Name:** Must match the `instance_name` system property
 - **Instance URL**
 - **Environment:** **Production**
 - **Authentication Type:** N/A (leave blank)
7. Submit the form.
8. Return to **Scan Engine Properties** and select the **AES/AEMC Integration** tab.
9. Select **Enable AES/AEMC Integration (Production Instance Only)** to reveal additional configuration fields.
If the checkbox does not appear, verify that the pipeline subflow was changed and the My SN Instances record was submitted correctly.
10. Configure approval conditions and scan timeout.

Setting	Default
Pass condition	Scan score of 100
Scan timeout	10 minutes

Configure update set integration

Configure the update set integration to automatically synchronize update set scan results from developer instances to the production instance.

Before you begin

My SN Instances registration and authentication must be complete. See [Register your instance](#).

Role required: admin

Procedure

1. Navigate to **ALL > Impact > Configuration > Scan Engine Properties**.
2. Select the **Update set scanning** properties tab.
3. Configure the integration settings.
4. **Optional:** Select **Enable update set summary scan synchronization** to automatically sync update set scan summaries between instances.

Result

Update set scans completed on developer instances sync automatically to the Production instance.

Configure other integration options

Configure the Other integration type to create work items in any external system using a custom payload script and basic authentication.

Before you begin

Confirm the API endpoint URL and request body format required by your external system. The payload script must produce a request body in the format your system expects.

Role required: Scan Engine admin (sn_se.scan_engine_admin)

Procedure

1. Navigate to **ALL > Impact > Configuration > Scan Engine Properties** and select the **User Story Integration** properties tab.
2. Set **Integration Type** to **Other**.
3. Populate the following fields.

Field	Value
Integration name	A descriptive name for this integration.
Endpoint	The full URL of the API to call. Determine what the API expects in the request body to format the payload correctly.
Content type	The content type required by the external API (for example, <code>application/json</code>).

Field	Value
Issue type	The work item type to create in the external system.

4. In the **Payload** field, enter the script that builds the request body.
The credentials provided on the form are used in a basic authentication authorization header. See [Other integration leading practices](#) for available script variables and leading practices.
5. Enter the **Username** and **API token** for authentication.

Other integration leading practices

The following leading practices are guidelines for creating other integration type scripts.

Script variables

The payload script runs on the ServiceNow instance when a work item is created. Use the `payload` variable to build the request body in the format your external system requires. The script output is sent as the request body to the configured endpoint using basic authentication.

Available script variables

Variable	Description
<code>payload</code>	The content to send in the request body. Structure this object to match the format expected by your external API.
<code>grFinding</code>	GlideRecord of the finding. Use this to read finding data for the request body.
<code>workItemType</code>	The work item type selected for this integration.

Leading practices

Review your target API documentation before writing the script

The external system's API determines the required request body format, field names, and data types. Review the API documentation for your target system before building the `payload` object to avoid silent mapping failures.

Match the payload structure to the API's expected format

Set the **Content type** field and the structure of `payload` to match what the API expects. For a JSON API, build `payload` as a plain JavaScript object — it will be serialized automatically. For other formats, construct the payload string directly.

Use `grFinding` to include finding context

Read finding fields using standard GlideRecord methods on `grFinding` and map them to the fields your external system expects. For example, `grFinding.getValue('short_description')` can populate a title or summary field.

Enable ES12 mode for modern JavaScript

To use modern JavaScript syntax, enable **ECMAScript 2021 (ES12) mode** in Scan Engine Properties before writing your payload script.

Run Scan Engine

Run an initial full instance scan to set a baseline to tune the instance environment to complete future scans quickly and efficiently.

Before you begin

Activate [Scan Engine](#) and [review settings](#) before beginning this task.

You can complete the configuration steps directly in the Guided Setup interface or can configure the properties using the indicated navigation path.

Important:

- Refer to [Full and delta scans](#) for details on the various types of scans that can be executed.
- Depending on the size of your instance, your first scan could take a few hours to complete. We suggest running your first scan overnight, especially in production instances.

Role required: impact app admin or admin

Procedure

1. Navigate to **All > Impact > Platform Health > Scheduled Scan**.

2. Select **Execute Now**.

The scheduled script executions table displays identifying all scripts that run during the scheduled scan.

 **Note:** Scan Engine findings aren't transmitted to Impact Delivery Instance.

3. Navigate to **All > Impact > Platform Health > Scan Status** to track the scan progress.

The results display with the status of each table that is being scanned. See [Initiate and monitor scans](#) for additional information on scans and scan results.

4. **Optional:** Integrate with your other environments running Impact and utilize Scan Engine diagnostics.

You can connect your instances with a one-time configuration, available in both OAuth 2.0 and Basic Auth. Refer to [Configure Scan Engine integrations](#) for details.

5. **Mark as Complete** to progress to the next step in Guided Setup.

What to do next

See [Use automated registration to IDI](#) to further configure the Impact Store Application and import data from the Impact Delivery Instance.

Full and delta scans

The full and delta instance scan feature with Impact Platform Health Scan Engine enables ServiceNow administrators and developers to initiate, monitor, and manage instance health.

Administrators receive real-time scan-state visibility and contextual notifications at each stage of scan execution, from initiation and queuing to completion or cancellation.

Two UI action buttons are available to Initiate Scan and Force Full Scan, allowing context-aware scan initiation with immediate feedback on scan status and resource availability.

- **Initiate Scan:** Intelligently determines the scan type as whether to run a full or delta scan based on instance history, reducing user decision-making burden while optimizing scan efficiency.
- **Force Full Scan:** Administrators retain the ability to override an in-progress scan when a complete instance scan is needed instead of a delta scan, providing flexibility while maintaining resource control.

Users can see whether their scan was initiated, queued, or blocked, preventing duplicate requests. The system determines whether to run a full or delta scan based on instance history and enforces concurrency rules to protect instance performance. Only one full instance scan can run at a time. Scan status is visible to users, preventing repeated execution attempts.

Key capabilities

Real-time status visibility

Clear indicators showing scan states (in progress, queued, complete).

Scan cancellation

Ability to cancel in-flight scans or queued requests.

Safe concurrency

Update Set Scans and Application Scans can execute while full scans are running.

Prevent and resolve technical debt

The Scan Engine examines your instances for findings related to active definitions stored in the Scan Findings table.

Impact Platform Health delivers AI-generated code fixes at two critical points in your development lifecycle. Whether you're actively writing code or cleaning up existing technical debt, the Scan Engine detects violations against your defined coding standards and ServiceNow Otto generates fixes automatically.

You can view findings, apply manual fixes, generate AI-suggested fixes, or submit exceptions for findings you believe aren't valid.

This unified approach reduces manual remediation time and improves platform quality across your ServiceNow instances.

Related topics

[Platform Health](#)

[Initiate and monitor scans](#)

[Prevent and resolve technical debt with AI](#)

On-demand scans

On-demand scans run outside of the already regularly scheduled instance scans.

Following on-demand scan types are available.

Scan type	Description
Application scans	Scan in-development applications to identify definition findings before publishing to the application repository. Application scans give insight into health scores, the number of findings, and the total impact of findings within your custom applications.

Scan type	Description
	<p>Note: View application health scores in the Application Health dashboard by navigating to ALL > Impact > Platform Health > Application Health. Health scores are calculated based on finding severity, count, and policy impact.</p>
Limited definition scans	Scan your instance against a single specified definition or definition suite.
Update set scans	Scan open update sets for findings to get insights into what you are importing and exporting across your environments.
Instance scans	<p>Scan your ServiceNow instance for findings. These scans return the findings and store them in the Opens Findings table.</p> <p>Note: Only users with the Scan Engine Admin role can initiate instance scans.</p>

Scans are initiated in different ways. They run using the properties you configured. Scheduled instance scans can be executed immediately using the **Execute Now** action, but they cannot bypass their configured schedule settings. Real-time scans run automatically during record saves and cannot be manually triggered.

For more information, see [Configure Scan Engine parameters](#) and [Manage definition properties](#).

Note: The Scan Engine integrates with certain development tools, such as App Engine Studio, ServiceNow Studio, and script editors. It scans business rules, script includes, UI scripts, client scripts, ACLs, record producers, and other script-containing records in real-time as they are saved.

Concurrency rules and scan behavior

Full and Delta scan supports update set scans and application scope scans. The Scan Engine enforces specific concurrency rules to protect instance performance and manage resource allocation:

- **First scan behavior:** If the instance does not have any prior full scan, selecting **Initiate Scan** triggers a Full Instance Scan. Consecutive scans will be Delta Instance Scans.
- **In-progress alerts:** If a scan is already in progress, attempting to initiate another scan displays an alert: "Cannot initiate a delta scan while another scan is in progress. Wait for the current scan to complete or use Force Full Scan to override."
- **Full Instance Scan blocking:** Only one Full Instance Scan can run at a time. The system prevents parallel full scans to avoid excessive resource load. Additional full scan requests are blocked with an alert message.
- **Force Full Scan override:** Administrators can use the **Force Full Scan** button to cancel the current scan and immediately start a new Full Instance Scan. The current scan is cancelled automatically, and the new full scan is initiated.
- **Parallel scan allowance:** While certain scans run, Update Set Scans and Application Scans can still execute concurrently without blocking.
- **Scan status visibility:** Users can see scan states in real-time on the Scan Results list view, including "Getting ready," "Complete," and "Cancelled" status indicators.

User notifications and status indicators

The system provides contextual notifications and visual indicators to keep users informed:

- **Scan triggered message:** When a scan is successfully initiated, users see: "A new scan has been triggered and it will take a moment to reflect in the queue. Refresh the page for the latest scan results."
- **Scan in progress alert:** When attempting to initiate a scan while one is already running, an alert displays: "Cannot initiate a delta scan while another scan is in progress. Wait for the current scan to complete or use Force Full Scan to override."
- **Trigger Scan modal:** When using Force Full Scan while a Delta Scan is in progress, a confirmation modal appears with the title "Trigger Scan" and message: "A Delta Scan is currently in progress. Do you want to cancel the ongoing Delta Scan and start a Full Scan instead?" Users can select **OK** to proceed or **Cancel** to terminate.
- **Real-time updates:** The Scan Results list view displays scan metadata.

Note: Users must refresh the page to see the latest scan status updates in the queue.

Access control by persona

Scan initiation capabilities are determined by user roles:

Role	Permissions
Admin	Initiate scans and Force Full Scan
AI Fix User	Initiate scans only
Scan User	No scan initiation buttons (view only)
Read User	No scan initiation buttons (view only)

Note: See [Roles installed with Impact](#) for additional information on user roles.

Related topics

[Full and delta scans](#)

[Initiate and monitor scans](#)

Initiate and monitor scans

Initiate scans, monitor scan status, and manage scan execution using the Initiate Scan and Force Full Scan buttons.

Before you begin

Your ServiceNow instance must be running a minimum of Zurich release with the Impact Platform Health product installed. See [Configuring Impact](#) for details.

Role required: impact_admin, impact_ai_fix_user, impact_scan_user, impact_scan-read_user

About this task

The Scan Results list view provides two UI action buttons for scan initiation: **Initiate Scan** and **Force Full Scan**. The **Initiate Scan** button intelligently determines whether to run a full or delta scan based on instance history. **Force Full Scan** allows administrators to override in-progress scans and start a new full instance scan.

Important: The system prevents parallel scans from running simultaneously to protect resource allocation. You may need to wait for an in-progress scan to complete or use **Force Full Scan** to override.

Procedure

1. Navigate to **Impact > Platform Health > Summary Scans**.

The Scan Results list view displays all previous scans with their status, type, and metadata. This is the primary interface for initiating and monitoring scans.

2. Select **Initiate Scan**.

The **Initiate Scan** button intelligently determines the scan type:

- If the instance has no prior full scan, a Full Instance Scan is initiated.
- If a full scan exists, a Delta Instance Scan is initiated.

One of the following messages appears:

- **Scan initiated:** "A new scan has been triggered and it will take a moment to reflect in the queue. Please refresh the page for the latest scan results."
- **Scan blocked:** If a scan is already in progress: "Cannot initiate a delta scan while another scan is in progress. Please wait for the current scan to complete or use Force Full Scan to override."

3. **Optional:** Select **Force Full Scan** to override and run a complete full instance scan if a Delta Scan is already in progress (available to Admin role only).

- A confirmation modal appears with the title "Trigger Scan" and the message: "A Delta Scan is currently in progress. Do you want to cancel the ongoing Delta Scan and start a Full Scan instead?"
- Select **OK** to confirm the override. The current Delta Scan is canceled automatically, and a new Full Instance Scan is initiated immediately.

Select **Cancel** to discontinue the override.

4. View the scan information.

Field	Description
Number	ID number assigned to the scan
Start time	UTC time of when the scan executed.
Scan type	Type of scan being run. See Full and delta scans for details.
Status	Status of the scan.
Active custom definition limit	Indicates if the number of custom definitions is within your Impact package allocation. For details on the limits, see Impact packages .
Scan Engine score	A percentage of
Local update set	Displays the update set being scanned
State	Getting ready, Scanning, Reconcile findings, Complete.
Scan duration	How long the scan has been running
Application	Displays the Application being scanned.
Source	Percentage of how close the scan is to completing

5. Navigate to **All > Impact > Platform Health > Scan Status** to track the scan progress to view the latest scan status in list view.

See [View scan results for Scan Engine](#) for additional information.

6. **Optional:** On the **Actions** menu, select any of the following as needed.

Actions menu options

Option	Description
View Summary Scan Record	Open the summary results for the scan.
Cancel this scan	Cancel the scan before it completes.
Reload page	Refresh the page to see updated scan progress.

Example:

What to do next

After scan completion:

- Review scan results in the Scan Results list view.
- Address any identified issues or recommendations.
- Review the Scan Engine Score to assess instance health.

Initiate application scans

Scan applications to identify definition findings before publishing to the application repository. Application scans give insight into health scores, the number of findings, and the total impact of findings within your custom applications. When Suite Scan is enabled, choose between scanning all active definitions or a curated suite.

Before you begin

Suite Scan for applications is only available if your Scan Engine Administrator has enabled the **Allow Suite Scan for applications** property.

Role required: scan_engine_admin or system administrator

Procedure

1. In the navigator, enter `sys_app.list`, and then press **Enter** to open the Custom Applications table.
2. Select the record of the application you want to scan.
3. Select **Scan This Application**.
4. Select a scan type.
 - Full Scan: Scans against all active definitions.
 - Suite Scan: Scans against a specific suite of definitions. This option appears only if enabled.
5. **Optional:** If you selected Suite Scan, select a suite from the list.

(Optional) If Team Dev push approval enforcement is enabled, you may see an informational message if the selected suite does not align with your approval criteria.
6. Select **Proceed** to run the scan.

7. Review the scan results.

If the scan fails to meet Team Dev approval criteria, a message explains what requirement was not met.

Result

View application health scores in the Application Health dashboard by navigating to **ALL > Impact > Platform Health > Application Health**. Health scores are calculated based on finding severity, count, and policy impact.

Related topics

[Configure application scanning properties](#)

[Customize Scan Engine definition suites](#)

Initiate update set scans

Scan open update sets for findings to gain insights into what you're importing and exporting across your environments. When Suite Scan is enabled, choose between scanning all active definitions or a curated suite.

Before you begin

Local update set scans are performed in batches. Retrieved update set scans are scanned individually.

Role required: scan_engine_admin or system administrator

Procedure

1. Navigate to **All > System Update Sets**, and then select one of the following:
 - **Local Update Sets**
 - **Retrieved Update Sets**
2. Select the name of the update set to scan.
3. In **Related Links**, select **Update Set Scan**.
4. Select a scan type.

- Full Scan: Scans against all active

Update Set Scan

The Scan Engine 'Update Set completion condition' requires a scan result with the 'Scan Engine' Suite. Choose Suite Scan below and select 'Scan Engine' to satisfy this requirement if your intention is to complete this update set.

☒ Full Scan — scan against all active definitions

☐ Suite Scan — limit scan to a Suite's definitions

Cancel Start Scan

definitions

- Suite Scan: Scans against a specific suite of definitions.

Update Set Scan

The Scan Engine 'Update Set completion condition' requires a scan result with the 'Scan Engine' Suite. Choose Suite Scan below and select 'Scan Engine' to satisfy this requirement if your intention is to complete this update set.

☐ Full Scan — scan against all active definitions

☒ Suite Scan — limit scan to a Suite's definitions

— Select a Suite —

✓ Scan Engine

Cancel Start Scan

Note: Suite Scan is only available if the **Allow Suite Scan for update sets** property is enabled.

5. If you selected Suite Scan, select a suite from list.

- The Scan Engine suite is one that is provided as an example suite that, once populated with Definitions, can be selected for the suite scan to complete.
- If an Update Set completion condition includes a specific suite name value, or that Suite is empty (requiring a full scan) and your scan doesn't meet the criteria, an error message is returned with a link to update the settings and repeat your scan.

⊗ Update set "Example Update Set" does not meet the Scan Engine 'Update Set completion condition'. Please resolve the indicated issues before proceeding.
 Condition(s) not met:
 • 'Suite' IS EMPTY (you must scan without using a Suite)
 Review scan result: [PSR0000006](#)

⊗ Invalid update

6. Review the update set completion enforcement message.

If update set completion enforcement is enabled, a message appears to indicate what requirements must be met to complete the update set. The message changes based on your scan selection and the configured enforcement condition.

Update set completion enforcement messages

Scan Type Selected	Enforcement Message
Full Scan	Displays no specific suite requirement. The scan validates against all active definitions to meet the completion condition.
Suite Scan with Scan Engine Selected	<p>Displays: "The Scan Engine 'Update Set completion condition' requires a scan result with the 'Scan Engine' Suite. Choose Suite Scan below and select 'Scan Engine' to satisfy this requirement if your intention is to complete this update set."</p> <p>Note: In this example 'Scan Engine' suite is required, but your Scan Engine administrator may have configured any Suite name, or 'Suite is empty' to require a full scan of all update sets.</p>

7. Select **Start Scan** to run the scan.

8. Review the scan results.

If the scan fails to meet completion criteria, a message explains which conditions were not met.

Related topics

[Configure update set scanning properties](#)

[Customize Scan Engine definition suites](#)

Initiate instance scans

You can scan your ServiceNow instance for findings.

Before you begin

Role required: Scan Engine Admin

Procedure

1. Navigate to **All > Impact > Platform Health > Scheduled Scan**.
2. To run a full scan, set `force_full_scan` to **True**.
By default, `force_full_scan` is set to **False**, meaning it will only run delta scans.
3. Select **Execute Now**.
4. To review the scan as it runs or after it is completed, open the **Scan Status** module.
See [View scan results for Scan Engine#](#).

Initiate limited definition scans

You can scan individual definitions or suites of definitions on-demand.

Before you begin

Limited definition scans run faster than full instance scans because they only execute specific definitions rather than all active definitions. They are useful for quickly verifying fixes, testing new definitions, or focusing on specific areas of concern.

Role required:

- Scan Engine users can initiate scans.
- System Admins have read/write access to the custom application table.

Procedure

1. Navigate to **All > Impact > Platform Health**, and then select one of the following:

- **Definitions**
- **Definition Suites**

2. Select the definitions or definition suites that you want to scan.

3. Select one of the following:

- On the definition record, select the **Actions** menu, then select **Scan Instance for this Definition**.

This initiates an on-demand scan that applies only this definition across your entire instance.

- On the suite record, select **Scan this Suite** to initiate the scan.

Definition suites group related definitions. Scanning a suite runs all definitions in that suite.

Scan Engine Headless REST API

The Scan Engine API gives you a way to trigger scans programmatically, retrieve findings in real-time, and integrate scan automation into your business processes. Rather than running scans from the user interface, call REST endpoints from Continuous Integration/Continuous Deployment (CI/CD) pipelines, scheduled jobs, or custom workflows.

With Scan Engine API, you can:

- Automate scans by triggering them from CI/CD pipelines, scheduled jobs, or custom workflows
- Retrieve findings programmatically and integrate scan results into your tooling
- Run headless scans in server-side environments without the user interface
- Monitor scans in real-time by polling scan status and acting on results immediately
- Cancel scans that are no longer needed
- Retrieve findings that have been resolved or fixed over time

When to use the Scan Engine API

Use the Scan Engine API to:

- Block deployments based on scan findings and integrate into your CI/CD pipeline to catch issues before code moves to production
- Run nightly health checks on your CMDB or service mapping without manual action

- Scan multiple applications in parallel as part of a larger automation workflow
- Collect and report on scan results over time as part of your monitoring strategy

Before you start

Requirements:

- A ServiceNow instance with Scan Engine enabled, running Impact Platform v12.0.0 or later
- A user account with the `sn_se.scan_engine_user` role
- Valid session token or OAuth credentials for authentication
- API access enabled on your instance

How the API works

The Scan Engine API follows a request-response pattern:

Scan Engine API workflow

Request	Response
Trigger a scan	<ul style="list-style-type: none"> • Send a POST request to start a scan against an instance, update set, application, or content. • Returns a unique scan result ID you can use to track progress.
Check status	Poll the status endpoint to see whether the scan is still running or complete. Returns error and warning counts, and an overall health score.
Retrieve findings	Once the scan completes, fetch the findings endpoint to get detailed results about what was found and where.
Act on results	Use the findings in your workflow to fail a CI/CD build, send an alert, or generate a report.
Cancel scan (optional)	Cancel before the scan completes if it is no longer needed,
Retrieve resolved findings (optional)	Query for findings that have been fixed or resolved over time to track long-term improvements.

Key concepts

Scan result ID

A unique identifier returned when you start a scan. Use this ID to check status and retrieve findings. It persists in your instance so you can access scan history.

Scan mode

The type of scan you're running, either `instance`, `update_set`, `application`, or `content`. Each mode targets a different scope. Suffixed spellings such as `instance_scan` and `application_scan` are also accepted for backward compatibility. The response always echoes the canonical unaffixed mode name.

Health score

A 0–100 score reflecting the overall health of the scanned target. Lower scores indicate more findings. Use this to set thresholds for automated decisions.

Findings

Individual violations discovered during a scan. Each finding includes a severity level, a description of the issue, and the affected record. Use findings to prioritize fixes. For a complete list of fields returned in finding responses, see [Scan Engine API field reference](#).

Trigger channel

The declared origin of the scan request, either API, UI, or Scheduled. Use this field to determine whether a scan was triggered programmatically.

Trigger a scan via API

You can start a Scan Engine scan by sending a POST request to the scan endpoint. The API returns a unique scan result ID that you use to check progress and retrieve findings.

Before you begin

Role required: `sn_se.scan_engine_user`

About this task

Procedure

1. Set up your authentication credentials.

Prepare your session token or OAuth bearer token. You will include this in the `Authorization` header of your request. See [Configure the OAuth authentication method development instance](#) for details.

2. Determine the scan mode for your use case.

Choose the type of scan to run. The Scan Engine API supports four scan modes:

Scan modes

Scan mode	Description
<code>instance</code>	Full or delta instance scan against all applicable definitions.
<code>update_set</code>	Scans one or more update sets before promotion to production.
<code>application</code>	Scans one or more applications with per-application concurrency.
<code>content</code>	Scans raw ServiceNow XML records in-memory, without persisting them.

Note: Each mode also accepts a suffixed spelling, such as `instance_scan`, `update_set_scan`, `application_scan`, and `content_scan`. These remain permanently supported for backward compatibility. The response always echoes the canonical unaffixed mode name.

3. Compose your POST request to the scan endpoint.

Send your request to:

```
POST
https://<instance>.service-now.com/api/sn_se/v1/scan_operations/scan
```

Replace <instance> with your ServiceNow instance name. Always include /v1/ in the URL —there is no default version.

4. Add required headers and the request body.

Include these headers:

- Authorization: Bearer <your_token>
- Content-Type: application/json

Send a JSON body matching your chosen scan mode.

Instance scan (delta or full)

```
{
  "scan_mode": "instance",
  "trigger_channel": "api",
  "instance_scan_type": "delta"
}
```

Instance scan fields

Field	Default	Description
instance_scan_type	delta	Type of instance scan to run. Allowed values: full or delta.

Update set scan

```
{
  "scan_mode": "update_set",
  "trigger_channel": "api",
  "update_set_sys_ids": ["<32-char sys_id>", "..."]
}
```

Update set scan fields

Field	Default	Description
update_set_sys_ids	Required	Array of sys_ids to scan (not update set numbers). Must be a JSON array — sending a single sys_id as a bare string is rejected with 400 INVALID_FIELD_VALUE.

Optional fields for update set scans:

Optional update set scan fields

Field	Default	Description
remote	false	Scans a sys_remote_update_set instead of a local update set.
is_batch	false	By default, child and nested update sets are scanned along with the ones you specify. Set

Field	Default	Description
		to true to scan only the exact update sets listed.

Application scan

```
{
  "scan_mode": "application",
  "trigger_channel": "api",
  "application_sys_ids": ["<32-char sys_id>", "..."]
}
```

Application scan fields

Field	Default	Description
application_sys_ids	Required	Array of application sys_ids to scan. The API natively supports multiple applications in one request. Must be a JSON array — sending a single sys_id as a bare string is rejected with 400 INVALID_FIELD_VALUE.

Content scan (XML payload)

```
{
  "scan_mode": "content",
  "trigger_channel": "api",
  "xml_content": "<record_update
table=\"sys_script_include\">...</record_update>"
}
```

Content scan fields

Field	Default	Description
xml_content	Required	A single well-formed <record_update> XML document.
trigger_channel	api	Recommended field for new integrations. The source field continues to work, but trigger_channel is the name to standardize on. If you send both fields with conflicting values, the API returns 400 INVALID_FIELD_VALUE.

Warning: The maximum payload size is 64KB per request.

5. Send the request and capture the scan result ID.

On success, the API returns a response with a scan_result_sys_id:

```
{
  "result": {
    "scan_result_sys_id": "45ec57e5ffc743109124ffffffffffda",
    "status": "Getting Ready",
    "scan_mode": "instance"
  }
}
```

HTTP status codes by scan mode

Scan mode	HTTP status	Description
instance, update_set, application	202 Accepted	The scan is queued and not run synchronously. Poll <code>scan_status</code> for the result.
content	200 OK	The scan runs in-memory and returns the result directly.

Save the `scan_result_sys_id` to check scan status and retrieve findings later.

6. Handle any errors.

If the request fails, the API returns an error code and details. Common errors:

Common trigger errors

Error code	What it means
MISSING_REQUIRED_FIELD (400)	A required field is missing from your request.
INVALID_SCAN_MODE (400)	The <code>scan_mode</code> value is not recognized.
NOT_AUTHORIZED (403)	Your user account is missing the <code>sn_se.scan_engine_user</code> role.
CONCURRENT_SCAN_RUNNING (409)	Another scan is already running for this target.
NO_ELIGIBLE_DEFINITIONS (409)	A content scan found no scan definitions on the instance applicable to the submitted XML. Distinguishes <i>nothing could run</i> from a clean scan that found nothing.
PAYLOAD_TOO_LARGE (413)	Request body exceeds 64KB. Reduce the request size.

See [Scan Engine API error codes](#) for the full error code reference.

7. Optional: Cancel a scan if it is no longer needed.

(Optional) If a scan is running, but no longer needed, you can cancel it. Send a POST request to the cancel endpoint:

```
POST
https://<instance>.service-now.com/api/sn_se/v1/scan_operations/cancel
```

Request body:

```
{
  "scan_sys_id": "45ec57e5ffc743109124ffffffffffda"
}
```

Provide either `scan_sys_id` (the `sys_id` of the scan result) or `scan_number` (the scan result number). Both are optional; if neither is supplied, the API targets the most recently created scan in an active state.

Cancel response outcomes

Outcome	HTTP status and meaning
immediate	HTTP 200 — The scan was in getting_ready or no batch was running. Cancelled synchronously. Status is now Cancelled.
graceful	HTTP 202 — A batch was actively running. Cancel requested. The scan will finalize to Cancelled once the batch completes.
no_action	HTTP 200 — The scan completed naturally between the request and applying it. No cancellation needed.
event_queue	HTTP 200 — No active scan, but a pending queued scan event was found and voided.

 **Tip:** Graceful cancellation waits for the current batch to complete before stopping. If you need to cancel immediately, issue the request while the scan is still in getting_ready state.

Result

A scan is now running on your target. The API returned a scan result ID that you can use to track progress. Proceed to check scan status and retrieve findings once the scan completes. You can cancel the scan at any time if it is no longer needed.

What to do next

After triggering a scan, monitor its progress by polling the status endpoint. See [Check scan status and retrieve findings](#) for details.

Check scan status and retrieve findings

After triggering a scan, poll the status endpoint to monitor progress and retrieve findings when the scan completes.

Before you begin

Role required: sn_se.scan_engine_user

About this task

After you trigger a scan, poll the status endpoint to see whether it's complete, then retrieve the findings once the scan finishes. Findings show the specific violations discovered during your scan.

Procedure

1. Check the scan status.

Send a GET request to the status endpoint, passing the scan result ID you received when you triggered the scan:

```
GET
https://<instance>.service-now.com/api/sn_se/v1/scan_operations/scan_status?scan_result_sys_id=a1b2c3d4e5f6g7h8
```

Include the `Authorization` header with your session token or OAuth bearer token.

2. Interpret the status response.

The API returns scan progress information:

```
{
  "result": {
    "scan_result_sys_id": "a1b2c3d4e5f6g7h8",
    "number": "SCAN0001234",
    "scan_type": "delta_instance_scan",
    "status": "Complete",
    "source": "myinstance.service-now.com",
    "trigger_channel": "API",
    "progress_percent": "100",
    "start_time": "2026-08-31 10:00:00",
    "end_time": "2026-08-31 10:05:00",
    "total_batches": "1",
    "batches_complete": "1",
    "summary": {
      "total_findings": "17",
      "total_errors": "5",
      "total_warnings": "12",
      "se_score": "72",
      "total_impact_to_instance": "50",
      "total_technical_debt": "2 Days 4 Hours",
      "definitions_scanned_for": "210"
    }
  }
}
```

Status response fields

Field	Description
scan_result_sys_id	Unique sys_id of the scan result record.
number	Scan result number, for example, SCAN0001234.
scan_type	<p>The classification recorded on the scan result record. Possible values:</p> <ul style="list-style-type: none"> full_instance_scan delta_instance_scan on_demand_instance_scan application_scan update_set_scan push_commit_scan <p>Note: This is a separate field from the scan_mode You send in the request and use its own value list. For example, a request with scan_mode : application is recorded as application_scan.</p>
status	Current scan state. Keep polling while status is not a terminal state.

Field	Description
	<ul style="list-style-type: none"> ◦ Waiting ◦ Getting Ready ◦ Scanning ◦ Complete ◦ complete_with_errors ◦ Cancelled ◦ Cancellation Requested ◦ No Action Taken ◦ Queued Scan Cancelled
source	The originating ServiceNow instance name, or null if not applicable.
trigger_channel	The declared request channel, either API, UI, or Scheduled, captured from the request at trigger time. Use this to determine whether a scan was triggered via the API.
progress_percent	Scan progress percentage (0–100).
start_time	Scan start timestamp (YYYY-MM-DD HH:MM:SS).
end_time	Scan end timestamp (YYYY-MM-DD HH:MM:SS), or null if still running.
total_batches	Total number of batches the scan is divided into.
batches_complete	Number of batches that have finished processing.
summary	Available only when status is Complete. Contains the fields listed below.
summary.total_findings	Total count of findings from the scan.
summary.total_errors	Count of findings classified as errors.
summary.total_warnings	Count of findings classified as warnings.
summary.se_score	Overall health score on a 0–100 scale. Higher scores indicate healthier targets.
summary.total_impact_to_instance	Sum of the impact to instance score across all findings.
summary.total_technical_debt	Estimated total technical debt across all findings, expressed as days and hours.
summary.definitions_scanned_for	Count of scan definition inspections performed.

3. Set up polling intervals.

Most scans complete in seconds. Use a smart polling strategy to avoid unnecessary requests:

- Begin with 5-second intervals for scans expected to complete quickly.
- Increase the interval to 30 seconds if the scan continues beyond the initial polling attempts.
- Cease polling when the status reaches a terminal state, such as Complete, Cancelled, No Action Taken, or Queued Scan Cancelled.

4. Retrieve findings once the scan is complete.

When the status shows a terminal state, fetch the findings endpoint:

```
GET
https://<instance>.service-now.com/api/sn_se/v1/scan_operations/findings?scan_result_sys_id=a1b2c3d4e5f6g7h8
```

Include your Authorization header with valid credentials.

5. Process the findings response.

The API returns findings, sideloaded definition metadata, and pagination information:

```
{
  "result": {
    "findings": [ { ... } ],
    "definitions": { ... },
    "pagination": {
      "limit": 100,
      "offset": 0,
      "has_more": false,
      "total": 17
    }
  }
}
```

For complete field descriptions, see [Scan Engine API field reference](#).

6. Handle pagination for large result sets.

When a scan returns more than 100 findings, the API implements offset and limit based pagination. The default page size is 100 results, with a maximum of 1,000 results per page. Reference the pagination metadata to retrieve subsequent pages:

```
GET
https://<instance>.service-now.com/api/sn_se/v1/scan_operations/findings?scan_result_sys_id=<your_scan_result_sys_id>&offset=100&limit=100
```

Use the offset parameter to skip findings already retrieved. The limit parameter controls how many results return per page.

7. Act on the findings in your workflow.

Use the findings to make decisions in your automation:

- If `total_errors` is greater than zero, fail your CI/CD build or alert your team.
- If `se_score` is below your threshold, trigger a remediation workflow.
- Store findings in your audit trail or reporting system for tracking over time.

8. Optional: Retrieve resolved findings to track improvements over time.

(Optional) Query for findings that have been resolved or fixed over time. These are queried from a separate resolved findings history table, not tied to a specific scan result.

Send a GET request to retrieve resolved findings:

```
GET
https://<instance>.service-now.com/api/sn_se/v1/scan_operations/resolved_findings?definition=sn_SE10189
```

For complete query parameter and field descriptions, see [Scan Engine API field reference](#).

 **Tip:** Use resolved findings to measure improvements in your instance health over time and identify which scan definitions have the highest resolution rates.

Result

You now have detailed findings from your scan and can track resolved findings over time. Use findings to guide your next actions, such as blocking a deployment, starting a fix workflow, logging results to your audit system, or measuring long-term improvements.

What to do next

For common usage patterns, integrate the scan results into your CI/CD pipelines or scheduled workflows. See [Automate scans in CI/CD pipelines and scheduled workflows](#) for examples.

Automate scans in CI/CD pipelines and scheduled workflows

Use the Scan Engine API to automate scans in Continuous Integration/Continuous Deployment (CI/CD) pipelines and scheduled jobs, enabling you to block risky changes or monitor instance health programmatically.

Before you begin

Role required: sn_se.scan_engine_user

About this task

You can embed Scan Engine into your deployment pipeline to block risky changes or run nightly health checks on your instance. Both patterns use the same API calls but differ in timing and scope.

Procedure

1. Choose your integration pattern.

Select the approach that matches your goal:

- CI/CD gate: Scan each update set before it moves to production. Fail the build if critical violations are found.
- Scheduled health check: Run a nightly instance scan to track system health over time and alert if health drops below your threshold.

2. Optional: Set up CI/CD gating.

(Optional) To block deployments based on scan findings:

- a. In your CI/CD pipeline, after your code is packaged but before promotion, trigger an `update_set` scan via the API, passing the update set `sys_id`.
- b. Poll the status endpoint until the scan completes.

- c. Read `.result.summary.total_errors` from the status response once the status is Complete.
- d. If `total_errors` is greater than zero, fail the build step and notify your team. Otherwise, proceed with promotion.

Note: Read `total_errors` from `/scan_status` once the scan is complete, not from the `/findings` endpoint.

Example pipeline script:

```
#!/bin/bash
# Trigger the scan
RESPONSE=$(curl -X POST
  https://instance.service-now.com/api/sn_se/v1/scan_operations/scan \
  -H "Authorization: Bearer $TOKEN" \
  -H "Content-Type: application/json" \
  -d '{"scan_mode": "update_set", "trigger_channel": "api",
    "update_set_sys_ids": ["<32-char sys_id>"]}')

SCAN_ID=$(echo $RESPONSE | jq -r '.result.scan_result_sys_id')

# Poll until complete
while true; do
  STATUS=$(curl -s
    https://instance.service-now.com/api/sn_se/v1/scan_operations/scan_status?scan_result_sys_id=$SCAN_ID \
    -H "Authorization: Bearer $TOKEN" | jq -r '.result.status')
  if [ "$STATUS" = "Complete" ]; then
    break
  fi
  sleep 5
done

# Get error count from status response
FINDINGS=$(curl -s
  https://instance.service-now.com/api/sn_se/v1/scan_operations/scan_status?scan_result_sys_id=$SCAN_ID \
  -H "Authorization: Bearer $TOKEN" | jq -r
  '.result.summary.total_errors')

if [ $FINDINGS -gt 0 ]; then
  echo "Scan found $FINDINGS errors. Failing deployment."
  exit 1
fi
echo "Scan passed. Proceeding with deployment."
```

3. Optional: Set up scheduled health checks.

(Optional) To monitor your instance health overnight:

- a. Schedule a cron job to trigger an instance scan each night at a low-traffic time.
- b. Log the returned `scan_result_sys_id` for tracking and historical analysis.

- c. Read `.result.summary.se_score` from the status response once the scan is complete.
- d. Set up alerting rules — if `se_score` drops below your threshold, for example below 80, send a notification to your team.

Example cron job script:

```
#!/bin/bash
# Run nightly at 2:00 AM
# 0 2 * * * /usr/local/bin/nightly-scan.sh

TIMESTAMP=$(date +%Y-%m-%d_%H-%M-%S)
SCAN_LOG="/var/log/scan-engine/nightly-$TIMESTAMP.log"

# Trigger the scan
RESPONSE=$(curl -X POST
  https://instance.service-now.com/api/sn_se/v1/scan_operations/scan \
  -H "Authorization: Bearer $TOKEN" \
  -H "Content-Type: application/json" \
  -d '{"scan_mode": "instance", "trigger_channel": "api",
    "instance_scan_type": "delta"}')

SCAN_ID=$(echo $RESPONSE | jq -r '.result.scan_result_sys_id')
echo "Scan ID: $SCAN_ID" >> $SCAN_LOG

# Poll until complete
while true; do
  STATUS_RESPONSE=$(curl -s
    https://instance.service-now.com/api/sn_se/v1/scan_operations/scan_status?scan_result_sys_id=$SCAN_ID \
    -H "Authorization: Bearer $TOKEN")
  STATUS=$(echo $STATUS_RESPONSE | jq -r '.result.status')
  if [ "$STATUS" = "Complete" ]; then
    SE_SCORE=$(echo $STATUS_RESPONSE | jq -r '.result.summary.se_score')
    break
  fi
  sleep 10
done

echo "Scan complete. Health score: $SE_SCORE" >> $SCAN_LOG

# Alert if score is below threshold
if (( $(echo "$SE_SCORE < 80" | bc -l) )); then
  echo "Health score dropped below 80. Sending alert." >>
    $SCAN_LOG
fi
```

4. Run parallel application scans.

The application mode natively accepts an array of application `sys_ids` in a single request. The response returns an array of `scan_result_sys_ids`, one per queued application. Poll each scan result independently:

```
{
  "scan_mode": "application",
```

```

    "trigger_channel": "api",
    "application_sys_ids": [
      "<app1_sys_id>",
      "<app2_sys_id>",
      "<app3_sys_id>"
    ]
  }
}

```

Response:

```

{
  "result": {
    "scan_result_sys_ids": [ "<scan1_id>", "<scan2_id>",
    "<scan3_id>" ],
    "applications_queued": 3,
    "errors": []
  }
}

```

Poll each scan result independently using GET `/scan_status` with each `scan_result_sys_id`. Per-application concurrency applies, so you can safely run multiple application scans in parallel.

Note: The `update_set` mode supports the same multi-target pattern using an array of `update_set_sys_ids`. When one item in a multi-target request fails, its entry in the `errors` array may include a `reason` field explaining why that target failed, without blocking the others.

5. Handle errors in automated workflows.

Your automation should account for common API errors:

Common automation errors

Error	What to do
409 CONCURRENT_SCAN_RUNNING	A scan is already active. Wait 30 seconds and retry.
401 NOT_AUTHENTICATED	Your token expired or is invalid. Re-authenticate and retry.
403 NOT_AUTHORIZED	Your service account is missing the <code>sn_se.scan_engine_user</code> role. Contact your administrator.
500 INTERNAL_ERROR	A server-side issue occurred. Log the error and retry with exponential backoff.
413 PAYLOAD_TOO_LARGE	Your request body exceeds 64KB. Reduce the request size and retry.

See [Scan Engine API error codes](#) for the full error code reference.

6. Monitor API usage.

Track all API calls by checking the `sn_se_api_audit` table in your instance to identify patterns and troubleshoot issues.

Result

The Scan Engine scans run automatically as part of your deployment or health-check workflows, allowing you to identify issues early and maintain system health without manual intervention.

Scan blocking and override behavior scenarios

The Scan Engine blocks concurrent scans to protect instance performance. Understanding these rules helps you plan scan execution efficiently, handle concurrent scan requests, and determine when Force Full Scan override is necessary.

Scenario 1: Attempting to initiate a scan while another scan is in progress

If you select **Initiate Scan** while any scan is already running, the system displays an alert: "Cannot initiate a delta scan while another scan is in progress. Please wait for the current scan to complete or use Force Full Scan to override." You can:

- Wait for the current scan to complete, then select **Initiate Scan** again
- Use **Force Full Scan** to cancel the current scan and start a new full scan immediately

Scenario 2: Using Force Full Scan when a Delta Scan is running

When you need to run a full instance scan instead of waiting for a delta scan to complete:

1. Select **Force Full Scan**.
2. Review the Trigger Scan confirmation modal that displays: "A Delta Scan is currently in progress. Do you want to cancel the ongoing Delta Scan and start a Full Scan instead?"
3. Select **OK** to cancel the delta scan and start the full scan, or **Cancel** to discontinue.

The in-progress delta scan is canceled automatically and the new full scan begins immediately.

Scenario 3: Viewing canceled scans in the Scan Results list

Canceled scans remain visible in the Scan Results list with:

- Yellow status indicator
- Canceled status label
- Original start time and scan type preserved

This provides an audit trail of all scan activity, including canceled operations.

Understanding scan blocking behavior helps you choose the appropriate action based on your immediate needs and scan priorities.

Scenario 4: Refreshing the page to see latest scan status

The system requires a page refresh to display the most current scan information. After initiating or canceling a scan:

- Select the browser refresh button or press **F5**.
- The Scan Results list updates to show the latest scan status.
- New scans appear with **Getting ready** status before transitioning to in-progress

Initiate registration

Automated registration initiates, establishes, and verifies the secure connection to the Impact Delivery Instance, the provider, into one combined task.

Before you begin

[Assign roles](#)

Role required: impact app admin, impact admin (IDI)

Procedure

1. Select **Create registration record**.

It may take a few moments to process the registration.

2. Select **Check registration status** to verify the connection.

Status check can take up to 15 minutes to complete. You may close this window and return at any point.

The Registration status tracker shows progress through the automated registration steps, performed silently in the background:

- Check OAuth credentials
- Offboard store application
- Offboard portal
- Create portal registration
- Provision provider connection
- Verify connection health

Each step shows a status of **Success**, **Skipped**, or **Not started**. The full process takes approximately 20 to 30 minutes.

Trouble?

If you see an error, open the Health Dashboard, then either fix the issues or reach out to your Impact Squad for help.

What to do next

Alternatively, toggle **Set up manually** to perform manual registration instead. See [Use manual registration to configure the Impact Store Application](#).

[Verify Impact data connection](#)

Verify Impact data connection

During Impact Guided Setup automated registration, a status is provided to indicate a successful connection. Use the Verify the Connection step to track the progress. If you used manual registration, verify your connection through the Provider Connections page.

Before you begin

i Important: Navigation to reach this step differs depending on whether you're using the [Impact Setup Hub](#) or the legacy [Guided Setup](#). See whichever one applies to you for the exact path.

Complete registration before this procedure.

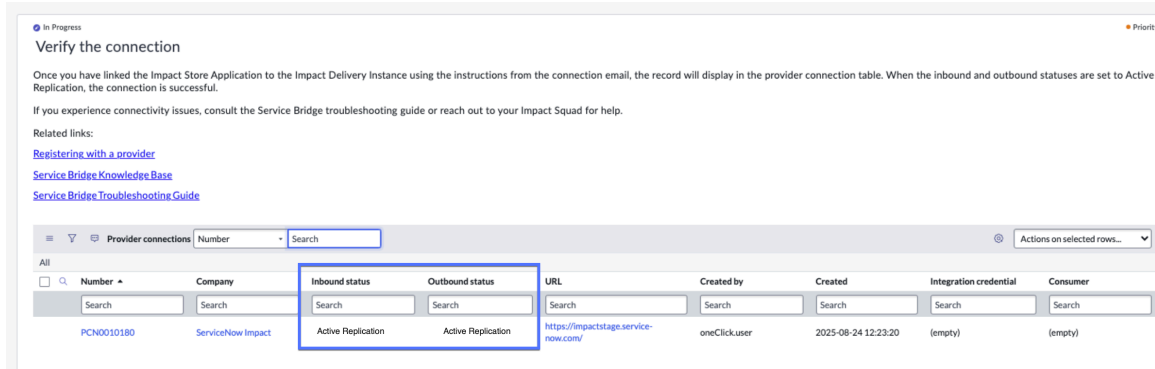
Role required: impact app admin, impact admin (IDI)

Procedure

1. Check the connection status.

The Verify connection table loads. Once the connection has been initiated, the status updates in the Provider connections record.

Note:



Note: If you used manual registration, the registration status tracker does not apply. To verify your connection, navigate to **All > Impact > Configuration > Provider connections** and confirm that both the inbound and outbound statuses show **Active Replication**.

2. Verify that the inbound and outbound statuses update to **Active Replication**.

Status	Description
Outbound status	<ul style="list-style-type: none"> Active replication: Status with successful connection and registration. Not onboarded: The status before a successful connection to IDI and registration is completed.
Inbound status	<ul style="list-style-type: none"> Active replication: Status with successful connection and registration. Not onboarded: The status before a successful connection to IDI and registration is completed.

Warning: If either status does not update to *Active Replication*, contact your Impact Customer Success Manager before proceeding. In some cases, you may be instructed to continue with the manual registration process. However, if the automated registration failed, the manual configuration may also fail if the root cause is unresolved. See [Initiate the connection to Impact data with manual registration](#) for manual registration.

What to do next

[Initiate data migration from IDI](#)

Initiate data migration from IDI

After the connection is established between your Impact Store Application and the Impact Delivery Instance, next migrate your data.

Before you begin

i Important: Navigation to reach this step differs depending on whether you're using the [Impact Setup Hub](#) or the legacy [Guided Setup](#). See whichever one applies to you for the exact path.

Complete registration prior to migrating data.

Role required: impact app admin, admin

Procedure

1. On the Impact Data Migration overviews table, select **Start Data Migration**.

i Note: See [Table and field level mapping](#) for the available tables for migration.

The screenshot shows the 'Impact Data Migration Overviews' table. At the top, there's a 'Close' button. Below it, a section titled 'Initiate migration' contains instructions: 1. Select **Start Data Migration** to begin the migration of data from the Impact Delivery Instance to the Impact Store Application. 2. Check the migration status for each table in the Impact Data Migration Overviews related list. 3. Refresh the page to repopulate the table data. 4. Reach out to your Impact Squad for help or troubleshooting. Below the instructions is a table with columns: Migration Number, Overall Migration Status, Migration Type, Retry Migration Sys ID, Tables Attempted, Tables Failed, and Tables Successful. The table contains five rows of migration data. The 'Start Data Migration' button is highlighted in the top right corner of the table interface.

Migration Number	Overall Migration Status	Migration Type	Retry Migration Sys ID	Tables Attempted	Tables Failed	Tables Successful
IMP_MIGR_1003	Completed	Feature-Based Migration	(empty)	1	0	1
IMP_MIGR_1002	Completed	Feature-Based Migration	(empty)	1	0	1
IMP_MIGR_1004	Completed	Feature-Based Migration	(empty)	1	0	1
IMP_MIGR_1005	Completed	Feature-Based Migration	(empty)	1	0	1
IMP_MIGR_1001	Completed	Full Migration	(empty)	39	0	39

2. Check the migration status for each table in the Impact Data Migration Overviews table.

3. Refresh the page to re-populate the migration statuses in the table data.

- The **Overall Migration Status** for each table will update to *Completed* when successfully transferred.
- Select to **Re-migrate Data** for added tables or missed tables.

i Important: Reach out to your Impact Squad if you require assistance or a table failed to migrate.

4. Select **Mark as configured** when the data transfer is complete.

What to do next

- See [Configure Scan Engine integrations](#) to connect instances and external agile systems to synchronize definitions, manage exception reasons, create user stories, and enforce governance over app deployments.
- [Grant temporary instance access to your Impact Squad](#)
- With successful connection and registration, see [Using Impact](#) to get started with your Impact Store Application.

Set up agents for Impact

Configure the ServiceNow Auto Panel and assistant settings to enable AI agents in Impact. Completing this setup allows agents such as Success Path, Value Story Builder, and the Health Agent to display in the context panel on Impact pages.

For agents to display in Impact, the admin must complete four configuration steps in sequence. Customers with ProPlus entitlements or NOSIS credits can access agents after this setup is complete.

Complete the following steps to set up agents:

- Enable ServiceNow Auto Panel
- Activate the default platform assistant
- Set the display experience to Premium Chart
- Enable the agent orchestration property

i Important: Complete each step in the order listed. Agents will not display correctly if any step is skipped or completed out of sequence.

Before you begin

i Important: Navigation to reach this step differs depending on whether you're using the [Impact Setup Hub](#) or the legacy [Guided Setup](#). See whichever one applies to you for the exact path.

Complete registration before beginning this task.

Role required: admin

Procedure

1. Enable ServiceNow Auto Panel.

a. Navigate to **All > AI Admin Hub > Experiences.**

The Experiences page loads.

b. Select **Turn on.**

The ServiceNow Auto Panel is enabled. The button label updates to confirm the panel is active.

2. Activate the default platform assistant.

a. Navigate to **All > Conversational Interface > Assistant Designer.**

The Assistant Designer page loads.

b. Select the **ServiceNow Auto Panel - Platform Default assistant.**

c. Select **Edit.**

d. Select **Activate.**

The assistant status updates. The button label changes from **Activate** to **Deactivate**, confirming the assistant is active.

3. Set the display experience to Premium Chart.

- a. In the **ServiceNow Auto Panel - Platform Default** assistant, select **Review Display Experiences**.
 - b. Select the edit icon next to the default display experience.
 - c. Change the chart type from **Enhanced Chart** to **Premium Chart**.
 - d. Select **Save**.
 - e. Select **Save** again on the assistant record to apply the changes.
4. Enable the agent orchestration property.
- a. Navigate to **All > System Properties**.
 - b. Search for the agent orchestration property.
- Note:** Confirm the exact property name with your Impact Squad. By default, the value is set to `false`.
- c. Set the value to `true`.
 - d. Select **Save**.
5. Select **Mark as configured** to confirm the configuration is finished.

What to do next

After completing the Set up agents category, agents are available in the Impact context panel for customers with ProPlus entitlements or NOSIS credits. The following agents are available:

- Success Path
- Value Story Builder
- Health Agent

Grant temporary instance access to your Impact Squad

Familiarize yourself with your ServiceNow Impact Squad, a dedicated team of experts ready to assist in tackling your team's unique transformation challenges. View or grant your Impact squad 30 day read-only access to your instance to support you with Impact features.

Before you begin

Impact squad members can easily log in and access customer instances to facilitate effective support and rapid issue resolution. As part of initial setup, you'll be able to provide consent on the Know your Squad and Manage Instance Access page. Select your Squad members then select **Approve** and the selected members will have read-only access to your Impact Store Application.

When approved, the selected members gain read-only access to your Impact Store Application for 30 days.

For other access requests outside of onboarding, squad members can trigger an access request, which sends an email to you where you can approve or reject the request through the Impact Store Application. Notifications are sent if Impact squad members change.

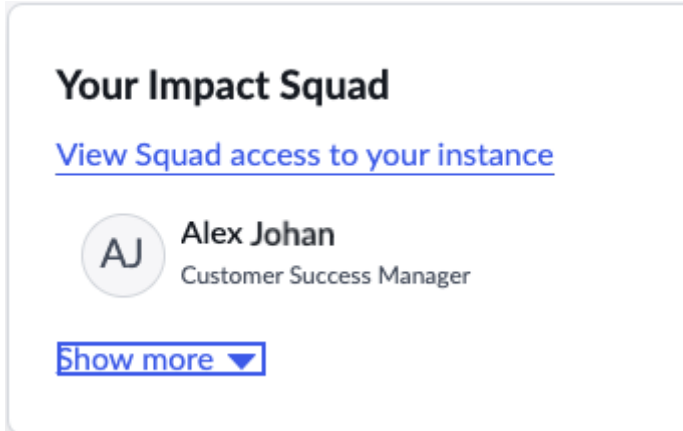
Role required: `impact_platform_owner` or `admin`

Procedure

1. Navigate to **All > Impact > Overview**.

Squad access can also be added as part of initial setup.

2. In the Your Impact Squad widget, select **View Squad access to your instance**.



Squad access to your instance displays Impact Squad member information and access fields.

Squad access table

Field	Description
Action	<p>Action field is used to Approve or Remove instance access for the selected Impact Squad member.</p> <p>Note: Edit access status is available to select for Pending, Approved, and Rejected access statuses.</p>
Access status	<ul style="list-style-type: none"> Pending: The Squad member has requested access. An action is to either Approve or Reject the request. Approved: The Squad member has been granted 30-day access to the instance. The action is available to Remove access. Rejected: The Squad member requested access, however, the access wasn't permitted. The action is available to Approve the request. Not requested: The Squad member hasn't requested access to the instance. No action to be taken.
Squad name	Squad member
Squad title	Squad title
Access expires	Date access to the instance expires for the squad member.

3. Select **Edit access status**.

4. Select to **Approve**, **Reject**, or **Remove** access.

Edit access status

Access is granted for 30 days from the time the Squad member logs in and then it expires automatically. If access is rejected, the Squad will no longer be able to access your instance.

Squad name	Instance name	Access status
Brett Drake	iipypdadvm2	Pending

Cancel

Reject

Approve

What to do next

Refer to [Using Impact](#) to get started with the Impact Store Application.

Impact Guided Setup (Legacy)

Use Impact Guided Setup to follow a sequence of tasks that help you configure the Impact Store Application on your ServiceNow instance.

Important: This is the legacy setup path. The Impact Setup Hub is the current way to install and configure the Impact Store Application. See [Use the Impact Setup Hub](#). This legacy path remains available for a period of time, but it will not receive new features going forward.

Automated registration, the preferred method, initiates the connection and the registration to the Impact Delivery Instance provider instance into combined tasks. You will establish and verify your connection between the Impact Store Application and the Impact Delivery Instance (IDI) for data synchronization and migration.

Follow the individual step of the Impact Guided setup:

- User access – Onboard users and assign them to appropriate Impact and Scan Engine groups
- Scan Engine settings – Configure scanning properties and definitions
- Scan execution – Run scans to identify technical debt and platform health issues
- Data synchronization – Establish automated connection between the Impact Store Application and IDI
- Data migration – Initiate migration of historical data for value tracking and reporting
- Agent setup – Configure the ServiceNow Auto Panel and assistant settings to enable AI agents in Impact

You may return to the various steps in the configuration if you don't complete the entire setup at once. As you complete each step successfully, mark the step as complete. For multi-instance configurations, repeat the connection and data synchronization steps for each instance.

Note: Regulated and GCC customers are required to perform Manual registration. See [Use manual registration to configure the Impact Store Application](#).

Before you begin

Role required: impact app admin, admin

Procedure

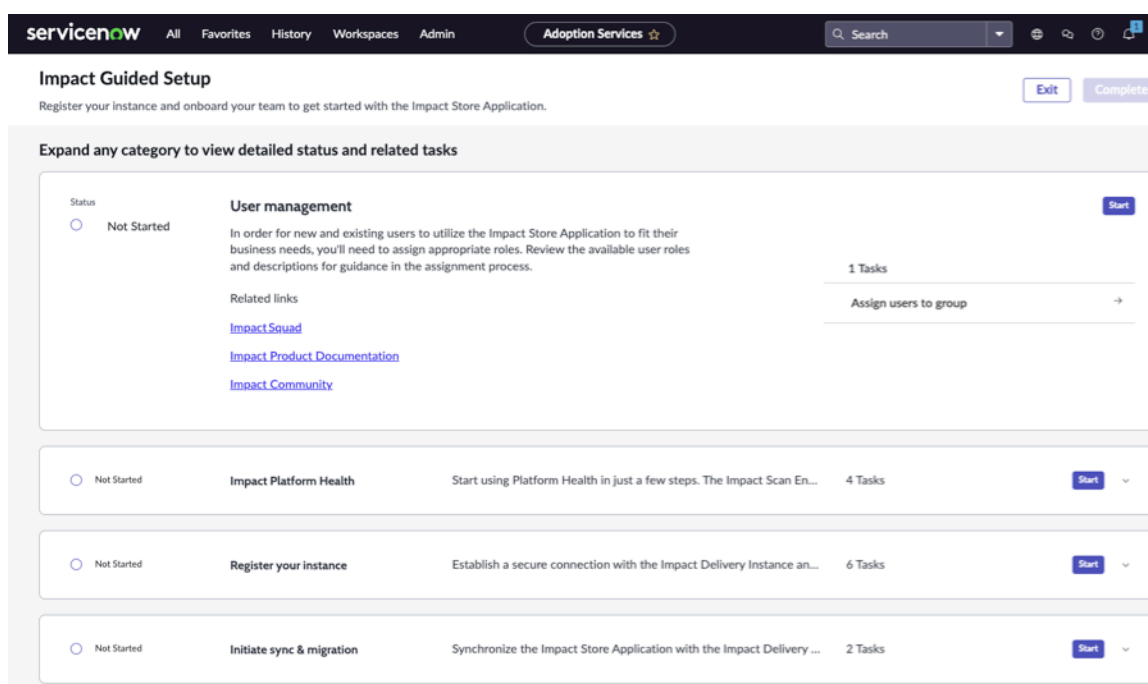
1. Navigate to **All > Impact > Guided Setup**.

The Impact Guided Setup overview page displays with additional information about the setup process and Pre-checklist information. For general information, see [Guided Setup](#).

2. Select **Get Started**.

The setup steps are displayed in category sections. You can expand a category to view details and related tasks.

Important: You must mark each section as completed in order to unlock the next task section and continue setup.



What to do next

After completing Guided Setup, you can:

- Configure additional instance integrations to expand Scan Engine coverage across your environment. See [Configure Scan Engine integrations](#).
- Grant temporary instance access to your Impact Squad for support and troubleshooting. See [Grant temporary instance access to your Impact Squad](#).
- Activate Now Assist Skills for Impact to enable AI-powered recommendations and insights. See [Activate Now Assist Skills for Impact](#).
- Enable data collection for Value Management to track and measure the business impact of technical debt reduction. See [Enable data collection for Value Management](#).
- Set up agents to enable AI-powered features such as Success Path, Value Story Builder, and the Health Agent. See [Set up agents for Impact](#).

Install Impact

Follow these instructions to install the Impact Store Application.

Before you begin

- Versions supported: Yokohama and Xanadu Patch 2 and above
- Impact Store Application ServiceNow entitlement (sn_entitlement) version 4.1.2 or higher.

i Note: Applications that you purchase from the ServiceNow Store are added to the Application Manager automatically. Install the application from the Application Manager to activate it in an instance. Review the Impact main application listing in the ServiceNow Store for information on dependencies, licensing or subscription requirements, and release compatibility.

- A named administrator must be allocated as the contact to perform the installation and implementation of the Impact Store Application and receive the registration email.

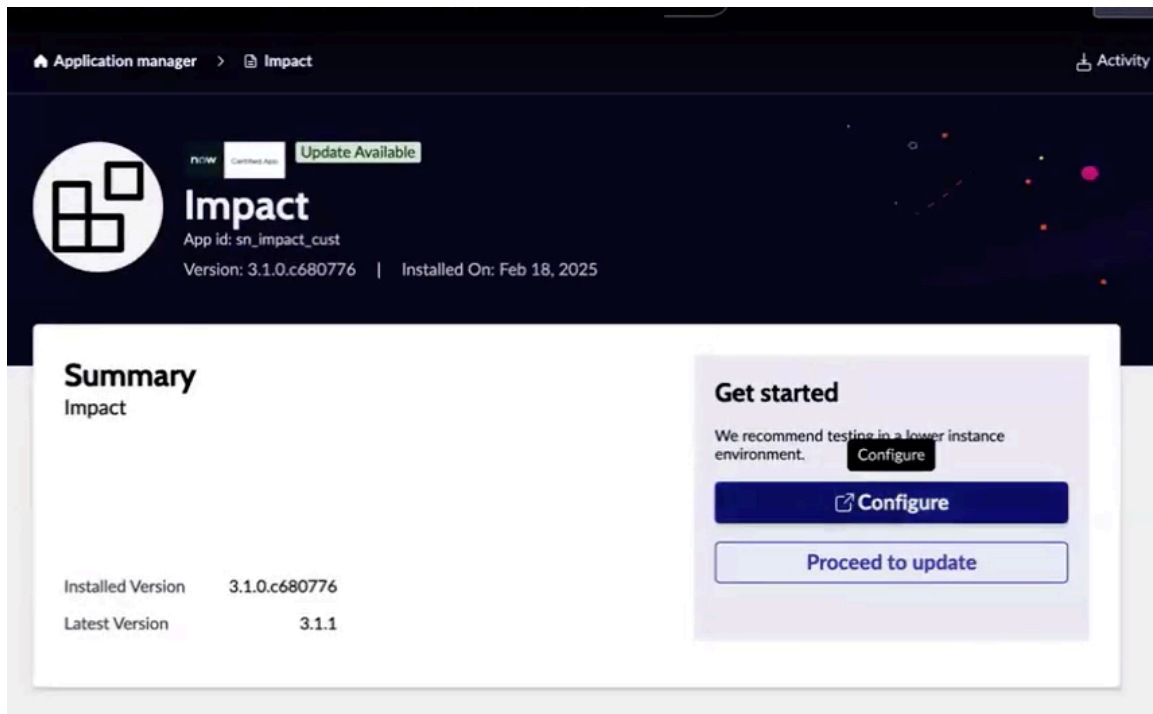
Role required: Any Impact role, admin

Procedure

1. Navigate to the [ServiceNow Store](#) .
2. Select **Apps and Solutions** from the Explore menu.
3. Find Impact using the filter criteria and search bar.

If you cannot find the application, contact your Impact Squad for additional assistance on procuring the Impact Store Application.

4. Select **Buy** to procure the Impact Store Application.
5. Log in to your ServiceNow® instance.
6. Navigate to **All > Application Manager**.
7. Search for Impact.
You may need to refresh the sync with the ServiceNow Store with the **Sync now** option if Impact doesn't display in the list.
8. Select **Install** to complete the installation.
Refer to [Dependent applications installed with the Impact Store App](#) for the tables installed.
9. Select **Configure**.



You are redirected to the Impact Guided Setup.

What to do next

[Impact Guided Setup \(Legacy\)](#).

Use automated registration to IDI

The automated registration process in Guided Setup simplifies the configuration process and connects your Impact Store Application with data from the Impact Delivery Instance.

Before you begin

[Assign roles](#)

Important: Impact Store Application features that require a connection to the Impact Delivery Instance:

- Communication with your Impact Squad, including visibility into changes you make in your own Impact Workspace
- Capabilities Maps
- Accelerators
- Recommendations
- Product Adoption Roadmaps
- Value Management

See [Impact Delivery Instance overview](#) for additional information.

Role required: impact app admin and impact admin (IDI)

About this task

This task automates the secure connection to the provider, the Impact Delivery Instance and runs the full onboarding process automatically.

Procedure

1. Navigate to **All > Impact > Configuration > Guided Setup > Register your instance.**
2. Select **Start.**
3. Select **Learn about registering your instance** to read an overview of these steps.
See [Configuring Impact](#) for a summary of the configuration steps.
4. **Mark as Complete** to continue.
5. Select **Start Automated Registration (preferred method)** from the Activities pane.
6. Select the **Connect to Impact** link.

Note: It may take a few moments to connect to the Impact Delivery Instance and process the registration.

7. Select **Check registration status** to monitor the provider connection progress.

Important: After your instance registration is established, a success message is generated with the and the status updates only after the registration has been successfully created. You may need to repeat this step to allow the registration to

Register your instance

- Learn about registering your instance
- Start Automated Registration (Preferred method)**
- Learn about Manual registration
- Initiate connection to the Impact Deliver...
- Establish your provider connection in IIP
- Verify the connection

In Progress

Start Automated Registration (Preferred method)

This task automates the secure connection to the provider, the Impact Delivery Instance.

Select **Connect to Impact** to automatically run the full onboarding process that connects the provider with your instance. It may take a few moments to complete the setup.

Note: This process will attempt to reinitiate the connection if the setup was previously disrupted or failed.

[Connect to Impact](#)

Use the link below to monitor the status of the onboarding process.

[Check registration status](#)

The Outbound and Inbound statuses for the [Provider connection record](#) will reflect **Up** when successfully connected and onboarded. Return to Guided Setup and select **Mark Complete**. You can skip manual registration and continue to the task **Verify the connection**.

complete.

8. When the status updates to *Onboarding Complete*, select **Close**.
The Outbound and Inbound statuses for the Provider connection will display *Up* when successfully connected and onboarded.

Trouble?

If the state updates to *Validation failed*, health checks failed and the provider isn't connected.

servicenow All Favorites History Workspaces Provider connection - ServiceNow Impact Application scope: Impact Update see: Default (Impact)

Provider connection ServiceNow Impact

Validation failed: One or more Pre-Onboarding suite checks did not pass. Review the [Health Dashboard](#) and fix the issues. When the last issue is resolved, this Connection will automatically move to Validated.

Company: ServiceNow Impact Outbound status: Not Onboarded

State: Validation Failed Inbound status: Not Onboarded

URL: <https://impacturl.servicenow.com/>

If the state updates to **Validation Failed** and you receive an alert message, select [Health Dashboard](#) to access the Service Exchange resolution center and follow the steps provided to resolve the issues.

When the issues are resolved, return to the [Provider connection record](#) and select **Connect to Provider**.

Note: If you are unable to resolve the issues, contact your Customer Success Manager for assistance.

Mark Complete Skip Back

- a. Select the **Health Dashboard** link in the error banner to be directed to the Service Exchange health dashboard.
- b. View and diagnose the errors. See [Service Exchange Center](#) for additional information.

- c. Follow the steps provided to resolve the issues.

 **Important:** If you are unable to resolve the issues, contact your Customer Service Manager for assistance.

9. Return to the open tab, **Start automated registration (Preferred method)** in Guided Setup and select the **Connect to Impact** link to restart the Automated Registration.
10. Upon successful connection, select **Mark Complete** to continue to verify the connection.

What to do next

[Verify Impact data connection](#)

Enable data collection for Value Management

The Impact Value Management Data Collection apps are designed to simplify and optimize the value metrics data collection process using Performance Analytics (PA). These applications enable you to efficiently gather, track, and analyze critical success metrics, ensuring data-driven decision-making and improved visibility into key performance trends.

The Impact Value Management data collection apps are available in the ServiceNow Impact Store Application. These apps are accessible directly on a user's own instance as part of the Impact package, eliminating the need for separate downloads from the store or individual content packs. By leveraging predefined data definitions within Performance Analytics (PA), customers can automatically collect essential data for value metrics. This streamlined approach enhances the accuracy and efficiency of data collection for value measurement, providing a seamless experience and improving both customer satisfaction and product evaluation in the value management within Impact.

Impact Value Management data collection apps are delivered by the Impact squad with a detailed overview of the Report configuration options and potential implementation recommendations for collecting the data required for your objectives and outcomes, outcome performance report, and value reports that are part of the Impact program.

Key benefits

- **Automated data collection:** Automatically gathers essential data to support Value management activities, including:
 - Setting value baselines and targets
 - Conducting outcome performance reviews
 - Generating value reports
- **Improved data accuracy:** Leverages predefined Performance Analytics (PA) data definitions to ensure high-quality, reliable data.
- **Seamless integration:** Removes the need for manual downloads or individual content pack installations as data collection apps are embedded within the Impact package.
- **Enhanced visibility:** Provides real-time insights into performance trends, facilitating better decision-making and outcome tracking.
- **Data Sync to Impact Provider:** Syncs the data collected via Data Collection jobs bidirectionally between the ServiceNow Impact store application and the Impact delivery instance (IDI), ensuring consistent and up-to-date information.

Service Bridge Integration is the core technology enabling data synchronization between instances. It securely and efficiently handles data payloads, allowing real-time data synchronization to ensure seamless information flow.

For more information, see:

- [Service Exchange](#) 
- [Use manual registration to establish the connection to the provider instance](#)

Get started

Get started with the Data Collection Content Pack for your respective product:

- [Impact Value Management Data Collection for Enterprise Architecture](#)
- [Impact Value Management Data Collection Content Pack for App Engine](#)
- [Impact Value Management Data Collection Content Pack for Customer Service Management](#)
- [Impact Value Management Data Collection Content Pack for IT Asset Management](#)
- [Impact Value Management Data Collection Content Pack for IT Service Management](#)
- [Impact Value Management Data Collection Content Pack for IT Operations Management](#)
- [Impact Value Management Data Collection Content Pack for HR Service Delivery](#)
- [Impact Value Management Data Collection Content Pack for Security Operations](#)
- [Impact Value Management Data Collection Content Pack for Strategic Portfolio Management](#)
- [Impact Value Management Data Collection Content Pack for Governance, Risk, and Compliance](#)

Install Impact Value Management Data Collection Content Pack Apps dependent plugins

Install the dependent plugins for Impact Value Management Data Collection Content Pack apps

Before you begin

Role required: admin

- Install the ServiceNow Impact store application in your ServiceNow instance before you enable Value Management data collection apps plugins.
- Install at least one dependency plugin to enable data collection jobs in Impact value management data collection apps. The only exception is Strategic Portfolio Management, which requires both dependency plugins to be installed to enable data collection functionality.

Procedure

1. Navigate to **System Definitions > Plugins**.
2. Search for the plugins that are required for the respective content pack installation.
3. Ensure that all dependent plugins are installed before activating the Data Collection content pack jobs.
The following dependent plugins must be installed to support the functionality of Data Collection apps:

Data Collection Content Pack	Dependent plugins
IT Operations Management (ITOM)	Event Management Core (sn_em_ai)
HR Service Delivery (HRSD)	Human Resources Scoped App: Core (com.sn_hr_core)

Data Collection Content Pack	Dependent plugins
Strategic Portfolio Management (SPM)	<ul style="list-style-type: none"> PPM Standard (com.snc.financial_planning_pmo) Goal Framework (sn_gf)
Application Portfolio Management (APM)	Enterprise Architecture (com.snc.apm)
App Engine	App Engine Studio (sn_app_eng_studio)
Customer Service Management (CSM)	Case Management Core (com.sn_customerservice)
Security Operations (SecOps)	<ul style="list-style-type: none"> Security Incident Response Dependencies (Id: com.snc.si_dep) Vulnerability Response Dependencies (Id: com.snc.vul_dep) Security Incident Response (sn_si) Vulnerability Response (sn_vul)
Hardware Asset Management (HAM)	Hardware Asset Management (sn_hamp)
Software Asset Management (SAM)	<ul style="list-style-type: none"> Major Incident Management plugin (com.snc.incident.mim) SaaS License Management plugin (com.sn_sam_saas_int)
Integrated Risk Management (IRM)	<ul style="list-style-type: none"> GRC: Policy and Compliance Management (sn_compliance) GRC: Advanced Risk (sn_risk_advanced) ServiceNow Audit (sn_audit) ServiceNow risk assessment (sn_risk_assessment)
IT Service Management	Event Management (com.glideapp.itom.snac)

Modifying the Data Collection configuration

You can make changes to the Data Collection configuration to align with your organization's needs.

When the standard definitions for the Success Metrics from ServiceNow don't align with how your organization functions or how you use the platform, you can change the configuration of the data collection app to reflect your processes and implementation.

Alterations of a success metric data point definition require changes to one or both of the following pieces of the metric architecture within Performance or Performance/Platform Analytics:

- Change the Indicator Source when you need a different basic data set.
- Change the automated indicator when you need to change the filters that are applied on the basic data set for the calculation.

Example of common modifications

Some organizations do not use the recommended Outages table within the CMDB (and the Employee Center notification functionality that comes with it) to capture outages.

In this case, work with the Service Owner and your Squad to define the correct way to identify or approximate what an Outage is. For example, some customers consider Priority 1 incidents to be a representation of outages.

The alterations for this change in metric definition would imply the following configuration changes:

- A basic data set indicator source for the incident table already exists as it is leveraged by some of the other success metrics. Therefore, you don't have to create a new indicator source.
- The Automated Indicators configurations for the following need to be adjusted: Impact VM - Mean Time to Restore - Unplanned Outages (hrs) and Impact VM - # of Unplanned Outages This Month.
 - Change the Indicator Source field to **Impact VM - Incidents Closed This Month** on both indicators.
 - Change the Additional Conditions to add a filter for **Priority 1** on both indicators.
 - For Time to Restore, as the duration field may not be in use, you can use a scripted calculation for the duration. You can re-use the script from the automate indicator **Impact VM - Average Time to Close an Incident (hrs)** for this.

Upgrading the Data Collection Content Pack

When you upgrade the Data Collection Content Pack, you must account for any customizations you've made.

Since users might change artifacts within this app (for example, indicator, indicator source, or data collection job), remember that the upgrade process would be the same as the process for upgrading the platform or any other store app. The upgrade process skips customized (or changed) application files. You can view unchanged customizations in the upgrade history, and do one of the following:

- Accept the customizations.
- Revert the customizations back to the base system, and then reapply them.

Impact Value Management Data Collection for Enterprise Architecture

Install and configure the Data Collection Content Pack for APM.

Perform the steps in the following order:

1. [Install the Data Collection Pack for Enterprise Architecture](#)
2. [Configure Data Collection for Enterprise Architecture](#)
3. [Activate Data Collection for Enterprise Architecture](#)
4. [Review Enterprise Architecture artifacts](#)

You can also modify the configuration at any point, and maintain customizations when you are ready to upgrade. For more information, see [Modifying the Data Collection configuration](#) and [Upgrading the Data Collection Content Pack](#).

Before you begin

Monthly Data collection within Performance/Platform Analytics runs on a schedule.

i Important: To get data collection up and running, perform the monthly setup only once.

Role required: admin, pa_admin, or pa_data_collector

Procedure

1. Navigate to **Performance/Platform Analytics > Data Collector> Jobs**, and then open **Impact VM – Enterprise Architecture - Monthly Data Collection**.

2. Select **Active**, and then update the record.

i Important: For monthly job execution, you should not make changes to the Day (of the month) and the Time (of the day) of the job. Time of the day is determined based on the system time zone. You should keep the default schedule as it works best with the current frequencies of the indicators.

3. To do a trial run of the monthly data collection, select **Execute Now**.

4. Navigate to **Performance/Platform Analytics > Dashboard**, and then open **Impact VM – Enterprise Architecture**.

There are two tabs: Monthly - Enterprise Architecture and Quarterly - Enterprise Architecture.

5. **Optional:** To validate the scores on the dashboard, do either of the following:

- Compare them with the numbers you get from applying the same filters conditions on the fact table.
- Refer to data collection guide to build the appropriate metric using a ServiceNow report.

6. **Optional:** To run historical jobs, do the following:

a. Navigate to **Performance/Platform Analytics > Data Collector> Jobs**, and then open **Impact VM – Enterprise Architecture – Historical Data Collection**.

i Important: Do NOT select Active as Historical Data collection within Performance/Platform Analytics runs on an on-demand basis.

For historical job execution, adjust the Relative start months according to the available data.

- If you don't have a full version of Performance Analytics, historical data won't be captured beyond 180 days from the job execution date.
- If you have the full version of Performance Analytics, you can change the Relative start date to a longer time frame than 6 months. For example, you could change Relative start from 6 months ago to 12 months ago.

b. Select **Execute Now** to run the historical data collection job.

c. Navigate to **Platform Analytics > Dashboard**, and then open **Impact VM – Enterprise Architecture**.

Review Enterprise Architecture artifacts

The data collection app contains a pre-build data metric structure for the ServiceNow Performance/Platform Analytics application.

Performance/Platform Analytics artifact types

Artifact type	Description
Indicator Source	Captures the basic data sets and commits them to the working memory of the platform to provide the foundation for the calculations. This is also called a data cube.
Automated Indicator	Basic calculation definition on the indicator source data set, potentially with additional filter conditions that you apply before making the calculation.
Manual Indicator	Metric for which there is no data set within the platform. Requires you to manually add a data point.
Formula Indicator	A more comprehensive calculation, such as % and ratio calculations that require multiple automated indicator data points for the calculation.
Data Collection Jobs	One data collection job that you can schedule to run every month, and another data collector for historical collection that you can run on demand.
Widgets	Configuration for the UI visualization of an indicator.
Dashboard	Display of a collection of widgets on a pane. This dashboard contains two tabs. One tab contains widgets showing quarterly values, and the other contains widgets showing monthly values.

Artifacts by type

The app contains the following artifacts for each of the above-specified artifact types.

Artifacts by type

Artifact type	Name
Data Collection Job	Impact VM – Enterprise Architecture - Monthly Data Collection
Data Collection Job	Impact VM – Enterprise Architecture - Historical Data Collection
Dashboard	Impact VM - Enterprise Architecture
Widget	% of Business Capability Model with a Major Gap
Widget	Avg. application data certification %
Widget	# of application retired
Widget	Legacy Enterprise Architecture systems annual run-rate
Widget	% of applications with indicator score
Widget	# of application migrated
Formula	Impact VM - % of Business Capability Model with a Major Gap
Automated	Impact VM - # of Business Capabilities Linked to a Business Application
Automated	Impact VM - # of Business Capabilities

Artifacts by type (continued)

Artifact type	Name
Manual	Impact VM - Avg. application data certification %
Automated	Impact VM - # of applications retired
Manual	Impact VM - Legacy Enterprise Architecture systems annual run-rate
Manual	Impact VM - % of applications with indicator score
Automated	Impact VM - # of applications migrated

Impact Value Management Data Collection Content Pack for App Engine

Install and configure the Data Collection Content Pack for App Engine.

Perform the steps in the following order:

1. [Install the Data Collection Content Pack for App Eng](#)
2. [Configure Data Collection for App Engine](#)
3. [Activate Data Collection for App Engine](#)
4. [Review App Engine artifacts](#)

You can also modify the configuration at any point, and maintain customizations when you are ready to upgrade. For more information, see [Modifying the Data Collection configuration](#) and [Upgrading the Data Collection Content Pack](#).

Install the Data Collection Content Pack for App Eng

To enable the Data Collection Pack, you must install dependent plugins and activate Data Collection jobs.

Before you begin

The App Engine Success Metric Definitions in this application are dependent on the use of the App Engine Studio (sn_app_eng_studio) application. Ensure that the required plugins are installed if they are not already installed. For more information, see [Install Impact Value Management Data Collection Content Pack Apps dependent plugins](#).

Role required: Impact user

Procedure

1. Navigate to the Impact workspace on your instance.
2. Navigate to **All > Impact > Configuration > Value PA Data Collection Jobs**.
3. Select **Value PA Data Collection Jobs**.
4. Search for and select the following:
 - **Impact VM - App Engine - Monthly Data Collection**
 - **Impact VM - App Engine - Historical Data Collection**
5. If you're having trouble finding the data collection jobs, check whether the required data collection-dependent plugins are installed correctly.
See [Install Impact Value Management Data Collection Content Pack Apps dependent plugins](#).

Configure Data Collection for App Engine

Configure Data Collection for App Engine.

Before you begin

You must update Manual Indicators periodically (monthly, for example) using the scoresheet function.

Role required: admin, pa_power_user, pa_admin, or pa_data_collector

Procedure

1. Navigate to **Performance/Platform Analytics > Scoresheet**, and then select **Impact VM - Former LCAP systems run-rate**.
2. Enter the data point in the relevant month cell.

	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024
Indicator scores: \$	15,000	15,000	15,000	10,000	10,000	10,000	5,000

Activate Data Collection for App Engine

Activate the Data Collection Pack for App Eng after you enable and configure it.

Before you begin

Monthly Data collection within Performance/Platform Analytics runs on a schedule.

Important: To get data collection up and running, perform the monthly setup only once.

Role required: admin, pa_admin, or pa_data_collector

Procedure

1. Navigate to **Performance/Platform Analytics > Data Collector> Jobs**, and then open **Impact VM – App Engine - Monthly Data Collection**.
2. Select **Active**, and then update the record.

Important: For monthly job execution, you should not make changes to the Day (of the month) and the Time (of the day) of the job. Time of the day is determined based on the system time zone. You should keep the default schedule as it works best with the current frequencies of the indicators.

3. To do a trial run of the monthly data collection, select **Execute Now**.
4. Navigate to **Performance/Platform Analytics > Dashboard**, and then open **Impact VM – App Engine**.
There are two tabs: Monthly – App Engine and Quarterly – App Engine.
5. **Optional:** To validate the scores on the dashboard, do either of the following:
 - Compare them with the numbers you get from applying the same filters conditions on the fact table.
 - Refer to data collection guide to build the appropriate metric using a ServiceNow report.
6. **Optional:** To run historical jobs, do the following:

- a. Navigate to **Performance/Platform Analytics > Data Collector> Jobs**, and then open **Impact VM – App Engine – Historical Data Collection**.

Important: Do NOT select Active as Historical Data collection within Performance/Platform Analytics runs on an on-demand basis.

For historical job execution, adjust the Relative start months according to the available data.

- If you do not have a full version of Performance/Platform Analytics, historical data won't be captured beyond 180 days from the job execution date.
- If you have the full version of Performance/Platform Analytics, you can change the Relative start date to a longer timeframe than 6 months. For example, you could change Relative start from 6 months ago to 12 months ago.

- b. Select **Execute Now** to run the historical data collection job.

- c. Navigate to **Performance/Platform Analytics > Dashboard**, and then open **Impact VM – App Engine**.

There are two tabs: Monthly - App Engine and Quarterly - App Engine. To validate historical data for any specific indicator, select the widget on the dashboard.

Review App Engine artifacts

The Data Collection app contains a pre-build data metric structure for the ServiceNow Performance/Platform Analytics application.

Performance/Platform Analytics artifact types

Artifact type	Description
Indicator Source	Captures the basic data sets and commits them to the working memory of the platform to provide the foundation for the calculations. This is also called a data cube.
Automated Indicator	Basic calculation definition on the indicator source data set, potentially with additional filter conditions that you apply before making the calculation.
Manual Indicator	Metric for which there is no data set within the platform. Requires you to manually add a data point.
Formula Indicator	A more comprehensive calculation, such as % and ratio calculations that require multiple automated indicator data points for the calculation.
Data Collection Jobs	One data collection job that you can schedule to run every month, and another data collector for historical collection that you can run on demand.
Widgets	Configuration for the UI visualization of an indicator.
Dashboard	Display of a collection of widgets on a pane. This dashboard contains two tabs. One tab contains widgets showing quarterly values, and the other contains widgets showing monthly values.

Artifacts by type

The app contains the following artifacts for each of the above-specified artifact types.

Artifacts by type

Artifact type	Name
Data Collection Job	Impact VM – App Engine - Monthly Data Collection
Data Collection Job	Impact VM – App Engine - Historical Data Collection
Dashboard	Impact VM - App Engine
Widget	# of applications built by core development team (IT), using LCAP
Widget	# of applications (and/or services) built outside of core development team
Widget	Avg. time for application delivery (IT): idea to prod (weeks)
Widget	Avg. time for application delivery (LOB): idea to prod (weeks)
Widget	Former LCAP systems annual run-rate
Automated	Impact VM - # of applications built by core development team (IT), using LCAP
Automated	Impact VM - # of applications (and/or services) built outside of core development team
Manual	Impact VM - Avg. time for application delivery (IT): idea to prod (Weeks)
Manual	Impact VM - Avg. time for application delivery (LOB): idea to prod (Weeks)
Manual	Impact VM - Former LCAP systems run-rate

Impact Value Management Data Collection Content Pack for Customer Service Management

Install and configure the Data Collection Content Pack for Customer Service Management.

Important: You should test system configuration changes in a sub-production environment before you deploy them into production.

Perform the steps in the following order:

1. [Install the Data Collection Pack for Customer Service Management](#)
2. [Configure Data Collection for Customer Service Management](#)
3. [Activate Data Collection for Customer Service Management](#)
4. [Review Customer Service Management artifacts](#)

You can also modify the configuration at any point, and maintain customizations when you are ready to upgrade. For more information, see [Modifying the Data Collection configuration](#) and [Upgrading the Data Collection Content Pack](#).

Install the Data Collection Pack for Customer Service Management

To enable the Data Collection Pack, you must install dependent plugins and activate Data Collection jobs.

Before you begin

The Customer Service Management Success Metric Definitions in this application rely on another application. Verify that the required plugins are installed if they are not already installed. For more information, see [Install Impact Value Management Data Collection Content Pack Apps dependent plugins](#).

Role required: Impact user

Procedure

1. Navigate to the Impact workspace on your instance.
2. Navigate to **All > Impact > Configuration > Value PA Data Collection Jobs**.
3. Select **Value PA Data Collection jobs**.
4. Search for and select the following:
 - **Impact VM - Customer Service Management - Monthly Data Collection**
 - **Impact VM - Customer Service Management - Historical Data Collection**
5. If you're having trouble finding the data collection jobs, check whether the required data collection-dependent plugins are installed correctly.
See [Install Impact Value Management Data Collection Content Pack Apps dependent plugins](#).

Configure Data Collection for Customer Service Management

Configure Data Collection for Customer Service Management.

Before you begin

Note: To get the data collection up and running, this setup must be done only once.

You need to determine which of your assignment groups are used within the incident, change, and request workflows you consider to be Tier 1 and Tier 2:

- Tier 1: First-line support, most commonly your helpdesk/service desk group(s)
- Tier 2+: Second- and third-line support, these are your specialist teams and potential vendor teams

Role required: admin, pa_power_user, pa_admin, or pa_data_collector

Procedure

1. Navigate to the **Groups** module in User Administration.
2. Open the group records to use in the incident process as the Assignment Group.
3. Add one of the following types to the record:
 - Tier 1
 - Tier 2+

The type might not show up by default on the group form. Request a system administrator to make the field visible on the form.
4. Update the record.
5. Repeat these steps for all assignment groups.

6. To validate, run a query against the incident table for assignment groups that are still unclassified to validate you have classified all groups.

If your assignment groups change, you will have to reclassify them.

7. For issues where the Assignment Group field isn't showing Tier 1 or Tier 2 groups in incidents, changes, or requests, confirm that the ITIL type is also added to the group:

- a. Navigate to **System Security > Users and Groups > Groups**.

- b. In the Type field, add **itil**.

- c. Save and update the form.

- d. Refresh the incident, change, or request form and recheck the Assignment Group. The group should now appear.

8. For the Manual Indicators, add a new data point every month.

As an example, given the fixed nature of the Impact VM - Legacy Customer Service Management Systems Monthly Run-Rate indicator, you only need to enter this data point once.

Important: If you do not have full access to Performance/Platform Analytics through a Pro or Enterprise subscription, you are required to enter this data point every month

- a. Navigate to **Performance/Platform Analytics > Scoresheet** and select **Impact VM - Legacy Customer Service Management Systems Monthly Run-Rate**.

- b. Enter the data point in the relevant month cell.

	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024
Indicator scores: \$							

Activate Data Collection for Customer Service Management

Activate the Data Collection Pack for Customer Service Management after you enable and configure it.

Before you begin

Monthly Data collection within Performance/Performance Analytics runs on a schedule.

i Important: To get data collection up and running, perform the monthly setup only once.

Role required: admin, pa_admin, pa_data_collector

Procedure

1. Navigate to **Performance/PlatformAnalytics > Data Collector> Jobs**, and then open **Impact VM – Customer Service Management - Monthly Data Collection**.

2. Select **Active**, and then update the record.

i Important: For monthly job execution, you should not make changes to the Day (of the month) and the Time (of the day) of the job. Time of the day is determined based on the system time zone. You should keep the default schedule as it works best with the current frequencies of the indicators.

3. To do a trial run of the monthly data collection, select **Execute Now**.

4. Navigate to **Performance/Platform Analytics > Dashboard**, and then open **Impact VM – Customer Service Management**.

There are two tabs: Monthly – Customer Service Management and Quarterly – Customer Service Management.

5. **Optional:** To validate the scores on the dashboard, do either of the following:

- Compare them with the numbers you get from applying the same filters conditions on the fact table.
- Refer to data collection guide to build the appropriate metric using a ServiceNow report.

6. **Optional:** To run historical jobs (on-demand), do the following:

a. Navigate to **Performance/Platform Analytics > Data Collector> Jobs**, and then open **Impact VM – CSM– Historical Data Collection**.

i Important: Do NOT select Active as Historical Data collection within Performance/Platform Analytics runs on an on-demand basis.

For historical job execution, adjust the Relative start months according to the available data.

- If you do not have a full version of Performance/Platform Analytics, historical data won't be captured beyond 180 days from the job execution date.
- If you have the full version of Performance/Platform Analytics, you can change the Relative start date to a longer timeframe than 6 months. For example, you could change Relative start from 6 months ago to 12 months ago.

b. Select **Execute Now** to run the historical data collection job.

c. Navigate to **Platform Analytics > Dashboard**, and then open **Impact VM – Customer Service Management**.

There are two tabs: Monthly - Customer Service Management and Quarterly - Customer Service Management.

- d. To validate historical data for any specific indicator, select the widget on the dashboard.

Review Customer Service Management artifacts

The Data Collection app contains a pre-build data metric structure for the ServiceNow Performance/Platform Analytics application.

Performance/Platform analytics

The content pack comes with the following artifact types. For configuring the process, Group Type is the group classification for the User Administration - Groups.

Performance/Platform Analytics artifact types

Artifact type	Description
Indicator Source	Captures the basic data sets and commits them to the working memory of the platform to provide the foundation for the calculations. This is also called a data cube.
Automated Indicator	Basic calculation definition on the indicator source data set, potentially with additional filter conditions that you apply before making the calculation.
Manual Indicator	Metric for which there is no data set within the platform. Requires you to manually add a data point.
Formula Indicator	A more comprehensive calculation, such as % and ratio calculations that require multiple automated indicator data points for the calculation.
Data Collection Jobs	Schedule on which the automated data collection will run.
Widgets	Configuration for the UI visualization of an indicator.
Dashboard	Display of a collection of widgets on a pane. This dashboard contains two tabs. One tab contains widgets showing quarterly values, and the other contains widgets showing monthly values.

Artifacts by type

The app contains the following artifacts for each of the before-specified artifact types.

- i Note:** The frequencies of all applicable indicators and indicator sources have been changed to monthly from quarterly. If this is not the first time using this content pack, you should run a baseline historical job (data collection job) to capture applicable historical data. The historical data will be visualized in a future enhancement of the dashboard.

Artifacts by type

Artifact type	Name	Outcome Model
Indicator Source	Impact VM - CSM - Case closed This month	Enhanced

Artifacts by type (continued)

Artifact type	Name	Outcome Model
Indicator Source	Impact VM - CSM - Case closed with account This month	Enhanced
Automated	Impact VM - CSM - Number of T1 customer cases closed	Enhanced
Automated	Impact VM - CSM - Number of T1 CS Agent FTEs	Enhanced
Automated	Impact VM - CSM - Number of customer cases	Enhanced
Automated	Impact VM - CSM - Number of customers	Enhanced
Automated	Impact VM - CSM - Number of T2 customer cases closed	Enhanced
Automated	Impact VM - CSM - Number of customer cases	Enhanced
Automated	Impact VM - # of T2+ customer support cases closed	Standard
Automated	Impact VM - # of T2+ customer support agents *	Standard
Automated	Impact VM - # of T1 customer support cases closed	Standard
Automated	Impact VM - # of T1 customer support agent *	Standard
Automated	Impact VM - # of cases not resolved within SLAs	Standard
Automated	Impact VM - # of customer cases	Standard
Automated	Impact VM - # of closed customer cases	Standard
Automated	Impact VM - # of customer cases that resulted in an upsell	Standard
Automated	Impact VM - # of survey responses	Standard
Automated	Impact VM - # of survey responses with a low overall service rating.	Standard
Automated	Impact VM - Avg. cumulative processing effort required per request case (hrs)	Standard
Formula	Impact VM - CSM - T1 cases closed per agent	Enhanced
Formula	Impact VM - CSM - Number of cases per customer	Enhanced
Formula	Impact VM - CSM - Cases escalated beyond Tier 1	Enhanced

Artifacts by type (continued)

Artifact type	Name	Outcome Model
Formula	Impact VM - % of customer cases that result in an upsell	Standard
Formula	Impact VM - % of surveyed customers that report an unfavorable support experience	Standard
Formula	Impact VM - % of cases not resolved within SLAs	Standard
Formula	Impact VM - # of T1 customer support cases closed : # of T1 customer support agent	Standard
Formula	Impact VM - # of T2+ customer support cases closed: # of T2+ customer support agents	Standard
Data Collection Job	Impact VM - CSM - Monthly Data Collection	
Data Collection Job	Impact VM - CSM - Historical Data Collection	
Widget	Impact VM - CSM - T1 cases closed per agent	Enhanced
Widget	Impact VM - CSM - Number of cases per customer	Enhanced
Widget	Impact VM - CSM - Cases escalated beyond Tier 1	Enhanced
Widget	% of cases not resolved within SLAs	Standard
Widget	# of interactions handled by an agent that don't have related case	Standard
Widget	# of revenue generating customer requests	Standard
Widget	# of T1 customer support cases closed	Standard
Widget	# of T1 customer support cases closed : # of T1 customer support agents	Standard
Widget	# of T2+ customer support cases closed	Standard
Widget	# of T2+ customer support cases closed: # of T2+ customer support agents	Standard
Widget	% of customer cases that result in an upsell	Standard
Widget	% of surveyed customers that report an unfavorable support experience	Standard

Artifacts by type (continued)

Artifact type	Name	Outcome Model
Widget	Avg. cumulative processing effort required per request case (hrs)	Standard
Dashboard	Impact VM - CSM Service Management	
Group Type	Tier 1	
Group Type	Tier 2+	

Impact Value Management Data Collection Content Pack for IT Asset Management

Install and configure the Data Collection Content Pack for SAM.

Perform the steps in the following order:

1. [Install the Data Collection Pack for IT Asset Management](#)
2. [Configure Data Collection for IT Asset Management](#)
3. [Activate Data Collection for IT Asset Management](#)
4. [Review IT Asset Management artifacts](#)

You can also modify the configuration at any point, and maintain customizations when you are ready to upgrade. For more information, see [Modifying the Data Collection configuration](#) and [Upgrading the Data Collection Content Pack](#).

Install the Data Collection Pack for IT Asset Management

To enable the Data Collection Pack, you must install dependent plugins and activate Data Collection jobs.

Before you begin

The IT Asset Management Success Metric Definitions in this application rely on another application. Confirm that the required applications are installed. For more information, see [Install Impact Value Management Data Collection Content Pack Apps dependent plugins](#).

Role required: impact_user

Procedure

1. Navigate to the Impact workspace on your instance.
2. Navigate to **All > Impact > Configuration > Value PA Data Collection Jobs**
3. Select **Value PA Data Collection jobs**.
4. Search for and select the following:
 - **Impact VM - IT Asset Management - Monthly Data Collection**
 - **Impact VM - IT Asset Management - Historical Data Collection**

If you're having trouble finding the data collection jobs, check whether the required data collection-dependent plugins are installed correctly. See [Install Impact Value Management Data Collection Content Pack Apps dependent plugins](#).

Configure Data Collection for IT Asset Management

Configure data collection for IT Asset Management so that Software Asset Management indicators report measured values rather than default values.

Before you begin

Group types don't need to be assigned to configure data collection for Software Asset Management (SAM), but manual data points are required.

For the Manual Indicators, you must add a new data point every month. For example, given the fixed nature of the Impact VM - # of material security breaches due to vulnerable SW indicator, you only need to enter this data point once.

Important: If you don't have full access to Performance/Platform Analytics through a Pro or Enterprise subscription, you are required to enter this data point every month

Role required: admin, pa_power_user, pa_admin, or pa_data_collector.

Procedure

1. Navigate to **Performance/Platform Analytics > Scoresheet**, and then select **Impact VM - # of material security breaches due to vulnerable SW**.
2. Enter the data point in the relevant month cell.

	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024
Indicator scores: #							

Activate Data Collection for IT Asset Management

Activate the Data Collection Pack for IT Asset Management after you enable and configure it.

Before you begin

Monthly Data collection within Performance/Platform Analytics runs on a schedule.

Important: To get data collection up and running, perform the monthly setup only once.

Role required: admin, pa_admin, or pa_data_collector

Procedure

1. Navigate to **Performance/Platform Analytics > Data Collector > Jobs**, and then open **Impact VM - SAM - Monthly Data Collection**.
2. Select **Active**, and then update the record.

Important: For monthly job execution, you should not make changes to the Day (of the month) and the Time (of the day) of the job. Time of the day is determined based on the system time zone. You should keep the default schedule as it works best with the current frequencies of the indicators.

3. To do a trial run of the monthly data collection, select **Execute Now**.
4. Navigate to **Platform Analytics > Dashboard**, and then open **Impact VM - SAM**.
There are two tabs: Monthly - IT Asset Management and Quarterly - IT Asset Management.
5. **Optional:** To validate the scores on the dashboard, do either of the following:
 - Compare them with the numbers you get from applying the same filters conditions on the fact table.
 - Refer to the Data Collection guide to build the appropriate metric using a ServiceNow report.

6. Optional: To run historical jobs, do the following:

- a. Navigate to **Performance/Platform Analytics > Data Collector > Jobs**, and then open **Impact VM – IT Asset Management – Historical Data Collection**.

Important: Do NOT select Active as Historical Data collection within Performance/Platform Analytics runs on an on-demand basis.

For historical job execution, adjust the Relative start months according to the available data.

- If you do not have a full version of Performance/Platform Analytics, historical data won't be captured beyond 180 days from the job execution date.
- If you have the full version of Performance/Platform Analytics, you can change the Relative start date to a longer timeframe than 6 months. For example, you could change Relative start from 6 months ago to 12 months ago.

- b. Select **Execute Now** to run the historical data collection job.

- c. Navigate to **Platform Analytics > Dashboard**, and then open **Impact VM – SAM**. There are two tabs: Monthly - IT Asset Management and Quarterly - IT Asset Management. To validate historical data for any specific indicator, select the widget on the dashboard.

Review IT Asset Management artifacts

The Data Collection app contains a pre-build data metric structure for the ServiceNow Performance/Platform Analytics application.

Performance/Platform analytics

The content pack comes with the following artifact types. For configuring the process, Group Type is the group classification for the User Administration - Groups.

Performance/Platform Analytics artifact types

Artifact type	Description
Indicator Source	Captures the basic data sets and commits them to the working memory of the platform to provide the foundation for the calculations. This is also called a data cube.
Automated Indicator	Basic calculation definition on the indicator source data set, potentially with additional filter conditions that you apply before making the calculation.
Manual Indicator	Metric for which there is no data set within the platform. Requires you to manually add a data point.
Formula Indicator	A more comprehensive calculation, such as % and ratio calculations that require multiple automated indicator data points for the calculation.
Data Collection Jobs	Schedule on which the automated data collection will run.
Widgets	Configuration for the UI visualization of an indicator.
Dashboard	Display of a collection of widgets on a pane. This dashboard contains two tabs. One tab contains widgets showing quarterly

Performance/Platform Analytics artifact types (continued)

Artifact type	Description
	values, and the other contains widgets showing monthly values.

Artifacts by type

The app contains the following artifacts for each of the befor-specified artifact types.

Note: The frequencies of all applicable indicators and indicator sources have been changed from quarterly to monthly. If this is not the first time using this content pack, you should run a baseline historical job (data collection job) to capture applicable historical data. The historical data will be visualized in a future enhancement of the dashboard.

Artifacts by type

Artifact type	Name	
Formula	% new hires with all SW provisioned by day 1	Software Asset Management
Automated	Impact VM - # of New Hire catalog Item Requests Completed by 1st day	Software Asset Management
Automated	Impact VM - Total Number of New Hires	Software Asset Management
Formula	Avg. time to close a SW request (hrs)	Software Asset Management
Automated	Impact VM - Total # of completed sw requests	Software Asset Management
Software Asset Management Automated	Impact VM - Total 'business operation' of completed sw requests	Software Asset Management
Formula	Impact VM - % of SaaS licenses unused / underutilized (per publisher)	Software Asset Management
Formula	Impact VM - unused / underutilized software licenses	Software Asset Management
Automated	Impact VM - Total # of used software licenses	Software Asset Management
Automated	Impact VM - Total # of software licenses	Software Asset Management
Formula	Impact VM - % of on-prem SW license unused / underutilized (per publisher)	Software Asset Management
Formula	Impact VM - % of SW that is centrally managed	Software Asset Management
Manual	Impact VM - Total # of software	Software Asset Management
Automated	Impact VM - # of managed software	Software Asset Management

Artifacts by type (continued)

Artifact type	Name	
Formula	Impact VM - # of employees : # of SAM FTEs	Software Asset Management
Automated	Impact VM - Total # of employees	Software Asset Management
Automated	Impact VM - # of SAM FTEs	Software Asset Management
Manual	Impact VM - Avg. time to respond to an audit (hrs)	Software Asset Management
Manual	Impact VM - Legacy SAM systems monthly run-rate	Software Asset Management
Formula	Impact VM - SW audit financial settlements as a % of SW spend	Software Asset Management
Automated	Impact VM - Current Subscription Spend	Software Asset Management
Automated	Impact VM - True-up Cost	Software Asset Management
Manual	Impact VM - # of material security breaches due to vulnerable SW	Software Asset Management
Automated	Impact VM - # of unplanned outages from SW issues	Software Asset Management
Automated	# of unplanned outages from SW issues	Software Asset Management
Manual	Impact VM - % new hires with all HW provisioned by day 1	Hardware Asset Management
Formula	Impact VM - Backlog as a % HW requests	Hardware Asset Management
Automated	Impact VM - Number of created HW requests this month	Hardware Asset Management
Automated	Impact VM - Number of closed HW requests this month	Hardware Asset Management
Formula	Impact VM - % unaccounted for HW assets	Hardware Asset Management
Automated	Impact VM - # HW assets accounted	Hardware Asset Management
Automated	Impact VM - # HW assets missing	Hardware Asset Management
Formula	Impact VM - % HW assets in circulation	Hardware Asset Management
Automated	Impact VM - # HW assets	Hardware Asset Management
Automated	Impact VM - # HW assets in inventory	Hardware Asset Management
Manual	Impact VM - % of leased HW assets returned late	Hardware Asset Management

Artifacts by type (continued)

Artifact type	Name	
Manual	Impact VM - % of HW assets that have 'end of useful life' field populated	Hardware Asset Management
Manual	Impact VM - # of employees: # of HAM FTEs	Hardware Asset Management
Manual	Impact VM - Legacy HAM systems annual run-rate	Hardware Asset Management
Automated	Impact VM - # of unplanned outages from HW issues this month	Hardware Asset Management
Widget	# of employees : # of SAM FTEs - monthly	Software Asset Management
Widget	# of material security breaches due to vulnerable SW - monthly	Software Asset Management
Widget	# of unplanned outages from SW issues - monthly	Software Asset Management
Widget	% new hires with all SW provisioned by day 1 - monthly	Software Asset Management
Widget	% of on-prem SW license unused / underutilized (per publisher) - monthly	Software Asset Management
Widget	% of SaaS licenses unused / underutilized (per publisher) - monthly	Software Asset Management
Widget	% of SW that is centrally managed - monthly	Software Asset Management
Widget	Avg. time to close a SW request (hrs) - monthly	Software Asset Management
Widget	Avg. time to respond to an audit (hrs) - monthly	Software Asset Management
Widget	Legacy SAM systems monthly run-rate	Software Asset Management
Widget	SW audit financial settlements as a % of SW spend - monthly	Software Asset Management
Widget	% new hires with all HW provisioned by day 1	Hardware Asset Management
Widget	Backlog as a % HW requests	Hardware Asset Management
Widget	% unaccounted for HW assets	Hardware Asset Management
Widget	% HW assets in circulation	Hardware Asset Management
Widget	% of leased HW assets returned late	Hardware Asset Management
Widget	% of HW assets that have 'end of useful life' field populated	Hardware Asset Management

Artifacts by type (continued)

Artifact type	Name	
Widget	# of Employees : # of HAM FTEs	Hardware Asset Management
Widget	Legacy HAM systems annual run-rate	Hardware Asset Management
Widget	# of unplanned outages from HW issues	Hardware Asset Management
Data Collection Job	Impact VM - IT Asset Management - Monthly Data Collection	IT Asset Management
Data Collection Job	Impact VM - IT Asset Management - Historical Data Collection	IT Asset Management
Dashboard	Impact VM - IT Asset Management	IT Asset Management

Impact Value Management Data Collection Content Pack for IT Service Management

Install and configure the Data Collection Content Pack for IT Service Management.

Perform the steps in the following order:

1. [Install the Data Collection Pack for IT Service Management](#)
2. [Configure Data Collection for IT Service Management](#)
3. [Activate Data Collection for IT Service Management](#)
4. [Review IT Service Management artifacts](#)

You can also modify the configuration at any point, and maintain customizations when you are ready to upgrade. For more information, see [Modifying the Data Collection configuration](#) and [Upgrading the Data Collection Content Pack](#).

Install the Data Collection Pack for IT Service Management

To enable the Data Collection Pack, you must activate Data Collection jobs.

Before you begin

Role required: Impact users

Procedure

1. Navigate to the Impact workspace on your instance.
2. Navigate to **All > Impact > Configuration > Value PA Data Collection Jobs**.
3. Select **Value PA Data Collection jobs**.
4. Search for and select the following:
 - **Impact VM - IT Service Management- Monthly Data Collection**
 - **Impact VM - IT Service Management- Historical Data Collection**

Configure Data Collection for IT Service Management

Configure Data Collection for IT Service Management.

Before you begin

i Note: To get the data collection up and running, this setup must be done only once.

You need to determine which of your assignment groups are used within the incident, Change, and Request workflows you consider to be Tier 1 and Tier 2:

- Tier 1: First-line support, most commonly your helpdesk/service desk group(s)
- Tier 2+: Second- and third-line support, these are your specialist teams and potential vendor teams

Role required: admin, pa_power_user, pa_admin, or pa_data_collector

Procedure

1. Navigate to the **Groups** module in User Administration.
2. Open the group records to use in the incident process as the Assignment Group.
3. Add one of the following types to the record:

- Tier 1
- Tier 2+

The type might not show up by default on the group form. Request a system administrator to make the field visible on the form.

4. Update the record.
5. Repeat these steps for all assignment groups.

6. To validate, run a query against the incident table for assignment groups that are still unclassified to validate you have classified all groups.

If your assignment groups change, you will have to reclassify them.

7. For issues where the Assignment Group field isn't showing Tier 1 or Tier 2 groups in incidents, changes, or requests, verify that the ITIL type is also added to the group:

- a. Navigate to **System Security > Users and Groups > Groups**.
- b. In the Type field, add **itil**.
- c. Save and update the form.

- d. Refresh the incident, change, or request form and recheck the Assignment Group.
The group should now appear.

8. For the Manual Indicators, add a new data point every month.

As an example, given the fixed nature of the Impact VM - Legacy IT Service Management Systems Annual Run-Rate indicator, you only need to enter this data point once.

Note: If you don't have full access to Performance/Platform Analytics through a Pro or Enterprise subscription, you are required to enter this data point every month.

- a. Navigate to **Performance/Platform Analytics > Scoresheet**, and then select **Impact VM - Legacy ITSM Systems Monthly Run-Rate**.

- b. Enter the data point in the relevant month cell.

Scoresheet Impact VM - Legacy ITSM Systems Monthly Run-Rate

Last edit: Mar 12 21:00 < Sep 2023 - Mar 2024 >

	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024
Indicator scores: \$							

Activate Data Collection for IT Service Management

Activate the Data Collection Pack for IT Service Management after you enable and configure it.

Before you begin

Monthly Data collection within Performance/Performance Analytics runs on a schedule.

Important: To get data collection up and running, perform the monthly setup only once.

Role required: admin, pa_admin, or pa_data_collector

Procedure

1. Navigate to **Performance/Platform Analytics > Data Collector > Jobs**, and then open **Impact VM - IT Service Management - Monthly Data Collection**.
2. Select **Active**, and then update the record.

Important: For monthly job execution, you should not make changes to the Day (of the month) and the Time (of the day) of the job. Time of the day is determined based on the system time zone. You should keep the default schedule as it works best with the current frequencies of the indicators.

3. To do a trial run of the monthly data collection, select **Execute Now**.
4. Navigate to **Performance/Platform Analytics > Dashboard**, and then open **Impact VM - IT Service Management**.
There are two tabs: Monthly - IT Service Management and Quarterly - IT Service Management.
5. **Optional:** To validate the scores on the dashboard, do either of the following:

- Compare them with the numbers you get from applying the same filters conditions on the fact table.
- Refer to data collection guide to build the appropriate metric using a ServiceNow report.

6. Optional: To run historical jobs, do the following:

- Navigate to **Performance/Platform Analytics > Data Collector> Jobs**, and then open **Impact VM – IT Service Management – Historical Data Collection**.

Important: Do not select Active as Historical Data collection within Performance/Platform Analytics runs on an on-demand basis.

For historical job execution, adjust the Relative start months according to the available data.

- If you don't have a full version of Performance/Platform Analytics, historical data won't be captured beyond 180 days from the job execution date.
- If you have the full version of Performance/Platform Analytics, you can change the Relative start date to a longer time frame than 6 months. For example, you could change Relative start from 6 months ago to 12 months ago.

- Select **Execute Now** to run the historical data collection job.

- Navigate to **Platform Analytics > Dashboard**, and then open **Impact VM – IT Service Management**.

There are two tabs: **Monthly - IT Service Management** and **Quarterly - IT Service Management**. To validate historical data for any specific indicator, select the widget on the dashboard.

Review IT Service Management artifacts

The Data Collection app contains a pre-build data metric structure for the ServiceNow Performance/Platform Analytics application.

Performance/Platform analytics

The content pack comes with the following artifact types. For configuring the process, Group Type is the group classification for the User Administration - Groups.

Performance/Platform Analytics artifact types

Artifact type	Description
Indicator Source	Captures the basic data sets and commits them to the working memory of the platform to provide the foundation for the calculations. This is also called a data cube.
Automated Indicator	Basic calculation definition on the indicator source data set, potentially with additional filter conditions that you apply before making the calculation.
Manual Indicator	Metric for which there is no data set within the platform. Requires you to manually add a data point.
Formula Indicator	A more comprehensive calculation, such as % and ratio calculations that require multiple automated indicator data points for the calculation.

Performance/Platform Analytics artifact types (continued)

Artifact type	Description
Data Collection Jobs	Schedule on which the automated data collection will run.
Widgets	Configuration for the UI visualization of an indicator.
Dashboard	Display of a collection of widgets on a pane. This dashboard contains two tabs. One tab contains widgets showing quarterly values, and the other contains widgets showing monthly values.

Artifacts by type

The app contains the following artifacts for each of the above specified types.

Artifacts by type

Artifact type	Description	
Indicator Source	Impact VM IT Service Management - User active last 365 days	Enhanced
Indicator Source	Impact VM - IT Service Management - # of Incidents Closed This Month	Enhanced
Indicator Source	Impact VM - IT Service Management- Change request closed This month	Enhanced
Indicator Source	Impact VM - IT Service Management - Request item closed This month	Enhanced
Indicator Source	Impact VM - Group Members	Standard
Indicator Source	Impact VM – Active Users	Standard
Indicator Source	Impact VM - Incidents Closed This Month	Standard
Indicator Source	Impact VM - Outage Ended on This Month	Standard
Indicator Source	Impact VM - Changes Closed This Month	Standard
Indicator Source	Impact VM - Requested Items Closed This Month	Standard
Indicator Source	Impact VM - Requests Fulfilled in the This Month	Standard
Automated	Impact VM IT Service Management - Count of Human active users logged in per last 365 days	Enhanced
Automated	Impact VM IT Service Management - # of incidents closed in This month	Enhanced
Automated	Impact VM - IT Service Management- Number of standard changes closed	Enhanced

Artifacts by type (continued)

Artifact type	Description	
Automated	Impact VM - IT Service Management - Number of changes closed	Enhanced
Automated	Impact VM - IT Service Management - Number of RITMs closed	Enhanced
Automated	Impact VM - IT Service Management - Mean Time to Restore - Unplanned Outages (hrs)	Standard
Automated	Impact VM - IT Service Management - Mean Time to Restore - Unplanned Outages (hrs)	Standard
Automated	Impact VM - IT Service Management - Average Time to Close an Incident (hrs)	Standard
Automated	Impact VM - Number of Closed Incident Originating from Phonecalls	Standard
Automated	Impact VM - Average Time to Close a Request (hrs)	Standard
Automated	Impact VM - Number of Closed Standard Changes	Standard
Automated	Impact VM - IT Service Management - # of Tier 2+ Agents	Standard
Automated	Impact VM - # of Unplanned Outages This Month	Standard
Automated	Impact VM - IT Service Management - Average Time To Close a Change in Hours	Standard
Automated	Impact VM - IT Service Management - # of Tier 1 Agents	Standard
Automated	Impact VM - # Requested Items Closed This Month	Standard
Automated	Impact VM - # of Requests Fulfilled This Month	Standard
Automated	Impact VM - IT Service Management - # of L1 Incidents Closed This Month	Standard
Automated	Impact VM - # of Changes Closed This Month	Standard
Automated	Impact VM - IT Service Management - # of L2+ Incidents Closed This Month	Standard
Automated	Impact VM - IT Service Management - # of Incidents Closed This Month	Standard
Automated	Impact VM - # Automated Requested Items Closed This Month	Standard
Automated	Impact VM - IT Service Management - Number of Active Users*	Standard
Manual	Impact VM - Legacy IT Service Management Systems Annual Run-Rate	Standard
Formula	Impact VM IT Service Management - Incidents closed per active user	Enhanced
Formula	Impact VM- IT Service Management- Ratio of Incidents Closed per Tier 2+ Service Desk Agent This Month	Standard
Formula	Impact VM IT Service Management- Incidents closed per active user	Enhanced
Formula	Impact VM- IT Service Management- Changes that are standard	Enhanced
Formula	Impact VM- IT Service Management- RITMs closed per active user	Enhanced
Formula	Impact VM- % of Requested Items Fulfilled that were Automated This Month	Standard

Artifacts by type (continued)

Artifact type	Description	
Formula	Impact VM - % of Changes that are Standard Closed This Month	Standard
Formula	Impact VM- % of Closed Incidents Originating from Phone Call This Month	Standard
Formula	Impact VM – IT Service Management - Ratio of Incidents Closed per Tier 1 Service Desk Agent This Month	Standard
Data Collection Job	Impact VM – IT Service Management - Monthly Data Collection	Standard
Data Collection Job	Impact VM – IT Service Management – Historical Data Collection	Standard
Widget	Incidents closed per active user	Enhanced
Widget	RITMs closed per active user	Enhanced
Widget	Changes that are standard	Enhanced
Widget	Incidents Closed per active user	Enhanced
Widget	% Closed Changes that were Standard	Enhanced
Widget	% Closed Incidents Originating from Phone Call	Standard
Widget	% of Fulfilled Requested Items that were Automated	Standard
Widget	Average Time to Close a Change (hrs)	Standard
Widget	Average Time to Close a Request (hrs)	Standard
Widget	Average Time to Close an Incident (hrs)	Standard
Widget	Legacy IT Service Management System Monthly Run-Rate	Standard
Widget	Mean Time to Restore Unplanned Outages (hrs)	Standard
Widget	Number of Changes Closed	Standard
Widget	Number of Incidents Closed	Standard
Widget	Number of Incidents Closed at Tier 1	Standard
Widget	Number of Requests Fulfilled	Standard
Widget	Number of Tier 2+ Incidents Closed	Standard
Widget	Number of Unplanned Outages	Standard
Widget	Ratio of Closed Incidents per Tier 2+ Agent	Standard
Widget	Ratio of Closed Incidents per Tier 1 Service Desk Agent	Standard
Widget	Number of Active Users	Standard
Dashboard	Impact VM- IT Service Management	Standard
Group Type	Tier 1	Standard
Group Type	Tier 2+	Standard

Impact Value Management Data Collection Content Pack for IT Operations Management

Install and configure the Data Collection Content Pack for IT Operations Management.

Perform the steps in the following order:

1. [Install the Data Collection Pack for IT Operations Management](#)
2. [Configure Data Collection for IT Operations Management](#)
3. [Activate Data Collection for IT Operations Management](#)
4. [Review IT Operations Management artifacts](#)

You can also modify the configuration at any point, and maintain customizations when you are ready to upgrade. For more information, see [Upgrading the Data Collection Content Pack](#) and [Modifying the Data Collection configuration](#).

Install the Data Collection Pack for IT Operations Management

To enable the Data Collection Pack, you must install dependent plugins and activate Data Collection jobs.

Before you begin

The IT Operations Management Success Metric Definitions in this application rely on another application. confirm that the required plugins are installed if they are not already installed. For more information, see [Install Impact Value Management Data Collection Content Pack Apps dependent plugins](#).

Role required: Impact users

Procedure

1. Navigate to the Impact workspace on your instance.
2. Navigate to **All > Impact > Configuration > Value PA Data Collection Jobs**.
3. Select **Value PA Data Collection jobs**.
4. Search for and select the following:
 - **Impact VM - IT Operations Management - Monthly Data Collection**
 - **Impact VM - IT Operations Management - Historical Data Collection**

If you're having trouble finding the data collection jobs, check whether the required data collection-dependent plugins are installed correctly. See [Install Impact Value Management Data Collection Content Pack Apps dependent plugins](#).

Configure Data Collection for IT Operations Management

Configure Data Collection for IT Operations Management.

Before you begin

Note: To get the data collection up and running this setup must be done only once.

You need to determine which of your assignment groups are used within the incident, Change, and Request workflows you consider to be Tier 1 and Tier 2:

- Tier 1: First-line support, most commonly your helpdesk/service desk group(s)
- Tier 2+: Second- and third-line support, these are your specialist teams as well as potential vendor teams

Role required: admin, pa_power_user, pa_admin, or pa_data_collector

Procedure

1. Navigate to the **Groups** module in User Administration.
2. Open the group records to use in the incident process as the Assignment Group.
3. Add one of the following types to the record:
 - Tier 1
 - Tier 2+

The type might not show up by default on the group form. Request a system administrator to make the field visible on the form.
4. Update the record.
5. Repeat these steps for all assignment groups.

The screenshot shows the 'Group' form for 'Service Desk'. The 'Name' field is 'Service Desk'. The 'Manager' field is empty. The 'Type' field is set to 'Tier 1'. The 'Group email' field is empty. The 'Parent' field is empty. The 'Vendors' field is empty. There is a 'Select target record' field and a 'Description' field.

6. To validate, run a query against the incident table for assignment groups that are still unclassified to validate you have classified all groups.

The screenshot shows the ServiceNow query builder interface. It has buttons for 'Run', 'Save...', 'AND', 'OR', 'Add Sort', and a search icon. The query is: 'Assignment group.Type does not contain Tier 1' AND 'Assignment group.Type does not contain Tier 2+'.

If your assignment groups change, you will have to reclassify them.

7. For issues where the Assignment Group field isn't showing Tier 1 or Tier 2 groups in incidents, changes, or requests, ensure that the ITIL type is also added to the group:
 - a. Navigate to **System Security > Users and Groups > Groups**.
 - b. In the Type field, add **itil**.
 - c. Save and update the form.
 - d. Refresh the incident, change, or request form and recheck the Assignment Group. The group should now appear.
8. For the Manual Indicators, add a new data point every month.

As an example, given the fixed nature of the Impact VM - Legacy IT Operations Management Systems Annual Run-Rate indicator, you only need to enter this data point once.

Important: If you do not have full access to Performance/Platform Analytics through a Pro or Enterprise subscription, you are required to enter this data point every month.

- a. Navigate to **Performance/Platform Analytics > Scoresheet**, and then select **Impact VM - Legacy IT Operations Management Systems Monthly Run-Rate**.
- b. Enter the data point in the relevant month cell.

<
Scoresheet
Impact VM - Legacy ITOM Systems Monthly Run-Rate

Last edit: Mar 12 21:00
<
Sep 2023 - Mar 2024
>

	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024
Indicator scores: \$							

Activate Data Collection for IT Operations Management

Activate the Data Collection Pack for IT Operations Management after you enable and configure it.

Before you begin

Monthly Data collection within Performance/Performance Analytics runs on a schedule.

i Important: To get data collection up and running, perform the monthly setup only once.

Role required: admin, pa_admin, or pa_data_collector

Procedure

1. Navigate to **Performance/Platform Analytics > Data Collector > Jobs**, and then open **Impact VM – IT Operations Management - Monthly Data Collection**.
2. Select **Active**, and then update the record.

i Important: For monthly job execution, you should not make changes to the Day (of the month) and the Time (of the day) of the job. Time of the day is determined based on the system time zone. You should keep the default schedule as it works best with the current frequencies of the indicators.

3. To do a trial run of the monthly data collection, select **Execute Now**.
4. Navigate to **Performance/Platform Analytics > Dashboard**, and then open **Impact VM – IT Operations Management**.
There are two tabs: Monthly – IT Operations Management and Quarterly – IT Operations Management.
5. **Optional:** To validate the scores on the dashboard, compare them with the numbers you get from applying the same filters conditions on the fact table.
6. **Optional:** To run historical jobs, do the following:
 - a. Navigate to **Performance/Platform Analytics > Data Collector > >Jobs**, and then open **Impact VM – IT Operations Management – Historical Data Collection**.

i Important: Do NOT select Active as Historical Data collection within Performance/Platform Analytics runs on an on-demand basis.

For historical job execution, adjust the Relative start months according to the available data.

- If you do not have a full version of Performance/Platform Analytics, historical data won't be captured beyond 180 days from the job execution date.
- If you have the full version of Performance/Platform Analytics, you can change the Relative start date to a longer timeframe than 6 months. For example, you could change Relative start from 6 months ago to 12 months ago.

b. Select **Execute Now** to run the historical data collection job.

c. Navigate to **Performance/Platform Analytics > Dashboard**, and then open **Impact VM – IT Operations Management**.

There are two tabs: Monthly - IT Operations Management and Quarterly - IT Operations Management. To validate historical data for any specific indicator, select the widget on the dashboard.

Review IT Operations Management artifacts

The Data Collection app contains a pre-build data metric structure for the ServiceNow Performance Analytics application and includes artifact types.

Performance/Platform analytics

The content pack comes with the following artifact types. For configuring the process, Group Type is the group classification for the User Administration - Groups.

Performance/Platform Analytics artifact types

Artifact type	Description
Indicator Source	Captures the basic data sets and commits them to the working memory of the platform to provide the foundation for the calculations. This is also called a data cube.
Automated Indicator	Basic calculation definition on the indicator source data set, potentially with additional filter conditions that you apply before making the calculation.
Manual Indicator	Metric for which there is no data set within the platform. Requires you to manually add a data point.
Formula Indicator	A more comprehensive calculation, such as % and ratio calculations that require multiple automated indicator data points for the calculation.
Data Collection Jobs	Schedule on which the automated data collection will run.
Widgets	Configuration for the UI visualization of an indicator.
Dashboard	Display of a collection of widgets on a pane. This dashboard contains two tabs. One tab contains widgets showing quarterly values, and the other contains widgets showing monthly values.

Artifacts by type

Note: The frequencies of all applicable indicators and indicator sources have been changed to monthly from quarterly. If this is not the first time using this content pack, you should run a baseline historical job (data collection job) to capture applicable historical data. The historical data will be visualized in a future enhancement of the dashboard.

Also, this version of the IT Operations Management Data Collection app relies on IT Service Management product licensing for the metrics highlighted below. Currently, the workaround involves manually updating these metrics in Impact.

The app contains the following artifacts for each of the above-specified artifact types.

Artifacts by type

Artifact type	Name
Automated	Impact VM - ITOM - # of Incidents Closed This Month
Automated	Impact VM - Impact - # of L1 Incidents Closed This Month
Automated	Impact VM - Impact - # of L2+ Incidents Closed This Month
Automated	Impact VM - ITOM - Average Time to Close an Incident (hrs)
Automated	Impact VM - Auto-Created Incidents in This Month
Automated	Impact VM - Number Alerts Triggered in This Month
Automated	Impact VM - Number of Virtual Events in This Month
Automated	Impact VM - Number of Non-Secondary Alerts in This Month
Automated	Impact VM - ITOM - # of Unplanned Outages This Month
Automated	Impact VM - ITOM - Mean Time to Restore - Unplanned Outages (hrs)
Automated	Impact VM - ITOM - Number of Active Users
Automated	Impact VM - ITOM - # of Tier 1 Agents
Automated	Impact VM - ITOM - # of Tier 2+ Agents
Formula	Impact VM - ITOM - Ratio of Incidents Closed per Tier 1 Service Desk Agent This Month
Formula	Impact VM - ITOM - Ratio of Incidents Closed per Tier 2+ Service Desk Agent This Month
Formula	Impact VM - % of Auto-Created Incidents this Month
Formula	Impact VM - % Alert Correlation in This Month
Manual	Impact VM - Legacy ITOM Systems Monthly Run-Rate
Data Collection Job	Impact VM - Monthly Data Collection
Widget	% of Auto-Created Incidents
Widget	% of Alert Correlation
Widget	Average Time to Close an Incident (hrs)
Widget	Legacy ITOM System Run-Rate
Widget	Mean Time to Restore Unplanned Outages (hrs)

Artifacts by type (continued)

Artifact type	Name
Widget	Number of Active Users
Widget	Number of Incident Closed
Widget	Number of Incidents Closed at Tier 1
Widget	Number of Tier 2+ Incidents Closed
Widget	Number of Unplanned Outages
Widget	Ratio of Closed Incident per Tier 2+ Agent
Widget	Ratio of Closed Incidents per Tier 1 Service Desk Agent
Dashboard	Impact VM - ITOM
Group Type	Tier 1
Group Type	Tier 2+

Impact Value Management Data Collection Content Pack for HR Service Delivery

Install and configure the HR Service Delivery Data Collection Content Pack.

Perform the steps in the following order:

1. [Install the Data Collection Pack for HR Service Delivery](#)
2. [Configure Data Collection for HR Service Delivery](#)
3. [Activate Data Collection for HR Service Delivery](#)
4. [Review HR Service Delivery artifacts](#)

You can also modify the configuration at any point, and maintain customizations when you are ready to upgrade. For more information, see [Modifying the Data Collection configuration](#) and [Upgrading the Data Collection Content Pack](#).

Install the Data Collection Pack for HR Service Delivery

To enable the Data Collection Pack, you must install dependent plugins and activate Data Collection jobs.

Before you begin

The HR Service Delivery Success Metric Definitions in this application rely on another application. confirm that the required plugins are installed if they are not already installed. For more information, see [Install Impact Value Management Data Collection Content Pack Apps dependent plugins](#).

The HR Success Metric Definitions in this application are also dependent on the following Content Packs from the store for the pre-build HR Service Definitions:

- [Offboarding - Voluntary Separation](#) 
- [Offboarding - Reduction In Force](#) 
- [Offboarding - Involuntary Separation](#) 
- [Employee Transfers](#) 

Role required: Impact users

Procedure

1. Navigate to the Impact workspace on your instance.
2. Navigate to **All > Impact > Configuration > Value PA Data Collection Jobs**.
3. Select **Value PA Data Collection jobs**.
4. Search for and select the following:

- **Impact VM - HR Service Delivery - Monthly Data Collection**
- **Impact VM - HR Service Delivery - Historical Data Collection**

If you're having trouble finding the data collection jobs, check whether the required data collection-dependent plugins are installed correctly. See [Install Impact Value Management Data Collection Content Pack Apps dependent plugins](#).

Configure Data Collection for HR Service Delivery

Configure Data Collection for HR Service Delivery.

Before you begin

Note: To get the data collection up and running this setup must be done only once.

You need to determine which of your assignment groups are used within the incident, Change, and Request workflows you consider to be Tier 1 and Tier 2:

- Tier 1: First-line support, most commonly your helpdesk/service desk group(s)
- Tier 2+: Second- and third-line support, these are your specialist teams and potential vendor teams

Role required: admin, pa_power_user, pa_admin, or pa_data_collector

Procedure

1. Navigate to the **Groups** module in User Administration.
2. Open the group records to use in the incident process as the Assignment Group.
3. Add one of the following types to the record:
 - Tier 1
 - Tier 2+

The type might not show up by default on the group form. Request a system administrator to make the field visible on the form.
4. Add the **human_resources** type to the record to set it apart from other tiering groups in other product lines.
5. Update the record.
6. Repeat these steps for all potential assignment groups.

The screenshot shows the 'Group' form in ServiceNow. The 'Name' field is set to 'Service Desk'. The 'Type' field is set to 'Tier 1'. The 'Group email' field is empty. The 'Parent' field is empty. The 'Vendors' field is empty. The 'Description' field is empty. The 'Manager' field has a search icon. The 'Type' field has a dropdown menu with 'Tier 1' selected. The 'Select target record' field has a search icon.

7. To validate, run a query against the HR Case table for assignment groups that are still unclassified to validate you have classified all groups.

The screenshot shows a query builder interface with the following components:

- Buttons: Run, Save..., AND, OR, Add Sort, and a share icon.
- Query 1: Assignment group.Type does not contain Tier 1 (with a search icon).
- Operator: or
- Query 2: Assignment group.Type does not contain Tier 2+ (with a search icon).
- Buttons: AND, OR, and a close (X) button.

If your assignment groups change, you will have to reclassify them.

8. For issues where the Assignment Group field isn't showing Tier 1 or Tier 2 groups in incidents, changes, or requests, ensure that the ITIL type is also added to the group:

- a. Navigate to **System Security > Users and Groups > Groups**.

- b. In the Type field, add `itil`.

- c. Save and update the form.

- d. Refresh the incident, change, or request form and recheck the Assignment Group. The group should now appear.

9. For the Manual Indicators, add a new data point every month.

As an example, given the fixed nature of the Impact VM - Legacy HR Systems Monthly Run-Rate indicator, you only need to enter this data point once.

i Important: If you do not have full access to Performance/Platform Analytics through a Pro or Enterprise subscription, you are required to enter this data point every month.

- a. Navigate to **Performance/Platform Analytics > Scoresheet**, and then select **Impact VM - Legacy HR Systems Monthly Run-Rate**.

- b. Enter the data point in the relevant month cell.

The screenshot shows the Scoresheet interface for the 'Impact VM - Legacy HR Systems Monthly Run-Rate' indicator. It includes a navigation bar with a back arrow, 'Scoresheet', and the indicator name. Below this, there is a date range selector set to 'Sep 2023 - Mar 2024'. The main table shows the last edit time as 'Mar 12 21:00' and a row for 'Indicator scores: \$' with columns for Sep 2023, Oct 2023, Nov 2023, Dec 2023, Jan 2024, Feb 2024, and Mar 2024. The Mar 2024 cell is currently empty and highlighted with a blue border.

Activate Data Collection for HR Service Delivery

Activate the Data Collection Pack for HR Service Delivery after you enable and configure it.

Before you begin

Monthly Data collection within Performance/Performance Analytics runs on a schedule.

i Important: To get data collection up and running, perform the monthly setup only once.

Role required: admin, pa_admin, or pa_data_collector

Procedure

1. Navigate to **Performance/PlatformAnalytics > Data Collector > Jobs**, and then open **Impact VM – HR Service Delivery - Monthly Data Collection**.
2. Select **Active**, and then update the record.

i Important: For monthly job execution, you should not make changes to the Day (of the month) and the Time (of the day) of the job. Time of the day is determined based on the system time zone. You should keep the default schedule as it works best with the current frequencies of the indicators.

3. To do a trial run of the monthly data collection, select **Execute Now**.
4. Navigate to **Platform Analytics > Dashboard**, and then open **Impact VM – HR Service Delivery**.
There are two tabs: Monthly – HR and Quarterly – HR.
5. **Optional:** To validate the scores on the dashboard, compare them with the numbers you get from applying the same filter conditions on the fact table.
6. **Optional:** To run historical jobs, do the following:

- a. Navigate to **Performance/Platform Analytics > Data Collector > Jobs**, and then open **Impact VM – HR Service Delivery – Historical Data Collection**.

i Important: Do NOT select Active as Historical Data collection within Performance/Platform Analytics runs on an on-demand basis.

For historical job execution, adjust the Relative start months according to the available data.

- If you do not have a full version of Performance/Platform Analytics, historical data won't be captured beyond 180 days from the job execution date.
- If you have the full version of Performance/Platform Analytics, you can change the Relative start date to a longer timeframe than 6 months. For example, you could change Relative start from 6 months ago to 12 months ago.

- b. Select **Execute Now** to run the historical data collection job.
- c. Navigate to **Performance/Platform Analytics > Dashboard**, and then open **Impact VM – HR Service Delivery**.
There are two tabs: Monthly - HR Service Delivery and Quarterly - HR Service Delivery.
- d. To validate historical data for any specific indicator, select the widget on the dashboard.

Review HR Service Delivery artifacts

The Data Collection app contains a pre-build data metric structure for the ServiceNow Performance Analytics application.

Performance/Platform analytics

The content pack comes with the following artifact types. For configuring the process, Group Type is the group classification for the User Administration - Groups.

Performance/Platform Analytics artifact types

Artifact type	Description
Indicator Source	Captures the basic data sets and commits them to the working memory of the platform to provide the foundation for the calculations. This is also called a data cube.
Automated Indicator	Basic calculation definition on the indicator source data set, potentially with additional filter conditions that you apply before making the calculation.
Manual Indicator	Metric for which there is no data set within the platform. Requires you to manually add a data point.
Formula Indicator	A more comprehensive calculation, such as % and ratio calculations that require multiple automated indicator data points for the calculation.
Data Collection Jobs	Schedule on which the automated data collection will run.
Widgets	Configuration for the UI visualization of an indicator.
Dashboard	Display of a collection of widgets on a pane. This dashboard contains two tabs. One tab contains widgets showing quarterly values, and the other contains widgets showing monthly values.

Artifacts by type

The app contains the following artifacts for each of the before-specified artifact types.

Note: The frequencies of all applicable indicators and indicator sources have been changed to monthly from quarterly. If this is not the first time using this content pack, you should run a baseline historical job (data collection job) to capture applicable historical data. The historical data will be visualized in a future enhancement of the dashboard.

Artifacts by type

Artifact type	Name	Outcome Model
Indicator Source	Impact VM - HR - HR case closed This month	Enhanced
Indicator Source	Impact VM - HR - User active last 365 days	Enhanced
Indicator Source	Impact VM - Active Users	Standard
Indicator Source	Impact VM - Employee Onboarded This Month	Standard
Indicator Source	Impact VM - HR life cycle Tasks Closed This Month	Standard
Indicator Source	Impact VM - HR Cases Opened This Month	Standard
Indicator Source	Impact VM - Employee Offboarded This Month	Standard
Indicator Source	Impact VM - Group Members	Standard

Artifacts by type (continued)

Artifact type	Name	Outcome Model
Indicator Source	Impact VM - Cases Closed This Month	Standard
Automated	Impact VM - HR - Number of T1 HR cases closed	Enhanced
Automated	Impact VM - HR - Number of T1 HR Agent FTEs	Enhanced
Automated	Impact VM - HR - Number of HR cases	Enhanced
Automated	Impact VM - HR - Count of Human active users logged in per last 365 days	Enhanced
Automated	Impact VM - HR - Number of T2 HR cases closed	Enhanced
Automated	Impact VM - Opened HR Cases Originating from Phonecalls	Standard
Automated	Impact VM - Number of Tier 2+ HR Agents *	Standard
Automated	Impact VM - Number of Tier 1 HR Agents *	Standard
Automated	Impact VM - Number of Transfer Tasks This Month	Standard
Automated	Impact VM - Number of Tier 2+ HR Cases Closed This Month	Standard
Automated	Impact VM - Number of Tier 1 HR Cases Closed This Month	Standard
Automated	Impact VM - Number of Transfer life cycle Event Cases Closed This Month	Standard
Automated	Impact VM - Number of Offboarding life cycle Event Cases Closed This Month	Standard
Automated	Impact VM - Number of New Hires Separated This Month	Standard
Automated	Impact VM - Number of Onboarding Tasks This Month	Standard
Automated	Impact VM - Number of Offboarding Tasks This Month	Standard
Automated	Impact VM - Number of Opened HR Cases This Month	Standard
Automated	Impact VM - Number of Onboarding life cycle Event Cases Closed This Month	Standard

Artifacts by type (continued)

Artifact type	Name	Outcome Model
Automated	Impact VM - Number of HR Cases Closed This Month	Standard
Automated	Impact VM - Number of New Hires This Month	Standard
Formula	Impact VM - HR - T1 HR cases closed per agent	Enhanced
Formula	Impact VM - HR - Number of HR cases per active user	Enhanced
Formula	Impact VM - HR - HR cases escalated beyond Tier 1	Enhanced
Formula	Impact VM - Year 1 New Hire Attrition Rate This Month	Standard
Formula	Impact VM - Ratio of Tier 2+ Cases per Tier 2+ Agent	Standard
Formula	Impact VM - Ratio of Tier 1 Cases per Tier 1 Agent	Standard
Formula	Impact VM - Average Activities per Transfer Case This Month	Standard
Formula	Impact VM - Average Activities per Offboarding Case This Month	Standard
Formula	Impact VM - Average Activities per Onboarding Case This Month	Standard
Formula	Impact VM - % of Opened HR Cases Originating from Phonecalls This Month	Standard
Manual	Impact VM - Legacy HR Systems Annual Run-Rate	Standard
Data Collection Job	Impact VM - HR - Historical Data Collection	
Data Collection Job	Impact VM - HR - Monthly Data Collection	
Widget	Impact VM - HR - T1 HR cases closed per agent	Enhanced
Widget	Impact VM - HR - HR cases escalated beyond Tier 1	Enhanced
Widget	Impact VM - HR - Number of HR cases per active user	Enhanced
Widget	Impact VM - HR - Number of HR cases per active user	Enhanced
Widget	Ratio of Tier 2+ Cases to Tier 2+ Agents	Standard

Artifacts by type (continued)

Artifact type	Name	Outcome Model
Widget	Percent of HR Cases Originating for Phonecalls	Standard
Widget	Legacy HR systems annual run-rate	Standard
Widget	Average Activities per Offboarding Case This Month	Standard
Widget	Number of HR Cases Closed This Month	Standard
Widget	First Year Employee Attrition Rate This Month	Standard
Widget	Number of Tier 1 HR Cases Closed This Month	Standard
Widget	Average Activities per Onboarding Case This Month	Standard
Widget	Ratio of T1 Cases to Tier 1 Agents	Standard
Widget	Average Activities per Transfer Case This Month	Standard
Widget	Number of Tier 2 HR Cases Closed This Month	Standard
Dashboard	Impact VM - HR Service Delivery	
Group Type	Tier 1	
Group Type	Tier 2+	

Impact Value Management Data Collection Content Pack for Security Operations

Install and configure the Data Collection Content Pack for Security Operations.

Perform the steps in the following order:

1. [Install the Data Collection Pack for Security Operations](#)
2. [Configure Data Collection for Security Operations](#)
3. [Activate Data Collection for Security Operations](#)
4. [Review Security Operations artifacts](#)

You can also modify the configuration at any point, and maintain customizations when you are ready to upgrade. For more information, see [Modifying the Data Collection configuration](#) and [Upgrading the Data Collection Content Pack](#).

Install the Data Collection Pack for Security Operations

To enable the Data Collection Pack, you must install dependent plugins and activate Data Collection jobs.

Before you begin

The Security Operations Success Metric Definitions in this application rely on another applications. confirm that the required plugins are installed if they are not already installed. For

more information, see [Install Impact Value Management Data Collection Content Pack Apps dependent plugins](#).

Role required: Impact users

Procedure

1. Navigate to the Impact workspace on your instance.
2. Navigate to **All > Impact > Configuration > Value PA Data Collection Jobs**.
3. Select **Value PA Data Collection jobs**.
4. Search for and select the following:

- **Impact VM - SecOps - Monthly Data Collection**
- **Impact VM - SecOps - Historical Data Collection**

If you're having trouble finding the data collection jobs, check whether the required data collection-dependent plugins are installed correctly. See [Install Impact Value Management Data Collection Content Pack Apps dependent plugins](#).

Configure Data Collection for Security Operations

Configure Data Collection for Security Operations.

Before you begin

You don't need to assign Group Types to configure Data Collection for Security Operations, but you do need to enter manual data points.

For the Manual Indicators, you must add data point every month. For example, given the fixed nature of the Impact VM - Legacy SecOps Systems Annual Run-Rate indicator, you only need to enter this data point once.

i Important: If you don't have full access to Performance/Platform Analytics through a Pro or Enterprise subscription, you're required to enter this data point every month.

Role required: admin, pa_power_user, pa_admin, or pa_data_collector

Procedure

1. Navigate to **Performance/PlatformAnalytics > Scoresheet**, and then select **Impact VM - Legacy SecOps Systems Monthly Run-Rate**.
2. Enter the data point in the relevant month cell.

Scoresheet		Impact VM - Legacy ITSM Systems Monthly Run-Rate						
Last edit: Mar 12 21:00		< Sep 2023 - Mar 2024 >						
Indicator scores: \$		Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024

Activate Data Collection for Security Operations

Activate the Data Collection Pack for Security Operations after you enable and configure it.

Before you begin

Monthly Data collection within Performance/Performance Analytics runs on a schedule.

i Important: To get data collection up and running, perform the monthly setup only once.

Role required: admin, pa_admin, or pa_data_collector

Procedure

1. Navigate to **Performance/PlatformAnalytics > Data Collector > Jobs**, and then open **Impact VM – SecOps - Monthly Data Collection**.
2. Select **Active**, and then update the record.

i Important: For monthly job execution, you should not make changes to the Day (of the month) and the Time (of the day) of the job. Time of the day is determined based on the system time zone. You should keep the default schedule as it works best with the current frequencies of the indicators.

3. To do a trial run of the monthly data collection, select **Execute Now**.
4. Navigate to **Performance/Platform Analytics > Dashboard**, and then open **Impact VM – SecOps**.
There are two tabs: Monthly – SecOps and Quarterly – SecOps.
5. **Optional:** To validate the scores on the dashboard, compare them with the numbers you get from applying the same filter conditions on the fact table.
6. **Optional:** To run historical jobs, do the following:

- a. Navigate to **Performance/Platform Analytics > Data Collector > Jobs**, and then open **Impact VM – SecOps – Historical Data Collection**.

i Important: Do NOT select Active as Historical Data collection within Performance/Platform Analytics runs on an on-demand basis.

For historical job execution, adjust the Relative start months according to the available data.

- If you do not have a full version of Performance/Platform Analytics, historical data won't be captured beyond 180 days from the job execution date.
- If you have the full version of Performance/Platform Analytics, you can change the Relative start date to a longer timeframe than 6 months. For example, you could change Relative start from 6 months ago to 12 months ago.

- b. Select **Execute Now** to run the historical data collection job.

- c. Navigate to **Platform Analytics > Dashboard**, and then open **Impact VM – SecOps**.
There are two tabs: Monthly - SecOps and Quarterly - SecOps.

(Optional) To validate historical data for any specific indicator, select the widget on the dashboard.

Review Security Operations artifacts

The Data Collection app contains a pre-build data metric structure for the ServiceNow Performance/Platform Analytics application.

The content pack comes with the following artifact types.

Performance/Platform Analytics artifact types

Artifact type	Description
Indicator Source	Captures the basic data sets and commits them to the working memory of the platform to provide the foundation for the calculations. This is also called a data cube.
Automated Indicator	Basic calculation definition on the indicator source data set, potentially with additional filter conditions that you apply before making the calculation.
Manual Indicator	Metric for which there is no data set within the platform. Requires you to manually add a data point.
Formula Indicator	A more comprehensive calculation, such as % and ratio calculations that require multiple automated indicator data points for the calculation.
Data Collection Jobs	Schedule on which the automated data collection will run.
Widgets	Configuration for the UI visualization of an indicator.
Dashboard	Display of a collection of widgets on a pane. This dashboard contains two tabs. One tab contains widgets showing quarterly values, and the other contains widgets showing monthly values.

Artifacts by type

The app contains the following artifacts for each of the above-specified artifact types.

Artifacts by type

Artifact type	Name
Data Collection Job	Impact VM - SecOps - Monthly Data Collection
Data Collection Job	Impact VM - SecOps - Monthly Historical Data Collection
Dashboard	Impact VM - SecOps
Widget	Ratio of # of vulnerable items with remediation task to vulnerability team
Widget	Ratio of closed vulnerability item to closed remediation task
Widget	% of SI's resolved by the SOC Tier 1 response team
Widget	Ratio of Security Incidents handled at Tier 1 to # of SOC Tier 1 FTE
Widget	Ratio of Security Incidents handled at Tier 2+ to # of SOC Tier 2+ FTE
Widget	% of critical vulnerable items not addressed
Widget	Average age of closed critical vulnerability items
Widget	% of non-critical vulnerable items not addressed
Widget	Avg. age of non-critical vulnerable item at closure (days)
Widget	Mean time to close a SI (days)

Artifacts by type (continued)

Artifact type	Name
Formula	Impact VM - Ratio of number of vulnerable items with remediation task to the size of vulnerability team
Automated	Impact VM - # of vulnerable items with remediation task opened this month
Automated	Impact VM - # of vulnerability team FTEs
Formula	Impact VM - Ratio of closed vulnerability item to closed remediation task
Automated	Impact VM - # of closed vulnerable items this month
Automated	Impact VM - # of closed remediation task this month
Formula	Impact VM - % of Security Incidents resolved by the dedicated members of the SOC (tier one)
Automated	Impact VM - Number of security incidents closed by Tier1 this month
Automated	Impact VM - Number of closed security incidents this month
Formula	Impact VM - Ratio of total security incidents resolved at Tier 1 to the total number of SOC Tier 1 team
Automated	Impact VM - # of SOC analyst (Tier 1)
Formula	Impact VM - Ratio of total security incidents resolved at Tier 2+ to the total number of SOC Tier 2+ team
Automated	Impact VM - Number of security incidents closed by Tier 2+ this month
Automated	Impact VM - # of SOC analyst (Tier 2)
Formula	Impact VM - % of critical vulnerable items not addressed
Automated	Impact VM - # of open critical vulnerable items this month
Automated	Impact VM - # of vulnerability opened this month
Formula	Impact VM - Average age of closed critical vulnerability items
Automated	Impact VM - Time to close critical vulnerability items
Automated	Impact VM - Vulnerable items P1 - P2 this month
Formula	Impact VM - % of non-critical vulnerable items not addressed
Automated	Impact VM - # of open non-critical vulnerable items this month
Formula	Impact VM - Average age of closed non-critical vulnerability items
Automated	Impact VM - Average age of non-critical vulnerable items at closure (days)
Automated	Impact VM - # of non critical (P3, P4, P5) vulnerable items this month
Formula	Impact VM - Mean time to close SI (days)

Artifacts by type (continued)

Artifact type	Name
Automated	Impact VM - Summed duration of closed security incident

Impact Value Management Data Collection Content Pack for Strategic Portfolio Management

Install and configure the Data Collection Content Pack for SPM.

Perform the steps in the following order:

1. [Install the Data Collection Pack for Strategic Portfolio Management](#)
2. [Configure Data Collection for Strategic Portfolio Management](#)
3. [Activate Data Collection for Strategic Portfolio Management](#)
4. [Review Strategic Portfolio Management artifacts](#)

You can also modify the configuration at any point, and maintain customizations when you are ready to upgrade. For more information, see [Modifying the Data Collection configuration](#) and [Upgrading the Data Collection Content Pack](#).

Install the Data Collection Pack for Strategic Portfolio Management

To enable the Data Collection Pack, you must install dependent plugins and activate Data Collection jobs.

Before you begin

The Strategic Portfolio Management Success Metric Definitions in this application rely on another application. Ensure that the required plugins are installed if they are not already installed. For more information, see [Install Impact Value Management Data Collection Content Pack Apps dependent plugins](#).

Role required: Impact users

Procedure

1. Navigate to the Impact workspace on your instance.
2. Navigate to **All > Impact > Configuration > Value PA Data Collection Jobs**.
3. Select **Value PA Data Collection jobs**.
4. Search for and select the following:
 - **Impact VM - SPM - Monthly Data Collection**
 - **Impact VM - SPM - Historical Data Collection**

If you're having trouble finding the data collection jobs, check whether the required data collection-dependent plugins are installed correctly. See [Install Impact Value Management Data Collection Content Pack Apps dependent plugins](#).

Configure Data Collection for Strategic Portfolio Management

Configure Data Collection for Strategic Portfolio Management.

Before you begin

You don't need to assign Group Types to configure Data Collection for Strategic Portfolio Management, but you do need to enter manual data points.

For the Manual Indicators, you must add a new data point every month. For example, given the fixed nature of the Impact VM - Legacy SPM Systems Annual Run-Rate indicator, you only need to enter this data point once.

Important: If you do not have full access to Performance/Platform Analytics through a Pro or Enterprise subscription, you are required to enter this data point every month

Role required: admin, pa_power_user, pa_admin, or pa_data_collector

Procedure

1. Navigate to **Performance/PlatformAnalytics > Scoresheet**, and then select **Impact VM - Legacy SPM Systems Monthly Run-Rate**.
2. Enter the data point in the relevant month cell.

	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024
Indicator scores: \$	15,000	15,000	15,000	10,000	10,000	10,000	5,000

Review Strategic Portfolio Management artifacts

The Data Collection app contains a pre-build data metric structure for the ServiceNow Performance/Platform Analytics application.

The content pack comes with the following artifact types.

Performance/Platform Analytics artifact types

Artifact type	Description
Indicator Source	Captures the basic data sets and commits them to the working memory of the platform to provide the foundation for the calculations. This is also called a data cube.
Automated Indicator	Basic calculation definition on the indicator source data set, potentially with additional filter conditions that you apply before making the calculation.
Manual Indicator	Metric for which there is no data set within the platform. Requires you to manually add a data point.
Formula Indicator	A more comprehensive calculation, such as % and ratio calculations that require multiple automated indicator data points for the calculation.
Data Collection Jobs	Schedule on which the automated data collection will run.
Widgets	Configuration for the UI visualization of an indicator.
Dashboard	Display of a collection of widgets on a pane. This dashboard contains two tabs. One tab contains widgets showing quarterly values, and the other contains widgets showing monthly values.

Artifacts by type

The app contains the following artifacts for each of the above-specified artifact types.

Artifacts by type

Artifact type	Name
Data Collection Job	Impact VM – SPM - Monthly Data Collection
Data Collection Job	Impact VM – SPM - Historical Data Collection
Dashboard	Impact VM - SPM
Widget	% of projects completed that are identified as aligned to strategy
Widget	Avg. cycle time for approved demand (days)
Widget	Avg. project duration (weeks)
Widget	Project Budget actuals vs. forecast
Widget	Avg. budget under management per PM
Widget	Avg. total effort required per demand
Widget	% of project team spent on administrative tasks
Widget	Total benefits of demands to decommission/migrate legacy system
Widget	% attainment of forecasted benefits this month
Formula	Impact VM - % of projects completed that are identified as aligned to strategy
Automated	Impact VM - # of projects completed this month
Automated	Impact VM - # of projects completed this month with primary goal assigned
Formula	Impact VM - Avg. cycle time for approved demand (days)
Automated	Impact VM - Total Age of Demand to Project This Month (Days)
Automated	Impact VM - Total demands to projects this month
Formula	Impact VM - Avg. project duration (weeks)
Automated	Impact VM - Total number of the completed projects this month
Automated	Impact VM - Sum of project Actual Duration
Formula	Impact VM - Project Budget actuals vs. forecast
Automated	Impact VM - Total actual cost for the projects ended this month
Automated	Impact VM - Total budgeted cost for the projects ended this month
Formula	Impact VM - Avg. budget under management per PM
Automated	Impact VM - Number of Project managers

Artifacts by type (continued)

Artifact type	Name
Formula	Impact VM - Avg. total effort required per demand
Automated	Impact VM - # of demands completed this month
Automated	Impact VM - Total allocated hours for all demands completed
Manual	Impact VM - % of project team spent on administrative tasks
Manual	Impact VM - Total benefits of demands to decommission/migrate legacy system
Formula	Impact VM - % attainment of forecasted benefits this month
Automated	Impact VM - Total actual benefits attained for the completed projects this month
Automated	Impact VM - Total forecasted benefits attained for the completed projects this month

Activate Data Collection for Strategic Portfolio Management

Activate the Data Collection Pack for Strategic Portfolio Management after you enable and configure it.

Before you begin

Monthly Data collection within Performance/Performance Analytics runs on a schedule.

i Important: To get data collection up and running, perform the monthly setup only once.

Role required: admin, pa_admin, or pa_data_collector

Procedure

1. Navigate to **Performance/PlatformAnalytics > Data Collector > Jobs**, and then open **Impact VM – SPM - Monthly Data Collection**.
2. Select **Active**, and then update the record.

i Important: For monthly job execution, you should not make changes to the Day (of the month) and the Time (of the day) of the job. Time of the day is determined based on the system time zone. You should keep the default schedule as it works best with the current frequencies of the indicators.

3. To do a trial run of the monthly data collection, select **Execute Now**.
4. Navigate to **Performance/Platform Analytics > Dashboard**, and then open **Impact VM – SPM**. There are two tabs: Monthly – SPM and Quarterly – SPM.
5. **Optional:** To validate the scores on the dashboard, compare them with the numbers you get from applying the same filter conditions on the fact table.
6. **Optional:** To run historical jobs, do the following:
 - a. Navigate to **Performance/Platform Analytics > Data Collector > Jobs**, and then open **Impact VM – SPM – Historical Data Collection**.

i Important: Do NOT select Active as Historical Data collection within Performance/Platform Analytics runs on an on-demand basis.

For historical job execution, adjust the Relative start months according to the available data.

- If you do not have a full version of Performance/Platform Analytics, historical data won't be captured beyond 180 days from the job execution date.
- If you have the full version of Performance/Platform Analytics, you can change the Relative start date to a longer timeframe than 6 months. For example, you could change Relative start from 6 months ago to 12 months ago.

b. Select **Execute Now** to run the historical data collection job.

c. Navigate to **Platform Analytics > Dashboard**, and then open **Impact VM – SPM**.
There are two tabs: Monthly - SPM and Quarterly - SPM.

(Optional) To validate historical data for any specific indicator, select the widget on the dashboard.

Impact Value Management Data Collection Content Pack for Governance, Risk, and Compliance

Install and configure the Data Collection Content Pack for IRM.

Perform the steps in the following order:

1. [Install the Data Collection Pack for Governance, Risk, and Compliance](#)
2. [Configure Data Collection for Governance, Risk, and Compliance](#)
3. [Activate Data Collection for Governance, Risk, and Compliance](#)
4. [Review Governance, Risk, and Compliance artifacts](#)

You can also modify the configuration at any point, and maintain customizations when you are ready to upgrade. For more information, see [Modifying the Data Collection configuration](#) and [Upgrading the Data Collection Content Pack](#).

Install the Data Collection Pack for Governance, Risk, and Compliance

To enable the Data Collection Pack, you must install dependent plugins and activate Data Collection jobs.

Before you begin

The Governance, Risk, and Compliance Success Metric Definitions in this application rely on another application. Ensure that the required plugins are installed if they are not already installed. For more information, see [Install Impact Value Management Data Collection Content Pack Apps dependent plugins](#).

Role required: Impact users

Procedure

1. Navigate to the Impact workspace on your instance.
2. Navigate to **All > Impact > Configuration > Value PA Data Collection Jobs**.
3. Select **Value PA Data Collection jobs**.
4. Search for and select the following:

- **Impact VM - IRM - Monthly Data Collection**
- **Impact VM - IRM - Historical Data Collection**

If you're having trouble finding the data collection jobs, check whether the required data collection-dependent plugins are installed correctly. See [Install Impact Value Management Data Collection Content Pack Apps dependent plugins](#).

Configure Data Collection for Governance, Risk, and Compliance

Configure Data Collection for Governance, Risk, and Compliance.

Before you begin

For the Manual Indicators, you must add a new data point every month. For example, given the fixed nature of the Impact VM - Legacy IRM Systems Annual Run-Rate indicator, you only need to enter this data point once.

Important: If you do not have full access to Performance/Platform Analytics through a Pro or Enterprise subscription, you are required to enter this data point every month

Role required: admin, pa_power_user, pa_admin, or pa_data_collector

Procedure

1. Navigate to **Performance/Platform Analytics > Scoresheet**, and then select **Impact VM - Legacy IRM Systems Monthly Run-Rate**.
2. Enter the data point in the relevant month cell.

	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024	Oct 2024
Indicator scores: Rate	45	67	47	54	88		

Activate Data Collection for Governance, Risk, and Compliance

Activate the Data Collection Pack for Governance, Risk, and Compliance after you enable and configure it.

Before you begin

Monthly Data collection within Performance/Performance Analytics runs on a schedule.

Important: To get data collection up and running, perform the monthly setup only once.

Role required: admin, pa_admin, or pa_data_collector

Procedure

1. Navigate to **Performance/Platform Analytics > Data Collector > Jobs**, and then open **Impact VM - IRM - Monthly Data Collection**.
2. Select **Active**, and then update the record.

Important: For monthly job execution, you should not make changes to the Day (of the month) and the Time (of the day) of the job. Time of the day is determined based on the system time zone. You should keep the default schedule as it works best with the current frequencies of the indicators.

3. To do a trial run of the monthly data collection, select **Execute Now**.
4. Navigate to **Platform Analytics > Dashboard**, and then open **Impact VM – IRM**.
There are two tabs: Monthly – IRM and Quarterly – IRM.
5. **Optional:** To validate the scores on the dashboard, compare them with the numbers you get from applying the same filter conditions on the fact table.
6. **Optional:** To run historical jobs, do the following:

- a. Navigate to **Performance/Platform Analytics > Data Collector > Jobs**, and then open **Impact VM – IRM – Historical Data Collection**.

Important: Do NOT select Active as Historical Data collection within Performance/Platform Analytics runs on an on-demand basis.

For historical job execution, adjust the Relative start months according to the available data.

- If you do not have a full version of Performance/Platform Analytics, historical data won't be captured beyond 180 days from the job execution date.
- If you have the full version of Performance/Platform Analytics, you can change the Relative start date to a longer timeframe than 6 months. For example, you could change Relative start from 6 months ago to 12 months ago.

- b. Select **Execute Now** to run the historical data collection job.

- c. Navigate to **Platform Analytics > Dashboard**, and then open **Impact VM – IRM**.
There are two tabs: Monthly - IRM and Quarterly - IRM.

(Optional) To validate historical data for any specific indicator, select the widget on the dashboard.

Review Governance, Risk, and Compliance artifacts

The Data Collection app contains a pre-build data metric structure for the ServiceNow Performance/Platform Analytics application.

The content pack comes with the following artifact types.

Performance/Platform Analytics artifact types

Artifact type	Description
Indicator Source	Captures the basic data sets and commits them to the working memory of the platform to provide the foundation for the calculations. This is also called a data cube.
Automated Indicator	Basic calculation definition on the indicator source data set, potentially with additional filter conditions that you apply before making the calculation.
Manual Indicator	Metric for which there is no data set within the platform. Requires you to manually add a data point.
Formula Indicator	A more comprehensive calculation, such as % and ratio calculations that require multiple automated indicator data points for the calculation.
Data Collection Jobs	Schedule on which the automated data collection will run.

Performance/Platform Analytics artifact types (continued)

Artifact type	Description
Widgets	Configuration for the UI visualization of an indicator.
Dashboard	Display of a collection of widgets on a pane. This dashboard contains two tabs. One tab contains widgets showing quarterly values, and the other contains widgets showing monthly values.

Artifacts by type

The app contains the following artifacts for each of the above-specified artifact types.

Artifacts by type

Artifact type	Description
Data Collection Job	Impact VM – IRM - Monthly Data Collection
Data Collection Job	Impact VM – IRM - Historical Data Collection
Dashboard	Impact VM - IRM
Widget	# of employees : # of internal audit team FTEs
Widget	# of controls : # of risk manager FTEs (IT, Ent Op)
Widget	# of major risk events
Widget	Avg. loss per major risk event
Widget	Avg. loss per minor risk event
Widget	Avg. time spent per control per year (hrs)
Widget	# of privacy-related controls : # of privacy team FTEs
Widget	# of minor risk events
Widget	Outsourced risk mgmt. spend as % of avg. risk mgmt. spend
Widget	Legacy IRM and privacy systems annual run-rate
Formula	Impact VM - Ratio of # of employees : # of Internal Audit team FTEs
Automated	Impact VM - # of Internal Audit team FTEs
Automated	Impact VM - # of Employee
Formula	Impact VM - Ratio of Total number of Controls to # of Risk Managers FTE
Automated	Impact VM - # of Risk Managers FTE
Automated	Impact VM - # of Privacy related controls
Automated	Impact VM - # of Major Risk Events
Formula	Impact VM - Reduction in avg. loss per major risk event
Automated	Impact VM - Gross loss of major risk event
Automated	Impact VM - # of major risk event

Artifacts by type (continued)

Artifact type	Description
Formula	Impact VM - Reduction in avg. loss per minor risk event
Automated	Impact VM - Gross loss for minor risk event
Automated	Impact VM - # of Minor Risk Event
Formula	Impact VM - Avg. time spent per control per year (hrs)
Automated	Impact VM - Total # of controls
Manual	Impact VM - Total time spent per year (Hrs)
Formula	Impact VM - Ratio of # of Privacy related controls: # of privacy team FTEs
Automated	Impact VM - # of Privacy related controls
Automated	Impact VM - # of Privacy team FTEs
Automated	Impact VM - # of Minor Risk Events
Manual	Outsourced risk mgmt. spend as % of avg. risk mgmt. spend
Manual	Legacy IRM and privacy systems annual run-rate

Activate Now Assist Skills for Impact

Activate the Now Assist skill before you can use the generative AI capabilities for Impact.

Before you begin

i Important: The outcome summarization AI skill is turned on by default and is automatically available to assigned role users for the application. The skill is activated and does not affect roles that are needed to use the skill. The default behavior works as follows:

New customers

When you install a ServiceNow AI product, designated skills are turned on automatically.

Existing customers who are upgrading (starting with Zurich Patch 4)

Any previously unconfigured skill is turned on automatically.

There is no change to AI skills that are currently enabled and customized.

Previously configured skills that were turned on, then off, remain inactive.

Role required: Impact Platform owner, Impact Admin, Impact Portfolio Owner

Procedure

1. Navigate to **All > Now Assist Admin > Now Assist Skills**.
2. On the **Now Assist Skills** tab, under the **Technology** workflow group, select **Impact**.

i Note: Now Assist skills must be installed before you can configure Impact Now Assist skills.

3. To View details for a specific Now Assist Impact Skill, select **View details**.

Note: For additional information on Now Assist Skills, see [AI Admin Hub](#) and [Activate an AI skill](#).

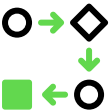
4. In the **All** section, select **Activate skill** to activate the desired skill.
5. Review the details of the skills on each tab, configure the skills, and select **Save and continue**.
6. Review your choices and select **Activate** to complete the configuration.
A confirmation modal is displayed.
7. Select **Activate** to complete the configuration or **Cancel** to revert.
Your skill is configured.

Using Impact

Using Impact available directly through your ServiceNow instance and the Impact Delivery Instance offers a similar experience, but the user interface may vary.

Key features

Navigation menu options

	Menu	Details
	Navigate Impact	<ul style="list-style-type: none"> • Use the progression checklist to onboard your team. • Familiarize your team with the Impact Store App features by following the Guided Tour. • Interact with your Impact team. • Receive tailored recommendations for next steps.
	Platform Health	Use diagnostic tools that help you understand the current health of your instance, identify potential issues and setbacks, and take quick corrective action.
	Use the recommendations list	Use the recommendations full list to view the recommendations tailored for you.
	Accelerators and Initiatives	<ul style="list-style-type: none"> • Initiatives Catalog: Actionable engagements and workstreams that support your digital transformation. • Accelerator Catalog: Fixed-scope offerings with experts behind each option to quickly provide value exactly where you need it
	Build implementation plans with	View your capabilities and product adoption roadmaps for your ServiceNow instances:

Navigation menu options (continued)

	Menu	Details
	product adoption roadmaps	<ul style="list-style-type: none"> • See the applications, or capabilities, at your disposal for achieving your objectives. • View a recommended implementation sequence for your capabilities organized into specific phases for optimal implementation.
	Value Management	Captures your objectives, which are high-level goals tied to measurable outcomes that help illustrate value over time.
	Consumption Report in Impact Delivery Instance	View your tier features across various accounts including used and unused Accelerators, initiatives, instance observer users, developer support users, and active case breakdowns.

i Important: To access various levels of Impact, a role must be assigned to you. Your Impact Administrator can assign the appropriate roles to you. See [Roles installed with Impact](#) for additional information.

Navigate Impact

Use Impact to obtain new and updated features quickly. Leverage the home page for a personalized value guidance to get relevant and immediate access to the right content, at the right time.

i Important: To access Impact, be sure to have the appropriate entitlements. See [Impact packages](#) for the details. For setup information, see [Configuring Impact](#).

Impact Home page

Use the Impact Home page to obtain new and updated features quickly. Leverage the home page for a personalized value guidance to get relevant and immediate access to the right content, at the right time.

i Important: Users may experience different navigation steps in the user interface between the Impact Store Application and the Impact Delivery Instance.

- For the Impact Store Application, navigate to **All > Impact > Overview** from your ServiceNow instance.
- For Impact Delivery Instance, navigate to your Impact URL to open the home page.

The Impact Workspace home page is a central hub that guides and enables you to launch your application's key components from each of its respective widgets:

- Recommended next steps
- Learn about Impact
- Curated for you
- Your Impact Squad
- Impact Foundations

- Work Items
- Stay updated
- Impact Delivery Instance

Recommended next steps

Recommended next steps provide personalized suggestions tailored to you. These recommendations are steps that you can focus and act on. Recommendations can be anything like attending a workshop, getting started on a training, applying for an event, initiating an accelerator, and other such activities. Only the latest three published recommendations are displayed here in the home page. To view the complete list, select **View full list**.

You can select any given recommendation and get started on it by selecting **View Details** for each of the recommendations, which displays a model. You can learn about the recommendation and if you aren't interested in it you can reject it by selecting the **Hide** option. Options to act on each recommendation vary depending on the type and source of the recommendation:

- If it's a recommendation that is related to an accelerator, then you can accept it by selecting **Get Started**.
- If it's a recommendation suggested for you to act on it or something that you might be interested in, then select **Open Link**.

If it's a recommendation related to Strategic Portfolio Management (SPM), then you can convert the recommendation to a work item by selecting **Convert to work item**. Based on your specific permissions, this action converts the recommendation to a work item and shows the details of the recommendations.

For more information on convert to work item, see:

- [Manage work items with recommendations for the Impact Store Application](#)
- [Manage work items from an initiative in the Impact Store Application](#)

For more information on recommendations, see [Use the recommendations list](#).

Learn about Impact

Use this section to onboard your team with a step-by-step guidance and help them understand Impact features. The features available are based on your products and package.

Impact Overview

This page has information on all the major areas within Impact such as Introduction, Impact Squad, Value Management, Product Adoption, Platform Health, Expertise Access, Key deliverables. The content is based on your subscription package such as Guided, Advanced, or Total.

Watch Demo

Watch a video demonstration of Impact for a walk-through of the various features of Impact in the Impact Overview Demo modal window.

Guided Tour

Launch the guided tour to onboard your users to experience the ServiceNow Impact application. Select the **Learn about Impact > Guided Tour** link to familiarize yourself with the Impact navigation menu and other feature links in the home page of the Impact store app.

What's new:

When customers land on the homepage for the first time, the What's new modal displays the core new features. If you wish to view the modal information anytime during the Impact session, select the **Learn about Impact > What's new** link.

Curated for you

This section features current information, curated news, webinars, workshops, and upcoming events that are specific to your product and organization. The Impact Squad team prepares monthly digests and content relevant to you, and the topics appear here as the highlights.

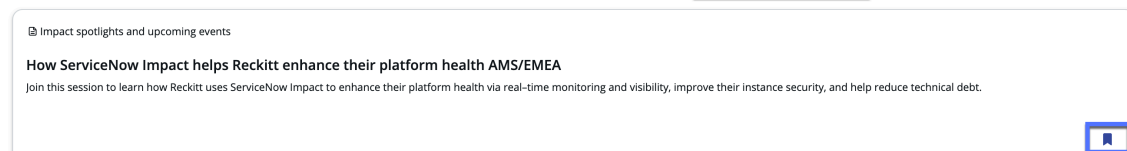
Use the **Preferences settings** option to filter content that is relevant to your workflow, business area, or features. Save the preference settings so you can view the content that you are interested in the landing page when you enable the **Preferences** button.

Similarly, you can save a news item or an upcoming event as your favorite by selecting the add to favorites () icon in the topic tile. The next time when you enable **Favorites only** button you can view all your favorite news bits and events.

Curated for you

© Next edition on Mar 11, 2025

Stay informed with monthly updates on ServiceNow products, featuring curated news and upcoming events.



Help Center



When you are on an Impact page, to view its contextual help content, select the  icon in the Navigation pane.

Impact Squad

This section displays your subscription package along the name and role of the Impact team members you interact with, in your Impact journey.

For more information on the team and roles, see [Work with experts](#).

Partners

The names of Impact partners that you have added are listed here.

This section displays the names of your partner users who have access to your Impact Store application and assist you in managing your Impact account.

Impact Foundations

View the progress that your team is making in a linear form. Use the slider arrows to scroll across the five Impact tracker steps. Impact Foundations is a fit-for-purpose set of account-level initiatives to start you on the fast track to value and to maintain momentum via a streamlined quarterly motion.

Provides guidance for initial engagement for both new or seasoned customers and sets a baseline analysis of your current state and clear next steps to speed up your time to value, laying the groundwork for every action you take on the platform.

Work items

View the Strategic Portfolio Management or the Collaborative Work Management (CWM) work items created in Impact.

Select **View work items** to view or edit Strategic Portfolio Management (SPM) or Collaborative Work Management (CWM) work items created in Impact.

For more information, see [Work items in Impact](#).

Stay updated

Stay updated with Case Studies that interest you. Selecting the link takes you to a page where ServiceNow customer stories are featured based on industry, products, solution, or region.

The release notes link takes you to Impact features and content that are documented for each release and are available to ServiceNow customers. For more information, see Release Notes and Upgrades.

Impact Delivery Instance

If you are in the Impact Store Application, access Quick links that take you directly to the Impact Delivery Instance, which was formerly known as Impact Digital Experience (IDE) portal.

Select [Activity Center](#) and [Benefits & Usage](#) to know more about the features listed in this section.

Use the recommendations list

Use the recommendations full list to view the recommendations tailored for you. You can either accept or reject a recommendation based on your interest by selecting **View Details**.

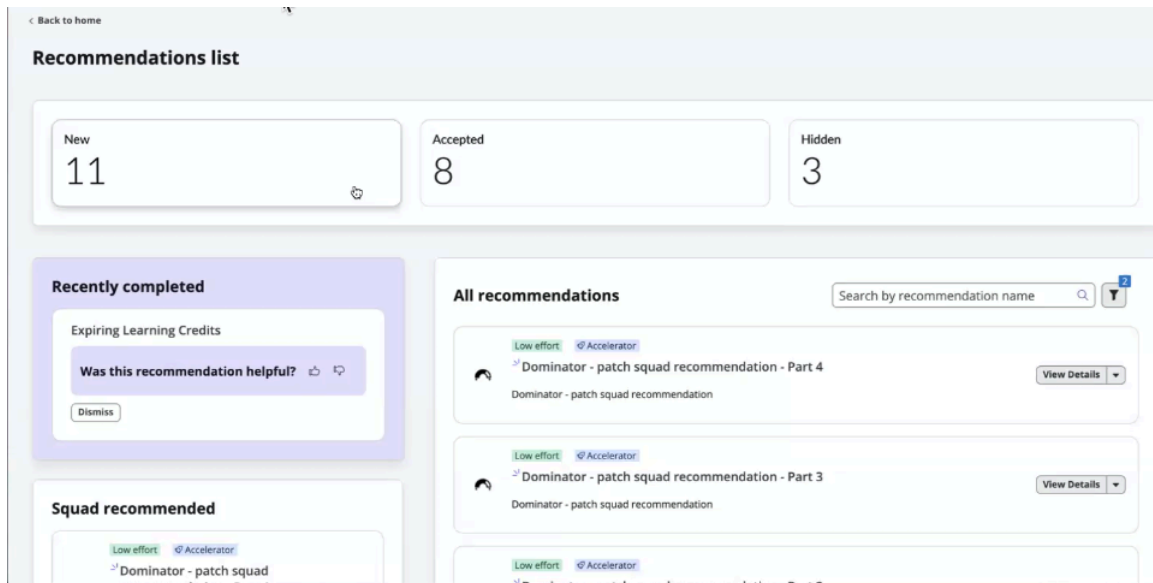
Before you begin

Role required: All Impact roles

About this task

Procedure

1. Navigate to **All > Impact > Home**.
2. Select **View full list** in the **Recommended next steps** section.



The first section on the top, below the **Recommendations list** banner, has three different tiles, namely New, Accepted, and Hidden that act as filters.

3. Select **New** to view the recommendations that have been newly published.
4. Select **Hidden** to view those recommendations that you may have rejected in the past and has been hidden from your view.
Select the **Hidden** tile once more to remove the filter condition and unhide what was hidden previously.
5. Select **Accepted** to view those recommendations that you've accepted.

All recommendations

List of all recommendations irrespective of your category or product area. The list displays eight recommendations at a time to make it a manageable chunk and easier to navigate. You can continue to view the list by selecting the subsequent pages listed below. The list displays the latest published recommendations, followed by those that you accepted in the past, and subsequently those that you had hidden or rejected.

The accelerator recommendations already implemented by the customer appear as 'auto-accepted'.

Recently completed

Displays recommendations that you completed recently. You can choose to like or dislike a recommendation by selecting the  or .

6. To provide a reason for disliking the recommendation, select  and click the reason from the list.
7. Select **Dismiss** if you want to hide the **Recently completed** widget altogether, and display the **Squad recommended** widget in its stead.
8. Enter a key word or a phrase in the **Search by recommendation name** field that filters the recommendations that you are looking for from the full list.
9. To apply filter options and narrow down your search results by different criteria, select .
10. Select **View Details** to view more details for a selected recommendation.

What to do next

For more information on a given recommendation, see [Manage work items from Recommendation details](#).

Manage work items from Recommendation details

View the details for a recommendation and manage the work items created using the SPM and Collaborative Work Management (CWM) recommendation.

You can access the recommendation details by selecting **View Details** for a recommendation on the home page or **Recommendations List**.

The recommendation details page displays information for a recommendation including category, effort, impact, and the date on which the recommendation was added.

You can use the **Overview** section to view detailed and relevant information regarding the recommendation for your product area.

Instance Observer Add-on

Category
Usage

Effort
< 1 week

Impact
High

Date Added
7/4/2025

Overview

Work items

Work items for this recommendation

Delete

☐	Name	Work item type
☐	CWM Board: Instance Observer Add-on cwm board	CWM Board
☐	CWM Board: Instance Observer Add-on	CWM Board
☐	Initiative: Instance Observer Add-on	SPM Initiative
☐	Demand: Instance Observer Add-on	SPM Demand
☐	Product idea: Demo product idea	SPM Product idea
☐	Epic: Instance Observer Add-on	SPM Epic
☐	Initiative: Demo initiative	SPM Initiative

Showing 1-7 of 7

1

Records per page 100

Hide

Convert to work item

Open Link

The **Work Items** section of the recommendations page displays the actionable SPM and Collaborative Work Management (CWM) work items created for the selected recommendation. You can use the Work Items section for the following actions.

- **Delete** for deleting a selected work item.
- **Open Link** to view the selected work item on the SPM or the CWM workspace.
- **Hide** to hide the selected recommendation.
- **Convert to work item** to create a new work item from the recommendation from the available work item types.

Note: Recommendations that are created via rule engine or manually created by Impact squad user, which are not associated with any initiative or accelerator type, except for free form initiatives, can be converted into an SPM entity such as a demand, epic, project, or any other available options.

Platform Health

Use Impact Platform Health to track Tech Key Performance Indicators (KPIs) for ServiceNow technical leading practices, receive recommendations for improvement, and help you monitor your instance health.

Get started

<p>Evaluate instance health</p>  <p>Initiate, monitor, and manage instance scans to track and improve platform health.</p>	<p>Prevent and resolve technical debt with AI</p>  <p>Improve quality, compliance, and performance with real-time code inspections and solutions.</p>
<p>Developer Support</p>  <p>Access a ServiceNow Support Engineer who can assist in troubleshooting technical issues around existing platform customizations.</p>	<p>Instance Observer</p>  <p>Track your instance performance in near real-time, while also providing historical insights.</p>

Note: Starting with Impact Zurich version 6.0.8 ServiceNow Store release, Proactive Code Check is being prepared for future deprecation with the Brazil release. It will be hidden and no longer installed on new instances but will continue to be supported. For details, see the [Deprecation Process \[KB0867184\]](#) article in the Now Support Knowledge Base.

Prevent and resolve technical debt with AI

Use the Scan Engine and ServiceNow Otto AI agent to prevent technical debt as you code or remediate existing findings from completed scans.

Prevention and remediation workflows

AI-powered code fixes are available through two distinct workflows. Understanding which workflow applies to your situation helps you take action quickly.

AI-powered code fix workflows

Workflow	When You Use It	Outcome
Real-time Prevention	<ul style="list-style-type: none"> You're actively writing or modifying code in your development environment. When you save a record, the Scan Engine detects violations inline and you generate an AI fix before committing or promoting the code. <p>Note: See Supported record types for Real-time prevention monitoring with AI for the tables that are supported.</p>	<ul style="list-style-type: none"> Prevents technical debt from reaching production. Reduces time spent in code review cycles.
Batch Remediation	<ul style="list-style-type: none"> A scan has completed and findings are displayed in the findings dashboard. You review the list of violations and generate AI fixes in bulk or individually to clean existing technical debt. 	<ul style="list-style-type: none"> Accelerates remediation of existing issues. Reduces manual development effort and errors when fixing production code.

Unified AI engine

Whether you're preventing technical debt during development or remediating findings from scans, you interact with the same AI fix generation engine.

- ServiceNow Otto AI agent analyzes your code against scan definitions
- Side-by-side code comparison interface shows original code versus suggested changes
- You accept, reject, or revise suggested fixes using the same controls
- Exception workflows for Recommend level findings follow the same process
- All changes are tracked in your active update set with full audit trails

AI-suggested fix capabilities

The AI fix engine handles common coding violations quickly and accurately. Common fix types include the following:

- Replacing deprecated API calls with current equivalents, for example, `gs.log` to `gs.error`
- Adding missing error handlers to prevent unhandled exceptions
- Correcting scoped app API usage to match ServiceNow general guidelines

- Removing unsafe or deprecated functions to improve security
- Formatting code to match style guidelines and improve maintainability

Key benefits

- **Faster development:** Developers can apply AI-generated fixes instantly instead of manually reviewing and correcting code
- **Consistency:** All fixes follow the same coding standards and patterns, reducing variability across your codebase
- **Learning:** Side-by-side code comparisons help developers understand ServiceNow general guidelines and leading practices
- **Scale:** Bulk generate fixes to remediate dozens of violations in one workflow instead of fixing them individually
- **Reduced risk:** AI fixes are generated from validated patterns and include full audit trails for compliance

Next steps

Choose the workflow that matches your current task.

- You're writing code and want to catch violations before saving, See [Use Real-time prevention monitoring while coding](#)
- A scan has completed and you want to fix existing findings, See [Remediate existing findings with AI-suggested fixes](#).

View scan results for Scan Engine

You can view scans in real-time as they run or after they're completed.

Before you begin

Role required: sn_se.scan_engine_user or sn_se.scan_engine_admin

Procedure

1. To view a completed scan, navigate to **All > Impact > Platform Health > Summary Scans** (sn_se_summary_scan table), and then select the scan number to view.
2. To view a scan that is currently running, navigate to **ALL > Impact > Platform Health > Scan Status**(sn_se_scan_status table).

Field	Description
Scan number	Unique scan record identifier (PSR#)
Start time	Time that the scan executed
Type of scan	<ul style="list-style-type: none"> ○ Full Instance Scan ○ Delta Instance Scan ○ On Demand Instance Scan
Status	<ul style="list-style-type: none"> ○ Getting ready: New scan initial status in initialization phase ○ Scanning: Indicates that the scan is in progress

Field	Description
	<ul style="list-style-type: none"> ○ Reconciling findings: Organizing the findings to post on scan results and the findings dashboards ○ Complete: Displays a green status indicator when the scan has successfully completed ○ Canceled: Displays a yellow status indicator if the scan was canceled. <p>Note: In the Actions menu, you can select to Cancel this scan before scan completion.</p>
Scan duration	The amount of time the scan has been running.
Estimated time remaining	An approximate remaining time required to complete the scan.
Percent complete	The percentage of the instance definitions that have been scanned.

3. Optional: On the **Actions** menu, select any of the following as needed.

Actions menu options

Option	Description
View Summary Scan Record	Open the summary results for the scan.
Cancel this scan	Cancel the scan before it completes.
Reload page	Refresh the page to see updated scan progress.

The following tabs display scan information.

Scan information tabs

Tab	Description
Batch	<ul style="list-style-type: none"> ○ The batches currently being scanned. ○ Each batch shows its own progress bar. ○ To skip a batch, select the option next to the batch to skip.
Status history	Status messages that displayed during the scan.
Message	<p>System messages and progress updates from the scan.</p> <p>Note: To view the actual findings, navigate to ALL > Impact > Platform Health > Open Findings.</p>

What to do next

From the summary scan record, use the **Findings** related list to view all findings discovered during this scan. See [Understand scan results and findings](#) for more information.

Understand scan results and findings

After a scan runs, you can monitor its progress in real-time, review the completed results, and then work with the findings to resolve issues in your instance.

Reviewing scan results and acting on findings is a two-phase process.

1. View scan results: Monitor an active scan or open a completed scan record to see its status, duration, and batch progress. See [View scan results for Scan Engine](#).
2. Work with findings: Open individual findings from the scan record to understand their enforcement level and impact, then apply fixes or submit exceptions for review. See [Use Real-time prevention monitoring while coding](#).

How findings are evaluated

Every finding in your instance is evaluated along two critical dimensions to help your team prioritize remediation efforts and maintain compliance standards.

Level of finding (enforcement level)

The enforcement behavior is determined whether the system blocks an action, issues a warning, or provides informational guidance. Enforcement levels are ACT, RECOMMEND, SUGGEST, and REVIEW. The enforcement level determines the action the system will take and whether exceptions are available.

Impact to instance (risk rating)

The business and technical risk of leaving the finding unresolved, rated from 1 (minimal) to 10 (critical) within each enforcement level. Higher values indicate findings that should be addressed first within that level.

Impact ratings operate independently within each enforcement level and don't create a global 1–10 scale across all levels.

These two dimensions work together, enforcement level determines what action is required, while impact rating determines the order in which findings should be addressed within that enforcement level.

Enforcement levels and risk impact

Depending on the level of the definition, users may be required to fix a finding before saving a record.

Scan Engine finding levels, risk, and enforcement behavior

Level of finding	Impact to instance (typical)	Severity description	Enforcement behavior / recommended action
ACT	1–10	Critical issues that can break functionality, cause security vulnerabilities, or block upgrades.	<ul style="list-style-type: none"> • The record can't be saved until the code is fixed to meet the requirements in the definition. • No exception reason option is available. • An override requires admin-level rights or the disabling of the definition.

Scan Engine finding levels, risk, and enforcement behavior (continued)

Level of finding	Impact to instance (typical)	Severity description	Enforcement behavior / recommended action
RECOMMEND	1-10	High severity issues that may degrade performance, stability, or security. Exceptions are allowed with approval.	<ul style="list-style-type: none"> The record can't be saved until the issue is resolved or an exception reason is provided for formal approval. For more information, refer to Submit exceptions for Scan Engine findings.
SUGGEST	1-10	Moderate issues, often related to optimization, maintainability, or best practices.	<ul style="list-style-type: none"> Address during future development cycle Does not block progress Prompts to check for a better solution, if one is available. Select whether to Exclude suggestion finding, which hides Suggestion level findings messages from displaying.
REVIEW	1-10	Low impact, informational findings with minimal impact (i.e., unused fields or minor UI inconsistencies).	<ul style="list-style-type: none"> Monitor and optionally fix during future development cycles. Displays an informational message without blocking saves or creating finding records.

i Important: Impact rating applies independently to each enforcement level. An ACT 1 finding is always higher priority than a recommend 10 level finding, even though the numbers appear reversed.

Enforcement level takes precedence over impact rating in prioritization. The 1–10 scale within each level allows granular severity differentiation while maintaining the enforcement hierarchy.

Examples

These two metrics work together to help teams balance enforcement and risk prioritization, ensuring critical issues are addressed first while maintaining development velocity.

- ACT level finding with impact to instance of 9: Critical and must be fixed immediately before proceeding. No exceptions.
- SUGGEST level with impact to instance of 8: High-risk but does not block development. Should still be prioritized for remediation.

Finding record fields

When you open a finding record from a scan result, the record displays several key fields that provide context and tracking information about the finding.

Note: To view the actual findings, navigate to **ALL > Impact > Platform Health > Open Findings**.

Application	Description	Category	Finding counts	Impact to instance	Total technical debt (time)	Fix status
Application A						
Client script_X						
sn_sn10021	Access controls on UI pages	Performance	10	10	12 min	Not requested
sn_sn10023	gs.setProperty() shouldn't be called wit...	Performance	2	9	12 min	Not requested
sn_sn10025	Access controls on UI pages	Security	5	7	12 min	Not applicable
Client script_Z						
sn_sn10020	gs.setProperty() shouldn't be called wit...	Performance	10	10	12 min	Ready for review
sn_sn10025	Access controls on UI pages	Security	10	9	12 min	Rejected
Application B						
Client script_Y						
sn_sn10027	gs.setProperty() shouldn't be called wit...	Performance	1	10	12 min	Reviewed
sn_sn10027	Access controls on UI pages	Performance	1	9	12 min	Revised
sn_sn10027	gs.setProperty() shouldn't be called wit...	Security	1	7	12 min	Processing
sn_sn10027	Access controls on UI pages	Performance	1	7	12 min	Not applicable
Client script_Y						
Application C						
Client script_Y						
Business rule						
Properties						

Open findings columns

Column	Description
Application	The application scope containing the scanned record where the finding was detected.
Description	The scan definition violation that was detected.
Category	The category of the finding, such as Performance or Security. See Customize Scan Engine definitions for details.
Finding counts	The number of times this finding was detected across scanned records in the application.
Impact to instance	A color-coded severity indicator showing the potential impact level. Higher numbers indicate greater severity.
Total technical debt (time)	The estimated time required to resolve the finding.

Open findings columns (continued)

Column	Description
Fix status	The current remediation state of the finding. Values include Not requested, Not applicable, Ready for review, Reviewed, Revised, Processing, and Error.

Key fields in a finding record

Field	Description
Scanned Record URL/ Application	<ul style="list-style-type: none"> A direct link to the record in your instance that triggered this finding during the scan. Select to navigate directly to the record and review the code, configuration, or content that generated the finding. Essential for explaining the context of the issue.
Description	The description of the definition that triggered the finding
Introduced by	<ul style="list-style-type: none"> The user, system process, or update set that created or last modified the record being scanned. Use to track ownership and identify patterns in findings across your team. Helps with root-cause analysis and accountability.
Exception Reason	<ul style="list-style-type: none"> When an exception is submitted for a RECOMMEND level finding, this field captures the business justification or context for the exception request. Visible only when an exception is in progress or has been approved. Provides transparency to approvers and team members reviewing the exception.
Assigned group	<ul style="list-style-type: none"> The team group to which the finding was automatically assigned when detected. Use to identify which team is responsible for remediating this finding. The assigned group is set automatically at detection time by the assignment rule engine and cannot be changed by editing this field directly.
Assignment source	<ul style="list-style-type: none"> Records which rule or fallback tier resolved the assignment for this finding, including the rule name and a timestamp. Use to audit why a finding was routed to a specific group. The value identifies the Decision Table rule that fired, or the fallback tier that resolved the assignment when no rule matched.

Key fields in a finding record (continued)

Field	Description
Remediation guidance	<ul style="list-style-type: none"> • Embedded guidance delivered with the finding at the time of assignment, providing context-specific steps for the assigned team. • Review before starting remediation. The guidance is generated at detection time based on the finding type and assigned group, and may include references to team-specific resolution patterns.

Related topics

[View scan results for Scan Engine](#)

Remediate existing findings with AI-suggested fixes

After a scan completes and populates findings, use the AI-Eligible Findings dashboard to generate and apply AI-suggested fixes in bulk or individually to accelerate remediation of technical debt.

Before you begin

Role required: sn_impact_gen_ai_fix_user

About this task

When a scan completes, findings are displayed in the AI-Eligible Findings dashboard. This dashboard shows all violations detected across your instance, grouped by application. You can generate AI-suggested fixes in bulk to accelerate remediation and reduce manual development effort. The same Otto AI engine used in real-time prevention analyzes each violation and generates a fix tailored to your exact code.

Before you begin:

- A scan has completed successfully and findings are available in the findings table
- You have navigated to the AI-Eligible Findings dashboard after the scan completed

Procedure

1. Run a scan and wait for it to complete.

See [Run Scan Engine](#) for details.

When the scan completes, the findings are populated in the database and you can access the dashboard.

2. Navigate to **All > Impact > Platform Health > Findings > Open Findings**.

The dashboard opens with three tabs: **Open findings**, **Suggested fixes**, and **Resolved findings**. Findings are grouped by the application where the violation occurred. Each row shows the application, description, category, finding count, impact to instance, estimated time to resolve, and fix status.

Findings

Review your open findings that are eligible for AI-suggested fixes. Only findings assigned to you are shown.

[Open findings](#)
[Suggested fixes](#)
[Resolved findings](#)

Open findings 1200 ⓘ Generate fixes Review suggested fixes ⓘ

Grouped by: Application X scanned record X

	Application	Description	Category	Finding counts	Impact to instance	Total technical debt (time)	Fix status
☐	Application A						
☐	Client script_X						
☐	sn_sn10021	Access controls on UI pages	Performance	10	10	12 min	Not requested
☐	sn_sn10023	gs.setProperty() shouldn't be called wit...	Performance	2	9	12 min	Not requested
☐	sn_sn10025	Access controls on UI pages	Security	5	7	12 min	Not applicable ⓘ
☐	Client script_Z						
☐	sn_sn10020	gs.setProperty() shouldn't be called wit...	Performance	10	10	12 min	Ready for review
☐	sn_sn10025	Access controls on UI pages	Security	10	9	12 min	Rejected
☐	Application B						
☐	Client script_Y						
☐	sn_sn10027	gs.setProperty() shouldn't be called wit...	Performance	1	10	12 min	Reviewed
☐	sn_sn10027	Access controls on UI pages	Performance	1	9	12 min	Revised
☐	sn_sn10027	gs.setProperty() shouldn't be called wit...	Security	1	7	12 min	Processing
☐	sn_sn10027	Access controls on UI pages	Performance	1	7	12 min	Not applicable ⓘ

Showing 1-8 of 12 1 2 3 4 5 6 7 8 9 10 Records per page 20

3. Review the findings displayed in the table.

The table shows the following columns:

Findings table columns

Field	Description
Application	The application where the finding was detected. Select the application name to expand and see child violations.
Description	A brief description of the violation. This corresponds to the scan definition that was triggered.
Category	The category assigned to this scan definition, for example, Performance, Security, or Style.
Finding counts	The number of violations with this finding. If a violation occurs in 5 different places in your code, the count is 5.
Impact to Instance	A number from 1 to 10 within the finding's enforcement level, where 10 is the highest priority.
Total Technical Debt (time)	The estimated time it would take to manually fix all violations of this type. AI-suggested fixes can reduce this time significantly.
Fix Status	The current state of the fix: Ready for review, Reviewed, Revised, Processing, or Not applicable.

4. Sort by impact to instance or total technical debt to prioritize which findings to fix first.

Note: ACT level findings must be fixed before you can save records. RECOMMEND level findings require either a fix or an exception. SUGGEST and REVIEW findings are lower priority but still important for code quality.

5. Select the findings you want to generate AI fixes for by using the checkboxes on the left side of each row.

You can select individual findings or multiple findings at once. If you are remediating all findings of a particular type together, select all related rows.

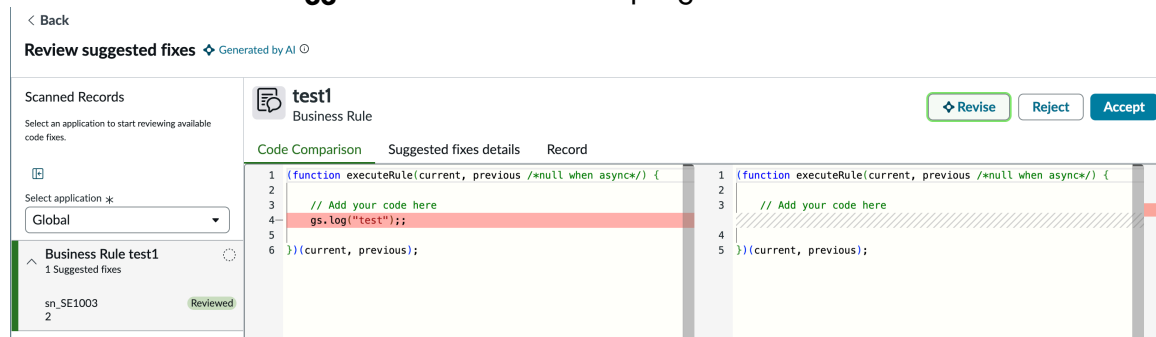
6. Select **Generate fixes**.

Otto analyzes each selected violation and generates a fix. The status changes from "Pending" to "Ready" when the fixes are complete. This process may take a few minutes depending on the number of violations.

7. Select the row for a finding to open the code comparison view and review the generated fixes.

The code comparison displays your original code on the left and the AI-suggested code on the right. Color coding shows changes: green for added code and pink for removed code.

8. Select to **Review the suggested fixes** before accepting them.



9. Decide whether to accept, reject, or revise the suggested changes.

- a. Select **Accept** to apply all AI-suggested fixes for the selected findings.
A confirmation dialog appears. Confirm your choice and the fixes are applied to your active update set.
- b. Select **Revise** and describe the change you want if you want Otto to modify the suggested fix.
Otto regenerates the fix based on your feedback.
- c. Select **Reject** if the suggested fixes aren't suitable.
The fixes are discarded and you must fix the violations manually or accept them as-is.

10. Navigate to the **Resolved findings** tab to verify that your accepted fixes appear in the list.

Accepted findings move to the Resolved tab and show the date resolved and the user who resolved them.

Result

Your AI-suggested fixes are applied to your active update set. All changes are tracked with full audit trails. The violations are marked as resolved and no longer appear in the Open findings tab.

What to do next

Before accepting AI fixes in bulk, review the "AI Finding Details" explanation for at least one fix in each category. This button provides a less technical explanation of the violation and the fix, helping you understand why the change improves your code.

After fixing violations, you can create user stories or tasks in your project management system to document the work. This is especially helpful for tracking remediation effort and communicating changes to your team. See [Create user stories and tasks for Scan Engine](#) for detailed steps.

Use the findings dashboard to track your progress over time. Run scans regularly and monitor how your finding counts and technical debt time estimates change. This helps you identify recurring violation patterns and adjust your coding standards or training as needed.

Use Real-time prevention monitoring while coding

As you write and save code, the Scan Engine detects violations in real-time and displays findings inline. You can then generate an AI-suggested fix before committing your changes.

Before you begin

Real-time prevention monitoring must be enabled on the Scan Engine properties page.

Note: See [Supported record types for Real-time prevention monitoring with AI](#) for the tables that are supported.

Role required:

- `sn_se.scan_engine_user` (view findings and prevention messages)
- `sn_impact_gen_ai_fix_user`: (access AI-generated code fix capabilities)

About this task

Real-time prevention monitoring detects coding violations the moment you save a record. This allows you to fix issues immediately, preventing technical debt before your code is promoted to a higher environment. The Scan Engine checks your code against active scan definitions and displays findings inline along with AI-suggested fixes you can apply.

Procedure

1. Open your script record and make code changes as you normally would.
2. Select **Save**.
 - The Scan Engine validates your code against active scan definitions. If no violations are found, your record saves.
 - If violations are detected, a message displays and a findings panel opens on the right side of your screen. The findings are organized into tabs by enforcement level.

Findings detected: 5 Act, 2 Recommend, and 3 Suggest. Resolve findings to save script. Click "View finding details" for more info.

Name: Show overlap field based on data labels

Application: Global

Table: Widgets[pa_widgets]

UI Type: Desktop

Type: onChange

Field name: Show data labels

Description:

Messages:

Script:

```

1 (function executeRule([different code here] /*null when async*/) {
2
3 // Define regular expression for validation
4 var dateRegex = /^d{2}\d{2}\d{4}$/; // Matches MM/DD/YYYY format
5
6 // Validate signup date field
7 if (!dateRegex.test(current.signup_date)){
8 current.signup_date.setError("Invalid signup date format.");
9 }
10
11 })(current, previous);

```

Findings details

All (7) Act (2) Recommend (2) Suggest (3)

Act (2)

Act level findings must be resolved before this record can be saved

Act | Impact level-8

Definition: sn_SE000012: onChange Client Script should check for isLoaded and return

Details: Occurred on Line #4 of script field

Steps to resolve issue: Add a condition to check for isLoaded and return

Supporting documentation

Act | Impact level-7

Definition: sn_SE000012: onChange Client Script should check for isLoaded and return

Details: Occurred on Line #4 of script field

Steps to resolve issue: Add a condition to check for isLoaded and return

Supporting documentation

Recommend (2)

Recommend level findings prevent saving the record unless the issue is resolved or an exception reason is provided.

Recommend | Impact level-5

Definition: sn_SE000012: onChange Client Script should check for isLoaded and return

Details: Occurred on Line #4 of script field

Steps to resolve issue: Add a condition to check for isLoaded and return

Supporting documentation

Create exception

Suggest (3):

Suggested level findings do not prevent saving the record, but, resolving the issues helps avoid technical debt.

3. Review the findings displayed in the panel with the following information.

Findings panel fields

Field	Description
Severity label	Enforcement level and impact level of the finding. For example, Act impact level-8.
Definition	Definition ID and description of the violation detected. A link to the violation is included.
Details	Location where the violation was detected, including the line number and field name.
Steps to resolve issue	Recommended actions to fix the violation.
Supporting documentation	Link to knowledge base articles or documentation explaining the general guidelines for this finding.

The findings panel organizes violations into tabs by enforcement level:

- Act: Must be resolved before the record can be saved.
- Recommend: Prevent saving the record unless the issue is resolved or an exception reason is provided.
- Suggest: Doesn't prevent saving the record, but resolving the issues helps avoid technical debt.

4. Choose one of the actions to resolve each finding.

Option	Description
Manually Fix	Review the Steps to resolve issue guidance. Fix the code in the script editor and save again to verify the issue is resolved.

Option	Description
Generate an AI-Suggested Fix	Select Generate fixes to have AI automatically analyze your code and generate a correction.
View finding details	Opens the code comparison window to analyze the suggested fixes more closely.
Submit an Exception (Recommend level findings only)	If you believe the finding is a false positive or the code has a valid business reason for the violation, select Create exception on the specific entry. <p>Note: See Submit exceptions for Scan Engine findings for details.</p>

5. If you chose to generate an AI-suggested fix, review the code suggestions in the ServiceNow Otto panel.

The screenshot shows the ServiceNow Otto panel with the following details:

- Findings detected:** 2 Act, 1 Recommend, 1 Review. [View finding details](#) to review findings and submit exception requests.
- Client Script - AI** (Application scope: Global, Update set: AI-native IT Service M...)
- NowAssist needs your input:** Code Fix Workflow workflow needs your input on a task with...
- Findings:**
 - Replace eval() with JSON.parse() to safely parse the JSON incident string field value.
 - eval() executes arbitrary code and is a security risk; JSON.parse() safely parses JSON strings without executing code.
- Fix with ServiceNow Otto CFIX00100...**
 - Lines: 5-5
 - Replace g_form.setVisible with g_form.setDisplay.
 - g_form.setDisplay is the recommended function for controlling field visibility in ServiceNow client scripts.
- Proposed solution:** The proposed solution is ready for your review. To move forward, here are your next steps:
 - Accept the solution
 - Reject the solution
 - Make Additional Changes
- Script Editor:**

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2+   if (isLoading) return;
3   if (newValue) {
4+     var evaluatedString = eval(g_form.getValue('json_incident_string'));
5+     var evaluatedString = JSON.parse(g_form.getValue('json_incident_string'));
6+     if (evaluatedString && evaluatedString.showException) {
7+       g_form.setVisible('exception_field', true);
8+       g_form.setDisplay('exception_field', true);
9+     }
10  }

```
- Isolate script:** ☒

Your original code displays and the suggested changes are color-coded: green indicates added code and pink indicates removed code. The script editor is read-only until you accept or reject the fix.

6. Decide how to proceed with the AI-suggested fix.

Option	Description
Accept the solution	<ul style="list-style-type: none"> Applies the AI-suggested changes. Otto updates your code and the change appears in your active update set. A full audit trail is recorded, including who accepted the fix and when.
Reject the solution	<ul style="list-style-type: none"> The code editor becomes editable again and you can manually fix the issue. No changes are applied.

Option	Description
Make additional changes	<ul style="list-style-type: none"> Describe the change you want in the revision prompt. For example, type "Make it simpler with asynchronous callback." Otto regenerates the fix based on your feedback and you review again.

7. After accepting a fix, verify the change is correct by reviewing the finding record and your updated code.

The finding is marked as resolved. If multiple findings exist, the findings panel remains visible until all are addressed or dismissed. You can then save the record normally.

Result

Your code violation is fixed and the change is saved in your active update set. The finding no longer displays when you save the record again.

Note: Understanding AI Finding Details: If you want a less technical explanation of why the violation was flagged and how the fix resolves it, select **View AI Finding Details** in the findings panel. This opens the AI panel with an explanation of the guideline, why your code violates it, what changed in the fix, and why the fix is correct.

Exception handling in Scan Engine

Exception handling enables developers and administrators to manage findings that are out of scope, pre-existing, or acceptable risks. The Scan Engine exception model supports enterprise approval workflows, predictable lifecycle behavior, and reliable governance across all finding levels.

What are exception reasons

Exception reasons allow developers to request that findings be excluded from technical debt metrics and blocked workflows. When a finding is detected that an organization determines should not be considered an issue, developers can submit an exception request with supporting rationale. After approval by designated administrators, the finding is excluded from technical debt calculations and no longer blocks form submissions.

Exception handling serves several key purposes:

- Unblock Update Set closure when findings are out of scope or represent acceptable risks
- Exclude pre-existing or non-blocking issues from technical debt metrics
- Maintain audit trails showing which findings have been reviewed and approved
- Support enterprise governance patterns where approvals follow organizational structures

Exception reason scope

Exception reason scope controls which finding levels can have exception reasons submitted and approved. Administrators configure the scope to match organizational needs. Three scope options are available:

Exception reason scope options

Scope Option	What it means
Recommend only (default)	Exception reasons can only be submitted for Recommend level findings. Suggest, Review, and Act level findings don't display exception submission options.
Act and Recommend	Exception reasons can be submitted for both Act and Recommend level findings. Suggest and Review level findings don't display exception submission options.
All levels	Exception reasons can be submitted for Suggest, Review, Recommend, and Act level findings. All four levels display exception submission options in the Findings panel.

The exception scope you select determines the user experience in the Findings panel. When exception reasons are enabled for a finding level, developers see a **Create exception** button on the finding card. When exceptions aren't enabled for a finding level, the button won't appear.

Approval and enforcement

After a developer submits an exception request, designated approval groups review the request and either approve or reject it. Approvers can be different from administrators who configured the exception settings. When an exception is approved, the finding is automatically excluded from technical debt metrics.

Key approval behaviors include:

Approval groups

Administrators assign one or more groups that receive exception requests and notifications. Approvers within these groups review and respond to requests.

Auto approval

Administrators can configure exception requests to be automatically approved or to require explicit approval.

Enforce rejected validations

When enabled, if an exception request is rejected, the linked object is set to read-only until the finding is resolved or a new exception is submitted.

Re-evaluation on new findings

Administrators control whether approved exceptions automatically apply when the same issue is detected in a subsequent scan, or whether they require re-approval.

Re-evaluation on line changes

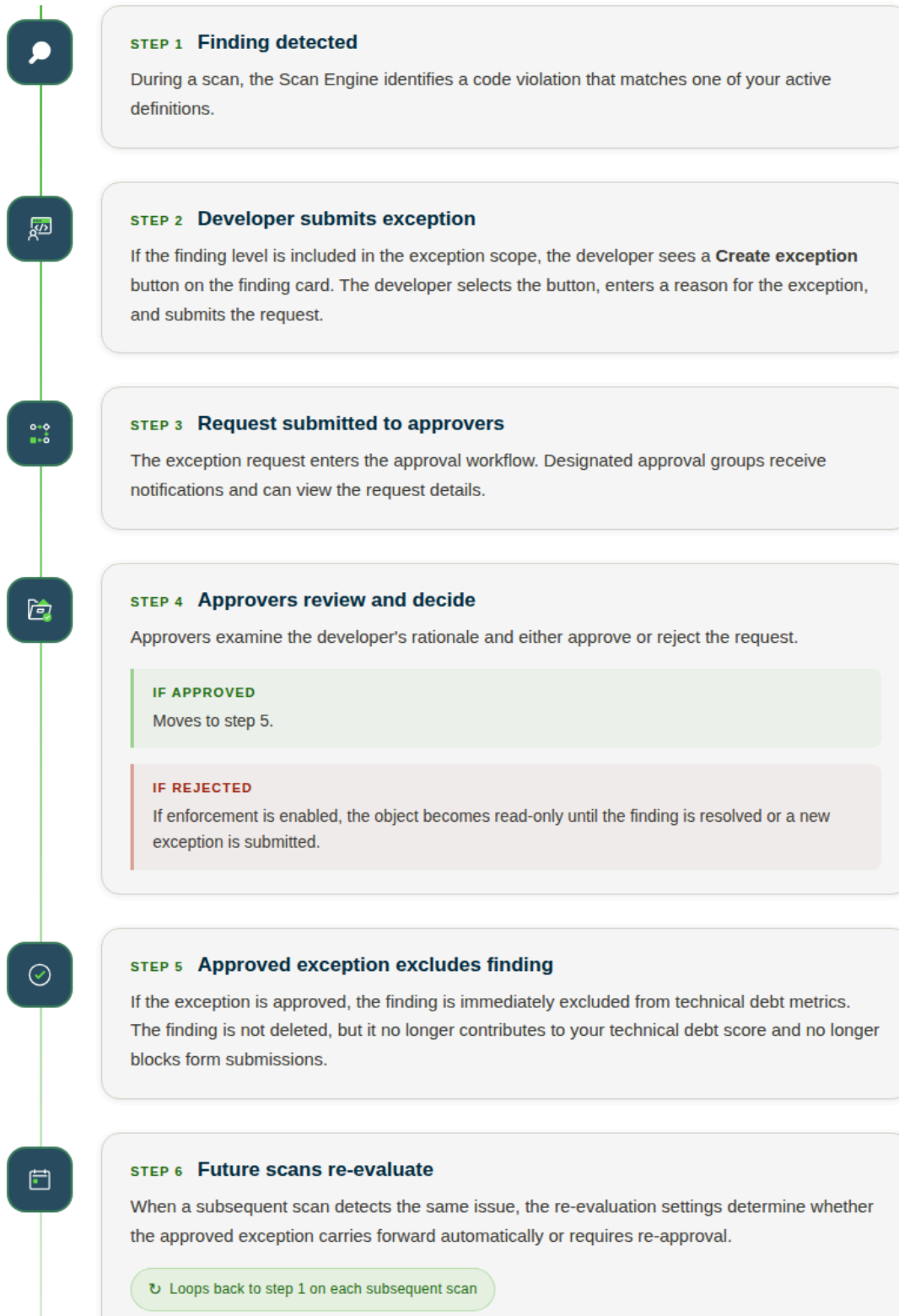
Administrators control whether approved exceptions remain valid when the finding's line number changes in the code, for example after a refactor.

Exception lifecycle

DEVELOPER SECURITY

Exception lifecycle

The typical exception workflow follows these steps.



Finding levels and exception eligibility

The Scan Engine classifies findings into four levels based on severity and risk:

Finding levels and exception behavior

Level	Severity	Form blocking and exception behavior
Suggest	Low	Doesn't block form submission. Exception reasons can be submitted if the scope is set to All levels.
Review	Low-Medium	Doesn't block form submission. Exception reasons can be submitted if the scope is set to All levels.
Recommend	Medium-High	Blocks form submission when real-time enforcement is enabled, unless an approved exception reason exists. Exception reasons can be submitted if the scope is set to Recommend only, Act and Recommend, or All levels.
Act	Critical	Blocks form submission when real-time enforcement is enabled, unless an approved exception reason exists. Exception reasons can be submitted if the scope is set to Act and Recommend or All levels.

Common use cases

Out-of-scope findings

A definition triggers on utility functions or platform code that your team intentionally excludes from scanning. Rather than disabling the definition, submit exceptions for out-of-scope matches so the definition remains active for other code contexts.

Pre-existing issues

A finding identifies an issue that exists in legacy code. Rather than blocking Update Set closure, submit an exception with a plan to remediate in a future release.

Acceptable risks

A finding identifies a pattern that your team has reviewed and determined is acceptable for your use case. Submit an exception to exclude it from technical debt and avoid form blocking.

Update Set closure

An Update Set contains a finding at Act level that prevents closure. Developers submit an exception explaining why the change is necessary. Approvers review and approve, allowing the Update Set to proceed.

Roles and permissions

Exception handling requires specific roles and permissions. Developers can submit exceptions when they have developer roles. Administrators configure exception settings when they have admin or Scan Engine admin roles. Approvers can be any user assigned to an approval group.

See [Roles installed with Impact](#) for detailed role descriptions, including roles that manage exception approvals.

Related tasks

To implement exception handling in your organization, see:

- [Configure exception approval behavior](#) — Configure the exception reason scope, approval groups, and re-evaluation behavior.
- [Submit exceptions for Scan Engine findings](#) — Submit exception requests for findings that your team has reviewed.
- [Configure exception reason properties](#) — Configure detailed exception reason settings including enforcement and technical debt exclusion.

Submit exceptions for Scan Engine findings

Developers can submit exception requests for Suggest, Review, Recommend, and Act level findings if they determine the finding should not be considered an issue to deter development. The availability of each finding level depends on the exception reason scope configured by your system administrator.

Before you begin

Exceptions can be submitted for any finding level, Suggest, Review, Recommend, or Act, depending on the exception reason scope configured by your system administrator. Exceptions require approval from a user with the approval role. If the exception is approved, the finding is excluded from technical debt.

Note: The record under the *Scanned Record* field of the finding, *sn_se_finding*, record should be extending *sys_metadata table* in order for the Scan Engine Exceptions UI action button to be available. For more information on configuring exception properties, refer to [Configure exception reason properties](#).

Role required: sn_se.scan_engine_admin, sn_impact_common.Impact Developer, or sn_impact_common.Impact App Admin

Procedure

1. From a summary scan record or an update set scan, use the **Findings** related list to view all findings discovered during a scan.
2. When a finding is detected at a level with exceptions enabled, select **View finding details** in the summary banner to open the **Findings** panel.
3. In the **Findings** panel, select the tab for the finding level you want to submit an exception for, such as Suggest, Review, Recommend, or Act.

Recommend (2)

Recommend level findings prevent saving the record unless the issue is resolved or an exception reason is provided.

Recommend | impact level-5

Definition: *sn_SE000012*: onChange Client Script should check for isLoading and return

Details: Occurred on Line #4 of script field

Steps to resolve issue: Add a condition to check for isLoading and return

[Supporting documentation](#)

Create exception

4. On the finding card, select **Create exception**.
5. Enter the reason in the **Exception Reason** field for why an exception should be made for this finding.
6. Choose how to proceed with your exception:

Exception submission button options

Button	Purpose	Outcome
Save as draft	<ul style="list-style-type: none"> ○ Preserve your exception without submitting for approval. ○ You can edit and submit later. 	Exception state set to Draft. Finding card displays the Draft badge. You can select Update draft or Submit for approval when ready.
Submit for approval	Send the exception to an exception approver for review and approval decision.	<ul style="list-style-type: none"> ○ Exception state set to Requested. ○ Finding card displays the Exception drafted badge. ○ Exception is submitted for review and you can withdraw the request, if needed.

7. Review your exception state on the finding card:

- **Exception drafted:** Draft created.
- Select **View exception reason** to modify your exception reason. or Submit for approval to send it for review.

Act | impact level-9

Exception drafted

[sn_SE10023](#): Scripts should not use the eval() function

Details: Occurred on Line # 3 of script field.

Steps to resolve issue: Remove the eval() function from the script.

[Supporting documentation](#)

View exception reason

- **Pending approval:** The finding card displays the Pending approval badge with the submission date.
- An approver will either approve or reject your exception. You can select **Withdraw request** to cancel the submission.

▼

Avoid dot-walking to the sys_id of a reference field

Line #978, #1175 of script field

Pending approval

Pending — Submitted for approval on April 3, 2026

Exception reason (submitted)

The reference field value is used as a string key for map lookups, not for GlideRecord queries. Using toString() would change existing behavior across dependent integrations.

Withdraw request

You receive notification of the approval decision. If approved, the finding card displays the **Approved** badge with the approval date and is excluded from technical debt calculations. If rejected, you can submit a new exception request or work to resolve the finding.

Note: If the requester name or email notification does not display correctly in the exception record after submission, verify your user account is properly synchronized between development and production environments. The Scan Engine exception workflow requires consistent user identification across instances.

Approve or reject exception requests for Scan Engine findings

Exception approvers can review exception requests submitted by developers and approve or reject them. Approved exceptions exclude findings from technical debt calculations and unblock form submission.

Before you begin

You must be assigned the Exception Approver role to approve or reject exception requests. Exception approvers receive notifications when new exception requests are submitted and have access to the exception approval interface.

Role required: sn_se.scan_engine_exception_approver

Procedure

1. When a developer submits an exception request, you receive a notification with the exception details and a link to the request.

The notification includes:

- The finding definition that triggered the exception
- The severity level (Suggest, Review, Recommend, or Act)
- The exception reason provided by the developer
- The scanned record affected by the finding

2. Select the notification link or navigate to the Findings panel and select the finding card with the Exception requested badge.

3. On the finding card, select **View exception reason** to open the exception details.

Recommend | impact level-7 **Exception requested**

[sn_SE10965](#): Scripts should not use "gr" as a variable name

Details: Occurred on Line # 5 of script field.

Steps to resolve issue: 1. Open the flagged script and locate each "var gr" declaration. 2. Rename the variable to a descriptive name that reflects the table being queried, such as incidentGR or assetGR. 3. Update every reference to the renamed variable throughout the script. 4. Save and re-test the script.

[Supporting documentation](#) [View exception reason](#)

4. Review the exception reason and finding details provided by the developer.

5. Determine whether the exception is justified based on your organization's policies.

Consider the following when evaluating an exception:

- Is the finding out of scope for your application or team?
- Is this a pre-existing issue with a remediation plan?
- Is the risk acceptable for your use case?
- Does the exception reason align with your organization's governance standards?

6. Select **Approve/reject exception** to open the approval modal.

View exception



Definition

sn_SE10023

Description

Scripts should not use the eval() function

* Reason for exception

Valid exception reason.

Exception reason is awaiting approval.

Return

Approve/reject exception

Exception approval decisions

Decision	Action
Approve	The exception is granted. The finding is excluded from technical debt calculations and no longer blocks form submission. The finding card displays the Approved badge with the approval date.
Reject	The exception is denied. The developer receives notification and can submit a new exception request with different rationale or work to resolve the finding. The finding card displays the Rejected badge.

The exception request is processed and the developer receives notification of your decision. If approved, the finding is immediately excluded from technical debt calculations. The finding card updates to display the Approved or Rejected badge with the decision date.

Create user stories and tasks for Scan Engine

You can generate user stories from open or resolved findings to facilitate the resolution of technical debt.

Before you begin

Role required: admin

- Note:** The Scan Engine integrates with Agile project management tools, including Jira, Azure DevOps, and ServiceNow Agile development. For information on configuring integration properties to automatically create work items from findings, refer to [User story integration](#).

Procedure

1. Navigate to **ALL > Impact > Platform Health**, and then select one of the following:
 - **Open Findings**
 - **Resolved Findings**

Create tasks from Open Findings to track remediation work. Create tasks from Resolved Findings when you've already fixed issues, but want to document the work in your project management system retroactively.
2. To open the record of the finding you want to generate a story or task from, select its Short Description.
3. On the finding record, select **Create Task** in the form header or from the **Related Links**. The dialog displays integration-specific fields. For Jira, these are **Organization**, **Project**, and **Issue Type**. For Azure DevOps, they are **Organization**, **Project**, and **Work Item Type**. These values are populated from your integration configuration.
4. Select **Submit**.
A work item is created in the configured destination, either Jira, Azure DevOps, or ServiceNow Agile Development (stories/tasks tables). A reference link is stored on the finding record.
5. Create from multiple findings, in the Open Findings or Resolved Findings window, select the findings that you want to create a story or task for, and then select **Create Task**.
Ensure that all the findings you select are appropriate for the same project. The system processes bulk requests asynchronously for large selections.

Trouble?

If user story or task creation fails, validate the following:

- Your integration credentials are valid
- The target project exists and is accessible
- All required fields are configured.

The create task button is missing:

- Assign the `sn_se.scan_engine_admin` role to users who need to assign tasks or create user stories in Scan Engine. Alternatively, update the WRITE ACL on `sn_se.finding` to include `sn_se.scan_engine_user` if broader write access is acceptable.
- As an admin, configure User Story Integration in **ALL > Impact > Configuration > Scan Engine > Properties** by setting the required fields for your integration type (e.g., `user_story_table` for ServiceNow, or the relevant fields for Jira/Azure).
- For ServiceNow integration, ensure a `sn_se.my_sn_instances` record exists with `environment=Production` and valid credentials; otherwise, task creation will silently fail.

Once these steps are completed, the **Resolution** tab fields will be available and the **Create Task** button will function as expected.

You can view your created tasks through the **External References** related list on the finding record.

Related topics

[User story integration](#)

Track Platform Health trends

Analytics Dashboards provide a graphical way to view detailed information relating to findings, both pending and resolved, with the Scan Engine. The dashboards are role-based, allowing for persona-based views of information. They display `#key metrics`, `#charts`, and `#trend analysis`.

Analytics Dashboards vary depending on your ServiceNow role. As each role has specific needs and responsibilities, the dashboard is tailored to provide relevant insights and metrics per role.

Each dashboard role has a correlative relationship with its corresponding dashboard view. Users will only be able to access dashboard views associated to the roles their account has been granted. Access refreshed dashboards each time a scan is completed.

Analytics Dashboard experience per role

Role	Description
Executive <code>sn_impact_common.Impact Executive</code>	<ul style="list-style-type: none"> Provides executives a high-level view of platform health and AI remediation impact. Focuses on strategic indicators such as technical debt, compliance risk, and overall cost and time savings from Platform Health fixes. Helps leadership understand business value and make informed decisions about investments and priorities without diving into technical details.
Platform Owner <code>sn_impact_common.Impact Platform Owner</code>	<ul style="list-style-type: none"> Provides visibility into scan results, remediation progress, and technical debt across instances. Designed for operational oversight to help owners manage risk, enforce governance, and verify workflows are running efficiently.
Team Lead <code>sn_impact_common.Impact Development Team Lead</code>	<ul style="list-style-type: none"> Highlights assigned findings and team performance metrics. Centered on delivery and resource management. Helps team leads balance workloads, track progress, and keep remediation aligned with project timelines, ensuring smooth execution without disrupting other deliverables.

Analytics Dashboard experience per role (continued)

Role	Description
Developer <code>sn_impact_common.ImpactDeveloper</code>	<ul style="list-style-type: none"> Provides hands-on, task-focused information such as developer assignments, detailed findings, and outstanding exception reasons. Developers can quickly act on issues, provide feedback, and streamline remediation work, reducing manual effort while maintaining code quality.

Dashboard data freshness

Performance Analytics (PA) jobs run automatically at the correct time and frequency following each scan, so dashboard data updates in near-real-time without manual intervention. The dashboard displays a status indicator so that all user personas can monitor the current state of data processing.

PA job status indicators

Status	Description
Up to date	PA jobs have completed and the dashboard reflects the latest scan results.
Updating	PA jobs are currently running. Data will refresh automatically when processing completes.
Delayed	PA jobs have not completed within the expected window. Data may not reflect the most recent scan. Contact your administrator if this persists.

Interacting with dashboard charts

Donut chart segments are interactive. Select any segment to open a filtered backend list view showing only the findings that correspond to that segment. For example, findings by a specific level, category, or status.

The heatmap uses an accessible color scheme designed for readability across a range of color vision differences.

Accessing Analytics Dashboards

Access the Analytics Dashboards to view detailed information relating to Scan Engine findings, both pending and resolved.

Before you begin

Make sure you have been assigned the correct persona for your role.

Role required: Executive, Platform Owner, Team Lead, or Developer.

Procedure

1. Navigate to **ALL > Impact > Platform Health > Analytics Dashboard**.

Your assigned role is listed at the top left, which determines which dashboard view you can access.

- If you have been assigned to more than one role, select which dashboard to view.
The date listed is the last completed scan date to let you know whether the charts in the dashboard are up-to-date.

Note: All dashboard metrics fluctuate as the scan progresses and will stabilize once it completes.

- Optional:** On the **Options** list, select one of the following:

- Scan progress:** Display the full scan progress page for complete metrics of any currently running or previously run scan.
- Property configuration:** Open the Scan Engine properties page.

- To sort and view a chart or table, select **Option**, and then select one of the following:

- Cost:** Cost is calculated by multiplying the Average development rate (configured in the Scan Engine properties) by the estimated time to resolve the finding (as set in the finding's associated definition).
- Count:** The total number of findings.
- Time:** Each definition includes an estimated time to resolve based on expert-driven recommendations. These estimates serve as practical guidelines to help teams estimate how long an issue should take to fix on average, promoting better planning and prioritization.

- On Executive #and #Team Lead#dashboards, select a date range for trend chart data:

- Predefined range
- Custom #range: Select start and end dates. Enter #the start and end dates directly into the range text box, then select **Apply**.

Note: The amount of historical data stored and displayed in these metrics varies depending on the data restrictions associated with your Platform Analytics package.

- On Team Lead and Developer dashboards, select the download button to save a CSV file of the currently displayed data in a table.
Blue text within table cells are hyperlinks to other modals or new tabs. Blue table column headers are sortable (select the header to sort). In sorted tables, the sorted column will have a small caret next to its name.

Scan Engine Executive dashboard

The Executive dashboard includes trend charts and the following overview modules.

Executive dashboard overview

Information module	Description
Outstanding technical debt	<ul style="list-style-type: none"> The total time required to resolve existing technical debt on your platform, based on the effort of a single developer. It does not include time for testing, validation, or other stages of the software development life-cycle (SDLC). The graph line shows the trend of technical debt over a certain time period. The time period shown depends on available data, with a maximum of 90 days of information displayed.

Executive dashboard overview (continued)

Information module	Description
Technical debt prevented	<ul style="list-style-type: none"> • Reflects the amount of technical debt prevented from entering the instance because of the Scan Engine's real-time prevention. • The graph line shows the trend of prevented technical debt over a certain time period. • The time period shown depends on available data, with a maximum of 90 days of information displayed.
Platform Health Score	<ul style="list-style-type: none"> • A 0–100 metric showing your overall instance platform risk across five weighted categories. • Combines Security, Performance, Manageability, Upgradeability, and User Experience risk independently so that higher severity violations carry more weight than cosmetic issues. • Each category is scored separately and unaffected by changes in other categories, giving you a stable indicator of true platform health without false shifts. <p>For the complete calculation model and category weights, see Instance Health Score calculation model.</p>
Instance adoption risk	<ul style="list-style-type: none"> • An assessment of the risk of adopting the latest ServiceNow instance version. • Risk factors are identified based on the current state of your instance's platform health, including quality, compliance, security, and other standards. • The three levels of adoption risk are low, medium, and high.
Cost and time savings from remediation	<ul style="list-style-type: none"> • Reflects the cost savings and time savings your organization has gained by remediating findings through the Scan Engine. • Cost savings are based on avoided downtime, prevented data breach expenses, and other remediation benefits. • The chart shows current cost and time savings, as well as trends over time.

Executive trend charts

The Executive dashboard includes the following trend charts.

Executive dashboard trend charts

Trend chart	Description
Technical debt trend	A trend line showing the total outstanding technical debt over time, compared against the technical debt prevented by the Scan Engine.

Executive dashboard trend charts (continued)

Trend chart	Description
Platform Health Score trend	A trend line showing your overall Platform Health score over time, with the five category scores displayed so you can track which risk areas are improving or worsening.
Instance adoption risk trend	A trend line showing changes in your adoption risk level over time.
Cost and time savings trend	A trend line showing cumulative cost and time savings gained through remediation efforts.

Data sources

Modules and trend charts on the Executive dashboard source data from the `sn_se_scan_result` table.

Executive dashboard data sources

Modules	Trend charts
Outstanding technical debt	Technical debt trend
Technical debt prevented	Platform Health Score trend
Platform Health Score	Instance adoption risk trend
Instance adoption risk	Cost and time savings trend
Cost and time savings from remediation	

Scan Engine Platform Owner dashboard

The Platform Owner dashboard includes trend charts and the following overview modules.

Platform Owner dashboard overview

Information module	Description
Outstanding findings	The number of unresolved findings identified by the Scan Engine that have not been addressed.
Health score	<ul style="list-style-type: none"> A 0–100 metric reflecting your instance's overall platform risk. Combines five independent category scores — using fixed category weights so that higher severity findings influence the score more heavily than cosmetic issues. Each category's score is computed independently and never affected by changes in other categories. Each check compares its findings to a fixed reference point established when the definition was authored, not to the largest finding count in the scan. This ensures that fixing one issue never distorts the weight of an unrelated finding or shifts a category's score.

Platform Owner dashboard overview (continued)

Information module	Description
	For a complete explanation of the four-step calculation model, category weights, and formulas, see Instance Health Score calculation model .
Lines of code scanned	<ul style="list-style-type: none"> The total number of lines of code analyzed by the Scan Engine. Includes all script field code and any scanned base system records.
In progress update sets	The number of unfinished update sets currently being worked on by developers.
Findings by impact to instance	<ul style="list-style-type: none"> The total findings for the instance, grouped by impact to instance. Impacts to instance range from 1 (minor impact) to 10 (significant impact). You can select a bar on the chart to list the findings for that impact to the instance in a new browser tab.
Open findings by team	<ul style="list-style-type: none"> All available teams configured on the instance through the Team Leads related list on the Scan Engine Properties page. Select a team from the list to show their corresponding information in the module and trend charts. The number next to the team name is the number of open findings held by that team.

Platform Owner trend charts

The Platform Owner dashboard includes the following trend charts.

Platform Owner dashboard trend charts

Chart	Description
Health Score trend	A trend line showing how your overall Platform Health score changes over time. The chart also displays the current individual category scores, so you can track which areas are improving or degrading.
Outstanding findings trend	A trend line showing the total number of unresolved findings over time.
Lines of code scanned trend	A trend line showing the volume of code analyzed by the Scan Engine over time.

Platform Owner module data sources

Platform Owner module data sources

Module	Source table
Outstanding findings	sn_se_summary_scan_detail
Health score	sn_se_scan_result
Lines of code scanned	sn_se_scan_result
In progress update sets	sn_se_scan_result
Findings by impact to instance	sn_se_summary_scan_detail
Open findings by team	sn_se_summary_scan_detail

Platform Owner trend chart data sources

Trend chart	Source table
Health Score trend	sn_se_scan_result
Outstanding findings trend	sn_se_summary_scan_detail
Lines of code scanned trend	sn_se_scan_result

Scan Engine Team Lead dashboard

The Team Lead dashboard includes trend charts and the following overview modules.

Team Lead dashboard overview

Information module	Description
Total team technical debt	The amount of development time required to resolve all findings for the team.
Unapproved exceptions	The number of exceptions currently waiting to be approved or rejected.
Health score	<ul style="list-style-type: none"> The health score is a 0–100 metric reflecting your team's instance platform risk. It combines five independent category scores using fixed category weights so that higher severity findings influence the score more heavily than cosmetic issues. Each category's score is computed independently and never affected by changes in other categories. Each check compares its findings to a fixed reference point established when the definition was authored, not to the largest finding count in the scan. This ensures that fixing one issue never distorts the weight of an unrelated finding or shifts a category's score. For a complete explanation of the four-step calculation model, category weights, and formulas, see Instance Health Score calculation model. The health score represents the percentage of definition occurrences used across the platform that did not return any findings.

Team Lead dashboard overview (continued)

Information module	Description
	Definition occurrences refers to the total number of times a definition has been executed by the Scan Engine to generate findings.
Active scan engine definitions	The number of definitions currently being used by the Scan Engine.
Technical debt by category	The estimated amount of development time required to resolve all findings within each category for the entire team.
Open findings by developer	<ul style="list-style-type: none"> All open findings sorted by each developer on the team. The value in the center is the total number of open findings for all selected developers. Select a name to add or remove the developer from the chart.

Team Lead trend charts

The Team Lead dashboard includes the following trend charts.

Team Lead dashboard trend charts

Chart	Description
Health Score trend	A trend line showing how your team's Platform Health score changes over time. The chart also displays the current individual category scores, so you can track which areas are improving or degrading.
Team technical debt trend	A trend line showing the total development time required to resolve all open findings for your team over time.
Technical debt by category trend	A stacked trend line showing technical debt broken down by category, so you can see which categories are driving the most effort.

Team Lead module data sources

Team Lead module data sources

Module	Source table
Total team technical debt	sn_se_summary_scan_detail
Unapproved exceptions	sn_se_exception
Health score	sn_se_scan_result
Active definitions	sn_se_definition
Tech debt by category	sn_se_summary_scan_detail

Team Lead module data sources (continued)

Module	Source table
Open findings by developer	sn_se_summary_scan_detail

Team Lead trend chart data sources

Trend chart	Source table
Health Score trend	sn_se_scan_result
Team technical debt trend	sn_se_summary_scan_detail
Technical debt by category trend	sn_se_summary_scan_detail

Scan Engine Developer dashboard

The Developer dashboard includes trend charts and the following overview modules.

Developer dashboard overview

Information module	Description
My open findings by impact to instance	<ul style="list-style-type: none"> A developer's total findings grouped by impact to instance. Impacts to instance range from 1 (minor impact) to 10 (significant impact). Select a bar in the chart to view the findings in a new browser tab.
My technical debt by category	<ul style="list-style-type: none"> The estimated amount of development time required to resolve all findings within each category. The value in the center is the combined total technical debt displayed in either time or count for all categories.

Developer trend charts

The Developer dashboard includes the following trend charts.

Developer dashboard trend charts

Chart	Description
My findings by priority	A developer's assigned findings listed by highest impact to instance and lowest time to resolve. Address these findings to achieve the highest impact in return for the lowest effort.
Policy prioritized findings	<ul style="list-style-type: none"> A developer's findings that have a Priority status within a policy. Findings listed here were last updated by the developer.

Developer dashboard trend charts (continued)

Chart	Description
My open findings	<ul style="list-style-type: none"> The current open findings that the Scan Engine has identified in a developer's code. The Impact to instance column displays a color-coded impact level from 1 (minor impact) to 10 (significant impact). The Total impact to instance column displays the aggregate count multiplied by the impact level.
My exceptions	The current exceptions a developer has submitted that require a Team Lead's approval.
My findings by file type	<ul style="list-style-type: none"> The heatmap of your findings by file type. This lets you quickly see which development areas need the most attention. Select a number in any cell to see the full list of findings for that file type/category.
My resolved findings	Findings that have been resolved in a developer's code.

Developer dashboard data sources

The following tables show the data source for each overview module and trend chart in the Developer dashboard.

Note: All components require either the impact.admin or impact.developer role to use.

Developer overview data sources

Component	Data Source
My open findings by impact to instance	sn_se_summary_scan_detail
My technical debt by category	sn_se_summary_scan_detail

Developer trend chart data sources

Component	Data Source
My open findings by priority	sn_se_finding
Policy prioritized findings	sn_se_finding
My open findings	sn_se_summary_scan_detail
My exceptions	sn_se_exception_reason
My findings by file type	sn_se_summary_scan_detail
My resolved findings	sn_se_resolved_finding_history

Impact Developer Support

Developer Support is an offering to Advanced and Total Impact packages, and Guided customers who purchase managed support, that provides administrators and authorized users access to a ServiceNow Support Engineer who can assist in troubleshooting technical issues around existing platform customizations.

Many ServiceNow customers operate custom code and configurations. When these customizations break, Developer Support is there to help troubleshoot and debug these customizations.

Named individuals may be designated who have been trained to administer the Subscription Service to request assistance from ServiceNow support engineers in troubleshooting technical issues with existing customizations on the ServiceNow platform.

Note: Up to five individuals may be designated with the Advanced package, and up to ten individuals may be designated with the Total package.

Who to contact

There are several stages in the custom code end-to-end development lifecycle. Each of these stages allow for different levels of support that require assistance from specific ServiceNow teams.

Custom code end-to-end-lifecycle

Custom code lifecycle	Use cases	Delivered by
Design review	<ol style="list-style-type: none"> Help me with a design review for manageability, performance, and upgradability Help to determine what is the right base system tool to use for my given objective Help me plan the right architecture 	Platform Architect
Code review	Help to debug a pre-scoped / pre-designed customization that isn't working as expected	Expert Services
Development support	Help to fix my custom code after it breaks	Developer Support

In scope use cases

Many use cases are supported by Developer Support:

- Break-fix troubleshooting or adjusting existing customizations
- Questions on the ServiceNow APIs

Exclusions

Some use cases are not supported by Developer Support:

- New Implementation of the product, such as initial implementation or new product implementation
- Customizations that break after a ServiceNow family upgrade. Customer customizations are not backward compatible and should be developed against the latest released code.

Note: Reach out to Now Support to understand if there are any changes in the ServiceNow base system APIs.

- Testing (UAT, load, regression, performance)
- Building and designing net new features and enhancements, such as new requirement analysis and design, or new coding queries
- When related to integrations, excludes:
 - Understanding how parsing data will affect a customer's business process
 - Knowledge of 3rd party systems involved in integration
 - Scripts to retrieve content from external sources
 - Integrations that are not possible due to ServiceNow API limitations

Using Developer Support

Learn more about using Developer Support and helpful information when submitting a developer request with Impact.

Developer Support Boundaries

General

Developer Support is available Monday – Friday, 09:00 – 17:00, based on the local time zone of the case communication.

- Cases are opened with P3 priority, and aren't eligible for escalation. For more information on response time and SLA, see https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0547260.
- Developer Support cases are investigated on a subprod instance. All issues must be reproducible on a subprod instance.
- Available to self-hosted customer instances via a modified delivery model.

Note: Developer Support isn't currently available in the Australia IRAP-Protected datacenters or in certain other restricted environments.

Parameters

There are certain parameters to consider when submitting a Developer Support case, as described in the following sections.

Users:

- The named contact is responsible for ensuring that each case opened describes a specific issue and that the section of code referenced is isolated to a narrow band of code not to exceed 200 lines.
- Available to the number of designated users per Impact Package subscription (not including customer system administrators):
 - Five for Advanced Impact package
 - Ten for Total Impact package

Note: See [Manage Developer Support user access](#) to designate users.

Infrastructure:

- Supported version(s) of the release/feature/application/hardware are required
- English is the only supported language
- Troubleshooting or debug of third-party applications or assessment of security vulnerabilities are not included

Integrations:

Integration support is only performed within a ServiceNow instance or infrastructure and includes:

- Questions on ServiceNow APIs
- Scripts to consume the data from the integration (only if the data is imported as expected)
- Transform Map scripts

Create a Developer Support case

Enter a support case to engage Developer Support assistance, if you are a named contact on the Impact plan.

Before you begin

Role required: Impact Developer Support

Procedure

1. Navigate to **Impact > NowSupport**.
You may also navigate directly to NowSupport.
2. Select **Create a Case**.
3. Select the Case Type **Developer Support**.
Only users whose customer_admin has assigned them the correct role will be able to see this Premium Developer Support tile on new case creation.
4. Review the Developer Support guidelines and acknowledge with the check box.
5. On the Detail Capture Page, enter the **Subject**, **Description**, and **Steps to reproduce**.
6. Confirm your contact information and your best available time.
7. Confirm the referred instance ID.
8. Select **Confirm and Submit** to submit the case.
Once case is created and a case number is generated, you may add additional authorized users on the account to the watch list, further comments, and attachments.

Manage Developer Support user access

Add designated users to enter a support case for Developer Support. The named contacts are responsible for entering details about a specific issue.

Before you begin

Role required: Impact admin

Procedure

1. Navigate to **Impact > Company Profile**.
2. From the **Actions** menu, select **Update role/access**.
If the user is not listed in the table, create a new user. See [Manage Impact Delivery Instance users](#) for details.
3. Select the **Action** icon on the right of the user.
4. Choose **Update role/access**.
5. Under Premium access, select **Developer Support**.
The number of available users is displayed next to the assignment field.
6. Select **Submit**.

What to do next

Review Developer Support access and how many users are available.

1. Navigate to your name in the top right corner of the Impact Delivery Instance.
2. Select **Company profile** from the drop down.
3. Under Developer Support, you will see how many users are available.

Monitor instance performance with Instance Observer

Instance Observer (IO) is an observability and performance monitoring tool that empowers you to track your instance health and performance in near real time, while also providing historical insights.

IO helps Instance administrators, Platform Owners, and DevOps teams accelerate value and drive their desired business outcomes by increasing visibility into instance performance, helping customers push innovation with speed and confidence.

Features and benefits

Key features

- **24/7 Monitoring:** Instance performance monitoring provides awareness of issues within an instance before end users are impacted.
- **24/7 Alerting:** Set up custom alerts to notify you when specific thresholds are crossed, so you can act before an issue becomes critical.
- **Multi-instance Availability:** Proactively visualize performance telemetry across instances. Empowering organizations to identify trends before end users are impacted.
- **Triage:** Actionable point-in-time instance metadata providing additional context to instance performance and accelerating troubleshooting.
- **Off Instance Application:** Access to instance performance telemetry off instance. When an issue does arise, organizations can access actionable data independent of instance availability.
- **Reporting:** Visualize instance performance telemetry over time and quickly generate reports to share with your business stakeholders, enabling organizations to manage instance performance faster, smarter, and better.
- **Analytics:** Compare metrics over time to see how performance is trending in general or to assess the before and after impacts of certain changes.

Key benefits

- **24/7 availability:** Instance Observer is an off-instance, cloud-based application enabling customers to visualize instance telemetry across instances in a single application.
- **Improve instance performance:** By monitoring instance performance metrics in real time, you can quickly identify and resolve issues that might be causing poor performance impacting end users.
- **Increase uptime:** Proactive monitoring through Instance Observer alerting you can be notified of potential issues before they cause downtime, enabling you to act before it affects your users.
- **Improve troubleshooting:** When issues do arise, have actionable point-in-time metadata accelerating root cause analysis and time to relief.
- **Remove distractions:** With near real-time data at your fingertips, you and your team can spend less time trying to find the information you need and more time driving your desired business outcomes

Note: Instance Observer is not available with ServiceNow® mobile, however you can access it via a browser on your mobile device.

Instance Observer features

Features and descriptions

Feature	Description
All Instances summary dashboard – snapshot of overall health	Provides a snapshot of the overall health of your instance.
Real-time Instance health monitoring and analysis	Overviews Instance Health and Performance Metrics, and enables drill down into specific datasets with recommended troubleshooting.
View instance-level availability	View live Instance Availability status tied to ServiceNow#monitoring— Up/Down Status
Key alerts and notifications	Flexibility to set alerts with thresholds specific to your business needs, and configure who on your team receives notifications and the method.
IO analytics	View comparisons for performance of key metrics over time.
Triaged instance data	Point-in-time instance snapshot providing metadata to troubleshoot live issues
Instance performance telemetry reports	Quickly generate reports to download and share with your team business stakeholders.
Help	Get assistance with Instance Observer tools, terminology review, how-to videos, and relevant documents.

Support matrix according to Impact package

Some Instance Observer reporting features vary between the Impact packages that you're subscribed to. Reference the support matrix chart or contact your account team for more information.

- ✓ = Supported
- X = Not supported

Features and supported Impact packages

Feature	Guided	Advanced	Total
Instance availability (Up/Down status) See View instance-level availability for details.	#	#	#
Performance Visualization Charts (KPIs) See Real-time Instance health monitoring and analysis for more details.	#	#	#
Reporting See Instance performance telemetry reports for details.	Selective	Full	Full
Alerts See Use alerts to monitor your instance for details.	i Note: Six alerts are available. For more information, see Use common alerts to track performance (Guided users) .	#	#
Analytics See IO analytics for details.	X	X	#
Anomalies Detection	X	X	#
Data retention	45 days	6 months	6 months

To access Instance Observer, navigate to **Impact > Platform Health > Monitor > Instance Observer**.

i **Note:** For more information on subscription support, see [Impact packages](#).

Serviceability limitations

Note: Instance Observer is available for customers in Commercial and Government Community Cloud (GCC) environments. IO is currently not available in other regulated or on-premise environments.

Instance Observer is applicable or available for ServiceNow Platform instances only.

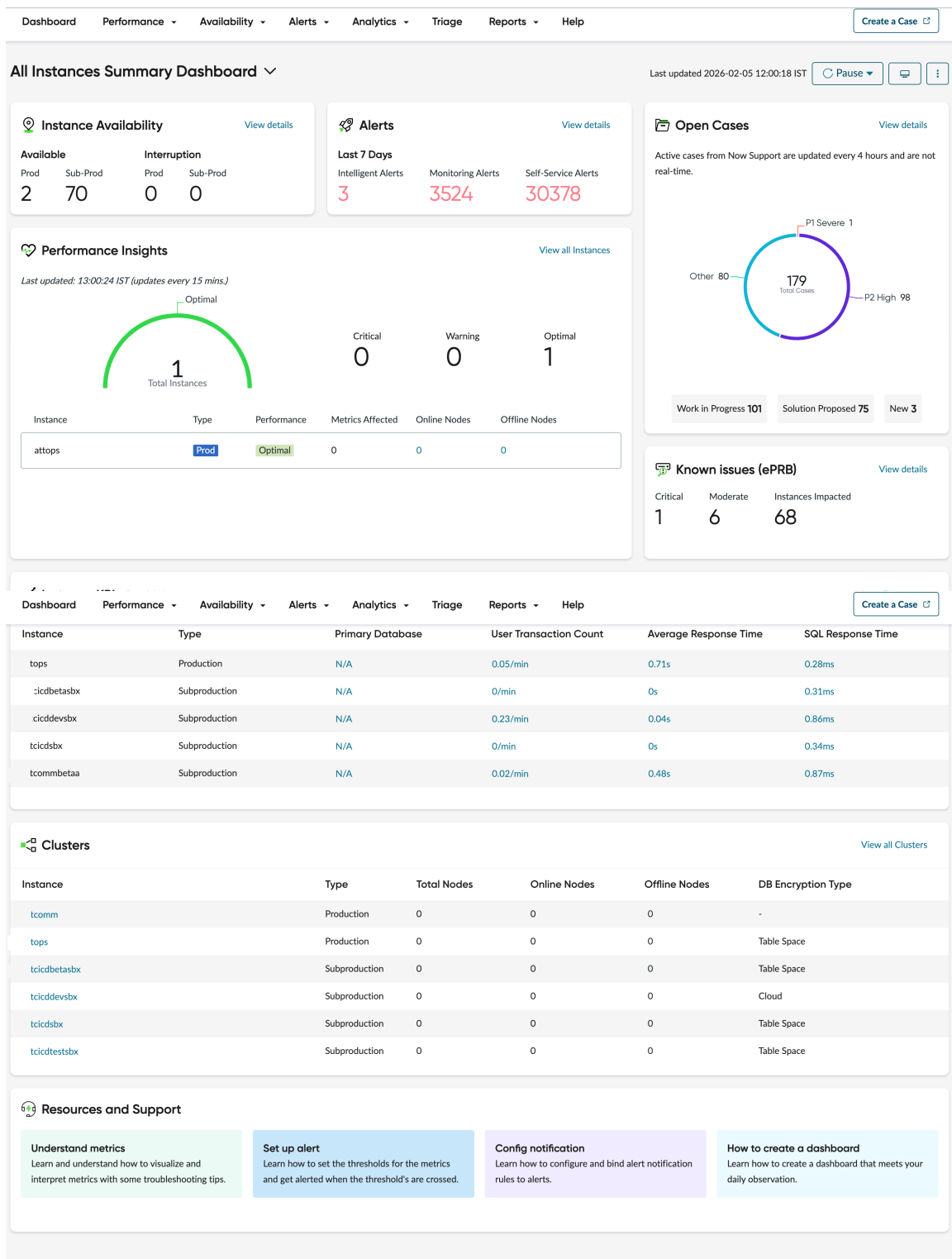
All Instances summary dashboard – snapshot of overall health

The All Instances Summary Dashboard is the home page that provides a snapshot of the overall health of your instances. You can create your own dashboard according to your preferences for metrics that help you to analyze the health of your system in a snapshot.

Navigate to **Impact > Platform Health > Monitor > Instance Observer**.

All Instances Summary Dashboard

The default base system dashboard, the All instance health dashboard, is the Instance Observer default home page that provides a snapshot of the overall health of your instances with key insights, such as performance, reliability, and availability at a glance with the following widgets:



- Instance availability: The availability across all instances.
- Alerts: The **Monitoring Alerts** display alerts that ServiceNow is proactively monitoring on behalf of customers. The **Self-Service Alerts** are your self configured alerts.
- Open cases: All open cases for that account
- Performance insights: The customizable widget gives the performance insights that are updated every 15 minutes.
- Known Issues (ePRBs): All known issues with ServiceNow

- Instance KPIs: Important KPIs for all instances of the account
- Clusters: Cluster details of all instances in the account

You can select the auto-refresh frequency for the dashboard.

Note: The All Instance health dashboard isn't editable, deletable, or cloneable. Create a fresh dashboard to explore configuration options. See [Create a dashboard](#) for more information.

Create a dashboard

Create a dashboard that serves as a home page to assess the health of your instances at a glance.

Before you begin

Role required: IO provisioned user

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Instance Observer > Dashboard > +Create new dashboard**.
2. On the form, fill in the fields.

Create dashboard form

Field	Description
Name	Required unique name for the dashboard.
Description	Enter a description for the dashboard, keeping in mind this may be a shared dashboard.
Instance	Required to select production and non-production instances to be included on the dashboard.
Publish settings	Required field: <ul style="list-style-type: none"> ○ Private: Only visible to you ○ Public: Visible to all users in your organization
Preferences	Select as the default dashboard to make this dashboard as the new homepage when launching Instance Observer. Default preferences are at the user level only.

3. Select **Create**.

4. Select **Add Widget**.

- Custom: Select custom to add your choice of metric, widgets, and aggregation. Note: Categories are equivalent to the pages available in the [Real-time Instance health monitoring and analysis](#) section.
- Out of the box: Choose from pre-defined widgets available on the base system dashboard to display. Depending on the selected category, the widget varies. These widgets are available for all instances of the account irrespective of the instances selected for the customized dashboard.

Three widget types are supported:

- Table Data: Data added in tabular form
- Time Series: Data for the selected time period displayed in line charts
- KPIs: Key Performance Indicators for all important metrics with your choice of aggregation

5. Select the **Category** for the widget.

6. Add additional widgets to the custom dashboard.

7. **Optional:** Select the gear icon on a widget to Edit or Delete a widget.

A delete confirmation will display before removing the widget.

8. Exit the Edit Dashboard mode to view the dashboard.

Users can perform additional actions for dashboards:

- Select the time period and refresh frequency for the dashboards.
- Share a public dashboard's link with other users in their organization.
- Zoom the dashboard on their monitor where in the dashboard will be refreshed automatically in the background
- From the gear icon on the dashboard users can perform the following actions:
 - Settings: Change name, description, instances, share settings, and set the dashboard as default if needed.
 - Clone: Clone a custom dashboard to use as a baseline for a new dashboard.
 - Delete: Delete a dashboard, if required. Deleted dashboards will move under the Manage dashboard section and will be available for restoration for 7 days. When a customized dashboard that was set as default is deleted, the dashboard offered by the base system will automatically be your default dashboard.
 - Manage Dashboard: Lists all dashboards created by the logged in user, shared with the user, and deleted dashboards.

For more information, see [Performance insights](#).

Performance insights

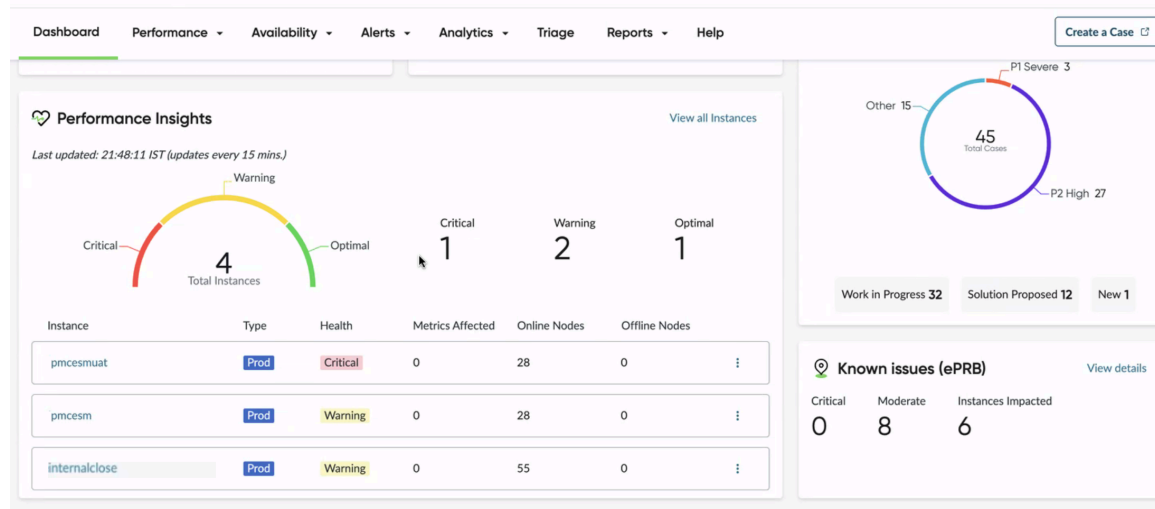
The Performance insights widget in the user-configurable dashboard displays the total production instances, their count, and the status of their performance score in a dial component.

i Important: Performance insights of the instances as a feature are available to Total customers only, and both in the regulated and non-regulated markets. Consequently, the ML model deduces and sends the data to the back end if you're a Total tier customer and your instances have at least four weeks of data.

The performance summary of the instances as a feature exists in the:

- User configurable dashboard
- Customizable widget that you can add on the dashboard
- Analytics page

Performance insights widget in the user-configurable dashboard



The ML model fetches these data and categorizes them as Critical, Warning, or Optimal based on the metrics score in the Performance widget.

- The half donut chart displays the total number of production instances, total count, and the performance category, color-coded as Critical, Warning, and Optimal. The widget shows a maximum of three instances prioritizing those instances that are in Critical or Warning state over instances that are in Optimal state. The data is refreshed every 15 minutes.
- The top three instance names are listed below the dial component, displaying the type of instance, which is production instances by default, each of its performance status as Critical, Warning, or Optimal, the metrics affected that would be zero, and the Online and Offline Nodes that are similar to the cluster details.

In the Instances grid, the **Health** column displays Critical in red, Warning in yellow, and Optimal in green. Selecting the name of the instances opens a slider with the details of metrics that are affected. Selecting the links in the **Metrics Affected** column takes you to the performance page with the details of it in the last 24 hours.

For each instance, you can select the icon and click the **Instance details** option to know more about the instance. Select the **View root cause** button for root cause analysis report.

- Note:** The **Instance details** and **View Root Cause** options are available only for instances that are in Critical and Warning states. However, the options aren't available for instances in Optimal state.

If the instance has insufficient data or if the report is still being generated, the status is either **Insufficient data** or **Work in Progress**, respectively.

- If a Critical or Warning performance root cause report link in the widget changes to Work in progress after a few minutes, it means that a new RCA report is being generated with the latest data. You can still access the previous report from the RCA History page.
- If a report is in Work in progress state, then the engine is still analyzing data. In the meantime, you can manually review the **Affected Metrics** or refer to the most recent report (generated in the last 1–2 hours) in the RCA History page for analysis.

Select the **View all Instances** link to view all the production instances in the Analytics page for that account.

Performance health summary customizable widget

You can also configure only one instance or multiple instances and view the performance summary.

To create a customizable widget on a new dashboard, see [Create a dashboard](#).

1. Select the **Edit Dashboard** link on the top and click the **Add Widget** option.
2. Select **Custom** or **Out of the box** option for the kind of widget that you would like to add.
3. Select **Single** or **Multiple** option according to your requirement.
4. Select the instance names from the options available.
5. Select **Performance Insights** in the **Category** field.
6. Select **Add to Dashboard** button.

The customizable widget comes with three tiles:

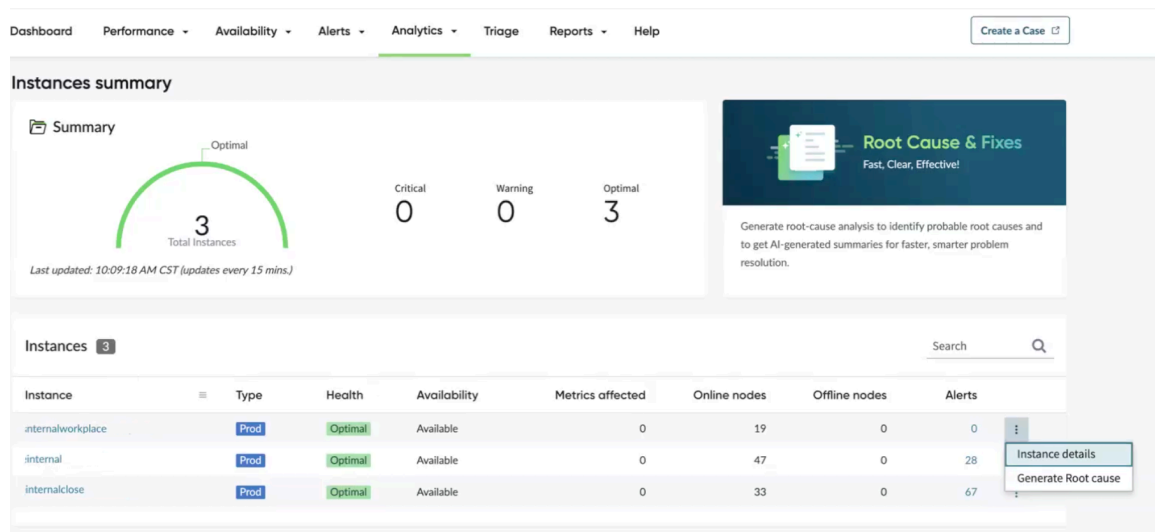
- Dial component: Add the Performance Insights widget provided by the base system to your custom dashboard.
- Single instance tile: Get details of any one particular instance that you want to view, and generate its root cause.
- Multi-instance tile: Select specific instances but more than one of your choices, and view each of its details and generate the root cause. This multi-instance tile has a different view configuration without the dial component.

You can also delete any of the components and customize it as you like.

Note: If you're a new user with a new instance that is newly added to the system, then there may not be any data. Data must be at least four-weeks old for the system to fetch from the back end.

Performance summary of Instances in Analytics page

If you select the **Analytics** menu and click the **Instances Summary** option, you have another option of viewing the performance status of your instances.



The instances performance summary in the **Analytics** tab is similar to the one in the user configurable dashboard. The dial component and the performance status counts are all similar, however there's a **Root Cause & Fixes** tile to generate the root cause details.

The widget is refreshed for every 15 minutes to get the latest data.

There's an additional **Alerts** column. Select the alert count of an instance in the column that opens the Alerts console of the instance, where you can view the alert count for the past three hours.

You can also access the instance details by selecting the  for that instance, which opens the Instance Details slider page where you can view the instance metrics that contribute to Warning or Critical performance. You can gauge the performance with the values of the metric in the last 60 minutes.

If the report is already generated, then you can view the report by selecting the **View root cause report** button in the Instance Details page for that instance.

The root cause report opens in a separate page with the **Root cause summary and resolutions** tab that lists the **Summary** and **Recommended resolutions**. The **Slow Transactions** tab gives the categories.

Select the instance name in the Instance column that opens a slider page displaying the instance name, instance type, and instance status. If the instance performance status is Optimal, then you wouldn't see any data fetched from the back end. The columns in the slider page are sortable and filterable, and selecting the links in the **Metrics Affected** column takes you to the respective performance page. The trend in data is displayed in the **Trend** column.

Real-time Instance health monitoring and analysis

You can monitor all your instances 24x7 at one place using near real-time metrics and alerts on performance and availability in Instance Observer. Generate various charts of overview Instance Health and Performance Metrics and drill down into specific data points with recommended troubleshooting.

Make data-driven decisions based on your users, platform, and applications, access to near real-time and historical instance performance telemetry, and proactively visualize instance performance telemetry across instances with point-in-time metadata.

Key benefits

- View historical trends of performance data.
- Identify and investigate performance anomalies.
- View specific jobs and transactions running at a point in time.
- Access a deep dive into selected performance metrics

Performance metrics

The **Performance** tab lists many metrics for several key system components. These metrics help in collecting data about your instances, which aids in monitoring the performance of your instances. The metrics are:

- Transactions or Response Times
- Database
- Semaphores
- Event Queues

- ECC Queue
- Emails
- Schedulers
- Job Details
- Node Health
- Host Health
- Standby Replica Log
- Read Replica Log
- Chat Details
- Database Growth
- Cluster Details
- Load Balancer
- User Information
- Instance Data Replication

Access Instance Observer Performance page

1. To access the Instance Observer page, navigate to **Impact > Platform Health > Monitor > Instance Observer**
2. From the **Performance** menu, select the metric for the key system component.

Generate performance charts

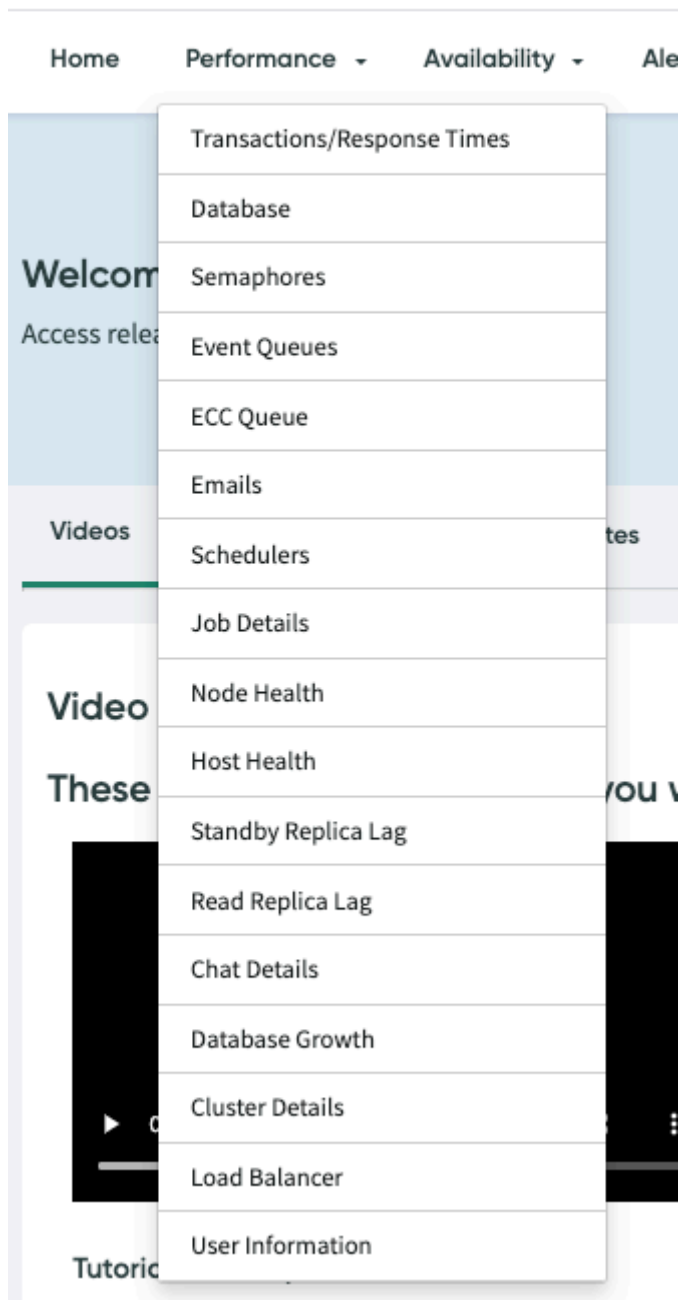
Follow these steps to generate Performance charts using Instance Observer.

Before you begin

Role required: admin

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Instance Observer**.
2. From the **Performance** menu, select the telemetry option to evaluate.



3. Select the reporting options:

- Instance
- Metrics (The metrics available depend on the report selected.)
- Date range
- Options and add-ons

4. Select **Get Snapshot**.

Note: Options available on Report and Charts:

- Select a data point to view additional actions or remove the entry.
- Right-click to isolate a data point.
- Select and drag across the chart to drill down.
- Download to PNG, SVG, or CSV files or view transactions on the instance.
- Change the report type.

Anomalies detection in performance metrics

Instance Observer proactively detects the anomalies for cyclical or non-cyclical metrics under the performance chart for the Impact Total package on production instances. Anomalies represent metrics outliers based on historical patterns. Every anomaly may not represent an issue, but, notifies you and you decide the criticality and configure alerts, accordingly.

Cyclical metrics occur as a complete set of events that repeat themselves regularly in the same order or in a regularly repeated period. Non-cyclical metrics are metrics that repeat themselves irregularly or in random, less predictable repeated periods. An anomaly, also known as an outlier, is a data point that is unusual, rare, or doesn't conform to the expected patterns or distribution of the data.

There are five cyclical metrics being tracked:

- **Transaction count:** The instance-wide sum of all UI transactions of an internal type known as *UI_TYPE*.
- **Server Response Time:** The average or mean execution time for *UI_TYPE* transactions.
- **SQL Response Time:** The reported mean of database response time measured at the application layer that starts when a query is sent to the database and finishes when the response has been received.
- **Semaphore Mean:** The average number of end-user transactions being processed concurrently over a one-minute period.
- **Node Memory Max:** The in use memory max in MB per node at a given data point in history. This value generally ranges between 1000 MB to 2048 MB.

User Transaction Count ⓘ

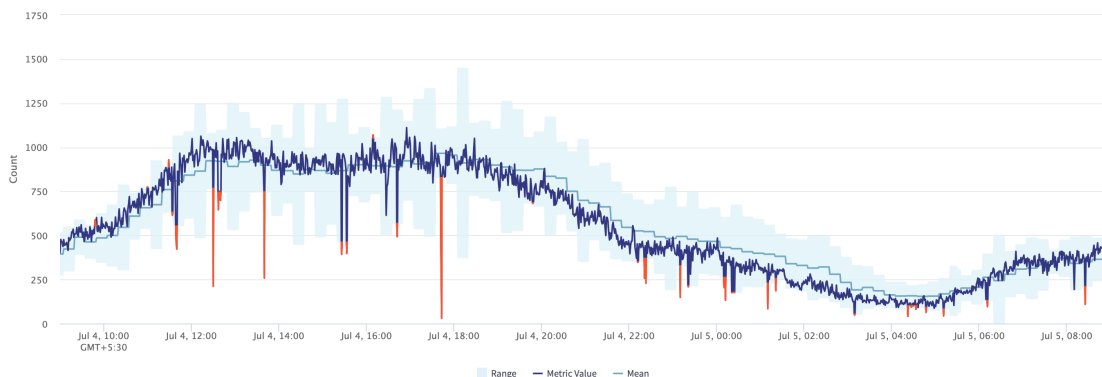
Transaction count is the instance-wide sum of all transactions of a certain type known as "UI_TYPE", Essentially can be considered to cover only "class...[Show More](#) ⓘ

Default **Anomalies 41** Alert 0

< Jul 4, 2023 09:00 AM - Jul 5, 2023 09:00 AM >

[How anomalies are calculated and plotted](#) ⓘ

Anomalies Past Period Trend
41 50 9↓



- The x-axis represents time, and the y-axis represents the actual metrics as per date range selected. For example, the line chart displays the transaction count values over time. Anomalies are denoted by red color coding on the chart and represent the occurrence of an anomaly in the data. The placement of the red mark depends on the criteria or algorithm used to detect anomalies.
- The range represents the upper and lower boundary limits with a normal distribution of the metrics based on their historical dataset pattern.
- The mean line represents the four week average value of the metrics to compare the deviation at a given point in time.

Job anomaly detection

Job anomaly charts track the number of scheduled jobs running concurrently for each hour of the day with the overlaying metric of the average of transaction counts for each hour. Any bar in the chart that has one or multiple anomalous jobs is highlighted as red. Select the detail link of the bar chart to view the job level details.

Job Details will represent the hourly scheduled jobs along with respective average transactions of that instance.



Drill down from the hourly scheduled job count into an individual recurrence job for any hour of day and further into the execution pattern of the same job from the last seven days. This can help to perform end to end root cause for jobs that usually take a consistent amount of time to complete that suddenly experience a significant increase or decrease in execution time, indicating a possible performance issue.



Schedule job criteria

For the job to be considered a scheduled job, it should satisfy at least one of the following criteria:

- The job runs at least once for each day of the week.
- The job has run at least once for every week in the past four weeks.

Average transaction count calculation

For every hour in a given day, the sum of the transaction count of the past four weeks for the same day and same hour is averaged. For example, by fetching the sum of transaction counts from the past four Mondays for the fourth hour and averages the values for the final calculation.

Job anomaly identification

For the past four weeks, for every hour in which the job ran, the average duration time is calculated with the standard deviation value, which is the mean value, plus 5 multiplied by the standard deviation value.

This value serves as an upper range for the job for that hour, if the job is running at the fourth hour and in the last four weeks the average duration of a job at that time is ten minutes and the standard deviation is two minutes, the upper range will be $10 + (5 \times 2) = 20$ minutes.

If the current running job takes more than 20 minutes to execute, then the job is identified as an anomaly.

Anomaly response

All anomalies don't represent an issue, but, the outliers detected based on historical patterns. Configure alerts accordingly after analyzing the criticality of the anomaly detected. See [Configure anomaly alerts](#) for more information on alerts.

Configure anomaly alerts

Configure anomaly alerts based on metrics outliers on historical patterns in Instance Observer.

Before you begin

Role required: admin

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Instance Observer**.
2. From the **Performance** menu, select **Transactions/Response Times**.

The screenshot shows the 'Performance' section of the Instance Observer. The sub-section is 'Transactions/Response Times'. On the left, there's a dropdown for 'Instance' with 'sndemo' selected, and a 'Date Range' field showing 'Jun 26, 2023 05:55 PM - Jul 7, 2023 05:55 PM'. In the center, there's a 'Metrics' list with three items: 'User Transaction Count', 'Average Server Response Time', and 'Stacked time (server/network/browser)'. On the right, there are 'Options' for 'Self Service Alerts' and 'Diagnostic Events', both unchecked, and an 'Add-ons' dropdown set to '-- None --'. A green 'Get Snapshot' button is at the bottom right.

3. Select the reporting options:

- Instance
- Metrics
- Date range

- Options:
 - Self Service Alerts
 - Diagnostic Events
- Add-ons

4. Select **Get Snapshot**.

Note: Options available on Report and Charts:

- Select a data point to view additional actions or remove the entry.
- Right-click to isolate a data point.
- Select and drag across the chart to drill down.
- Download to PNG, SVG, or CSV files or view transactions on the instance.
- Change the report type.

Edit alert configuration



5. Fine tune the alerts using the listed options.

- For example, set a threshold that triggers an alert if the transaction count anomalies persist for more than 10 minutes, or exceeds a certain number of standard deviations from the mean continuously for more than 10 minutes above or below the range, respectively. Job anomalies target top X % of anomalous jobs based on the execution time and track the details of those jobs.
- Test and fine tune the alerting by simulating persistence time, choose the window of an anomaly 5, 10, 15 minutes, and so on, or select the top 5, 10, or 15 percentage of jobs and verify that alerts are triggered correctly. Adjust the alert threshold, if necessary, to ensure the system provides meaningful and actionable alerts.

- Choose the appropriate method for sending alerts based on your requirements. This can include email notifications, SMS messages or integration.
- Continuously monitor the alerts generated by the system. Regularly review the anomalies detected to understand the underlying causes and take appropriate actions, such as investigating potential issues or performing further analysis.

Anomaly detection algorithm

Instance Observer is performing anomalies detection through the Z-score Statistical model, otherwise referred to as a univariate method.

Anomaly detection analyzes a set of five metrics, Memory Max, Semaphore Mean, SQL response time, Server Response Time and Transaction count. The detection model has been validated with samplings with multiple instances of daily, weekly, and monthly level data.

Metrics representing anomalies using the Z-score model are Transaction count, Server Response Time & SQL Response time. Metrics representing anomalies using an upper threshold-based approach are Semaphore Mean, Node max Memory, and Job execution. Refer to [Generate performance charts](#) for details on the five metrics.

Upper threshold-based methodology

Upper threshold-based methodology uses metrics with an exhausting limit. For example, metric A, which has a semaphore mean value of 14 or 16, which is used on the platform to limit the number of transactions that can occur on a node at one time to protect resources on the node. Metric B, memory max of 2 GB, where each node memory has a pre-defined maximum capacity. In all such similar cases, the situation is alarming only when the metrics are closer to the exhaustion limit. Even if the deviation is higher than the mean, but lower than the exhausting limit, then the threshold limit wouldn't result in an alarm.

Z-score methodology

A Z-score is a numerical measurement that describes the relationship between a value to the mean of a group of values. Z-score is measured in terms of standard deviations from the mean. If a Z-score is 0, then the data point score is identical to the mean score.

The formula for calculating a Z-score is $z = (x - \mu) / \sigma$:

- x : The raw score of the data, as the moving average of the previous 15 minutes
- μ : The data population mean that is the average of the previous four weeks on the same day, same hour, and same minute
- σ : The data population standard deviation

When calculating Z-scores or making comparisons, it's essential to consider these patterns of the analyzed data with inherent cyclical patterns. Cyclicity in a dataset refers to repeating patterns that occur at regular intervals, such as daily, weekly, or seasonal cycles. For example, sales data may exhibit higher values during holiday seasons or lower values during off-peak periods.

The cyclicity score is the similarity between two series which measure the similarity between two vectors and helps ensure that the Z-score model provides reliable insights and identifies true anomalies or outliers while considering the natural patterns of the data.

The cyclical score is calculated at the instance level with a data selection of four weeks divided into two-week vector increments, excluding weekends. The score returns the similarity score

between the two, where a higher score indicates a more aligned similarity trend in the compared vector data.

Analyze job details for long pending jobs

Stay ahead of job delays by identifying and acting on jobs that breach predefined lateness thresholds. The Long Pending Jobs alert card tracks pending jobs by lateness duration, so you can act on the pending jobs before they affect the downstream workflows and miss the SLAs.

Before you begin

Role required: admin

The job details capability is available to all users regardless of their tier level.

About this task

Instance Observer's job monitoring capability has expanded with a new telemetry to help you analyze job behavior more deeply. Existing IO job performance capability already supports in-depth analysis into job execution, anomalies, and top resource-intensive jobs — top 2000 by execution time.

The new telemetry addresses pending jobs that have been scheduled but are stuck in a ready or queuing state, and have not transitioned into an executing phase.

Jobs get stuck because of:

- Insufficient resources to pick up new jobs
- Something is blocking execution
- New jobs are unable to start

What you need:

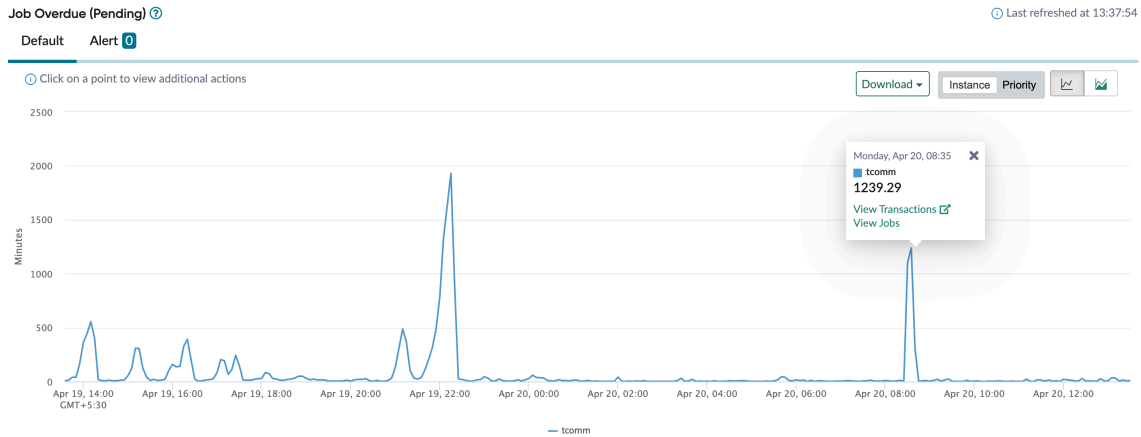
- Visibility into how long the pending jobs have been overdue.
- An alert so you can act on them — either reschedule or terminate the stuck jobs to keep the instance healthy.

The long pending jobs alert provides minute-level telemetry on the pending jobs, showing at the instance level how many jobs are pending and by how many minutes they are overdue on average.

Beyond pending jobs, this telemetry not only helps you to know how long a job takes to run, but also which jobs aren't running at all, and how long they're being delayed.

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Instance Observer**.
2. In the **Performance** menu, select the **Job Details** option.
3. Select the instance from the **Instance** field.
4. Select the metrics **Job Overdue (Pending)** and **Top 2K Pending Jobs** options in the **Metrics** field to get specific reports on the overdue pending jobs and those at the top 2000 level.
5. Select the **Date Range**, and **Get Snapshot**.



Top 2K Executing Jobs

*The job list below does not reflect all jobs executed on the instance, the list only reflects jobs we saw executing on nodes when the data was collected.

Download as CSV

Job Name	Executed on Node	Worker	Current Start Time	Current Duration (Approx.)
Collab Chat - Notify Unread Messages	tcomm209	glide.scheduler.worker.5	2026-04-17 13:30:01 GMT+5:30	2 days 22 hrs
ConfigurationItemUpdater ProcessRules	tcomm248	glide.scheduler.worker.4	2026-04-17 16:30:02 GMT+5:30	2 days 19 hrs
Checkpoint Reaper	tcomm021	glide.scheduler.worker.0	2026-04-18 3:00:00 GMT+5:30	2 days 9 hrs

6. Select a point in the chart of the **Job Overdue (Pending)** section to get a continuous, minute-level view of how long pending jobs have been overdue across your instance. At any point in time, you can identify the jobs that are delayed or overdue from the scheduled time. This analysis helps you spot outliers before they impact your workflows.

7. Scroll down to the **Top 2K Pending Jobs** table to view the listing of specific jobs that are most overdue from their scheduled time, along with their priority, job ID, and approximate overdue duration.

8. To set filter conditions on the job name, job ID, or priority, select . For example, you can enter **discovery** to filter all jobs that have **discovery** in their name.

Top 2K Pending Jobs

*The list of Jobs displayed below are jobs that are to be executed based on their average delay to start the scheduled job.

Download as CSV

Job Name	Job ID	Priority	Collection Time	Overdue (Approx.)
1cbda85d2bd40f941850f5805291bfc3_16-Apr-26 2...	UserRoleHistorySyncCoordinatorJob	Contains	2026-04-17 2:26:00 GMT+5:30	1 secs 200 ms
1cbda85d2bd40f941850f5805291bfc3_16-Apr-26 1...	UserRoleHistorySyncCoordinatorJob	Filter...	2026-04-17 0:26:00 GMT+5:30	1 secs 200 ms
1cbda85d2bd40f941850f5805291bfc3_16-Apr-26 1...	UserRoleHistorySyncCoordinatorJob	Clear	2026-04-17 0:12:00 GMT+5:30	1 secs 200 ms
1cbda85d2bd40f941850f5805291bfc3_16-Apr-26 1...	UserRoleHistorySyncCoordinatorJob	100	2026-04-16 22:50:00 GMT+5:30	
1cbda85d2bd40f941850f5805291bfc3_16-Apr-26 1...	UserRoleHistorySyncCoordinatorJob	100	2026-04-16 20:44:00 GMT+5:30	
1cbda85d2bd40f941850f5805291bfc3_16-Apr-26 1...	UserRoleHistorySyncCoordinatorJob	100	2026-04-16 18:24:00 GMT+5:30	
1cbda85d2bd40f941850f5805291bfc3_16-Apr-26 1...	UserRoleHistorySyncCoordinatorJob	100	2026-04-16 21:32:00 GMT+5:30	

1 to 100 of 189 Page 1 of 2

9. To sort the jobs by their priority level, select . For instances running thousands of jobs, analyzing job by job isn't practical. You can switch to **Priority** view, grouping jobs by their assigned priority level. This sorting helps you to categorize and act on jobs in bulk. For example, address all mid-server discovery jobs (priority 110) or test jobs (priority 100) in bulk, rather than managing them individually.

10. To download the data, select **Download as CSV**.

What to do next

You can also set alert card for pending jobs. For more information, see [Configure long pending jobs alert](#).

View instance-level availability

The Availability section shows instance-level availability on a geographic map and instance level ServiceNow generated alerts (limited alert types) over the last seven days.

Instance availability

1. Navigate to **Impact > Platform Health > Monitor > Go to Instance Observer**.
2. Select **Availability** tab and click **Instance Availability** value.
3. Select an instance in the **Instance** field and click **Get Snapshot** to view the instance availability in a geographical map.

The map plots and highlights the primary and standby data centers by Geo location together with the ServiceNow footprint (all other data center locations). The color of the plot determines the current availability:

- green = available
- red = unavailable

based on an active Instance Up/Down alert.

Note: All alerts generated for your instance are consolidated and listed in the Alert Console. To monitor the alerts, navigate to **Alerts > Alert Console** and filter the **Alert Type** column with the value **Monitoring** to see the instance's Up/Down time.

ServiceNow Impact | Instance Observer

Dashboard Performance Availability **Alerts** Analytics Triage Reports Help [Create a Case](#)

Alert Console

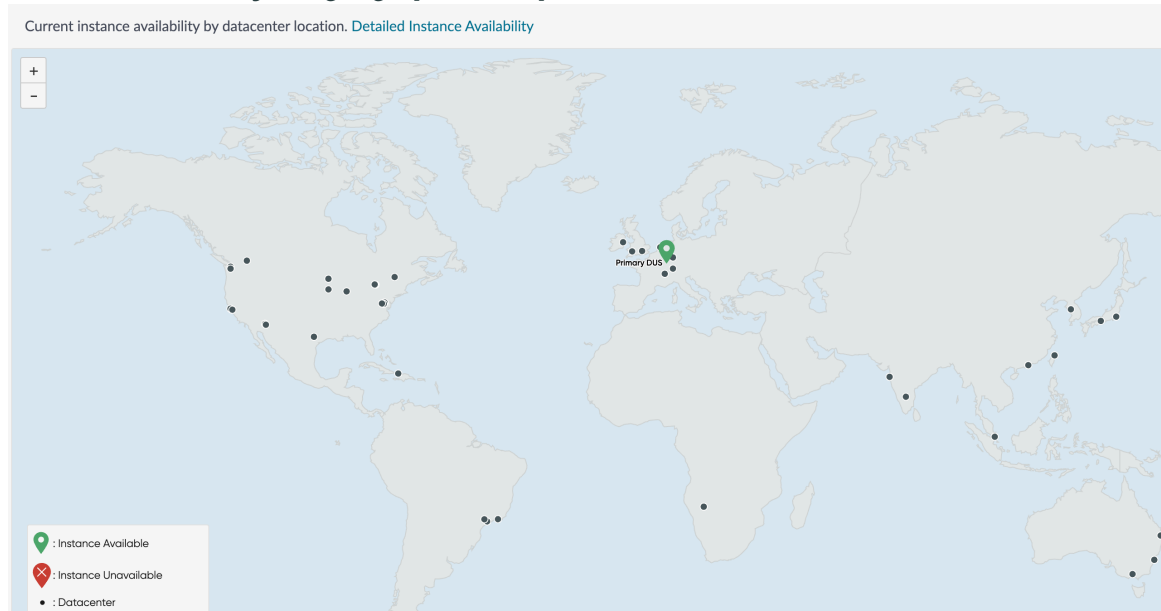
Instance Observer generated Alerts for your instance. This list will consolidate all alerts configured through self-service, monitoring, or Auriga Intelligent Alert.

Instance: [Update instance default settings](#) [Get Snapshot](#)

Alert(s) - Last 7 days [Generate Test Alert](#) [Download as CSV](#)

Alert Name	Alert Type	Created on	Case Number	Actions
Chat Details - Alert Id:112755, Chat Queued count for CS agents crossed set t...	Self-Service	2026-03-23 17:14:22 GM...	NA	NA
Chat Details - Alert Id:112755, Chat Queued count for CS agents crossed set t...	Self-Service	2026-03-23 16:58:22 GM...	NA	NA
Chat Details - Alert Id:112755, Chat Queued count for CS agents crossed set t...	Self-Service	2026-03-23 16:42:22 GM...	NA	NA
Chat Details - Alert Id:112755, Chat Queued count for CS agents crossed set t...	Self-Service	2026-03-23 16:24:22 GM...	NA	NA
Chat Details - Alert Id:112755, Chat Queued count for CS agents crossed set t...	Self-Service	2026-03-23 16:06:22 GM...	NA	NA
Chat Details - Alert Id:112755, Chat Queued count for CS agents crossed set t...	Self-Service	2026-03-23 15:50:22 GM...	NA	NA

Instance availability in a geographical map



4. Select **Detailed Instance Availability** to navigate to the Instances Dashboard

Known Issues

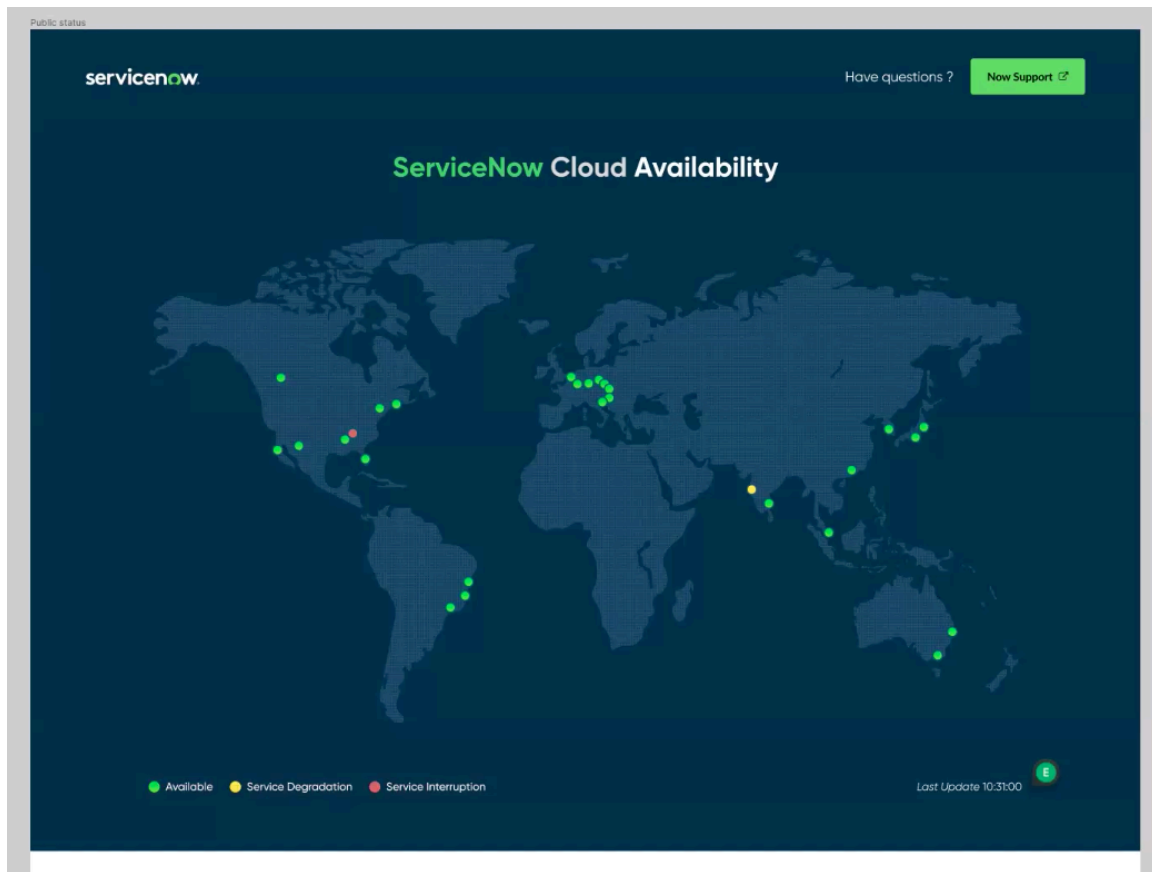
A problem or defect of an instance that requires proactive mitigation is listed in the **Known Issues** tab of the **Availability** section.

Cloud availability

Check specific ServiceNow data center availability, service degradation, or for interruption.

The cloud availability is displayed in a world map view with colored status indicators representing the availability of each data center.

- Available: Green
- Service degradation: Yellow
- Service outage: Red



See which data center is available and if there is an outage or a specific trend of activity. Select a specific data center from the map to expand the details.

IAD (Washington, DC - US)

● Service Interruption

1 Active Event



Use Instance Observer to view other issues that may be impacting your services.

[Instance Observer](#)

Summary

Last updated : YYYY-MM-DD HH:MM:SS

ServiceNow has detected a network event that may have impacted your service. Users may have experienced intermittent availability of your ServiceNow instance. ServiceNow is working to properly diagnose this issue as quickly and effectively as possible. We will update this case with additional details as information becomes available. We apologize for this inconvenience; your satisfaction is our top priority.

Data center availability

PAST 90 DAYS



Last 90 days service issues

Go directly to Instance Observer, view summaries of the availability, and details of the last 90 days service issues.

Use alerts to monitor your instance

ServiceNow Instance Observer provides a comprehensive set of alerts designed to monitor platform health, performance, and user experience. These alerts are categorized for easy consumption and actionability.

Transactions

Monitors application transactions for anomalies, spikes, or degradations in performance such as:

- Transaction Decrease: Detects a drop in total transaction volume
- Transaction Decrease Node: Identifies transaction volume drop per node
- Transaction Increase: Flags unexpected transaction surges
- Transaction Increase Node: Highlights node-level transaction spikes
- Response Time: Triggers when system-wide response time increases
- Response Time Node: Flags nodes with degraded response times
- Database Response Time: Monitors database-level latency impacting transactions
- Slow Queries Per Second: Identifies the volume of slow database queries affecting responsiveness

Node health (CPU, memory, or garbage collection)

Tracks node infrastructure health to avoid bottlenecks or failures:

- Node CPU time: High CPU usage alert for a node
- Node memory: Monitors memory consumption patterns
- Node garbage collection time: Tracks JVM GC delays
- Load balancer container CPU utilization: Flags CPU overload on LB containers
- Load balancer container memory utilization: Detects memory exhaustion on LB containers

Database performance and health

Covers critical database indicators to verify query health and data reliability:

- Database host health CPU: High CPU on primary DB host
- Shards host health CPU: Resource issues on shard hosts
- Read replica host health (CPU): Read-replica CPU anomalies
- Standby replication lag: Lag in standby DB replication
- InnoDB row lock: Frequency of row lock waits
- Primary database growth: Flags abnormal growth in primary DB
- Database table growth: Specific table-level growth indicators

Inbound and outbound email

Promotes timely delivery and ingestion of email-based communications:

- Outbound email: Delays or failures in outbound email processing
- Inbound email: Issues in ingesting incoming emails

Scheduler and job execution

Helps detect issues in the job execution life cycle:

- Scheduler stuck: Scheduler not progressing or blocked
- Long-running jobs: Jobs exceeding typical run time
- Specific long-running jobs: Custom job monitoring
- Thread running: Threads running unusually long or in high volume

Session and user activity

Tracks user login behavior across instance and nodes:

- User session logged in – Instance: Log in activity across instance
- User session logged in – Node: Node-wise session metrics

Event queue and semaphore management

Critical for debugging platform event handling and job execution throttling:

- Default semaphore mean: Semaphore wait time trends
- Default semaphore QDepth: Depth of queued semaphore requests
- Integrated semaphore: Monitors integrated semaphore contention
- Event queue check: Tracks backlog in event queues
- Specific queue for events: Custom event queue monitoring
- High priority event queue: Monitors mission-critical event queues
- ECC queue: External communication channel backlog alerts

Asynchronous Messaging Bus (AMB)

Internal messaging bus observability for real-time app behavior:

- AMB send queue depth: Size of outgoing message queue
- AMB send in use: Utilization of AMB sending capacity

Historical or list data volume

Monitors growth of historical or list data that can impact performance:

History list length: Flags excessive record count in history tables.

Application host health

Monitors health at the application layer:

Application host health CPU: Application-tier CPU overload alerts.

AI/ML or intelligent alerting

Includes alerts generated via AI/ML-based behavior analysis:

Auriga Intelligent: AI-driven anomaly or pattern detection alerts.

Key alerts and notifications

Use the Instance Observer Key Alerts functionality to set alerts with historical thresholds from four-week increments specific to your business needs. Configure who on your team receives notifications.

Note: Instance Observer **Alerts** support is only available for Advanced and Total packages of ServiceNow Impact.

Key alerts activation provides proactive alerts about moving averages for six critical metrics. Moving averages capture the average change in a data series over time.

- 1. Transaction (increase) Instance:** Indicates transaction moving average increases by a certain percentage of its historical median for a certain time period.
- 2. Transaction (drop) Instance:** Indicates transaction moving average drops by a certain percentage of its historical median for a certain time period.
- 3. Response Time – Instance:** Indicates the moving average of response time is greater than the historical median in a certain time period.
- 4. Database Response Time:** Indicates the moving average of database response time is greater than the historical median in a certain time period.
- 5. Default Semaphore Mean:** Indicates the default semaphore mean is approaching limits of max concurrency by a certain factor in a certain time period.
- 6. Default Semaphore Queue Depth:** Indicates the default semaphore queue depth is approaching limits of maximum queue depth by a certain factor in a certain time period.

Note: It is important to note that each notification may not represent an issue, moreover signals about a data point that is unusual or does not conform to the expected patterns for that specific metric. Users can be proactive, where necessary, and act on a notification accordingly that may avoid a future issue.

Instance Observer utilizes the P-Score to assess instance usage, then calculate the thresholds exclusively for those instances. The P-score is a rating determined by the number of transactions on an instance, providing a higher score when the instance's transactions remain consistently stable.

- When an instance meets the required P-Score for eligibility, users will see a banner to opt-in for the alerts activation feature. Users will receive intelligent thresholds under the **IO recommended** condition for all six metrics derived from historical data.
- If an instance has a low P-Score, the banner to opt-in for alerts activation feature will not be visible. The P-Score is regularly refreshed, and as instances grow in the future, you will see the option to opt-in for the alerts activation feature. Thresholds are refreshed automatically weekly for instances meeting the minimum P-Score criteria.

To set up alerts, see [Set notifications for configured key alerts](#).

Configure notifications in IO

Configure notifications and alerts to monitor your Instance Observer instance and receive alerts when specified conditions are met.

Before you begin

Role required: admin

About this task

Use this procedure to set up self-serve alerts that notify you when specific conditions occur on your Instance Observer instance. By configuring notification rules and alert criteria, you can monitor instance health proactively and ensure that the right people receive alerts through their preferred channels. The configuration process takes approximately 10-15 minutes.

Procedure

1. Navigate to **All > Impact > Platform Health > Monitor**.
2. Log in to **Instance Observer** and navigate to **Alerts > Configuration Notification**.
This tab displays how many notification rules you have and also allows you to create notification rules. These rules notify you when an alert is triggered, determine who receives alerts, and through which communication channels.
3. Select **Create Rule** to create a notification rule.
4. On the form, fill in the fields.

Configure Notification Rule form

Field	Description
Name	Descriptive name for the notification rule. For example, Database Performance Alerts or Critical Instance Issues.
Description	Description explaining when this notification rule triggers and who should receive the alerts.
Notification Type	Notification channel for the notification type. <ul style="list-style-type: none"> ○ Advanced customers can receive Email notification only. ○ Total customers can receive Email, SMS, ServiceNow, and third-party notifications. <p>Your available options depend on your impact tier. For more information, see Impact Benefits page in the Impact Portal.</p>
All provisioned users	Option for all users who have access to Instance Observer to be notified when the alert triggers.
ServiceNow Otto for SAM	Option to be notified if ServiceNow Otto for SAM is affiliated with your account.
Add customer recipients	Option to enter custom email addresses for email notification.
SMS	SMS to All provisioned users and Specific Users . If you select specific users, you can add their telephone numbers.
ServiceNow	Option to utilize the ServiceNow implementation webhook to initiate a workflow on a specific instance.
Webhook	Option to integrate Instance Observer with a third-party monitoring tool.

You can add multiple notification alerts which can be set as enabled default, or turned off entirely.

Note: You must configure a notification first otherwise you won't be able to create an alert. For alerts must be tied to a notification.

What to do next

[Set notifications for configured key alerts](#)

Set notifications for configured key alerts

Follow these steps to configure Key Alerts on an instance where critical alerts have not yet been configured.

Before you begin

Role required: admin

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Go to Instance Observer**

2. Log in to Instance Observer and navigate to **Alerts > Configure alerts**.

You can view all the alert type options. These are different metrics you can use to trigger that metrics from transactional date to database response time. They are technical indicators for potential issues on performance on a given instance.

Dashboard Performance Availability Alerts Analytics Triage Reports Help [Create a Case](#)

Configure Alerts Instance: hlcsprod [Update instance default settings](#)

Manage all of your alerts. Turn your configured alerts on/off or modify the settings. By default no alerts are set, you need to configure the alerts that you want.

All Alerts (41) My Configured Alerts (15) Alerts Not Configured (26) [Pause alerts](#) :sprod

Alert Name	Status	Description	Action
Auriga Intelligent Alert	Configured	Real-time insights on data deviations are provided based on historical issue learning. <small>Note: It is applicable to Total Impact customers and production instances. This alert card is placed only for changing configuration status and email notification rules.</small>	Default (Default Description)
Transactions (Increase) - Instance	Configured	Set an alert if your transactions moving average increases by a certain percentage of its historic median for a certain time period.	Default (Default Description)
Database Response Time	Configured	Set an alert if moving average of database response time is greater than the historical median in a certain time period.	Default (Default Description)
Response Time - Instance	Configured	Set an alert if moving average of response time is experienced greater than of the historical median for a certain time period.	Default (Default Description)
Default Semaphore (Mean)	Configured	Set an alert if default semaphore mean is approaching limits of max concurrency by a certain factor in a certain time period.	Default (Default Description)
Transactions (Drop) - Instance	Configured	Set an alert if your transactions moving average drops by a certain percentage of its historic median for a certain time period.	Default (Default Description)
Inbound Emails	Not Configured	Set an alert if inbound emails processing time is greater than and (or) number of inbound emails unprocessed are less than, by a certain limit for a certain time period.	
Event Queue	Not Configured	Set an alert if event processing backlog is greater than and (or) number of events processed are less than, by a certain limit for a certain time period.	
Default Semaphore (Queue Depth)	Configured	Set an alert if default semaphore queue depth is approaching limits of max queue depth by a certain factor in a certain time period.	Default (Default Description)

Categories per page: 9

For example, long running job alerts can indicate potential performance issues or pre-emptive alerts for upcoming performance issues. For more information and how to configure long pending jobs, see [Configure long pending jobs alert](#).

3. Select **Configure your alerts**.

Alerts for metrics chosen by the system display.

4. Select up to five alerts from the **Max alerts per day / per metric** drop-down to receive for each metric per day.

The maximum number of alerts selected pertains to each of the six available system metrics. If you choose a maximum of two alerts for each metric, then you receive 12 alerts, as the maximum alert count each day, for example

(2 alerts) X (6 metrics) = 12 alerts. The alert count resets daily at 00:00

Alert configuration abccorinternal ✕

1 Configure Alerts 2 Set Notification 3 Review & Create

 we will be learn about your instance and its usage and suggest the best suitable condition to for meaning full alerts.

To configure optimum threshold for each alert, how many alerts would you like to receive per day.

*Max alerts per day / per metric

5

Alerts

 **Transaction drop instance**

Set an alert if your transactions moving average drops by a certain percentage of its historic median for a certain time period.

 **Transaction increase instance**

Set an alert if your transactions moving average increases by a certain percentage of its historic median for a certain time period.

 **Response time instance**

Set an alert if moving average of database response time is greater than the historical median in a certain time period.

 **Database response time**

Set an alert if moving average of response time is experienced greater than of the historical median for a certain time period.

 **Default semaphore mean**

Set an alert if default semaphore mean is approaching limits of max concurrency by a certain factor in a certain time period.

 **Default semaphore queue depth**

Set an alert if default semaphore queue depth is approaching limits of max queue depth by a certain factor in a certain time period.

Cancel Set Notification >

UTC.

5. Select **Set Notification**.

The Alert configuration page loads and the **Default** notification rule is automatically

Alert configuration abccorinternal ✕

1 Configure Alerts 2 Set Notification 3 Review & Create

 Notification rules help combine miscellaneous alerts and provide flexibility regarding who is notified and notification method.

Set Notification

Notification rule

Default [How to Configure Notification Rules](#)

Notify All Admin

Auto-generated rule for instance accinternal

 **Email** Enabled
 **SMS** To be Configured
 **ServiceNow** To be Configured
 **Third Party** To be Configured

Default notification rule will used and based on default configuration we will notify the users. [Configure Notification](#)

< Configure Alert Condition Cancel Review & Create >

selected.

6. Optional: Select **Configure Notification** to create a custom rule.

The **How to Configure Notification Rules** link contains information on custom notification creation. Rule options include Rule Name, Recipients, and Notification Methods.

7. Select **Review & Create** to display the summary of the alerts to be configured and the notification rule.

Alerts to be configured

Alerts configured Max alerts per day

- Transaction Drop - Instance
- Transaction Increase - Instance
- Response Time - Instance
- Database response time
- Default Semaphore mean
- Default Semaphore queue depth

5

Notification

Notification Rule
Notify All Admin

Notify All Admin
Auto-generated rule for instance accinternal

Email	SMS	ServiceNow	Third Party
Enabled	To be Configured	To be Configured	To be Configured

[< Set Notification](#)
[Cancel](#)
[Create Alert](#)

8. Select **Create Alert** or **Set Notification** to return to the notifications configuration page. A notification appears to confirm the alert configuration.

Result

After the request submission, all six alerts will be enabled automatically, no manual intervention is required. If you want to see the alert threshold, navigate to **Edit Alert configuration** to access the **IO recommended** condition.

Note: If one or more alerts out of the six available aren't enabled automatically, then a threshold wasn't available for that specific metric due to limited use in the instance.

After the notifications and alerts are activated you can view them on the Instance Observer home page, which is the [User configurable dashboard](#) as **Self-Service Alerts** in the **Alerts** card.

What to do next

[Manage Instance Observer alerts](#)

Generate thresholds for key alerts

For an instance where critical alerts have already been configured you can obtain improved thresholds to receive enhanced or minimal alerts.

Before you begin

Role required: admin

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Instance Observer > Alerts > Configure alerts.**

A notification banner displays. If the banner prompts to configure alerts, see [Set notifications for configured key alerts.](#)

2. Select **Generate Threshold.**

3. Select up to five alerts from the **Max alerts per day / per metric** drop-down to receive for each metric per day.

The maximum number of alerts selected pertains to each of the six available system metrics. If you choose a maximum of two alerts for each metric, then you receive 12 alerts, as the maximum alert count each day, for example (2 alerts) X (6 metrics) = 12 alerts. The alert count resets daily at 00:00

UTC.

4. Select **Submit.**

A confirmation message displays.

Alert configuration



Your new alert thresholds are available now

You need to accept & save the conditions under each alert to start using ServiceNow recommended threshold.

5. Navigate to **Edit Alert Configuration**.

An informational blue banner displays with a recommended alert configuration.

Currently Configured Alert

When the anomaly persists for more than 5 minute(s) below the normal range

[View Alerts](#)

Alert On ▼

⚙️ Configure Alert Condition ⬆

'IO Recommended' configuration is available. Please select the condition and proceed by clicking 'Save' to implement it. ✕

Conditions

Anomaly based condition ▼

Snooze time ⓘ

- 90 + minute(s)

Set an alert if any anomaly detected based on historical pattern or transactions moving average drops by a certain percentage of its historic median for a certain time period.

6. Select the **Configure Alert Condition** banner.

7. Select **Save**.

8. Repeat these steps for the remaining alerts.

Note: If an alert condition banner isn't available for any of the six alert conditions, then threshold data aren't available for that specific metric at this time. Thresholds are regularly refreshed, and the recommendations become available.

After alerts are enabled with the recommended thresholds, the details can be updated manually.

9. Optional: Select **Configure Alert Condition** for a selected metric.

10. Optional: While editing an Alert Configuration, select **Change Alert**

Count.

11. Optional: Select a maximum alert value of up to five and select

Change alert count



Changing the Max alert count will change the threshold for this metric & new updated threshold will be applied automatically for alerting.

How many alerts do you want receive per day for a metric?

*Max alerts per day / metric

5

Cancel

Submit

Submit.

After the change is submitted, the pre-calculated threshold is fetched based on the new maximum alert count for the specific metric. You're returned to the Edit Alert Configuration window.

12. Select **Save** on the Edit Alert Configuration window to apply the changes.

13. Repeat the same process for each alert to edit additional metrics alert configurations.

i Note: If you choose three max alerts per day, then you may receive up to three Alerts notification per day for that specific metric. The alert count resets daily at 00:00 UTC.

Manage Instance Observer alerts

Act on Instance Observer (IO) threshold alerts directly from the notification.

Before you begin

Role required: admin

Procedure

1. Open an alert threshold notification.

The email notifications originate from ServiceNow and the subject is New Alert.

New Alert!

ServiceNow
To: jackie.gutierrez@cabrillocorp.com

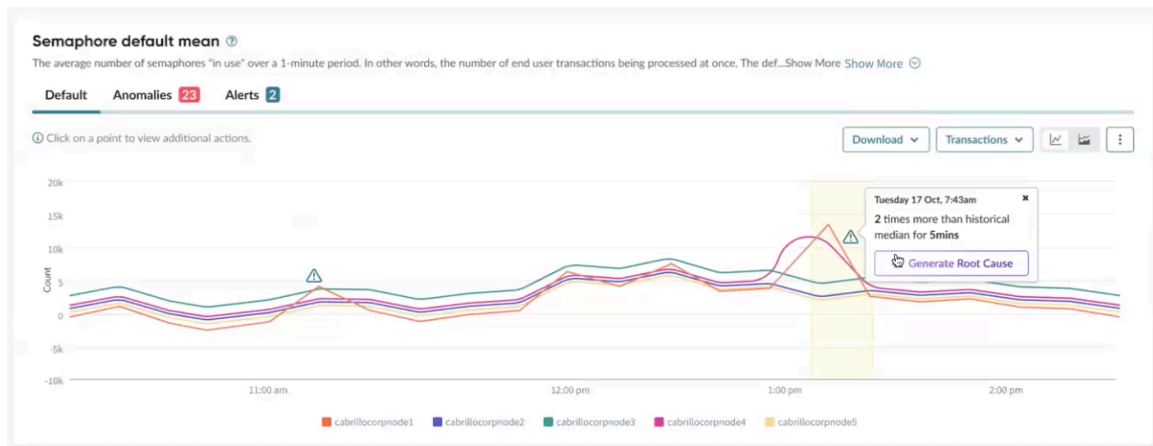
Today at 2:30 PM

Intelligent alert

Alert triggered for instance **cabrillocorp** Jan 29, 2024 2:29pm EST

Nodes affected	Users affected	Instance response time	Alert Confidence
5 of 20	33 of 120	Stable (average for the last 24hrs)	High

2. Select the alert banner to be directed to the threshold chart in Instance Observer.

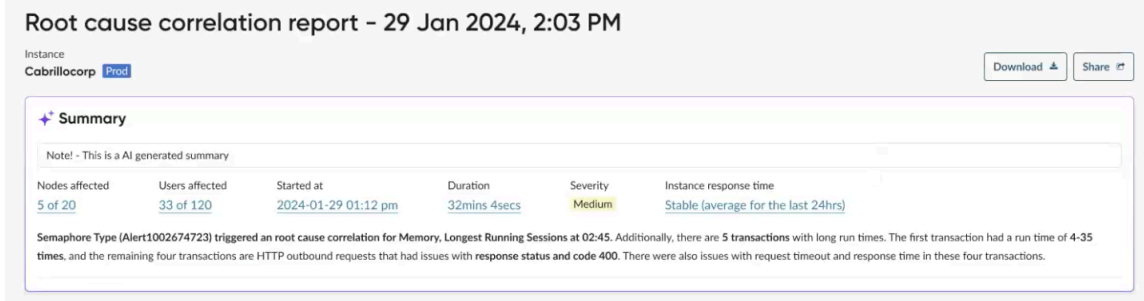


3. Hover over an alert icon for general information about the anomaly.

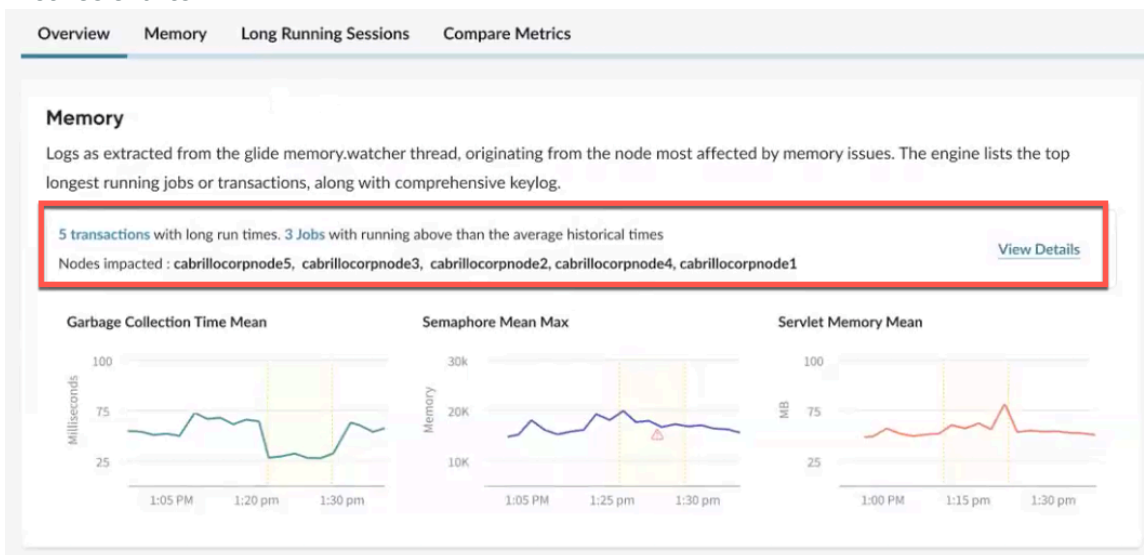
4. Select **Generate Root Cause** to open the Root cause correlation (RCC) history table.

5. Select an entry to view the Summary of the root cause and metrics charts of where a potential issue may exist.

Summary of the root cause correlation chart



Metrics charts



- The available menu options vary based on the type of root cause correlation.

6. Sort the table by Created Date/Time to view the most recent entries chronologically.

7. Drill into the impacted node to the affected job.

Nodes Impacted ⓘ

Node	Type	Impact Rank	GC Pause Duration(secs)
cabrillocorpnod5	Worker	1	20.354
cabrillocorpnod2	Worker	2	14.254
cabrillocorpnod3	Worker	3	11.547

Job Name	Job Count	Worker	Started	Age
Clean Expired Rollback Contexts	328	JOB: EAM - Update on PC Hardware	2024-29-01 01:00:14	03:42:12
SLA update (already breached)	925	glide.scheduler.worker.7	2024-29-01 02:00:21	02:44:10
Transforming: ISET0151110 using map NAS	234	glide.scheduler.worker.0	2024-29-01 02:00:16	02:43:56
Workflow107222d5db02c554747be665059619b0	123	glide.scheduler.worker.6	2024-29-01 01:00:47	01:23:36
Table Cleaner	425	glide.scheduler.worker.6	2024-29-01 01:00:11	01:23:32
Workflow996ce241b0a45d01d6d624abc4bcb48	112	glide.scheduler.worker.5	2024-29-01 02:00:11	00:47:48
Data ERSAM: Get/Post RSAM	234	glide.scheduler.worker.7	2024-29-01 02:00:19	00:46:26
WorkProcessDataEventsP55	123	glide.scheduler.worker.3	2024-29-01 01:23:12	00:29:59
Data Event Message	111	glide.scheduler.worker.2	2024-29-01 01:11:09	00:27:02

8. Select the job to open the job details with granular transaction and log information.

Job details
cabrillocorp
Prod
Create a Case

Summary

Node	Jobname	Job Started at	Job Count	Duration
cabrillocorpn02	Ds_dsrn_nas_nodeflatable_scheduleJob	2024-01-29 01:12 pm	458	19:39:11

Transaction

Transaction ID	Latest Timestamp	Transaction / Worker Name	Transaction Timestamp
af2b21cdfb4e	2024-01-30 03:39:46	JOB: Insight - Cloud DB Instances	2024-01-29 01:16:46

Logs

2024-01-29 01:16:14 PM EST
87.12 mins
John, Doe

One instance of "com.glide.sys.cache.CacheMan" loaded by "com.snc.orbit.container.tomcat8.Tomcat8\$OrbitTomcatClassLoader @ 0x921c6918" occupies 253,247,208 (17.9875%) bytes. [Error] The memory is accumulated in one instance of "java.util.concurrent.ConcurrentHashMap\$Node[]" loaded by "<system class loader>".

Keywords java.util.concurrent.ConcurrentHashMap\$Node[] com.snc.orbit.container.tomcat8.Tomcat8\$OrbitTomcat8 ClassLoader @ 0x921c6918 com.glide.sys.cache

2024-01-29 01:16:14 PM EST
1.12 mins
Elizabeth, Street

One instance of "com.glide.sys.cache.CacheMan" loaded by "com.snc.orbit.container.tomcat8.Tomcat8\$OrbitTomcatClassLoader @ 0x921c6918" occupies 253,247,208 (17.9875%) bytes. [Error] The memory is accumulated in one instance of "java.util.concurrent.ConcurrentHashMap\$Node[]" loaded by "<system class loader>".

Keywords java.util.concurrent.ConcurrentHashMap\$Node[] com.snc.orbit.container.tomcat8.Tomcat8\$OrbitTomcat8 ClassLoader @ 0x921c6918 com.glide.sys.cache

9. For further investigation, select **Create a Case** and submit the captured summary information.

Monitor the average response time of applications

Set an alert to monitor the application performance when the average response time of applications that run on an instance exceeds the configured threshold.

Before you begin

Role required: admin

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Go to Instance Observer**
2. Log in to Instance Observer and navigate to **Alerts > Configure alerts**.
3. Select an instance in the **Instance** list.
4. In the **Search alerts** field, enter **Application monitoring**.
5. Select the **Application monitoring – Average Response Time** alert card.
6. In the Edit alert configuration slide on page, set the conditions by setting up a **Snooze time**. The minimum snooze time is 15 minutes.
7. Set the values in the **Average Response Time in seconds for each data point collected over the past mins** fields so that the alert is set when the response time exceeds the time frame for each data point collected over the past minutes that you have configured.
8. In the **Add applications** section, search from the **Available applications** and select those applications for which you want to trigger the average response time alert. All the selected applications appear in the **Selected** section. You can select a maximum of 10 applications and a minimum of one.
9. Select **Simulate** to get a list of simulated applications. The list shows the applications with average response time collected from the data. Setting this alert On with selected applications enables you to monitor their performance.

10. Select **Set Notification**.

To set notification, see the [Set notification step](#) of [Set notifications for configured key alerts](#).

Use common alerts to track performance (Guided users)

Use the Instance Observer alerting feature to receive notifications on the performance of your instance. Monitor the alerts that are system driven.

Before you begin

Role required: admin

About this task

If you're an Impact Guided tier customer, then the important top 6 and commonly used alerts are available for you. You can configure alerts and customize the types of notifications on instances to receive timely alerts that enable you to monitor the instance performance.

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Go to Instance Observer**.
2. Log in to Instance Observer and navigate to **Alerts > Configure Alerts**.
The alert cards listed are:
 - a. Response Time – Instance
 - b. Event Queue
 - c. Database Response Time
 - d. Default Semaphore (Mean)
 - e. Default Semaphore (Queue Depth)
 - f. Long Running Jobs
3. To configure an alert, select the alert name.
4. In the **Configure Alert Condition** section of the slider page, select a value from the **Conditions** list to configure alert condition.

You can select the conditions, set the threshold, duration to monitor the condition, and the snooze time in increments of five minutes.

5. To simulate the configured conditions, select **Simulate Chart**.
6. To set a notification rule, select **Set Notification** and select a rule.
7. To create a notification rule, navigate to **Alerts > Configure Notification** and select **Create Rule**.

You can create a **New Rule** by giving a name and description. You can configure the **Notification Type** by selecting one or more from the options available such as Email, SMS, ServiceNow Integration, and third-party integrations. If there are third-party integrations such as AWS, Google Cloud, or Azure an automated notification is sent to the specific URL as a webhook alert.

You can set the rule conditions as default, which take precedence over all other conditions of a default rule.

You can also select your users to whom you want the notifications to be sent by selecting the **Add custom recipients** option.

8. Select **Save**.

For more information on configuring alerts and setting notifications, see [Set notifications for configured key alerts](#).

Use popular alerts for notifications (Advanced and Total users)

Get started with the popular alerts that are most widely used to receive notifications about your instance performance if you're new to the Instance Observer (IO) alerting system. The most popular alerts appear on the first page of your Configure Alerts page.

Before you begin

Role required: admin

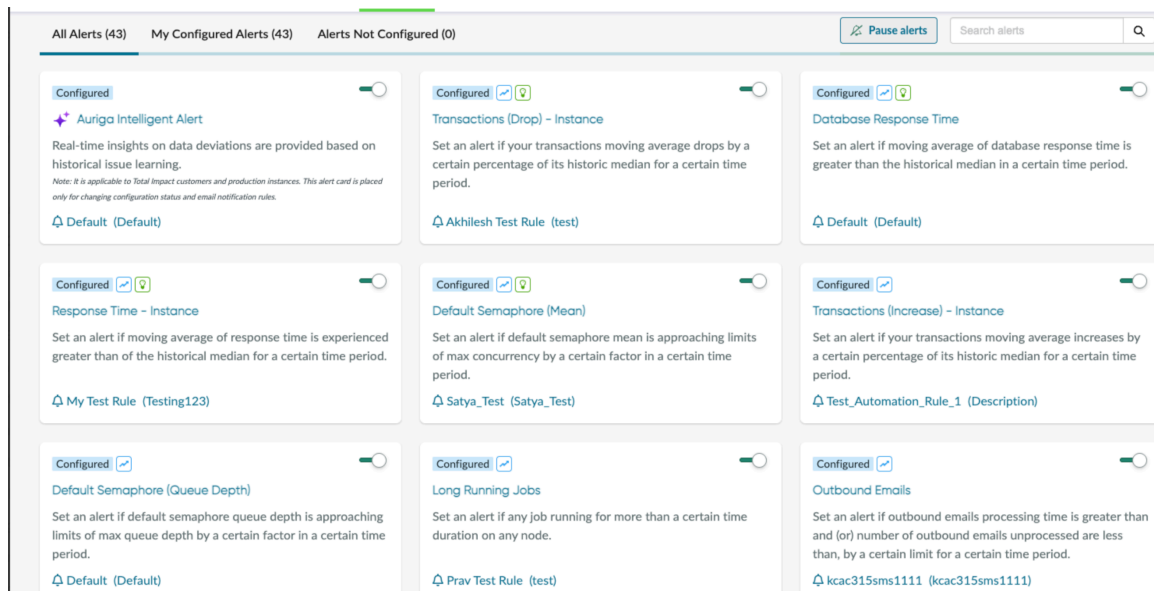
About this task

Out of the 45 or more alerts that are available, the most popular ones are listed for you to get started with the IO alerting system. To view the rest of the alerts, navigate to the subsequent pages in the pagination list of the user interface. You can configure alerts and customize the types of notifications on your instances to receive timely alerts that enable you to monitor the instance performance.

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Go to Instance Observer**.
2. Log in to Instance Observer and navigate to **Alerts > Configure Alerts**.
If you're an Impact Advanced or Total tier customer, then the eight most popular alerts that are trending and commonly used appear on the first page of Configure Alerts page under **All Alerts** tab. Alert cards that have  icon are the most popular ones.

Note: None of the alerts is configured by default. You must configure them for them to appear in the **My Configured Alerts** tab for your reference. Alerts that you have not configured appear in the **Alerts Not Configured** tab.



System-recommended alerts indicated by  icon are generated by advanced statistical analysis on four weeks of instance data. They're tailored to your environment and recommended for you.

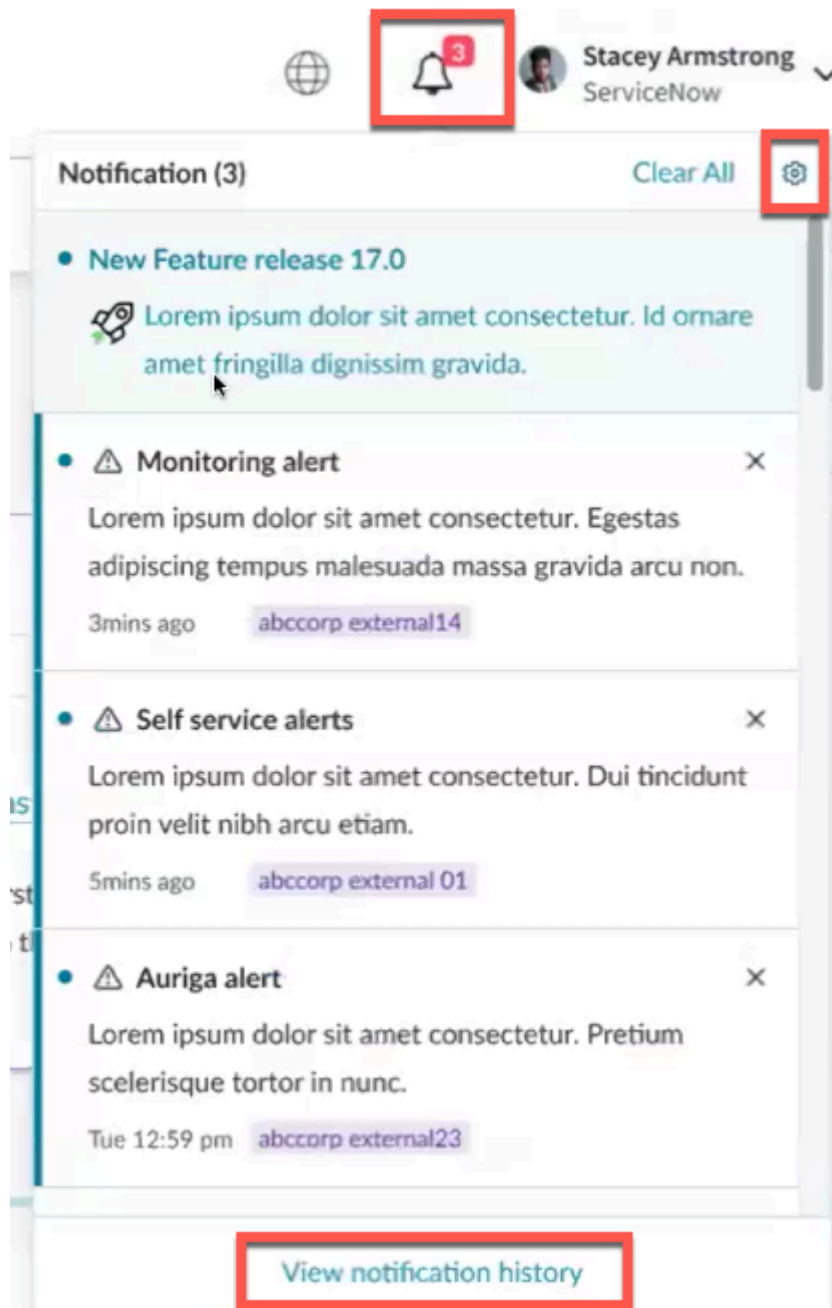
3. To configure an alert, select  icon in the alert card.
If you don't want the alert to be configured, then select the icon that works as a toggle. After you toggle the icon, the **Not Configured** tag appears on the alert card.
4. Hover over , which indicates that it's a popular alert, and select to customize your alert and notification preferences.

Instance Observer alert notifications

Notifications for alerts and other system activity are displayed on the Instance Observer banner.

A notification indicator is available allowing direct access to the in app notifications that are sent to user email or SMS accounts, such as alerts and new releases.

- Access the record directly to see the details.
- Use Notification History to view the entire list from the last 72 hours.
- Clear the alerts from the notification panel.
- Access notification settings for Intelligent alerts and Monitoring alerts from the panel.



The bell () icon notifies you about new feature releases (IO Release Notes) and alerts from Auriga, Self Service, and Monitoring. You can enable or disable notifications using the gear () icon.

The  icon displays the number of new notifications, and clicking it opens a pop-up with up to 25 recent notifications, with excess moved to history. The last two feature releases and critical Auriga alerts are pinned at the top. You can open specific pages for new releases, Auriga, Self Service, and Monitoring alerts.

Notifications can be dismissed, marked as read, and managed through options to clear all or view history, which retains unread notifications for 72 hours and read ones for 7 days. The **View notification history** includes filtering and search capabilities by Instance, status, metric, and notification type.

Configure long pending jobs alert

Get notifications when jobs that are pending exceed your defined overdue thresholds by configuring the **Long Pending Jobs** alert. Set up conditions by job priority to take action on groups of jobs—such as all discovery jobs or system cleanup jobs—in one go, rather than managing them individually.

Before you begin

Role required: admin

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Go to Instance Observer**.
2. Log in to Instance Observer and navigate to **Alerts > Configure Alerts**.
For more information on how to configure alerts, see [Set notifications for configured key alerts](#).
3. In the **Search** field of the **All Alerts** tab that displays by default, enter `long pending jobs`.
4. Select **Long Pending Jobs** card.
5. Select **+ Add Condition** button to open the Create a Condition pop-up.
6. Select **Long Pending Jobs** from the list in the **Conditions** field.
7. In the **Snooze time** field, set a time period in minutes before a repeat alert is triggered.
For example, a snooze time of 30 minutes means you won't receive a follow-up alert for the same condition until 30 minutes have passed.
8. In the **Any job pending for more than** field, set your tolerance threshold in minutes.
For example, enter 60 if you want to be alerted when any job has been pending for more than 60 minutes. Use the **+** and **-** controls to adjust the value.
9. Select the job priority you want to monitor in the **Select a Priority** field.
All jobs have a priority attribute assigned to them. Use this field to group and act on jobs by priority. For example, priority 110 for discovery jobs or priority 100 for test jobs.
10. Select **Save**.
You're not limited to a single condition. Select **+ Add Condition** again to add conditions for additional priorities, each with its own threshold and snooze time.

For example, you can configure:

- Priority 100 — alert if any job is pending for more than 5 minutes.
- Priority 110 — alert if any job is pending for more than 80 minutes, with a 30-minute snooze.

Dashboard

Performance

Availability

Configure Alerts

Manage all of your alerts. Turn your configured alerts on/off or modify

All Alerts (1 of 33)

My Configured Alerts (0 of 4)

All Pending Alerts (0 of 0)

Not Configured

Long Pending Jobs

Set an alert if any job pending for execution is more than a certain time duration.

Long Pending Jobs

commbetaa

Not Configured

Configure Alert Co...

Set Notification

Review & Create

We will learn about instance and its usage and suggest the best suitable condition for meaningful alerts.

Set an alert if any job pending for execution is more than a certain time duration.

⚙️ Configure Alert Condition

Create an alert for long pending jobs to monitor overdue time for any scheduled jobs still waiting to execute in queue and already in ready state.

+ Add Condition

Priority	Snooze times (mins)	Condition
100	30	Any job pending for more than 60 mi... ⋮
105	20	Any job pending for more than 90 mi... ⋮

Simulate

Cancel

Set Notification

All configured conditions work on an OR basis. A notification is triggered when any one or more conditions are met.

11. Select **Simulate** to preview how many alerts your configured conditions would have generated over the past 7 days.
Use this option to validate your thresholds before going live with your alerts.

- 12. Select **Set Notification** button and in the Set Notification section, select your preferred notification rule.**
Notifications can be delivered via Email, SMS, ServiceNow (webhook integration), or Third Party (external integrations).

- ### 13. Select Review & Create.

- 14. Select **Create Alert**.**
- The alert is active after you save. When a configured condition is met, you receive a notification that includes the job priority and the specific job names that breached the threshold. For example, Job X (Priority 100) has been pending for more than 100 minutes.

Configure alert notifications for an instance

Set up a basic integration between Instance Observer (IO) and ServiceNow to route IO alert notifications to a ServiceNow instance.

Before you begin

Role required: admin

About this task

In addition to email and SMS notifications, you can send IO alert notifications to your ServiceNow instances.

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Go to Instance Observer**.
2. Log in to Instance Observer and navigate to **Alerts > Configure Notification**.
3. Select **+ Create Integration**.
4. On the form, fill in the fields.
For a ServiceNow integration, enter the following:

Create Integration form

Field	Description
Integration type	ServiceNow is selected by default.
Integration Name	Name to identify the integration.
Authentication Type	<p>Basic Authentication or an API key for the integration.</p> <p>For API Key, provide the key or username and password for the integration.</p>
User name	User name associated with the integration.
Password	Password for the integration.
Enter URL	<p>Webhook URL as configured on the ServiceNow instance.</p> <p>Note: This URL is for commercial instances only.</p> <p>Create a webhook and web service while selecting the appropriate authentication access using your ServiceNow instance admin role.</p> <p>For more information, see Create a scripted REST API</p>

Create Integration

×

Integration type

☒ ServiceNow
 ☐ Third-party
 [How to configure ServiceNow Integration?](#)

* Integration Name

ServiceNow_Integration

* Authentication Type

☐ API Key
 ☒ Basic Authentication

* User name

Test

* Password

••••••••

☐ Show Password

Request Payload

```

{
  "alert_type": "test",
  "alert_name": "Testing webhook",
  "alert_time": "2025-03-03 10:56:00",
  "instance": "demo",
  "description": "Testing webhook integration",
  "alert_created": "2025-03-03 03:00:52"
}

```

Edit payload

* Enter URL (including https://) for commercial instances only

https://customer-dev.service-now.com/api/now/v1/import/u_alert_staging

Test Integration

ⓘ No working URL yet? "Save as Draft" You'll get alerts once a valid URL is added and tested.

☐ Custom Headers

Save as Draft

Cancel

Submit

5. Select **Test Integration** to validate your configuration and verify if you can successfully send the payload to the configured ServiceNow instance.

If you do not have the correct URL details at hand, you can save the integration as **Draft** and return to complete it later.

- If the test is successful, you receive a HTTP response 200 is successful response. You can now proceed to submit the integration.
- If the test fails, an error message is displayed in red. Review and correct your integration details—such as the webhook URL, username, or password—and test again.

i Important: A successful test result is required before you can submit the integration. If you attempt to submit without testing, a validation message is displayed: Successful Test Integration results required to submit your integration, or save as draft if you don't have a working URL .

6. Submit the integration and save it when the test is successful.
The integration is created with a status **Enabled**.

7. Verify the integration status.

In the **Integrations** tab, confirm that the integration status shows as **Enabled**.

i Note: Only integrations with an **Enabled** status appear in the **Notification Rules** tab to link with the notification rule. Draft integrations are not available for selection until they are completed and enabled.

8. Link the integration to a notification rule and enable configuration for the notification rule by navigating to the **Notification Rules** tab and selecting the appropriate notification rule.

You can also select **...** and select the **Edit** option. Once the integration is in **Enabled** status, it is available for selection in the **Notification Rules** list.

- a. Enter a name for the rule in the **Name** field of the Edit Rule pop-up.
- b. Enter a description for the notification rule.
- c. Select the ServiceNow Integration option as the **Notification Type** and select a value from the list.
- d. Select **Save**.

9. Verify alert payload delivery in the **Alert Console** by navigating to **Alerts > Alert Console**.
To confirm that your integration is working correctly after an alert is triggered:

- a. Select your instance and **Get Snapshot** in the **Alert Console**.
- b. From the **Generate Test Alert** list, select the alert you configured.
The test alert that you configured appears in the list. For example, **Database Response Time** alert on your instance.
- c. Verify that the alert payload is successfully delivered to the configured integration endpoint, which is ServiceNow instance.
The alert payload reaches the ServiceNow instance so long as the webhook URL is still accepting http calls.
- d. Navigate to your ServiceNow instance and check if the alert has reached its destination.
If the alert had failed, then the **Alert Type** is in red, which means it has failed.

10. Identify and resolve integration failures.

If an integration fails after it has been enabled, for example, due to an expired webhook URL, an invalid API key, or expired credentials, then IO detects the failure and flags it for your attention. To identify and resolve a failed integration:

- a. In the **Alert Console**, look for alerts displayed in red under the **Alert Type** column. A red indicator means the alert payload failed to deliver the notification.
- b. Select the **Failed** link to view the full error details. For example, a 404 error indicating that the URL is invalid or the API key has expired.
- c. Select **Update Integration** to edit the integration with the correct credentials or webhook URL, test it successfully, and resubmit to restore the integration to **Enabled** status.
- d. Alternatively, you can navigate to **Alerts > Configure Notification**, and select the integration with Failed status in the **Integration** tab. **Edit** the integration configuration, test the integration, and when it is successful, resubmit it to restore the integration to the Enabled status.

The **Delete** option remains inactive if the integration is associated with at least one notification rule.

i Important: Until the integration is fixed and re-enabled, alert payloads will not be delivered to the failed endpoint.

IO alert notification channels

You can view the integration failures as alerts in three places:

- a. As **Alert Type** in **Alert > Alert Console**
- b. As Notifications from . Select **View Notification History** and filter with **Integration Failed**.
- c. As an email notification with the integration name, error number, and the message.

Configure alert notifications for a third-party application

Set up a basic integration between Instance Observer (IO) and third-party integrations to route IO alert notifications to an external system in addition to emails and SMS.

Before you begin

Role required: admin

i Important: Third-party integrations are not supported in Regulated Market.

About this task

- i Note:** Third-party integrations support platforms such as Slack, Microsoft Teams, AWS, GCP, and Azure.

For Third-party integrations, webhook URLs may expire if a subscription is not renewed, or API keys may be invalid over time. Ensure that your integration credentials are kept up to date to avoid missed alert deliveries.

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Go to Instance Observer**.
2. Log in to Instance Observer and navigate to **Alerts > Configure Notification**.
3. Select **+ Create Integration**.
4. On the form, fill in the fields.

For a third-party integration, enter the following:

Create Integration form

Field	Description
Integration type	Third-party. ServiceNow is selected by default.
Integration Name	Name to identify the integration.
Authentication Type	Basic Authentication or an API key for the integration. For API Key, provide the key or username and password for the integration.
User name	User name associated with the integration.
Password	Password for the integration.
Enter URL	Webhook URL as configured on your third-party (external) application. For more information, see Create a scripted REST API 

Create Integration ✕

Integration type

☐ ServiceNow
 ☒ Third-party
 [How to configure third party Integration?](#)

* Integration Name

ThirdParty_Integration

* Authentication Type

☐ API Key
 ☒ Basic Authentication

* User name

TP_User

* Password

••••••••

☐ Show Password

Request Payload

```

"alert_type": "test",
"alert_name": "Testing webhook",
"alert_time": "2025-03-03 10:56:00",
"instance": "demo",
"description": "Testing webhook integration",
"alert_created": "2025-03-03 03:00:52"
      
```

[✎ Edit payload](#)

* Enter URL (including https://)

https://example.com/webhook/io-alerts

[Test Integration](#)

No working URL yet? "Save as Draft" You'll get alerts once a valid URL is added and tested.

☐ Custom Headers

[Save as Draft](#) [Cancel](#) [Submit](#)

5. Select **Test Integration** to validate your configuration and verify if you can successfully send the payload to the configured application.

If you do not have the correct URL details at hand, you can save the integration as **Draft** and return to complete it later.

- If the test is successful, you receive a HTTP response 200 is successful response. You can now proceed to submit the integration.
- If the test fails, an error message is displayed in red. Review and correct your integration details—such as the webhook URL, username, or password—and test again.

i Important: A successful test result is required before you can submit the integration. If you attempt to submit without testing, a validation message is displayed: Successful Test Integration results required to submit your integration, or save as draft if you don't have a working URL.

6. Submit the integration and save it when the test is successful.
The integration is created with a status **Enabled**.

7. Verify the integration status.

In the **Integrations** tab, confirm that the integration status shows as **Enabled**.

i Note: Only integrations with an **Enabled** status appear in the **Notification Rules** tab to link with the notification rule. Draft integrations are not available for selection until they are completed and enabled.

8. To configure a notification rule for the third-party integration and send alerts to third-party applications, select the **Notification Rules** tab.

- a. Select ******* for the notification rule, and select the **Edit** option.
- b. Enter a name for the rule in the **Name** field of the Edit Rule pop-up.
- c. Enter a description for the notification rule.
- d. Select the **Third Party Integration** option as the **Notification Type** and select a value from the list.
- e. Select **Save**.

9. Verify alert payload delivery in the **Alert Console** by navigating to **Alerts > Alert Console**.
To confirm that your integration is working correctly after an alert is triggered:

- a. Select your instance and **Get Snapshot** in the **Alert Console**.
- b. From the **Generate Test Alert** list, select the alert you configured.
The test alert that you configured appears in the list. For example, **Database Response Time** alert on your instance.
- c. Verify that the alert payload is successfully delivered to the configured integration endpoint, which is third-party instance.
The alert payload reaches the third-party instance so long as the webhook URL accepts the HTTP calls.
- d. Check if the alert with the specified payload has reached its intended destination.
If the alert had failed, then you will see that the **Alert Type** is in red, which means it has failed. On selecting the failed **Self-Service** alert icon you will see the message **Third Party Integration – Failed**.

10. To view, edit, or delete the URL in the Edit Integration pop-up, navigate back to **Alerts >**

Configure Notifications and select *** for the integration.

You can update the integration settings by selecting the **Edit** option. The **Delete** option remains inactive if the integration is associated with at least one notification rule.

11. Identify and resolve integration failures.

If an integration fails after it has been enabled, for example, due to an expired webhook URL, an invalid API key, or expired credentials, then IO detects the failure and flags it for your attention. To identify and resolve a failed integration:

- a. In the **Alert Console**, look for alerts displayed in red under the **Alert Type** column. A red indicator means the alert payload failed to deliver the notification.
- b. Select the **Failed** link to view the full error details. For example, a 404 error indicating that the URL is invalid or the API key has expired.
- c. Select **Update Integration** to edit the integration with the correct credentials or webhook URL, test it successfully, and resubmit to restore the integration to **Enabled** status.
- d. Alternatively, you can navigate to **Alerts > Configure Notification**, and select the integration with Failed status in the **Integration** tab. **Edit** the integration configuration, test the integration, and when it is successful, resubmit it to restore the integration to the Enabled status.

The **Delete** option remains inactive if the integration is associated with at least one notification rule.

 **Important:** Until the integration is fixed and re-enabled, alert payloads will not be delivered to the failed endpoint.

IO alert notification channels

You can view the integration failures as alerts in three places:

- a. As **Alert Type** in **Alert > Alert Console**
- b. As Notifications from . Select **View Notification History** and filter with **Integration Failed**.
- c. As an email notification with the integration name, error number, and the message.

Custom payload in alerts integration

Instance Observer integrations enable you to define and manage custom JSON request payload for ServiceNow and third-party integrations.

You can now include additional fields in notification payloads, exclude specific data that is not required by the target system, format the payload to align with specific third-party API requirements or internal business logic, eliminating the need for complex scripted REST APIs on the customer side.

- Use either the default payload or customize it to include additional data as needed.
- Modify the default payload, if needed, which is displayed in the Editor window on the left.
- Modify either the key or the value, or both as each parameter consists of a key and a value.
- The Preview section on the right displays the expected JSON payload after rendering.
- If the JSON is invalid, errors are highlighted, and the option to save is disabled.

Default mustache payload template

```
{
  "alert_number": "{{alert_number}}",
  "alert_type": "{{alert_type}}",
  "alert_name": "{{alert_name}}",
  "alert_time": "{{alert_time}}",
  "instance": "{{instance}}",
  "description": "{{description}}",
  "alert_created": "{{alert_created}}"
}
```

Edit payload



Template

[↺ Revert Changes](#)

Preview

[Learn about code editor ↗](#)

```
1 {
2   "alert_number": "{{alert_number}}",
3   "alert_type": "{{alert_type}}",
4   "alert_name": "{{alert_name}}",
5   "alert_time": "{{alert_time}}",
6   "instance": "{{instance}}",
7   "description": "{{description}}",
8   "alert_created": "{{alert_created}}"
9 }
```

```
1 {
2   "alert_number": "Alert234567",
3   "alert_type": "test",
4   "alert_name": "Testing webhook",
5   "alert_time": "2025-03-03 10:56:00",
6   "instance": "demo",
7   "description": "Testing webhook integr",
8   "alert_created": "2025-03-03 03:00:52"
9 }
```

[Reset to Default](#)
[Cancel](#)
[Save](#)

Example: Default Payload + Custom Parameters

```
{
  "alert_number": "{{alert_number}}",
  "alert_type": "{{alert_type}}",
  "alert_name": "{{alert_name}}",
  "alert_time": "{{alert_time}}",
  "instance": "{{instance}}",
  "description": "{{description}}",
  "alert_created": "{{alert_created}}",
  "Custom_message": "{{alert_name}}' of type {{alert_type}} generated for {{instance}} at {{alert_time}}. Please review.",
  "Severity": "High"
}
```

Edit payload

×

Template

[Revert Changes](#)

Preview

[Learn about code editor](#)

```

1  "alert_number": "{{alert_number}}",
2  "alert_type": "{{alert_type}}",
3  "alert_name": "{{alert_name}}",
4  "alert_time": "{{alert_time}}",
5  "instance": "{{instance}}",
6  "description": "{{description}}",
7  "alert_created": "{{alert_created}}",
8  "custom_message": "{{alert_name}} of ty
9  "Severity": "High"
10
11

```

```

1  {
2    "alert_number": "Alert234567",
3    "alert_type": "test",
4    "alert_name": "Testing webhook",
5    "alert_time": "2025-03-03 10:56:00",
6    "instance": "demo",
7    "description": "Testing webhook integ
8    "alert_created": "2025-03-03 03:00:52"
9    "custom_message": "Testing webhook of
10   "Severity": "High"
11  }

```

Reset to Default

Cancel

Save

Custom parameters and limits

The **custom_parameter** field allows you to insert custom message into the JSON template, you can also use the existing parameters as shown in the custom parameter samples.

The limitations are:

- Required: At least one and at most 20 parameters to save the template.
- Maximum: 13 custom parameters.
- If exceeded, a warning appears: Template must have at least one default key and up to 20 keys. Adjust or select 'Reset to Default' to apply defaults.

Samples of custom parameters for syntax reference

"Information": "An alert {{alert_name}} has been triggered for {{instance}} at {{alert_time}}
Description: {{description}}"

"Alert_message": "New alert '{{alert_name}}' of type {{alert_type}} generated for {{instance}} at {{alert_time}}. Please review."

"Event_type": "Severity-High! An alert {{alert_name}} has been triggered for {{instance}} at {{alert_time}}
Description: {{description}}"

Third-party request body mapping

Some third-party integrations require specific key names. You can modify the default payload to match their expected format.

Example: Third-party request body:

```

{
  "endTime": 1,
  "entitySelector": "string",
  "eventType": "AVAILABILITY_EVENT",
  "properties": {},

```

```

"startTime": 1,
"timeout": 1,
"title": "string"
}

```

Modified IO payload to match third-party format

Edit payload

Template

1

{

2

"end_time": "{{alert_time}}",

3

"entitySelector": "string",

4

"eventType": "AVAILABILITY_EVENT",

5

"properties": "{{description}}",

6

"startTime": "{{alert_created}}",

7

"timeout": 1,

8

"title": "string"

9

}

10

|

Revert Changes

Preview

1

{

2

"end_time": "2025-03-03 10:56:00",

3

"entitySelector": "string",

4

"eventType": "AVAILABILITY_EVENT",

5

"properties": "Testing webhook integra

6

"startTime": "2025-03-03 03:00:52",

7

"timeout": 1,

8

"title": "string"

9

}

Learn about code editor

Reset to Default

Cancel

Save

Actions and validation

Revert Changes

Restores the last saved content.

Reset to Default

Resets the template to its default payload.

Syntax Validator

Ensures JSON validity before saving. Errors prevent saving.

Test Integration

Sends a sample notification to verify webhook integration.

Root cause correlation

Root Cause Correlation (RCC) finds a root cause by automatically correlating metrics, logs, and event information for supported symptoms on production instances for the last 24 hours.

RCC symptom categories

The RCC feature is available for self-service alerts and Critical or Warning performance symptom categories:

- Memory
- Longest running sessions
- Slow transactions
- Cache flush

- Database locks
- Database impacts

The table describes the symptom categories and the corresponding alerts that the RCC engine detects.

Targeted symptoms categories and corresponding alerts

Symptoms categories	Description	Corresponding alert
Database Impact	Helps you to identify and address extended SQL queries impacting database performance, tied to high execution time, or increased volumes. The query patterns give snapshots of 30-minute and 60-minute durations from the time that the impact is observed on query execution times.	Database response time
Cache Flush	Cache flushes and node restarts are detected, as well as high service saturation levels that may have occurred around the time a performance alert was triggered.	Default semaphore mean
Longest Running Session	<ul style="list-style-type: none"> • Searches for the top long-running sessions in mean time to recover (MTTR) logs • Identifies the top transaction pattern hash with the highest processing times and then the transaction IDs. 	Default semaphore mean
Slow Transactions	<ul style="list-style-type: none"> • Identifies the top long-running transactions using the total duration, including ACL time, SQL time, CPU time, processing time, BR time, and script time. • Returns the transaction IDs, the pattern hash, and these metrics to help you identify the specific causes of long-running transactions. 	Default semaphore mean
Memory	<ul style="list-style-type: none"> • Pinpoints the three nodes most impacted by garbage collection pauses, determined by the aggregate duration of the pauses. • Identifies any transactions or worker threads on these nodes that exceed 200 seconds. <p>Note: Users are advised to review these long-running or frequently recurring threads.</p>	Node Garbage Collection Time
DB locks	The RCC engine monitors <i>innodb_row_lock_waits</i> and <i>threads_running</i> to detect anomalous database lock events that occur when a database operation requires exclusive access.	Threads running

Note: As soon as any of the aforementioned alerts or Critical or Warning performance are identified, the system automatically generates an RCA report after waiting for a maximum of 10 minutes, depending on the conditions.

Configure Root cause correlation alerts

Configure Root Cause Correlation (RCC) alerts to start receiving the Root Cause Analysis (RCA) reports for these alerts.

Before you begin

Role required: admin

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Instance Observer**.
2. From the **Alerts** menu, select **Alerts Console**.
3. Select a production instance.
4. Select **Get Snapshot**.
Information about the alerts is listed in the table.
5. Select the reporting options:
 - Instance
 - Date range
 - Metrics
 - Options:
 - Self-Service Alerts
 - Diagnostic Events
 - Add-ons
6. Fine tune the alerts using the listed options.
For example
 - Set a threshold that triggers an alert if the transaction count anomalies persist for more than 10 minutes, or exceeds a certain number of standard deviations from the mean continuously for more than 10 minutes above or below the range, respectively. Job anomalies target the top X % of anomalous jobs based on the execution time and track the details of those jobs.
 - Test and fine tune the alerting by simulating persistence time, choose the window of an anomaly 5, 10, 15 minutes, and so on, or select the top 5, 10, or 15 percentage of jobs and verify that alerts are triggered correctly. Adjust the alert threshold, if necessary, to verify that the system provides meaningful and actionable alerts.
 - Choose the appropriate method for sending alerts based on your requirements, either email notifications, SMS messages, or integration.
 - Continuously monitor the alerts generated by the system. Regularly review the anomalies detected to understand the underlying causes and take appropriate actions, such as investigating potential issues or performing further analysis.

Use the Root cause analysis history

Check the Root cause analysis (RCA) History page to investigate the issues that caused an alert to trigger or performance to degrade to Critical or Warning.

Before you begin

Role required: admin

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Instance Observer**.
2. From the **Alerts** menu, select **Root Cause Analysis History** to display the history of reports for all users in a selected instance for the last seven days.
3. Select an RCA entry to drill further into the issue that caused the alert.
4. From the RCA reports page, select an entry with the icon of Self-Service alert generated (RCC generated).
Directly link to the issue that caused the alert from the table to further investigate the issue and to rectify the issue.

Note: The RCA report may also be generated from the Alerts Console.

You can also access the RCA reports using the Self-service alert icon on the performance pages.

5. **Optional:** Navigate to **Impact > Platform Health > Monitor > Instance Observer**.
6. From the **Alerts** menu, select **Alerts Console**.
7. Select a production instance.
8. Select **Get Snapshot**.
The table contains information on the alerts.

IO analytics

View comparisons for performance of key metrics over time with the Impact Total package.

Compare Datasets (Release, Dates)

Compare and understand metrics for any two releases/patches to see the impact of changes

Top Transactions

Analyze and compare your top transactions for a specific instance during a selected date range.

Query Patterns

Visualize trends and overlay key metrics to see impact

Compare datasets in Instance Observer

Instance Observer help you understand the impact of changes, troubleshoot issues, and understand performance patterns over time.

Before you begin

Role required: admin

About this task

Use the Compare datasets tool to compare high-level metrics across time. You can select from different dimensions for each dataset. For example, in the Average server response time, you can pick two days for about a three-hour period, and compare the overlays and analyze differences in performance metrics between the two time periods. This is useful to understand the impact of deployments, configuration changes, or identify performance degradation over time.

Procedure

1. Navigate to **All > Impact > Platform Health > Monitor**.
2. Log in to **Instance Observer** and navigate to **Analytics > Compare Datasets**.

3. In the **Instance** field, select the instance you want to analyze.
For example, select *observability* to analyze the observability instance.
4. In the **between** field, select the time range type for your comparison.
The default option is *Date/Time*, which allows you to specify exact date and time ranges for both samples.
5. In the **Compare** field, select the metric you want to compare.
For example, select *Average Server Response Time* to compare server performance between two time periods.
6. In the **Sample 1** field, specify the date and time range for the first dataset.
For example, select *May 10, 2026 05:58 AM - May 10, 2026 08:58 PM* to analyze data from May 10.

Compare Datasets

Analyze and compare your datasets - [Watch a Video Tutorial for Compare Datasets \[4:51\]](#)

Instance [Update instance default settings](#)

between

Sample 1

Sample 2

Compare

[Get Snapshot](#)

	Mean	Median
Sample 1	2.1s	1.9s
Sample 2	2.1s	1.9s

Average Server Response Time

Average transaction server response time as measured by the time spent between the JVM and the Database. Click "View... [Show more](#)

[Click on a point to view additional actions.](#)
[Download](#)
[Transactions](#)
[Raw](#)
[Avg](#)

7. In the **Sample 2** field, specify the date and time range for the second dataset.
For example, select *May 12, 2026 05:58 AM - May 12, 2026 08:58 PM* to compare against data from May 12.
8. Select **Get Snapshot** to generate the comparison.

The system displays a comparison of the selected metric between the two time periods, including:

- A summary table showing Mean and Median values for both samples
- A line chart visualizing the metric trends over time for both samples
- Moving average lines to help identify patterns and trends

You can use the **Raw** and **Avg** toggle buttons to switch between viewing raw data and averaged data in the chart.

9. Select the **Compare** field and select your preferred metric to compare the datasets.

- **Average session summary enduser:** The average time span of a user when they log in until their session ends.
- **Average session summary loggedIn:** Total session counts for non-active users.
- **SQL Response Time:** The smallest unit of measurement to track SQL per SQL statement. Tracks the average time (in ms) for SQL queries to execute against the ServiceNow database

If it deviates beyond 2.5 milliseconds, select Query Patterns, zoom into 15 minutes on each side of the spike to analyze the graph and the dataset to understand the cause of the issue.

10. Select **Releases** option in the **between** list to compare the date ranges between two upgrades.

a. Select the releases from the two lists of the **Select releases to generate dates for comparison**.

b. Select **Get Snapshot**.

For one period, it picks the dates for you between the two releases that you're comparing in the **Using:** section. When you select the , the dates are selected for you to compare the datasets.

Understand query patterns

Discover and identify performance issues with efficient query patterns to filter records, build dynamic queries, and optimize application performance across tables and modules within the ServiceNow instances.

Before you begin

Role required: admin

About this task

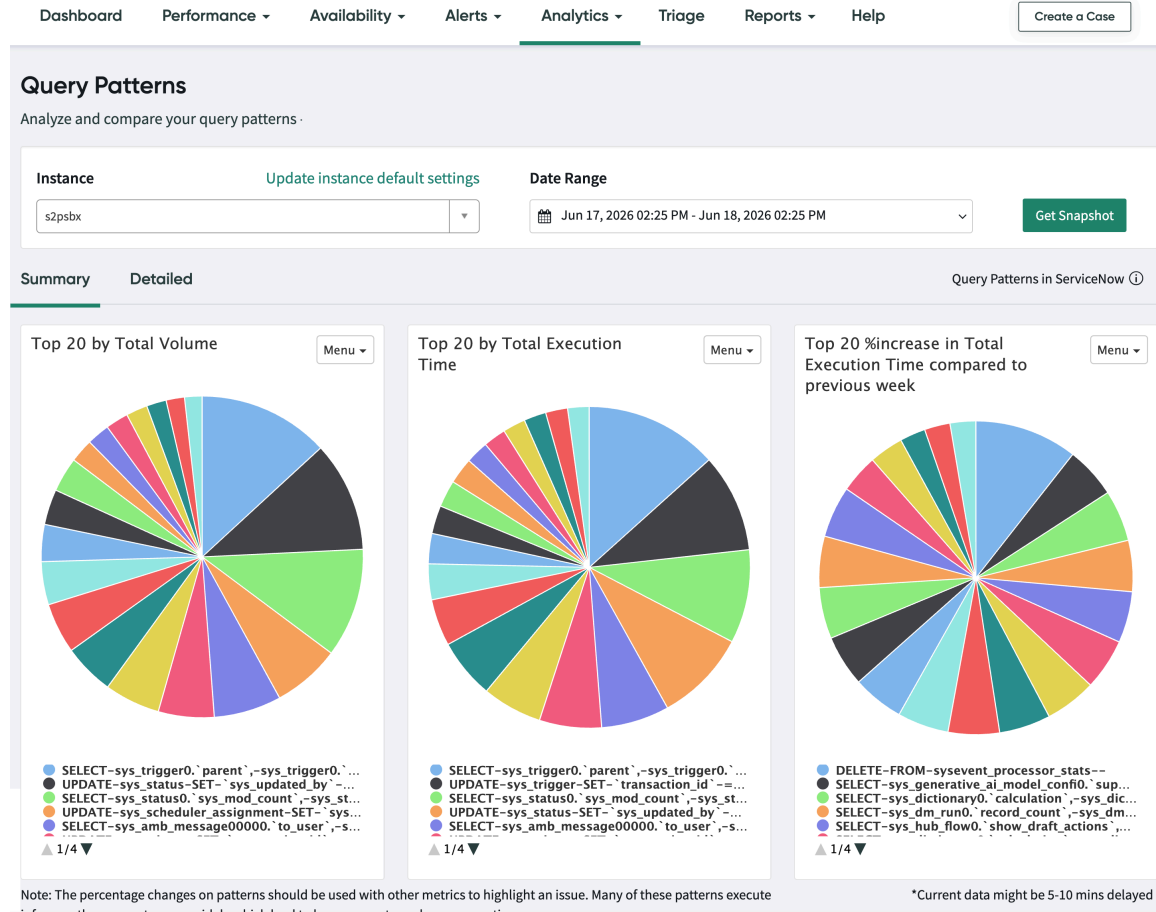
This query pattern model is a tool that is geared for discovering and identifying performance issues. It works best in below-an-hour range periods, ideally between 15 to an hour range, where you get better results around an event or a performance. So, it will pick up substantial performance issues and is useful in identifying the query pattern that is impacting the instance as a whole. The **Date Range** in this instance shows a Last 24-hour window:

Procedure

1. Navigate to **All > Impact > Platform Health > Monitor**.
2. Log in to **Instance Observer** and navigate to **Analytics > Query Patterns**.
3. Analyze and compare your query patterns.

The **Summary** tab displays the pie charts:

- Top 20 by Total Volume
- Top 20 by Execution Time
- Top 20% increase in Total Execution Time compared to previous week

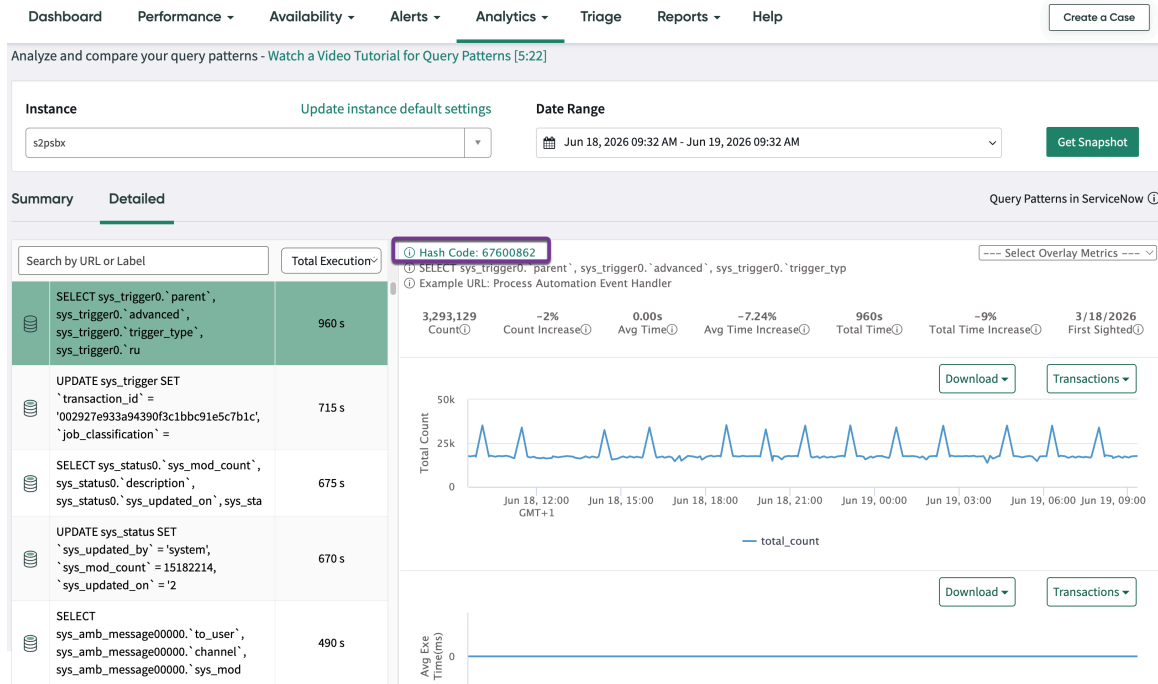


4. Select the **Menu** list and select each of the options to view the details in the instance.

5. Select the **Detailed** tab to display the breakdown details.

By default all URLs or labels are sorted by **Total Execution Time**. However, you can sort them by:

- Total Count
- Count Increase: Queries that have a high volume increase during that time frame.
- Total Execution Time Increase
- Average execution time
- Average execution time Increase
- First Sighted



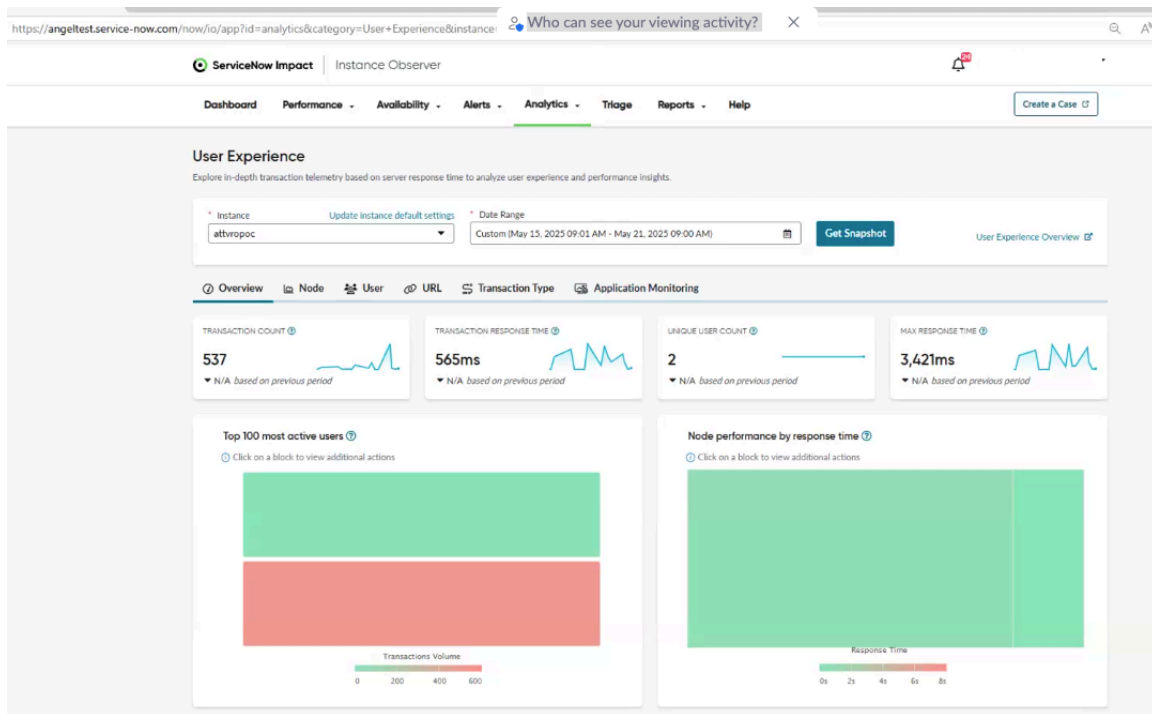
6. Select the URL to view the **Avg Exe Time** and **Total Count** readings on the right pane.
7. Select the **Transactions** list to view the **Active Transactions**, **Client Transactions**, **Background Transactions**, and **Slow Transactions**.
8. Select the **Hash Code** link that takes you to the instance where you can view the slow queries model.

User Experience

Explore real-time user monitoring to analyze user experience and performance insights in Instance Observer telemetry into node, transaction type, URL, and user level breakdowns for Impact Total customers.

- Access the **User Experience** to visualize quickly your user base issues based on transaction type and volume, outage or service degradations, and access the specific affected URL for Impact Total customers.
- Search for a specific URL that is causing increases in transaction response time.
- Analyze node and transaction type level data for outliers and trending transactions.
- Identify which users are impacted by an outage or service degradation.
- Quickly visualize your user base based on transaction volume.
- Monitor your applications for performance issues and track the cause of performance issues.

The overview page breaks down user history and transaction count into various widgets and charts into a dashboard view.



User Experience overview

Data type	Description
<ul style="list-style-type: none"> Transaction count Transaction response time Unique user count Max response time 	<p>Displays the current value, a percentage of decrease or increase in historical trend, and a visual graph of the activity.</p>
Top 100 most active users	<ul style="list-style-type: none"> Hover on a user block to see an encrypted user ID and the number of transaction reports for that time period. <ul style="list-style-type: none"> Green blocks represent users without a threshold warning Red blocks indicate a transaction volume that surpasses the general threshold. Select a user block to view the details of the entry. <p>Note: The user ID is anonymized. Administrators have the capability to opt-in to the collection of non-anonymized data.</p>
Node performance by response time	<ul style="list-style-type: none"> Hover on a tile to see the node name and the response time for that node. <ul style="list-style-type: none"> Green blocks represent nodes with average response times. Red blocks indicate increased response time outside of average parameters for the node. Select a node block to view the details of the entry.

User Experience overview (continued)

Data type	Description
Application performance by response time	<p>Track applications that have performance issues by using the average response time metric.</p> <p>The metrics are:</p> <ul style="list-style-type: none"> • Total transaction processing time • Total semaphore wait time • Total UI time (Average response time) • Network latency • Content download time <p>For more information, see Track of application response time to monitor performance.</p>
Node transaction count	Select a point on the graph to view additional actions and drill into the transaction details.
Node response time	Select a point on the graph to view additional actions and drill into the transaction details.

Note: User Experience in Instance Observer may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected datacenters, to self-hosted customers, or in other restricted environments, or to managed service providers.

Manage User Experience

Explore in-depth transactions for a user or a node for a given period.

Before you begin

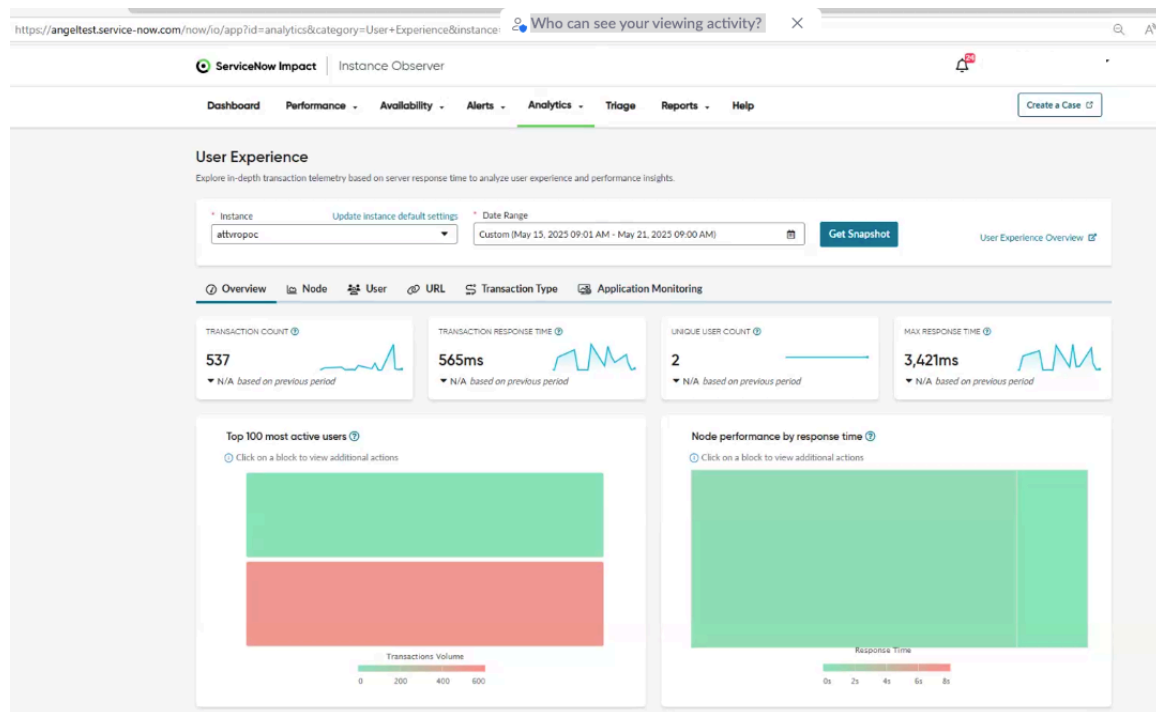
Note: The functionality is enabled through the Impact Delivery Instance (IDI) portal where a customer admin reviews the Terms & Conditions and opts in via the Manage Permissions page.

Role required: admin

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Instance Observer > Analytics > User Experience**.
2. Select an instance and a date range from the filter options.
Select **Update instance default settings** to configure default snapshot settings.
3. Select **Get Snapshot** to load the User Experience data charts.
The following data analysis options are available:
 - Overview
 - Node
 - User
 - URL

- Transaction Type
- Application Monitoring



4. Drill into each data point to open the particular details.
For instance, select a user data point on the chart. The User transaction details open with various data points. Select each data point to drill further into each area.
5. Select the **URL** tab to access each specific URL transaction.
6. Select **Application Monitoring** tab to track applications that have performance issues. You can track the applications using five different metrics and analyze the cause of the performance issues.

For more information, see

- [Track of application response time to monitor performance.](#)
- [Use Platform Performance Analyzer to view server details](#)
- .

Use Platform Performance Analyzer to view server details

Get visibility into the operational metrics of applications and their performance. You can find out the number of applications per instance, the number of pages within each application, page-level response time, user interaction frequency with each application, and page access frequency by users within each application.

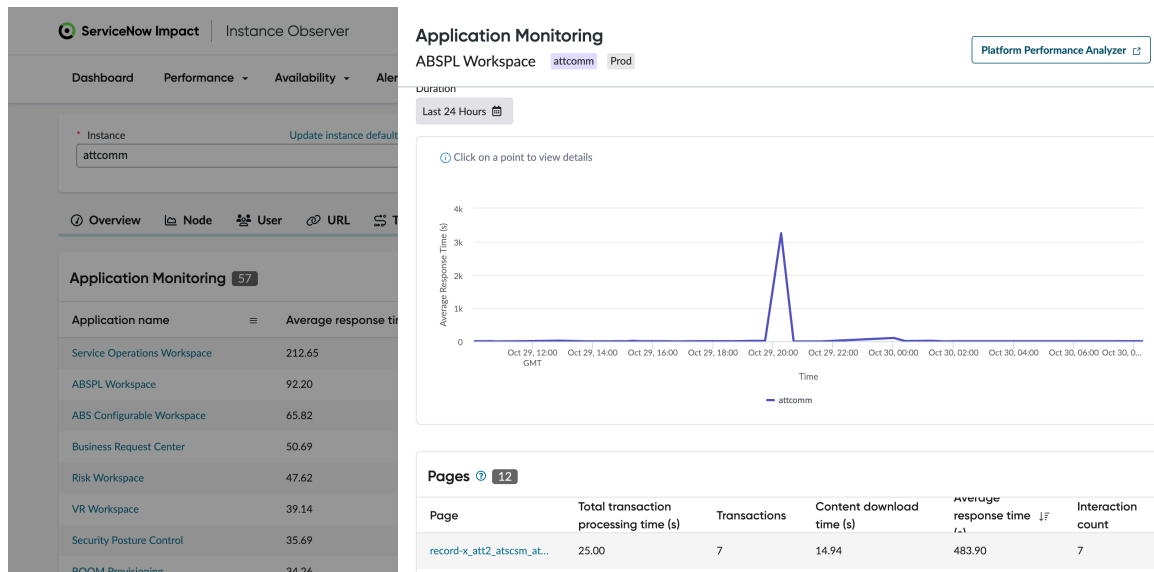
Before you begin

Role required: admin

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Instance Observer > Analytics > User Experience**.
2. In the **Overview** tab of the User Experience page, select an instance from the **Instance** field.

3. Select a **Date Range** and click **Get Snapshot** to get the information related to the user experience with respect to the instance for the selected time frame.
4. Select the **Application Monitoring** tab.
5. Select any order to sort (↓) and change the representation as you would like it to appear in the table.
6. To search an application, enter the name of the application in the **Search** field.
7. Select an application in the list and click to view its details.
A slider opens with the details of the selected application. You can view the average response time for the selected application for the selected duration.
8. Select any point in the graph to view the details for that particular duration.

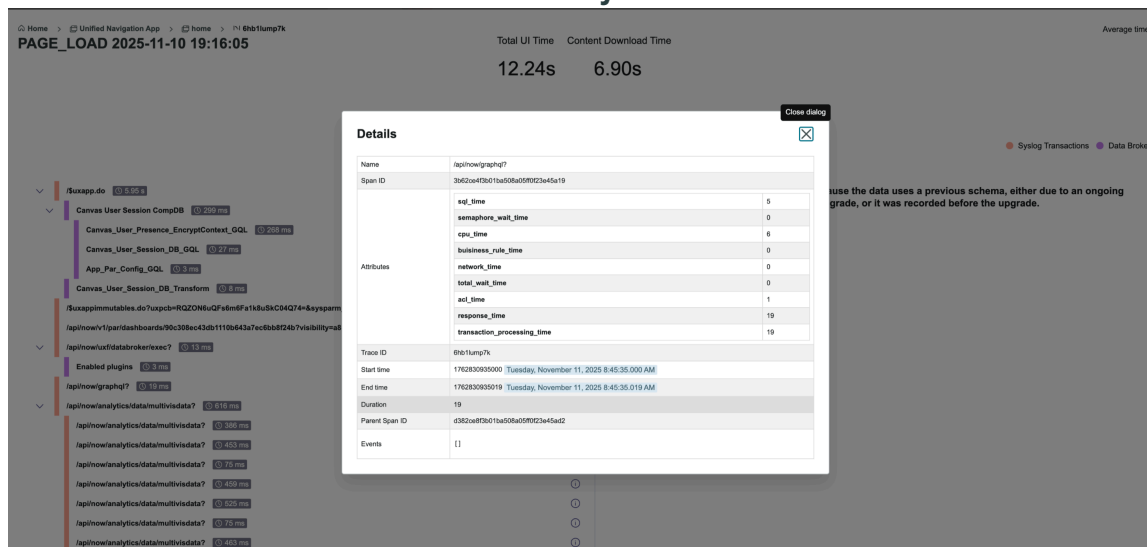


Selecting a point in the graph gives you the details of the maximum average response time.

9. Select the **Platform Performance Analyzer** button in the slider view to get the granular details of the server transactions from the customer instance.
On selecting the **Platform Performance Analyzer** button, and followed by validation, the user is directed to the Performance Analyzer Page of the customer instance.

The Platform Performance Analyzer provides comprehensive details about the user interactions linking with server transactions such as schema or API name in Graph QL, Batch, and Databroker. To resolve front-office application performance-related issues, this information is essential.

Waterfall model of Platform Performance Analyzer



10. Scroll down further to view the total number of pages for the application in the **Pages** section.

11. Select any link in the **Page** column to view the page-level details.

In the page-level view, you can get the count of user interaction with the page for the selected duration and the average page response time. Additionally, you can comprehend the pages that require more time when there are contents to be downloaded in each of those pages.

12. Select the **Slowest Interactions** tab and **Fastest Interactions** tab to view the Interaction ID, Transaction type, Response time, and the Total semaphore wait time.

The response time in the **Pages** section isn't the same as average response time. Total semaphore wait time is the key performance metric. For more information on the performance metrics, see .

13. Select any link in the **Interaction ID** column to view the details of either the slowest or fastest instance details.

Track of application response time to monitor performance

Track the response time of applications to gauge their performance. You can drill down to the transaction ID of each application to learn the slowest and fastest interactions in each instance.

Before you begin

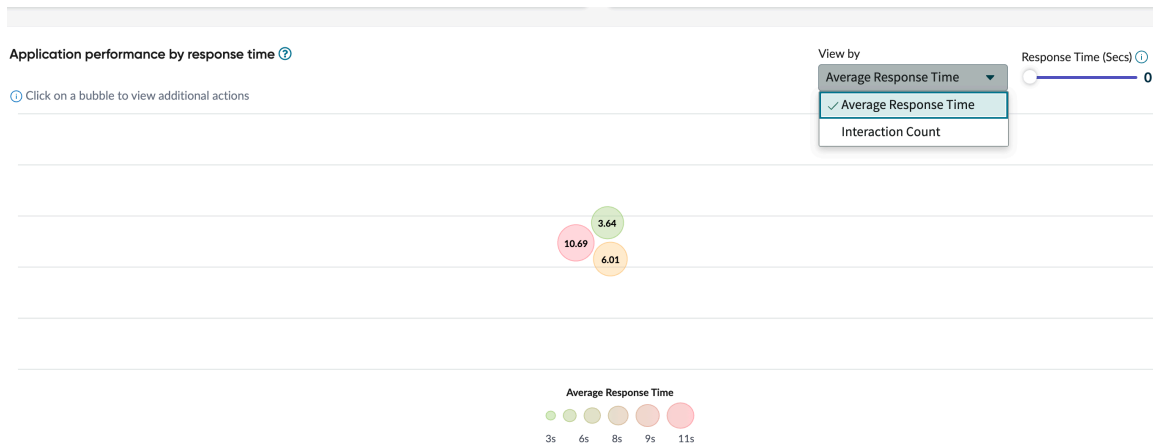
Role required: admin

About this task

With application monitoring, you can view the number of applications in each instance, the number of pages in each application, and the response time behavior of each page. You can also learn the number of times a user is interacting with each application, and the number of times a user is opening a page in that application.

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Instance Observer > Analytics > User Experience**.
2. In the **Overview** tab of the User Experience page, select an instance from the **Instance** field.
3. Select a **Date Range** and click **Get Snapshot** to get the information related to the user experience with respect to the instance for the selected time frame.
4. Scroll down the page to view the applications in the form of a bubble chart.

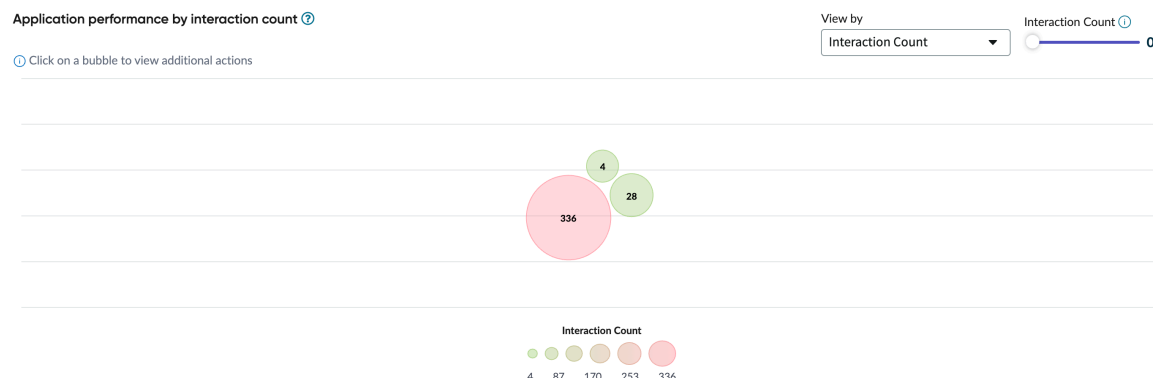


The default view of the bubble chart is by Average Response Time. The application's performance is indicated by the color of the bubbles and they're color coded:

- Green: The response time of the application is 0–5 seconds, which indicates normal performance.
- Yellow: Response time is >5 but ≤10 seconds that indicates poor performance.
- Red: >10 seconds that categorizes the performance as worst.

5. To filter the number of applications that you would like to view based on the response time in seconds, slide the **Interaction Count** slider.

6. To view the data by **Interaction Count**, select the option in the **View by** list.



7. To view the user experience in the **Node** and **Transaction** charts, scroll down and select either **Transaction Count** or **Response Time** option in the **View by** list.

8. Select the **Application Monitoring** tab to view the same data represented by bubbles. The data that you view here is in a tabular format, listed by application names with their average response time, interaction count, maximum response time, and network latency.

User Experience

Explore in-depth transaction telemetry based on server response time to analyze user experience and performance insights.

Instance

Update instance default settings

attvropoc

Date Range

Custom (May 15, 2025 10:38 AM - May 21, 2025 10:38 AM)

Get Snapshot

User Experience Overview

Overview

Node

User

URL

Transaction Type

Application Monitoring

Application Monitoring

Search

Application name	Average response time (s)	Interaction count	Max response time (s)	Network latency (s)
Application Manager	10.69	28	20.89	0.18
Process Automation Designer	6.01	4	18.94	0.16
Unified Navigation App	3.64	336	39.65	0.18

By default, the list of applications appear in descending order of the Average Response Time in seconds.

For more information on application monitoring, see [Use Platform Performance Analyzer to view server details](#).

Triage an instance for ongoing operations

Perform a triage on a ServiceNow instance to gather point-in-time telemetry data for troubleshooting using Instance Observer. The triage feature gives a summary of ongoing operations at the time of its execution.

Before you begin

Role required: admin

Procedure

1. Navigate to **Instance Observer > Triage**.
2. From the Instance Observer Dashboard page, select the **Triage** tab.
3. Select the **Instance** you want to triage.
4. If the instance is not listed, select the **Update instance default settings** link.
In the Update instance management settings page, select ☐ that works as toggle on and off within the Instance Telemetry pages.

Instrumentation or telemetry data is available for production and sub-production instances. Caution must be exercised in interpreting the content of the sub-production data with the awareness of any active customizations or other development activities that might be happening.

5. Select the **Node Type** to triage the instance.
The production nodes are categorized as **All**, **Generic**, **Worker**, and **UI** nodes. You must select at least one node.
6. Select **Triage**.
The triage feature gives a summary of ongoing operations at the time of its execution. The triaged data displays the **Triaged Date** and **Node Status**, which is primary always.

The triaged data appears in the form of widgets in 6 sections such as **Transactions**, **Jobs**, **Servlets**, **Schedulers**, **Semaphore Sets**, **Update Sets**. The Node type appears in each of the sections as **Type**, except **Update Sets** as this operates at the instance level and not at the node level.

Most of the charts display data broken down by age. Whereas, Schedulers chart breaks down the data by worker nodes.

To know more about each of the sections, see [Triaged instance data](#).

Instance

Update instance default settings

Node Type

Instance

Triaged Date

Instance

Triaged Date

Node Type

All

Generic Nodes

Worker Nodes

UI Nodes

Triage

7 of 10

Triages left for the instance today

History

Download Triage File

Transactions

View Details

17

All Transactions

0 - 1 mins 15 88%

1 - 2 mins 2 12%

*Breakdown by age

Most utilized node

Node	Type	Page	Age
comm259	UI	/api/sn_export_api/custom_exp...	00:01:10

Jobs

View Details

94

All Jobs

0 - 5 mins 55 59%

5 - 30 mins 13 14%

Other 26 28%

*Breakdown by age

Most utilized node

Node	Type	Page	Age
comm133	Worker	SAM - Stamp Cloud Installs	2 days, 02:37...

Servlets

View Details

Top utilized nodes

Node	Type	Heap space	Meta space
comm271	UI	3.6 G / 3.8 G	406.0 M / 640.0 M
comm204	UI	3.5 G / 3.8 G	432.0 M / 640.0 M
comm199	UI	3.4 G / 3.8 G	416.0 M / 640.0 M
comm258	Worker	3.4 G / 3.8 G	414.0 M / 640.0 M

Schedulers

View Details

432

All Workers

Used 94 22%

Free 338 78%

*Breakdown by worker nodes

Most utilized node

Node	Type	Queue	Queue age	Workers
comm225	Worker	33	00:00:00	8 / 8

Semaphore Sets

View Details

Top utilized nodes

Node	Type	Pool name	Usage
comm186	UI	Snowflake	1 / 1
comm189	UI	Snowflake	1 / 1
comm257	UI	Snowflake	1 / 1
comm259	UI	Snowflake	1 / 1

Update Sets

View Details

Recent deployed update sets

Name	Installed on	State
Custom Fallback Set	2025-08-05 09:53:4...	complete
Custom Fallback -websearch_fallback_enabled	2025-08-05 09:55:2...	complete

Need Help?

[Explore Help](#)

Find answers to common questions, explore videos and access release notes.

7. Select **View Details** in the Transactions section that takes you to the Transactions page to view its exclusive details.

The **Triaged Date** and **Node Status** information is available here as well. The Type column gives you the node type information in the transactions section.

ServiceNow Impact | Instance Observer

Dashboard Performance Availability Alerts Analytics Triage Reports Help

Create a Case

When you click on Transaction Number and if this is a long running transaction, it is still in flight. The record will be seen only when transaction completes successfully.

Transaction Number: is an always increasing sequential number assigned to each transaction in chronological order that it was executed based on the node where it was executed. Each node maintains their own number sequence and only reset when the node is restarted. It can be found in the node logs at the start and end of each transaction following a # symbol and it is stored in the syslog_transaction.transaction_number field.

Transactions 72

Node	Type	Thread	Page	Started	Age	Transaction number
internal771	UI	Default-thread-40	/hr_task.do	2025-07-09 20:21:35	00:00:03	3733243
internal771	UI	Default-thread-18	/xmlhttp.do	2025-07-09 20:21:39	00:00:00	3733288
internal768	UI	Default-thread-29	/x_amspl_bgc_fortif_bgc_i...	2025-07-09 20:21:22	00:00:16	3858593
internal768	UI	Default-thread-27	/sn_hr_le_global_exit_req...	2025-07-09 20:21:36	00:00:02	3858829
internal768	UI	Default-thread-33	/hr_task_list.do	2025-07-09 20:21:37	00:00:01	3858848
internal768	UI	Default-thread-18	/spa_dashboard.do	2025-07-09 20:21:38	00:00:00	3858865
internal768	UI	API_INT-thread-2	/api/x_amspl_my_access/...	2025-07-09 20:21:38	00:00:00	3858860
internal766	UI	API_INT-thread-2	/api/x_amspl_my_access/...	2025-07-09 20:21:37	00:00:01	3656772
internal763	UI	API_INT-thread-1	/api/amspl/eam_rest_data...	2025-07-09 20:21:19	00:00:19	22692515
internal763	UI	Default-thread-58	/sc_req_item.do	2025-07-09 20:21:36	00:00:02	22692879

You can filter (☰) the columns with conditions to view transactions that you want and sort (⇅) each of the columns in ascending or descending order.

8. Select the Transaction number for a node to view the details.

Note: You will be able to view the details only when the transaction is complete, and it may take awhile.

9. Select **Back to Triage** to navigate back to the Triage main page.

10. Select **View Details** in each section to view the respective details of **Jobs**, **Servlets**, **Schedulers**, and **Semaphore Sets**.

11. Select **History** to view the triage history in a slider view and click the **Created on** link that takes you to Triage History page.

12. Select **Download Triage File** to view all the sections of triaged details, downloaded in an excel format.

Triaged instance data

You can triage your instance to get instant information on transactions, jobs, nodes utilization, semaphores, schedulers and update sets. Minimal use of this feature is recommended as use of this consumes resources on your instance.

Note: Triage as a feature is for all markets and all tiers – Guided, Advanced, and Total.

Transactions

The transactions widget breaks down the transactions into their current execution duration. You can click **View Details** to get a comprehensive list of transactions. You can sort by age or search for a specific transaction. You can also access a particular transaction in the syslog transaction table by clicking the linked Transaction ID.

Jobs

The jobs widget breaks down the jobs into their current execution duration. You can click **View Details** for a comprehensive list of jobs. You can also sort by age or search for a specific job.

Servlets

Use Servlets widget to learn more about your instance's nodes. The servlets widget displays information about the servlets currently serving the instance. This includes servlet names, start times, and the amount of heap and meta space they are using compared to what is available. This widget allows you to evaluate the distribution of activity among your nodes.

Schedulers

The schedulers widget provides insight into your schedulers with a detailed list. This includes the number of jobs being executed, worker nodes assigned to a node, workers currently in use, and queue metrics. Use this widget to identify the most heavily used nodes within your instance.

Semaphore Sets

The semaphore sets widget lists the utilization of various semaphores available on specific nodes within your instances at the time when triage was executed. You can click on hyperlinked node name to gain more insight to a specific node and the transactions in-flight during the time of triage.

Update Sets

The update sets widget lists all the updates that are applied in the past 24 hours and their completion state. Use this widget to gain insight of any updates that may be responsible to new features or performance changes within your instance.

IO reports

Reports in Instance Observer offer insights into the health of the instances, tracks database growth, and encryption status. The reports help you to analyze trends, and to schedule, download, and share these reports.

Daily Performance Metric Report

ServiceNow Platform Health

Standby Lag Anomaly

Indicates a delay in replication to the database that resides in the standby datacenter, and this results in delays if an AHA was required.

ServiceNow has an internal monitor and standard operating procedures when lag to the standby site is present. If ServiceNow determines a risk or impact due to lag, a P2 case will be opened automatically.

Note: Not all breach will result in a case. For sub-prod instances, ignore this field in the report.

Server Response Time Anomaly

Indicates that user transactions were most likely impacted.

To determine what transaction(s) was the cause use the transaction logs with a filter +/- 5 minutes around the time of impact.

Note: See the [Using the transaction logs \[KB0584420\]](#) article in the Now Support Knowledge Base

Database Response Time Anomaly

Indicates that the database is impacted with a very strong collection to user impact.

See the [Targeting query patterns to maintain or improve performance \[KB1064766\]](#) article in the Now Support Knowledge Base for the steps and then adjust the time range to +/- 15 minutes around the time of the breach.

Health Indicator

Today's count and yesterday's count

Provides a quick glimpse of key health indicators for today and yesterday.

- Slow Transaction Count is calculated based on any transactions that ran for more than 4.5 seconds.
- Slow Queries Count is calculated based on any queries that ran for more than 1 second.
- Long-running jobs Count is calculated based on any job that ran for more than 60 minutes.

An indicator trend is displayed if the counts are going excessively higher as compared from the 30-day average.

30-day average

Provides a quick glimpse of key health indicators for the last 30-days.

- Slow Transaction Count Average is calculated based on any transactions that ran for more than 4.5 seconds per day averaged over 30 days.
- Slow Queries Count Average is calculated based on any queries that ran for more than 1 second per day averaged over 30-days.
- Long running jobs Count Average is calculated based on any jobs that ran for more than 60 minutes day averaged over 30-days.

Top 10 slow transactions

Provides a quick glance at your most sluggish 10 transactions.

The report presents a top 10 list by first identifying the top 50 mostly executed transactions on this instance based on total execution time. Among the 50 transactions list it reports the top 10 transactions by the average execution time.

Top 10 slow queries

Provides a quick glance at your most sluggish 10 queries.

The report comes up with this top 10 list by first identifying the top 50 mostly executed queries on this instance by total execution time. Among those 50 queries, it reports the top 10 queries by the average execution time.

Top 10 running jobs

Provides a glance at the most sluggish 10 jobs by execution time per node by worker.

Critical support cases

Provides a quick glance at your active cases (P1 and P2) created within the past 30 days.

Performance Trend Report

This report provides users with the ability to quickly combine various performance metrics into a single comprehensive report. The report also calculates the trend between the selected time period and the comparison to the previous time period. Since the data is available only for 6 months, if the time period of the report is selected beyond 3 months, the report does not calculate the trend.

Note: The Standby Lag option should not be selected for sub-prod instances.

Database Growth Report

This report provides users with the ability to create a report on the database growth.

Note: If shards are not configured, then the chart for database size will not display any shards database. The table growth is sorted in descending order by the highest table size.

For more information on reports, see [Instance performance telemetry reports](#).

URL for graphs

- You can share the URL for charts with respective timestamp so you can open the link directly in a browser with the selected options.
- You can share the URL at the Performance, Availability, Triage, Reports, and Configure Notification under **Alerts** tab.
- IO is supported on Google Chrome and Mozilla Firefox and the links are valid on these browsers. You must log in to the respective browser to view the shared URL.
- There is a limitation with sharing the URL for Triage — both the sender and recipient must have the same instance enabled in their accounts.

Instance performance telemetry reports

Quickly generate reports to download and share with your business stakeholders, making organizations faster, smarter, and better in their instance performance management.

Visualize instance performance telemetry over time and quickly generate reports to share with your team and business stakeholders.

Run a report on any instance to generate a downloadable summary on daily instance health, performance trend or database growth.

Report options

Tailor various reports specific to your business needs with a few steps.

Navigate to **Instance Observer > Reports**. Select the **Report Type**, the **Instance**, and the **Date Range** for the report.

Select **Generate report** and the report renders. On the report page, you have the option to download the report or to schedule the report to be run periodically.

ServiceNow Impact
Instance Observer
SN Demo User
Service-now.com - HISURF
Time: Local

Home
Performance
Availability
Alerts
Analytics
Triage
Reports
Help
Create a Case

Reports

Run a report on any instance to generate a downloadable summary on daily instance health, performance trend or database growth.

Report Type

Daily Performance Metrics Report
Daily Performance Metrics Report
Performance Trend Report
Database Growth Report

Instance
sndemo

Date Range
Today

Generate Report

For additional information about a report, select **Help > Metrics** from the main menu and select the option from the right-hand menu.

Support matrix per Impact package

Some Instance Observer reporting features vary between the Impact package that you are subscribed to. Reference the support matrix for details.

- ✓ = Supported
- X = Not supported

Performance reports support matrix

	Guided	Advanced	Total
Daily Performance Metrics report	#	#	#
Performance Trend report	X	#	#
Database Growth report	#	#	#
Data retention	45 days	6 months	6 months
Self Service Alerts	X	#	#

Note: For more information on subscription support, see [Impact packages](#).

Daily Performance Metrics Report

There are six daily performance metrics sub-reports that are available that show a current snapshot of the health of the instance.

Sub-report and description

Report	Description
ServiceNow Platform Health	<ul style="list-style-type: none"> Reflects node availability, response, and lag times. Compares availability and anomalies from today and the last 30 days. Reports are based on the system thresholds that are set in the system and color codes the anomalies accordingly, with Green, Yellow, or Red.

Sub-report and description (continued)

Report	Description
Health Indicator	<ul style="list-style-type: none"> • Displays number of slow transactions, queries, and long running jobs. • Compares the counts between today, yesterday, and the last 30 day average. • Reports are based on the system thresholds that are set in the system and color codes the counts accordingly, with Green, Yellow, or Red.
Top 10 Slow Transactions	<ul style="list-style-type: none"> • Finds the most executed transactions by total execution time and then takes the top 10 transactions that incur the highest average execution time. • Results list the instance page along with the average and total execution times, and the total count the page was executed. <p>Note: Top 10 Slow Transactions is not available for Guided Impact customers in sub#production instances.</p>
Top 10 Slow Queries	<ul style="list-style-type: none"> • Finds the most executed queries by total execution time and then takes the top 10 queries that incur the highest average execution time. • Results list the query along with the average and total execution times, and the total count the query was executed. <p>Note: Top 10 Slow Queries is not supported for Guided Impact customers in sub-production instances.</p>
Top 10 Long Running Jobs	<ul style="list-style-type: none"> • Finds jobs that are incurring highest duration in minutes. • Results list the job name, node, worker, and the duration.
Critical Support Cases	<ul style="list-style-type: none"> • Lists the total number of severity 1 and 2 support cases in the report header. • Provides case numbers as links, the area, priority, and state, along with tracking who opened the issue.

Performance Trend Report

Drill into additional detail on selected performance metrics.

The following report options are available in regards to system performance:

- Transaction/Report Times
- Database response
- Semaphore depth
- Event queues
- Jobs recurring and running
- Memory
- User session summaries

Custom Performance Report

Generate Custom Performance report selecting a maximum of 20 metrics and a minimum of one metric from a wide range of 90 metrics available across the application. This report is almost the same as Performance Trend report, however offers you the flexibility to choose more metrics from the performance categories in the Performance page and build a dynamic report.

To configure the Custom Performance Report:

1. Navigate to the Instance Observer Dashboard page.
2. Select the **Reports** tab and click **On Demand Reports** from the list.
3. Select the **Instance** for which you want to run the report.
4. From the list of report types, select **Custom Performance Report**.
5. Select the time frame for the report's duration in the **Date Range** field.
6. To add metrics from all the available metrics in the application, select **All**.
7. To add metrics from the categories available in the Performance page, select the specific category from the list.
8. Select **Clear selection** to remove any previous selected metric from the list.

The selected metrics from the **Available performance metrics** column appear in the **Selected performance metrics** column on the right.

9. Select **Generate Report**.

Each metric render a different visualization, where many of them are based on time series rendering as charts, while some of them are tables where the key performance indicators are aggregated in a tabular format.

You have the flexibility to build the report in any order that you prefer. Once the report is ready, you can email it, set as CSV file, or generate a PDF.

Database Growth Report

There are several database growth reports that are available that show how the instance database has increased over a selected date range.

Note: Guided customers may select a range of up to 45 days.

Database report and description

Report	Description
Primary Database	Various metrics on how the database has either grown or decreased over the selected time frame. Total DBI size based on the sum of all tables, calculated every 4 hours.
Database by Size (Including Shards)	Various metrics on how the database has either grown or decreased over the selected, including shards. Total DBI Size align with primary shards, this is calculated every 4 hours and can be used to visualize database growth over time.
Top 20 Tables (By Size)	Lists table name, size (GB), 1 day growth and rate, and the 7 day growth rate.

Encryption Report

Important: This report is not available in the Regulated market.

- **DBI encryption status:** ServiceNow offers three types of encryption to the dbi's which is a paid service. They are Disk Encryption, Table Space Encryption (TSE), and Cloud Encryption.
- With this report you can check the status of encryption service that you have subscribed for the dbi's associated with the instances.

Instance monitoring and performance metrics

Instance Observer (IO) metrics are real-time and historical telemetry data points used to monitor, triage, and troubleshoot ServiceNow instance performance.

The key metrics include transaction response time, semaphore usage, database growth, and node health, allowing administrators to identify slow jobs and optimize system health. Moreover, the metrics are designed to help administrators identify and fix performance issues.

Anomaly insights

The reference topic gives additional information for anomaly charts.

Additional information for anomaly

- In Anomaly charts, the x axis represents time series and the y-axis represents the actual metrics per date range you select. Anomalies are denoted by red color code on the chart. Each red point represents the occurrence of an anomaly in the data. The specific placement of the red mark depend on the criteria or algorithm used to detect anomalies.
- In case of node level performance chart (like semaphore and node memory), you must select the common grain for x axis (1 minute roll up) if you must tally the data between default and anomaly tab. Performance chart is represented at the node level, however, anomalies are aggregated at an instance level.
- The anomalous points are selectable for semaphore and Node Memory max metrics in Anomaly chart that will be enabled with node metadata beyond the normal range. You must select **View detail** for the same. This Information will not reflect for non-anomalous points. In case of 10-min grain data, the anomaly is calculated based on 15-min average data point. Therefore, this will list all nodes beyond the range in the last 15 minutes.

Aggregation level of each metric

Metric Name	Aggregation Level	Aggregation Level	Aggregation Type	Aggregation Type
	Default Chart	Anomaly Chart	Default Chart	Anomaly Chart
User Transaction Count	Instance	Instance	Sum	Sum
Average Server Response Time	Instance	Instance	Weighted Average	Weighted Average
SQL Response Time	Instance	Instance	Average	Weighted Average
Semaphore Default Mean	Node	Instance	Max	Max
Node Memory Max	Node	Instance	Max	Max
Semaphore Default Queue Depth	Node	Instance	Max	Max
Semaphore API Int In Use	Node	Instance	Max	Max
Semaphore API Int Queue Depth	Node	Instance	Max	Max
Semaphore AMB Send Queue Depth	Node	Instance	Max	Max
Garbage Collection	Instance	Instance	Max	Max
CPU Time	Instance	Instance	Sum	Sum
Threads Running	Instance	Instance	Max	Max
InnoDBRowLock	Instance	Instance	Max	Max
Slow Queries	Instance	Instance	Max	Max

Roll up logic

User Transaction Count | Average Server Response Time | SQL Response Time

- When selected date range is **less than or equal to 7 days**, metric values are rolled up at the 1-minute level.
- When selected date range is **greater than 7 days but less than 30 days**, metric values are rolled up at the 10-minute level.
- When selected date range is **greater than 30 days**, metric values are rolled up at the 1-hour level.
- Default chart metric values will **not match** with the anomaly chart metric values when data is rolled up at the 10-minute level, because the default chart uses a 10-minute metric value average whereas the anomaly chart uses a 15-minute moving average.
- Default chart metric values will **match** with the anomaly chart metric values when aggregation is at the 1-minute level for **User Transaction Count** and **Average Server Response Time**. Values will not match for **SQL Response Time** because the default chart uses **Average** aggregation whereas the anomaly chart uses **Weighted Average**.
- Anomaly chart data is available for a **maximum of 28 days** from the current date.

Other metrics

- When selected date range is **less than or equal to 24 hours**, metric values are rolled up at the 1-minute level.
- When selected date range is **greater than 1 day but less than 7 days**, metric values are rolled up at the 5-minute level.
- When selected date range is **greater than 7 days but less than 30 days**, metric values are rolled up at the 10-minute level.
- When selected date range is **greater than 30 days but less than 60 days**, metric values are rolled up at the 1-hour level.
- When selected date range is **greater than 60 days but less than 90 days**, metric values are rolled up at the 2-hour level.
- When selected date range is **greater than 90 days but less than 120 days**, metric values are rolled up at the 4-hour level.
- When selected date range is **greater than 120 days but less than 150 days**, metric values are rolled up at the 8-hour level.
- When selected date range is **greater than 150 days but less than 180 days**, metric values are rolled up at the 12-hour level.
- Default chart metric values will not match with anomaly chart metric values for node-level metrics, because the default chart aggregates at the node level whereas the anomaly chart aggregates at the instance level. Note that the aggregation type (Max) remains the same across both charts for these metrics.
- Anomaly chart data is available for a maximum of 28 days from the current date.

Feature availability based on package

The table outlines the access permissions for Performance Analytics features across production and sub production instances.

Each feature is evaluated against three license tiers — Total, Advanced, and Guided — with values indicating full access (Y), restricted access (lock), or feature unavailability (N/A). It also covers anomaly-based alert configurations and the adjusted range function for fine-tuning anomaly tolerance thresholds.

Entry through Performance	Instance	Total	Advanced	Guided
Instance level metrics				
	Production	Y	Y	Y
	Sub production	Y	Y	Y
Node level metrics				
	Production	Y	Y	Y
	Sub production	Y	Y	Y
Anomaly				
	Production	Y	lock	lock
	Sub production	N/A	N/A	N/A

Entry through Performance	Instance	Total	Advanced	Guided
Instance alert card (with anomaly)				
	Production	Y	lock	lock
	Sub production	N/A	N/A	N/A
Node alert card				
	Production	Y	lock	lock
	Sub production	N/A	N/A	N/A
User session instance alert card (without anomaly)				
	Production	Y	Y	lock
	Sub production	Y	Y	lock
User session node alert card				
	Production	Y	Y	lock
	Sub production	Y	Y	lock

- Anomalies and their respected anomaly based alert are only valid for production instance. This is available for Total package customers.
- Node level alerts are configured through performance page for transaction count, server response time, and user session logged in metrics. It is not included in config alert section. This is available currently for production instances and Total package customers in current release except user session logged in metrics.

Adjusted range (anomaly tolerance)

Allows you to adjust an anomaly tolerance by manipulating the percentage range of a normal distribution that involves modifying the standard deviation or variance of the data distribution. This function enables you to increase or decrease the deviation of the data by selecting the percentage from drop down of the **Adjusted range**. This would widen or narrow the range considered as normal. A larger standard deviation means a wider tolerance for anomalies, while a smaller one means a narrower tolerance. Altering the range of a normal distribution directly impacts what the system identifies (predefined algorithms) as anomalous.

- This capability will act as an AND condition with the anomaly persistence condition under Anomaly based condition.
- If you want the system identified anomalous points, keep the default range as it is. For metrics like Transaction count, Server response time, Database response time by default value is 0, whereas for Semaphore mean and Node memory it's 50%.
- If the alert is saved with the adjusted range, the condition remains until you change it.
- When you hover over the chart following the alert, the normal range and adjusted data range distribution (upper boundary and lower boundary) will be displayed for quick comparison.
- If the lower boundary value exceeds the upper boundary, the range width will prevent the lower limit from surpassing the upper limit.

Auriga Intelligent Alert report

Auriga Intelligent Alert is an advanced multivariate machine learning (ML) model that learns from historical issues on your instance to provide real-time insight. Auriga monitors your performance metrics to deliver notifications of noteworthy events or deviations from anticipated data patterns.

Alert time

Indicates the time when the alert was generated by the Auriga intelligent ML model.

Alert confidence

- Low: less than 5% nodes impacted
- Medium: 5% to 20% nodes impacted
- High: more than 20% nodes impacted

An alert confidence score from a model is a numerical value that indicates the model's certainty or confidence in the validity of the alert it has generated. This score typically ranges from 0 to 1 (or 0% to 100%) and helps determine the likelihood that the alert corresponds to a true positive event.

Nodes affected

1. From the timestamp when the Auriga model generates an alert, node-level data are retrieved for the following metrics over the preceding 60 minutes:
 - Semaphore Default mean
 - Integration semaphore Qdepth
 - Semaphore Default Qdepth
 - Semaphore AMB send Qdepth
2. For each of these metrics, identify the node with the maximum value within that hour (there can be multiple nodes with the same maximum value).
3. After removing duplicates, these nodes will constitute the impacted nodes.
4. For these impacted nodes, display the maximum value for all the semaphore metrics within the last hour.

Users session affected

1. Retrieve the session_summary_loggedin data at the node level for the last hour from the time of the Auriga alert.
2. Calculate the maximum session_summary_loggedin value for each node within that hour.
3. For the nodes identified as impacted in the previous step, calculate the sum of the maximum session_summary_loggedin values from the previous step. These will represent the impacted sessions.

Instance response time

1. From the time the alert is generated, retrieve the anomaly data for server response time with a 10-minute rollout.
2. If an anomaly is detected within the past hour, categorize the system as unstable; otherwise, categorize it as stable.

Transaction or response metrics

The metrics provide a performance snapshot of classic UI transactions within the ServiceNow AI Platform®.

User transaction count (sum)

Transaction count is the instance-wide sum of all UI transactions of a certain type known as **UI_TYPE**, which is a classification used only in ServiceNow proprietary code.

UI_TYPE excludes all AJAX, Angular, REST (including all ServicePortal and /api/now/ui/), Scheduler, Agent Workspace, SOAP etc. Essentially, it can be considered to cover only classic, whole page transaction types for example, table based form/list transactions excluding List V3, home pages, UI pages.

This is useful to understand core business hours. Potentially useful as a secondary identifier of extreme performance issues if the number rapidly changes in minutes and stays that way for at least 10 minutes either up or down.

Note: This indicator is only a secondary indicator, which can be used to understand the context where it is used, and cannot be directly used for troubleshooting.

Average server response time (weighted average)

Server response time in this context is the average/mean execution time for **UI_TYPE** transactions. See Transaction Count (sum) for limitations of this classification.

In addition to these limitations, Server Response time also does NOT include:

- Time spent on waiting for a semaphore (if all semaphores are used by other users).
- Time spent waiting for session sync (if current user already has an active transaction).
- Time spent on the network back and forth to ServiceNow.
- Time spent on the client-side by the browser or mobile device.

Server response time commonly fluctuates up and down in relation to core business hours due to the type of operations that tend to occur at any given time. Thus, it is very common that server response time appears more volatile during nights and weekends because administrators are running long reports or administrative transactions that typically take longer to execute. This, combined with the fact that fewer overall transactions are occurring, means a few slow transactions will have greater impact on the average.

When considering long-term trends, like Week over week comparisons for example, one should consider that such changes may simply reflect usage pattern changes, such as users doing more or less of certain types of transactions that are typically faster or slower. Because each transaction type has different functional requirements, there is no arbitrary threshold for what constitutes a **slow** transaction and thus no threshold should be applied to this metric. Instead of looking at long-term trends or short spikes outside core business hours, attention should be placed on extreme deviations from the norm or where this metric coincides with another performance indicator.

Since this metric is limited to the response time of **UI_TYPE** transactions (see definition under Transaction Count (sum)), it may be a very incomplete picture of your end user's performance. Other methods of measuring should be considered for aspects of total system performance.

Stacked time: Server response time, Network time (network time, both from and to the user) and browser time

Server, network, and browser response times are three key metrics in the life cycle of a transaction. Average Stacked time of a transaction provides an response time from three metrics in a pile of objects.

Server Time

The number of milliseconds spent by the server in fulfilling the transaction. It does not include:

- server time spent prior to a redirect (HTTP 302)
- time spent on subsequent, partial page requests (that is, AJAX) or serving up a resource (CSS, JavaScript, images, etc)
- wait time from waiting for a semaphore or waiting for a previous transaction on the same session to complete

Therefore, this can be a confusing and inflated metric because some transactions may have 90% or more of their response time spent waiting for another transaction to complete.

Network Time

It is the time it takes the server to write all the bytes of the request to the output stream - not the time it takes to transmit those bytes across the internet. This is not what most people expect from this measurement. It is much lower than what most people would expect.

Browser Time

It is the time taken by the browser during the transaction. It includes the request and response rendering time at the browser.

It gives a perspective of what is the biggest contributor for the total response time for a transaction. Usually, Server time is high compared to Network and Browser.

Note: Review the following if:

- The server response time is high, then server side components must be reviewed further like business rule, ACL, SQL, Semaphore wait, Session wait time, and others.
- The network time is high, then transaction components and how much data is being streamed must be reviewed. Recommendation is to keep lightweight transactions with optimal data stream.
- The browser time is high, then client side scripts/components must be reviewed.

Database performance metrics

The metrics provide the database performance snapshot within the ServiceNow AI Platform[®].

SQL Response Time

Reported mean of database response time. This is measured at the application layer with a timer that starts when a query is sent to the database and finishes when the response has been received.

Since this is measured at the application layer, it is therefore inclusive of time spent on the network between application server and database server as well as being susceptible to misleading increases during periods of application layer resource contention (for example, CPU or JVM memory shortages).

Most database queries in ServiceNow are extremely fast (a few milliseconds or less). When interpreting the mean SQL response time metric this is very important to understand because individual slow queries, that typically cause most ServiceNow performance issues, will likely not have an impact on this graph. Conversely, things that do have an impact on this graph are very not likely to signify actual business impacting issues — particularly things that cause it to jump for very short periods of time or things that cause it to grow slowly over time.

If the SQL response time quickly jumps up multiple times its normal rate and stays elevated for more than 15 minutes this might correlate to a service impacting issue, but must be validated with a primary performance indicator for further troubleshooting.

Note: This indicator is only a secondary indicator, which can be used to understand the context where it is used, and cannot be directly used for troubleshooting.

Database Response Time by Type

The average response time of individual database transaction types. The database transaction types are stacked individually to give a granular breakdown. Database transaction types such as selects, inserts, updates and deletes are tracked individually. In case of a response time issue, the breakdown of individual statement types allows the user to narrow down the impacting query type.

Database Throughput

The total number of database transaction types performed per data point. The database transaction types are stacked individually to give a granular breakdown. Database transaction types such as selects, inserts, updates and deletes are tracked individually. The breakdown of counts per type allows the user to identify any deviation in volume at the more granular level.

Database Size

otal DBI Size (based on sum of all tables) along with any primary shard(s) size (based on sum of all tables on shards), this is calculated every 4 hours and can be used to visualize database growth over time.

History List Length

The InnoDB history list is the undo logs which are used to store these modifications. This is a fundamental part of InnoDB's transactional architecture. InnoDB is an MVCC storage engine, which means you can start a transaction and continue to see a consistent snapshot even as the data changes. This is implemented by keeping old versions of rows as they're modified. They're kept in a linked list. The most recent version points to the previous one, which points to the previous one, and others.

Note: The value on larger DBs over 5-10 million is bad and on smaller DBs over 1 million.

Threads Running

This metric represents the number of process threads running at the given point in time on the instance. When a thread is in the "running" state, it is actively using CPU resources to execute its code.

Slow Queries

This metric represents the max time taken by slow queries. Slow queries refer to database queries that take longer to execute, typically due to lack of indexes, design, and others.

InnoDBRowLock

This metric represents the duration InnoDB waits to acquire a row lock before timing out, specified in seconds. Adjusting it affects concurrency and performance in database transactions.

Semaphores performance metrics

The metrics provide the key performance indicators calculated at the instance level for the selected duration.

Semaphore Default Mean

The average number of semaphores in use over a 1-minute period. In other words, the number of end user transactions being processed at once. The default semaphore pool is a group of threads that handle any transaction that is not handled by a more specific semaphore pool. Integration transactions, for example, are handled by the integrations pool (API_INT) semaphore pool and thus would not go through the Default Semaphore pool. Most significant end user transactions will go through the Default semaphore pool with the exception of some very fast transactions like the UI Presence, Asynchronous Message Bus or Debugging transactions.

The Default semaphore pool has 16 threads, which is what the base system provides, and thus, the hypothetical max would be 16. In practice you would see extreme performance issues before reaching the 16 thread max and often a sustained usage of 10 or more might be indicative of a severe issue. Small spikes of semaphore usage on a single node can be ignored, but sustained spikes on a single node can be indicative of some type of performance issue. It is very rare that semaphore usage itself is the root cause of an issue — if more semaphores are needed, then a new node with 16 more semaphores is added to the ServiceNow cluster.

Note:

- Some of you may have customized the number of Default semaphores or ServiceNow may have done this on your behalf. To find out how many Default semaphore threads are on your instance go to .
- If a dangerously high spike of semaphore usage is observed the next step would be to find out if some resource has been maxed out.
- If only one node is spiking at a time then it is likely an application layer issue. If all nodes are spiking at the same time, then it is likely a database issue.

Semaphore Default Qdepth

The number of transactions which are currently queued in the default semaphore pools request queue awaiting processing. Note that the default request queue holds details of inbound end user transactions.

As transactions arrive at application nodes they are placed into the corresponding semaphore pools request queue. This queue is then drained as corresponding semaphores/threads become free and execute transactions from the request queue. As a result, it is common to see small numbers of requests in a semaphore pools request queue during normal operation. If, however, the request queue on one or more nodes sees spikes where the queue starts to fill, then this indicates either that there are spikes in transaction rates hitting those nodes, default threads on the nodes are busy executing some long running transactions, or performance of the node is periodically degrading such that transactional throughput decreases.

By default the default semaphore pools request queue can hold a maximum of 150 transactions. If the queue fills, additional transactions will be rejected with a 429 error indicating that the transaction could not be processed (and potential loss of service).

- Note:** Check metrics from impacted nodes to determine any unusual patterns. For example, patterns of default transactions which are extremely frequent/long running, an unusually high number of sessions, or evidence of memory/CPU contention. Take steps to remediate any issues discovered.

Semaphore Session Waiters Mean

Semaphore session wait time refers to the duration a new request from a given session waits for the prior request from the same session to complete. In most scenarios, the ServiceNow AI Platform uses a session-based synchronization mechanism to process requests in the order they are received. High semaphore session wait times can indicate that an individual session may be executing long-running requests, causing other requests from the same session to wait. This is metric is the mean of that wait time.

Semaphore Waiters Mean

Semaphore waiters refer to the duration a new request (user or API) waits for a semaphore to become available. Semaphores are used to process requests from users (typically 16 max per node) and APIs (typically 4 max per node) and are limited in number. If the semaphore waiters mean is high, it indicates semaphore contention and suggests a bottleneck due to resource constraints.

Integrations Semaphore in use

The number of API_INT semaphores/threads which are in-use (i.e., currently executing a transaction) on an application node at a given point in time.

Ideally all application nodes should have some free API_INT semaphores available at all times — this guarantees the best response time for integrations transactions (as there will be a semaphore available to execute a transaction as soon as it hits the semaphore pools request queue).

- Note:** It is not uncommon for application nodes to have no free API_INT semaphores especially during periods of peak integrations traffic. This is generally not an issue as long as individual transactions are generally being executed in a timely manner and the API_INT request queue is not in danger of becoming exhausted.

Integrations Semaphore Qdepth

The number of transactions which are currently queued in the API_INT semaphore pools request queue awaiting processing. Note that the API_INT request queue holds details of inbound integrations (REST/SOAP/JSON) transactions.

As transactions arrive at application nodes they are placed into the corresponding semaphore pools request queue. This queue is then drained as corresponding semaphores/threads become free and execute transactions from the request queue. As a result it is common to see small numbers of requests in a semaphore pools request queue during normal operation. If, however, the request queue on one of more nodes sees spikes where the queue starts to fill this indicates either that there are spikes in transaction rates hitting those nodes, API_INT threads on the nodes are busy executing some long running transactions, or performance of the node is periodically degrading such that transactional throughput decreases. By default the API_INT semaphore pools request queue can hold a maximum of 50 transactions. If the queue fills additional transactions will be rejected with a 429 error indicating that the transaction could not be processed (and potential loss of service).

- Note:** Check metrics from impacted nodes to determine any unusual patterns. For example, patterns of API_INT transactions which are extremely frequent or long running, an unusually high number of sessions, or evidence of memory/CPU contention. Take steps to remediate any issues discovered.

AMB Send In Use

The number of AMB Send semaphores/threads which are in-use (that is, currently executing a transaction) on an application node at a given point in time.

Ideally all application nodes should have some free AMB Send semaphores available at all times - this guarantees the best response time for corresponding transactions (as there will be a semaphore available to execute a transaction as soon as it hits the semaphore pools request queue).

- Note:** It is not uncommon for application nodes to have no free AMB Send semaphores especially during periods of peak integrations traffic. This is generally not an issue as long as individual transactions are generally being executed in a timely manner and the AMB Send request queue is not in danger of becoming exhausted.

AMB Send Qdepth

The number of transactions which are currently queued in the AMB Send semaphore pools request queue awaiting processing. Note that the AMB Send request queue holds details of operations such as channel subscription or AMB message publication.

As transactions arrive at application nodes, they are placed into the corresponding semaphore pools request queue. This queue is then drained as corresponding semaphores/threads become free and execute transactions from the request queue. As a result, it is common to see small numbers of requests in a semaphore pools request queue during normal operation. If, however, the request queue on one of more nodes sees spikes where the queue starts to fill, this indicates either that there are spikes in transaction rates hitting those nodes, AMB Send threads on the nodes are busy executing some long running transactions, or performance of the node is periodically degrading such that transactional throughput decreases.

By default the AMB Send semaphore pools request queue can hold a maximum of 50 transactions. If the queue fills, additional transactions will be rejected with a 429 error indicating that the transaction could not be processed (and potential loss of service).

- Note:** Check metrics from impacted nodes to determine any unusual patterns for example patterns of AMB Send transactions which are extremely frequent or long running, an unusually high number of sessions, or evidence of memory or CPU contention. Take steps to remediate any issues discovered.

AMB Receive in use

The number of AMB Receive semaphores or threads which are in-use (that is, not currently executing a transaction) on an application node at a given point in time.

Ideally all application nodes should have some free AMB Receive semaphores available at all times — this guarantees the best response time for corresponding transactions (as there will be a semaphore available to execute a transaction as soon as it hits the semaphore pools request queue).

- Note:** It is not uncommon for application nodes to have no free AMB Receive semaphores, especially during periods of peak integrations traffic. This is generally not an issue as long as individual transactions are generally being executed in a timely manner and the AMB Receive request queue is not in danger of becoming exhausted.

AMB Receive Qdepth

The number of transactions which are currently queued in the AMB Receive semaphore pools request queue awaiting processing. Note that the AMB Receive request queue holds details of operations such as AMB message delivery.

As transactions arrive at application nodes they are placed into the corresponding semaphore pools request queue. This queue is then drained as corresponding semaphores or threads become free and execute transactions from the request queue. As a result it is common to see small numbers of requests in a semaphore pools request queue during normal operation. If, however, the request queue on one of more nodes sees spikes where the queue starts to fill, this indicates either that there are spikes in transaction rates hitting those nodes, AMB Receive threads on the nodes are busy executing some long running transactions, or performance of the node is periodically degrading such that transactional throughput decreases.

By default the AMB Receive semaphore pools request queue can hold a maximum of 50 transactions. If the queue fills, additional transactions will be rejected with a 429 error indicating that the transaction could not be processed (and potential loss of service).

- Note:** Check metrics from impacted nodes to determine any unusual patterns. For example, patterns of AMB Receive transactions which are extremely frequent or long running, an unusually high number of sessions, or evidence of memory or CPU contention. Take steps to remediate any issues discovered.

Semaphore Rejected Metrics

Semaphore Default Rejected

This represents the number of rejected executions of semaphore default for last minute. Semaphore default means the number of end user transactions processed at once.

Integration Semaphore Rejected

This represents the number of rejected executions of API_INT semaphore or thread for last minute on an application node at given point of time.

AMB Receive Rejected

This represents the number of rejected executions of AMB receive semaphore or thread for last minute on an application node at given point of time.

AMB Send Rejected

This represents the number of rejected executions of AMB send semaphore/thread for last minute on an application node at given point of time.

- Note:** The API_INT is one of the semaphores used by the MID servers when communicating to the instance. If the API_INT semaphores are exhausted, and the queue depth has reached the max queue depth, then the instance will return the error Too Many Requests with code: 429 to any MID Server clients attempting communication. Because there are no available semaphores, the instance will not be able to receive any inputs from the MID Server. This could be due to the long-running transactions keeping the semaphores busy. Therefore, you can kill the transactions to free up the semaphores.

Event queues performance metrics

The metrics provide the event performance snapshot within the ServiceNow AI Platform®.

Event Queue Backlog

This represents the total number of unprocessed events. These events are either in ready or queued states, ready is the start of the processing life cycle and queued means they have already been claimed by an event processor.

These metric values should remain relatively low. If the value gets too high, it is likely to indicate a processing delay.

Events Processed Delta

This represents the delta change in the number of events that are in a processed state since the previous data collection point (i.e., in the previous 2 seconds). These events have fully processed by the event processor.

If the events processed delta is at zero, then it means that the queue has nothing further to process or there has been a failure in the event processor.

Event Queue Backlog Delta

This represents the delta change in the number of events **unprocessed** (increasing or decreasing backlog) since the previous data collection (that is, in the previous 2 minutes).

High Priority (HIPR) Events Backlog

This represents the total number of unprocessed events that were high priority. These high priority events are either in ready or queued states, ready is the start of the processing lifecycle and queued means they have already been claimed by an event processor.

These metric values should remain relatively low. If the value gets too high, it is likely to indicate a processing delay.

High Priority (HIPR) Events Processed

This represents the delta change in the number of high priority events that are in a "processed" state since the previous data collection point (that is, in the previous 2 seconds). These high priority events have fully processed by the event processor.

If the high priority events processed delta is at zero, then it means that the queue has nothing further to process or there has been a failure in the event processor.

ECC Queue performance metrics

The metrics provide the ECC Queue performance snapshot within the ServiceNow AI Platform®.

ECC Queue Metrics

ECC Queue message count (Input)

The External Communication Channel (ECC) Queue is a connection point between an instance and the MID Server. This metrics represent the count of input messages by respective queue agent name that is, name of the external system when it is in ready or processing state.

ECC Queue message count (Output)

The External Communication Channel (ECC) Queue is a connection point between an instance and the MID Server. This metrics represent the count of output messages by respective queue agent name that is, name of the external system when it is in ready or processing state.

Avg waiting time (Input)

This metric represents the average age for input message at ready state. This will tell us the load on mid server, since the messages are not picked up by mid server for processing.

Avg waiting time (Output)

This metric represents the average age for output message at ready state. This will tell us the load on mid server since the messages are not picked up by mid server for processing.

Processed message delta (Input)

This represents the delta change in the number of input messages that are in "processed" state since the previous data collection point (that is, in the previous 5 minutes) by respective queue agent name.

Processed message delta (Output)

This represents the delta change in the number of output messages that are in "processed" state since the previous data collection point (that is, in the previous 5 minutes) by respective queue agent name.

Note:

The MID Server status is not an indication of whether the MID Server service is running or stopped. Rather, the MID Server status is a representation of the communication between the MID Server and the instance. The MID Server status is decided based on the ecc_queue record inputs received by the instance from a MID Server. The MID Server status may be set to down if:

- The MID Server configuration file has incorrect configuration such as invalid credentials, incorrect instance URL, or misconfigured proxy information.
- The communication from the MID Server to the instance is being blocked, which could be due to a proxy or a firewall.
- The MID Server service is not running, which could be caused by a manual stop or a crash of the MID Server service.

Email performance metrics

The metrics provide the Email performance snapshot within the ServiceNow AI Platform[®].

Inbound Emails

This represents the total number of emails received. These emails are either in processed, ignored or failed states. Processed means the emails were successfully processed by email reader, Ignored means the emails were successfully ignored by email reader and failed means the email reader was failed to process the inbound email.

The processed inbound email metric values may reach in 1000s if the instance has implementation of applications that process emails as part of the workflow. If the value gets too low, when otherwise it is high, it is likely to indicate an issue with inbound email reader and should be further investigated to remediate.

Outbound Emails

his represents the total number of emails processed by the SMTP server. This includes emails sent, emails ignored while sending, emails ignored, and emails failed to send by SMTP server. This also includes number of emails that are in a Ready state since the previous data collection point (that is, in the previous 2 seconds) but not processed by SMTP server yet.

If the emails sent is zero, then it means that the SMTP server has nothing further to process or there has been a failure in the SMTP server.

Scheduler performance metrics

The metrics provide the Schedulers performance snapshot within the ServiceNow AI Platform[®].

Completed Scheduled Jobs

The number of scheduled jobs completed per node.

There are many types of scheduled jobs. They could be scheduled reports, scheduled script executions, one-time jobs like SLA or Workflow Timers, or repeating jobs like Email Sender or Event Processor. In addition to what you might think of as traditional scheduled "jobs" there is also a couple special case of operations that run on the scheduled job queue called, Asynchronous business rules. These can be work that was triggered from the UI or an integration but runs as a scheduled job to achieve asynchronous behavior. Typical examples of Asynchronous business rules are Discovery Sensors or perhaps a job that iterates over a large number of child records, making so many updates that it would not be a good user experience to have to wait for them all to complete.

i Note:

- When scheduled job counts suddenly shoot up this can be concerning as it may overwhelm processing and cause lag.
- This should be considered together with other job metrics like the scheduler age, scheduler queue length, and pending jobs counts.

Scheduler mean queue age

The average age of all unprocessed jobs in an application node in memory scheduler queue (i.e., the delta between the job being claimed by the node or placed in the queue and the point at which metrics were collected). Note that this does not include time the job spent pending in the sys_trigger table between its 'Next Action' time (that is, when it should have run) and when it was claimed.

A large scheduler mean queue age can indicate that an application node is struggling to process claimed jobs (that is, those in its in memory queue) in a timely manner.

- i Note:** Check to see if the majority of worker threads on the corresponding node are busy executing long running scheduled jobs — in this scenario long running jobs should be investigated to reduce frequency/improve performance/stagger execution. In New York and later a node which is unable to process claimed jobs can send these jobs back to the sys_trigger table to be claimed by other nodes. Check whether this functionality is working as expected

Scheduler queue length

The number of claimed scheduled jobs in each application nodes in memory scheduler queue. Note that this does not include scheduled jobs which are currently executing on a worker thread on the application node.

It is common for application nodes to claim multiple jobs at once and therefore have a significant scheduler queue length at any point in time. If a single node has significant queue length for a sustained period (that is, more than 60 minutes), where queue length does not drop down to 0 and scheduler age is increasing, this may indicate the node has an issue processing scheduled jobs.

If multiple nodes see similar issues it may indicate either all nodes are having issues processing scheduled jobs or the instance is simply overwhelmed by scheduled jobs.

i Note:

- Check scheduled jobs executing on application nodes to determine type or source.
- Address performance or scheduling of jobs as necessary to prevent them overloading worker threads.

Job details performance metrics

The metrics provide the job details performance snapshot within the ServiceNow AI Platform[®].

Job Execution

This presents a bar graph illustrating the hourly count of jobs, overlaid with transaction counts to correlate with the working hours of the day. The left-side Y-axis indicates the count of scheduled jobs executing, while the right-side Y-axis represents transaction counts.

i Note: This chart is limited to displaying data available for the past 28 days.

Top 2K Executing Jobs

Tabular representation of the top 2,000 executing jobs ranked by their execution time. This data is available for the past 6 months.

Top 2K Pending Jobs

Tabular representation of the top 2,000 jobs based on their average delay in starting the scheduled job, also known as Lateness duration. This data is available for the past 6 months.

Top 50 Recurring Jobs

Tabular representation of the top 50 jobs that have been executed multiple times, including their respective counts. This data is available for the past 6 months.

Node health performance metrics

The metrics provide the node health performance snapshot within the ServiceNow AI Platform[®].

Node CPU Time

Node CPU Time is the absolute value in milliseconds of CPU utilization per node at a given data point in history. This metric will include activities occurring on a node that are outside the customer's control.

Node Memory Mean

Node Memory Mean is the in use memory mean (Megabytes) per node at a given data point in history. This value normally ranges between 1000 MB and 2000 MB.

Node Memory Max

Node Memory Max is the in use memory max (Megabytes) per node at a given data point in history. This value normally ranges between 1000MB to 2048MB. In the legend of the chart, the max of total available memory for the nodes of that particular instance has been provided to compare the maximum used memory vs. available memory for any node.

Note: In case for any node, maximum memory used reaches 95% of the total available memory at least 5 times in a past 15 minute time-period, that indicates that node memory is almost full.

Node Garbage Collection Time

Garbage Collection Mean Time is the percentage of time spent doing Java garbage collection. It is the average of three samples; one sample being collected every 20 seconds. The values are collected for specific nodes and do not distinguish between the type of garbage collection. For example, young vs. old.

Host health performance metrics

The metrics provide the host health performance snapshot within the ServiceNow AI Platform®.

Memory

meminfo_memavailable

An estimate of how much memory is available for starting new applications, without swapping.

mem_total

Total usable RAM.

mem_free

The amount of physical RAM, in kilobytes, left unused by the system.

mem_buffer

Relatively temporary storage for raw disk blocks.

mem_cache

In-memory cache for files read from the disk.

mem_swap

Used when the amount of physical memory (RAM) is full.

Standby replication Lag

A read replica is a copy of the primary DB that reflects changes to the primary in almost real time, in normal circumstances. The lag represents the database server of the instance that is behind in seconds.

Technical Support will see alert incidents created for database replication lag for either the standby (far) database or read replica databases.

Note: The cause will be DELETE or UPDATE statements. In the rare case, the cause is INSERT statements.

Pool Replication Lag

Pool replication lag is the number of seconds that a Standby database or a read replica database lags behind the primary database.

This may be an indication that a transaction committed on the primary may not yet be committed on the downstream database.

This number should ideally always be 0; however, a non-zero value usually indicates some workload that is performing an excessive amount of inserts, updates, and deletes to the database, causing a delay in processing the transaction bin logs on the standby or read replica database.

Chat details performance metrics

For the operations team to get the insights of current load across main components of AWA channel infrastructure like queues and agents, and to monitor load during events of chat spikes.

ServiceNow instance provides an end point that can provide instance based metrics for consumption by monitoring systems and store them for analysis and alerting use cases.

This consists of the following metrics:

Chat Queued

Count of chat queued for the operations team.

Agent Available

Number of CS agents available.

Count of chat

Count of chat that was created, accepted, cancelled, or offered in CS queue.

Chat Average Wait Time

Average waiting time for chat in the queue.

Chat Arrival Ratio

Chats created vs. Agents available at a particular time period.

Chat Acceptance Ratio

Count of chats accepted by number of agents available at a particular time period.

Virtual agent

Interactions that were accepted, resolved, and transferred.

Note:

- If Chat Queued count for Live Agents (LA) is higher and they are not receiving any chat for Virtual Agent (VA), this may be an indication that there is higher load on LA and VA responses for guiding users are limited.
- If Chat arrival ratio or acceptance ratio is continuously trending higher, that may indicate that there is demand for availability of more live agents by the users.

Cluster details performance metrics

The metrics provide the cluster details and Encryption status snapshot within the ServiceNow AI Platform[®].

Cluster details

The cluster details page gives you the details of the cluster configuration for the selected instance. It provides the number of nodes, their types, names, status, and where they are hosted (primary and standby DC), and whether the instance is AHA (Advanced High Availability) enabled. If the instance is a sub-prod, you will not see a secondary DC as sub-prods are not failed over.

Diagnostic events information can be viewed by node, which can help troubleshoot problems.

Encryption status

Encryption status lists the status of the encryption service that has been availed and deployed for the db associated with the instance.

Important: Encryption status is not available in the Regulated Market.

Load balancer performance metrics

The metrics provide the load balancer performance snapshot within the ServiceNow AI Platform®.

Memory Utilization (1 to 100 max)

Memory Utilization is the percentage of memory that has been utilized at a given time. Memory percentage is the Memory utilization that occurred on the container level where your instance traffic is load balanced. If the instance traffic is managed over multiple DCs, each DC's container's memory utilization is provided. Usually there is one primary container that is handling most of the load and others are in standby mode.

Memory Utilization (max)

Absolute value of Memory Utilization that has been utilized at a given time.

CPU Utilization (1 to 100 max)

CPU Utilization is the percentage of CPU capacity that has been utilized at a given time. CPU percentage is the CPU utilization that occurred on the container level where your instance traffic is load balanced. If the instance traffic is managed over multiple DCs, each DC's container's CPU utilization is provided. Usually there is one primary container that is handling most of the load and others are in standby mode.

CPU Utilization (max)

Absolute value of CPU Utilization that has been utilized at a given time.

2xx Responses (Success) Rate 5 mins

Total number of http responses/second with response code 2XX (successful response to a http request) that the server has sent over the last 5 minutes. Note that this is an aggregated value that includes all responses sent for the instance in question. The rate 5 mins is calculated based on two data points within the last 5 minutes window divided by time lapsed between them. For more information on 2xx responses, see https://en.wikipedia.org/wiki/List_of_HTTP_status_codes#2xx_success.

5xx Responses (Failure) Rate 5 mins

Total number of HTTP responses/second with response code 5XX (server error response to a HTTP request) that the server has sent over the last 5 minutes. Note that this is an aggregated value that includes all responses sent for the instance in question. The rate 5 minutes is calculated based on two data points within the last 5 minutes window divided by time lapsed between them. For more information on 5xx responses, see https://en.wikipedia.org/wiki/List_of_HTTP_status_codes#5xx_server_errors.

Load balancer active (processing) HTTP requests

This represents the total number of active (processing) requests at a given timestamp. Note that this is an aggregated value that includes all responses sent for the instance in question.

User information metrics

The metrics provide the user information performance snapshot within the ServiceNow AI Platform®.

Session summary enduser

Sum of sessions that exist on each application node where at least one transaction has been executed; it's meant to be a gauge of real users. This includes sessions that are not logged in but have visited a page that is, login page.

Application nodes can generally support large numbers that is, a few hundred of sessions. If one or more nodes shows evidence of extremely high session counts that is, approaching or over 1000, the application node may suffer performance degradation due to a variety of causes.

Note:

- If all application nodes show evidence of high session counts, review session timeouts to ensure that these are set to a reasonable value (i.e., 30 minutes with 90 minutes absolute maximum). If session timeouts are already reasonable, this may be an indication that additional application nodes should be added to the instance.
- If one or more individual application nodes show unusually high session count, check whether other application nodes have recently restarted which may have caused active users to be 'moved' to remaining nodes causing a session imbalance. In this case, restart the node(s) with extremely high session count.

Session summary loggedin

Sum of all active sessions that is, session objects in memory that exist on each application node for logged-in users.

Application nodes can generally support large numbers that is, a few hundred of active sessions/session objects. If one or more nodes shows evidence of extremely high session counts that is, approaching or over 1000, the application node may suffer performance degradation due to a variety of causes.

Note:

- If all application nodes show evidence of high session counts, review session timeouts to ensure that these are set to a reasonable value that is, 30 minutes with 90 minutes absolute maximum. If session timeouts are already reasonable, this may be an indication that additional application nodes should be added to the instance.
- If one or more individual application nodes show unusually high session count, check whether other application nodes have recently restarted which may have caused active users to be 'moved' to remaining nodes causing a session imbalance. In this case, restart the node(s) with extremely high session count.

Instance Data Replication

The Instance Data Replication (IDR) copies data updates from one instance, called the producer instance, to one or more other instances called the consumer instances.

Active Producer Replication Sets

The Active Producer Replication Sets monitor your producer replication set status and report the data lag time between your instance and the replication queue.

Active Consumer Replication Sets

Active Consumer Replication Sets monitor your consumer replication set status, report the network lag time, and report the data lag time between the producer instance and consumer instance.

IO roles installed with Instance Observer

Several types of components are installed with activation of the Impact plugin, including tables, user roles, and scheduled jobs that are used in Instance Observer.

For roles specific to Instance Observer, see [Roles installed with Impact](#).

Help

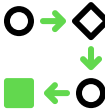
Access release notes, how to videos, and more from the Instance Observer Help Center page.

There are four menu options in the Help Center:

- Video Tutorials: View videos to help understand your options available to you in Instance Observer.
- Metrics Overview: Provides information of the available metrics and reports that can be accessed along with helpful definitions.
- Release Notes: Contains information regarding each Instance Observer release.
- How to Docs: Access documentation directly related to Instance Observer functionality.

Product adoption

View your capabilities, product adoption roadmaps, and subscriptions for your ServiceNow instance.

<div>Entitlements and usage using capabilities</div> <div></div> <div>View the full landscape of your licensed ServiceNow products and the status of their utilization.</div>	<div>Build implementation plans with product adoption roadmaps</div> <div></div> <div>View a recommended implementation sequence for your ServiceNow AI Platform capabilities.</div>	<div>Subscriptions</div> <div></div> <div>View a list of all ServiceNow subscriptions and purchase amount you are entitled to.</div>
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Entitlements and usage using capabilities

A capabilities map shows the products and capabilities available in your instance based on your entitlements. Use capabilities maps to understand what you have purchased and how to implement features.

Capabilities maps provide transparency into the products and capabilities purchased on the ServiceNow platform, with a comprehensive list of entitled products and capabilities. Each capability includes a description, users can explore further for additional detail.

You obtain separate capabilities maps for each instance. When more than one instance is present, the system generates a capability map for each instance.

Note: If a stakeholder group has been enabled, the capabilities map only displays those instances that are associated with a stakeholder group. In case there's an instance that isn't displayed in the capabilities map, confirm it's associated with a stakeholder group. See [Group Views](#) for more information on stakeholder groups.

Capabilities maps are available in Impact Delivery Instance and Impact Store App from the **Product Adoption** menu.

If you have more than one instance, select an instance from the drop-down selection menu. The summary information displayed references the selected instance.

On the capabilities maps, see the entire list of applications and a summary of the capabilities based on the filters that you select. When you change the filter options, the data displayed in the map updates accordingly.

The Capability details page displays information for a capability including description, relevant product adoption guidance, and it's alignment to objectives. You can use the **About** section to view detailed capability information to support informed decisions and **Related accelerators** to find relevant tools to help you implement and the capability. For more information, see [Capability details](#).

Impact Delivery Instance and Impact Store integration for Capabilities Map

You can view a list of your entitled applications and associated usage status, and manually edit usage status, without an active integration between the Impact Delivery Instance and Impact Store Application using the Service Exchange connection.

Without the integration, the following areas of the capabilities map display an empty state and an empty-state icon:

- **Overall usage status**
- **Recommended capabilities requiring your attention**

An active integration using Service Exchange is required for real-time data synchronization and to ensure seamless information flow between the Impact Delivery Instance and Impact Store Application.

Manage capabilities maps

Explore and manage the usage status for the capabilities you are entitled to use.

Before you begin

Role required: `Impact_platform_owner`, `impact_admin`, `impact_executive`, or `impact_user`

About this task

Use the capabilities map to track which entitled capabilities your organization is using, planning to use, or not using. Update usage status, add notes, and organize the view to support product adoption planning.

Note: Starting with the Brazil release, the Impact Store Application displays 375 entitled and non-entitled capabilities, compared to 1,155 capabilities in previous releases.

Procedure

1. Navigate to **Impact Workspace > Product Adoption > Capabilities map**.

2. From the **View by** list, select your product.

The Product Adoption Summary displays capabilities that your organization is planning or actively using, along with percentage usage trends over time.

To adjust the time period for **% in use capabilities**, select  icon.

Note:

Even if your Impact Store Application instance is not integrated with Impact Delivery Instance using Service Exchange, you can view the capabilities map with a list of applications, and their entitlement status.

To view the complete capabilities map experience, connect to ServiceNow Impact Delivery Instance. For more information see,

- [Service Exchange](#) 
- [Use manual registration to establish the connection to the provider instance](#)

3. In the **Capabilities** section, you can expand the products lines to view capabilities that are of type application their entitled status, usage status, related accelerators, available notes, and last updated date.

By default, you can only view entitled and non-hidden capabilities. Adjust the filters to change the view.

In the **Capabilities** section header, you can view the details of the user who last updated the capabilities map along with the timestamp.

4. Navigate to a product to view its capabilities.

5. To view capabilities recommended by your Squad, see the **Squad prioritized** column.

Squad prioritized capabilities are identified by your Impact squad team as most relevant for your organization based on your entitlements and goals.

Note: To filter by Squad prioritized capabilities, select the  filter icon in the **Capabilities** section and then select **Squad Prioritized** from the filter options.

Without an active Service Exchange integration, the **Squad prioritized** column displays an icon and a message in place of squad recommendations.

6. To update a capability's usage status, use one of the following methods:

- Double-click the **Usage Status** column for the capability.
- Select **...** for the capability and then select **Change Status** from the list.

The capabilities map reflects your updates to usage status, notes, and visibility settings. Use these updates to track product adoption and plan capability implementation.

Note: Usage status is shown with a icon for all applications, and you can manually edit usage status without an active Service Exchange connection.

7. Select a usage status from the list in the *Edit Usage Status* Pop-up window.
8. Select a capability to display the Capability Details Page **About** tab with the **Related Resources**.
9. To hide the capability from appearing in the default view of the capabilities map, select the check box beside the capability, then select **Hide** button.

Capabilities Last updated 2026-02-09 18:30:09

Search by capability name

+ Add manual capability

Grouped by: Product X Clear

Capability	Entitled	Usage status	Squad prioritized	Hidden	Related
Performance Analytics Content for L...	Yes	No usage data			
Service Mapping	Yes	No usage data			
Service Observability	Yes	No usage data	Squad Prioritized		
Synthetic monitoring	Yes	No usage data			
Tag Data Governance	Yes	No usage data			
Yiming manual capability	Yes	In use			
IT Service Management (37)					
Agent workspace for ITSM	Yes	No usage data			

Filters

Display options

- Show entitled only
- Include hidden capabilities
- Show squad prioritized only
- Show capabilities with supporting Accelerators only

You can bulk hide capabilities by selecting the check box for multiple capabilities, then select the **Hide** button.

Note: Starting with the Brazil release, capabilities aren't hidden by default. You can hide or unhide capabilities based on your preferences.

10. To edit capability notes, select the capability to open its details window, then select **Edit** next to the **Capability notes** section under the **About** tab.

Now Assist for IT Service Management (ITSM)

Recommended

About Related Accelerators

Workflow	Product	Entitled	Usage status
Technology Workflow	ITSM	No	No usage

About this capability

With the Now Assist for IT Service Management (ITSM) application, your agents can summarize the chat conversations and incident details, generate the incident resolution notes to share with other agents, and wrap up incidents faster.

For more details, go to [product documentation](#).

Capability notes Edit

Use the Now Assist Admin console to configure Now Assist for IT Service Management (ITSM). This console contains everything that you need to install the plugins and configure the generative AI skills.

For additional information, see [Now Assist Admin console](#).

Note: If there are no capability notes, select **Add** to add them.

11. To add a capability manually, select the **Add manual capability** button and enter the required information in the **Add manual capability** window.
 12. To view the related accelerators for a capability, select the count of **Related accelerator** column.
- The capability details and its related accelerators are displayed.

Manage work items from a capability linked to a Product Adoption Roadmap in the Impact Store App

Convert a capability linked to a product adoption roadmap to an SPM entity either from the Impact home page or from the **Product Adoption Roadmaps**.

Before you begin

Role required: Impact App Admin, Impact Platform Owner, Impact Portfolio Owner, Instance Admin.

Procedure

1. Navigate to **All > Impact > Product adoption > ..**
2. On the Impact Workspace, select **Product adoption > Product adoption roadmaps**.
3. Select the product map that you want to convert.

Note: You can't convert a legacy product adoption roadmap to an SPM or a CWM work item.

4. Select the more action () icon for the desired capability and click **Convert to work item** option.
5. Select a work item from those that are listed for the product adoption roadmap.
6. Select **Next**.
The corresponding SPM table or the CWM table opens in a conversion form in Strategic Planning Workspace view. The SPM record details are auto-populated in the fields, as the fields from the Impact entity are mapped to the SPM entity in the Impact SPM Definition table [sn_impact_cust_impact_spm_definition]. You can continue with the auto-filled record details or update the details if needed.
7. Select **Convert**.
You are redirected to the **Work items** page and a UI message confirms that an SPM entity is created successfully with a link to the created SPM entity.
8. Select the link to view the record details, or open the capability from the product adoption roadmap and click **Work Items** on the capability details page.

Work Items tab

Continual Improvement Management

About Work Items

Work Items for this capability

Name	Work Item Type	Product Adoption Roadmap
Continual Improvement Management 	SPM Demand	Ensure High Availability for critical applications and services

Showing 1-1 of 1

1

You can view the work items that you created for this capability. A work item () icon on the capability indicate that one or more work items are associated with it.

You can also access the capability from the Capability Map and navigate to the **Work Items** section to view the created items.

Users who can convert an Impact entity to an SPM work item

Impact App Admin, Impact Platform Owner, Impact Portfolio Owner and Instance Admin can start the impact entity conversion to SPM work item if they have create access for the SPM entity.

Impact entities that can be converted to SPM work items

Recommendations, Free-form Initiatives and capabilities linked to product adoption roadmap can be converted to SPM work items.

Expiry of SPM license

If the SPM license expires and the user still has access to the SPM tables, then they can convert successfully. However, if their access to SPM tables is revoked then they won't be able to create a conversion and will be redirected to the home page that displays an error message.

Required SPM and CWM plugins

- Collaborative Work Management
- Portfolio Planning Core/ Strategic Portfolio Management

Capability details

View the various details for a capability using the Capability details page.

Capability	Description
Workflow	View the workflow for the selected capability.
Product	View the product for the selected capability.
Entitled	View if the selected capability is entitled to a subscription.
Usage Status	View the current usage status of the selected capability. Note: You can edit the Usage status for the selected capability by selecting the edit icon.
About this capability	View a Now Assist generated summary of description, features, benefits, and related resources when you click on a capability.
Capability Notes	View and edit additional information specific to a capability. You can view these notes by either selecting the capability from the capabilities map or a product adoption roadmap.
Included with these subscriptions	View which subscriptions provide entitlement to an entitled capability.
Guidelines for phase (Phase name)	View and edit notes specific to the phase for adoption guidance related to the capability that helps to ensure a smooth and effective product adoption. Some examples include prerequisites, dependencies, preparation materials, training, or any other adoption guidance from ServiceNow. Note: This section is only available when the capability is selected from the product adoption roadmap.
Support these business objectives	View and edit the business objectives related to a capability. Select Add business objective to add or remove business objectives for the selected capability.
Accelerators from the catalog	View the accelerators currently associated with the selected capability. Select an accelerator to view details for the accelerator including activities and time estimates. Select View accelerator and initiative catalog to view your list of accelerators and initiatives.

Capability	Description
	From accelerator details, you can select Request accelerator to initiate the accelerator.
Requested Accelerators	View all the previously requested accelerators for the selected capability.

Build implementation plans with product adoption roadmaps

Learn about product adoption roadmaps, including template-based creation, collaborative planning, and roadmap locking behavior.

Product adoption roadmap overview

The product adoption roadmaps are available to Impact Advanced, Total and Guided users. Users can create a roadmap using predefined templates aligned to their business needs and products. For Advanced and Total users, the Impact squad collaborates with the customer to determine the optimal implementation sequence for their unique business needs. Once the squad creates the roadmap, the customer receives a notification.

Multiple users can view a product adoption roadmap simultaneously, but only one user can edit it at a time. While a roadmap is being edited, it is locked for other users, who can see who is currently editing and reach out to collaborate or request that the roadmap be released.

Users with the Impact admin or platform owner role can unlock a locked roadmap. Unlocking discards all changes made in the current version and reverts the roadmap to its last published version.

You can access your created roadmaps in by selecting **Product Adoption Roadmaps** from the **Product Adoption** menu on the Impact home page. The complete product adoption roadmap experience requires integration between the Impact Delivery Instance and Impact Store App, enabled through Service Exchange, which synchronizes data between instances. If your environment isn't integrated, a banner displays indicating that full product adoption functionality is limited. You can create a new adoption map, but additional features like editing and viewing existing product adoption roadmaps are available once an integration is established. For more information, see

- [Service Exchange](#) 
- [Use manual registration to establish the connection to the provider instance](#)

Use cases

You can explore your roadmap further and edit in the following ways:

- Select a capability card to view more details, including any adoption guidance.
- Add or remove phases.
- Manage capabilities for each phase.
- Connect capabilities to objectives.

Without an integration, you can create roadmaps but not open or edit existing ones. When no roadmaps exist, the **Product adoption roadmaps** page appears empty and prompts you to create one.

Create product adoption roadmaps in Impact

Create a product adoption roadmap (PAR) using either a predefined template or a custom roadmap.

Before you begin

- Evaluate the capabilities currently in **Planning, Implementing, In Use, Not in Use, No Intent to Use, and Needs Validation**.
- Add or remove capabilities as needed to align with business outcomes specific to your organization.
- View notes specific to a capability that span across phases.
- View notes for a capability specific to that phase to see pre-requisites, plan training, and evaluate additional implementation considerations.

The complete product adoption roadmap experience requires integration between the Impact Delivery Instance and Impact Store App, enabled through Service Exchange, which synchronizes data between instances. If your environment isn't integrated, a banner displays indicating that full product adoption functionality is limited. You can create a product adoption roadmap using a template or manually without a Service Exchange integration. Additional features like editing and viewing existing product adoption roadmaps are available only once an integration is established.

Role required: Impact admin, Platform Owner, Impact Portfolio Owner, and Impact Executive.

Procedure

1. Navigate to **All > Impact > Product adoption**.
2. On the Impact Workspace, select **Product adoption > Product adoption roadmaps**.
3. Select **Create roadmap**.
4. On the Create new product adoption roadmap page, provide a name in the **Roadmap owner** field.
5. In the **How do you want to start?** section, indicate whether you want to create the roadmap from a template or manually.

How do you want to start?	Actions
Create from a Template	<ol style="list-style-type: none"> a. Select Create from a template. b. Select a template in the Choose a template section. <p>Note: You can access product adoption roadmap templates with pre-defined sequence of capabilities for ITSM, ITOM, Security Operations, Customer Service Management, Risk and Field Service Management.</p>
Create a roadmap manually	<ol style="list-style-type: none"> a. Enter a name for the template. b. (Optional) Enter a description.

6. Select **Create**.
7. Select a capability to view its details page, and to view or edit phase level notes.
8. Select **Edit Roadmap Details** to edit the name, description and owner of the map.
9. Select **Manage capabilities** for a phase to add or remove capabilities.
10. Select the ellipsis icon for a phase to modify a phase and do the following.

- a. Select **Add new phase** to add a phase to the selected capability.
- b. Select **Delete phase** to delete a phase.
- c. Select **Edit Phase titles and descriptions** to edit phase titles and descriptions.



11. Select **Publish**.
The product adoption roadmap is published and is available to other members on your account and the Impact squad.
12. Select **Edit** to edit a published roadmap to manage the adoption phases and capabilities.

Accelerators and Initiatives

Initiatives are the actionable engagements and work streams that support your digital transformation. Impact Accelerators are fixed-scope offerings with experts behind each option to provide value exactly where you need it.

Accelerators and initiatives are shared between the Impact store app and Impact Delivery Instance (IDI). There may be differences in navigation when accessing Accelerators and initiatives between the platforms.

Note: Contact your admin for upgrades to the latest Impact Store content app, so you can access all available Accelerators and initiatives in accordance to your package entitlement.

Overview of Initiatives

Your Impact squad recommends Initiatives that are right for you, typically shared by you and your squad.

- **Your initiatives:** Initiatives that are delivered as part of your package entitlement
- **Initiatives roadmap:** Captures the work that other teams are doing in a consolidated view of all workstream initiatives that are underway

Initiatives Catalog



Initiatives can range from advisory sessions to Squad-led engagements.

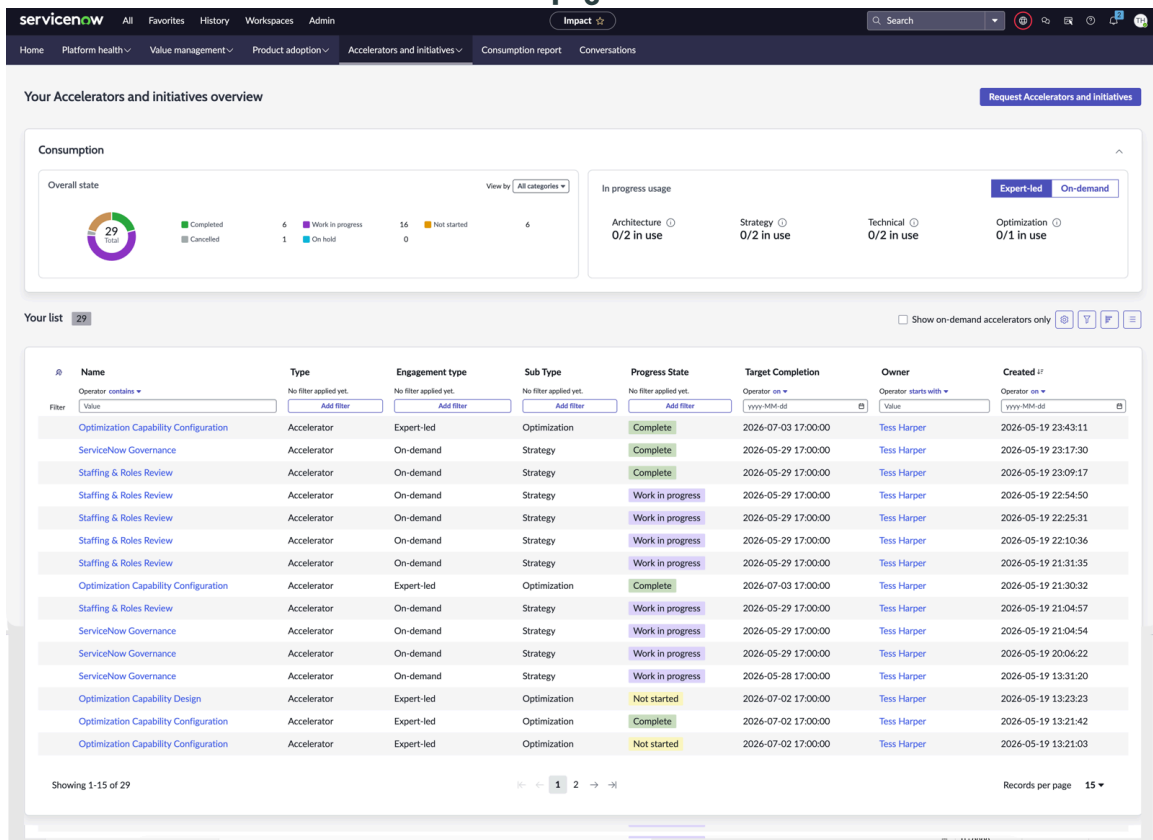
Overview of Accelerators

With Impact Accelerators, you receive:

- Valuable information, recommendations, and insights in a short time frame, so you get value quickly.
- Expert attention on specific goals such as upgrade readiness, product adoption, and more.

Explore the Accelerators and initiatives page by navigating to **All > Impact > Accelerator and Initiatives > Overview** from your ServiceNow instance. In the Impact Delivery Instance, **Impact > Initiatives & Accelerators**. You will find usage status and a list of the Accelerators and initiatives that are associated with the instance.

Your Accelerators and initiatives overview page



Consumption

View the pie chart representation of the usage status of the Accelerators in the **Overall state** segment. Use the **View by** drop-down to filter the results by category.

The report also displays the number of **Expert-led** Accelerators in use for every category in the **In progress** usage segment.

Select **On-demand** to view the number of on-demand Accelerators in use.

Note: This toggle is unavailable for Guided customers. The on-demand Accelerators don't have concurrency limits.

Consumption report



Your List

View a default grid containing the available list of Accelerators and initiatives with details such as Name, Type, Engagement Type, Sub Type, Progress State, Target completion date, and Owner. The grid also has icons that support various navigation features.

List View of Accelerators and Initiatives

Your list 20							
Show on-demand accelerators only							
Name	Type	Engagement type	Sub Type	Progress State	Target Completion	Owner	Created
ServiceNow Governance	Accelerator	On-demand	Strategy	Work in progress	2026-05-29 17:00:00	Tess Harper	2026-05-19 23:17:30
ServiceNow Governance	Accelerator	On-demand	Strategy	Complete	2026-05-29 17:00:00	Tess Harper	2026-05-19 23:09:17
Staffing & Roles Review	Accelerator	On-demand	Strategy	Complete	2026-05-29 17:00:00	Tess Harper	2026-05-19 22:54:50
Staffing & Roles Review	Accelerator	On-demand	Strategy	Work in progress	2026-05-29 17:00:00	Tess Harper	2026-05-19 22:25:31
Staffing & Roles Review	Accelerator	On-demand	Strategy	Work in progress	2026-05-29 17:00:00	Tess Harper	2026-05-19 22:10:36
Staffing & Roles Review	Accelerator	On-demand	Strategy	Work in progress	2026-05-29 17:00:00	Tess Harper	2026-05-19 21:31:35
Staffing & Roles Review	Accelerator	On-demand	Strategy	Work in progress	2026-05-29 17:00:00	Tess Harper	2026-05-19 21:04:57
ServiceNow Governance	Accelerator	On-demand	Strategy	Work in progress	2026-05-29 17:00:00	Tess Harper	2026-05-19 21:04:54
ServiceNow Governance	Accelerator	On-demand	Strategy	Work in progress	2026-05-29 17:00:00	Tess Harper	2026-05-19 20:06:22
ServiceNow Governance	Accelerator	On-demand	Strategy	Work in progress	2026-05-28 17:00:00	Tess Harper	2026-05-19 13:31:20
Staffing & Roles Review	Accelerator	On-demand	Strategy	Work in progress	2026-05-28 17:00:00	Tess Harper	2026-05-19 11:18:36
ServiceNow Governance	Accelerator	On-demand	Strategy	Work in progress	2026-05-28 17:00:00	Tess Harper	2026-05-19 11:17:34
Staffing & Roles Review	Accelerator	On-demand	Strategy	Work in progress	2026-05-28 17:00:00	Tess Harper	2026-05-19 10:57:21
Staffing & Roles Review	Accelerator	On-demand	Strategy	Work in progress	2026-05-28 17:00:00	Tess Harper	2026-05-19 08:13:14

Note:

- View the on-demand Accelerators by selecting **Show on-demand Accelerators only**. The **Engagement type** column displays **On-demand** to help users differentiate them from **Expert-led** Accelerators.
- Select the roadmap icon to view the customized timeline view of the scheduled Accelerators and initiatives on a calendar by quarter or year.

Navigating your list

Navigate through the list view or roadmap view of the list of Accelerators and initiatives using the following features:

- Column Filter:** View selective values when you know the granular filter conditions on the columns, using a value filter on the columns.
- Group by Filter:** View the list organized in groups for a segmented analysis of the list, by hovering on the column label and selecting the Group by menu in the filter vertical ellipsis.

- Quick Filter: View Accelerator information pertaining to a known Priority, Owner, Progress State, or Type by using Quick Filter.
- Edit Columns: Adjust the columnar display in the grid when selective columns make better sense for your search or analysis, by selecting and arranging the columns.
- Sort columns: Search a column in the sorted view by selecting the column header to sort the columns in ascending or descending order.
- Page Navigation: At the bottom of the page, select the **Records per page** and use the arrows for pagination.

Note: Select the UI controls on the column headers and the icons on the grid to use these features.

Accelerator sub-catalogs

Accelerator availability is defined by your Impact Package and is classified into one of the sub-catalogs, Architecture, Strategy, Optimization, or Technical Accelerators.

Architecture Accelerators	Strategy Accelerators	Optimization Accelerators	Technical Accelerators
			
Gain a foundational understanding of business outcome maturity with targeted recommendations on what to tackle next to unlock further value from the platform.	Go deeper on organizational and governance best practices with the ServiceNow platform and upskill your team to enhance business performance and drive success.	Expert-led guidance and support to design and configure ServiceNow capabilities to improve platform health and adoption	Accelerate usage and adoption of specific platform and product capabilities via applied demonstrations, personalized coaching, and best practices.

Accelerator catalog

Browse the complete Accelerator catalog that combines all three sub-catalogs into one consolidated list.



Accelerator Recommendations

When requesting an Accelerator, in addition to the sub-catalog, Accelerators can also be sorted by recommendations. Accelerator recommendations are generated based on customer context using data gathered from product subscriptions, objectives, instance data, and peer comparisons. Some of the recommendations are generated by the Artificial Intelligence (AI)

engine, while the Impact squad manually recommends others. See [Request an Accelerator from IDI](#) for additional information for engaging Accelerators in the IDI and see [Request an Accelerator](#) for the Impact Store Application

Related topics

[View the Accelerator and Initiative catalog](#)

[Request Accelerators and Initiatives](#)

Request Accelerators and Initiatives

Depending on the Impact package that you're subscribed to, you can request and consume a designated number of concurrent Impact Accelerators.

The process of requesting an Accelerator from IDI and Impact Store App is similar. When you request an Accelerator, you must complete a request form and follow the on-screen guidance to complete the setup.

You can place a request for any of the available Accelerators and initiatives if you have upgraded to the latest versions of the application.

Some Accelerators require additional terms and conditions and are offered pursuant to the applicable [Impact Accelerator Description](#) . For Accelerators that require consent, the terms and conditions must be accepted from the **Manage Permissions** menu. You can manage permissions using [Manage Initiative and Accelerator permissions](#)

What to explore next

- Request an Accelerator from [Request an Accelerator from IDI](#)
- Request an Accelerator from [Request an Accelerator](#)
- [View the Accelerator and Initiative catalog](#)

Request an Accelerator

Request the number of concurrent Impact Accelerators available in your entitlements and complete the setup.

Before you begin

For details about available Accelerators, refer to the [Accelerator catalog](#).

Role required: Impact app admin, Impact platform owner, or Impact portfolio owner.

About this task

Accelerators and Initiatives follow a similar procedure for requesting and monitoring progress.

Procedure

1. Navigate to **All > Impact > Accelerators & initiatives > Overview**.
2. Select **Request Accelerators & initiatives** from the Your Accelerators and Initiatives Overview page.
3. In the [Accelerator Catalog](#), select an Accelerator card and select the maximize icon to view the details.
4. Select **Request Accelerator**.

If you have reached the maximum number of concurrent Accelerators, select the **Schedule later** button to schedule the Accelerator for later.

5. Select **View terms and conditions for this Accelerator** to understand the terms in the Consent Provided section.

If you have already granted consent for an Accelerator, the terms and conditions for the Accelerator appear as accepted.

If you have not granted consent for an Accelerator, you must accept the terms and conditions from the Manage Permissions menu in the Impact IDE. See [Manage Initiative and Accelerator permissions](#) for more information.

If you need time to decide, select **Revoke**. Your request doesn't move forward.

6. In the Request form section, fill in the fields.

Accelerator request form fields

Field	Description
Instance type to copy	Instance type such as Production or Non-production
Instance to copy	Name of the instance in selected instance type
Use ServiceNow demonstration instance	Option to use the ServiceNow demonstration instance for the Accelerator request
Do not upgrade the temporary instance	Option to use the copied instance for the Accelerator request without upgrade
Temporary instance access	User to receive access to the temporary instance
Preferred start date	Preferred start date for the Accelerator
Assign to business objective	Business goal expected for this Accelerator
Owner	Name of the owner for the Accelerator request
Watchlist	Names of the team members who track the progress of the Accelerator request
Reason for Request	Reason for the Accelerator request
Attachments	Relevant files for reference

7. Initiate the Accelerator setup by selecting **Complete Setup**.
A dedicated Accelerator setup page displays the status of the Accelerator setup.
8. Select **Start Accelerator**.
9. Follow the progress of the Accelerator setup along with the Activity Information on the navigation panes.
If you requested to copy an instance, the progress of the instance copy appears on the navigation pane.
10. Respond to the Impact squad by using **Notes** and **Comments**, and by adding **Attachments**.
11. Select **Complete Accelerator** when all the activities listed on the navigation pane are complete.

Action	Description
Put Accelerator on Hold	Pause an Accelerator for reasons such as a pending decision or clarification. You can resume the Accelerator later by selecting Resume .

Action	Description
Cancel Accelerator	Stop progress of the Accelerator request if you change your decision.

If you complete or cancel an Accelerator before all the activities are done, all activities that are in progress are canceled. You can select **Confirm** or **Cancel**. You can also select **Reopen** to reopen an Accelerator.

The status of the Accelerator changes to **Complete** or **Canceled**.

What to do next

You can request an Initiative by following similar on-screen guidance.

If you use IDI, see [Request an Accelerator from IDI](#) to request an Accelerator.

Request Access to Expertise Initiative

Use the Access to Expertise Initiative to connect to ServiceNow subject matter experts via personalized virtual coaching sessions.

Before you begin

Role required: Impact admin or Impact platform owner

Procedure

1. Navigate to **Impact > Initiatives & Accelerators > General Initiatives > Access to Expertise**.
2. On the Set up Initiative form, fill in the fields.

Field	Description
Initiative title	Topic title
Start date	Requested start date
When do you need this by?	Preferred resolution date
Related business objective	Impact objective selected from the drop-down
Stakeholder group	Available for selection if stakeholder groups are enabled and configured
Instance type	Select if multiple instance types are available, such as production or sub-production
Which instance is this related to?	If multiple instances are available, the drop-down is enabled for selection
Phase of implementation that this request pertains to	Phase available in the drop-down

3. Select a **Primary category** on the What do you need help with? form.
4. Fill out the fields on the Workflow and product details form.

Field	Description
Workflow	The name of the instance specific workflow from the drop-down
Product	The name of the specific instance product from the drop-down

Field	Description
Capability	The name of the specific Impact capability from the drop-down
Description	A detailed description of the issue or question
Attach a file	Image or document to help clarify the request or explain the issue

- Enter information of any progress you have made on the request in the What actions have you taken so far? form.
- Select the technical lead and other important contacts to include for the request on the Who else should be involved? form.
- Submit** the form.
Members of the Impact squad will reach out to you to request additional information, next steps, or with a resolution to your inquiry.
- Monitor the status and the related tasks under **Impact > Initiatives & Accelerators > Your initiatives**.

View the Accelerator and Initiative catalog

Learn about available Accelerators and Initiatives that you can request to help achieve your business outcomes for your instance.

Accelerator and Initiative catalog

Accelerator and initiative catalog

Initiatives are the actionable engagements and work streams that support your digital transformation. Accelerators are fixed-scope offerings with experts behind each option to quickly provide value exactly where you need it. Your entitlement package dictates how many Accelerators can be consumed simultaneously.

Usage by category (For expert-led Accelerators only)

- Architecture Accelerators: 0/2 in use
- Strategy Accelerators: 0/2 in use
- Technical Accelerators: 0/2 in use
- Optimization Accelerators: 0/1 in use
- Initiatives: 0 in use (no limit)

All Accelerators and initiatives

Search: [Search] Show on-demand accelerators only [Y] [IF]

Category	Item	Description	Duration
Initiative	Access to Expertise	Guidance with effective ServiceNow Platform navigation provided by ServiceNow Subject Matter Experts.	30 days
Strategy	Adopt AI Governance	Guidance through the process of establishing and managing an Artificial Intelligence Management System (AIMS).	30 days
Architecture	Architecture Blueprint	Insight into your ServiceNow core architecture through the guided development of Architecture Blueprint artifacts.	56 days
Architecture	Artificial Intelligence (AI) Readiness Assessment	Assessment and guidance to gauge your readiness for adopting ServiceNow Generative AI capabilities (Now Assist).	42 days
Strategy	Center of Excellence & Innovation Design	Assessment of the current state of your ServiceNow program. Prescriptive guidance in implementing a ServiceNow CoE.	90 days
Strategy	Champion Engagement - Total	Comprehensive support to ServiceNow Champions. Guidance on leading practices and actionable recommendations to communicate the value and benefits of using ServiceNow within.	90 days
Strategy	Citizen Development Program Design	Prescriptive guidance on enabling Citizen Development for your Now Platform.	90 days
Strategy	CoE Funding Strategy	Assistance with identifying and developing a strategic Center of Excellence and Innovation (CoE) funding approach.	30 days
Strategy	CoE Maturity Assessment	Insight into your current ServiceNow CoE processes and functional maturity within ServiceNow, providing targeted recommendations on next steps to unlock additional value from the platform.	30 days
Architecture	Common Service Data Model (CSDM) Assessment - Total	Assessment and guidance to improve your Common Service Data Model (CSDM) framework.	90 days
Architecture	CSDM Data Modeling	Demonstration of the possibilities and capabilities of CSDM Data Modeling.	30 days
Architecture	CSDM Maturity Assessment	Evaluate your current alignment with ServiceNow's Common Service Data Model (CSDM) across people, process, and governance. Receive targeted recommendations to unlock.	30 days
Strategy	CSM Maturity Assessment	Insight into your current Customer Service Management (CSM) processes and functional maturity in ServiceNow, with targeted recommendations on next steps to unlock additional value from.	30 days
Architecture	Data Management & Governance	Insights into your data management and data governance practices organized around five data management pillars.	28 days
Initiative	Database Management & Recommendations	Review of your database capacity utilization, ensuring optimal performance and efficiency in your database footprint and growth.	60 days
Architecture	Design Review - Total	Evaluation of your current solution or one that you are planning to implement.	90 days

[Show more](#)

Usage by category

The catalog page displays the number of Accelerators and Initiatives in use along with the entitled usage limits. For example, 1/2 in use indicates that the instance uses one Accelerator out of the permissible limit of two. You can browse the catalog and request another Accelerator to make the best use of the entitlement in the package.

Note: The number of Accelerators and Initiatives that you're entitled to is based on your subscription package. See [Impact packages](#) for additional information.

All Accelerators and Initiatives

The **All** tab displays flash card views of all the available Accelerators and Initiatives. Each flash card displays the estimated duration of delivery and a short description that serves as a quick reference.

Note:

The **Recommended** label on a flash card indicates Accelerators that have improved the business outcomes for many other customers. Therefore, you might want to check those cards first because they might be useful when you explore new Accelerators for your business. The Impact squad also recommends some of these Accelerators based on data.

The tabbed view of Accelerators and Initiatives offers the following views:

- **Filtered view:** View selective flash cards based on filters such as Bookmarked, Recommended, Request History, or Type by using the Quick Filter icon (.
- **Sorted view:** View organized flash cards sorted by alphabetical order, creation time, and duration by using the Sort icon (.
- **Searched view:** View a specific Accelerator flash card by using the Search icon (.
- **Show on-demand Accelerators only:** View only the available on-demand Accelerator flash cards from the catalog.

Bookmark an Accelerator

You can mark an Accelerator flash card as a favorite for a quick reference for citations, discussions, decisions, and delivery by selecting the bookmark icon (.

You can see a filtered view of bookmarked flash card by using the Quick Filter icon.

Related topics

[Request an Accelerator](#)

Self-serve Accelerator fulfillment process

You can complete the full Accelerator fulfillment process independently, without squad assistance.

Accelerator overview

On-demand Accelerators provide a fully self-serve experience for Impact customers with a 90-day action plan. Engagement-type filtering, progress tracking, and questionnaire persistence are accessible from the catalog.

Self-serve Accelerator fulfillment workflow

The workflow consists of consecutive tasks across the following activity types:

Questionnaire

Helps assess the customer requirement.

The UI presents questions specific to each Accelerator.

Transformation

Helps identify what needs to change by analyzing how processes work and where gaps exist.

This activity addresses the following tasks:

- **Prioritize gaps:** Filter items that are struggling or have a gap that needs to be addressed.
- **Select the path:** Select the items to address and decide the path for the workflow.

Component

Helps create an action plan.

After the Accelerator workflow completes, an action plan is generated based on the inputs provided in earlier steps. You can export the action plan as an MS Excel file for stakeholder presentations. You can configure the report to other time frames, such as weekly, monthly, or daily.

Related topics

[Start an on-demand Accelerator](#)

Start an on-demand Accelerator

Complete the Accelerator fulfillment process without squad assistance.

Before you begin

Role required: Impact app admin, Impact platform owner, or Impact portfolio owner

About this task

The self-serve flow for on-demand Accelerators is structured across different types of activities grouped as questionnaire, transformation, and action plan. Each group has multiple steps with a set of instructions and related forms that you must complete in order. At the end of the self-serve flow, download the 90-day action plan for the selected Accelerator.

Procedure

1. View the on-demand Accelerators in **Impact > Accelerators and Initiatives > Catalog** by selecting **Show on-demand Accelerators only** in the **All Accelerators and Initiatives** section. The catalog page displays flash cards of the Accelerators that also have the on-demand option in the **Accelerators and Initiatives** section.
2. In the Accelerator flash card, select **On-demand > Start Accelerator**.
3. In the **Request form** section of the **Start Accelerator** page, fill in the fields.

Accelerator request form

Field	Description
Preferred Start Date	Preferred start date for the Accelerator

Field	Description
Assign to Business Objective	Business goal expected for this Accelerator
Owner	Name of the owner for the Accelerator request
Watchlist	Names of the team members who must know the progress of the Accelerator request
Reason for starting	Reason for starting the Accelerator
Attachments	Relevant files for reference

4. Select **Complete Setup** to initiate the self-serve process.

The screenshot displays the ServiceNow interface for the 'Staffing and Roles Review' accelerator. The top navigation bar includes 'Home', 'Platform health', 'Value management', 'Product adoption', 'Accelerators and initiatives', 'Consumption report', and 'Conversations'. The 'Accelerators and initiatives' section is active, showing the 'Staffing and Roles Review' accelerator. The page features a progress bar at the top with 'Get started' (0/1) and 'Accelerator Overview' (0/1). The left sidebar lists tasks: Task 1: Assess Capability (Pending), Task 2: Prioritize gaps (Pending), Task 3: Select approach (Pending), and Action plan (Pending). The main content area shows the 'Accelerator Overview' with a video player and a 'Continue' button.

5. Proceed with the workflow by selecting **Continue** on every page.

6. Save the inputs for every task by selecting **Save** or continue with the workflow by selecting **Save & Continue**.

Use **Save** to come back later to complete the remaining tasks in the workflow.

7. Complete the tasks in the remaining workflow by following on-screen instructions.

You can download the action plan after you complete all the tasks in the Accelerator setup workflow.

Related topics

[Staffing and Roles Review-On Demand](#)

[ServiceNow Governance – On Demand](#)

[Maturity assessment questionnaires](#)

Maturity assessment questionnaires

A maturity assessment questionnaire collects responses that an Impact maturity assessment accelerator scores, using questions grouped into domains.

How maturity assessments work

Several Impact accelerators assess the maturity of a process or capability by asking a set of questions grouped into domains. A maturity assessment can involve multiple participants. The main user completes the questionnaire and can also invite others in their organization to complete it independently. Responses across all completed questionnaires are aggregated to produce a maturity score for each domain and an overall maturity score for the accelerator.

Using these results, you can identify maturity gaps across domains and select a target maturity level for each one you want to improve. Based on those selections, the accelerator generates an action plan with a customized list of recommendations to close the gaps.

Note: For the accelerators that use a maturity assessment questionnaire, see [Strategy Accelerators](#).

Question types

A maturity assessment questionnaire uses single-select questions only. For each question, you choose the one statement that best reflects current practice from a set of options describing increasing levels of maturity. Your answer should reflect how work happens today, not documentation, goals, or planned improvements.

Question and domain weighting

Every question and every domain carries the same weight when responses are scored. No question or domain counts for more than another.

Existing assessments

Accelerators that were built on the earlier assessment model continue to work as before, including the Impact [Staffing and Roles Review-On Demand](#) and the [Adopt AI Governance](#) assessment.

Maturity assessment workflow UI features

For every maturity assessment on-demand accelerator, the following UI features are available:

- **Multi-Participant Assessment Configuration:**

Add participants to an on-demand maturity assessment and assign each one a role and one or more domains. Generate surveys for your participants and track their delivery from a single configuration view.

- **External Participant Surveys:**

Send participants external survey questionnaires. Each participant sees only the questions for the domains assigned to them. It also supports target specification during assessments.

- **Aggregated Participant Results:**

View responses from all participants combined in the Review Results step of your Playbook. As the assessment owner, you see all aggregated data, while participants can't see each other's responses. You can also use the multiple visualization formats (KPI cards, bar charts, heat maps, tables) to review aggregated survey results. Users can monitor assessment progress over the 14-day survey collection period.

- **Participant Completion Tracking:**

Monitor each participant's completion status and response date so you know whose input is still outstanding.

- Action Plan:
 - View and download the action plan page displaying prioritized items organized by domain.
 - Modify suggested owners and add notes to action items.

Related topics

[ITSM Maturity Assessment – On Demand](#)

[Portfolio Governance Maturity Assessment – On Demand](#)

[Strategy Governance Maturity Assessment – On Demand](#)

Accelerator catalog

This is a complete Impact Accelerator catalog that combines the Architecture, Strategy, Technical, and Optimization sub-catalogs.

Consumption model

According to your Impact package, Guided or Total, you may consume a fixed number of Accelerators simultaneously.

Total concurrent Accelerators per Impact package and sub-catalog

Package	Total concurrent Accelerators	Concurrent consumption per sub-catalog			
		Strategy	Architecture	Technical	Optimization
Total	Seven	Two	Two	Two	One
Guided	One at a time across one catalog				
Strategic Value Add-On	Two per add-on	Two			
Platform Governance Add-On	Two per add-on		Two		
Platform Optimization Add-On	One				One

Note:

- Refer to Release Notes and Upgrades to identify the most recently added or updated Accelerators.
- The Impact team shall be scheduled based on resource availability.

Accelerators available in each package

Accelerator outputs and formats have common standardized features, but may differ from package to package. Not all Accelerators are available for each package. The Accelerators and available feature levels are denoted by these symbols:

- ✓ = Common standardized feature set
- ✓ = Includes unique accelerator-specific features
- + = Includes additional unique accelerator-specific features

Architecture Accelerators

[Architecture Accelerators](#) provide a foundational understanding of business outcome maturity with targeted recommendations on what to tackle next to unlock further value from the platform.

Accelerators that offer USPS specific versions are indicated as such in the sub-catalog. See the Accelerator catalog for additional information.

Architecture Accelerator sub-catalog

Accelerator	Guided package	Guided +Platform Governance	Advanced package	Total package	Integrated Success	On-Demand
Architecture Blueprint		#	#	✓	✓	
CSDM Data Modeling		#	#	#	#	
CSDM Maturity Assessment		#	#	#	#	
Data Management and Governance		#	#	#	#	
Design Review		#	#	✓	✓	
Health Assessment			✓	+	+	
Integration Strategy		#	#	✓	✓	
Multi-instance Topologies		#	#	#	#	
Release and Deployment Advisory for Pro-code Development		#	#	#	#	
Technical Governance		#	#	#	#	

Note: The [UX: Virtual Agent Experience Design or Review](#) accelerator is available for Impact#Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages

Optimization Accelerators

Optimization Accelerator sub-catalog

Accelerator	Guided package	Guided + Platform Optimization	Advanced package	Total package	Integrated Success	On-Demand
Optimization Capability Configuration		#		#	#	
Optimization Capability Design		#		#	#	

Strategy Accelerators

Use [Strategy Accelerators](#) to go deeper on organizational and governance best practices with the ServiceNow platform and upskill your team to maintain business performance and drive success.

Accelerators that offer USPS specific versions are indicated as such in the sub-catalog. See the Accelerator catalog for additional information.

Strategy Accelerator sub-catalog

Accelerator	Guided package	Guided +Strategic Value	Advanced package	Total package	Integrated Success	On-Demand
Adopt AI Governance		#	#	#	#	
Center of Excellence & Innovation Design		#	#	✓	✓	
Center of Excellence and Innovation Maturity Assessment Accelerator		#	#	#	#	
Champion Engagement		#	#	✓	✓	
Citizen Development Program Design		#	#	#	#	
CoEI Influencing Funding Strategy		#	#	#	#	
CSM - Maturity Assessment		#	#	#	#	
Develop Partner Strategy		#	#	✓	✓	
Foundations of AI Governance		#	#	#	#	
HRSD Maturity Assessment		#	#	#	#	

Strategy Accelerator sub-catalog (continued)

Accelerator	Guided package	Guided +Strategic Value	Advanced package	Total package	Integrated Success	On-Demand
IRM Maturity Assessment		#	#	#	#	
ITOM Maturity Assessment		#	#	#	#	
ITSM Maturity Assessment		#	#	#	#	
Knowledge Management Maturity Assessment		#	#	#	#	
LSD Maturity Assessment		#	#	#	#	
OCM: Preparing for Change		#	#	#	#	
OCM: Managing Change		#	#	#	#	
OCM: Reinforcing and Sustaining Change		#	#	#	#	
Portfolio Governance		#	#	#	#	
PPM Maturity Assessment		#	#	#	#	
ServiceNow Governance		#		#		
SAM Maturity Assessment		#	#	#	#	
Staffing and Roles Review		#	#	#	#	
Stakeholder Path to Value		#	#	#	#	
Strategy Governance		#	#	#	#	
Success Foundation Review (SFR)		#	#	#	#	
Vision and Strategy		#	#	#	#	

Note: The [Stakeholder Path to Value](#) accelerator is also available for Guided+Platform Governance customers.

Technical Accelerators

Technical Accelerators accelerate usage and adoption of specific platform and product capabilities via applied demonstrations, personalized coaching, and best practices. The Accelerators are delivered by the Impact Squad and technical consultants, as necessary.

Accelerators that offer USPS or SPP-AU specific versions are indicated as such in the sub-catalog. See the Accelerator catalog for additional information.

Technical Accelerator sub-catalog

Accelerator	Guided package	Guided +Strategic Value	Guided +Platform Governance	Advanced package	Total package	Integrated Success	On-Demand
Access to Experts		#	#	#	#	#	
Artificial Intelligence Readiness Assessment	#	#	#	#	#		
Extend Your AI Search	#	#	#	#	#	#	
Extend Your Employee Center to Pro	#	#	#	#	#	#	
Health Assessment – Guided	#	#	#				
Health Findings Review	#	#	#	#	#		
Introduction to CMDB: Ingestion	#	#	#	#	#	#	
Introduction to Instance Observer-Guided	#	#	#				
Introduction to Instance Readiness Assessment	#	#	#				
Introduction to ServiceNow Studio	#	#	#	#	#	#	
Introduction to ServiceNow Vault	#	#	#	#	#	#	
Jumpstart Your AI Agent Advisor	#	#	#	#	#	#	
Jumpstart your AI Control Tower: Foundations	#	#	#	#	#	#	
Jumpstart Your AI Control Tower: Observe Your AI Value	#	#	#	#	#	#	
Jumpstart Your AI Control Tower: AI Lifecycle	#	#	#	#	#	#	

Technical Accelerator sub-catalog (continued)

Accelerator	Guided package	Guided +Strategic Value	Guided +Platform Governance	Advanced package	Total package	Integrated Success	On-Demand
Jumpstart Your AI Data Explorer	#	#	#	#	#	#	
Jumpstart Your AI Search	#	#	#	#	#	#	
Jumpstart Your AI Agent Studio	#	#	#	#	#	#	
Jumpstart Your AI Agents for CSM	#	#	#	#	#	#	
Jumpstart Your AI Agents for ITSM	#	#	#	#	#	#	
Jumpstart Your App Deployment Governance	#	#	#	#	#	#	
Jumpstart Your Automated Testing	#	#	#	#	#	#	
Jumpstart Your Build Agent	#	#	#	#	#	#	
Jumpstart Your CMDB	#	#	#	#	#	#	
Jumpstart Your CSDM for Enterprise Architecture	#	#	#	#	#	#	
Jumpstart Your CSDM: Foundation	#	#	#	#	#	#	
Jumpstart Your CSDM for Service Operations	#	#	#	#	#	#	
Jumpstart Your CSM Configurable Workspace	#	#	#	#	#	#	
Jumpstart Your Data Encryption	#	#	#	#	#	#	
Jumpstart Your Database Management	#	#	#	#	#	#	
Jumpstart Your Data Privacy	#	#	#	#	#	#	
Jumpstart Your Digital Product Release	#	#	#	#	#	#	

Technical Accelerator sub-catalog (continued)

Accelerator	Guided package	Guided +Strategic Value	Guided +Platform Governance	Advanced package	Total package	Integrated Success	On-Demand
Jumpstart Your Employee Center	#	#	#	#	#	#	
Jumpstart Your Employee Journey Management	#	#	#	#	#	#	
Jumpstart Your Enterprise Architecture Workspace	#	#	#	#	#	#	
Jumpstart Your Event Management	#	#	#	#	#	#	
Jumpstart Your External Content Connectors	#	#	#	#	#	#	
Jumpstart Your GenAI	#	#	#	#	#	#	
Jumpstart Your HR Case and Knowledge	#	#	#	#	#	#	
Jumpstart Your Impact Platform Health	#	#	#	#	#	#	
Jumpstart Your Integration Hub	#	#	#	#	#	#	
Jumpstart Your IRM: Entity Framework	#	#	#	#	#	#	
Jumpstart Your ITOM Discovery	#	#	#	#	#	#	
Jumpstart Your Knowledge Management	#	#	#	#	#	#	
Jumpstart Your Workflow Automation: Flows	#	#	#	#	#	#	
Jumpstart Your Major Incident Management	#	#	#	#	#	#	
Jumpstart Your Migration of Platform Analytics	#	#	#	#	#	#	

Technical Accelerator sub-catalog (continued)

Accelerator	Guided package	Guided +Strategic Value	Guided +Platform Governance	Advanced package	Total package	Integrated Success	On-Demand
Jumpstart Your Migration to ServiceNow Otto for Virtual Agent	#	#	#	#	#	#	
Jumpstart Your Modern Change Management	#	#	#	#	#	#	
Jumpstart Your ServiceNow Otto for Creator	#	#	#	#	#	#	
Jumpstart Your ServiceNow Otto for Document Intelligence	#	#	#	#	#	#	
Jumpstart Your ServiceNow Otto Skill Kit	#	#	#	#	#	#	
Jumpstart Your Now Mobile for Employees	#	#	#	#	#	#	
Jumpstart Your Platform Analytics	#	#	#	#	#	#	
Jumpstart Your Predictive Intelligence	#	#	#	#	#	#	
Jumpstart Your Process Mining	#	#	#	#	#	#	
Jumpstart Your Service Mapping	#	#	#	#	#	#	
Jumpstart Your Software Asset Management	#	#	#	#	#	#	
Jumpstart your Service Operations Workspace	#	#	#	#	#	#	
Jumpstart Your ServiceNow AI Journey	#	#	#	#	#	#	
Jumpstart Your Strategic Portfolio Management - Collaborative Work Management	#	#	#	#	#	#	

Technical Accelerator sub-catalog (continued)

Accelerator	Guided package	Guided +Strategic Value	Guided +Platform Governance	Advanced package	Total package	Integrated Success	On-Demand
Jumpstart Your Strategic Portfolio Management – Demand Management	#	#	#	#	#	#	
Jumpstart Your Strategic Portfolio Management - Project Workspace	#	#	#	#	#	#	
Jumpstart Your Strategic Portfolio Management – Planning Workspace	#	#	#	#	#	#	
Jumpstart Your Strategic Portfolio Management – Resource Management Workspace	#	#	#	#	#	#	
Jumpstart Your Subscription Management	#	#	#	#	#	#	
Jumpstart Your Success Dashboard	#	#	#	#	#	#	
Jumpstart Your Task Intelligence	#	#	#	#	#	#	
Jumpstart Your Upgrade	#	#	#	#	#	#	
Jumpstart Your Walk-up Experience	#	#	#	#	#	#	
Jumpstart Your Workflow Automation: Playbooks	#	#	#	#	#	#	
Jumpstart Your Zero Copy Connectors	#	#	#	#	#	#	
TuneUp Your AI Search	#	#	#	#	#	#	
TuneUp Your CMDB	#	#	#	#	#	#	

Technical Accelerator sub-catalog (continued)

Accelerator	Guided package	Guided +Strategic Value	Guided +Platform Governance	Advanced package	Total package	Integrated Success	On-Demand
TuneUp Your Employee Center		#	#	#	#	#	
TuneUp Your Hardware Asset Management	#	#	#	#	#	#	
TuneUp Your ITSM Asset Management	#	#	#	#	#	#	
TuneUp Your ITOM Discovery	#	#	#	#	#	#	
TuneUp Your ServiceNow Otto for Virtual Agent	#	#	#	#	#	#	
TuneUp Your Platform Analytics	#	#	#	#	#	#	
TuneUp Your Software Asset Management	#	#	#	#	#	#	
TuneUp Your Security	#	#	#	#	#	#	
TuneUp Your Virtual Agent - Assessment	#	#	#	#	#	#	
TuneUp Your Virtual Agent – NLU (Natural Language Understanding)	#	#	#	#	#	#	
TuneUp Your Virtual Agent – Performance Monitoring	#	#	#	#	#	#	
UX: Build a Foundation for Better Experiences	#		#	#	#	#	
UX: Catalog Request Experience Review			#	#	#	#	
UX: Design for Employee Center			#	#	#	#	
UX: Optimize Your Portal with Usage Insights			#	#	#	#	

Technical Accelerator sub-catalog (continued)

Accelerator	Guided package	Guided +Strategic Value	Guided +Platform Governance	Advanced package	Total package	Integrated Success	On-Demand
UX: Portal Experience Review			#	#	#	#	
UX: Taxonomy Design or Review			#	#	#	#	
UX: Virtual Agent Experience Design or Review	#		#	#	#	#	

Related topics[Latest Accelerators by release](#)[Architecture Accelerators](#)[Optimization Accelerators](#)[Strategy Accelerators](#)[Technical Accelerators](#)**Latest Accelerators by release**

A list of new Impact Accelerators introduced in each Impact store releases.

- [Accelerators introduced in v12.0.0](#)
- [Accelerators introduced in v11.0.0](#)
- [Accelerators introduced in v8.0.0](#)
- [Accelerators introduced in v7.0.0](#)

Accelerators introduced in v12.0.0

List of new Accelerators in the v12.0.0 Impact release.

Strategy Accelerators

The following Impact Strategy Accelerators were introduced in v12.0.0:

- **ITSM Maturity Assessment – On Demand:** Helps ServiceNow Impact customers assess their IT Service Management maturity across various domains and create a prioritized action plan with domain-specific tasks, owners, and success criteria.
- **Portfolio Governance Maturity Assessment – On Demand:** Helps ServiceNow Impact customers evaluate their Portfolio Governance maturity across Foundations, Demand Process, and Roadmap domains. It also generates a prioritized action plan with specific tasks, owners, and completion criteria to address identified gaps.
- **Strategy Governance Maturity Assessment – On Demand:** Helps ServiceNow Impact customers evaluate their Strategy Governance maturity across governance domains. It also generates a comprehensive action plan with maturity assessment results, prioritized focus areas, domain-specific weekly tasks, assigned owners, and completion criteria aligned to business priorities.

Accelerators introduced in v11.0.0

List of new Accelerators in the v11.0.0 Impact release.

Technical Accelerators

The following Impact Technical Accelerators were introduced in v11.0.0:

- **Health Findings Review:** Helps customers interpret Scan Engine platform health findings with expert guidance so they can confidently prioritize and act on key issues. Translates technical findings into business-relevant language to support stakeholder communication and focused remediation.
- **Jumpstart Your AI Agent Advisor:** Shows customers how to use AI Agent Advisor to surface base system AI tools and identify gaps where custom tooling may be a better fit.
- **Jumpstart Your AI Control Tower: Observe Your AI Value:** Supports customers in measuring and communicating the business impact of their AI investments using AI Control Tower with value templates, mapping outcomes to strategic priorities, and building reports.
- **Jumpstart Your Build Agent:** Introduces customers to Build Agent by demonstrating its ability to generate complete applications – including tables, flows, catalog items, and roles. In addition, it coaches on effective prompting techniques so customers leave with a clear plan to begin using it in their own environment.
- **Jumpstart Your CSDM for Enterprise Architecture:** Coaches customers on how to structure their CSDM data model within the Enterprise Architecture application. It covers how Business Capabilities, Business Applications, and Information Objects connect to deployed Application Services and Service Instances.
- **Jumpstart Your Data Encryption:** Empowers customers to activate Field Encryption Enterprise (FEE) as a core capability for protecting sensitive data at the application level. It also covers encryption candidate identification, operational impacts, and the path from entitlement to production-ready use as part of their Vault security strategy.
- **Jumpstart Your IRM: Entity Framework:** Grounds customers in a sound IRM foundation by providing an overview of the Entity Framework covering entity types, classes, tiers, and hierarchy. It also coaches on design decisions, data sourcing approaches, and common pitfalls to avoid before implementation.
- **Jumpstart Your Migration to ServiceNow Otto for Virtual Agent:** Prepares customers to migrate an existing NLU-based Virtual Agent to ServiceNow Otto for Virtual Agent by mapping existing topic coverage to equivalents in a copy of their instance. It produces an executable structured migration plan.
- **Introduction to ServiceNow Studio:** Orients customers to the ServiceNow Studio interface and how it fits within the broader ServiceNow Studios ecosystem. It accelerates onboarding and time-to-value for scoped application development on the Now Platform.
- **Jumpstart Your Strategic Portfolio Management – Demand Management:** Equips customers to get started with Demand Management within SPM by providing an overview of how it connects strategy with capacity and manages the demand pipeline. It helps organizations meet customer and operational demands without disruption.
- **Jumpstart Your Zero Copy Connectors:** Enables customers to design, configure, and govern Zero Copy Connectors for secure, native-like access to external data sources such as Databricks, Snowflake, and remote ServiceNow instances. It eliminates data duplication and custom integrations.

Strategy Accelerators

The following Impact Strategy Accelerators were introduced in v11.0.0:

Knowledge Management Maturity Assessment: Guides customers through assessing their Knowledge Management process maturity within ServiceNow by conducting a structured stakeholder questionnaire and analyzing results. It delivers a scored report with tailored recommendations and a plan for continuous improvement.

Accelerators introduced in v8.0.0

List of new Accelerators in the v8.0.0 Impact release.

Technical Accelerators

The following Impact Technical Accelerators were introduced in v8.0.0:

- **Jumpstart Your AI Data Explorer:** Helps you get started with ServiceNow's AI Data Explorer through coaching, applied demonstrations, and leading practices, for faster, confident data-driven decisions.
- **Jumpstart your AI Control Tower: Foundations:** AI Life cycle: Provides guided coaching and an applied demonstration to help you better understand your organization's AI governance.
- **TuneUp Your ServiceNow Otto for Virtual Agent:** Provides prescriptive guidance on fine-tuning your Now Assist in Virtual Agent.
- **Introduction to ServiceNow Vault:** Provides an overview of the possibilities and capabilities of ServiceNow Vault.
- **Jumpstart Your HR Case and Knowledge:** Provides a demonstration of the possibilities and capabilities of HR Case and Knowledge.
- **Jumpstart Your Enterprise Architecture Workspace** Provides a demonstration of the possibilities and capabilities of Enterprise Architecture Workspace.
- **Jumpstart Your Software Asset Management** Provides a demonstration of the possibilities and capabilities of Software Asset Management.

Strategy Accelerators

Use the following Impact Strategy Accelerators were introduced in v8.0.0:

- **Staffing and Roles Review-On Demand:** Provides a guided, self-service experience to assess your ServiceNow platform staffing model, identify capability gaps, and build a prioritized action plan to strengthen your team.
- **OCM: Reinforcing and Sustaining Change:** Provides guided coaching to measure adoption, close post-go-live gaps, sustain behaviors through recognition and feedback loops, and build a long-term sustainment plan for your ServiceNow platform.
- **OCM: Managing Change:** Provides coaching to assess training needs, build enablement plans, close skill gaps, and activate champion networks — equipping users with the knowledge and ability to adopt ServiceNow.
- **ServiceNow Governance – On Demand:** Offers a self-paced AI governance assessment across six critical domains with a 90-day actionable plan to help organizations identify gaps, prioritize focus areas, and align with international AI governance standards.

Optimization Accelerators

The following Impact Platform Optimization Accelerators were introduced in v8.0.0:

- **Optimization Capability Configuration:** Provides support in configuring capabilities and features to enhance platform health and drive ServiceNow product adoption.
- **Optimization Capability Design:** Provides support in designing capabilities and features to enhance platform health and drive ServiceNow product adoption.

Accelerators introduced in v7.0.0

List of new Impact Accelerators in the v7.0.0 release.

Technical Accelerators

The following Impact Technical Accelerators were introduced in v7.0.0:

- **Jumpstart Your Impact Platform Health:** Enables teams to proactively monitor, maintain, and improve platform health in alignment with leading practices.
- **Jumpstart Your Data Privacy:** Introduces ServiceNow Vault's Data Privacy capabilities and helps discover, classify, and make sensitive data anonymous, to support compliance, security, and trust.
- **Jumpstart Your Walk-up Experience:** Demonstrates set up and operations of Walk-Up centers, enabling users to seek guidance on IT issues from experts.
- **Jumpstart Your Digital Product Release:** Enables product and release teams to consistently plan and deliver new versions by providing visibility across the release life cycle and automating release-readiness validation.
- **Jumpstart Your Modern Change Management:** Helps modernize change management implementations with change models and key supporting change features — such as approval policies and data-driven risk.
- **Jumpstart Your Major Incident Management:** Envisions how to accelerate response times for major incidents and reduce business impact during critical outages.
- **Jumpstart Your CSDM for Service Operations:** Enables you to build a data foundation that helps achieve implementation success of both IT Service and IT Operation products.
- **Jumpstart Your Integration Hub:** Helps you understand the value of building integrations using Integration Hub as part of the Workflow Data Fabric.

Strategy Accelerators

The following Impact Strategy Accelerators were introduced in v7.0.0:

- **OCM: Preparing for Change:** Builds change readiness and ensures successful adoption ahead of go-live during ServiceNow transformations.
- **Adopt AI Governance:** Guides you through the process of establishing and managing an Artificial Intelligence Management System (AIMS).

Architecture Accelerators

The following Impact Architecture Accelerators were introduced in v7.0.0:

- **Assess Your CSDM Maturity:** Provides a clear snapshot of current data management maturity related to your organization's capabilities and services.
- **CSDM Data Modeling:** Provides key resources and leading practices to get started with modeling your data to align to the ServiceNow platform successfully.

- **UX: Optimize Your Portal with Usage Insights:** Provides guidance on how to measure, monitor and analyze user behavior with UX analytics to identify and prioritize portal improvements.
- **UX: Virtual Agent Experience Design or Review:** Provides guidance on designing or improving the conversational experience of Virtual Agent or Now Assist in Virtual Agent.

Architecture Accelerators

Architecture Accelerators provide a foundational understanding of business outcome maturity with targeted recommendations on what to tackle next to unlock further value from the platform.

Accelerators available in each package

Accelerator outputs and formats have common standardized features, but may differ from package to package. Not all Accelerators are available for each package. The Accelerators and available feature levels are denoted by these symbols:

- ✓ = Common standardized feature set
- ✓ = Includes unique accelerator-specific features
- + = Includes additional unique accelerator-specific features

Architecture Accelerator sub-catalog

Accelerator	Guided package	Guided +Platform Governance	Advanced package	Total package	Integrated Success	On-Demand
Architecture Blueprint		#	#	✓	✓	
CSDM Data Modeling		#	#	#	#	
CSDM Maturity Assessment		#	#	#	#	
Data Management and Governance		#	#	#	#	
Design Review		#	#	✓	✓	
Health Assessment			✓	+	+	
Integration Strategy		#	#	✓	✓	
Multi-instance Topologies		#	#	#	#	
Release and Deployment Advisory for		#	#	#	#	

Architecture Accelerator sub-catalog (continued)

Accelerator	Guided package	Guided +Platform Governance	Advanced package	Total package	Integrated Success	On-Demand
Pro-code Development						
Technical Governance		#	#	#	#	

Architecture Blueprint

Architecture Blueprint – Advanced

The Architecture Blueprint – Advanced Accelerator provides guidance and insights to develop your Architecture Blueprint artifacts.

Accelerator Overview

The Architecture Blueprint - Advanced Accelerator provides Impact Customers with example architectural artifacts to support your current ServiceNow environment in order to gain an understanding of the core ServiceNow data architecture, application architecture, and technology infrastructure architecture. An Architecture Blueprint aims to provide you with clear visibility into your ServiceNow architecture to enable more effective platform management, governance, and decision making.

Package Availability

Note: This Accelerator is available for Impact Guided+ (Platform Governance), and Advanced Packages.

What you get

Alignment Customer Meeting (up to 1.5 hrs)

- Introduce Architecture Blueprint Accelerator
- Set expectations on process and depth of initiative
- Introduce three architecture categories:
 - Data Architecture
 - Application Architecture
 - Technology Architecture
- Introduce three forms of architecture artifacts:
 - List (aka Catalog)
 - Table (aka Matrix)
 - Diagram
- Communicate expectations for Customer participation
- Define scope in reference to the current architecture implementation and state
- Identify participant roles for the working meetings, per the defined scope
- Request the completion of an intake questionnaire, and any other necessary inputs. See the [Requested information/access](#) section for examples.

Three Customer Working Sessions (up to 2 hrs each)

- Introduce Architecture Blueprint and Accelerator to Working Session participants
- Introduce Architecture Blueprint categories, per the defined scope
- Introduce Architecture Blueprint guiding principles, per the defined scope.
- Collaborate with a Platform Architect to identify relevant example templates, per the defined scope, and with guidance from the Platform Architect, discuss Stakeholder needs and start to fill out template content.
- Discuss the next steps for you to continue refining your templates following the conclusion of the initiative

Follow-up Customer Session (optional upon Customer request - up to 1 hr)

Opportunity for Q & A related to the Architecture Blueprint guidance

Architecture Blueprint Deliverables

- Workshop slides
- Architecture Blueprint templates that have been started with guidance from and in collaboration with your Platform Architect
- Library of Architecture Blueprint example templates to continue building out your ServiceNow Architecture Blueprint artifacts

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner / Designee (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
ServiceNow Platform Architect (Required)	Responsible for overall ServiceNow platform architecture, strategy, and governance.
ServiceNow Platform Administrator (Required)	Responsible for the day-to-day administration of the ServiceNow platform.
CMDB Manager (Required)	Maintains the accuracy and integrity of the CMDB configuration data; works with teams to certify data.
Enterprise Architect(s) (Recommended)	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Data Manager (Recommended)	Responsible for overall management and maintenance of ServiceNow data.
Foundational Data Manager (Recommended)	Responsible for the subset of foundational data (e.g. Users, Groups, Locations, Companies, Departments, etc.).

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
Integration Data Owner (Recommended)	Responsible for one or more integrations (e.g. applications being integrated, data being passed, data flow, process flow, etc.).
Technical Governance Board Lead (Recommended)	Leads the technical governance board that establishes policies and procedures for data, security, development, change, and release.
Project Owner (Recommended)	Responsible for one or more projects (applications being integrated, data being passed, data flow, process flow, etc.). Define and communicate project where data can be impacted for quality, security and risk.
ServiceNow Development Lead (Recommended)	Leads development on the ServiceNow platform.
IT Risk and Compliance Lead (Recommended)	Ensures the organization's security protocols and best practices are followed within the ServiceNow platform.
Security Architect (Recommended)	Responsible for designing, building, testing, and implementing security systems within an organization's IT network.
Application Owner / Manager (Recommended)	Owns and defines data and process flows for a particular process / product (aka application).
Master Services Provider / Delivery Vendor Lead (Recommended)	Leads 3rd party development and / or delivery services.

Requested information / access

- Organization, data, application, integration, process and operating documentation. Specific information request will depend on the defined scope for each initiative delivery.
- Customer may be asked to grant the ServiceNow Impact Squad access to Customer's instance for the purposes of providing the Impact Accelerator during the period of performance.

Exclusions

- Enterprise Architecture
- Develop detailed architecture blueprint for your ServiceNow applications
- Design your detailed data model
- Develop detailed technical integration specifications
- Develop your detailed application development code release flow

Architecture Blueprint – Total

The Architecture Blueprint – Total Accelerator provides guidance and insights to develop your Architecture Blueprint artifacts.

Overview

The Architecture Blueprint - Total Accelerator provides Impact Customers with example architectural artifacts to support your current ServiceNow environment in order to gain an understanding of the core ServiceNow data architecture, application architecture, and

technology infrastructure architecture. An Architecture Blueprint aims to provide you with clear visibility into your ServiceNow architecture to enable more effective platform management, governance, and decision making.

Package Availability

Note: This Accelerator is available for the Impact Total package.

What you get

Alignment Customer Meeting (up to 90 minutes)

- Introduce Architecture Blueprint Accelerator
- Set expectations on process and depth of initiative
- Introduce three forms of architecture categories:
 - Data Architecture
 - Application Architecture
 - Technology Architecture
- Introduce three forms of architecture artifacts:
 - List (aka Catalog)
 - Table (aka Matrix)
 - Diagram
- Communicate expectations for Customer participation
- Define scope in reference to the current architecture implementation and state
- Identify participant roles for the working meetings, per the defined scope
- Request the completion of an intake questionnaire, and any other necessary inputs. See the [Requested information/access](#) section for examples.

Five Customer Working Sessions (up to 120 minutes each)

- Introduce Architecture Blueprint and Accelerator to Working Session participants
- Introduce Architecture Blueprint categories, per the defined scope
- Introduce Architecture Blueprint guiding principles, per the defined scope
- Collaborate with the Platform Architect to identify relevant example templates, per the defined scope, and with guidance from the Platform Architect, discuss Stakeholder needs and start to fill out template content
- Supplement the Working Sessions with additional one-on-one Platform Architect advisory time and artifact development assistance
- Discuss the next steps for you to continue refining your templates following the conclusion of the initiative

Follow-up Customer Meeting (optional upon Customer request - up to 60 minutes)

Opportunity for Q & A related to the Architecture Blueprint guidance

Architecture Blueprint Deliverables

- Architecture Blueprint workshop slides
- Architecture Blueprint templates that have been started with guidance from and in collaboration with your Platform Architect
- Library of Architecture Blueprint example templates to continue building out your ServiceNow Architecture Blueprint artifacts

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner / Designee (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
ServiceNow Platform Architect (Required)	Responsible for overall ServiceNow platform architecture, strategy, and governance.
ServiceNow Platform Administrator (Required)	Responsible for the day-to-day administration of the ServiceNow platform.
CMDB Manager (Required)	Maintains the accuracy and integrity of the CMDB configuration data; works with teams to certify data.
Enterprise Architect(s) (Recommended)	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Data Manager (Recommended)	Responsible for overall management and maintenance of ServiceNow data.
Foundational Data Manager (Recommended)	Responsible for the subset of foundational data (e.g. Users, Groups, Locations, Companies, Departments, etc.).
Integration Data Owner (Recommended)	Responsible for one or more integrations (e.g. applications being integrated, data being passed, data flow, process flow, etc.).
Technical Governance Board Lead (Recommended)	Leads the technical governance board that establishes policies and procedures for data, security, development, change, and release.
Project Owner (Recommended)	Responsible for one or more projects (applications being integrated, data being passed, data flow, process flow, etc.). Define and communicate project where data can be impacted for quality, security and risk.
ServiceNow Development Lead (Recommended)	Leads development on the ServiceNow platform.
IT Risk and Compliance Lead (Recommended)	Ensures the organization's security protocols and best practices are followed within the ServiceNow platform.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
Security Architect (Recommended)	Responsible for designing, building, testing, and implementing security systems within an organization's IT network.
Application Owner / Manager (Recommended)	Owns and defines data and process flows for a particular process / product (aka application).
Master Services Provider / Delivery Vendor Lead (Recommended)	Leads 3rd party development and / or delivery services.

Requested information / access

- Organization, data, application, integration, process and operating documentation. Specific information request will depend on the defined scope for each initiative delivery.
- Customer may be asked to grant the ServiceNow Impact Squad access to Customer's instance for the purposes of providing the Impact Accelerator during the period of performance.

Exclusions

- Enterprise Architecture
- Develop detailed architecture blueprint for your ServiceNow applications
- Design your detailed data model
- Develop detailed technical integration specifications
- Develop your detailed application development code release flow

CSDM Data Modeling

This Accelerator provides a demonstration of the possibilities and capabilities of CSDM Data Modeling.

Accelerator Overview

CSDM Data Modeling helps Impact customers build a solid understanding of the ServiceNow platform data model (CSDM) and teaches them how to properly model their data, so it aligns with the framework's standardized structure. By learning how to map and relate their information correctly, customers gain clearer service visibility, stronger governance, and a more scalable foundation for future platform capabilities. This offering also provides key resources and leading practices to get started with modeling your data to align to the ServiceNow platform successfully.

Package Availability

Note: This Accelerator is available for the Impact Total package.

Prerequisites

Customers are strongly encouraged to complete [Jumpstart Your CSDM: Foundation](#), [TuneUp Your CMDB](#), and [CSDM Maturity Assessment](#) prior to taking this accelerator to ensure foundational and configuration data population and an understanding of organizational maturity.

What You Get**Preparation**

- A high-level manual review of your data related to CSDM
- Scheduling of future sessions with your project team

Customer Coaching Sessions

- Introductory workshop covering high-level CSDM concepts to help customers get started
- Additional data modeling sessions to cover 3-5 real world scenarios using customer data
- Guidance on how to import and maintain CSDM aligned data
- Optional design review or Q&A session for CSDM models built based on the coaching provided

Deliverables

- Data Modeling Workbook – used to gather your customer data and ready for import
- Data Modeling Examples – curated from customer input and used to help bring data concepts to life
- Leading practice guides and resources

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provide leadership and oversight to the System Administrators, ensure team alignment to business strategy and the ServiceNow roadmap, and actively involved in the overarching governance of the platform.	#	
ServiceNow and CMDB Administrator(s)	Responsible for configuring and maintaining the stability and usability of the ServiceNow platform and the CMDB by performing application maintenance, managing support for Cases related to ServiceNow applications and the CMDB, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Process Owner(s)	A senior leader within each business unit for each major process or service (e.g., incident, change, employee onboarding) and is accountable for the correct and complete definition of each of the processes implemented within the ServiceNow platform.	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
Enterprise Architect(s)	Ensure an organization's technical strategy, aligns with the goals of the business focusing on technology and processes. Help guide the IT enterprise through frameworks to design, plan, implement, and govern IT systems.	#	
Application Owner(s)	Responsible for day-to-day facilitation of the Configuration process and ensure alignment to the ServiceNow CSDM data model. This primary objective of the role is to ensure change to the data in CMDB is controlled and to enable efficient resolution of integrity issues.	#	
Executive Sponsor(s)	Responsible for setting and communicating the vision of the ServiceNow Engagement within the rest of the enterprise. Participate in engagement governance and remove roadblocks to a successful implementation.		#
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customers going forward.		#

CSDM Maturity Assessment

This Accelerator provides insight into your current alignment to the Common Service Data Model (CSDM) within ServiceNow and related people, process and governance maturity, providing targeted recommendations on the next steps to unlock additional value from the platform.

Accelerator Overview

The Common Service Data Model (CSDM) Maturity Assessment provides Impact customers with prescriptive recommendations based on a structured evaluation completed by key business stakeholders and helps them maximize the value of their ServiceNow investment.

By giving customers, a clear snapshot of their current data management maturity related to the organization's capabilities and services, this Accelerator offers targeted next-step guidance across people, processes, governance, and alignment to the ServiceNow common data model.

Package Availability

i Note: This Accelerator is available for Impact Guided+ (Platform Governance add-on), Advanced and Total Packages.

Prerequisites

Customers are encouraged to complete the [TuneUp Your CMDB technical accelerator](#) prior to taking this accelerator to ensure we have targeted information about platform data table usage.

What You Get

Maturity Assessment Kickoff Session (up to 1.5 hours)

- Set expectations on the process and depth of deliverable
- Communicate expectations for customer participation
- Request data and any other inputs

CSDM Overview Coaching Session (up to 1.5 hours)

The Impact Squad provides a CSDM introduction covering high-level definitions to ensure that participants have the knowledge to properly assess their organization.

Maturity Assessment Questionnaire

Your assessment participants will each be asked to independently fill out a prebuilt CSDM Maturity Assessment Questionnaire that asks them to grade targeted statements to assess gaps and opportunities with their alignment to the CSDM as related to people, process, and governance.

Questionnaire Results Analysis (time as needed determined by the Impact Squad)

The Impact Squad performs the following:

- Reviews and analyzes the questionnaire scores
- Compiles tailored recommendations and leading practices
- Provides guidance that will help you improve alignment with the ServiceNow CSDM, enabling you to achieve maximum value from the ServiceNow platform

Customer read-out session (up to 1.5 hours)

- Deliver CSDM Maturity Assessment report
- Review CSDM Maturity Assessment report
 - Present the assessment results
 - Discuss targeted recommendations
 - Provide a suggested plan and resources to help you decide which recommendations to implement

Follow-up customer session (optional on Customer request– up to 1 hour)

- Review Customer progress
- Identify additional resources to achieve Customer goals
- Provide additional guidance on leading practices

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and actively involves the overarching governance of the platform.	#	
ServiceNow and CMDB Administrator (s)	Responsible for configuring and maintaining the stability and usability of the ServiceNow platform and the CMDB by performing application maintenance, managing support for Cases related to ServiceNow applications and the CMDB, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Process Owner(s)	A senior leader within each business unit for each major process or service (for example, incident, change, employee onboarding) and is accountable for the correct and complete definition of each of the processes implemented within the ServiceNow platform.	#	
Enterprise Architect(s)	Ensure an organization's technical strategy, align with the goals of the business focusing on technology and processes. Helps guide the IT enterprise through frameworks to design, plan, implement, and govern IT systems.	#	
CMDB Manager	Responsible for day-to-day facilitation of the Configuration process and ensure alignment to the ServiceNow CSDM data model. This primary objective of the role is to ensure change to the data in CMDB is controlled and to enable	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	efficient resolution of integrity issues.		
Application or Product Owner(s)	Responsible for the population and maintenance of their product or application within the ServiceNow platform. They are accountable for the overall health, value, and life cycle of a specific application or product used to deliver a service.	#	
Executive Sponsor(s)	Responsible for setting and communicating the vision of the ServiceNow Engagement within the rest of the enterprise. The Executive Sponsor also participates in engagement governance and removes roadblocks to a successful implementation.		#
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customers going forward.		#

Requested Information / Access

We request that the CSDM Maturity questionnaire is completed by the customer virtually at least two weeks prior to the customer readout session.

Exclusions

- This Impact Accelerator does not include a technical review of CSDM.
- ServiceNow is not responsible for implementing the recommendations made based on the CSDM Maturity Assessment.

Data Management and Governance

This Accelerator provides insights and guidance to assess and improve your data management and data governance practices.

Accelerator Overview

The Data Management and Governance Accelerator provides Impact Customers with a self-assessment, leading practice content, and advisory guidance for managing and governing the data in your ServiceNow implementation to achieve high levels of data quality.

Package Availability

- i Note:** This Accelerator is available for Impact Guided+ (Platform Governance add-on), Advanced and Total Packages.

What You Get

Introductory Customer Session (up to 60 minutes)

- Introduce five pillars for data management:
 - Data Architecture
 - Data Security
 - Data Quality
 - Data Operations
 - Data Governance
- Set expectations on process and depth of deliverable
- Communicate expectation for participation
- Request the completion of an intake questionnaire, self-assessment, and any other necessary inputs (See the [Requested Information Access](#) section for details.)

Customer Current State Working Session (up to 120 minutes)

- Review the customer intake questionnaire and self-assessment
- Discuss the current state of the data management and data governance practices organized around the five pillars for data management

Customer Review Session (up to 120 minutes)

- Present data management and data governance recommendations
- Review leading practice content
- Discuss possible next steps for execution and measurement

Follow-up Customer Session (optional upon Customer request - up to 60 minutes)

Opportunity for Q & A related to data management and data governance guidance

Data Management and Governance Deliverables

- Data Management Self-assessment
- Workshop slides
- Action planning notes
- Action planning templates

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
Platform Administrator (Required)	Responsible for the day-to-day administration of the ServiceNow platform.
ServiceNow Platform Architect (Required)	Responsible for overall ServiceNow platform architecture, strategy, and governance.
Enterprise Architect(s) (Required)	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Data Manager (Required)	Responsible for overall management and maintenance of ServiceNow data.
Foundational Data Manager (Required)	Responsible for the subset of foundational data, such as, users, groups, locations, companies, and departments.
Representative of Chief Information Security Officer (Required)	Responsible for the organization's security policies, processes, practices, and technologies. Promotes adherence to security policies and procedures. Helps guide the Platform Owner to align with security standards.
Security Administrator (Required)	Responsible for installing, administering, troubleshooting security capabilities, and configuration that complies with Technical Governance guidance. Promotes adherence to security policies and procedures.
Compliance and Audit Officer (Required)	Responsible for compliance, risk management, and audit procedures.
CMDB Manager (Recommended)	Maintains the accuracy and integrity of the CMDB configuration data; works with teams to certify data.
Data Owners (Recommended)	Responsible for data related to a process, product, or an integration.

Requested Information / Access

Customers must provide the following supporting documentation from their ServiceNow platform implementation:

- Data Architecture, Data Model / Logical Data Model / Data Dictionary
- Information Needs Matrix (Actor / Data)
- Reporting Needs Matrix (Actor / Data / Report)
- Data Categorization Matrix
- Data Sources Matrix
- RACI for Data Management
- Impact materials, such as Customer Impact Plan, Architecture Blueprint, Objectives and outcomes, Capabilities Map, and Product Adoption Roadmap

Exclusions

- Provide data escalation remediation
- Provide technical hands-on assistance with data configuration, data customization, or data troubleshooting
- Provide coverage of data management, data governance, or both, for your non-production environments (For example, development, test, or user acceptance test (UAT))
- Define your data strategy
- Define your data design
- Define, document or both, of your data architecture
- Assess or troubleshoot your CMDB (Refer to the [TuneUp Your Configuration Management Database Accelerator](#))
- Assess or troubleshoot your implementation of the CSDM framework (Refer to the [Accelerator](#))
- Define your data and integrations with external systems or applications
- Assess or troubleshoot your data integrations

Design Review

These Accelerators provide an evaluation of current or proposed solution design.

Design Review- Advanced

Design Review- Advanced provides Impact Advanced Customers with a review of either a solution to be implemented or an existing implemented solution, either as it pertains to the ServiceNow AI Platform.

The Accelerator aims to assist Customers in making the best possible solution design decisions that result in better scalability, sustainability, maintainability, and upgradability and leverage the power of the native platform to avoid technical debt and future-state limitations.

What You Get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Provide Design Review questionnaire
- Request data and any other inputs

Customer Working Session (up to 120 min)

- Review current state of solution design
- Discuss leading practice content
- Propose action plan items for Customer to execute

Design Review Deliverable

- Review of what application(s) are being reviewed, pain points and use cases
- Aggregation of recommendations from Impact Squad

Customer Review Session (up to 60 min)

Review Design Review Deliverable.

Follow-Up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to solution design
- Provide additional guidance on leading practices

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor - Required	Primary strategic contact for ServiceNow.
ServiceNow development team lead – Required	Leads development on the ServiceNow platform.
Process Owner- Recommended	Owns the process being reviewed.

Requested Information / Access

- Design Review questionnaire completed by Customer at least 1 week in advance of Customer Working Session (to be provided by ServiceNow)
- Story documents to review for customizations (process documents; design decisions; implementation SOW if a partner is involved)
- Outcomes, value expectations, KPIs, and metrics
- Integration considerations
- Architecture blueprints (if available) for both process and technical approach (plug-ins, etc.)
- Detailed description of use case for application being reviewed (should include personas)
- Detailed description of pain point(s) for application being reviewed (if applicable)

Exceptions

A design review may only be performed for the following cases:

In the case where an already-implemented application is being reviewed, Customer can request a design review from only the following list of applications:

- Incident
- Problem
- Service Catalog
- Service Portal
- Knowledge
- Release
- Agile

In the case where a design of a solution to be implemented is being reviewed, Customer can request a design review from only the following list of applications:

- Incident
- Problem
- Service Catalog
- Service Portal
- Knowledge
- Release
- Agile

For design reviews of custom applications, the complexity of the design must be small-to-medium complexity as determined in the sole discretion of the Impact Accelerator Consultant(s) delivering the Accelerator.

ServiceNow is not responsible for development of the solution design or execution of any recommendations.

Design Review- Total

Design Review Total provides Impact Total Customers with a review of either (1) a solution to be implemented or (2) an existing implemented solution, either as it pertains to the ServiceNow AI Platform.

It aims to assist Customers in making the best possible solution design decisions that result in better scalability, sustainability, maintainability, and upgradability and leverage the power of the native platform to avoid technical debt and future-state limitations.

What You Get

Introductory Customer Session (up to 90 minutes)

- Describe and introduce the Accelerator
- Define scope (Customer may select one Application within one Capability):
 - Platform Application (1 Capability; 5-6 Key Decision)
 - Custom Application (1 Capability; 3-5 Key Decisions)
 - Custom Application to Platform Application Transition (1 Capability; 5-6 Key Decisions)
- Define Accelerator work plan schedule and specify roles/responsibilities
- Request Customer pre-work and any other inputs

Customer Working Session (up to 12 hours – split across 2-day workshop)

- Review current state of solution design
- Discuss design purpose perspectives (business, functional, technical, implementation)
- Identify Key Decisions
- Capture risks & issues
- Define success metrics
- Review basic design guidance

Customer Review Session (up to 4 hours)

Review Design Review Deliverable

Design Review Deliverable, Final Presentation including:

- Initial Accelerator scope and expectations
- Outputs of Customer Working Session
- Observations & Diagnosis
- Return to out-of-box path, if applicable
- Prescriptive recommendations
- Outstanding decisions to be made
- Additional leading practice resources, if applicable

Follow-up Customer Session (optional upon Customer request- up to 60 minutes)

- Opportunity for Q&A related to solution design
- Provide additional guidance on leading practices

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform
Business/Platform Owner- Required	As related to the Accelerator's scope – responsible for the business(es) / process(es) that may be part of ServiceNow solution design
Design Lead/Team- Required	As related to the Accelerator's scope – responsible for ServiceNow solution design
Sr. Functional Service Owner(s)- Required	As related to the Accelerator's scope – responsible for the service(s) that may be part of ServiceNow solution design
Sr. Functional Business Owner(s)- Required	As related to the Accelerator's scope – responsible for the business(es) that may be part of ServiceNow solution design

Requested Information/Access

Platform Background documents, including:

- Platform History information- Platform Implementation Date / Version; Application Families Implemented; Current Implementations; Current or Former Partners; Platform Governance; Platform Administration Team
- Platform Standing information- Architectural Diagram/s; Integration Map/s; Open performance or platform issues; Next planned upgrade; CSDM / CMDB Maturity; User Community information; Release Management Approach; Change Management Approach; DevOps Information

Application Background documents, including:

- Business Case information– Organizational Goals and Objectives; Use Cases; Related Process Flows; Related Roles & Responsibilities Document; Process Owner(s); Business Case; Benefit Case
- Business Consideration information– Enablement Approach; Organizational Change Management Approach; Policy / Procedure / Standard Requirements; Audit / Remediation Requirement(s)
- Open Issues information- Open user issues / feedback; Known business process gaps

Design Approach documents, including:

- Architectural Decision information– Architectural Decision History; Alternate Options Considered; Areas where Platform Architecture support is needed
 - Design Approach information– Complete set of User Stories with technical approach; Process Documentation, based on design; Handover Documentation
 - Development Cycle information- Full-cycle Testing results; List of all related Defects; Change and Release History, as available
- Business Presentation slides (to be provided by ServiceNow for Customer to complete)
 - Architecture Presentation slides (to be provided by ServiceNow for Customer to complete)

Exceptions

This Accelerator does not include in-depth technical reviews of any design – the recommendations will be based on the analysis discovered and reviewed in the Customer Working Session.

ServiceNow is not responsible for development of the solution design or execution of any recommendations.

Health Assessment

The Health Assessment Accelerators provide insights into your instance health.

- [Health Assessment – Advanced](#)
- [Health Assessment - Total](#)

Health Assessment – Advanced

The Health Assessment – Advanced Accelerator provides guidance to measure and improve your ServiceNow instance health.

Overview

Health Assessment- Advanced provides Impact Advanced customers with prescriptive guidance, leading practice content, and a technical analysis of their ServiceNow instance health via a HealthScan scan. Also included is a review of key platform health indicators, such as instance manageability, performance, security, upgradability, and user experience. This Accelerator aims to help you understand how your instance aligns with leading practices and improve your instance health.

Package Availability

i Note: This Accelerator is available for the Impact Advanced package.

What You Get

Introductory Customer Session (up to 60 minutes)

- Set expectations on process and depth of deliverable
- Review the current state of the customer instance
- Communicate expectations for customer participation
- Request data and any other inputs

Exception Discussion Customer Session (optional depending on customer need - up to 30 minutes)

Discuss exceptions to be configured for the scan

Health Assessment

Health assessment using ServiceNow HealthScan

Customer Read-out Session (up to 90 minutes)

Review of:

- Health Assessment Scorecard
- Detailed Health Assessment findings from the HealthScan scan
- How to interpret Health Assessment scan findings
- Prioritization approaches

Coaching Session (optional upon customer request – up to 60 minutes)

- Opportunity for Q&A related to HealthScan findings
- Provide additional guidance on leading practices, as needed
- Review findings to potentially identify exceptions to be configured for the next scan

Requested Customer Resources

Customer resources and responsibilities

Customer Resource	Responsibilities
Platform Owner - Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System

Customer resources and responsibilities (continued)

Customer Resource	Responsibilities
	Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Platform Administrator - Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Platform Architect- Required	Provides a holistic view of the organization's ServiceNow strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Enterprise Architect(s) - As applicable	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Lead Developer(s) - As applicable	Writes code for the ServiceNow platform.
Application Owner(s) – As applicable	Owens ServiceNow applications or applications integrated with ServiceNow that are of interest with regard to ServiceNow instance and application health.

Requested Information / Access

Prior to beginning the Accelerator, you must provide your consent for ServiceNow resources to scan your instance. You are prompted for consent when you submit your Health Assessment Accelerator request.

We request for you to complete an information gathering questionnaire, including requests for the following:

- Identify the ServiceNow non-production instance to be scanned
 - When you submit your Accelerator request in Impact, you're prompted to provide a candidate instance to run the HealthScan scan.
 - An instance close to production or, optimally, a recent clone of the production instance is recommended.
- Provide your ServiceNow environment information, such as upgrades planned, clones scheduled, and code release schedules.
- Provide read-out meeting participants.
- Optional: Provide any exceptions that you request to be configured for the scan.

For Customer Agreements and Terms, refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exclusions

- This Impact Accelerator is not available to:
 - Managed service providers, except for their internal use
 - Customers requiring security clearance
 - Customers operating a domain-separated environment.
- Certain Impact Accelerator activities may be limited or unavailable for customers in certain restricted environments or to self-hosted customers.
- Certain Impact Accelerator activities will not be available to:
 - Customers not hosted in a ServiceNow datacenter.
 - Customers that will not allow execution of a HealthScan scan on their instance.
- This Accelerator does not include:
 - Reviews of design, process, strategy, or governance.
 - The implementation of recommended changes.
 - Any configuration changes within the customer's sub-production or production instances.
- Health Assessment is a platform-wide review and excludes application specific reviews.

Health Assessment - Total

The Health Assessment - Total Accelerator provides guidance to measure and improve your ServiceNow instance health.

Overview

Health Assessment – Total provides Impact Total customers with prescriptive guidance, leading practices content, and a technical analysis of their ServiceNow instance health via a HealthScan scan. A review of key platform health indicators, such as instance manageability, performance, security, upgradability, and user experience is also included. This Accelerator aims to help you understand how your instance aligns with leading practices and to improve your instance health.

Package Availability

i Note: This Accelerator is available for the Impact Total package.

What You Get

Introductory Customer Session (up to 60 minutes)

- Set expectations on process and depth of deliverable
- Communicate expectations for customer participation
- Request data and any other inputs

Health Assessment

Health Assessment scan using ServiceNow HealthScan

Customer Working Session #1 (up to 120 minutes)

Review of:

- Detailed findings from the Health Assessment scan
- How to interpret Health Assessment scan findings
- Platform Architect recommendations

Customer Working Session #2 (up to 120 minutes)

- Provide additional guidance on leading practices and exception management, as needed
- Opportunity for Q&A related to HealthScan scan findings

Leading practices

Requested Customer Resources

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrators- Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Enterprise Architects- Recommended	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Developers- Recommended	Writes code for the ServiceNow platform.

Requested Information / Access

Prior to beginning the Accelerator, you must provide your consent for the ServiceNow systems to scan your instance. You are prompted for consent when you submit your Health Assessment Accelerator request.

We request for you to complete an information gathering questionnaire, including requests for the following:

- Identify the ServiceNow non-production instance to be scanned.
 - When you submit your Accelerator request in Impact, you're prompted to provide a candidate instance to run the HealthScan scan.
 - An instance close to production, or optimally, a recent clone of the production instance is recommended.
- Provide your ServiceNow environment information, such as upgrades planned, clones scheduled, and code release schedules.

Customer agreements and terms

For customer agreements and terms, refer to the applicable Impact Accelerator description available at <https://www.servicenow.com/legal/servicenow-impact.html> .

Exclusions

- This Impact Accelerator is not available to:
 - Managed service providers, except for their internal use
 - Customers requiring security clearance
 - Customers operating a domain-separated environment.
- Certain Impact Accelerator activities may be limited or unavailable for customers in certain restricted environments or to self-hosted customers.
- Certain Impact Accelerator activities will not be available to:
 - Customers not hosted in a ServiceNow datacenter.
 - Customers that will not allow execution of a HealthScan scan on their instance.
- This Accelerator does not include:
 - Reviews of design, process, strategy, or governance.
 - The implementation of recommended changes.
 - Any configuration changes within the customer's sub-production or production instances.
- Health Assessment is a platform-wide review and excludes application specific reviews.

For Customer Agreements and Terms, refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> .

Integration Strategy

Guidance on the integration process

Integration Strategy- Advanced

This Accelerator provides guidance on the integration process.

Accelerator Overview

Integration Strategy- Advanced provides Impact Customers with leading practices content and advisory guidance on the integration process, including design considerations, and platform recommended tools as they relate to the ServiceNow Platform.

Package Availability

-  **Note:** This Accelerator is available for Impact Guided+ (Platform Governance), and Advanced Packages.

What You Get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Request completion of intake questionnaire, maturity self-assessment, and provide any other requested inputs.

Customer Current State Working Session (up to 90 mins)

- Review customer intake and self-assessment
- Discuss current state of Customer's integrations

Customer Review Session (up to 120 mins)

- Review leading practices content
- Present Integration Strategy recommendations
- Discuss possible next steps for execution / measurement

Integration Strategy Deliverables

- Integration Strategy Maturity Self-assessment
- Workshop slides
- Action planning notes
- Action planning templates

Follow-Up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to integration strategy
- Provide additional guidance on leading practices

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform
Platform Administrator- Required	Responsible for the day-to-day administration of ServiceNow platform.
ServiceNow Platform Architect- Required	Responsible for Customer's ServiceNow architecture, planning integration, and designing integration architectures; actively involved in the overarching governance of Customer's ServiceNow Platform.
Enterprise Architect Lead- Required	Responsible for overall enterprise architecture, strategy, and governance.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
Data Owners- Recommended	Responsible for data related to an integration.

Requested Information / Access

- Existing Integration Strategy Document(s)
- Enterprise Architecture Concept of Operations or Program Overview document
- Summary listing of integrations
- Example documents: Architectural diagram(s), Business process flow model(s), Data model(s), data flow diagram(s).
- Platform Change Management Concept of Operations or Program Overview document
- CSDM Foundation Data – summary of tables integrated with external systems, and any customizations related to the Foundation Data tables

Exceptions

ServiceNow is not responsible for execution of Customer's integration strategy.

Integration Strategy- Total

Guidance on the integration process

Accelerator Overview

Integration Strategy – Total provides Total Impact Customers with leading practices, content, and prescriptive guidance on the integration strategy, including leading practices and design considerations as they relate to the ServiceNow AI Platform.

What You Get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of deliverable
- Select Offering (Customer may select one Offering within one opportunity, see table below)
- Communicate expectation for customer participation
- Request data and other inputs

Opportunity	Offering
Enterprise Architecture	Assess both ServiceNow AI Platform and Enterprise Architecture landscape to seek value opportunities for Strategic Integrations
How could ServiceNow serve Customer's enterprise architecture?	Review data flows for key processes to understand where opportunities could live for untapped efficiencies and/or better source integration

Opportunity	Offering
	Review current and future states to help form a strategic direction that prescribes steps to get from here to there
ServiceNow AI Platform Integration Based on Customer's current and planned states, how could integrations enhance the planned value gained from ServiceNow?	Assess ServiceNow AI Platform to understand where current state integrations are in place and where there are gaps that could be automated
	Assess state of Foundational Data with recommendations for alignment with leading practices
	Assess current state Data Security policies and standards with recommendations for alignment with leading practices
Customer Request How can ServiceNow help Customer reach optimal value through a specific focus area?	Assess approach for converting an existing integration back to core platform capabilities
	Assess approach for migrating an integration from one vendor to another
	Assess the impact of new release capabilities on an existing integration

Customer Discovery Working Session (up to 90 minutes)

- Review Customer-provided data/inputs
- Discuss current state of Customer's integrations
- Schedule date for Scope Definition Working Session

Customer Scope Definition Working Session (up to 120 minutes)

- Review guiding principles
- Review Key Questions
- Define scope in reference to Customer's current architecture and current state

Customer Review Session (up to 90 minutes)

- Present final Integration Strategy recommendations
- Discuss possible next steps for execution / measurement

Integration Strategy Deliverables

- Workshop slides
- Action planning notes

Follow-up Customer Session (optional upon Customer request- up to 60 minutes)

- Opportunity for Q&A related to integration strategy
- Provide additional guidance on leading practices

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform
Executive Sponsor- Required	Primary strategic contact for ServiceNow
Platform Administrator- Required	Responsible for the day-to-day administration of ServiceNow platform
ServiceNow AI Platform Architect- Required	Responsible for Customer's ServiceNow architecture, planning integration, and designing integration architectures; actively involved in the overarching governance of Customer's ServiceNow AI Platform
Enterprise Architect Lead- Required	Responsible for overall enterprise architecture, strategy, and governance
Integration Owners- Required	Responsible for integrating systems – data, processes, process automation
Sr. Functional Service Owners- Required	As related to the Accelerator's scope – responsible for the service(s) that may be integrating with ServiceNow
Sr. Functional Business Owners- Required	As related to the Accelerator's scope – responsible for the business(es) that may be integrating with ServiceNow

Requested Information / Access

- MID Server architecture documentation (if applicable)
- Customer may be asked to grant the ServiceNow Impact Squad access to Customer's instance for the purposes of providing the Impact Accelerator during the period of performance
- Platform Information
 - Platform Implementation Date / Version
 - Work flows Implemented (e.g., IT, Customer, Employee)
 - Application Families implemented
 - Current implementations
- Enterprise Architecture
 - Organization chart
 - Architecture diagram(s)
 - Network Map(s) / Diagram(s)
 - Integration Map(s)

- Business Process Flow Model(s)
- Data Model(s)
- Data Flow Diagram(s)
- Data security & Compliance standards
- Authentication and authorization standards/process
- Enterprise Architecture Inventory intake (spreadsheet will be provided to Customer; may be substituted with document with similar information)
- Foundation Data Inventory intake (spreadsheet will be provided to customer; may be substituted with document with similar information)

Exceptions

This Accelerator does not include technical troubleshooting of existing integrations, code reviews, technical break/fix, or technical performance improvements.

ServiceNow is not responsible for execution or measurement of Customer's integration strategy.

Multi-instance Topologies

This Accelerator provides education on drivers and topology alternatives to support multiple production instance implementations delivered within the context of a single-customer production implementation.

Accelerator Overview

The Multi-instance Topologies Accelerator provides Impact customers with facilitated education sessions that establish a foundational understanding of the common business drivers that could warrant multiple production instances and an introduction to four multi-instance topology alternatives.

The overview for each topology includes a description, topology-related use cases, strengths and weaknesses, and example process flows. The education sessions are interspersed with interactive use case activities, so that following the completion of the Accelerator, you may continue to evaluate your own multi-instance requirements by engaging your implementation provider to develop an implementation architecture.

Package Availability

- i Note:** This Accelerator is available for Impact Guided+ (Platform Governance add-on), Advanced and Total Packages.

What You Get

Introductory Customer Session (up to 60 minutes)

- Introduce Accelerator and set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Introduce business drivers for multiple production instances
- Introduce four multi-instance topologies
- Request completion of intake questionnaire, three use cases, and provide any other requested inputs

Customer Education Session #1 (up to 120 minutes)

- Present business drivers for multiple production instances, referencing use cases provided by the customer
- Present two multi-instance topologies
- Conduct interactive activities based on relevant customer-provided use cases

Customer Education Session #2 (up to 120 minutes)

- Present two multi-instance topologies, which may or may not reference the customer's use cases
- Conduct interactive activities based on relevant customer-provided use cases
- Advisory guidance for next steps

Follow-up Customer Session (optional upon Customer request - up to 60 minutes)

Opportunity for Q&A related to the multi-instance topologies education and guidance

Multi-instance Topologies Deliverables

- Workshop slides
- Multi-instance topology use case activities
- Guidance for next steps

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Platform Administrator (Required)	Responsible for the day-to-day administration of the ServiceNow platform.
ServiceNow Platform Architect (Required)	Responsible for overall ServiceNow platform architecture, strategy, and governance.
Enterprise Architect(s) (Required)	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Service Owner(s) (Recommended)	Responsible for data and process flows related to a specific service, process, or an integration.

Pre-requisite

The completion of the workshop, *How to Tackle Architectural Implementation Models*, is required. For more information, contact your Enterprise Architect.

Requested Information Access

The output deliverables from the *How to Tackle Architectural Implementation Models* workshop are requested.

Exceptions

- Multi-instance topology architecture design recommendations
- Multi-instance technical implementation / technical integration detailed architecture
- Enterprise architecture review
- Detailed architecture blueprint for multi-instance configuration
- How to integrate multiple production instances
- Topology considerations for Managed Service Provider and/or multiple customer multi-instance configurations
- Multiple sub-production instances, for example, development, test, or user acceptance test (UAT))

Release and Deployment Advisory for Pro-code Development

The Release and Deployment Advisory for Pro-code Development Accelerator provides guidance to assist pro-code developers in tools and techniques to release and deploy ServiceNow application configurations and customizations.

Accelerator overview

This Accelerator provides you with a review and guidance on your release and deployment processes and methods for a selected set of applications including either ServiceNow sourced applications or custom-developed applications. Your Impact Squad provides guidance based on your responses to an intake questionnaire and a collaborative Discovery working session that reviews your current state for two selected applications.

Package Availability

- Note:** This Accelerator is available for Impact Guided+ (Platform Governance add-on), Advanced and Total Packages.

What you get

- Important:** Your Squad will request that you complete a provided intake questionnaire in preparation for the Introduction Session as part of the Accelerator initiation.

The Accelerator activities are led by your Platform Architect (PA).

Introductory customer session (up to 180 minutes)

- Review the initiative approach and your objectives
- Establish clear expectations regarding the process and your participation, along with the level of detail for the deliverables
- Review the basics of the release and deployment methods including update sets and ServiceNow Studio used with Application Repository
- Confirm the selected applications

Customer current state working session (up to 180 minutes)

Discuss the current state of your release and deployment methods for a select set of applications

Customer recommendation session (up to 120 minutes)

- Review leading practices related to release and deployment
- Review and discuss your tailored recommendations to enable you to more effectively release and deploy your applications
- Discuss the possible next steps to implement the recommendations and techniques to measure the results of your improvements

Follow-up customer session (optional upon customer request - up to 60 minutes)

Opportunity for Q & A related to the release and deployment guidance

Release and Deployment Advisory deliverables

- Workshop slides
- Guidance to improve your release and deployment processes
- Recommended next steps

Requested customer resources

One or more customer resources are requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities matrix

Customer resource	Responsibilities	Required	Optional
Application Owners	<ul style="list-style-type: none"> • Responsible for ensuring that an application meets its intended purpose and adds value to the business. • Guide the software development lifecycle (SDLC) to improve performance and align with the business's goals. 		X
Enterprise Architect	<ul style="list-style-type: none"> • Drives strategic investment decisions by understanding Business capabilities. • The EA creates a single language between people, processes, and technology that allows your teams to seamlessly share and enrich data across business functions. You can also consult the EA when you define your development management policies, but if you don't, make sure you at least inform them of this work. 		X
Lead Developers	Oversees development, development tools and development processes for one or more applications.	X	

Customer resource and responsibilities matrix (continued)

Customer resource	Responsibilities	Required	Optional
Master Services Provider / Vendor Lead	Customer's third-party development partner involved in design and/or development of applications and/or services.		X
Platform Administrator	<ul style="list-style-type: none"> Responsible for day-to-day administration & maintenance, including configuration and support, and understands the end-to-end development release process flow. Executes configuration, release and deployment actions 	X	
Platform Owner	<ul style="list-style-type: none"> Owns the platform, creates roadmap to align with strategy, oversees governance. The platform owner is typically accountable for managing the creation of all development management policies. 	X	
Quality Assurance Lead	Focuses on validating that the platform and applications function per acceptance criteria.		X
Release Manager	Oversees the overall release process from development instance(s) to intermediate sub-production instance(s) to production instance.	X	
Security Administrator	<ul style="list-style-type: none"> Responsible for installing, administering, troubleshooting security capabilities and configuration that complies with Technical Governance guidance. Promotes adherence to security policies and procedures. Consulted when the development management policies are created to confirm that the development guidelines appropriately safeguard against unnecessary risk. 		X
ServiceNow AI Platform Architect	Responsible for the creation of development management policies while consulting members of the organization, including enterprise architects, security administrators, and development leads/SMEs, ServiceNow architects, and process owners.	X	
Technical Governance Board Lead	Leads the technical governance board that establishes policies and procedures for data, security, development, change, and release		X

Requested information / access

Customers must provide the following supporting information:

- Intake Questionnaire (to be provided by the ServiceNow team) completed by the customer at least one week prior to the Customer Working Session
- Current release and deployment process for selected applications
- Impact materials, such as:
 - Customer Impact Plan
 - Architecture Blueprint Objectives and outcomes
 - Capabilities Map
 - Product Adoption Roadmap
 - Organization Chart related to selected applications
 - Stakeholder Map related to selected applications

Exceptions

This Accelerator does not include:

- Defining release process specifications
- Detailed release process analysisDetailed development guidance on ServiceNow Studio for application development
- Source Control release review – request
- Impact Expert Services advisory for further assistance
- App Engine Studio and App Engine Management Center (low-code development)
- Dev Ops – CI/CD, release automation
- Citizen Development
- Detailed review of technical governance processes for release and deployment

Technical Governance

Guidance on technical governance management of the ServiceNow AI Platform

Accelerator Overview

Technical Governance provides Impact Customers with a framework that defines how to govern and manage the stability of the ServiceNow platform. This Impact Accelerator aims to assist Customers in establishing technical decision-making processes, and governance policies and processes that can facilitate faster implementations and upgrades, smoother development, and greater value from enhanced feature adoption.

Package Availability

- i Note:** This Accelerator is available for Impact Guided+ (Platform Governance add-on), Advanced and Total Packages.

What you get

Introductory Customer Session (up to 1 hr)

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs from Customer

Customer Workshop (up to 4 hrs)

- Review current state of technical decision making and governance
- Discuss leading practice content
- Propose action plan items for Customer to execute

Technical Governance Deliverables

- Workshop slides
- Action planning notes
- Action planning templates

Follow-up Customer Session (optional upon Customer request – up to 1 hr)

- Opportunity for Q&A related to Technical Governance Deliverables
- Provide additional guidance on leading practices

Requested customer resources**Customer resource and responsibilities**

Customer Resource	Responsibilities
Platform Owner - Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Platform Architect	Provides a holistic view of the ServiceNow platform, processes, and other systems, including any necessary policy or organizational requirements.
Executive Sponsor	Primary strategic contact for ServiceNow

Requested information/access

- ServiceNow governance structure documents – charters, board participant lists, etc.
- Strategy Governance, Portfolio Governance, and Architecture Blueprint Impact Accelerators are prerequisites for Technical Governance Accelerator CoE Charter
- Organization chart
- IT governance documents
- Current state architecture blueprint
- Platform team roles & responsibilities
- Technical policy documentation (e.g. platform management policies, integrations overview, cloning process, SLAs)

Exceptions

ServiceNow is not responsible for development or execution of the technical governance process or policy.

Optimization Accelerators

Optimization Accelerators provide standardized user story design documentation and configuration capabilities to accelerate platform and product adoption in customer sub-production environments.

Accelerators available in each package

Accelerator outputs and formats have common standardized features, but may differ from package to package. Not all Accelerators are available for each package. The Accelerators and available feature levels are denoted by these symbols:

- ✓ = Common standardized feature set
-  = Includes unique accelerator-specific features
-  = Includes additional unique accelerator-specific features

Optimization Accelerator sub-catalog

Accelerator	Guided package	Guided + Platform Optimization	Advanced package	Total package	Integrated Success	On-Demand
Optimization Capability Configuration		#		#	#	
Optimization Capability Design		#		#	#	

Optimization Capability Configuration

This Accelerator provides support in configuring capabilities and features to enhance platform health and drive ServiceNow product adoption.

Accelerator Overview

Optimization Capability Configuration provides Impact customers with configuration support for a targeted ServiceNow capability or feature. This Accelerator may be initiated based on an Impact recommendation, including but not limited to:

- Outputs from an Impact Accelerator.
- Enabling a new feature not currently in use.
- Enhancing or expanding an existing capability.
- Supporting a process or workflow improvement initiative.

Package Availability

-  **Note:** This Accelerator is available for Guided + Platform Optimization, Total, and Integrated Success packages

What You Get

Kick-off and Scope Alignment Session

- Understand customer problem statement and business need.
- Review the customer-completed intake form to align on the targeted capability configuration scope.
- Confirm the configuration scope and align on the level of customer participation.
- Customer provides documented user stories for the targeted capability configuration scope.
- Establish clear expectations on required Customer resources, Accelerator activities, and timeline.

Sprint Planning Session(s)

- ServiceNow reviews Customer-provided user stories for completeness and configurability.
- Establish, review, and align on a sprint plan outlining in-scope user stories and sprint timeline.

Sprint Configuration and Unit Testing

- Conduct stand-up meetings.
- Configure stories according to the sprint plan.
- Execute unit tests for stories.

Sprint Review Session

Conduct one sprint review and demo session.

Close Out Meeting and Knowledge Transfer

- Conduct one knowledge transfer session.
- Discuss recommended next steps.

Outputs

- Configured user stories in the sub-production environment.
- Recommended next steps.

Requested Customer Resources

Customer will provide the required resources, as communicated by ServiceNow in the Kick-off and Scope Alignment Session, throughout the duration of the Accelerator. The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities
Business Analyst	Responsible for working with key project stakeholders to capture business and user requirements as stories. The Business Analyst also works with the Platform Administrators to ensure stories are understood, developed, tested, and delivered to specifications.
Process Owner	Responsible for the correct and complete definition of each of the processes implemented within the ServiceNow platform.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
Product Owner(s)	Responsible for ensuring that the product backlog is defined with stories, visible, transparent, and clear to all, and shows what the team will work on next. The Product Owner also demonstrates the configured functionality to Customer's stakeholders at the end of each sprint.
Subject Matter Expert(s) (SME)	Responsible for confirming the design to help meet the Customer's requirements, and for working with ServiceNow to identify opportunities for processes to be moved into ServiceNow. The role may comprise both functional and technical experts. The SME also possesses in-depth functional and technical knowledge of any necessary processes and functions.
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for incidents related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features. The ServiceNow System Administrator has technical ability that enables the fulfilment of common configuration and maintenance tasks.
Executive Sponsor	Responsible for setting and communicating the vision of ServiceNow within the rest of the enterprise. The Executive Sponsor also participates in governance and removes roadblocks to a successful completion.
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Project Manager	Responsible for tracking and communicating project status, serving as an escalation point to resolve obstacles, and working to deliver project work on schedule and budget. The Project Manager works closely with ServiceNow and in coordination with all other involved resources to plan, manage, and deliver ServiceNow releases.
Technical Resource(s)	Responsible for assisting with the development of the ServiceNow application and integrations. Technical Resources should also possess ITIL and JavaScript expertise as well as web services and XML experience as applicable to the scope of the Accelerator.
Testing Coordinator	Coordinates Customer testing activities, including test plan, test cases, and test execution.

Requested Information / Access

Before ServiceNow can begin the accelerator, the following prerequisite tasks must be completed:

- Intake form (to be provided by the ServiceNow team) must be completed by the Customer at least four weeks prior to the Kick-off and Scope Alignment Session.
- Customer shall grant ServiceNow resources access to Customer's instances for the purposes of providing the accelerator during the period of performance.
- Customer shall clone its ServiceNow production environment to a sub-production instance on which ServiceNow will perform the accelerator activities.

Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the Impact Accelerator Terms Matrix [here](#) .

Exclusions

- User Acceptance Testing (UAT), migration to production, and go-live support.
- Conversion and import of historical data.
- Changes to Customer or third-party systems.
- Data modification, normalization, formatting, or alteration.

Optimization Capability Design

This Accelerator provides support in designing capabilities and features to enhance platform health and drive ServiceNow product adoption.

Accelerator Overview

Optimization Capability Design provides Impact customers with design support for a targeted ServiceNow capability or feature. This Accelerator may be initiated based on an Impact recommendation, including but not limited to:

- Outputs from an Impact Accelerator.
- Enabling a new feature not currently in use.
- Enhancing or expanding an existing capability.
- Supporting a process or workflow improvement initiative.

Package Availability

i Note: This Accelerator is available for Guided + Platform Optimization, Total, and Integrated Success packages

What You Get

Kick-off and Scope Alignment Session

- Understand customer problem statement and business need.
- Review the customer-completed intake form to align on the targeted capability design scope.
- Confirm the design scope category and validate the approach, including the level of Customer participation.
- Establish clear expectations on required Customer resources, Accelerator activities, and expected outputs.

Customer Reverse Demo Session

If applicable, Customer demonstrates their current state solution relevant to the targeted capability design scope.

Capability Design Working Session(s)

- Working sessions to gather Customer input and requirements for the targeted capability design scope.
- Perform product demonstrations of ServiceNow base system (out-of-the-box) platform capabilities, as applicable to the targeted capability design scope.

Capability Design User Stories

Document user stories for the targeted capability design scope.

Close Out Meeting and Knowledge Transfer

- Conduct one knowledge transfer session and formally hand off user stories.
- Discuss recommended next steps.

Outputs

Materials and content from the working sessions (for example, workshop decks, user stories, recommended next steps).

Requested Customer Resources

Customer will provide the required resources, as communicated by ServiceNow in the Kick-off and Scope Alignment Session, throughout the duration of the Accelerator. The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities
Business Analyst	Responsible for working with key project stakeholders to capture business and user requirements as stories. The Business Analyst also works with the Platform Administrators to verify stories are understood, developed, tested, and delivered to specification.
Process Owner	Responsible for the correct and complete definition of each of the processes implemented within the ServiceNow platform.
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for incidents related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features. The ServiceNow System Administrator has sound technical ability that enables the fulfillment of common configuration and maintenance tasks.
Subject Matter Expert(s) (SME)	Responsible for confirming the design to help meet the Customer's requirements, and for working with ServiceNow to identify opportunities for the processes to be moved into ServiceNow. The role may comprise both functional and technical experts. The SME also possesses in-depth functional and technical knowledge of any necessary processes and functions.
Product Owner(s)	Responsible for ensuring that the product backlog is defined with stories, visible, transparent, and clear to all, and shows what the team will work on next. The Product Owner also demonstrates the

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
	configured functionality to Customer's stakeholders at the end of each sprint.
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Project Manager	Responsible for tracking and communicating project status, serving as an escalation point to resolve obstacles, and working to deliver project work on schedule and budget. The Project Manager works closely with ServiceNow and in coordination with all other involved resources to plan, manage, and deliver ServiceNow releases.
Platform Architect	A technical leader responsible for providing consultative leadership to the Platform Owner and Platform Administrators. The Platform Architect assures platform alignment to business strategy and governance decisions, documents the platform, analyzes impacts of new requirements, and provides controls to ensure the correct technical solutions are leveraged in the delivery of business solutions.

Requested Information / Access

Before ServiceNow can begin the Accelerator, the following prerequisite tasks must be completed:

- Intake form (to be provided by the ServiceNow team) must be completed by the Customer at least four weeks before the Kick-off and Scope Alignment Session.
- If applicable, Customer grants ServiceNow resources remote access to Customer's instances for the purpose of providing the Services during the period of performance.

Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the Impact Accelerator Terms Matrix [here](#) .

Exclusions

Development and configuration of the platform.

Strategy Accelerators

Use Strategy Accelerators to go deeper on organizational and governance general guidelines with the ServiceNow platform and upskill your team to maintain business performance and drive success.

Accelerators available in each package

Accelerator outputs and formats have common standardized features, but may differ from package to package. Not all Accelerators are available for each package. The Accelerators and available feature levels are denoted by these symbols:

- ✓ = Common standardized feature set
-  = Includes unique accelerator-specific features
-  = Includes additional unique accelerator-specific features

Strategy Accelerator sub-catalog

Accelerator	Guided package	Guided +Strategic Value	Advanced package	Total package	Integrated Success	On-Demand
Adopt AI Governance		#	#	#	#	
Center of Excellence & Innovation Design		#	#			
Center of Excellence and Innovation Maturity Assessment Accelerator		#	#	#	#	
Champion Engagement		#	#			
Citizen Development Program Design		#	#	#	#	
CoEI Influencing Funding Strategy		#	#	#	#	
CSM - Maturity Assessment		#	#	#	#	
Develop Partner Strategy		#	#			
Foundations of AI Governance		#	#	#	#	
HRSD Maturity Assessment		#	#	#	#	
IRM Maturity Assessment		#	#	#	#	
ITOM Maturity Assessment		#	#	#	#	
ITSM Maturity Assessment		#	#	#	#	
Knowledge Management Maturity Assessment		#	#	#	#	
LSD Maturity Assessment		#	#	#	#	
OCM: Preparing for Change		#	#	#	#	

Strategy Accelerator sub-catalog (continued)

Accelerator	Guided package	Guided +Strategic Value	Advanced package	Total package	Integrated Success	On-Demand
OCM: Managing Change		#	#	#	#	
OCM: Reinforcing and Sustaining Change		#	#	#	#	
Portfolio Governance		#	#	#	#	
PPM Maturity Assessment		#	#	#	#	
ServiceNow Governance		#		#		
SAM Maturity Assessment		#	#	#	#	
Staffing and Roles Review		#	#	#	#	
Stakeholder Path to Value		#	#	#	#	
Strategy Governance		#	#	#	#	
Success Foundation Review (SFR)		#	#	#	#	
Vision and Strategy		#	#	#	#	

Note: The On-demand Accelerators are also available for Guided customers.

Adopt AI Governance

This Accelerator guides customers through the process of establishing and managing an Artificial Intelligence Management System (AIMS).

Accelerator Overview

Adopt AI Governance builds on the Foundations of AI Governance Accelerator by providing Impact customers with ready-made AIMS materials and collaborating with them to tailor these assets to their specific requirements. This offering focuses on helping customers make AI governance practices operational, in alignment with ISO/IEC 42001, removing common barriers to compliance through expert guidance. By the end of the engagement, customers have a customized, actionable governance framework to help them successfully adopt AI governance.

Package Availability

Note: This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

Pre-requisites

- Customer has identified the necessary stakeholders who can discuss AI governance with confidence.
- Customer has a solid understanding of foundational AI governance concepts and vocabulary.

What You Get

Internal Kickoff Session (up to 30 minutes)

- Meet stakeholders
- Outline key roles and responsibilities
- Walk through the order of events
- Align on expectations and address questions

Introductory Customer Coaching Session (up to 1 hour)

- Vocabulary review
- Overview of AIMS purpose
- Discussion of foundational principles
- Orientation on ready-made documentation

Customer Coaching Sessions (up to 10 hours of sessions)

- Answer questions
- Support document modifications
- Provide guidance and insights

Wrap-up Session (up to 30 minutes)

- Review actions taken
- Provide resources for additional information going forward
- Sneak peek at Audit AI Governance – the next offering in the Impact AI Governance Accelerator series

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
AI COE / Stewards	<ul style="list-style-type: none"> • Gain insight into AI Management Systems. • Provide insight into and audit learnings and decisions against existing AI practice. • Adopt learnings into existing processes. 	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
Platform Owners	<ul style="list-style-type: none"> • Gain insight into AI Management Systems. • Provide insight into and audit learnings and decisions against existing AI practices. • Ensure that all essential AI stakeholders are involved. 	#	
Internal Stakeholders	<ul style="list-style-type: none"> • Gain insight into AI Management Systems. • Provide insight into pain points at a more granular level. • Provide insight into principles. • Assist in use case selection. • Identify qualified resources to carry out activities. 	#	
Partner Stakeholders	<ul style="list-style-type: none"> • Gain insight into AI Management Systems. • Provide insight into pain points at a more granular level. • Provide insight into principles. • Assist in use case selection. 		#

Requested Information/Access

1. Organization & scope

- a. Business context and objectives for AI (where value/risk are concentrated), geographies served, regulated markets.
- b. Desired initial AIMS scope (org units, products, services) and any out-of-scope areas.
- c. Existing management systems/certifications (e.g., ISO 27001/27701, SOC 2, QMS) we can align to.

2. Governance & people

- a. Executive sponsor, product owners, risk/compliance, privacy, security, legal, data science/ML, IT ops—names and roles (RACI if you have one).
- b. Existing committees/charters (ethics board, model risk committee), decision rights, and escalation paths.

3. Stakeholders & expectations

- a. Internal/external stakeholders (customers, regulators, employees, impacted communities) and their top expectations/concerns.
- b. Any trust/safety commitments already made publicly or contractually.

4. Risk & compliance posture

- a. Applicable laws/regimes you care about (e.g., sectoral rules, state privacy laws, EU AI Act mapping if relevant) and current gap analyses.
- b. Known AI incidents/near misses, complaints, or audit findings; current risk taxonomy and appetite/tolerances.
- c. Frameworks already in play (ISO 31000, ISO/IEC 23894, NIST AI RMF).

Exclusions

ServiceNow is not responsible for nor guaranteeing any strategic outcomes from this engagement.

Center of Excellence & Innovation Design

The Center of Excellence and Innovation Design (CoEI) Accelerator provides guidance on building your ServiceNow CoEI.

Accelerator overview

Center of Excellence & Innovation (CoEI) Design provides Impact customers with leading practices content and prescriptive guidance and support to build a CoEI within their organization. This Accelerator aims to help customers use a CoEI as a vehicle to realize and accelerate the value they receive from their ServiceNow platform.

Package Availability

- i Note:** This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

What You Get

Introductory customer session (up to 60 minutes)

- Set expectations on process and depth of deliverable
- Explain the concept of a ServiceNow CoEI and its importance
- Share resources and assign readings
- Communicate expectations for customer participation
- Request data and any other inputs
- Set up a plan for assessment

Customer discovery sessions workshops (up to 12 hours)

- Review how the current CoEI organization structure meets your needs
- Assist in identifying potential gaps in the current CoEI organization structure
- Develop a recommended CoEI organizational structure

CoEI diagram

Diagram of the recommended CoEI organizational structure

Customer review session (up to 60 minutes)

- Review the CoEI diagram deliverable
- Review recommended functional roles and responsibilities

Implementation plan workshop (up to 2 hours)

- Co-develop a plan to implement the recommended CoEI structure
- Outline of resources and risks
- Assistance with measuring the progress and effectiveness of the plan

Requested customer resources

One or more customer resources are requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive sponsor (Required)	Primary strategic contact for ServiceNow.
Process owner (Required)	Owns the process being reviewed.

Requested Information / Access

- Organizational chart and roles and responsibilities
- RACI diagrams
- Charter and/or guiding principles document

Exceptions

ServiceNow resources are not responsible for implementation or management of the ServiceNow CoEI.

Center of Excellence and Innovation Maturity Assessment Accelerator

This Accelerator assesses your current ServiceNow #CoEI processes and functional maturity within ServiceNow, providing targeted recommendations on next steps to unlock additional value from the platform

Accelerator Overview

Center of Excellence and Innovation (CoEI) Maturity Assessment provides Impact customers with prescriptive recommendations based on a structured assessment conducted by key stakeholders within the customer's business. By offering customers a snapshot of their current process maturity and targeted next-step recommendations, this Accelerator helps maximize the value of their ServiceNow investment.

Package Availability

- i Note:** This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

What You Get

Maturity Assessment kick-off session (up to 1.5 hours)

- Set expectations on the process and depth of deliverable
- Communicate expectations for customer participation
- Request data and any other inputs

CoEI Maturity Assessment questionnaire

Your assessment participants will each be asked to independently fill out a pre-built CoEI Maturity Assessment Questionnaire that asks them to grade targeted statements that assess gaps and opportunities with your CoEI deployment.

Questionnaire results analysis (time as determined per Impact Squad)

The Impact Squad performs the following:

- Reviews and analyzes the questionnaire scores
- Compiles targeted recommendations and leading practices
- Provides guidance that will help you understand how to best maximize your CoEI investment

CoEI Maturity Assessment report

The assessment report is compiled from the responses to the questionnaire and includes the following:

- Maturity score
- The top five recommendations grounded in ServiceNow leading practices
- Content, accelerators, and next steps where applicable
- A complete list of recommendations observed

Customer read-out session (up to 1.5 hours)

- Deliver CoEI Maturity Assessment report
- Review CoEI Maturity Assessment report
 - Present the assessment results
 - Discuss targeted recommendations
 - Provide a suggested plan and resources to help you decide which recommendations to implement

Follow-up customer session (optional on Customer request– up to 1 hour)

- Review Customer progress
- Identify additional resources to achieve Customer goals
- Provide additional guidance on leading practices

Requested customer resources

One or more customer resources are requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer Resource	Responsibilities		
Main Customer Contact, PMO	<p>Primary contact for the duration of the engagement and carries out the following responsibilities:</p> <ul style="list-style-type: none"> • Gather and share the list of assessment participants. • Ensure completion of the assessment by participants. • Provide sponsorship for outputs based on the recommendations. 	#	
Assessment Participants	<p>People within your organization who complete the assessment. Their responsibilities are:</p> <ul style="list-style-type: none"> • Complete the assessment by the agreed deadline. • Raise any questions or concerns as soon as possible. 	#	
Process Owner	Owns the process being assessed.	#	

Requested Information / Access

We request that the CoEI Maturity questionnaire is completed by the customer virtually at least two weeks prior to the customer readout session.

Exclusions

- This Impact Accelerator does not include a technical review of CoEI.
- Assessment of capabilities and processes beyond CoEI is not included.
- ServiceNow is not responsible for implementing the recommendations made based on the CoEI Maturity Assessment.

Champion Engagement

The Champion Engagement Accelerators provide insights into champion engagement.

Champion Engagement – Advanced

Guidance to effectively communicate the value and benefits of using the ServiceNow platform.

Overview

Champion Engagement provides Impact Customer champions with leading practices content and prescriptive guidance to effectively communicate the value proposition and benefits for

using the ServiceNow platform within their organizations. Champion Engagement includes enablement for one champion.

What You Get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of Champion Engagement Deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs from Customer related to champion activity

Customer Working Session (up to 5 hours)

Customer meetings to discuss:

- Current champion activity
- Champion activity options
- Finalizing a Champion Plan

Champion Engagement Deliverable

Documented Champion Plan that defines what the Champion can participate in and accomplish (internally at their organization and externally) within the next year.

Follow-up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to Champion Plan
- Provide additional guidance on champion activity

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor - Required	Primary strategic contact for ServiceNow.

Requested Information / Access

- ServiceNow platform goals
- IT Strategic plan
- Pain points, business drivers, and desired business outcomes

Exceptions

ServiceNow is not responsible for executing the Champion Plan.

Champion Engagement – Total

Guidance to effectively communicate the value and benefits of using the ServiceNow platform.

Overview

Champion Engagement provides Impact Customer champions with leading practices content and prescriptive guidance to effectively communicate the value proposition and benefits for using the ServiceNow platform within their organizations. Champion Engagement includes enablement for three champions.

What You Get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of Champion Engagement Deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs from Customer related to champion activity

Customer Working Session (up to 5 hours)

Customer meetings to discuss:

- Current champion activity
- Champion activity options
- Finalizing a Champion Plan

Champion Engagement Deliverable

Documented Champion Plan that defines what the Champion can participate in and accomplish (internally at their organization and externally) within the next year.

Follow-up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to Champion Plan
- Provide additional guidance on champion activity

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor - Required	Primary strategic contact for ServiceNow.

Requested Information / Access

- ServiceNow platform goals
- IT Strategic plan
- Pain points, business drivers, and desired business outcomes

Exceptions

ServiceNow is not responsible for executing the Champion Plan.

Citizen Development Program Design

Provides prescriptive guidance on enabling Citizen Development for your ServiceNow platform.

Accelerator Overview

The Citizen Development Program Design Accelerator provides Impact customers with prescriptive guidance to effectively develop a Citizen Development Program for the ServiceNow platform. ServiceNow technology empowers non coders, known as Citizen Developers, to build new applications and workflows without having prior coding knowledge using low-code development.

This Accelerator includes workshops to assess and create a prioritized list of candidates for Citizen Development, determine the required screening and training for them, and assess operational and technical governance to identify any necessary adjustments.

For more information on the Citizen Development and low code development, see [Exploring App Engine Studio](#).

Package Availability

- Note:** This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

What you get

Kickoff meeting

Workshop planning meeting

Citizen development workshop #1 - vision, plan, and focus

- Prioritized candidate list and potential use cases determined
- Value proposition
- Marketing and awareness messaging
- Recruitment plan
- Initial implementation timeline
- Develop an initial implementation timeline
- Conduct the Citizen Development adoption maturity questionnaire

Citizen development workshop #2 - enable and empower

Review the following:

- Training curriculum – ServiceNow and Customer allocations
- Support model and responsibilities
- Demand intake process

Citizen development workshop #3 - establishing guardrails

- Instance architecture
- Design considerations and standards
- Developer security model
- App life cycle model
- Testing standards
- App review standard
- Additional toolkit resources

The readout deck and supporting Citizen Development assets are delivered to the Customer.

Requested customer resources

One or more customer resources are requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive sponsor (Required)	Primary strategic contact for ServiceNow.
Platform architect (Required)	Provides a holistic view of the ServiceNow platform, processes, and other systems, including any necessary policy or organizational requirements.
Citizen development program owner	Manages all the Citizen Development program.

Prerequisites

The following are required prerequisites:

- Identification of key players
- ServiceNow platform owner required
- App Engine license and products installed and configured

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments.

ServiceNow is not responsible setting up or for implementing App Engine' recommendations on Customer's sub-production or production instances.

CoEI Influencing Funding Strategy

The Center of Excellence & Innovation (CoEI) Funding Strategy Accelerator advises Impact customers on how to identify and develop a strategic CoEI Funding approach.

Accelerator overview

CoEI Funding Strategy Accelerator Accelerator provides Impact customers with leading practices content and prescriptive guidance and support to build a funding model within their organization. This Accelerator aims to help you use the CoEI Funding Strategy as a vehicle to realize and accelerate the value received from ServiceNow products.

Package Availability

i Note: This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

What you get

Kickoff meeting (up to 60 minutes)

- Review scope and expectations of the Accelerator
- Overview of the customer responsibilities
- Recap and validation of goals and key information

Funding model overview and assessment (up to 180 minutes)

- Review different funding models
- Discuss benefits of different types of funding models
- Select the funding model framework for customization

Funding model customization workshop (up to 180 minutes)

Review the different activities needed to customize your selected model to successfully stand up your funding strategy

Recommendation readout (up to 60 minutes)

- Present customized funding model and supporting resources for you to implement
- Address additional questions
- Review how to use the tools provided in the handoff, such as cost tracking

Outputs

- Customized Funding Strategy, including an overview of the chosen funding model and budget allocation plan
- Customizable funding model templates and frameworks (Centralized, decentralized, and hybrid)

- Guiding principles to help evolve CoEI with growth (Governance, OCM)
#prioritized
- Follow-up recommendation on other Impact Accelerators#related to your funding strategy

Requested customer resources

One or more customer resource is requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Optional
Change leads	Manages the customer's ServiceNow change enablement program	#	
Communication leads	Drafts and publishes the customer's internal communications	#	
Compliance and audit officer	Responsible for compliance, risk management, and audit procedure	#	
Platform owner	<ul style="list-style-type: none"> • Responsible for the overall accountability of the ServiceNow platform • Provides leadership and oversight to the System Administrators • Ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform. 	#	
Process leads	Subject matter expert responsible for managing the applicable process	#	
Process or service owners	A senior leader within each business unit who is accountable for ensuring a process or service, such as incident, change, or employee onboarding, is fit for its purpose	#	
Process owners	<ul style="list-style-type: none"> • Owns one or more processes related to the service, or ancillary process • Defines process flow, for example ancillary processes such as, ITSM incident management, ITSM change management, HR employee onboarding, or customer service management requests 	#	

Customer resource and responsibilities (continued)

Customer resource	Responsibilities	Required	Optional
Reporting leads	Meets with the ServiceNow Impact Accelerator consultant, provides access to the required resources, and drives the actions from the engagement	#	
Executive suite: CTO or CIO	Responsible for the overall ServiceNow roadmap		#
Platform administrator	Responsible for the day-to-day administration of ServiceNow platform		#
ServiceNow development lead	Leads development on the ServiceNow platform		#
ServiceNow development team lead	Leads development on the ServiceNow platform		#
ServiceNow Platform Architect	Responsible for overall ServiceNow platform architecture, strategy, and governance		#
Subject matter experts (SMEs)	Subject matter experts (SMEs)		#
System Administrators	<ul style="list-style-type: none"> • Maintains the stability and usability of the ServiceNow platform • Performs application maintenance, manages support for cases related to ServiceNow applications • Contributes to ServiceNow software releases by delivering configuration tasks and features 		#
Technical governance board lead	Leads the technical governance board that establishes policies and procedures for data, security, development, change, and release		#

Requested Information / Access

- Organizational chart and roles and responsibilities
- RACI diagrams
- Charter and/or guiding principles document

Exceptions

ServiceNow resources are not responsible for implementation or management of the ServiceNow CoEI.

CSM - Maturity Assessment

This Accelerator assesses your current Customer Service Management (CSM) processes and functional maturity within ServiceNow, providing targeted recommendations on next steps to unlock additional value from the platform

Accelerator Overview

Customer Service Management (CSM) Maturity Assessment provides Impact customers with prescriptive recommendations based on a structured assessment conducted by key stakeholders within the customer's business. By offering customers a snapshot of their current process maturity and targeted next-step recommendations, this Accelerator helps maximize the value of their ServiceNow investment.

Package Availability

Note: This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

What you get

CSM Maturity Assessment kick off session (up to 1.5 hours)

- Set expectations on the process and depth of deliverable
- Communicate expectations for customer participation
- Request data and any other inputs

CSM Maturity Assessment questionnaire

Your assessment participants will each be asked to independently fill out a pre-built CSM Maturity Assessment Questionnaire that asks them to grade targeted statements to assess gaps and opportunities with your CSM deployment.

Questionnaire results analysis (time as needed per Impact Squad)

The Impact squad performs the following:

- Reviews and analyzes the questionnaire scores
- Compiles tailored recommendations and leading practices
- Provides guidance that will help you understand how to best maximize your CSM investment

CSM Maturity Assessment report

The assessment report is compiled from the responses to the questionnaire and includes the following:

- Maturity score
- The top five recommendations grounded in ServiceNow leading practices
- Content, accelerators, and next steps where applicable
- A complete list of recommendations observed

Customer read-out session (up to 1.5 hours)

- Deliver CSM Maturity Assessment report
- Review CSM Maturity Assessment report:

- Present the assessment results
- Discuss targeted recommendations
- Provide a suggested plan and resources to help you decide which recommendations to implement

Follow-up customer session (optional on Customer request– up to 1 hour)

- Review Customer progress
- Identify additional resources to achieve Customer goals
- Provide additional guidance on leading practices

Requested customer resources

One or more customer resources are requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer Resource	Responsibilities		
Main Customer Contact, PMO	Primary contact for the duration of the engagement and carries out the following responsibilities: <ul style="list-style-type: none"> • Gather and share the list of assessment participants. • Ensure completion of the assessment by participants. • Provide sponsorship for outputs based on the recommendations. 	#	
Assessment Participants	People within your organization who complete the assessment. Their responsibilities are: <ul style="list-style-type: none"> • Complete the assessment by the agreed deadline. • Raise any questions or concerns as soon as possible. 	#	
Process Owner	Owns the process being assessed.	#	

Requested Information / Access

We request that the CSM Maturity questionnaire is completed by the customer virtually at least two weeks prior to the customer readout session.

Exclusions

- This Impact Accelerator does not include a technical review of CSM.
- Assessment of other EWF capabilities beyond CSM is not included.
- ServiceNow is not responsible for implementing the recommendations made based on the CSM Maturity Assessment.

Develop Partner Strategy

The Develop Partner Strategy Accelerators provide guidance on finding and evaluating effective partners.

Develop Partner Strategy – Advanced

Guidance on finding and evaluating effective partners

Accelerator Overview

Develop Partner Strategy provides Impact Customers with guidance to identify, and evaluate, a ServiceNow implementation partner that is aligned to their objectives and has the expertise needed to help them achieve the target outcome.

What You Get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs

Discovery Customer Sessions (up to 5 hours total)

Customer meetings to discuss:

- Existing partner performance
- Current partner needs
- Plan to assist customer in identifying and evaluating partners for a target outcome

Partner Strategy Deliverable

Documented recommendations to assist customer in identifying and evaluating partners for target outcome.

Follow-Up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to partner plan
- Provide additional guidance on leading practices

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor - Required	Primary strategic contact for ServiceNow.
Primary Executive Stakeholder – Required	Responsible for selecting and managing the partner.

Requested Information / Access

- Implementation roadmap(s)
- Existing partner relationship(s)
- Outstanding RFP(s) issued by Customer (Partner responses not to be shared with ServiceNow)

Exceptions

ServiceNow is not responsible for partner assessment, identification, selection, enablement, or management.

Develop Partner Strategy – Total

Guidance on finding and evaluating effective partners

Accelerator Overview

Develop Partner Strategy provides Impact Customers with guidance to identify, evaluate, and select a ServiceNow implementation partner that is aligned to their objectives and has the expertise needed to help them achieve value from their ServiceNow investment.

What You Get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs

Discovery Customer Sessions (up to 10 hours total)

Customer meetings to discuss:

- Maturity of partner management function
- Existing partner performance
- Expectations for any new partner relationships
- Improving partner selection and management processes

Partner Strategy Deliverable

- Analysis readout on the current state of partner management function
- Documented recommendations on how to modify and/or improve partner selection and management processes

Follow-Up Customer Session (up to 20 hours total)

- Opportunity for Q&A related to partner strategy deliverable
- Offer guidance on Customer's partner management, as needed

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor - Required	Primary strategic contact for ServiceNow.
Primary Executive Stakeholder – Required	Responsible for selecting and managing the partner.

Requested Information / Access

- Implementation roadmap(s)
- Existing partner relationship(s)
- Outstanding RFP(s) issued by Customer (Partner responses not to be shared with ServiceNow)

Exceptions

ServiceNow is not responsible for partner assessment, identification, selection, enablement, or management.

HRSD Maturity Assessment

This Accelerator assesses your current HR Service Delivery (HRSD) processes and functional maturity within ServiceNow, providing targeted recommendations on next steps to unlock additional value from the platform.

Accelerator Overview

The HRSD Maturity Assessment provides Impact customers with prescriptive recommendations based on a structured assessment conducted by key stakeholders within the customer's business. By offering customers a snapshot of their current process maturity and targeted next-step recommendations, this Accelerator helps maximize the value of their ServiceNow investment.

This Accelerator is designed to address the following HRSD capabilities:

- Case and Knowledge
- Employee Center and Portal
- Life cycle Events/Onboarding/Journeys
- Employee Document Management
- HCM Integrations
- Specific store features, such as Manager Hub

Package Availability

Note: This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

What you get

Maturity Assessment Kickoff Session (up to 1.5 hours)

- Set expectations on the process and depth of deliverable
- Communicate expectations for customer participation
- Request data and any other inputs

Maturity Assessment Questionnaire

Your assessment participants will each be asked to independently fill out a prebuilt HRSD Maturity Assessment Questionnaire that asks them to grade targeted statements to assess gaps and opportunities with your HRSD deployment.

Questionnaire Results Analysis (time as needed determined by the Impact Squad)

The Impact Squad performs the following:

- Reviews and analyzes the questionnaire scores
- Compiles tailored recommendations and leading practices
- Provides guidance that will help you understand how to best maximize your HRSD investment

HRSD Maturity Assessment report

The assessment report is compiled from the responses to the questionnaire and includes the following:

- Maturity score
- The top five recommendations of unadopted product features in the standard NowCreate crawl/walk/run model
- Content, accelerators, and next steps where applicable
- A complete list of recommendations observed

Customer read-out session (up to 1.5 hours)

- Deliver HRSD Maturity Assessment report
- Review HRSD Maturity Assessment report

- Present the assessment results
- Discuss targeted recommendations
- Provide a suggested plan and resources to help you decide which recommendations to implement

Follow-up customer session (optional on Customer request– up to 1 hour)

- Review Customer progress
- Identify additional resources to achieve Customer goals
- Provide additional guidance on leading practices

Requested customer resources

One or more customer resources are requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Main Customer Contact, PMO	<p>This individual is the primary contact for the duration of the engagement and carries out the following responsibilities:</p> <ul style="list-style-type: none"> • Gathers and shares the list of assessment participants • Ensures completion of the assessment by participants • Provides sponsorship for outputs based on the recommendations 	#	
Participants	<p>These are the people within your organization that will be completing the assessment. Their responsibilities are:</p> <ul style="list-style-type: none"> • Complete the assessment by the agreed deadline • Raise any questions or concerns as soon as possible 	#	
Process Owner	Owns the process being assessed	#	

Requested Information / Access

We request that the HRSD Maturity questionnaire is completed by the customer virtually a minimum of two weeks prior to the customer readout session.

Exclusions

- This Impact Accelerator does not include a technical review of HRSD.
- Assessment of other EWF capabilities beyond HRSD is not included.
- ServiceNow is not responsible for implementing the recommendations made based on the HR Service Delivery Maturity Assessment.

Foundations of AI Governance

Introduces customers to AI governance fundamentals and the ISO/IEC 42001 AIMS framework, providing the knowledge and resources needed to begin their AI governance journey.

Accelerator Overview

Foundations of AI Governance (FoAIG) is grounded in ISO/IEC 42001 (the international standard for AI Management Systems). This accelerator helps organizations begin the journey from AI Curiosity to AI Maturity. With focused set of sessions and latest tools, this accelerator assesses your current AI Maturity and builds shared governance literacy across your team. It also guides you through the Pilot Canvas: a practical, one-page framework that verifies governance is embedded into the design of new AI Systems from day one.

Whether your organization is navigating internal AI policy, preparing for regulatory scrutiny, or aligning stakeholders before your next AI initiative, this accelerator can help. It gives your team a common language, clear maturity baseline, and a governance-ready blueprint for your first or next AI Pilot.

Package Availability

- Note:** This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

Prerequisites

Customer has identified the necessary stakeholders who can confidently discuss AI governance.

What You Get

AI Governance Maturity Assessment

Use ServiceNow self-paced tool to determine your current state of AI Governance.

Session Preparation

Your Impact Squad:

- Reviews maturity assessment findings
- Confirms custom versus sample use cases and objectives
- Completes other preparation activities

Introductory Customer Session (1.5 hours)

Session includes:

- Diagnose
 - Scorecard vs ISO standard
 - Role alignment
 - Confirm target maturity
- Prescribe
 - Vocabulary review
 - Plan → Do → Check → Act
 - Pilot Canvas orientation
 - Use case confirmation

Customer Coaching Session (up to 1 hour)

Session includes:

Execute:

- Review use cases and objectives
- Pilot Canvas activity
- Approve pilot(s) and assign ownership

Follow-Up Customer Session (Optional up on Customer request – up to 1 hour)

- Opportunity for Q&A related to Foundations of AI Governance
- Provide additional guidance on leading practices

Outputs

Vetted Pilot use case.

Requested Customer Resources

The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Executive Sponsor	<ul style="list-style-type: none"> • Sets the target maturity • Validates AI principles • Authorizes pilot owner and resourcing • Removes blockers post-session • Shows commitment to the effort 	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
AIMS Manager	<ul style="list-style-type: none"> • Translates 42001 into organizational reality • Owns the package of goods post-session • Operationalizes the Pilot Canvas • Owns post-pilot operationalization if AI Ops Lead is not present • Carries the work forward to Adopt 	#	
AI Risk & Impact Assessor	<ul style="list-style-type: none"> • Participates in the impact screen and risk triage exercises • Names affected individuals, groups, and society • Challenges scope assumptions • Carries impact findings into risk assessment 	#	
Domain Expert	<ul style="list-style-type: none"> • Brings ground truth on each candidate use case / objective • Defines success and failure in context • Surfaces edge cases and operational realities • Validates risk and impact findings against reality 	#	
AI / ML Engineer	<ul style="list-style-type: none"> • Grounds discussions in model reality • Brings performance and bias testing context • Identifies technical constraints on treatment options • Validates feasibility of proposed controls 		#
AI Operations Lead	<ul style="list-style-type: none"> • Brings monitoring and incident history • Surfaces operational pain points 		#

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	<ul style="list-style-type: none"> • Confirms what is actually deployable • Owns post-pilot operationalization if present 		
Data Governance Lead	<ul style="list-style-type: none"> • Validates training data sourcing and lineage • Confirms data quality standards • Flags privacy and PII handling gaps 		#
Legal & Regulatory Advisor	<ul style="list-style-type: none"> • Maps use cases to regulatory exposure • Sharpens the impact screen with a legal lens • Flags contractual obligations • Confirms jurisdictional scope 		#

Requested Information / Access

- Complete the self-paced AI Governance Assessment that will be provided by the Squad
- Any existing governance practices and documents, including:
 - Data governance
 - IT system governance
 - Change management

Exclusions

- ServiceNow is not responsible for implementing Foundations of AI Governance recommendations
- ServiceNow is not responsible for nor guaranteeing any strategic outcomes from this engagement

IRM Maturity Assessment

This Accelerator assesses your current Integrated Risk Management (IRM) processes and functional maturity within ServiceNow, providing targeted recommendations on next steps to unlock additional value from the platform.

Accelerator Overview

Integrated Risk Management Maturity Assessment provides Impact customers with prescriptive recommendations based on a structured assessment conducted by key stakeholders within the customer's business.

By offering customers a snapshot of their current process maturity and targeted next-step recommendations, this Accelerator helps maximize the value of their ServiceNow investment.

Package Availability

i Note: This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

What you get

IRM Maturity Assessment Kickoff Session (up to 1.5 hours)

- Set expectations on the process and depth of deliverable
- Communicate expectations for customer participation
- Request data and any other inputs

IRM Maturity Assessment Questionnaire

Your assessment participants are asked to independently fill out a prebuilt IRM Maturity Assessment Questionnaire that asks targeted questions to assess gaps and opportunities with your IRM product.

Questionnaire Results Analysis (time as needed determined by the Impact Squad)

The Impact Squad performs the following:

- Reviews and analyzes the questionnaire scores
- Compiles tailored recommendations and leading practices
- Provides guidance that helps you understand how to best maximize your IRM product investment

IRM Maturity Assessment Report

The assessment report is a result of the questionnaire and input from ServiceNow IRM leaders and includes the following:

- Maturity score
- The top five recommendations of unadopted product features for IRM
- Additional initiatives or Impact Accelerators to conduct, or specific recommendations to achieve outcomes
- A complete list of recommendations observed

Customer Readout Session (up to 1.5 hours)

- Deliver the IRM Maturity Assessment report
- Review the IRM Maturity Assessment report:
 - Present the assessment results
 - Discuss targeted recommendations
 - Provide a suggested plan and resources to help you decide which recommendations to implement

Follow-up Session (up to 1 hour)

- Opportunity for Q&A related to the IRM Maturity Assessment
- Provide additional guidance on leading practices, as needed

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities		
Main Customer Contact, PMO	<p>This individual is the primary contact for the duration of the engagement and carries out the following responsibilities:</p> <ul style="list-style-type: none"> • Gathers and shares the list of assessment participants • Ensures completion of the assessment by participants • Provides sponsorship for outputs based on the recommendations 	#	
Assessment Participants	<p>These are the people within your organization that will be completing the assessment. Their responsibilities are:</p> <ul style="list-style-type: none"> • Complete the assessment by the agreed deadline • Raise any questions or concerns as soon as possible 	#	
Process Owner	Owns the process being assessed	#	

Requested Information/Access

We request that the IRM Maturity questionnaire is completed by the customer virtually at least two weeks prior to the customer readout session.

Exclusions

-
- This Impact Accelerator does not include a technical review of IRM. ServiceNow is not responsible for implementing the recommendations made based on the IRM Maturity Assessment.
- ServiceNow is not responsible for implementing the recommendations made based on the IRM Maturity Assessment.

ITOM Maturity Assessment

This Accelerator assesses your current IT Operations Management (ITOM) processes and functional maturity within ServiceNow, providing targeted recommendations on next steps to unlock additional value from the platform.

Accelerator Overview

IT Operations Management (ITOM) Maturity Assessment provides Impact customers with prescriptive recommendations based on a structured assessment conducted by key stakeholders within the customer's business. By offering customers a snapshot of their

current process maturity and targeted next-step recommendations, this Accelerator helps maximize the value of their ServiceNow investment.

Package Availability

i Note: This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

What You Get

Maturity Assessment Kickoff Session (up to 1.5 hours)

- Set expectations on the process and depth of deliverable
- Communicate expectations for customer participation
- Request data and any other inputs

Maturity Assessment Questionnaire

Your assessment participants will each be asked to independently fill out a pre-built ITOM Maturity Assessment Questionnaire that asks them to grade targeted statements to assess gaps and opportunities with your ITOM deployment.

Questionnaire Results Analysis (time as needed determined by the Impact Squad)

The Impact Squad performs the following:

- Reviews and analyzes the questionnaire scores
- Compiles tailored recommendations and leading practices
- Provides guidance that helps you understand how to best maximize your ITOM product investment

ITOM Maturity Assessment report

The assessment report is compiled from the responses to the questionnaire and includes the following:

- Maturity score
- The top five recommendations grounded in ServiceNow leading practices
- Content, accelerators, and next steps where applicable
- A complete list of recommendations observed

Customer Readout Session (up to 1.5 hours)

- Deliver ITOM Maturity Assessment report
- Review ITOM Maturity Assessment report:
 - Present the assessment results
 - Discuss targeted recommendation
 - Provide a suggested plan and resources to help you decide which recommendations to implement

Follow-up customer session (optional on Customer request– up to 1 hour)

- Review Customer progress
- Identify additional resources to achieve Customer goals
- Provide additional guidance on leading practices

Requested Customer Resources

Customer Resource	Responsibilities	Required	Recommended
Main Customer Contact, PMO	<p>This individual is the primary contact for the duration of the engagement and carries out the following responsibilities:</p> <ul style="list-style-type: none"> • Gathers and shares the list of assessment participants. • Ensures completion of the assessment by participants. • Provides sponsorship for outputs based on the recommendations. 	#	
Assessment Participants	<p>These are the people within your organization that will be completing the assessment and carries out the following responsibilities:</p> <ul style="list-style-type: none"> • Completes the assessment by the agreed deadline. • Raises any questions or concerns as soon as possible. 	#	
Process Owner	Owens the process being accessed.	#	

Requested Information/Access

We request that the Customer completes the online ITOM Maturity questionnaire at least two weeks prior to the Customer readout.

Exclusions

- This Impact Accelerator does not include a technical review of ITOM.
- Assessment of other EWF capabilities beyond ITOM is not included.
- ServiceNow is not responsible for implementing the recommendations made based on the ITOM Maturity Assessment.

ITSM Maturity Assessment

Assesses your current IT Service Management (ITSM) processes and functional maturity within ServiceNow, providing targeted recommendations on next steps to unlock additional value from the platform.

Accelerator overview

ITSM Maturity Assessment provides Impact customers with prescriptive recommendations based on a structured assessment conducted by key stakeholders within the customer's business. By offering customers a snapshot of their current process maturity and targeted next-step recommendations, this Accelerator helps maximize the value of their ServiceNow investment.

This Accelerator is designed to address the following ITSM capabilities:

- Incident Management
- Problem Management
- Request Management
- Change Management
- Knowledge Management
- Continual Improvement Management
- Service Desk
- CSDM Foundations

Package Availability

Note: This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

What You Get

Maturity Assessment Kickoff Session (up to 1.5 hours)

- Set expectations on the process and depth of deliverable
- Communicate expectations for customer participation
- Request data and any other inputs

Maturity Assessment Questionnaire

The Assessment participants will each be asked to independently fill out a prebuilt ITSM Maturity Assessment Questionnaire that asks them to grade targeted statements to assess gaps and opportunities with your ITSM deployment.

Questionnaire Results Analysis (time as needed determined by the Impact Squad)

The Impact Squad performs the following:

- Reviews and analyzes the questionnaire scores
- Compiles tailored recommendations and leading practices
- Provides guidance that will help you understand how to best maximize your ITSM investment

ITSM Maturity Assessment report

ITSM Maturity Assessment report includes:

- Maturity score
- The "top five recommendations" grounded in ServiceNow leading practices

- Additional initiatives or Impact Accelerators to conduct, or specific recommendations to achieve outcomes
- A complete list of recommendations observed

Customer Read-out (up to 1.5 hours)

- Deliver ITSM Maturity Assessment report
- Review ITSM Maturity Assessment report
 - Present the assessment results
 - Discuss targeted recommendations
 - Provide a suggested plan and resources to help you decide which recommendations to implement

Follow-up Customer Session (optional on Customer request – up to 1 hour)

- Opportunity for Q&A related to the ITSM Maturity Assessment
- Provide additional guidance on leading practices

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
Process Owner	Owns the process being reviewed.	#	
IT Service Desk Manager	Completes the maturity assessment questionnaire	#	
Subject Matter Experts	Completes the maturity assessment questionnaire		#

Requested Information / Access

We request that the ITSM Maturity questionnaire be completed by the customer virtually at least two weeks prior to the customer readout session.

Exceptions

- This Impact Accelerator does not include a technical review of ITSM.
- ServiceNow is not responsible for implementing the recommendations made based on the ITSM Maturity Assessment.

ITSM Maturity Assessment – On Demand

A structured, self-service offering to assess your current IT Service Management (ITSM) processes and functional maturity within ServiceNow.

Accelerator Overview

ITSM Maturity Assessment – On Demand provides Impact customers with a structured, self-paced engagement to assess their ITSM maturity, understand current strengths and gaps, and identify priority areas for improvement. The assessment generates a practical action plan aligned to target maturity levels and evaluates the following ITSM domains:

- Incident Management
- Problem Management
- Request Management
- Change Management
- Knowledge Management
- Continual Improvement Management
- Service Desk
- CSDM Foundations

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What You Get

Orientation

Review introductory guidance that explains the purpose of the accelerator, the maturity methodology, what to expect, and how to complete the experience successfully.

Set Up Assessment

The main user starts the accelerator, adds participants to complete the survey, and confirms the assessment scope. It helps the right stakeholders provide input across the relevant maturity domains.

Assess Current State

Complete a guided maturity assessment across the in-scope domains. Participants select the response statement that best reflects the organization's current practice for each question.

Review Results

View a read-only results summary that converts responses into domain-level maturity scores, maturity labels, heat maps, and statement-level detail so you can understand where your organization stands today.

Prioritize and Confirm Focus Areas

Select the domains you want to strengthen and set a target maturity level for each one. Your priorities can reflect business risk, readiness, upcoming initiatives, regulatory exposure, or executive focus.

Build Action Plan

Generate a structured action plan for each selected domain. Each plan includes recommended actions, suggested owners, and clear completion criteria based on the gaps between your current and chosen target maturity level.

Output

An action plan that summarizes your assessment results, domain maturity scores, prioritized focus areas, and selected target maturity levels. The plan includes domain-specific action plans with tasks, suggested owners, and "Done when" completion criteria.

Requested Customer Resources

The following are recommended resources suggested to participate and contribute to the outcome of this accelerator. The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	<p>Responsible for the overall accountability of the ServiceNow platform.</p> <ul style="list-style-type: none"> • Provide leadership and oversight to the System Administrators • Confirm team alignment to business strategy and the ServiceNow roadmap • Actively involved in the overarching governance of the platform 	#	

Exclusions

ServiceNow is not responsible for implementing any of the recommended configuration changes in your sub-production or production instances.

Knowledge Management Maturity Assessment

This accelerator assesses your current Knowledge Management processes and functional maturity within ServiceNow.

Accelerator Overview

Knowledge Management Maturity Assessment provides Impact customers with prescriptive recommendations based on a structured assessment conducted by key stakeholders within the customer's business. By offering customers a snapshot of their current process maturity and targeted next-step recommendations, this accelerator helps maximize the value of their ServiceNow investment.

Package Availability

Note: This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

What You Get

Knowledge Management Maturity Assessment Kickoff Session (up to 1.5 hours)

- Set expectations on the process and depth of deliverable
- Communicate expectations for customer participation
- Request data and any other inputs

Maturity Assessment Questionnaire

Each of the assessment participants fills out a prebuilt Knowledge Management Maturity Assessment Questionnaire. It asks them to grade targeted statements to assess gaps and opportunities with their Knowledge Management deployment.

Questionnaire Results Analysis (time as needed, determined by the Impact Squad)

The Impact Squad:

- Reviews and analyzes the questionnaire scores
- Compiles tailored recommendations and leading practices
- Provides guidance that will help you understand how to maximize your Knowledge Management investment

Knowledge Management Maturity Assessment Report

The report includes:

- Maturity score
- Key recommendations based on ServiceNow leading practices
- Additional Impact initiatives or Accelerators to conduct, or specific recommendations to achieve outcomes
- A complete list of recommendations as observed

Customer Read-out Session (up to 1.5 hours)

- Deliver Knowledge Management Maturity Assessment report
- Review Knowledge Management Maturity Assessment report
- Present the assessment results
- Discuss targeted recommendations
- Provide a suggested plan and resources to support decisions on which recommendations to implement

Follow-up Customer Session (optional upon customer request, up to 1 hour)

- Opportunity for Q&A related to the Knowledge Management Maturity Assessment
- Provide additional guidance on leading practices

Outputs

The Knowledge Management Maturity Assessment Report, which includes:

- Maturity score
- Key recommendations based on ServiceNow leading practices

- Additional Impact initiatives or Accelerators to conduct, or specific recommendations to achieve outcomes
- A complete list of recommendations as observed

Requested Customer Resources

The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Main Customer Contact, PMO	Primary contact for the duration of the engagement. Responsibilities include: <ul style="list-style-type: none"> • Gather and share the list of assessment participants • Ensure completion of the assessment by participants • Provide sponsorship for outputs based on the recommendations 	#	
Assessment Participants	The people within your organization who complete the assessment. Responsibilities include: <ul style="list-style-type: none"> • Complete the assessment by the agreed deadline • Raise any questions or concerns as soon as possible 	#	
Process/Product Owner	Owns the process and product being assessed.	#	
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information / Access

The Knowledge Management Maturity questionnaire must be completed by the customer virtually at least two weeks prior to the customer readout session.

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

LSD Maturity Assessment

This Accelerator assesses your current Legal Service Delivery (LSD) processes and functional maturity within ServiceNow, providing targeted recommendations on next steps to unlock additional value from the platform

Accelerator overview

Legal Service Delivery Maturity Assessment provides Impact customers with prescriptive recommendations based on a structured assessment conducted by key stakeholders within

the customer's business. By offering customers a snapshot of their current process maturity and targeted next-step recommendations, this Accelerator helps maximize the value of their ServiceNow investment.

Package Availability

i Note: This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

What You Get

LSD Maturity Assessment kickoff session (up to 1.5 hours)

- Set expectations on the process and depth of deliverable
- Communicate expectations for customer participation
- Request data and any other inputs

LSD Maturity Assessment questionnaire

Your assessment participants are asked to independently fill out a prebuilt LSD Maturity Assessment questionnaire that asks targeted questions to assess gaps and opportunities with your LSD product.

Questionnaire results analysis (time as needed determined by the Impact Squad)

The Impact Squad performs the following:

- Reviews and analyzes the questionnaire scores
- Compiles tailored recommendations and leading practices
- Provides guidance that helps you understand how to best maximize your LSD product investment

LSD Maturity Assessment Report

The assessment report is a result of the questionnaire and input from ServiceNow LSD leaders and includes the following:

- Maturity score
- The top five recommendations of unadopted product features for LSD
- Additional initiatives or Impact Accelerators to conduct, or specific recommendations to achieve outcomes
- A complete list of recommendations observed

Customer readout session (up to 1.5 hours)

- Deliver the LSD Maturity Assessment report
- Review the LSD Maturity Assessment report:
 - Present the assessment results
 - Discuss targeted recommendations
 - Provide a suggested plan and resources to help you decide which recommendations to implement

Follow-up Session (up to 1 hour)

- Opportunity for Q&A related to the LSD Maturity Assessment
- Provide additional guidance on leading practices, as needed

Requested customer resources

One or more customer resources are requested. The specific number of resources provided is accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Optional
Main Customer Contact, PMO	<p>This individual is the primary contact for the duration of the engagement and carries out the following responsibilities:</p> <ul style="list-style-type: none"> • Gathers and shares the list of assessment participants • Ensures completion of the assessment by participants • Provides sponsorship for outputs based on the recommendations 	#	
Assessment Participants	<p>These are the people within your organization that will be completing the assessment. Their responsibilities are:</p> <ul style="list-style-type: none"> • Complete the assessment by the agreed deadline • Raise any questions or concerns as soon as possible 	#	
Process Owner	Owns the process being assessed	#	

Requested information / access

We request that the LSD Maturity questionnaire is completed by the Customer virtually a minimum of two weeks prior to the Customer readout session.

Exclusions

- This Impact Accelerator does not include a technical review of LSD.
- ServiceNow resources are not responsible for implementing LSD recommendations on Customer's non-production or production instances.

OCM: Preparing for Change

This Accelerator provides Impact customers with structured coaching and proven frameworks to build change readiness and ensure successful user adoption ahead of go-live during ServiceNow transformations.

Accelerator Overview

OCM: Preparing for Change helps customers answer the question every transformation leader dreads: "Are our people ready?" through five structured phases. CSEs guide customers to assess readiness, engage stakeholders, build communication plans, activate champions, and establish a readiness baseline — so adoption barriers are addressed before they become adoption failures. Customers own the work while the CSEs facilitate the transformation support with appropriate frameworks and expertise.

Package Availability

Note: This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

What You Get

Includes the following CSE-led sessions and activities, as applicable (up to 1.5 hours each)

Kickoff Session

- Set expectations on the process and depth of deliverables
- Confirm participant roles and establish the foundation for the engagement

Organizational Readiness Assessment & Success Criteria

- An 11-question diagnostic of your organization's change readiness — covering leadership alignment, communication maturity, prior change experience, and resource availability
- Identify risk areas and prioritize focus preparation where it matters most
- Define Change vision with measurable success criteria and name KPI owners

Executive Sponsor Activation

- Sponsor role defined with specific, visible commitments tied to each phase of the change
- Sponsorship roadmap built with high-impact activities that signal commitment and remove barriers

Stakeholder Mapping & Analysis

- Stakeholders identified and mapped by impact level, influence, and anticipated response to change
- Tailored engagement strategies defined for each stakeholder group
- Key stakeholders interviewed to surface concerns, resistance, and WIIFM opportunities

OCM Readiness Baseline

- Baseline survey distributed to measure current Awareness and Desire levels across impacted groups
- Results analyzed by stakeholder group to identify readiness gaps and target messaging priorities

Communication & Engagement Planning

- 8-week communication plan with channels, cadence, and owners defined for each audience
- WIIFM messaging crafted for each stakeholder group, addressing concerns before they become resistance

Champion Network Design & Launch Readiness

- Champion network designed with clearly defined roles, responsibilities, and a recognition plan
- Recruitment strategy built to identify and onboard champions ahead of go-live
- Kickoff event planned with agenda, confirmed sponsor role, and finalized logistics

Communications Launch & Kickoff Event

- Executive sponsor announcement with communications on department-specific benefits and advantages.
- Kickoff event delivered with champions introduced and feedback collected

Champion Activation & Feedback Collection

- Champions deployed into peer groups with tools and guidance to reinforce awareness
- Early feedback collected, themes identified, and quick wins celebrated

Engagement Tracking & OCM Readiness Follow-Up

- Communication reach, event attendance, and champion activity tracked against plan
- OCM Readiness follow-up survey conducted and compared to baseline to measure Awareness and Desire improvement

Accelerator Close & Handoff

- Change readiness outcomes documented and reviewed with your team
- Findings and recommendations handed off to inform Managing the Change (Accelerator 2)

Output(s)

A comprehensive Change Readiness Playbook, including:

- Organizational readiness assessment with risk analysis
- Change vision with success criteria and KPI owners
- Stakeholder map with engagement strategies
- Executive sponsor activation plan
- 8-week communication plan with WIIFM messaging
- Champion network design and recruitment strategy
- Kickoff event plan
- Engagement tracking results
- OCM Readiness assessment baseline

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provide leadership and oversight to the System Administrators, ensure team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Executive Sponsor	Primary strategic contact for ServiceNow	#	
Communication Lead(s)	Drafts and publishes Customer's internal communications.	#	
Change Lead(s)	Manage Customer's ServiceNow change enablement program.	#	
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested Information / Access

Helpful to Have (If available)

- Organization chart for impacted departments
- Preliminary stakeholder list (key influencers, potential champions, and known resistors)
- History of recent change initiatives (successes and challenges)
- Existing communication channels and corporate communication guidelines
- Current adoption metrics or license utilization data (if expanding existing deployment)
- Business case or value proposition documentation for the ServiceNow initiative

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

OCM: Managing Change

This Accelerator provides coaching to assess training needs, build enablement plans, close skill gaps, and activate champion networks — equipping users with the knowledge and ability to adopt ServiceNow.

Accelerator Overview

OCM: Managing Change provides Impact customers with coaching — aligned to the Knowledge and Ability elements of the industry standard OCM Readiness framework — that helps Platform Owners and OCM Leads develop the enablement strategies their users need to successfully adopt ServiceNow. This offering covers training needs analysis, multi-modal enablement planning, champion network activation, barrier analysis, and process integration — giving teams a practical OCM playbook they can execute immediately.

Note: This is the second accelerator in the three-part OCM Accelerator Series. It follows OCM: Preparing for Change (Awareness + Desire) and precedes OCM: Reinforcing & Sustaining Change (Reinforcement).

Package Availability

Note: This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

Prerequisites

Completion of [OCM: Preparing for Change](#) is strongly recommended but not required if the customer already has equivalent readiness elements in place (for example, an executive sponsor, stakeholder map, and foundational champion network).

What You Get

Includes the following CSE-led sessions and activities, as applicable (up to 1.5 hours each):

Kickoff Session

- Set expectations on the process and depth of resources.
- Confirm participant roles and establish the foundation for the engagement.

Training Needs Analysis

A structured map of your user groups, the skills each group needs, and the appropriate training depth — so enablement effort is focused where it matters most.

Enablement Plan

- Blended learning plan with modality selected for each audience and use case.
- Full learner journey mapped from pretraining through proficiency.
- Existing resources cataloged and gaps identified.

Skill Gap & Barrier Assessment

- Technical and behavioral skill gaps identified by user group.
- Barriers to knowledge and ability categorized and prioritized.

Enablement Session Design

- Session formats selected and planned to build user knowledge and hands-on ability in ServiceNow — including workshops, AMAs, office hours, and peer learning — with facilitator assignments and scheduling aligned to your roll out timeline.
- Your facilitators coached and prepared to deliver each session with confidence.

Champion Network & Peer Support Activation

- Champion network activated with clearly defined roles and peer support structures in place.
- Champions equipped with tools and guidance to reinforce learning and serve as go-to resources for their teams.

Process Integration Checklist

ServiceNow workflows connected to your existing business processes, with SOPs and job aids identified for update before training begins.

Training Completion & Proficiency Dashboard

- Session delivery, champion activity, and emerging issues tracked.
- Knowledge and Ability improvement measured against baseline.

Accelerator Close & Hand-off

- Proficiency and adoption outcomes documented.
- Findings and recommendations handed off to inform OCM: Reinforcing & Sustaining Change (Accelerator 3).

Outputs

A comprehensive Enablement & Adoption Playbook, including:

- Training needs analysis.
- Multi-modal training plan with onboarding journey map.
- Enablement resource inventory and delivery tracker.
- Champion network activation guide.
- Training proficiency dashboard.
- Knowledge & Ability assessment baseline.

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.		
Executive Sponsor	Primary strategic contact for ServiceNow.	#	
Communication Lead(s)	Drafts and publishes Customer's internal communications.	#	
Change Lead(s)	Manages Customer's ServiceNow change enablement program.	#	
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information / Access

The following information is helpful to have available, if available:

- Organization chart for impacted departments.
- Preliminary stakeholder list (key influencers, potential champions, known resistors).
- History of recent change initiatives (successes and challenges).
- Existing communication channels and corporate communication guidelines.
- Current adoption metrics or license utilization data (if expanding an existing deployment).
- Business case or value proposition documentation for the ServiceNow initiative.

Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the Impact Accelerator Terms Matrix [here](#) .

Exclusions

ServiceNow is not responsible for implementing any of the recommended configuration changes in your sub-production or production instances.

OCM: Reinforcing and Sustaining Change

This Accelerator provides guided coaching to measure adoption, close post-go-live gaps, sustain behaviors through recognition and feedback loops, and build a long-term sustainment plan for your ServiceNow platform.

Accelerator Overview

OCM: Reinforcing & Sustaining Change provides Impact customers with coaching — aligned to the Reinforcement element of the OCM Readiness framework — that helps Platform Owners and OCM Leads create steady-state adoption and realize ongoing business value from ServiceNow. This offering covers success metrics and KPI definition, adoption dashboard setup, user feedback collection, corrective action planning, recognition and celebration strategies,

champion network expansion, and long-term sustainment planning, providing teams a structured approach to protect and build on their transformation investment.

i Note: This is the third and final accelerator in the three-part OCM Accelerator Series. It follows OCM: Preparing for Change (Awareness + Desire) and OCM: Managing Change (Knowledge + Ability).

Package Availability

i Note: This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

Prerequisites

- Completion of an initial ServiceNow go-live and the availability of an appointed Platform Owner or OCM Lead.
- Completion of [OCM: Managing Change](#) or equivalent foundational change management work (e.g., an established enablement strategy, active champion network, and baseline adoption data) — is recommended before this engagement.

What You Get

Includes the following CSE-led sessions and activities, as applicable (up to 1.5 hours each):

Executive Sponsor Re-Engagement Session

- Reconnect sponsor to current adoption data and outcomes
- Align on sustainment goals with specific metrics and timeframes

Success Metrics & KPI Framework

Sustainment KPIs defined across three dimensions — who is using the platform (Reach), how deeply (Engagement), and how effectively (Maturity) — with named owners, baselines, and 30/60/90-day check-in dates

End-User Feedback & Gap Analysis

- Adoption survey and focus groups across a representative user population
- Top adoption gaps identified by stakeholder group and root cause

Corrective Action Plan

A targeted intervention for each priority gap, with a named owner, timeline, and success measure

Recognition & Sustainment Plan

- Recognition strategy with tactics selected to fit your culture
- Named owners, cadences, and escalation paths for all ongoing adoption activities
- Champion network health assessment and new employee onboarding integration

Business Review Session

- Present your adoption story and value realized to leadership
- Sponsor acknowledges progress and confirms remaining priorities

Adoption Sustainability Scorecard & Accelerator Close

- Final OCM survey and 30/60/90-day usage measurement
- Scorecard completed, sustainment plan sponsor-approved, and success stories documented

Output(s)

A comprehensive Sustainment & Adoption Playbook, including:

- Success metrics and KPI framework
- Adoption dashboard setup guide
- User feedback survey and focus group results
- Business impact assessment
- Corrective action plan
- Recognition and celebration playbook
- Sustainment plan with champion role evolution
- Continuous improvement framework
- Cumulative OCM assessment baseline with decay tracking

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Executive Sponsor	Primary strategic contact for ServiceNow.	#	
Communication Lead(s)	Drafts and publishes Customer's internal communications.	#	
Change Lead(s)	Manage Customer's ServiceNow change enablement program.	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information / Access

Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the Impact Accelerator Terms Matrix [here](#) .

Helpful to Have (If available):

- Organization chart for impacted departments
- Preliminary stakeholder list (key influencers, potential champions, known resistors)
- History of recent change initiatives (successes and challenges)
- Existing communication channels and corporate communication guidelines
- Current adoption metrics or license utilization data (if expanding existing deployment)
- Business case or value proposition documentation used to justify the original ServiceNow investment (for business impact alignment)

Exclusions

ServiceNow is not responsible for implementing any of the recommended configuration changes in your sub-production or production instances.

Portfolio Governance

Guidance on building a strategic portfolio management process

Accelerator Overview

Portfolio Governance provides Impact Customers with leading practices and prescriptive guidance on the demand management process, including demand generation, demand scoring, and the transition to design/development. This Impact Accelerator aims to assist Customers in creating a portfolio governance capability that is connected to strategic governance, building cross-enterprise alignment on strategic priorities for more effective and holistic solutions to enhance speed to value.

Package Availability

- i Note:** This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

What you get**Introductory Customer Session (up to 1 hr)**

- Set expectations on process and depth of deliverable.
- Communicate expectation for Customer participation.
- Request data and any other inputs.

Customer Workshop (up to 4 hrs)

- Review current state of demand management.
- Discuss leading practice content.
- Propose action plan items for Customer to execute.

Portfolio Governance Deliverables

- Workshop slides
- Action planning notes
- Action planning templates

Follow-Up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to portfolio governance deliverables.
- Provide additional guidance on leading practices.

Requested customer resources**Customer resource and responsibilities**

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor - Required	Primary strategic contact for ServiceNow.

Requested information/access

- ServiceNow governance structure documents – charters, board participant lists, etc.
- CoE Charter
- Organization chart
- IT governance documents
- Demand process workbook – intake forms, assessment scorecards, etc.
- EA process workbook
- Project plans & implementation timelines
- Design Review policies
- Development methodology and process (agile and/or waterfall)

Exceptions

ServiceNow is not responsible for execution of the portfolio management process.

Portfolio Governance Maturity Assessment – On Demand

A structured, self-service offering to assess your current ServiceNow Portfolio Governance processes and functional maturity.

Accelerator Overview

Portfolio Governance Maturity Assessment – On Demand provides Impact customers with a structured, self-paced engagement to assess their Portfolio Governance maturity. Customers can understand their current strengths and gaps across governance practices, identify areas for improvement, and generate a practical action plan aligned to their target maturity levels. This accelerator helps customers identify, target, and prescribe areas for improvement across the following governance domains:

- Foundations
- Demand Process
- Roadmap

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What you get

Orientation

Review introductory guidance that explains the purpose of the accelerator, the maturity methodology, what to expect, and how to complete the experience.

Set Up Assessment

The main user starts the accelerator, adds participants to complete the survey, and confirms the assessment scope. This helps the right stakeholders to provide input across the relevant maturity domains.

Assess Current State

Complete a guided Portfolio Governance maturity assessment across the in-scope domains. Participants select the response statement that best reflects the organization's current portfolio governance practices for each question.

Review Results

View a read-only results summary that converts responses into Portfolio Governance maturity scores, maturity labels, heat maps, and statement-level detail. This helps you know where your organization stands today.

Prioritize and Confirm Focus Areas

Select the domains you want to strengthen and set a target maturity level for each one. Your priorities can reflect business risk, readiness, upcoming initiatives, regulatory exposure, or executive focus.

Build Action Plan

Generate a structured action plan for each selected domain. Each plan includes recommended actions, suggested owners, and clear completion criteria based on the gaps between your current state and chosen target maturity level.

Output

An action plan that summarizes your Portfolio Governance maturity assessment results, domain maturity scores, prioritized focus areas, and selected target maturity levels. The plan includes domain-specific action plans with weekly tasks, suggested owners, and "Done when" completion criteria.

Requested Customer Resources

The following are recommended resources suggested to participate and contribute to the outcome of this accelerator. The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	<p>Responsible for the overall accountability of the ServiceNow platform.</p> <ul style="list-style-type: none"> • Provide leadership and oversight to the System Administrators • Confirm team alignment to business strategy and the ServiceNow roadmap • Actively involved in the overarching governance of the platform 	#	

Exclusions

ServiceNow is not responsible for implementing any of the recommended configuration changes in your sub-production or production instances.

PPM Maturity Assessment

This Accelerator assesses your current Project Portfolio Management (PPM) processes and functional maturity within ServiceNow, providing targeted recommendations on next steps to unlock additional value from the platform.

Accelerator Overview

Project Portfolio Management (PPM) Maturity Assessment provides Impact customers with prescriptive recommendations based on a structured assessment conducted by key stakeholders within the customer's business. By offering customers a snapshot of their current process maturity and targeted next-step recommendations, this Accelerator helps maximize the value of their ServiceNow investment.

Package Availability

i Note: This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

What You Get

PPM Maturity Assessment Kickoff Session (up to 1.5 hours)

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs

Maturity Assessment Questionnaire

Your assessment participants will each be asked to independently fill out a pre-built PPM Maturity Assessment Questionnaire that asks them to grade targeted statements to assess gaps and opportunities with your PPM product.

Questionnaire Results Analysis (time determined by Impact Squad, as needed)

Your Impact Squad will:

- Review and analyze the questionnaire scores
- Compile tailored recommendations and leading practices
- Provide guidance that will help you understand how to best maximize your PPM product investment

PPM Maturity Assessment report

The assessment report is a result of the questionnaire and input from our PPM leaders and includes the following:

- Maturity score
- The top five recommendations of unadopted product features for PPM
- Additional initiatives or Impact accelerators to conduct, or specific recommendations to achieve outcomes
- A complete list of recommendations observed

Customer Readout Session (up to 1.5 hours)

- Deliver the PPM Maturity Assessment report
- Review the PPM Maturity Assessment report:
 - Present the assessment results
 - Discuss targeted recommendations
 - Provide a suggested plan and resources to help you decide which recommendations to implement

Follow-up (up to 1 hour)

- Opportunity for Questions and Answers related to the PPM Maturity Assessment
- Provide additional guidance on leading practices as needed

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Assessment Participants	<p>These are the people within your organization that will be completing the assessment. Their responsibilities are:</p> <ul style="list-style-type: none"> • Complete the assessment by the agreed deadline • Raise any questions or concerns as soon as possible 	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
Main Customer Contact, PMO	<p>This individual is the primary contact for the duration of the engagement and carries out the following responsibilities:</p> <ul style="list-style-type: none"> • Gathers and shares the list of Assessment Participants • Ensures completion of the assessment by the Assessment Participants • Provides sponsorship for outputs based on the recommendations 	#	
Process Owner	Owns the process being assessed	#	

Requested Information / Access

We request that the PPM Maturity questionnaire is completed by the customer virtually a minimum of two weeks prior to the customer readout session.

Exclusions

- This Impact Accelerator does not include a technical review of PPM.
- ServiceNow is not responsible for implementing the recommendations made based on the PPM Maturity Assessment.

ServiceNow Governance

Guidance on building ServiceNow Governance boards and policies.

Accelerator Overview

ServiceNow Governance provides Impact Customers with a framework that streamlines the decision-making required to define how your organization should use and manage the ServiceNow AI Platform. This includes setting up governance across strategy, portfolio, and technical domains. This Impact Accelerator aims to assist Customers in driving their transformation vision, delivering the right work at the right time, and maintaining the technical integrity of their ServiceNow implementation.

What You Get**Introductory Customer Session**

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation

- Review educational material on ServiceNow governance across strategy, portfolio and technical domains
- Request data and any other inputs from Customer

Discovery Sessions

- Assess current governance model across strategy, portfolio, and technical domains, including:
 - Customer's vision and strategy roadmap decisions
 - Customer's demand management
 - Customer's environment, platform, data, and development management
- Discuss leading practice content
- Propose action plan items for Customer to execute

Customer Workshops

- Dedicated workshop(s) on setting up strategy governance and the executive steering board
- Dedicated workshop(s) on setting up portfolio governance and the demand board
- Dedicated workshop(s) on setting up technical governance and the technical governance board
- Dedicated workshop(s) on how the three main domains of governance work together

i Note: Each workshop includes educational material and interactive activities that will help the Customer design their governance boards and ServiceNow Governance policies.

Governance Deliverables

- Workshop slides
- Action planning notes
- Action planning templates
- Draft designs for governance model & processes

Follow-Up Customer Session

- Opportunity for Q&A related to governance deliverables
- Opportunity to run through additional governance simulations to test the Customer's new governance structure
- Provide additional guidance on leading practice

Package Availability

i Note: This Accelerator is available for Impact Guided+ (Strategic Value), and Total Packages.

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
ServiceNow Executive Sponsor- Required	Primary strategic contact for ServiceNow.
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.

Requested Information / Access

Strategy Governance:

- Organization chart for consumers and delivery in the platform
- Defined vision & strategy for ServiceNow
- Strategy roadmap and technical roadmap for ServiceNow
- Documented OKRs, themes and epics
- Business outcomes aligned to the platform
- Business case or business case templates relating to the platform
- IT governance documents relating to the platform
- Steering board documents, for example
 - charters
 - board participants lists and roles
 - steering board agendas

Portfolio Governance:

- Details of any enterprise-level demand forums
- Any existing ServiceNow demand processes and forums- e.g.: process, intake forms, assessment scorecards, etc.
- Existing Demand board documents, for example: charters, board participant lists, agendas
- A view of any in-flight or upcoming platform demand including Project plans & timelines
- Organization chart- specifically aimed at highlighting where demand can originate
- CoE Charter (if in place)
- EA process workbook
- Development methodology and process (agile and/or waterfall)
- Demand scoring & weighting criteria

Technical Governance:

- Technology governance documents (charters, agendas) - specifically
 - Any enterprise-wide technology governance which may need alignment with
 - Any enterprise-wide technology architecture standards to be observed
 - Any existing platform technical governance boards
- Architecture blueprint
- Project backlog
- IT strategic plan
- Pain points, business drivers, and desired business outcomes

Exceptions

ServiceNow is not responsible for execution of the strategy governance policy or process.

ServiceNow Governance – On Demand

Assess your AI governance across six areas, identify and prioritize governance gaps, confirm focus areas, and build a 90-day action plan — all at your own pace.

Accelerator Overview

ServiceNow Governance – On Demand provides Impact customers with a structured, self-paced way to evaluate the current state of six critical AI governance domains. Through this process, customers identify gaps, prioritize what matters most, confirm their focus areas, and develop a clear, actionable, and easy-to-execute 90-day action plan. Designed for independent execution, customers progress at their own pace using guided activities, example-driven content, and built-in tools without the need for scheduling the activities. This offering is grounded in the ServiceNow Governance framework and aligned to the international standard for Artificial Intelligence Management Systems.

Package Availability

Note: This accelerator is available for Impact Guided, Impact Guided + (Strategic Value), and Total packages.

Prerequisites

- Customers interested in deploying or planning to deploy AI capabilities (*ServiceNow Otto*, AI Agents, Predictive Intelligence, or similar)
- Customer must be familiar with their organization's current approach to AI governance, risk management, and data handling

What You Get

Orientation

Review an introduction video and background materials that explain the methodology, the crawl, walk, run, and fly maturity framework, what to expect, and how to get the most out of the accelerator.

Assess Current State

Complete a guided assessment across six AI governance areas. For each statement, indicate whether it reflects your current state (Yes, Partial, No, or Not applicable).

Prioritize Gaps

Review your assessment results transformed into a gap analysis, then score each gap on Impact and Feasibility to determine which ones matter most to your organization.

Confirm Your Focus

Confirm which gaps to focus on and strengthen your AI governance model.

Build Action Plan

Generate a 90-day action plan with specific next steps, owners, and timelines based on your selections. Download as a PowerPoint presentation to share with stakeholders.

Output(s)

A downloadable 90-day action plan that outlines your assessment findings, prioritized gaps, target maturity levels, and a structured action plan with weekly tasks, assigned owners, and status updates.

Requested Customer Resources

The following are recommended resources suggested to participate and contribute to the outcome of this Accelerator. The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
AI/ML Program Lead or Sponsor	Individual responsible for AI strategy, use case prioritization, or oversight of <i>ServiceNow Otto</i> / AI Agents deployment. Provides insight into current AI governance practices, risk tolerance, and organizational readiness.

Requested Information / Access

- Access to your ServiceNow platform instance for reference during the assessment.
- Knowledge of your current AI governance practices, including any policies, risk frameworks, or accountability structures in place.
- Awareness of current and planned AI deployments (*ServiceNow Otto*, AI Agents, Predictive Intelligence, custom ML models).
- Understanding of any regulatory or compliance requirements related to AI in your industry.

Exclusions

ServiceNow is not responsible for implementing any of the recommended governance changes in your organization. This Accelerator provides assessment and guidance while the implementation of governance structures, policies, and controls is the customer's responsibility.

SAM Maturity Assessment

This Accelerator assesses your current Software Asset Management (SAM) processes and functional maturity within ServiceNow, providing targeted recommendations on next steps to unlock additional value from the platform.

Accelerator overview

Software Assessment Management (SAM) Maturity Assessment provides Impact customers with prescriptive recommendations based on a structured assessment conducted by key stakeholders within the customer's business.

By offering customers a snapshot of their current process maturity and targeted next-step recommendations, this Accelerator helps maximize the value of their ServiceNow investment.

Package Availability

i Note: This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

What you get

SAM Maturity Assessment Kickoff Session (up to 1.5 hours)

- Set expectations on the process and depth of deliverable
- Communicate expectations for customer participation
- Request data and any other inputs

SAM Maturity Assessment Questionnaire

Your assessment participants will each be asked to independently fill out a pre-built SAM Maturity Assessment Questionnaire that asks them to grade targeted statements that assess gaps and opportunities with your SAM product.

Questionnaire Results Analysis (time as needed determined by the Impact Squad)

The Impact Squad performs the following:

- Reviews and analyzes the questionnaire scores
- Compiles tailored recommendations and leading practices
- Provides guidance that will help you understand how to best maximize your SAM product investment

SAM Maturity Assessment Report

The assessment report is a result of the questionnaire and input from our SAM leaders and includes the following:

- Maturity score
- The "top five recommendations" grounded in ServiceNow leading practices
- Additional initiatives or Impact Accelerators to conduct, or specific recommendations to achieve outcomes
- A complete list of recommendations observed

Customer Readout Session (up to 1.5 hours)

- Deliver the SAM Maturity Assessment report
- Review the SAM Maturity Assessment report:

- Present the assessment results
- Discuss targeted recommendations
- Provide a suggested plan and resources to help you decide which recommendations to implement

Follow-up Session (up to 1 hour)

- Opportunity for Q&A related to the SAM Maturity Assessment
- Provide additional guidance on leading practices, as needed

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities		
Main Customer Contact, PMO	<p>This individual is the primary contact for the duration of the engagement and carries out the following responsibilities:</p> <ul style="list-style-type: none"> • Gathers and shares the list of assessment participants • Ensures completion of the assessment by participants • Provides sponsorship for outputs based on the recommendations 	#	
Assessment Participants	<p>These are the people within your organization that will be completing the assessment. Their responsibilities are:</p> <ul style="list-style-type: none"> • Complete the assessment by the agreed deadline • Raise any questions or concerns as soon as possible 	#	
Process Owner	Owns the process being assessed	#	

Requested Information/Access

We request that the SAM Maturity questionnaire is completed by the customer virtually at least two weeks prior to the customer readout session.

Exclusions

- This Impact Accelerator does not include a technical review of SAM.
- ServiceNow is not responsible for implementing the recommendations made based on the SAM Maturity Assessment.

Staffing and Roles Review

This accelerator provides guidance on effective role alignment for staffing and informs hiring, partnering, and outsourcing needs in support of their ServiceNow strategy.

Accelerator Overview

Staffing and Roles Review provides Impact customers with leading practices content and prescriptive guidance. This content helps customers analyze roles, responsibilities, and potential skills gaps in their ServiceNow program team. It guides customers on building an effective team to execute their vision and strategy, staff appropriately for the business, and reduce attrition.

 **Tip:** ServiceNow encourages customers to request this accelerator in conjunction with the CoEI Design Accelerator.

Package Availability

 **Note:** This Accelerator is available for Impact Guided+ (Strategic Value), and Total Packages.

What You Get

Introductory Customer Session (up to 1 hour)

- Set expectations on process and depth of deliverable
- Communicate expectation for customer participation
- Request data and any other inputs

Discovery Sessions (up to 8 hours, depending on number of discovery workshops / interviews)

- Review customer-provided artifacts and clarify any gaps
- Discuss current state of roles and responsibilities as well as the target maturity for customer's organizational model

Customer Readout (up to 3 hours)

- Review general organizational structure, staffing, and role suggestions in context of your ServiceNow vision and strategy
- Review and walk through supporting resources that customer can use to execute against role and staffing suggestions

Follow-Up Customer Session (Optional up on Customer request – up to 60 minutes)

- Opportunity for Q&A related to general resourcing guidance in context of your ServiceNow vision and strategy
- Provide additional guidance on leading practices

Outputs

- Recommended staffing and role strategy aligned to your current state, organizational structure, and business goals
- Staffing improvement dashboard to track milestones and progress as you implement recommended actions

Requested Customer Resources

The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
ServiceNow Executive Sponsor	Primary strategic contact for ServiceNow.	#	
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
ServiceNow AI Platform & Development team lead	Manages platform operations and development on the ServiceNow platform.		#

Requested Information / Access

- General organizational chart and resourcing detail without sensitive information, customer's charters, and governance charters, if available.

i Note: The customers are highly encouraged to complete the Vision & Strategy Accelerator and the CoEI Design Accelerator to inform the Staffing and Roles recommendations.

- Details on existing ServiceNow partner landscape
- Roles and responsibility definitions

Exclusions

ServiceNow will not be involved in resource selection processes.

Staffing and Roles Review-On Demand

This Accelerator provides Impact customers with a guided, self-service experience to assess their ServiceNow platform staffing model, identify capability gaps, and build a prioritized action plan to strengthen their team.

Accelerator Overview

Staffing and Roles Review – On Demand provides Impact customers with a structured methodology to evaluate their current ServiceNow platform team against leading practices, identify staffing and capability gaps across key operational domains, and develop a prioritized, actionable plan to close those gaps. Customers complete the accelerator independently, using example-driven content and built-in tools, enabling them to identify gaps, prioritize

improvements, and define next steps. Designed for independent execution, customers progress at their own pace.

Package Availability

i Note: This accelerator is available for Impact Guided, Impact Guided + (Strategic Value), and Total packages.

Prerequisites

- Customer must have an active ServiceNow platform instance
- Customer must be familiar with their organization's current ServiceNow platform team structure and responsibilities

What You Get

Orientation

Review an introduction video and background materials that explain the methodology, what to expect, and how to get the most out of the accelerator.

Assess Current State

Complete a guided questionnaire across four operational domains to capture your current staffing model, roles, responsibilities, and capability levels.

Prioritize Gaps

Review your assessment results transformed into a gap analysis, then prioritize which gaps matter most to your organization.

Select Approach

For each prioritized gap, choose a resolution approach (hire, train, partner, or redistribute) based on your constraints and goals.

Build Action Plan

Generate a 90-day action plan with specific next steps, owners, and timelines based on your selected approaches.

Output(s)

A downloadable 90-Day Staffing & Roles Readout summarizing the customer's assessment findings, prioritized gaps, selected approaches, and action plan.

Requested Customer Resources

The following are recommended resources suggested to participate and contribute to the outcome of this Accelerator. The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the		#

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	overarching governance of the platform.		

Requested Information / Access

- Access to your ServiceNow platform instance for reference during the assessment
- Knowledge of your current platform team structure, including roles, headcount, and reporting lines
- Awareness of planned ServiceNow expansions, upcoming releases, or strategic initiatives that may affect staffing needs

Exclusions

ServiceNow is not responsible for implementing any of the recommended configuration changes in your sub-production or production instances.

Stakeholder Path to Value

The Stakeholder Path to Value Accelerator helps Impact customers accelerate the value creation through Stakeholder alignment.

Accelerator Overview

The Stakeholder Path to Value Accelerator equips Impact squads and customers with deep qualitative insights into how process owners and key stakeholders utilize the ServiceNow platform to deliver vital services across the organization.

This initiative focuses on understanding how critical applications are being used, whether they are delivering the expected value, and how Impact can help customers maximize their investment. Unlike traditional metrics-based approaches, this continuous improvement effort explores the 'why' and 'how' behind user behaviors, opinions, and experiences.

These insights are instrumental in uncovering customer motivations, identifying opportunities to boost adoption and automation, and guiding Impact support strategies that align with business priorities. When combined with usage data and metrics from other accelerator programs, these insights provide a comprehensive view of adoption and ROI.

Package Availability

- Note:** This Accelerator is available for Impact#Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages

Prerequisites

Impact Foundations Activities along with documented Vision and Strategy.

What You Get**Stakeholder Discovery Think Tank(s)**

Purpose: Gain a deep understanding of your business priorities, challenges, and opportunities through collaborative sessions.

What to expect:

- Impact-led interviews#with your key stakeholders (ideally one session per Business Unit or Division, ~60 min each)
- Exploration of critical topics:
 - Goals and success measures
 - Current challenges and pain points
 - Opportunities for improvement
 - Business value drivers
 - Wish list and support needs
- Synthesis of insights#into themes and trends that matter most to your organization

Your Commitment:

- Provide access to process owners and key stakeholders
- Dedicate time for each session (virtual or in-person)

Executive Readout and Recommendations

Purpose:#Align leadership on findings and next steps.

What You'll Receive:

- Insights#summarized into business themes and priorities
- Refined partnership vision#aligned to your strategy
- Strategic roadmap#with clear milestones
- Product adoption roadmap#to accelerate value realization
- Tactical action plan#with next steps and ownership
- Access to leading practices and key resources#to support execution

Your Benefit: A clear, actionable plan to drive measurable impact across your organization.

Requested Customer Resources

Customer Resource and Responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	The platform owner plays a pivotal role in communicating intent, outcomes, and level of effort to process owners and other key stakeholders who will participate in workshops. They manage calendar invites using messaging provided by Impact. They act as the bridge between business needs and the platform capabilities, ensuring that outcomes from	#	

Customer Resource and Responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	these sessions translate into actionable improvements.		
Process Owner(s)	A senior leader within each business unit for each major process or service (for example, customer service, incident, HR, legal, finance, security, etc.) who is accountable for ensuring the process is fit for purpose.	#	
Developer(s)	Makes changes within the ServiceNow platform to meet process requirements.		#
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customers going forward.		#
Other Customer Roles	Primary stakeholders responsible for agent experience and engagement, including Customer Service Agents, team leaders and User Experience champions.		#

Requested Information / Access

Vision and strategy; objectives and outcomes, strategic roadmap, Product Adoption Roadmap, value drivers.

Exclusions

ServiceNow is not responsible for the execution of Stakeholder Path to Value recommendations.

Strategy Governance

Guidance on aligning ServiceNow strategic roadmap to business outcomes

Accelerator Overview

Strategy Governance provides Impact Customers with leading practice recommendations on the establishment and operation of strategy governance, which will assist Customer in driving decisions aligning a ServiceNow strategic roadmap to business outcomes.

Package Availability

i Note: This Accelerator is available for Impact Guided+ (Strategic Value add-on), Advanced and Total Packages.

What you get

Introductory Customer Session (up to 1 hr)

- Set expectations on process and depth of deliverable.
- Communicate expectation for Customer participation.
- Request data and any other inputs.

Customer Workshop (up to 4 hrs)

- Review current state of strategy roadmap decisions.
- Discuss leading practice content.
- Propose action plan items for Customer to execute.

Strategy Governance Deliverables

- Workshop slides
- Action planning notes
- Action planning templates

Follow-Up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to strategy governance deliverables.
- Provide additional guidance on leading practices.

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor - Required	Primary strategic contact for ServiceNow.

Requested information/access

- ServiceNow governance structure documents – charters, board participant lists, etc.
- CoE Charter
- Organization chart
- IT governance documents
- Current ServiceNow strategic roadmap, mission, vision document
- Documented OKR, themes, and epics
- Business KPIs
- Business case (or business case templates)

Exceptions

ServiceNow is not responsible for execution of the strategy governance process.

Strategy Governance Maturity Assessment – On Demand

A structured, self-service offering to assess your current ServiceNow Strategy Governance processes and functional maturity.

Accelerator Overview

Strategy Governance Maturity Assessment – On Demand provides Impact customers with a structured, self-paced engagement to assess their Strategy Governance maturity. You can understand your current strengths and gaps across governance practices, identify areas for improvement, and generate a practical action plan aligned to your target maturity levels.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What You Get

Orientation

Review introductory guidance that explains the purpose of the accelerator, the maturity methodology, what to expect, and how to complete the experience successfully.

Set Up Assessment

The main user starts the accelerator, adds participants to complete the survey, and confirms the assessment scope. This confirms the right stakeholders can provide input across the relevant maturity domains.

Assess Current State

Complete a guided Strategy Governance maturity assessment across the in-scope domains. Participants select the response statement that best reflects the organization's current portfolio governance practices for each question.

Review Results

View a read-only results summary that converts responses into maturity scores, maturity labels, heat maps, and statement-level detail so you can understand where your organization stands today.

Prioritize and Confirm Focus Areas

Select the domains you want to strengthen and set a target maturity level for each one. Your priorities can reflect business risk, readiness, upcoming initiatives, regulatory exposure, or executive focus.

Build Action Plan

Generate a structured action plan for each selected domain. Each plan includes recommended actions, suggested owners, and clear completion criteria based on the gaps between your current state and chosen target maturity level.

Output

An action plan that summarizes your Governance maturity assessment results, domain maturity scores, prioritized focus areas, and selected target maturity levels. Each domain-specific action plan includes weekly tasks, suggested owners, and "Done when" completion criteria.

Requested Customer Resources

The following are recommended resources suggested to participate and contribute to the outcome of this accelerator. The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	<p>Responsible for the overall accountability of the ServiceNow platform.</p> <ul style="list-style-type: none"> • Provide leadership and oversight to the System Administrators • Confirm team alignment to business strategy and the ServiceNow roadmap • Actively involved in the overarching governance of the platform 	#	

Exclusions

ServiceNow is not responsible for implementing any of the recommended configuration changes in your sub-production or production instances.

Success Foundation Review (SFR)

This accelerator establishes a baseline of your organizational capability across eight dimensions, run at the start of your Impact journey and revisited annually.

Accelerator Overview

The Success Foundation Review (SFR) is a process that helps identify organizational gaps and which focus areas, if addressed, will unlock the greatest value for your ServiceNow investment.

The SFR consists of a series of stakeholder interviews that gather both quantitative and qualitative feedback. The results establish a measurable baseline that the Impact Squad uses to identify gaps, prioritize recommendations, and guide future improvement efforts. This clarity enables both teams to align early priorities and avoid diffusing effort across lower-impact activities.

Package Availability

Note: This Accelerator is available for Impact#Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages

Prerequisites

Customers must complete this accelerator early in their Impact journey, as the results establish a baseline for future roadmap planning and ongoing adoption efforts.

What You Get

Introductory Customer Session (up to 1 hour)

- Provide an overview of the SFR and its importance
- Review the SFR process and deliverable
- Communicate expectation for customer participation
- Request data and any other inputs

Discovery Customer Sessions (up to 1.5 hours per interview)

The SFR interviews help:

- Uncover disconnects and misalignment across multiple focus areas
- Identify existing gaps that impact long-term success
- Locate areas to improve capacity and competency

Read-out Session (up to 1.5 hours)

This session helps:

- Present the results to stakeholders summarizing the SFR findings
- Discuss recommendations and next steps based on findings

Outputs

Executive readout deck with documented recommendations from Impact Squad based on SFR results.

Requested Customer Resources

The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Reporting Lead	Meets with the ServiceNow Impact Accelerator Consultant, provides		#

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	access to the required resources, and drives the actions from the engagement.		
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#
Developer(s)	Write code for the ServiceNow platform.		#

Requested Information / Access

N/A.

Exclusions

ServiceNow is not responsible for implementing the recommendations made based on the SFR.

Vision and Strategy

Insights into vision and strategy.

Vision and Strategy – Advanced

Guidance on building a ServiceNow vision and strategy

Overview

Vision & Strategy provides Impact Customers with leading practices content and prescriptive guidance to draft a ServiceNow vision and strategy for their organization that aligns with their strategic priorities, digital transformation efforts, and business outcomes.

What you get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs

Customer Workshop (up to 4 hours)

Discuss:

- Customer's strategic objectives
- Customer's strategy for ServiceNow
- Draft blueprint of ServiceNow vision and strategy

Vision & Strategy Deliverables

- Workshop slides
- Action planning notes
- Vision and strategy blueprint

Follow-Up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to vision & strategy
- Provide additional guidance on leading practices

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor - Required	Primary strategic contact for ServiceNow.

Requested information/access

- Organizational chart with roles & responsibilities
- Organizational strategy documents

Exceptions

ServiceNow is not responsible for execution of vision and strategy.

Vision and Strategy – Total

Guidance on building a ServiceNow vision and strategy

Overview

Vision & Strategy provides Impact Customers with leading practices content and prescriptive guidance to draft a ServiceNow vision and strategy for their organization that aligns with their strategic priorities, digital transformation efforts, and business outcomes.

What you get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs

Customer Workshop (up to 8 hours, as needed depending on number of workshops)

Discuss:

- Run exercises to determine a vision statement for Customer's investment in ServiceNow
- Run exercises to agree upon key strategic business drivers that help deliver against Customer's ServiceNow vision
- Run exercises to establish key business outcomes and KPIs that will measure progress against key strategic business drivers

Vision & Strategy Deliverables

- Workshop slides
- Action planning notes
- Vision and strategy blueprint
- Strategy map (i.e., a one-page summary of the ServiceNow vision & strategy)

Follow-Up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to vision & strategy
- Provide additional guidance on leading practices

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor - Required	Primary strategic contact for ServiceNow.

Requested information/access

- Organizational chart with roles & responsibilities
- Organizational strategy documents
- Existing planning documents (e.g., capability maps, product roadmaps)
- Business KPIs
- Current state architecture blueprint
- Details on the existing partner landscape

Exceptions

ServiceNow is not responsible for execution of vision and strategy.

Technical Accelerators

Accelerate usage and adoption of specific platform and product capabilities via applied demonstrations, personalized coaching, and general guidelines with Technical Accelerators.

Accelerators available in each package

Accelerator outputs and formats have common standardized features, but may differ from package to package. Not all Accelerators are available for each package. The Accelerators and available feature levels are denoted by these symbols:

- ✓ = Common standardized feature set
- ✓ = Includes unique accelerator-specific features
- ⊕ = Includes additional unique accelerator-specific features

Technical Accelerator sub-catalog

Accelerator	Guided package	Guided +Strategic Value	Guided +Platform Governance	Advanced package	Total package	Integrated Success	On-Demand
Access to Experts		#	#	#	#	#	
Artificial Intelligence Readiness Assessment	#	#	#	#	#		
Extend Your AI Search	#	#	#	#	#	#	
Extend Your Employee Center to Pro	#	#	#	#	#	#	
Health Assessment – Guided	#	#	#				
Health Findings Review	#	#	#	#	#		
Introduction to CMDB: Ingestion	#	#	#	#	#	#	
Introduction to Instance Observer-Guided	#	#	#				
Introduction to Instance Readiness Assessment	#	#	#				
Introduction to ServiceNow Studio	#	#	#	#	#	#	
Introduction to ServiceNow Vault	#	#	#	#	#	#	
Jumpstart Your AI Agent Advisor	#	#	#	#	#	#	
Jumpstart your AI Control Tower: Foundations	#	#	#	#	#	#	

Technical Accelerator sub-catalog (continued)

Accelerator	Guided package	Guided +Strategic Value	Guided +Platform Governance	Advanced package	Total package	Integrated Success	On-Demand
Jumpstart Your AI Control Tower: Observe Your AI Value	#	#	#	#	#	#	
Jumpstart Your AI Control Tower: AI Lifecycle	#	#	#	#	#	#	
Jumpstart Your AI Data Explorer	#	#	#	#	#	#	
Jumpstart Your AI Search	#	#	#	#	#	#	
Jumpstart Your AI Agent Studio	#	#	#	#	#	#	
Jumpstart Your AI Agents for CSM	#	#	#	#	#	#	
Jumpstart Your AI Agents for ITSM	#	#	#	#	#	#	
Jumpstart Your App Deployment Governance	#	#	#	#	#	#	
Jumpstart Your Automated Testing	#	#	#	#	#	#	
Jumpstart Your Build Agent	#	#	#	#	#	#	
Jumpstart Your CMDB	#	#	#	#	#	#	
Jumpstart Your CSDM for Enterprise Architecture	#	#	#	#	#	#	
Jumpstart Your CSDM: Foundation	#	#	#	#	#	#	
Jumpstart Your CSDM for Service Operations	#	#	#	#	#	#	
Jumpstart Your CSM Configurable Workspace	#	#	#	#	#	#	
Jumpstart Your Data Encryption	#	#	#	#	#	#	

Technical Accelerator sub-catalog (continued)

Accelerator	Guided package	Guided +Strategic Value	Guided +Platform Governance	Advanced package	Total package	Integrated Success	On-Demand
Jumpstart Your Database Management	#	#	#	#	#	#	
Jumpstart Your Data Privacy	#	#	#	#	#	#	
Jumpstart Your Digital Product Release	#	#	#	#	#	#	
Jumpstart Your Employee Center	#	#	#	#	#	#	
Jumpstart Your Employee Journey Management	#	#	#	#	#	#	
Jumpstart Your Enterprise Architecture Workspace	#	#	#	#	#	#	
Jumpstart Your Event Management	#	#	#	#	#	#	
Jumpstart Your External Content Connectors	#	#	#	#	#	#	
Jumpstart Your GenAI	#	#	#	#	#	#	
Jumpstart Your HR Case and Knowledge	#	#	#	#	#	#	
Jumpstart Your Impact Platform Health	#	#	#	#	#	#	
Jumpstart Your Integration Hub	#	#	#	#	#	#	
Jumpstart Your IRM: Entity Framework	#	#	#	#	#	#	
Jumpstart Your ITOM Discovery	#	#	#	#	#	#	
Jumpstart Your Knowledge Management	#	#	#	#	#	#	

Technical Accelerator sub-catalog (continued)

Accelerator	Guided package	Guided +Strategic Value	Guided +Platform Governance	Advanced package	Total package	Integrated Success	On-Demand
Jumpstart Your Workflow Automation: Flows	#	#	#	#	#	#	
Jumpstart Your Major Incident Management	#	#	#	#	#	#	
Jumpstart Your Migration of Platform Analytics	#	#	#	#	#	#	
Jumpstart Your Migration to ServiceNow Otto for Virtual Agent	#	#	#	#	#	#	
Jumpstart Your Modern Change Management	#	#	#	#	#	#	
Jumpstart Your ServiceNow Otto for Creator	#	#	#	#	#	#	
Jumpstart Your ServiceNow Otto for Document Intelligence	#	#	#	#	#	#	
Jumpstart Your ServiceNow Otto Skill Kit	#	#	#	#	#	#	
Jumpstart Your Now Mobile for Employees	#	#	#	#	#	#	
Jumpstart Your Platform Analytics	#	#	#	#	#	#	
Jumpstart Your Predictive Intelligence	#	#	#	#	#	#	
Jumpstart Your Process Mining	#	#	#	#	#	#	
Jumpstart Your Service Mapping	#	#	#	#	#	#	
Jumpstart Your Software Asset Management	#	#	#	#	#	#	

Technical Accelerator sub-catalog (continued)

Accelerator	Guided package	Guided +Strategic Value	Guided +Platform Governance	Advanced package	Total package	Integrated Success	On-Demand
Jumpstart your Service Operations Workspace	#	#	#	#	#	#	
Jumpstart Your ServiceNow AI Journey	#	#	#	#	#	#	
Jumpstart Your Strategic Portfolio Management - Collaborative Work Management	#	#	#	#	#	#	
Jumpstart Your Strategic Portfolio Management – Demand Management	#	#	#	#	#	#	
Jumpstart Your Strategic Portfolio Management - Project Workspace	#	#	#	#	#	#	
Jumpstart Your Strategic Portfolio Management – Planning Workspace	#	#	#	#	#	#	
Jumpstart Your Strategic Portfolio Management – Resource Management Workspace	#	#	#	#	#	#	
Jumpstart Your Subscription Management	#	#	#	#	#	#	
Jumpstart Your Success Dashboard	#	#	#	#	#	#	
Jumpstart Your Task Intelligence	#	#	#	#	#	#	
Jumpstart Your Upgrade	#	#	#	#	#	#	
Jumpstart Your Walk-up Experience	#	#	#	#	#	#	

Technical Accelerator sub-catalog (continued)

Accelerator	Guided package	Guided +Strategic Value	Guided +Platform Governance	Advanced package	Total package	Integrated Success	On-Demand
Jumpstart Your Workflow Automation: Playbooks	#	#	#	#	#	#	
Jumpstart Your Zero Copy Connectors	#	#	#	#	#	#	
TuneUp Your AI Search	#	#	#	#	#	#	
TuneUp Your CMDB	#	#	#	#	#	#	
TuneUp Your Employee Center		#	#	#	#	#	
TuneUp Your Hardware Asset Management	#	#	#	#	#	#	
TuneUp Your ITSM Asset Management	#	#	#	#	#	#	
TuneUp Your ITOM Discovery	#	#	#	#	#	#	
TuneUp Your ServiceNow Otto for Virtual Agent	#	#	#	#	#	#	
TuneUp Your Platform Analytics	#	#	#	#	#	#	
TuneUp Your Software Asset Management	#	#	#	#	#	#	
TuneUp Your Security	#	#	#	#	#	#	
TuneUp Your Virtual Agent - Assessment	#	#	#	#	#	#	
TuneUp Your Virtual Agent – NLU (Natural Language Understanding)	#	#	#	#	#	#	
TuneUp Your Virtual Agent – Performance Monitoring	#	#	#	#	#	#	

Technical Accelerator sub-catalog (continued)

Accelerator	Guided package	Guided +Strategic Value	Guided +Platform Governance	Advanced package	Total package	Integrated Success	On-Demand
UX: Build a Foundation for Better Experiences	#		#	#	#	#	
UX: Catalog Request Experience Review			#	#	#	#	
UX: Design for Employee Center			#	#	#	#	
UX: Optimize Your Portal with Usage Insights			#	#	#	#	
UX: Portal Experience Review			#	#	#	#	
UX: Taxonomy Design or Review			#	#	#	#	
UX: Virtual Agent Experience Design or Review	#		#	#	#	#	

Access to Experts

The Access to Experts Accelerator connects Impact customers to ServiceNow subject matter experts via personalized virtual coaching sessions.

Accelerator overview

Access to Experts targets precise and actionable guidance on the ServiceNow Platform and product topics for which Impact customers are currently licensed.

Sessions offer specialized guidance on various ServiceNow product topics, aimed at accelerating value realization and outcomes on the ServiceNow Platform.

- Note:** Impact squad members may determine that an Access to Experts Accelerator is to be requested based on the information submitted in the [Access to Expertise](#) initiative. The Accelerator is not available to be requested by customers outside of the Initiative.

Package Availability

- Note:** This Accelerator is available for Impact#Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages

Requestable topics

The Access to Experts Accelerator applies to a selected set of requestable topics:

- **Leading Practices:**
 - Obtain prescriptive insights into ServiceNow product-specific leading practice guidelines for a chosen subject.
 - Aides in a deeper understanding of effective methodologies, approaches, and standards for optimal outcomes.
- **Technical How-To:**
 - Schedule personalized one-on-one sessions with ServiceNow experts.
 - Address specific technical inquiries and receive prescriptive guidance.
- **Product Capability Overview:** Designed for customers who have already licensed the product (post-sales), this session offers a high-level overview of specific product capabilities. It features an out-of-the-box walkthrough using demonstration data to showcase key features and foundational concepts.

For examples of requests or additional information on the request process, see [Request Access to Expertise Initiative](#).

What You Get

**Important:** Impact customers must provide sufficient detail and context related to the requested topic at least one week in advance of the session to allow the #ServiceNow #Request Owner to prepare.

Session Preparation

ServiceNow #Impact Technical Accelerator consultant evaluates the request and may gather additional information and assets based on the question submission.

Access to Experts Customer Session (variable time allotment based on request)

A ServiceNow subject matter expert (SME) will be assigned and perform the following:

- Directly meet with the Impact customer addressing their request
- Provide relevant assets addressing the request

Follow-up

Access to the ServiceNow subject matter expert will be provided for 10 business days following the session. The ServiceNow SME determines if additional follow-up is required to conclude the Access to Experts request.

Requested Customer Resources

x

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and	#	

x (continued)

Customer Resource	Responsibilities	Required	Recommended
	the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.		
Platform Administrator	Responsible for the day-to-day administration of the ServiceNow platform.	#	
Enterprise Architect Lead	Responsible for overall enterprise architecture, strategy, and governance.	#	
Technical Architect Lead	Responsible for overall technical architecture.	#	
Application Owner	Ensures that the program or programs, which make up the application, accomplish the specified objective or set of user requirements established for that application, including appropriate security safeguards.	#	
System Administrator(s)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Enterprise Architect(s)	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.		#

x (continued)

Customer Resource	Responsibilities	Required	Recommended
Developer(s)	Writes code for the ServiceNow platform.		#
Subject Matter Expert(s)	Provides expert level support across the program to the functional leads and their teams in the areas of reporting, dashboards, automation, and configurations for the Incident, Configuration, Problem, Knowledge Management, and Service Requests.		#

Delivery Parameters

- **Product Capability Overview:** It provides a high-level overview of specific product capabilities and their key features. For example, it may explain how the Change Management module works and highlight how emergency changes are handled within the system.
- **Eligibility Restrictions:** Expertise and guidance are provided exclusively on ServiceNow Platform and product topics for which Impact customers are currently licensed. Requests pertaining to unlicensed topics are redirected to the Account Team for appropriate handling.
- **Customer Consent and Boundaries:** All activities strictly adhere to advisory roles. Customer consent isn't required for this Accelerator. ServiceNow resources won't access customer instances or perform code review, instance copy, or direct keyboard interactions.
- **Remote Operation and Scope:** No on-premise travel, named resources, or predefined scheduling commitments. If additional time outside of the follow-up period is needed, a new session will be requested.

Requested Information / Access

The Impact Accelerator consultant may request additional information prior to the customer session and may also provide additional guidance in follow-up after the customer session.

The intake questionnaire is to be completed at least one week in advance of the customer's session.

Exclusions

This Accelerator doesn't include:

- Resolution of active support cases.
- Guidance on customizations, integrations, or enterprise-level solutions (e.g., Service Mapping) for licensed products.
- On-site workshops or in-person engagements.
- Instance access, code review, instance copying, direct keyboard interactions, or support for topics outside of the Impact Customer's current licenses.
- Administration, configuration, and customization of customer instance(s).

- Replacement of other existing Impact Accelerators is available to Impact Customers, which may be more aligned with resolution.
- Product Capability Overview:
 - To comply with legal, regulatory, and privacy requirements, ServiceNow uses only demonstration data during Product Capability Overview sessions and does not present or share any live customer data. Furthermore, as external systems are not accessible during these sessions, demonstrations involving product integrations are outside the scope of delivery.
 - Full module demos are not included in this session. These types of demos are typically designed for customers who are not yet licensed and are created by Pre-Sales teams where they showcase specific customer use cases and workflows, often covering multiple areas of the platform.

Artificial Intelligence Readiness Assessment

AI Readiness Assessment (AIRA) helps Impact customers understand their readiness to adopt AI and related products by evaluating key technical, organizational, and governance considerations.

Package Availability

- i Note:** This Accelerator is available for Impact Guided, Guided+ (Platform Governance), Advanced and Total Packages.

Accelerator Overview

AI Readiness Assessment provides Impact customers with an executive readout of their technical, organizational, and governance readiness to adopt up to three AI or proximal products.

Through automated analysis, guided assessments, and expert recommendations, customers learn about their current readiness, identify gaps, and understand the next steps needed to accelerate AI adoption.

Activities include:

Flexible Evaluation Methods

- Instance scanning and AI-powered tools evaluate your technical readiness and provide insights based on your current environment.
- An intuitive, self-guided assessment replaces manual spreadsheet-based evaluations to assess organizational and governance readiness.

Modular Assessment Design

Assessment depth scales based on your Impact investment, allowing you to receive the required level of guidance for your AI adoption journey.

Executive Readout

Receive an executive-ready readout with recommended next actions to address identified gaps, align stakeholders, and advance your AI adoption strategy.

See [Enable AI experiences](#)  for additional information on ServiceNow AI-based tools.

Prerequisites

- It's recommended that customers complete [Jumpstart Your ServiceNow AI Journey](#) before taking this accelerator.
- Customer must select up to 3 AI or proximal products they want to adopt.

What You Get

The Accelerator activities are led by the assigned Technical Accelerator Consultant. The activities may be augmented by PA-led or CSE-led activities as available.

Preparation

Impact Team:

- Provision temporary instance
- Use a suite of tools and dashboards to perform the technical assessment

i Note: If the customer has a Platform Architect, they can facilitate a deeper and broader technical assessment.

- Provide customer with Organizational and Governance self-assessment tool
- Collect results after completion
- Review findings

Customer Team:

- Complete Organizational and Governance self-assessment using tool

i Note: If the customer has a Customer Success Executive (CSE), they can facilitate a separate guided session to complete the assessment.

- Provide results on completion

Coaching Session #1 (up to 1.5 hours)

- Overview of session
- Review assessment results across the selected products
 - Technical
 - Organizational
 - Governance
- Recommended next actions

Outputs

- 30-day access to the temporary instance
- Materials from all collaborative sessions:

- Copy of the Coaching Session Deck (Executive readout)
- Leading practices & targeted recommendations
- Actionable guidance to support your next steps
- Customers with an assigned Platform Architect (PA) and/or Customer Success Executive (CSE) are encouraged to reach out to them for additional guidance, follow-up questions, or more in-depth exploration.

Requested Customer Resources

If available, we recommend including your ServiceNow Platform Architect (PA) and/or Customer Success Executive (CSE) in the session. The same customer personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the roadmap, and is actively involved in the overarching governance of the platform.	#	
Instance Admin	Responsible for the day-to-day administration of the ServiceNow platform.		#
System Admin(s)	Support the Instance Admin in activities.		#
Product Owner(s)	Responsible for the up to 3 AI or proximal products.		#
Subject Matter Expert(s)	Responsible for providing expertise where valuable and/or becoming SMEs on the up to 3 AI or proximal products.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

This accelerator does not include any action on next steps or recommendations. These are reserved for other accelerators.

Extend Your AI Search

This Accelerator provides prescriptive guidance on extending your AI Search beyond the foundational level.

Accelerator Overview

Extend your AI Search provides Impact customers with advanced tools and insights to extend their AI Search capabilities beyond the foundational level. This offering explores advanced configuration options, enabling customers to greatly enhance the reach and performance of AI Search across their instance stack. This Accelerator also includes key resources and leading practice guides to optimize implementation and drive increased usage.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance
- If applicable, activates and configures related plug-ins

Customer Coaching Session #1 (Up to 90 minutes)

Includes the following:

- Overview of advanced AI Search capabilities and features
- Applied demonstration of:
 - AI Search for Next Experience
 - Service Operations Workspace (SOW) Recommendations
 - Natural Language Query (NLQ) Genius Results
 - Genius Result Configuration
 - Custom Table Configuration
- Temporary instance with 30 days provided access
- Leading practice guides and resources

Customer Coaching Session #2 (optional on Customer request for up to 60 min)

Opportunity for Q&A related to advanced AI Search capabilities

Requested Customer Resources

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) - Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.

Customer Resource	Responsibilities
Process Owner(s) -Required	A senior leader within each business unit for each major process or service, (for example, incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose.
Developer(s) -Recommended	Writes code for the ServiceNow platform.
Process Lead(s) -Recommended	Subject matter expert responsible for managing the applicable process.
Service Manager(s) -Recommended	Subject matter expert responsible for managing the applicable service.
Trusted Service Partners - Recommended	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested information / access

Refer to the applicable Impact Accelerator description available at <https://www.servicenow.com/legal/servicenow-impact.html> [↗](#)

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator activities may not be available to customers in certain restricted environments, to self-hosted customers, or to managed service providers with domain separated instances.

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Extend Your Employee Center to Pro

The Extend Your Employee Center to Pro Accelerator provides prescriptive guidance on extending the Employee Center capabilities to include Pro features.

Accelerator Overview

Extend Your Employee Center to Pro provides Impact customers with guidance on how to extend their current Employee Center implementation with Employee Center Pro features. Through an overview of Employee Center Pro features, such as Content Experiences, Publishing, and Employee Communications, customers are educated on the features available with Employee Center Pro.

Additionally, this Accelerator equips our customers with essential ServiceNow resources and leading practice guides on how to best increase adoption and usage of the Employee Center Pro capabilities. For additional information, see [Exploring Employee Center Pro](#) [↗](#).

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html> [↗](#).

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Activates Employee Center Pro plugins

Customer Coaching Session #1 (Up to 90 minutes)

Includes the following:

- Overview of Employee Center Pro capabilities
- Review of key administrative settings
- Discuss key maintenance activities
- Leading practice guides and resources
- 30 days of access to the temporary instance is provided

Customer Coaching Session #2 (Optional upon Customer request - up to 60 minutes)

Opportunity for Q&A related to Employee Center Pro

Request Customer Resources

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
UX and OCM Experts (Recommended)	Primary stakeholders for user experience and organizational change management.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Other Customer Roles (Recommended)	Primary stakeholders responsible for employee experience and engagement, including Knowledge, Portal, and Catalog Managers.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested information / access

Refer to the applicable Impact Accelerator description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in certain restricted environments, to self-hosted customers, or to managed service providers, except for their internal #use.

ServiceNow resources are not responsible for recommendations on a customer's sub-production or production instances.

Health Assessment – Guided

The Health Assessment-Guided Accelerator provides an insight into your ServiceNow instance health.

Accelerator Overview

Health Assessment- Guided provides Impact Guided Customers with a technical analysis of their ServiceNow instance health via HealthScan, as well as guidance on how to interpret the findings. It aims to help you understand how your instance aligns to leading practices and recommendations on how to improve instance health.

Package Availability

 **Note:** This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance) packages.

What You Get

Instance Assessment

Instance assessment using ServiceNow HealthScan.

Customer Coaching Session #1 (up to 90 minutes)

Review of:

- How to interpret HealthScan findings
- Detailed findings from HealthScan Scorecard

Customer Coaching Session #2 (Optional upon Customer request – up to 60 minutes)

- Opportunity for Q&A related to HealthScan findings
- Provide additional guidance on leading practices, as needed

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the project, meet with the ServiceNow Impact Accelerator Consultant, provide access to the	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	required resources, and drive the actions from the review.		
System Administrator (s)	Responsible for maintenance and configuration of the ServiceNow platform. Meet with the ServiceNow Impact Accelerator Consultant and provide feedback on challenges and pain points of the ServiceNow environment.		#
Service Owners	Responsible for overall ownership and day-to-day activities of the ServiceNow instance. Meet with the ServiceNow Impact Accelerator Consultant and provide feedback on challenges and pain points of the ServiceNow environment.	#	
System Developers	Responsible for development activities on the ServiceNow platform. Meet with the ServiceNow Impact Accelerator Consultant and provide feedback on challenges and pain points to the ServiceNow environment	#	

Requested Information / Access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

Certain Impact Accelerator Activities may be limited or unavailable for customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments.

Note that reviews of design, process, strategy, governance and pre-production testing are excluded. Implementation of any recommended activities resulting from Health Assessment, such as any findings or recommendations in the Review Report are excluded.

Health Findings Review

This accelerator provides expert guidance to help customers interpret Scan Engine findings, prioritize platform health findings, and take confident action.

Accelerator Overview

Health Findings Review helps Impact customers interpret Scan Engine platform health findings with expert guidance so they can confidently prioritize and act on key issues. By identifying the most relevant findings for their setup and team capacity, customers can focus their remediation efforts where they matter most and reduce time spent interpreting results. It also provides resources and leading practices to help customers remediate their findings.

Package Availability

- Note:** This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Prerequisites

- Impact store app installed on the customer's instance
- At least one scan completed with findings available for review
- Customer has reviewed findings and prepared specific questions prior to the session

- Note:** If the Impact Store App is not installed, customers should instead complete Jumpstart Your Impact Platform Health.

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance
- If the customer has a Platform Architect (PA), collaborates with them to review the findings and customer questions

Customer Coaching Session #1 (up to 1 hour)

Includes the following:

- Explanation of findings in context:
 - Review why a finding was triggered
 - Review its impact on the customer's environment
- Translation of technical findings into business-relevant insights:

Connect technical findings with business impact to support stakeholders and communication.

Outputs

- Customers with an assigned Platform Architect (PA) are encouraged to reach out to them for additional guidance and follow-up questions
- Key resources and leading practice guides, if applicable

- Note:** The temporary instance will be scheduled for retirement following the session.

Requested Customer Resources

If available, we recommend including your ServiceNow Platform Architect (PA) in the session. The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Developer(s)	Write code for the ServiceNow platform.		#
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information/Access

i Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#) .

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Introduction to CMDB: Ingestion

This Accelerator provides a demonstration of the possibilities and capabilities of automating and standardizing CMDB data entry.

Accelerator Overview

Introduction to CMDB: Ingestion provides Impact customers with a comprehensive overview and demonstration of how to standardize input sources for their Configuration Management Database (CMDB). This offering covers core functionality for obtaining and importing data, providing a clear understanding of the various methods to populate CMDB tables within a ServiceNow instance. This Accelerator also includes key resources and leading practice guides to help customers get started.

The focus of this session is on Service Graph Connectors. Additional methods of population such as via Discovery or Agent Client Collector (ACC) are not deeply explored within this accelerator.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a ServiceNow demonstration instance
- Activates and configures related plug-ins

Customer Coaching Session #1 (Up to 90 minutes)

Includes the following:

- Overview and demonstration of:
 - Service Graph Connectors
 - CMDB Population via Integration Hub Spoke
 - Import sets
- Leading practice guides and resources

Customer Coaching Session #2 (optional on Customer request for up to 60 min)

Opportunity for Q&A related to CMDB Ingestion

Requested Customer Resources

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) - Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Process Owner(s) -Required	A senior leader within each business unit for each major process or service, (for example, incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose.
Developer(s) -Recommended	Writes code for the ServiceNow platform.

Customer Resource	Responsibilities
CMDB Administrator(s) -Recommended	Maintains the stability and usability of the ServiceNow platform by performing application maintenance specifically within the CMDB.
Data Source Owner(s) -Recommended	Data source/silo key resource who commonly works to bring information from another tool into ServiceNow CMDB.
Trusted Service Partners - Recommended	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested information / access

Refer to the applicable Impact Accelerator description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator activities may not be available to customers in certain restricted environments, to self-hosted customers, or to managed service providers with domain separated instances.

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Introduction to Instance Observer-Guided

The Introduction to Instance Observer Accelerator provides guidance on understanding and monitoring performance using Instance Observer.

Accelerator overview

Introduction to Instance Observer provides Impact Guided customers with an overview of Instance Observer, a review of specific telemetry for instance availability, prescriptive guidance on visible trends, and leading practices on monitoring your ServiceNow platform. See [Monitor instance performance with Instance Observer](#) for more information on the feature.

Package Availability

 **Note:** This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance) packages.

What You Get

Session Preparation

The Technical Accelerator Consultant assesses customer's Instance Observer data

Customer Coaching Session #1 (Up to 60 minutes)

Includes the following:

- Overview of Instance Observer
- Review#specific telemetry and instance#availability
- Highlight and review visible trends
- Provide leading practices for monitoring#instance performance

Customer Coaching Session #2 (Optional upon Customer request - up to 60 minutes)

Opportunity for Q&A related to Instance Observer.

Requested Customer Resources**Customer resource and responsibilities**

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

Introduction to Instance Readiness Assessment

The Introduction to Instance Readiness Assessment Accelerator provides guidance on understanding and interpreting instance readiness using the Instance Readiness Assessment (IRA).

Accelerator overview

Introduction to Instance Readiness Assessment provides Impact customers with an overview of Instance Readiness Assessment. This proactive approach helps you effectively address issues by guiding you on interpreting findings to enhance instance readiness. This Accelerator highlights the results of the Instance Readiness Assessment, providing key resources and leading practices for getting started.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (Strategic Value or Platform Governance) packages.

What you get

Session preparation

The Technical Accelerator Consultant:

- Runs the Instance Readiness Assessment
- Reviews Instance Observer related metrics

Customer coaching session #1 (up to 60 minutes)

Includes the following:

- Overview of the Instance Readiness Assessment
- Review of the assessment results
- Key resources and leading practices guides

Customer coaching session #2 (optional upon customer request, up to 60 minutes)

Opportunity for Q&A related to the Instance Readiness Assessment

Requested customer resources

One or more customer resource is requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Optional
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrators	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator activities may not be available to customers in certain restricted environments, to self-hosted customers, or to managed service providers with domain separated instances.

ServiceNow resources are not responsible for implementing recommendations on the customer's sub-production or production instances.

Introduction to ServiceNow Studio

This accelerator provides an overview of ServiceNow Studio, the primary environment for scoped app development on the Now Platform.

Accelerator Overview

Introduction to ServiceNow Studio provides Impact customers with guided coaching and practical demonstrations of the Studio interface and the way it fits within the broader ServiceNow Studios ecosystem. This accelerates onboarding and time-to-value for platform development. This offering also shares key resources and leading practices for getting started with ServiceNow Studio.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Prerequisites

- App Engine (or the applicable development entitlement) must be licensed and activated on the customer's instance or the customer is planning to acquire it in the short term
- Customer should be new to ServiceNow Studio as this accelerator establishes first-time orientation
- Customer understands this is a high-level, non-technical introduction to the Studio environment. It covers what the IDE is and how to navigate it, not a guided build of a specific application

What You Get

Session Preparation

The Technical Accelerator Consultant provisions a ServiceNow demonstration instance

Customer Coaching Session #1 (up to 1 hour)

Includes the following:

- Overview of ServiceNow Studio:
 - Its purpose and how to navigate the interface
 - How it fits within the broader ServiceNow Studios ecosystem—App Engine Studio, Creator Studio, Workflow Studio, Studio IDE (legacy), and VS Code IDE
 - Key features and capabilities
- Demonstration, including:
 - Navigating the ServiceNow Studio interface and its core capabilities
 - Applying leading practices to a basic scoped-app task on the Now Platform

Customer Coaching Session #2 (Optional up on Customer request – up to 1 hour)

Opportunity for Q&A related to ServiceNow Studio.

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested Customer Resources

The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Product Owner(s)	Owns and is responsible for the population and maintenance of their product or application within the ServiceNow platform. They are accountable for the overall health, value, and lifecycle of a specific application or product used to deliver a service.	#	
Developer(s)	Write code for the ServiceNow platform.		#
Executive Stakeholder	Responsible for selecting and managing the partner.		#
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Introduction to ServiceNow Vault

This Accelerator provides an overview of the possibilities and capabilities of ServiceNow Vault.

Accelerator Overview

Introduction to ServiceNow Vault is an education-focused accelerator that helps customers understand how ServiceNow Vault supports security, privacy, and compliance on the ServiceNow AI Platform. The session provides an overview of Vault, how its capabilities work together to protect sensitive data used by workflows, automation, and AI-enabled experiences, and the key decisions to consider before configuration. Leading practice guidance and supporting resources are included to help Impact customers approach implementation with clarity.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Prerequisites

Customer must hold an active ServiceNow Vault entitlement to take this accelerator.

What You Get

Customer Coaching Session #1 (up to 1 hour)

- Overview of ServiceNow Vault.
- Key components and capabilities:
 - Platform Encryption
 - Data Privacy
 - Zero Trust Access
 - Log Export Service
 - Code Signing
- Guidance on how each capability delivers value.
- Recommended implementation sequence.

Customer Coaching Session #2 (Optional on Customer request – up to 1 hour)

Opportunity for Q&A related to ServiceNow Vault.

Outputs

- 30-day access to the Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations.
- Copy of the Coaching Session Deck.

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Security administrator(s)	Establish and enforce governance policies so all IT projects adhere to architecture standards, promoting consistency and alignment with organizational objectives.	#	
Enterprise Architect(s)	Create and maintain the architecture framework that guides IT system development and deployment, ensuring seamless integration across components.		#
Developer(s)	Write code for the ServiceNow platform.		#
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information / Access

Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the Impact Accelerator Terms Matrix [here](#) .

Exclusions

ServiceNow is not responsible for implementing any of the recommended configuration changes in your sub-production or production instances.

Jumpstart Your AI Agent Advisor

This accelerator provides an overview and demonstration of ServiceNow's AI Agent Advisor (AAA).

Accelerator Overview

This accelerator discovers automation opportunities in your instance and match them to prebuilt or custom AI tooling. It shows customer admins how to put AAA to work on their existing task data. It informs about the base system AI tools they can use and flags gaps where custom tooling might be a better fit. Customers also receive key resources and leading practices to help get them started.

Package Availability

i Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Prerequisites

- Customer has over 500 Task records (Incident and Case as of May 2026)
- Customer is licensed for ServiceNow Otto / AI Agents

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Activates and configures AI Agent Advisor for Incident & Case (as applicable)
- Reviews AAA findings

Customer Coaching Session #1 (up to 1 hour)

Includes the following:

- AI Agent Advisor product introduction
- AI Agent Advisor workflow: Mine > Match > Make
- Guided walkthrough
- Review results from the customer's instance
- Additional information and key resources

Customer Coaching Session #2 (Optional up on Customer request – up to 1 hour)

Opportunity for Q&A related to AI Agent Advisor.

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested Customer Resources

The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.		#
Product Owner(s)	Owns and is responsible for the population and maintenance of their product or application within the ServiceNow platform. They are accountable for the overall health, value, and lifecycle of a specific application or product used to deliver a service.		#
Subject Matter Expert(s)	Subject matter expert responsible for AI Agents.		#
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart your AI Control Tower: Foundations

Jumpstart your AI Control Tower: Foundations provides a demonstration of the possibilities and capabilities of ServiceNow's AI Control Tower.

Accelerator overview

Jumpstart Your AI Control Tower: Foundations introduces Impact customers to AI Control Tower of ServiceNow. Through an applied demonstration, customers gain clarity on how it supports AI governance, helping them improve oversight and closely track their AI investments. This Accelerator includes key resources and leading practice guides, enabling customers to leave feeling confident in their ability to govern AI initiatives effectively.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What you get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance (if applicable)
- Activates and configures related plug-ins
- Configures AI Control Tower

Customer Coaching Session 1#(up to 90 min)

Includes the following:

- Overview of AI Control Tower & Related Roles
- End User demonstration
- Technical Demonstration
- Walk-through of ServiceNow's AI Control Tower life cycle workflow
- Temporary instance provided with 30 days access
- Leading practices guides and resources

Customer Coaching Session 2#(Optional on Customer requests-up to 60 min)

Opportunity for Q&A related to ServiceNow's AI Control Tower

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommend
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and actively involves in the overarching governance of the platform.	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommend
System administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Subject Matter Expert(s)	Subject matter expert responsible for managing risks across the AI lifecycle and ensuring that AI assets comply with regulations, industry standards, and governance frameworks.		#
Developer(s)	Writes code for the ServiceNow platform.		#
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested information and access

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Jumpstart Your AI Control Tower: Observe Your AI Value

This accelerator provides coaching on how to create value templates, measure and monitor the business impact of AI investments using AI Control Tower.

Accelerator Overview

Jumpstart Your AI Control Tower: Observe Your AI Value provides Impact customers with guided coaching to help them measure and communicate the business impact of their AI investments using AI Control Tower.

Through applied demonstrations, customers learn how to configure value templates to define meaningful KPIs, map AI initiative outcomes to strategic priorities, and build executive-ready reporting. This enables a shift from anecdotal impact claims to a repeatable, data-driven value measurement practice. This offering also includes key resources and leading practice guides to help customers get started.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Prerequisites

- Customer has completed Jumpstart Your AI Control Tower: Foundations (Required) and Jumpstart Your AI Control Tower: AI Lifecycle (Preferred)
- Customer has an active AI Control Tower instance (latest version preferred)
- AI Governance Core Plugin is active
- At least one AI asset registered and marked as managed

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance (if applicable)
- Activates and configures related plugins

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following:

- Walkthrough of AI Control Tower value template configuration and creation
- Review of how to connect AI initiative outcomes to strategic priorities
- Guidance on reporting and stakeholder-ready value storytelling using AI Control Tower data
- Hand-off documentation and enablement session for customer self-sufficiency

Customer Coaching Session #2 (Optional up on Customer request – up to 1 hour)

Opportunity for Q&A related to AI Control Tower.

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested Customer Resources

The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	overarching governance of the platform.		
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Subject Matter Expert(s)	Subject matter expert responsible for the AI Control Tower.		#
Product Owner(s)	Owns and is responsible for the population and maintenance of their product or application within the ServiceNow platform. They are accountable for the overall health, value, and lifecycle of a specific application or product used to deliver a service.		#
Developer(s)	Write code for the ServiceNow platform.		#
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information/Access

i Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#) .

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your AI Control Tower: AI Lifecycle

This Accelerator provides guided coaching and an applied demonstration to help customers better understand their organization's AI governance.

Accelerator Overview

Jumpstart Your AI Control Tower: AI Life cycle provides Impact customers with guided coaching that builds on the Jumpstart Your AI Control Tower: Foundations technical accelerator by taking customers deeper into the operational reality of AI governance.

It walks through key personas, their responsibilities, and the full AI system life cycle from intake to retirement. Through an overview and applied demonstration, customers experience real-world scenarios—onboarding assets into inventory, triggering risk and compliance workflows, and connecting value dashboards to business outcomes.

By the end of the engagement, customers have the knowledge and context to position AI Control Tower within their governance strategy, identify ownership across each stage of the life cycle, and turn visibility into measurable, compliant AI adoption at scale.

Package Availability

- Note:** This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Prerequisites

- Customer has completed the [Jumpstart Your AI Control Tower: Foundations](#) accelerator or possesses equivalent foundational knowledge of AI Control Tower.
- AI Control Tower is deployed and available in the customer's environment.

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Confirms the customer has completed the Jumpstart Your AI Control Tower: Foundations accelerator or has equivalent knowledge.
- Provisions a temporary instance.
- Activates and configures required plugins.

Customer Coaching Session #1 (up to 1.5 hours)

- Overview of how to onboard and manage new AI assets.
- Step-by-step walk-through of the AI Control Tower life cycle.
- Demonstration of how different personas collaborate across each stage of the life cycle.

Customer Coaching Session #2 (Optional on Customer request – up to 1 hour)

Opportunity for Q&A related to AI Control Tower.

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations.
- Copy of the Coaching Session Deck.

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Subject Matter Expert(s)	Responsible for managing risks across the AI life cycle and ensuring that AI assets comply with regulations, industry standards, and governance frameworks.		#
Developer(s)	Write code for the ServiceNow platform.		#
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information / Access

Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the Impact Accelerator Terms Matrix [here](#) .

Exclusions

ServiceNow is not responsible for implementing any of the recommended configuration changes in your sub-production or production instances.

Jumpstart Your AI Data Explorer

This Accelerator helps customers get started with ServiceNow's AI Data Explorer through coaching, applied demonstrations, and leading practices, for faster, confident data-driven decisions.

Accelerator Overview

Jumpstart Your AI Data Explorer provides Impact customers with guided coaching and applied demonstrations to quickly get started with AI Data Explorer, ServiceNow's platform analytics natural language data exploration tool. It enables business users to ask questions in plain language, generate AI-powered insights and visualizations, and collaborate on findings across ServiceNow and external data sources without the need for any technical expertise.

This offering accelerates time to value, builds team confidence through an applied experience, and introduces leading practices to help your organization drive data-informed decisions faster.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Prerequisites

- Customers should identify business users or teams who would benefit from natural language data exploration
- No technical skills are required for participants

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance (if applicable)
- Activates and configures related plugins

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following:

- Overview of AI Data Explorer capabilities
- Product demonstration showcasing key features and real-world use cases
- Step-by-step guidance on adding tables to semantic layers

Customer Coaching Session #2 (Optional on Customer request-up to 1 hour)

Opportunity for Q&A related to AI Data Explorer

Output(s)

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Provides leadership and oversight to System Administrators, ensures team alignment to business strategy, and is actively involved in reporting across the platform. Leverages AI Data Explorer to uncover data insights and drive informed decision-making.	#	
System Administrator(s)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Business Analyst(s)	Responsible for identifying and translating business reporting needs into actionable insights using AI Data Explorer. Works closely with Platform Owners and System Administrators to ensure data and reports align with business goals.	#	
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing any of the recommended configuration changes in your sub production or production instances.

Jumpstart Your AI Search

This Accelerator provides guidance on enabling and configuring AI Search.

Accelerator Overview

Jumpstart Your AI Search provides Impact customers with an introduction to AI Search, a demonstration of features and performance via a temporary cloned instance, and leading practices on getting started. It aims to enable you to enhance your end-users' experiences by empowering them to find the information they need when and where they need it.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html>

What You Get

AI Search Assessment

- Provisioning of temporary instance
- Enabling and configuring of AI Search and related tools
- Analysis of AI Search performance

Customer Coaching Session #1 (Up to 90 minutes)

Review of

- What is AI Search
- Review of setup process
- Demonstration of AI Search capabilities
- Leading practice recommendations
- Reporting/Analytic overview
- Key resources and guides

Customer Coaching Session #2 (Optional upon Customer request, up to 60 minutes)

Review of

- Opportunity for Q&A related to AI Search
- Provide additional guidance on implementation resources and process, plugins, and findings

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator- Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
	releases by delivering configuration tasks R and features.
ITSM Virtual Agent Lead- Recommended	Subject matter expert responsible for ServiceNow ITSM Virtual Agent.
Developers- Recommended	Writes code for the ServiceNow platform.

Requested Information

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal#use).

ServiceNow is not responsible for implementing AI Search recommendations on Customer's sub-production or production instances.

Jumpstart Your AI Agent Studio

This Accelerator provides Impact customers with an overview and applied demonstration of AI agents within the Platform.

Jumpstart Your AI Agent Studio Overview

Jumpstart Your AI Agent Studio highlights how AI agents empower customers to build an ecosystem of autonomous or Human-on-the-loop (HOTL) Agents equipped with tools that integrate seamlessly across the platform and beyond. These Agents are orchestrated to perform a wide range of tasks with minimal to no human intervention, significantly enhancing organizational efficiency and demonstrating the transformative potential of AI. The offering includes key resources and leading practices guides to help customers get started with ServiceNow AI Agents.

Package Availability

 **Note:** This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What you get**Session preparation**

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Activates and configures related plug-ins
- Configures a custom AI agent

Customer coaching session #1 (up to 90 minutes)

Includes the following:

- Overview of:
 - AI agents: What value do they bring?
 - TapeAgents framework
 - AI Agent Studio
- End-user experience demo
- Technical demo
- Review reporting options
- Temporary instance with 30 days of access

Customer coaching session #2 (optional upon customer request, up to 60 minutes)

Opportunity for Q&A related to ServiceNow AI Agents

Requested customer resources

Customer resource and responsibilities

Customer resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Leads and oversees the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrators (Required)	Maintains the stability and usability of the ServiceNow by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Process Owners (Required)	A senior leader within each business unit for each major process or service such as incident, change, and employee onboarding, who ensures the process is fit for the purpose.
Developers (Recommended)	Writes code for the ServiceNow platform.
Trusted Service Partners (Recommended)	Attends one or more ServiceNow Impact Accelerator coaching sessions to understand leading practices and support customers.

Requested information/access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/upgrade-schedules.html> 

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator activities may not be available to customers in certain restricted environments, to self-hosted customers, or to managed service providers with domain separated instances.

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your AI Agents for CSM

This Accelerator provides a demonstration of the possibilities and capabilities of AI Agents for CSM.

Accelerator overview

This Accelerator provides impact customers with an overview and applied demonstration of AI Agents for CSM. By harnessing the power of GenAI, this Accelerator highlights how AI agents revolutionize the CSM process by using advanced reasoning to complete key tasks. AI agents handle repetitive tasks such as generating detailed resolution notes, summarizing cases and chat conversations, and more, freeing up human agents to focus on higher-value work. This offering provides key resources and leading practices to get started with AI Agents for CSM.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What you get

Session preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Activates related plug-ins
- Activates and configures AI Agents

Customer coaching session #1 (up to 90 minutes)

Includes the following:

- Overview of base system AI Agents for CSM features
- Applied demonstration of:
 - Base system AI Agents for CSM experiences
 - Customization of Case Summarization Skill
 - *ServiceNow Otto* Usage Metrics for CSM
- Key resources and guides on leading practices
- 30 days access to the temporary instance is provided

Customer coaching session #2 (optional up on customer request, up to 60 minutes)

Opportunity for Q&A related to AI Agents for CSM.

Requested customer resources

One or more customer resource is requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Leads the System Administrators, ensures team alignment with the ServiceNow business strategy and roadmap, and contributes to platform governance.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Customer Service Manager (Recommended)	Responsible for managing case workers. Provides insights into the current state and how different <i>ServiceNow Otto</i> Skills could impact it.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your AI Agents for ITSM

This Accelerator provides a demonstration of the possibilities and capabilities of AI Agents for ITSM.

Accelerator overview

Jumpstart Your AI Agents for ITSM provides Impact customers with an overview and applied demonstration of AI Agents for ITSM. By harnessing the power of GenAI, this Accelerator highlights how AI agents revolutionize the ITSM process by using advanced reasoning to complete key tasks. AI agents handle repetitive tasks such as generating detailed resolution notes, summarizing cases and chat conversations, and more, freeing up human agents to focus on higher-value work. This offering provides key resources and leading practices to get started with AI Agents for ITSM.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What you get

Session preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Activates related plug-ins
- Activates AI Agent use cases

Customer coaching session #1 (up to 90 minutes)

Includes the following:

- Overview of AI Agents for ITSM features
- Applied demonstration of AI Agents for ITSM
- Technical demonstration on how to enable the demonstrated capabilities
- Key resources and guides on leading practices
- 30 days access to the temporary instance

Customer coaching session #2 (optional on customer request, up to 60 minutes)

Opportunity for Q&A related to AI Agents for ITSM.

Requested customer resources

One or more customer resource are requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Leads the System Administrators, ensures team alignment with the ServiceNow business strategy and roadmap, and contributes to platform governance.
System Administrator (Required)	Maintains the stability and usability of the ServiceNow by performing application maintenance, managing support for cases related to ServiceNow applications, contributing to ServiceNow software releases by delivering configuration tasks and features.
Service Desk Manager (Recommended)	Subject matter expert responsible for managing Service Desk.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching sessions to understand leading practices and potentially support customer going forward.

Requested information/access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/upgrade-schedules.html> 

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator activities may not be available to customers in certain restricted environments, to self-hosted customers, or to managed service providers with domain separated instances.

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your App Deployment Governance

This accelerator guides platform administrators and release managers through the setup and configuration of App Engine Management Center and ReleaseOps.

Accelerator Overview

Jumpstart Your App Deployment Governance provides Impact customers with a structured approach to managing application deployments using App Engine Management Center (AEMC) and ReleaseOps. The offering includes an applied demonstration of governance configuration, release pipeline design, and validation gates, including Automated Test Framework (ATF), Instance Scan, and App Readiness Score. Customers also receive a guided tour of cross-role coordination workflows and leading practices for establishing deployable, auditable application release processes.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Prerequisites

Customer is currently deploying or planning to deploy custom applications.

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Activates and configures App Engine Management Center and related tools

Customer Coaching Session #1 (up to 1.5 hours)

- Overview of:
 - App deployment governance
 - App Engine Management Center governance
- Demonstration of App Engine Management Center
- Leading practice recommendations for implementing app deployment governance
- Key resources and guides

Customer Coaching Session #2 (Optional up on Customer request – up to 1 hour)

Opportunity for Q&A related to App Engine Management Center

Outputs

- Copy of the Coaching Session Deck
- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations

Requested Customer Resources

The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.		#
Developer(s)	Write code for the ServiceNow platform.		#
Subject Matter Expert(s)	Non-developers with strong knowledge of processes who are a candidate for Citizen Development.		#

Requested Information/Access

- i Note:** Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#) .

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your Automated Testing

Prescriptive guidance on enabling and utilizing Automated Test Framework

Accelerator Overview

Jumpstart Your Automated Testing provides Impact customers with an introduction to Automated Test Framework (ATF) and how it can be leveraged to accelerate upgrades and increase quality. It includes an applied demonstration of leading practices around getting started with ATF as well as its features and benefits via a temporary cloned instance.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html>.

What You Get

Automated Testing Framework Setup

The Technical Consultant:

- Provisions of a temporary instance
- Enables and configures Automated Test Framework and related tools

Enabling and configuring of Automated Test Framework and related tools

Review of

- Benefits of Automated Test Framework
- Demonstration of Automated Test Framework capabilities
- Overview of Test Generator and Cloud Runner
- Leading practice recommendations
- Key resources and guides
- Thirty days of access to the temporary instance and the Technical Consultant

Customer Coaching Session #2 (Optional upon Customer request- up to 60 min)

Opportunity for Q&A related to Automated Test Framework

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s)- Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications,

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
	and contributing to ServiceNow software releases by delivering configuration tasks and features.
Upgrade Lead- Recommended	Meets with the ServiceNow Impact Accelerator Consultant, provides access to the required resources, and drives the actions from the engagement.

Requested Information/Access

Please refer to the applicable Impact Accelerator Description available at [Impact Upgrade Schedules](#). 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow is not responsible for implementing Automated Test Framework recommendations on Customer's sub-production or production instances.

Jumpstart Your Build Agent

This accelerator provides an overview and demonstration of the possibilities and capabilities of Build Agent and exploring how it generates complete applications.

Accelerator Overview

Jumpstart Your Build Agent provides Impact customers with an overview and demonstration of Build Agent using a temporary instance. It helps explore its ability to generate complete applications—including 50+ metadata types across 14 domains, such as tables, flows, catalog items, roles, and more.

During this session, participants learn how to effectively prompt Build Agent, interpret its output, and leave with a clear plan to begin using it in their own environment. The engagement reduces uncertainty around adopting a new AI-powered development tool and accelerate time to first meaningful use. This offering also includes key resources and leading practice guides to help customers get started.

Package Availability

 **Note:** This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What You Get**Session Preparation**

The Technical Accelerator Consultant:

- Provisions a temporary instance (if applicable)
- Activates and configures related plugins

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following:

- Overview of Build Agent:
 - Leading practices
 - Vibe coding
- Demonstration of:
 - Creating applications
 - Working from Stories
 - Assessing and updating existing code

Customer Coaching Session #2 (Optional up on Customer request – up to 1 hour)

Opportunity for Q&A related to Build Agent.

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested Customer Resources

The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information/Access

i Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#) .

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your CMDB

Learn how to get started with your Configuration Management Database (CMDB) through hands-on coaching and access to platform capabilities.

Accelerator Overview

Jumpstart Your CMDB provides Impact customers with a comprehensive overview of platform CMDB capabilities. This helps customers understand CMDB fundamentals and develop a strategic plan for adoption success. ServiceNow resources—including the CMDB Workspace, Data Manager, and AI-powered capabilities—help with CMDB management and optimization.

Package Availability

i Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

What you get**Session Preparation**

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Installs or updates necessary CMDB-related plugins

Customer Coaching Session #1 (up to 1.5 hrs)

Includes the following:

- Overview and demonstrate CMDB
- Review of the functionality of CMDB tools:
 - CMDB workspace
 - Identification and Reconciliation Engine
 - CMDB Data Manager
 - CMDB health dashboards

Customer Coaching Session #2 (Optional upon Customer request – up to 1 hr)

Opportunity for Q&A related to CMDB

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested customer resources**Customer resource and responsibilities**

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators and ensures team alignment to business strategy and the ServiceNow roadmap. Actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance and managing support for cases related to ServiceNow applications. Contributes to ServiceNow software releases by delivering configuration tasks and features.
Process Owner(s) (Required)	A senior leader within each business unit for each major process or service (for example, incident, change, employee onboarding). This person is accountable for ensuring the process is fit for purpose.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exceptions

ServiceNow is not responsible for implementing any of the recommended CMDB configuration changes in Customer's sub-production or production instances.

Jumpstart Your CSDM for Enterprise Architecture

This accelerator provides Impact customers with structured coaching on the CSDM data model as it applies to ServiceNow's Enterprise Architecture application.

Accelerator Overview

Jumpstart Your CSDM for Enterprise Architecture guides Impact customers through the CSDM data model as it applies to ServiceNow's Enterprise Architecture application. It provides

structured coaching on how Business Capabilities, Business Applications, and Information Objects connect to deployed Application Services and Service Instances.

With leading practices and an applied demonstration, customers gain the confidence and clarity to populate and govern their EA data correctly from the outset. This ensures their platform accurately tracks how their business and technology work together.

Prerequisites

- It's recommended that [Jumpstart Your CSDM: Foundation](#) be completed before starting this accelerator
- CMDB must be in place with at least a foundational level of data populated

Package Availability

- Note:** This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a ServiceNow demonstration instance and a customer temporary instance
- Activates and configures related plugins
- Prepares demonstration of the data population of each CSDM related table

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following:

- High-level overview of the ServiceNow platform data model
- Information about CSDM standards around data population for Enterprise Architecture, including personas who use the data
- Demonstration of:
 - Data population
 - Data usage

Customer Coaching Session #2 (Optional up on Customer request – up to 1 hour)

Opportunity for Q&A related to CSDM as it relates to Enterprise Architecture.

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested Customer Resources

The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Enterprise Architect(s)	Ensures an organization's technical strategy aligns with the goals of the business, focusing on technology and processes. Helps guide the IT enterprise through frameworks to design, plan, implement, and govern IT systems.	#	
Subject Matter Expert(s)	Subject matter expert responsible for the CSDM.		#
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your CSDM: Foundation

The Jumpstart Your Common Service Data Model (CSDM): Foundation Accelerator provides an overview and breakdown of the CSDM with a focus on Foundation data.

Accelerator Overview

Jumpstart Your CSDM: Foundation provides Impact customers with an overview of the CSDM in a comprehensible format. An applied demonstration, illustrates how organizations can use this data framework to configure ServiceNow products and applications by first populating their data into the appropriate Foundation tables. We demonstrate how correctly populated data amplifies results when used with AI-powered features. Additionally, this offering equips customers with essential ServiceNow resources and general guidelines on how to get started using the CSDM.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

What You Get

Session Preparation

- The Technical Accelerator Consultant:
- Provisions a temporary instance
 - Installs required
 - Assesses current CSDM alignment via Instance scan

Customer Coaching Session #1 (up to 1.5 hrs)

- Includes the following:
- Overview of CSDM capabilities with a special focus on the 'Foundation' stage
 - Review of the importance of CSDM to the overall platform
 - Demonstration of the CSDM Data Foundations Dashboard
 - Discussion of assessment results
 - General guidelines and resources

Customer Coaching Session #2 (optional, upon customer request – up to 1 hour)

Opportunity for Q&A related to CSDM Foundation data

Output

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested Customer Resources

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators. Ensures team alignment to business strategy and the ServiceNow roadmap. Actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance and managing support

Customer Resource	Responsibilities
	for cases related to ServiceNow applications. Contributes to ServiceNow software releases by delivering configuration tasks and features.
Application Owner(s) (Recommended)	The owner of any deployed program, module or group of programs, that is designed to provide specific functionality on a computer infrastructure.
ITSM Manager(s) (Recommended)	Responsible for setting SOP's and governance around the IT Service Management operations.
Service Owner(s) (Recommended)	A senior leader accountable for ensuring each major process or service (for example, incident, change, employee onboarding) is fit for purpose.
Trusted Service Partners (Recommended)	Participation in ServiceNow Impact Accelerator coaching session(s) to understand general guidelines and potentially support customers going forward.

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator activities may not be available to customers in certain restricted environments, to self-hosted customers, or to managed service providers with domain separated instances.

ServiceNow is not responsible for implementing recommendations on a customer's sub-production or production instances.

Jumpstart Your CSDM for Service Operations

This Accelerator provides a demonstration of the possibilities and capabilities of the Common Service Data Model (CSDM) for Service Operations.

Accelerator Overview

Jumpstart Your CSDM for Service Operations helps organizations understand the data needed to establish and mature their service-aware CMDB. The accelerator defines and populates the core data required to support both business-facing and technical service operations. The accelerator covers key data points related to business and technical services, their related service offerings, and the dependent Service Instance (Application Services). Additionally, the accelerator explains how correctly populated data amplifies results when used with AI-powered features.

The accelerator aligns you with CSDM leading practices and enables you to build a data foundation that helps achieve implementation success of IT Service and IT Operation products.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Prerequisites

Customers are encouraged to complete the [Jumpstart Your CSDM: Foundation accelerator](#) before taking this one, as this offering builds on the foundational data required to operate, maintain and support business and technical services.

What You Get

Session Preparation

The Technical Accelerator Consultant provisions a temporary instance

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following:

- Overview of the data needed for IT Service and Operations products
- Demonstration of accurately populated data using real-world examples

Customer Coaching Session #2 (optional, upon customer request – up to 1 hour)

Opportunity for Q&A related to CSDM for Service Operations

Output

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck
- Prerecorded demonstration videos

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators and ensures team alignment to business strategy and the ServiceNow roadmap. Actively involved in the overarching governance of the platform.	#	
ServiceNow and CMDB Administrator (s)	Responsible for configuring and maintaining the stability and usability of the ServiceNow platform and the CMDB. Performs application maintenance and manages support for Cases related to ServiceNow applications and the CMDB. Contributes to ServiceNow software releases by delivering configuration tasks and features.	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
Process Owner(s)	A senior leader accountable for the correct and complete definition of each major process or service implemented within the ServiceNow platform.	#	
Enterprise Architect(s)	Ensure an organization's technical strategy aligns with the goals of the business focusing on technology and processes. Helps guide the IT enterprise through frameworks to design, plan, implement, and govern IT systems.	#	
CMDB Manager	Responsible for day-to-day facilitation of the Configuration process and ensure alignment to the ServiceNow CSDM data model. This primary objective of the role is to ensure change to the data in CMDB is controlled and to enable efficient resolution of integrity issues.	#	
Application or Product Owner(s)	Responsible for the population and maintenance of their product or application within the ServiceNow platform. They are accountable for the overall health, value, and lifecycle of a specific application or product used to deliver a service.	#	
Service Owner	Accountable for the end-to-end delivery, quality and value of a either a business or technical service as it is experienced by the customer (external or internal)	#	
Executive Sponsor(s)	Responsible for setting and communicating the vision of the ServiceNow Engagement within the rest of the enterprise. The Executive Sponsor also participates in engagement governance and removes roadblocks to a successful implementation.		#
Trusted Service Partners	Participation in ServiceNow Impact Accelerator coaching session(s) to understand leading		#

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	practices and potentially support customers going forward.		

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your CSM Configurable Workspace

The Jumpstart Your Customer Service Management (CSM) Configurable Workspace Accelerator provides a demonstration of the possibilities and capabilities of the CSM Configurable Workspace.

Accelerator overview

Jumpstart Your (CSM) Configurable Workspace helps Impact customers gain a deeper understanding of how to get started with CSM Configurable Workspace by providing a comprehensive overview and applied demonstration. This Accelerator guides you through the setup process and clearly illustrates the value of the workspace. Additionally, key resources and leading practices are offered to enhance product adoption and usage.

For additional information on the feature, see [CRM Workspace](#).

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html>.

What you get**Session preparation**

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Activates related plugins

Customer coaching session #1 (up to 90 minutes)

Includes the following:

- Overview of CSM Configurable Workspace:
 - History
 - Design reasoning

- Features
- Adoption benefits
- Applied demonstration of CSM Configurable Workspace:
 - Installation and updates
 - How to use guided setup
 - Walk through of agent experience
 - Highlight of key features
 - Configuration guidance for admins
- Key resources and guides on leading practices
- 30 days access to the temporary instance is provided

Customer coaching session #2 (optional upon customer request, up to 60 minutes)

Opportunity for Q&A related to the CSM Configurable Workspace

Requested customer resources

One or more customer resource is requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Optional
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrators	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks R and features.	#	
Process owners	A senior leader within each business unit for each major process or service (e.g., customer service, incident) who is accountable for ensuring the process is fit for purpose.	#	
Contact center / Service Desk managers	Subject matter expert responsible for managing Contact Center or Service Desk, agent productivity and customer experience.		#

Customer resource and responsibilities (continued)

Customer resource	Responsibilities	Required	Optional
Other customer roles	Primary stakeholders responsible for agent experience and engagement, including Customer Service Agents, team leaders and User Experience champions.		#
Developers	Makes changes within the ServiceNow platform to meet process requirements		#
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested information / access

Refer to the applicable Impact Accelerator description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator activities may not be available to customers in certain restricted environments, to self-hosted customers, or to managed service providers with domain separated instances.

ServiceNow resources are not responsible for implementing recommendations on customer's sub-production or production instances.

Jumpstart Your Data Encryption

This accelerator provides an overview and demonstration of the possibilities and capabilities of ServiceNow's Field Encryption Enterprise (FEE).

Accelerator Overview

Jumpstart Your Data Encryption provides Impact customers with an overview and demonstration of Data Encryption. It enables platform owners and security administrators to confidently activate Field Encryption Enterprise (FEE) as a core capability for protecting sensitive data at the application level. Through coaching the customers learn how to identify encryption candidates and understand operational impacts. They also safely progress from entitlement to production-ready use of encryption capabilities as part of their Vault security strategy. This offering also includes key resources and leading practice guides to help customers get started.

Package Availability

 **Note:** This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Prerequisites

- Customer has a ServiceNow Vault subscription with FEE entitlement
- Customer's ServiceNow instance is running the Zurich release or later

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance (if applicable)
- Activates and configures related plugins

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following:

- Overview of Platform Encryption and Features:
 - Cloud Encryption
 - Key Management Framework
 - FEE
- Demonstration of Field Encryption

Customer Coaching Session #2 (Optional up on Customer request – up to 1 hour)

Opportunity for Q&A related to Data Encryption.

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested Customer Resources

The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	delivering configuration tasks and features.		
Security Administrator	Establish and enforce governance policies so all IT projects adhere to architecture standards, promoting consistency and alignment with organizational objectives.	#	
Developer(s)	Write code for the ServiceNow platform.		#
Enterprise Architect(s)	Create and maintain the architecture framework that guides IT system development and deployment, ensuring seamless integration across components.		#
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your Data Privacy

This Accelerator delivers a practical introduction to ServiceNow Vault's Data Privacy capabilities, enabling platform owners and security administrators to discover, classify, and anonymize sensitive data to support compliance, security, and trust.

Accelerator Overview

Jumpstart Your Data Privacy helps platform owners, security administrators, and compliance leads to learn how to classify and protect sensitive data across production and sub-production environments. It guides teams in setting up real-time protections to prevent unwanted sensitive data from entering the instance using the Data Privacy and Vault Console. This Accelerator also introduces leading practices for data governance, anonymization, and privacy safeguards to support alignment with the regulatory and internal security standards.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Prerequisites

- Confirm admin access is in place to activate Data Privacy.
- Have a non-production instance ready for testing.
- Maintain a foundational understanding of data privacy principles and compliance requirements to get the most value from this Accelerator.

What You Get

Session Preparation

- Provision of a temporary instance
- Activate and configure necessary plugins

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following:

- Overview of Data Privacy in the ServiceNow Vault
- Applied demonstration of Data Privacy features:
 - Data Discovery
 - Data Classification
 - Data Anonymization
- Leading practices and recommendations
- Temporary instance provided with 30 days access

Customer Coaching Session #2 (Optional upon Customer request up to 1 hour)

Opportunity for Q&A related to Data Privacy.

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provide leadership and oversight to the System Administrators, ensure team alignment to business strategy and the ServiceNow roadmap, and actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Maintain the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	to ServiceNow software releases by delivering configuration tasks and features.		
Security Administrators	Establish and enforce governance policies so all IT projects adhere to architecture standards, promoting consistency and alignment with organizational objectives.	#	
Developer(s)	Write code for the ServiceNow platform.		#
Enterprise Architect(s)	Create and maintain the architecture framework that guides IT system development and deployment, ensuring seamless integration across components.		#
Trusted Service Partner(s)	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customers going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Jumpstart Your Database Management

The Jumpstart Your Database Management Accelerator provides a demonstration of the possibilities and capabilities of Database Management.

Accelerator overview

Jumpstart Your Database Management provides Impact customers with a comprehensive overview and practical demonstration of effective database management. It focuses on how to properly purge and archive data, initiating discussions on customer database management enablement. This Accelerator demonstrates the possibilities and capabilities of database management and provides key resources and leading practices to help efficiently manage your database footprint and alleviate performance issues.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

What you get

Session preparation

- Provision a temporary instance
- Activate related plugins
- Review customer database growth report using Instance Observer

Customer coaching session #1 (up to 90 minutes)

Includes the following:

- Overview of database management tools and leading practices:
- Applied demonstration of:
 - Data archiving
 - Table Cleaner
 - Table rotation
 - Cloning
 - Background scripts
- Key resources and guides on leading practices
- 30 days access to the temporary instance is provided

Customer coaching session #2 (optional upon customer request, up to 60 minutes)

Opportunity for Q&A related to database management

Requested customer resources

One or more customer resource is requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Optional
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrators	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software	#	

Customer resource and responsibilities (continued)

Customer resource	Responsibilities	Required	Optional
	releases by delivering configuration tasks R and features.		
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested information / access

Refer to the applicable Impact Accelerator description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator activities may not be available to customers in certain restricted environments, to self-hosted customers, or to managed service providers with domain separated instances.

ServiceNow resources are not responsible for implementing recommendations on customer's sub-production or production instances.

Jumpstart Your Digital Product Release

This Accelerator provides a demonstration of the possibilities and capabilities of ServiceNow's Digital Product Release.

Accelerator Overview

Jumpstart Your Digital Product Release (DPR) provides Impact customers with a comprehensive overview of Digital Product Release and its function as the orchestrator of the release process. It explains how DPR enables product and release teams to consistently plan and deliver new versions by providing visibility across the release life cycle and automating release-readiness validation. This Accelerator also equips customers with key resources and leading practices to help them get started quickly.

Package Availability

 **Note:** This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What You Get**Session Preparation**

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Activates and configures components of Digital Product Release:
 - Plugins
 - Updates
 - Foundation data
- Loads product demonstration data into instance

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following:

- Overview of Digital Product Release
- Walk-through of key Digital Product Release capabilities and features
- Demonstration of Digital Product Release, including:
 - Implementation guidance
 - Configuration
 - Usage
- Review general guidelines for Digital Product Release and implementation guidance

Customer Coaching Session #2 (optional, up on customer request – up to 1 hour)

Opportunity for Q&A related to Digital Product Release

Output

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators and ensures team alignment to business strategy and the ServiceNow roadmap. Actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Maintain the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Release Manager(s)	Maintain the day-to-day activities of the process. Gathering and reporting process metrics. Tracking compliance to the process. Ensuring that release	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	requirements have been identified and addressed.		
Change Manager(s)	Responsible for the day-to-day facilitation of the change process. This role focuses on managing and administering all changes.	#	
Trusted Service Partner(s)	Participation in ServiceNow Impact Accelerator coaching session(s) to understand general guidelines and potentially support customers going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your Employee Center

This Accelerator includes a demonstration of the possibilities and capabilities available with the ServiceNow® Employee Center portal in your instance.

Accelerator overview

The Jumpstart Your Employee Center accelerator provides Impact customers with an overview of Employee Center, a unified portal for managers and employees, up-leveling the user experience. An applied demonstration of the possibilities and capabilities are shown through a temporary cloned instance with leading practices on implementation, migration, and governance. For additional information, see [Employee Center](#).

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html>.

What You Get**Employee Center Setup**

- Provision a temporary instance
- Activate and configure Employee Center
- Activate Usage Insights (if applicable)

Customer Coaching Session #1 (up to 60 minutes)

Review of:

- Portal and employee engagement strategy overview
- Demonstration of Employee Center
- Implementation and migration approaches
- Governance and reporting
- Key resources and guides
- Thirty days of access to the temporary instance is provided

Customer Coaching Session #2 (Optional upon Customer request- up to 60 minutes)

Opportunity for Q&A related to Employee Center

Request Customer Resources**Customer resource and responsibilities**

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
UX and OCM Experts (Recommended)	Primary stakeholders for user experience and organizational change management.
Other Customer Roles (Recommended)	Primary stakeholders responsible for employee experience and engagement, including Knowledge, Portal, and Catalog Managers.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested information / access

Refer to the applicable Impact Accelerator description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

Certain Impact Accelerator activities may be limited or unavailable for customers in certain restricted environments or Australia IRAP-Protected data centers or to self-hosted customers.

Jumpstart Your Employee Journey Management

The Jumpstart Your Employee Journey Management (EJM) Accelerator provides a demonstration of the possibilities and capabilities of Employee Journey Management.

Accelerator overview

Jumpstart Your Employee Journey Management provides Impact customers with an overview and applied demonstration, helping them to better understand how to begin with Employee Journey Management. This offering showcases EJM capabilities and features, enabling organizations to deliver personalized, cross-departmental Employee Journeys through intelligent workflows that support real-time tasking, learning, and feedback. Additionally, this Accelerator provides key resources and leading-practice guides to enhance product adoption and usage.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html>

What you get

Session preparation

- Provision a temporary instance
- Activate and configure Employee Journey Management

Customer coaching session #1 (up to 90 minutes)

Includes the following:

- Review Employee Journey Management capabilities
- Applied demonstration of Employee Journey Management
- Key resources and guides on leading practices
- 30 days access to the temporary instance is provided

Customer coaching session #2 (optional upon customer request, up to 60 minutes)

Opportunity for Q&A related to Employee Journey Management

Requested customer resources

One or more customer resource is requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Optional
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrators	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Process Owners	A senior leader within each business unit for each major process or service (e.g., customer service, incident) who is accountable for ensuring the process is fit for purpose.	#	
Other customer roles	Primary stakeholders responsible for Product and Portfolio management.		#
Developers	Writes code for the ServiceNow platform.		#
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested information / access

Refer to the applicable Impact Accelerator description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator activities may not be available to customers in certain restricted environments, to self-hosted customers, or to managed service providers with domain separated instances.

ServiceNow resources are not responsible for implementing recommendations on customer's non-production or production instances.

Jumpstart Your Enterprise Architecture Workspace

This Accelerator provides a demonstration of the possibilities and capabilities of Enterprise Architecture Workspace.

Accelerator Overview

Jumpstart Your Enterprise Architecture Workspace helps ServiceNow Enterprise Architects build a strong foundation in Enterprise Architecture (EA) Workspace through a comprehensive overview and applied demonstration. This Accelerator highlights the value and functionality of the workspace, guides you through the setup process, and equips you with success resources to drive adoption and maximize usage.

Note: This Accelerator does not detail the creation of the underlying data that the workspace surfaces.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance (if applicable)
- Activates and configures the EA Workspace components
- Loads example data where required

Customer Coaching Session #1 (up to 1.5 hours)

- Enterprise Architecture (EA) review
- Overview of Enterprise Architecture Workspace
- Overview of implementation journey
- Walkthrough of key capabilities
- Metrics and value realization insights
- Curated success resources

Customer Coaching Session #2 (Optional up on Customer request – up to 1 hour)

Opportunity for Q&A related to Enterprise Architecture Workspace

Output(s)

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.		
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Enterprise Architect(s)	Ensures an organization's technical strategy aligns with the goals of the business, focusing on technology and processes. Helps guide the IT enterprise through frameworks to design, plan, implement, and govern IT systems.	#	
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information / Access

Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the Impact Accelerator Terms Matrix [here](#) .

Exclusions

ServiceNow is not responsible for implementing any of the recommended configuration changes in your sub-production or production instances.

Jumpstart Your Event Management

The Jumpstart Your Event Management Accelerator provides a demonstration of the possibilities and capabilities of Event Management.

Accelerator Overview

Jumpstart Your Event Management provides Impact customers with a comprehensive overview of Event Management. Through an applied demonstration, we highlight how solid, service-aligned data enables you to receive and review near real-time alerts from your infrastructure directly within the ServiceNow platform. The demonstration also showcases generative AI alert summarization, which translates complex, technical alerts into clear, actionable explanations, helping teams cut through noise and get to resolution faster. This offering equips customers

with essential ServiceNow resources and general guidelines on how to get started with Event Management and its AI capabilities.

Package Availability

- i Note:** This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Installs Event Management
- Installs Event Generator application

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following:

- Overview of:
 - Event Management
 - Service Operations Workspace Alert Console
 - Event Management connectors
 - Event rules
- An applied demonstration of:
 - Generating events via the Event Generator app
 - Alerts to configuration item (CI) Binding
 - Existing alerts or services impacted
- General guidelines and resources

Customer Coaching Session #2 (optional, upon customer request – up to 1 hour)

Opportunity for Q&A related to Event Management

Output

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested Customer Resources

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators. Ensures team alignment to business strategy and the ServiceNow roadmap. Actively involved in the overarching governance of the platform.

Customer Resource	Responsibilities
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance and managing support for cases related to ServiceNow applications. Contributes to ServiceNow software releases by delivering configuration tasks and features.
Event/Service Operator (Required)	Subject matter expert responsible for operating the alert console.
Service Manager(s) (Recommended)	Subject matter expert responsible for managing the applicable service.
Trusted Service Partners (Recommended)	Participation in ServiceNow Impact Accelerator coaching session(s) to understand general guidelines and potentially support customers going forward.
Application Service Owner(s) (Required)	Manages all applications across a given division (e.g., HR application owner).

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in certain restricted environments, to self-hosted customers, or to managed service providers (except for their internal use).

ServiceNow resources are not responsible for implementing recommendations on a customer's non-production or production instances.

Jumpstart Your External Content Connectors

This Accelerator provides a demonstration of the possibilities and capabilities of External Content Connectors (XCC).

Accelerator Overview

Jumpstart Your External Content Connectors (XCC) provides Impact customers with an overview and applied demonstration of External Content Connectors included as part of Workflow Data Fabric. It helps customers understand leveraging this new capability to configure their ServiceNow AI Search and search external systems such as SharePoint, Confluence, and more. Additionally, this Accelerator includes key resources and leading practice guides to help customers get started in their own instance stack.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What you get

Session Preparation

- Provision a temporary instance
- Activate and configure related plug-ins
- Configure an External Content Connector

Customer Coaching Session #1 (up to 90 min)

- Includes the following:
 - Overview of External Content Connectors
 - End-user experience
 - Technical demonstration highlighting the configuration process
 - XCC Roadmap to guide next steps
- Temporary instance with 30 days provided access.

Customer Coaching Session #2 (Optional upon Customer request – up to 60 min)

Opportunity for Q&A related to AI Search or External Content Connectors.

Requested customer resources

Customer Resource	Responsibilities	Required	Recommended
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)- Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Developer(s)- Recommended	Writes code for the ServiceNow platform.		#
Trusted Service Partners- Recommended	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested information/access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/upgrade-schedules.html> 

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator activities may not be available to customers in certain restricted environments or to self-hosted customers.

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your GenAI

This Accelerator provides a demonstration of the capabilities of GenAI(*ServiceNow Otto*).

Accelerator Overview

This Accelerator provides Impact customers with an overview of how integrates GenAI across the platform, highlighting opportunities to improve efficiency and enhance the user experience. The session includes an applied demonstration of various *ServiceNow Otto* AI Agent capabilities using a temporary instance, along with an overview of the onboarding process. It also shares leading practices for deploying these products, making it an ideal starting point for customers beginning their *ServiceNow Otto* journey.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Session Preparation

- Provision a temporary instance
- Activate and install the necessary plugins
- Activate and run AI-powered data exploration tools to provide insights on automation opportunities

What You Get

Customer Coaching Session #1 (up to 1.5 hours)

Review of:

- Overview of GenAI and Large Language Models (LLMs)
- End-user experience demonstration
- Technical demonstration
- Key resources and guides
- Customer provided 30 days of access to the temporary instance

Customer Coaching Session #2 (Optional upon Customer request, up to 1 hour)

Opportunity for Q&A related to GenAI

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Optional
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provide leadership and oversight to the System Administrators, ensure team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Maintain the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Developer(s)	Write code for the ServiceNow platform.		#
Virtual Agent Lead	Subject matter expert responsible for ServiceNow Virtual Agent.		#
AI Governance Leader	Responsible for assessing new AI systems and deciding whether they are acceptable to use within the company		#

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Optional
	and, if so, for what purposes.		
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching sessions to understand leading practices and potentially support customer going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your HR Case and Knowledge

This Accelerator provides a demonstration of the possibilities and capabilities of HR Case and Knowledge.

Accelerator Overview

Jumpstart Your HR Case and Knowledge provides Impact customers with an easy-to-understand overview of Human Resources Service Delivery (HRSD) and key capabilities of HR Case and Knowledge. This offering helps customers understand how the application can enhance HR service delivery by covering:

- core configuration for foundational setup
- case life cycles to streamline workflows
- *ServiceNow Otto* for recommendations
- Agent Workspace for efficient case management

By exploring these areas, customers gain clarity on optimizing HR processes, improving service efficiency, and establishing the baseline context for future accelerator offerings.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

What You Get**Session Preparation**

The Technical Accelerator Consultant:

- Provisions a temporary or copy of ServiceNow demo instance (as applicable)
- Activates and configures HRSD and Case and Knowledge related plugins where needed

Customer Coaching Session #1 (up to 1.5 hours)

- Overview of HRSD Case and Knowledge capabilities
- Demonstration of core capabilities
- Provision of leading practice content and information on next steps

Customer Coaching Session #2 (Optional up on Customer request – up to 1 hour)

Opportunity for Q&A related to HR Case and Knowledge

Output(s)

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Process Owner(s)	A senior leader within each business unit responsible for each major process or service (e.g., incident, change, employee onboarding) and is accountable for ensuring that the process is fit-for-purpose.	#	
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand		#

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	leading practices and potentially support the customer going forward.		

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing any of the recommended configuration changes in your sub-production or production instances.

Jumpstart Your Impact Platform Health

This Accelerator provides a demonstration of the possibilities and capabilities of Impact Platform Health.

Accelerator Overview

Jumpstart Your Impact Platform Health helps platform owners and instance administrators to quickly adopt Impact Platform Health. This session includes an overview of key features and a live demonstration using a copy of the customer's instance. Focused on simplicity and speed, this Accelerator enables teams to proactively monitor, maintain, and improve platform health in alignment with leading practices.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Prerequisites

While the Impact Store app is required to use Platform Health in production and sub-production instances, it is not needed to take this Accelerator.

What You Get**Session Preparation**

- Provision of a temporary instance
- Activation and configuration of related plug-ins

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following:

- Overview and applied demonstration of Impact Platform Health, including:
 - Scan Engine
 - Analytics Dashboard

- Real-time prevention
- Code Fix AI Agent
- Leading practice guides and key resources
- Temporary instance provided with 30 days access

Customer Coaching Session #2 (Optional upon Customer request-up to 1 hour)

Opportunity for Q&A related to Platform Health

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provide leadership and oversight to the System Administrators, ensure team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Developer(s)	Write code for the ServiceNow platform.		#
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customers going forward.		#

Requested Information/Access

Requested Information/Access

i Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#) .

Jumpstart Your Integration Hub

This Accelerator provides a demonstration of the possibilities and capabilities of Integration Hub, a part of Workflow Data Fabric.

Accelerator Overview

Jumpstart Your Integration Hub provides Impact customers with an overview and applied demonstration of Integration Hub, external triggers, and spokes. It helps customers understand the value of building integrations using Integration Hub as part of the Workflow Data Fabric, while also providing key resources and leading practices to support successful implementation.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What You Get

Session Preparation

- Provision of a temporary instance (if applicable)
- Activation and configuration of related plug-ins
- Configuration of an Integration

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following:

- Overview of Integration Hub
- End-user demonstration
- Technical demonstration of the configuration and setup process
- Leading practices and supporting resources
- Temporary instance provided with 30 days access

Customer Coaching Session #2 (Optional upon Customer request-up to 1 hour)

Opportunity for Q&A related to Integration Hub

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provide leadership and oversight to the System Administrators, ensure team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
Subject Matter Expert(s)	Subject Matter Experts responsible for integration.	#	
Platform Architect	Provide a holistic view of the ServiceNow platform, processes, and other systems, including any necessary policy or organizational requirements.		#
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customers going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Jumpstart Your IRM: Entity Framework

This accelerator provides an overview of the Entity Framework and its role as the foundation of any IRM implementation.

Accelerator Overview

Jumpstart Your IRM: Entity Framework provides Impact customers with an overview and demonstration of the Entity Framework and its role as the foundation of an IRM implementation. The session covers entity types, classes, tiers, and hierarchy, along with leading practices for entity design, data sourcing, and common pitfalls to avoid prior to implementation.

Customers leave with the conceptual clarity needed to make sound entity design decisions from day one, and key resources and leading practice guides.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Prerequisites

Customer must have an active license for at least one of the following: Integrated Risk Management, Third-Party Risk Management, Privacy Management, or Digital Operational Resilience Management.

What You Get**Session Preparation**

The Technical Accelerator Consultant:

- Provisions a temporary instance (if applicable)
- Activates and configures related plugins

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following:

- Overview of the Entity Framework:
 - Entity types, classes, tiers, and hierarchy
 - Entity design decisions
 - Data sourcing approaches
 - Common pre-implementation pitfalls
- Applied demonstration, including:
 - Entity types, classes, hierarchy, and filters
 - How entity design decisions drive automated risk and control creation

Customer Coaching Session #2 (Optional upon Customer request – up to 1 hour)

Opportunity for Q&A related to IRM as it relates to Entity Framework.

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested Customer Resources

The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Product Owner(s)	Owns and is responsible for the population and maintenance of their product or application within	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	the ServiceNow platform. They are accountable for the overall health, value, and lifecycle of a specific application or product used to deliver a service.		
Process Owner(s)	A senior leader within each business unit for each major process or service (e.g., incident, change, employee onboarding) and is accountable for ensuring that the process is fit-for-purpose.	#	
Subject Matter Expert(s)	Subject matter expert responsible for IRM as it relates to Entity Frameworks.		#
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your ITOM Discovery

This Accelerator provides foundational guidance for a successful IT Operations Management (ITOM) Discovery implementation, along with a demonstration of its possibilities and capabilities.

Accelerator Overview

Jumpstart Your ITOM Discovery educates customers on the technical foundations of horizontal discovery within the ITOM Discovery product and proactively addresses key topics such as security considerations, product core configuration, automated CMDB data entry, and more. Through an overview and applied demonstration, customers will gain the knowledge and confidence needed to begin their ITOM Visibility journey effectively. Additionally, this Accelerator includes key resources and leading practice guides to help customers throughout their journey.

If you want to know more about Top-Down Discovery (Service Mapping), request the [Jumpstart Your Service Mapping Accelerator](#).

Note: This Accelerator is available for Impact Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total Packages. This offering currently makes use of a ServiceNow demonstration instance.

What You Get

Session Preparation

Prepare ServiceNow demonstration instance

Customer Coaching Session #1 (up to 90 min)

Includes the following:

- Overview of:
 - horizontal discovery
 - Discovery types and how they work
 - core configuration and setup steps
 - MID Server(s)
 - teams and their roles
- Demonstration of:
 - horizontal discovery
 - Discovery Admin Workspace
- Leading practices to support a successful implementation

Customer Coaching Session #2 (Optional upon Customer request-up to 60 min)

Opportunity for Q&A related to ITOM Discovery

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and actively involves in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Discovery Administrator(s)	Primary stakeholder for Discovery.	#	
CMDB Administrator(s)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance specifically within the CMDB.		#
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading		#

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	practices and potentially support customer going forward.		

Jumpstart Your Knowledge Management

The Accelerator demonstrates Knowledge Management capabilities and leading practices for setup and adoption.

Accelerator overview

Jumpstart Your Knowledge Management provides Impact customers with an overview of Knowledge Management's key capabilities and features. This offering explores core functionality and leading practices, guiding customers through effective implementation and adoption strategies. Customers learn how to streamline knowledge creation and sharing while improving search outcomes across their organization. Additionally, the Accelerator demonstrates how well-crafted knowledge content can amplify results when used with AI-powered features. This Accelerator also equips customers with key resources and leading practices to help them get started with Knowledge Management and maximize its value.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

What you get**Session preparation**

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Activates related plugins

Customer coaching session #1 (up to 1.5 hours)

Includes the following:

- Overview of Knowledge Management capabilities and features
- Applied demonstration on setting up Knowledge Management for success
 - Effective planning and governance
 - Initial setup and configuration support
 - Strategies for managing and consuming knowledge effectively
- Key resources and leading practices guides

Customer coaching session #2 (optional on customer request, up to 1 hour)

Opportunity for Q&A related to Knowledge Management.

Output

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the coaching session deck

Requested customer resources

One or more customer resources are requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Optional
Platform Owner	Holds overall accountability for the ServiceNow platform. Provides leadership and oversight to the System Administrators and ensures team alignment to business strategy and the ServiceNow roadmap. Actively involved in the overarching governance of the platform.	#	
System Administrators	Maintains the stability and usability of the ServiceNow platform by performing application maintenance and managing support for cases related to ServiceNow applications. Contributes to ServiceNow software releases by delivering configuration tasks and features.	#	
Knowledge Process Owners	Manages the knowledge management process.	#	
Knowledge Content Stakeholders	Owns, administers, consumes or distributes organizational knowledge. This may include other process and information owners and agents, employees and representatives for external stakeholders. Examples: Service Desk Manager for ITSM, Customer Service Manager for CSM, Information Architects, User Experience Analysts, Agents, Engineers and Fulfillers, and Representatives for employees, customers, partners, and consumers.		#
Developers	Writes code for the ServiceNow platform.		#
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer in the future.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator activities may not be available to customers in certain restricted environments, to self-hosted customers, or to managed service providers with domain separated instances.

ServiceNow resources are not responsible for implementing recommendations on the customer's non-production or production instances.

Jumpstart Your Major Incident Management

This Accelerator provides a demonstration of the possibilities and capabilities of Major Incident Management.

Accelerator Overview

Jumpstart Your Major Incident Management (MIM) provides ServiceNow administrators and technical teams with a ready-to-use temporary instance to explore base-system Major Incident workflows. It showcases core capabilities such as incident prioritization, cross-team collaboration, communication templates, and post-incident reviews and includes *ServiceNow Otto for ITSM* capabilities to accelerate incident summarization and resolution documentation. This helps teams envision how to accelerate response times and reduce business impact during critical outages. Additionally, this offering provides key resources and leading practices to get started with Major Incident Management.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Prerequisites

- Customers should use the Service Operations Workspace to manage their major incidents.
- Insight into the customer's existing incident-management processes and supporting tools enables a more effective engagement.

What You Get

Session Preparation

- Provision of a temporary instance (if applicable)
- Activation and configuration of related plug-ins

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following:

- Overview of MIM
- Guided walk-through of the MIM process scope powered by *ServiceNow Otto for ITSM*, including:
 - Major Incident identification
 - Incident communication plans
 - Playbooks
 - On-call scheduling
 - Post-incident review
- Key metrics and reporting
- Steps to successfully adopt MIM
- Temporary instance provided with 30 days access

Customer Coaching Session #2 (Optional up on Customer request-up to 60 min)

Opportunity for QA related to MIM

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Process Owner	A senior leader within each business unit for each major process or service (for example, incident, change, employee onboarding) and is accountable for ensuring that the process is fit-for-purpose.	#	
Trusted Service Partner	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customers going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Jumpstart Your Migration of Platform Analytics

Demonstration of how to successfully prepare and migrate your Platform Analytics content.

Accelerator Overview

Jumpstart Your Migration of Platform Analytics provides Impact customers with an overview of the changes customers must make to migrate their Platform Analytics content. We take a copy of the customer's instance and walk through the migration process, highlighting common issues, typical customer questions, and recommended next steps. We also provide advice and direction on how to prepare themselves for the change.

i Important: The selected instance must have Next Experience activated.

Package Availability

i Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Prerequisites

- Customer is using Performance Analytics dashboards (not Core UI)
- Customer is subscribed to Platform Analytics
- Completion of Jumpstart Your Platform Analytics is recommended

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Reviews the customer's Platform Analytics implementation and migration readiness
- Runs Platform Analytics HealthScan (if applicable)

Customer Coaching Session #1 (up to 90 minutes)

- Overview of readiness activities (organization and platform) and migration steps
- Review updates for:
 - Core ServiceNow content
 - Migration process based on customer's install base
- Customer migration process walk-through
- Discuss recommendations based on the initial review

Customer Coaching Session #2 (Optional up on Customer request – up to 1 hour)

Opportunity for Q&A related to the Platform Analytics migration process

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested Customer Resources

The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Reporting Lead(s)	Meets with the ServiceNow Impact Accelerator Consultant, provides access to the required resources, and drives the actions from the engagement.	#	
Developer(s)	Write code for the ServiceNow platform.		#
Process/Service Owner(s)	A senior leader within each business unit for each major process or service (e.g., incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose.		#
Process Lead(s)	Subject matter expert responsible for managing the applicable process.		#
Service Manager(s)	Subject matter expert responsible for managing the applicable service.		#
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your Migration to ServiceNow Otto for Virtual Agent

This accelerator provides an overview and demonstration of migrating NLU-based Virtual Agent to ServiceNow Otto for Virtual Agent.

Accelerator Overview

Jumpstart Your Migration to ServiceNow Otto for Virtual Agent provides Impact *ServiceNow Otto* customers with guided coaching to support the migration of an existing NLU-based Virtual Agent to *ServiceNow Otto* for Virtual Agent. This offering also includes key resources and leading practice guides to help customers get started.

Working in a copy of the customer's instance, this engagement begins by explaining the key architectural and functional differences between NLU-based and LLM-based Virtual Agent. It covers how intent recognition, topic design, and conversation handling differ between the two approaches so customers have a clear foundation before any migration work begins. From there, the engagement maps existing topic coverage to *ServiceNow Otto* for Virtual Agent equivalents and produces a structured migration plan that customers can confidently execute.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Prerequisites

Customer must have an existing NLU Virtual Agent with live topics.

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance (if applicable)
- Activates and configures related plugins

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following:

- Overview of NLU vs. ServiceNow Otto for Virtual Agent architecture differences
- Walkthrough of the NLU topic Migration Tool
- Demonstration of ServiceNow Otto for Virtual Agent topic structure and LLM-based conversational flow design
- Leading practice and redesign strategies

Customer Coaching Session #2 (Optional up on Customer request – up to 1 hour)

Opportunity for Q&A related to migrating to ServiceNow Otto for Virtual Agent.

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested Customer Resources

The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information/Access

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Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your Modern Change Management

This Accelerator demonstrates the capabilities of a modern change management approach.

Accelerator overview

Jumpstart Your Modern Change Management provides Impact customers with a comprehensive introduction to the capabilities of modern Change Management. It includes change models and key supporting change features – such as approval policies and data-driven risk – to support modern change management implementations. This offering also provides key resources and leading practices to get started with a modern approach to Change Management.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What you get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Activates and configures components of Change Management
 - Plugins
 - Updates
 - Foundation data
- Loads product demonstration data into the instance

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following:

- Overview of a modern change management approach
- Demonstration of modern change management, including:
 - Implementation guidance
 - Configuration
 - Usage
- Review of leading practices and implementation guidance

Customer Coaching Session #2 (Optional, at the customer request – up to 1 hour)

Opportunity for questions and answers related to modernizing your change management

Output

- 30-day access to the temporary instance and to the Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the coaching session deck

Requested customer resources

Customer resources and responsibilities

Customer resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	

Customer resources and responsibilities (continued)

Customer resource	Responsibilities	Required	Recommended
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Change Management Process Owner(s)	Responsible for ensuring that the Change Management process is fit-for-purpose across the organization. They oversee the effectiveness, consistency, and continual improvement of the change process, ensuring it supports business needs and aligns with organizational goals.	#	
Change Manager	Responsible for ensuring that all changes — standard, normal, and emergency — are properly assessed, approved, scheduled, implemented, and reviewed to minimize risk and service disruption while maximizing business value.	#	
Service Desk Manager	Responsible for managing the Service Desk as the subject matter expert.		#
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customers going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your ServiceNow Otto for Creator

The Jumpstart Your *ServiceNow Otto* for Creator Accelerator provides a demonstration of the possibilities and capabilities of *ServiceNow Otto for Creator*.

Accelerator overview

Jumpstart Your *ServiceNow Otto for Creator* provides Impact customers with an overview of *ServiceNow Otto for Creator*. It also supports an applied demonstration on how to use generative AI capabilities to reduce app development time, increase productivity, and improve overall coding experiences. This Accelerator will demonstrate the features of *ServiceNow Otto for Creator* and provide key resources and leading practices for getting started.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

What you get

Session preparation

- Provision a temporary instance
- Activate related plugins

Customer coaching session #1 (up to 90 minutes)

Includes the following:

- Overview of *ServiceNow Otto for Creator*
- Applied demonstration of *ServiceNow Otto for Creator*
 - Text to Application Creator
 - Playbook Assist
 - Flow Recommendation
 - *ServiceNow Otto* in Catalog Builder
 - *ServiceNow Otto* for Code generation
- Guidance on how to use AI Prompts successfully
- Key resources and guides on leading practices
- 30 days access to the temporary instance is provided

Customer coaching session #2 (optional up on customer request, up to 60 minutes)

Opportunity for Q&A related to *ServiceNow Otto for Creator*

Requested customer resources

One or more customer resource is requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Optional
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, verifies team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrators	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related	#	

Customer resource and responsibilities (continued)

Customer resource	Responsibilities	Required	Optional
	to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.		
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested information / access

Refer to the applicable Impact Accelerator description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator activities may not be available to customers in certain restricted environments, to self-hosted customers, or to managed service providers with domain separated instances.

ServiceNow resources are not responsible for implementing recommendations on customer's sub-production or production instances.

Jumpstart Your ServiceNow Otto for Document Intelligence

This Accelerator provides a demonstration of the possibilities and capabilities of ServiceNow Otto for Document Intelligence.

Accelerator Overview

Jumpstart Your ServiceNow Otto for Document Intelligence (DocIntel) provides Impact customers with an overview and applied demonstration of ServiceNow Otto for DocIntel functionality. This offering helps customers understand a capability that is central to both AI Agents and ServiceNow Otto Skills. It also serves as a valuable resource for developers building custom workflows that involve documents. Additionally, this accelerator includes key resources and leading practice guides to help customers get started.

Package Availability

 **Note:** This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What you get**Session Preparation**

- Provision a temporary instance
- Activate and configure related plug-ins
- Create demonstration use cases

Customer Coaching Session #1 (up to 90 min)

Includes the following:

- Overview of the benefits and impact of ServiceNow Otto for DocIntel
- End-user experience walk-through
- Technical demonstration
 - Configuration overview
 - Setup
- Monitoring results with the Analytics Dashboard

Customer Coaching Session #2 (Optional up on Customer request – up to 60 min)

Opportunity for Q&A related to ServiceNow Otto for DocIntel.

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested customer resources

Customer Resource	Responsibilities	Required	Recommended
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)- Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Process Owner(s)- Required	A senior leader within each business unit for each major process or service (for example: incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose.	#	

Customer Resource	Responsibilities	Required	Recommended
Developer(s) - Recommended	Writes code for the ServiceNow platform.		#
Trusted Service Partners - Recommended	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your ServiceNow Otto for Virtual Agent

The Jumpstart Your *ServiceNow Otto for Virtual Agent* (VA) Accelerator provides a demonstration of the possibilities and capabilities of *ServiceNow Otto for Virtual Agent*.

Accelerator overview

Jumpstart Your *ServiceNow Otto for Virtual Agent* provides Impact customers with an overview and applied demonstration that helps you to gain a deeper understanding of how to get started with *ServiceNow Otto for Virtual Agent*. This Accelerator guides customers through the setup process, while highlighting the potential of Generative AI in the Virtual Agent space. Additionally, it offers key resources and leading practices for getting started.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

What you get

Session preparation

- Provision a temporary instance
- Activate related plugins
- Configure *ServiceNow Otto for Virtual Agent*
- Build use cases to demonstrate during coaching session

Customer coaching session #1 (up to 90 minutes)

Includes the following:

- Overview of *ServiceNow Otto for Virtual Agent* base system features
- Review of prompt guidance

- Applied demonstration of:
 - *ServiceNow Otto* search for VA
 - Turn by turn catalog ordering
 - New VA Designer home page
 - Topic migration (for pre-existing VA)
 - Live Agent transfer with Chat Summarization
 - Reporting
- Key resources and guides on leading practices
- 30 days access to the temporary instance is provided

Customer coaching session #2 (optional up on customer request, up to 60 minutes)

Opportunity for Q&A related to *ServiceNow Otto for Virtual Agent*

Requested customer resources

One or more customer resource is requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Optional
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrators	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your ServiceNow Otto Skill Kit

This Accelerator provides a demonstration of the possibilities and capabilities of *ServiceNow Otto* Skill Kit.

Accelerator overview

Jumpstart Your *ServiceNow Otto* Skill Kit provides Impact customers with an overview of the capabilities and features of *ServiceNow Otto* Skill Kit. Through an applied demonstration, we highlight the creation of a simple, custom use case, such as Sentiment Analysis, illustrating how Skill Kit helps to harness the full potential of Now LLM and the platform for their unique needs. Additionally, this Accelerator provides customers with key resources and leading practices guides for getting started.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What you get

Session preparation

- Provision a temporary instance
- Activate *ServiceNow Otto* Skill Kit

Customer coaching session #1 (up to 90 minutes)

Includes the following:

- Overview of *ServiceNow Otto* Skill Kit and Data Kit capabilities and features
- Applied demonstration of *ServiceNow Otto* Skill Kit:
 - Configuration of Sentiment Analysis Skill
 - Prompt assistance
 - Skill configuration
 - Deployment
- Key resources and guides on leading practices
- 30 days of access to the temporary instance is provided

Customer coaching session #2 (optional on customer request, up to 60 minutes)

Opportunity for Q&A related to *ServiceNow Otto* Skill Kit

Requested customer resources

One or more customer resource is requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Optional
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrators	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your Now Mobile for Employees

This Accelerator provides a demonstration of the possibilities and capabilities of Now Mobile for Employees.

Accelerator Overview

Jumpstart Your Now Mobile for Employees introduces Impact customers to Now Mobile, providing an overview of its base system capabilities along with a demonstration of the configuration steps needed to get started. The session focuses on key employee-facing features such as viewing tasks, requests, and knowledge articles. We will also highlight how Now Mobile aligns with Employee Center to create a seamless employee experience. Additionally, this accelerator includes key resources and leading practice guides to help customers get started with success.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Prerequisites

Certain Now Mobile functionalities require Employee Center or Employee Center Pro (and any associated plugins).

What You Get

Session Preparation

- Provisioning of a temporary instance (if applicable)
- Activation and configuration of related plugins

Customer Coaching Session #1#(up to 90 min)

Includes the following:

- Overview of base system functionalities available to employees through Now Mobile
- Applied demonstration of how to configure data synchronization between Portal and Now Mobile
- Key resources and leading practices guides
- Temporary instance provided with 30 days access

Customer Coaching Session #2 (Optional upon Customer request - up to 60 min)

Opportunity for Questions and Answers related to Now Mobile for Employees

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and actively involves in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Process Owner(s)	A senior leader within each business unit for each major process or service (Example, incident, change, employee onboarding) and is accountable for ensuring that the process is fit-for-purpose.	#	
Developers	Writes code for the ServiceNow platform.		#
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading		#

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	practices and potentially support customer going forward.		

Requested Information / Access**Requested Information/Access**

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Jumpstart Your Platform Analytics

The Jumpstart Your Platform Analytics Accelerator provides a demonstration of the possibilities and capabilities of Platform Analytics.

Accelerator Overview

Jumpstart Your Platform Analytics provides Impact customers with an overview of Platform Analytics and the ability to greatly improve service delivery quality, efficiency, and cost. An applied demonstration of reporting and Performance Analytics configuration, capabilities, and analytics via a temporary instance as well as leading practices on getting started is included.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html>.

What you get**Session Preparation**

- Provisioning of a temporary instance
- Installation of Platform Analytics Content Packs – ITSM focus

Customer Coaching Session #1 (up to 90 min)

Includes the following:

- Platform Analytics overview and demonstration
- Review Platform Analytics architecture
- Leading and lagging indicator general guidelines
- Discuss differences between reporting and Performance Analytics
- Thirty days of access to the temporary instance

Customer Coaching Session #2 (Optional upon Customer request – up to 60 min)

Opportunity for Q&A related to Platform Analytics

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Reporting Lead(s) (Required)	Meets with the ServiceNow Impact Accelerator Consultant, provides access to the required resources, and drives the actions from the engagement.
Process/Service Owner(s) (Recommended)	A senior leader within each business unit for each major process or service (e.g., incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested information / access

Refer to the applicable Impact Accelerator description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments.

ServiceNow resources are not responsible for implementing Platform Analytics recommendations on Customer's sub-production or production instances.

Jumpstart Your Predictive Intelligence

The Jumpstart Your Predictive Intelligence (PI) Accelerator provides a demonstration of the possibilities and capabilities of Predictive Intelligence and the clustering framework.

Accelerator Overview

Jumpstart Your Predictive Intelligence provides Impact customers with an overview of Predictive Intelligence machine learning (ML) capabilities, benefits, and outcomes. An overview of the four PI frameworks with an applied demonstration of Clustering is offered. Additionally, specific use cases, a configuration overview, and key resources to enable customers to reach their automation goals are highlighted.

For related information, see [Predictive Intelligence](#) or [Configuring advanced settings for your ML solutions](#) for more information on Clustering parameters.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html>.

What You Get

Session Preparation

- Provision a temporary instance
- Activate and configure Predictive Intelligence capabilities

Customer Coaching Session #1 (Up to 90 minutes)

Includes the following:

- Predictive Intelligence capabilities, benefits, and outcomes
- Overview of PI frameworks:
 - Classification
 - Clustering
 - Similarity
 - Regression
- Demonstration of the Clustering framework with specific use cases
- Configuration demonstration
- Discussion on how to train, test, and monitor results
- Interpretation of results and identification of next steps

Customer Coaching Session #2 (Optional upon Customer request - up to 60 minutes)

Opportunity for Q&A related to Predictive Intelligence

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	involved in the overarching governance of the platform.		
System Administrator(s)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Developer(s)	Writes code for the ServiceNow platform.		#
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested Information

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow is not responsible for implementing Predictive Intelligence recommendations on Customer's sub-production or production instances.

Jumpstart Your Process Mining

Jumpstart Your Process Mining Accelerator provides a demonstration of the possibilities and capabilities of Process Mining.

Accelerator Overview

Jumpstart Your Process Mining provides Impact customers with a comprehensive overview of Process Mining to visualize and analyze their business processes. Through an applied demonstration, we illustrate how organizations can identify inefficiencies, bottlenecks, and areas for potential automation, ensuring timely resolution and optimized performance. This offering equips customers with essential ServiceNow resources and leading practice guides

on#how to get started with Process Mining. For more information on Process Mining, see [Process Mining](#).

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html>.

What You Get

Session Preparation

- Provision a temporary instance
- Install Process Mining plugins
- Create and run base system projects

Customer Coaching Session #1 (Up to 90 minutes)

Includes the following:

- An overview of Process Mining capabilities
- Demonstration of:
 - Process Mining Workspace
 - Process Mining Reporting
- Technical deep dive: Tuning projects
- Leading practice guides and resources
- 30 days of access to the temporary instance is provided.

Customer Coaching Session #2 (Optional upon Customer request - up to 60 minutes)

Opportunity for Q&A related to Process Mining

Requested Customer Resources

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software

Customer Resource	Responsibilities
	releases by delivering configuration tasks and features.
Reporting Lead(s) (Required)	Meets with the ServiceNow Impact Accelerator Consultant, provides access to the required resources, and drives the actions from the engagement.
Process/Service Owner(s) (Recommended)	Writes code for the ServiceNow platform.
Process Lead(s) (Recommended)	Subject matter expert responsible for managing the applicable process.
Service Manager(s) (Recommended)	Subject matter expert responsible for managing the applicable service.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow is not responsible for implementing Process Mining recommendations on customer's sub-production or production instances.

Jumpstart Your Service Mapping

The Jumpstart Your Service Mapping Accelerator provides a demonstration of the possibilities and capabilities of Service Mapping.

Accelerator overview

Jumpstart Your Service Mapping provides Impact customers with an overview and applied demonstration of Service Mapping. This Accelerator focuses on Service Mapping Foundational techniques and various mapping methods. The possibilities and capabilities of Service Mapping are highlighted, providing key resources and leading practices for getting started.

For more information on the feature, see [Service Mapping](#) .

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

What you get

Session preparation

- Prepare a demonstration instance
- Activate Service Mapping related plugins

Customer coaching session #1 (up to 90 minutes)

Includes the following:

- Overview of Service Mapping
- Review mapping methods:
 - ML-based
 - Tag-based
 - Top-down
- Demonstration of Service Mapping features and capabilities
- Key resources and guides on leading practices

Customer coaching session #2 (optional upon customer request, up to 60 minutes)

Opportunity for Q&A related to Service Mapping

Requested customer resources

One or more customer resource is requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Optional
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
Service Mapping Administrators	Works with IT app owners to determine critical application services. Assists in the planning, building and testing of Service Mapping. Review SM error log daily to check for any corrections that are required.	#	
System Administrators	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software	#	

Customer resource and responsibilities (continued)

Customer resource	Responsibilities	Required	Optional
	releases by delivering configuration tasks R and features.		
IT Application Service Owners	Provides information needed for successful mapping of an application service to both Service Mapping Admin and System Admins. Populates and maintains application service records.		#
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested information / access

Refer to the applicable Impact Accelerator description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator activities may not be available to customers in certain restricted environments, to self-hosted customers, or to managed service providers with domain separated instances.

ServiceNow resources are not responsible for implementing recommendations on customer's sub-production or production instances.

Jumpstart Your Software Asset Management

This Accelerator provides a demonstration of the possibilities and capabilities of Software Asset Management.

Accelerator Overview

Jumpstart Your Software Asset Management (SAM) provides Impact customers with an overview and applied demonstration to support the effective implementation and adoption of ServiceNow Software Asset Management. It enables customers to manage software assets throughout their entire life cycle, from planning to retirement, and includes key resources and leading practice guides to help them get started.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Prerequisites

- Customer is licensed for ServiceNow Software Asset Management
- Customer has identified a SAM Product Owner or SAM Program Lead who will attend and actively participate in the coaching sessions
- Customer intends to start with managing SaaS software licenses, or has hardware Configuration Items (CI) with sufficient data quality in the CMDB to support on-premises software discovery and license reconciliation

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Activates and configures related plugins
- Loads product demonstration data

Customer Coaching Session #1 (up to 1.5 hours)

- Overview of key business outcomes of Software Asset Management (SAM)
- Overview of SAM data model and core terminology
- Applied demonstration, including:
 - Software Asset Workspace
 - Software discovery models and normalization
 - Software entitlements and reconciliation
 - Software reclamation workflow
 - Publisher Packs
- Review leading practices for getting started

Customer Coaching Session #2 (Optional upon Customer request – up to 1 hour)

Opportunity for Q&A related to Software Asset Management

Output(s)

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.		
Product Owner	Owns and is responsible for the population and maintenance of their product or application within the ServiceNow platform. They are accountable for the overall health, value, and life cycle of a specific application or product used to deliver a service.	#	
SAM Program Lead	Accountable for the end-to-end delivery, quality, and business value of the Software Asset Management program/service.	#	
IT Asset Manager	Subject matter expert responsible for managing IT Assets.		#
IT Finance / Business Manager	Subject matter expert responsible for software spend optimization.		#
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information / Access

Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the Impact Accelerator Terms Matrix [here](#) .

Exclusions

ServiceNow is not responsible for implementing any of the recommended configuration changes in your sub-production or production instances.

Jumpstart Your ServiceNow AI Journey

This Accelerator provides guidance on how to achieve your organization's goals and objectives with ServiceNow's AI capabilities.

Accelerator Overview

Jumpstart Your ServiceNow AI Journey helps Impact customers navigate ServiceNow's expansive catalog of AI and automation capabilities with prescriptive guidance tailored to organizational objectives. This includes building a personalized roadmap to adopt the ServiceNow capabilities that are aligned with your strategic goals and recommending Impact AI Accelerators to accelerate and enhance adoption.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provision a temporary instance (if applicable)
- Run AI Adoption Scan on the instance copy to assess current usage of AI and related products
- Activate and run AI-powered data exploration tools to provide insights on opportunities to leverage AI products

Customer Coaching Session #1(upto 1.5 hours)

Discovery session to:

- Set Accelerator expectations
- Discuss strategic goals and objectives

Customer Coaching Session #2 (Up to 1 hour)

Delivery session to review:

- Business objectives
- AI Adoption Brief
- Impact AI Accelerators Roadmap

Outputs

- 30-day access to the temporary instance, where applicable
- Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Delivery Session Deck containing the roadmap created during the engagement
- AI Adoption Scan results
- AI-powered data exploration results (if applicable)

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Top Management	Provides insight into objectives, defines targets and success metrics, commits resources to execute roadmap activities, and demonstrates executive commitment to success.	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
Subject Matter Experts(s)	Stakeholders that provide insights into pain points at a granular level, support objective setting and success metric definition, and identify qualified resources to execute activities.	#	
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

- Objectives & horizon – 3 outcomes you want in the next 3–6–12 months.
- Scope boundaries – units/products/geographies in vs. out.
- Top 3–5 use cases – name, stage (idea/pilot/prod), owner.
- Constraints – budget/time box, key staffing/tools limits.
- Success metrics – how do you quantify success (MTTR, etc.)

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your Strategic Portfolio Management - Collaborative Work Management

This Accelerator demonstrates how to set up and use Collaborative Work Management (CWM) with Strategic Portfolio Management (SPM).

Accelerator overview

Jumpstart Your SPM - Collaborative Work Management (CWM) provides Impact customers with an overview of CWM capabilities. The goal is to demonstrate how customers can set up and use CWM to plan, manage, visualize, and collaborate on work with their teams. This Accelerator also equips customers with key resources and leading practices to help them get started quickly.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

What you get

Session preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Activates and configures components of Collaborative Work Management:
 - Plugins
 - Updates
 - Foundation data
- Configures the demonstration

Customer coaching session #1 (up to 1.5 hours)

- Overview of CWM within Strategic Portfolio Management
- Walkthrough of key CWM capabilities and features
- Review of leading practices with CWM usage and implementation guide
- Applied demonstration of CWM within SPM

Customer coaching session #2 (optional on customer request, up to 1 hour)

Opportunity for Q&A related to CWM within SPM

Output

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the coaching session deck

Requested customer resources

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Recommended
Platform Owner	Holds overall accountability for the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow	#	

Customer resource and responsibilities (continued)

Customer resource	Responsibilities	Required	Recommended
	roadmap, and is actively involved in the overarching governance of the platform.		
System Administrator(s)	Maintains the stability and usability of the ServiceNow platform. Performs application maintenance and manages support for cases related to ServiceNow applications. Contributes to ServiceNow software releases by delivering configuration tasks and features.	#	
Other customer roles	Oversees project management. Example: Project Manager/Resource Manager – Individuals who request resources or collaborate on the allocation and planning of resources.	#	
Developer(s)	Writes code for the ServiceNow platform.		#
Trusted Service Partner(s)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer in the future.		#

Requested information and access

Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found by selecting the Impact [Accelerator Terms Matrix](#) .

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your Strategic Portfolio Management – Demand Management

This accelerator provides an overview and demonstration of Demand Management within SPM and its role in forecasting, analyzing, and prioritizing business needs to match resources.

Accelerator Overview

Jumpstart Your SPM – Demand Management provides Impact customers with an overview of Demand Management connecting strategy with capacity and managing the demand pipeline. This verifies organizations meet customer and operational demands without disruption. This offering provides key resources and leading practices to get started with Demand Management within SPM.

Package Availability

 **Note:** This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Prerequisites

- Foundational data established
- Portfolio Planning, Strategic Planning, or Collaborative Work Management already deployed

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Activates and configures Demand Management components
- Loads demo data where required

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following:

- Overview of the Demand Management process flow and workbench
- Demonstration of *ServiceNow Otto* for Demand Management.
- Walkthrough of Demand Management setup and how it fits into the SPM landscape

Customer Coaching Session #2 (Optional up on Customer request – up to 1 hour)

Opportunity for Q&A related to Demand Management within SPM.

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested Customer Resources

The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	delivering configuration tasks and features.		
Demand Management Process Owner(s)	Accountable for managing the demand pipeline and understanding, anticipating, and ensuring that the process is fit-for-purpose.	#	
Subject Matter Expert(s)	Subject matter expert responsible for SPM as it relates to Demand Management.		#
Project Manager(s)	Responsible for coordinating and overseeing projects related to ServiceNow.		#
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information/Access

i Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#) .

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your Strategic Portfolio Management - Project Workspace

This Accelerator provides a demonstration of the possibilities and capabilities of Project Workspaces within Strategic Portfolio Management (SPM).

Accelerator Overview

Jumpstart Your SPM – Project Workspace provides Impact customers with an applied overview of Project Workspace within SPM, demonstrating how to centralize project data and manage projects and associated information from a single, unified view. This Accelerator also equips customers with key resources and leading practices to help them get started quickly.

Package Availability

i Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What you get**Session Preparation**

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Activates and configures the applicable components of Project Workspaces within SPM

Customer Coaching Session #1 (up to 1.5 hrs)

Includes the following:

- Overview & demonstration of Project Workspaces
- Review setting Project Workspaces within SPM up for success:
 - Installation & configuration
 - High-level discussion on Foundation data
- Walk-through of key capabilities

Customer Coaching Session #2 (Optional up on Customer request – up to 1 hr)

Opportunity for Q&A related to the Project Workspaces within SPM.

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching session deck

Requested customer resources

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Other Customer Role(s)	Primary stakeholders responsible for Project Management. Example: Project Manager/Resource Manager – Individuals who are responsible for making requests for resources	#	

Customer Resource	Responsibilities	Required	Recommended
	and collaborate on the allocation and planning of resources.		
Developer(s)	Writes code for the ServiceNow platform.		#
Trusted Service Partner(s)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your Strategic Portfolio Management – Planning Workspace

The Jumpstart Your Strategic Portfolio Management – Planning Workspace Accelerator provides a demonstration of the possibilities and capabilities of Planning Workspaces within Strategic Portfolio Management (SPM).

Accelerator Overview

Jumpstart Your Strategic Portfolio Management (SPM) – Planning Workspace provides Impact customers with a comprehensive overview of Planning Workspaces in SPM, demonstrating how to gain clear visibility into work items, prioritize effectively, and align execution with strategic goals. This Accelerator also equips customers with key resources and leading practices to help them get started quickly.

For additional information on SPM, see [Strategic Portfolio Management](#).

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

What you get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Activates and configures the applicable components of the Planning Workspaces in SPM

Customer Coaching Session #1 (up to 1.5 hrs)

Includes the following:

- Overview and demonstration of Planning Workspaces
- Review of setting Planning Workspaces within SPM up for success:
 - Installation and configuration of Planning Workspaces
 - High level discussion on Foundation/Dependent data
- Walk through of key capabilities
- Review leading practices and implementation guidance

Customer Coaching Session #2 (Optional up on Customer request – up to 1 hr)

Opportunity for Q&A related to Strategic Portfolio Management (SPM) - Planning Workspace

Output(s)

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Other Customer Role(s) (Required)	Primary stakeholders responsible for Product and Portfolio management.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing any of the recommended configuration changes on Customer's non-production or production instances.

Jumpstart Your Strategic Portfolio Management – Resource Management Workspace

The Jumpstart Your Strategic Portfolio Management (SPM) – Resource Management Workspace Accelerator provides a demonstration of the possibilities and capabilities of Resource Management Workspaces within SPM.

Accelerator overview

Jumpstart Your Strategic Portfolio Management – Resource Management Workspace provides Impact customers with a comprehensive overview of the Resource Management Workspace in SPM, demonstrating how to gain a centralized view of resource allocations and requests to drive more efficient and informed resource management. This Accelerator also equips customers with key resources and leading practices to help them get started quickly.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What you get

Session preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Activates and configures the applicable components of Resource Management Workspaces within SPM

Customer coaching session #1 (up to 1.5 hrs)

Includes the following:

- Overview & demonstration of Resource Management Workspaces
- Review setting up Resource Management Workspaces within SPM for success
 - Installation & configuration
 - High level discussion on Foundation data
- Walkthrough of key capabilities
- Review leading practices and implementation guidance

Customer coaching session #2 (optional upon customer request, up to 1 hr)

Opportunity for Q&A related to Resource Management Workspace within SPM

Output(s)

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching session deck

Requested customer resources

One or more customer resource is requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Optional
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrators	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Other Customer Role(s)	Primary stakeholders responsible for Resource Management. For example, individuals who are responsible for making requests for resources or collaborating on the allocation and planning of resources, such as a Project Manager or a Resource Manager.	#	
Developers	Writes code for the ServiceNow platform.		#
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing any of the recommended configuration changes on Customer's non-production or production instances.

Jumpstart your Service Operations Workspace

This Accelerator provides a demonstration of the possibilities and capabilities of Service Operations Workspace.

Accelerator Overview

Jumpstart Your *Service Operations Workspace* provides customers with a comprehensive overview of *Service Operations Workspace*, showcasing how to unify day-to-day *IT Service Management (ITSM)* and IT Operations Management (ITOM) activities in a single, streamlined experience. This Accelerator also equips customers with key resources and leading practices to help them get started quickly and drive adoption with confidence.

In addition to core workspace capabilities, this offering highlights *ServiceNow Otto* for IT Service Management capabilities and demonstrates how AI-powered experiences can help improve agent productivity and streamline common workflows.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What you get

Session Preparation

The Technical Consultant:

- Provisions a temporary instance
- Activates and configures Service Operations Workspace

Customer Coaching Session #1 (up to 1.5 hrs)

Includes the following:

- Overview of Service Operations Workspace
- Demonstration of Service Operations Workspace
 - Manage common ITSM processes such as incidents, problems, and changes easily within a unified navigation and interface.
 - Overview of *ServiceNow Otto* for IT Service Management capabilities that can be enabled to enhance the workspace experience
 - Improve overall employee experience with personalized, configurable views
 - Collaborate across teams to resolve issues faster
- Review of leading practices and implementation guidance

Customer Coaching Session #2 (Optional on Customer request – up to 1 hr)

Opportunity for a Questions and Answers session related to Service Operations Workspace

Output(s)

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching session deck

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
IT Service Desk Manager (Recommended)	Subject matter expert responsible for managing IT Service Desk.
Service Desk Agent(s) (Recommended)	Subject matter expert(s) responsible for day-to-day ITSM operations.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing any of the recommended configuration changes on Customer's non-production or production instances.

Jumpstart Your Subscription Management

This Accelerator provides a demonstration on how to efficiently manage your ServiceNow subscriptions in the Subscription Management Application.

Accelerator Overview

Jumpstart Your Subscription Management provides Impact customers with an overview of Subscription Management's key capabilities and features. This offering explores core functionalities and leading practices to help customers understand how to proactively manage their subscriptions using the Subscription Management Application. Additionally, this Accelerator includes key resources for getting started with ServiceNow Subscription Management.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What you get

Session Preparation

- Provision a temporary instance
- Activate and configure related plug-ins

Customer Coaching Session #1 (up to 90 min)

Includes the following:

- What is Subscription Management?
- Demonstration of capabilities and features of the Subscription Management application
 - Assign Groups to subscriptions
 - Map Custom tables and applications
 - Allocate available entitlements
- Review leading practices and implementation guidelines
- Temporary instance with 30 days access

Customer Coaching Session #2 (Optional on Customer request – up to 60 min)

Opportunity for Q&A related to ServiceNow Subscription Management

Requested customer resources

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Leads the System Administrators, ensures team alignment with the ServiceNow business strategy and roadmap, and contributes to platform governance.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Usage Admin (Recommended)	Administers the allocation of purchased subscriptions.
Trusted Service Partners (Recommended)	Attends one or more ServiceNow Impact Accelerator coaching sessions to understand leading practices and support customers.

Requested information/access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/upgrade-schedules.html> 

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator activities may not be available to customers in certain restricted environments, to self-hosted customers, or to managed service providers with domain separated instances.

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your Success Dashboard

Demonstration of what is possible with the Success Dashboard using your data via a temporary instance.

Accelerator Overview

The Jumpstart Your Success Dashboard provides Impact Customers with an overview of the Success Dashboard, which aims to help Customers gain visibility into their ITSM and/or HR product success metrics. It includes an applied demonstration of the Success Dashboard, a guided tour of its features and benefits via a temporary instance containing your cloned data, and leading practices on getting started.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html>.

What You Get

Temporary instance (w/cloned instance data)

- Provisioning of a temporary instance
- Enablement and configuration of Success Dashboard

Coaching Session #1 (up to 60 minutes)

- Provide reporting strategy overview
- Demonstrate the ITSM Success Dashboard in temporary instance
 - Performance Quality KPIs
 - Service Quality KPIs
 - Configuration Overview
- Key resources and guides
- Includes 30 days of access to the temporary instance and a Technical Consultant

Coaching Session #2 (optional – up to 60 minutes)

Opportunity for Q&A related to CIO dashboard

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
	Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s)- Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Reporting Lead- Recommended	Meets with the ServiceNow Impact Accelerator Consultant, provides access to the required resources, and drives the actions from the engagement.
Developers- Optional	Writes code for the ServiceNow platform.
Trusted Service Partners- Recommended	Attends ServiceNow Impact Accelerator to understand leading practices and potentially support customer going forward.

Requested Information / Access

Please refer to the applicable [Impact Accelerator Description](#). [↗](#)

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected datacenters, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow isn't responsible for implementing Success Dashboard recommendations on Customer's non-production or production instances.

Jumpstart Your Task Intelligence

The Jumpstart Your Task Intelligence Accelerator provides a demonstration of the possibilities and capabilities of Task Intelligence.

Accelerator Overview

Jumpstart Your Task Intelligence enables customers to leverage Task Intelligence to infuse machine learning into customer case management processes to significantly enhance customer & agent experience. This Accelerator provides an overview of the art of the possible with Task Intelligence, including an applied demonstration of capabilities, as well as leading practices on getting started. For more information on Task Intelligence, see [Task Intelligence](#). [↗](#)

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html>. [↗](#)

What You Get

Session Preparation

- Provision a temporary instance
- Activate and configure Task Intelligence
- Analyze current case data

Customer Coaching Session #1 (Up to 90 minutes)

Includes the following:

- An overview of Task Intelligence and solution configuration:
 - Auto-Categorization
 - Language Detection
 - Sentiment Analysis
- Demonstration of functionality and tuning
- Discussing data cleansing leading practices
- Key resources and guides
- 30 days of access to the temporary instance is provided.

Customer Coaching Session #2 (Optional upon Customer request - up to 60 minutes)

Opportunity for Q&A related to Task Intelligence

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Service Desk Manager(s) (Recommended)	Subject matter expert responsible for managing the Service Desk(s).
Developer(s) (Recommended)	Writes code for the ServiceNow platform.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
Customer Service Agent(s) (Recommended)	Subject matter expert responsible for ServiceNow Customer Service.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow is not responsible for implementing Task Intelligence recommendations on Customer's sub-production or production instances.

Jumpstart Your Upgrade

Guidance on upgrade planning and preparation

Accelerator Overview

Jumpstart Your Upgrade provides Impact Customers with guidance, tips, and tools to execute a ServiceNow upgrade. It enables Customers to upgrade by helping them understand leading practices as well as giving them an opportunity to see what their instance looks like upgraded in a temporary instance.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html> .

What You Get**Upgrade Assessment**

- Provisioning of a pre-upgraded temporary instance
- Upgrade assessment using ServiceNow HealthScan

Customer Coaching Session #1 (up to 60 min)

Review of:

- Temporary instance
- Upgrade leading practices
- Upgrade assessment review
- Skipped log guidance
- Release notes & Known PRBs
- Utilizing Automated Testing Framework (ATF)
- Sample upgrade project plan

Customer Coaching Session #2 (Optional upon Customer request – up to 60 min)

- Opportunity for Q&A related to upgrades
- Provide additional guidance on leading practices and upgrade assessment

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Upgrade Lead - Required	Subject matter expert responsible for upgrading the ServiceNow platform.
System Administrator(s)- Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Enterprise Architect(s) - Recommended	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Developer(s) - Recommended	Writes code for the ServiceNow platform.

Requested Information / Access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments.

ServiceNow is not responsible for implementing the applicable upgrade on Customer's sub-production or production instances.

Jumpstart Your Walk-up Experience

This Accelerator provides a demonstration of the possibilities and capabilities of ServiceNow's Walk-Up Experience.

Accelerator Overview

Jumpstart Your Walk-Up Experience offers Impact customers a comprehensive overview and demonstration of the Walk-Up Experience. During this session, customers gain a clear understanding of setting up and operating Walk-Up centers, enabling users to seek in-person or remote IT assistance, report issues, and receive real-time guidance from IT experts. Additionally, this accelerator provides key resources and leading practice guides to enhance product adoption and usage.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What You Get

Session Preparation

- Provision of a temporary instance
- Activation and configuration of related plugins

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following:

- Overview of the Walk-Up Experience and key features
- Knowledge on managing the Walk-Up Experience queue and interactions
- Knowledge on monitoring the Walk-Up Experience performance
- Applied demonstrations of:
 - End-user, Agent, and Admin experiences
 - Walk-Up Experience Dashboard for managers
- Guidance on how to best leverage the Walk-Up Experience app
- Temporary instance provided with 30 days access

Customer Coaching Session #2 (Optional upon Customer request-up to 1 hour)

Opportunity for Q&A related to Walk-Up Experience

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provide leadership and oversight to the System Administrators, ensure team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customers going forward.		#

Requested Information/Access

i Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#) .

Jumpstart Your Workflow Automation: Playbooks

This Accelerator provides a demonstration of the possibilities and capabilities of Playbooks in Workflow Studio.

Accelerator Overview

Jumpstart Your Workflow Automation: Playbooks provides Impact customers with an overview and applied demonstration of Workflow Studio and its Playbooks feature. This session reduces friction and makes the tool accessible to users of all skill levels. Customers learn to manage and create their own playbooks, driving greater efficiency in their business processes. In addition, this accelerator includes key resources and leading practice guides to help customers get started.

Package Availability

i Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What you get**Session Preparation**

- Provisioning of a temporary instance
- Activate and configure Playbooks

Customer Coaching Session #1 (up to 90 min)

Includes the following:

- What are Playbooks?
- Why use Playbooks?
- Key Playbook capabilities
- Demonstration of Playbooks and associated features
- Temporary instance with 30 days provided access

Customer Coaching Session #2 (Optional upon Customer request – up to 60 min)

Opportunity for Q&A related to Playbooks in Workflow Studio.

Requested customer resources

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Process Owner(s)	A senior leader within each business unit for each major process or service (Example: incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose.	#	
Developer(s)	Writes code for the ServiceNow platform.		#
Trusted Service Partners -	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested information/access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/upgrade-schedules.html> 

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator activities may not be available to customers in certain restricted environments or to self-hosted customers.

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your Workflow Automation: Flows

This Accelerator provides an overview and applied demonstration of Flows in Workflow Studio, covering triggers, actions, sub-flows, and low-code automation capabilities.

Accelerator overview

Jumpstart Your Workflow Automation: Flows provides Impact customers with an overview and applied demonstration of Flows in Workflow Studio. Customers learn how to build and configure automated processes using triggers, actions, and reusable sub-flows — replacing complex custom scripts with upgrade-safe, low-code automation.

This Accelerator also equips customers with key resources and leading practices to design, test, and scale workflows effectively using ServiceNow's core actions and spoke library.

Package Availability

 **Note:** This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What you get

Session preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Activates and configures flows

Customer coaching session #1 (up to 90 minutes)

Includes the following:

- Overview of Workflow Studio
 - Playbook
 - Decision tables
- Applied demonstration of low code automatic tools
 - Flows
 - Sub-flows
 - Actions

- Triggers
- Decision Tables
- Key resources and guides on leading practices
- 30 days access to the temporary instance is provided

Customer coaching session #2 (optional up on customer request, up to 60 minutes)

Opportunity for Q&A related to Flows

Requested customer resources

One or more customer resource is requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Optional
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrators	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Stakeholders	Primary stakeholders responsible for Product and Portfolio management.	#	
Developers	Writes code for the ServiceNow platform.		#
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#
Business Process Owner	Responsible for developing, analyzing and improving critical business processes.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

Jumpstart Your Zero Copy Connectors

This accelerator provides guided coaching and demonstrations on designing, configuring, and governing Zero Copy Connectors for external data access via Workflow Data Fabric.

Accelerator Overview

Jumpstart Your Zero Copy Connectors (ZCC) provides Impact customers with an overview and applied demonstration to help them design, configure, and manage Zero Copy Connectors. Customers learn how to securely access external data sources—including Databricks, Snowflake, and remote ServiceNow instances without duplicating data or building custom integrations.

Through this coaching, customers learn how Zero Copy Connectors integrate with Workflow Data Fabric (WDF) to enable real-time, governed data access that powers workflows, AI agents, and analytics. This accelerator also includes key resources and leading practices to help customers successfully implement and adopt Zero Copy Connectors.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Prerequisites

- Workflow Data Fabric must be licensed and activated on the customer's ServiceNow instance, or the customer is planning to obtain the license in the short term
- Customers must have identified a specific external data source they want to connect to via ZCC (ERP not in scope for this accelerator)
- Customer understands that ZCC is read-only for SQL sources (Snowflake, Databricks, remote ServiceNow instances); no bidirectional integration or ETL

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance (if applicable)
- Activates and configures related plugins
- Prepares the ServiceNow demo instance to demonstrate ServiceNow Remote connection

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following:

- Where ZCC fits within the broader Workflow Data Fabric (WDF) architecture
- Primary and Community Connectors
- ZCC for federated read-only access to a live SQL source (Databricks, remote ServiceNow instance); Snowflake as optional

- Configuration of Primary Connectors
- Demonstration of:
 - A live-federated connection to Databricks
 - Remote connection to a ServiceNow instance

Customer Coaching Session #2 (Optional upon Customer request – up to 1 hour)

Opportunity for Q&A related to Zero Copy Connectors.

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck

Requested Customer Resources

The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Product Owner(s)	Owns and is responsible for the population and maintenance of their product or application within the ServiceNow platform. They are accountable for the overall health, value, and life cycle of a specific application or product used to deliver a service.		#
Subject Matter Expert(s)	Subject matter expert responsible for Zero Copy Connectors.		#

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
Developer(s)	Write code for the ServiceNow platform.		#
Engineer(s)	Responsible for designing, building, and maintaining integrations between ServiceNow and external systems. Configures and manages connection components, data flows, and integration solutions to support the customer's use cases on the platform.		#
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

TuneUp Your AI Search

This Accelerator provides guidance on fine-tuning artificial intelligent (AI) Search to optimize performance and value.

Accelerator Overview

TuneUp Your AI Search Accelerator provides Impact customers with an assessment of AI Search performance and prescriptive guidance to optimize results and improve end-user experience. Included is an assessment of AI Search architecture and configuration, tuning AI Search, an overview of AI Search analytics, and prescriptive guidance on how to optimize performance.

See [AI Search](#) for additional information on AI Search.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html>.

What You Get

AI Search Assessment

- Provisioning of a temporary instance
- Updates to AI Search plugin
- Assessment of current state of AI Search settings and performance

Customer Coaching Session #1 (up to 90 minutes)

Customer provided 30 days of access to the temporary instance

Review of:

- AI Search architecture and configuration leading practices
- AI Search tuning (Synonym Dictionary and Query Rules)
- Overview of AI Search analytics
- Prescriptive guidance to optimize performance

Customer Coaching Session #2 (Optional upon Customer request, up to 60 minutes)

Opportunity for Questions and Answers related to AI Search performance

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
Virtual Agent Lead	Subject matter expert responsible for ServiceNow ITSM Virtual Agent.	#	
System Administrator(s)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to	#	

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
	ServiceNow software releases by delivering configuration tasks and features.		
Developer(s)	Writes code for the ServiceNow platform.	#	
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested Information

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow is not responsible for implementing any of the recommended configuration changes in Customer's sub-production or production instances.

TuneUp Your Configuration Management Database

This Accelerator analyzes common problem areas in the Configuration Management Database (CMDB) and recommends ways to improve CMDB health.

Accelerator overview

TuneUp Your CMDB provides Impact customers with an analysis of common CMDB problem areas, along with recommendations for addressing those findings. It also includes a guided walkthrough of AI capabilities that can help customers manage and maintain their CMDB. Together, these components provide insight into CMDB health and leading practices, helping customers improve the effectiveness of their data foundation.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html> .

What you get

CMDB assessment

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Conducts the CMDB assessment using ServiceNow HealthScan

Customer coaching session #1 (up to 1.5 hours)

Review of:

- Temporary instance
- CMDB scorecard
- Problem or deficient areas
- Recommended actions to remediate

Customer coaching session #2 (optional on customer request, up to 1 hour)

- Opportunity for Q&A related to CMDB findings
- Additional guidance on leading practices and the CMDB scorecard

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the coaching session deck

Requested customer resources

Customer resource and responsibilities

Customer resource	Responsibilities
CMDB Lead / Configuration Manager - Required	Acts as the subject matter expert responsible for maintaining the CMDB
System Administrator(s) - Recommended	Maintains the stability and usability of the ServiceNow platform by performing application maintenance and managing support for cases related to ServiceNow applications. Contributes to ServiceNow software releases by delivering configuration tasks and features.
Enterprise Architect(s) - Recommended	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Developer(s) - Recommended	Writes code for the ServiceNow platform.

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

TuneUp Your Employee Center

The TuneUp Your Employee Center Accelerator provides guidance on maintaining and governing your ServiceNow Employee Center health to optimize value.

Accelerator overview

TuneUp Your Employee Center provides Impact customers with an assessment of their current Employee Center implementation. Through careful analysis, we offer valuable insights and recommendations to enhance the health of their implementation while providing an opportunity to understand untapped value where enhanced capabilities are not yet deployed. Additionally, this Accelerator equips our customers with essential ServiceNow resources and leading practices guides on how to best increase adoption and usage of Employee Center.

For additional information, see [Employee Center](#).

Package Availability

Note: This Accelerator is available for Impact+ Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html>.

What you get

Session preparation

- Provision a temporary instance
- Run HealthScan

Customer coaching session #1 (up to 90 minutes)

Includes the following:

- Overview of advanced Employee Center capabilities
- HealthScan findings review
- Key maintenance activities discussion
- Key resources and guides on leading practices
- 30 days access to the temporary instance

Customer coaching session #2 (optional upon customer request, up to 60 minutes)

Opportunity for Q&A related to Employee Center

Requested customer resources

One or more customer resource is requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Optional
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrators	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
UX and OCM Experts	Primary stakeholders for user experience and organizational change management.		#
Developers	Writes code for the ServiceNow platform.		#
Other Customer Roles	Other Customer Roles		#
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested information / access

Refer to the applicable Impact Accelerator description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator activities may not be available to customers in certain restricted environments, to self-hosted customers, or to managed service providers with domain separated instances.

ServiceNow resources are not responsible for implementing recommendations on Customer's sub-production or production instances.

TuneUp Your Hardware Asset Management

This Accelerator assesses common problem areas in Hardware Asset Management (HAM) and provides guidance on improving HAM health.

Accelerator overview

TuneUp Your Hardware Asset Management (HAM) provides Impact customers with an automated assessment of common HAM problem areas and recommendations for addressing identified findings. The Accelerator helps customers understand opportunities for improvement within their HAM environment, reviews the most significant challenges, and shares leading practices to support remediation and optimization efforts.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

What you get

Session preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Runs HAM HealthScan portfolio
- Installs or updates the HAM plugin

Customer coaching session #1 (up to 1.5 hours)

Includes the following:

- Overview of advanced HAM capabilities and features
- Review of HealthScan findings
- Leading practice guides and resources

Customer coaching session #2 (optional on customer request, up to 1 hour)

Opportunity for Q&A related to Hardware Asset Management

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the coaching session deck

Requested customer resources

Customer resource and responsibilities

Customer resource	Responsibilities	Required
Platform Owner	Holds overall accountability for the ServiceNow platform. Provides leadership and oversight to the System Administrators. Ensures team alignment to business strategy and the ServiceNow roadmap and is actively involved in the overarching governance of the platform.	#
System Administrator(s)	Maintains the stability and usability of the ServiceNow platform by performing	#

Customer resource and responsibilities (continued)

Customer resource	Responsibilities	Required
	application maintenance and managing support for cases related to ServiceNow applications. Contributes to ServiceNow software releases by delivering configuration tasks and features.	
CMDB Administrator(s)	Acts as the subject matter expert responsible for maintaining the CMDB.	#
HAM Administrator(s)	Acts as the subject matter expert responsible for managing HAM.	
Process Owner(s)	Serves as a senior leader within each business unit for each major process or service (for example, incident, change, employee onboarding). Accountable for ensuring the process is fit for purpose.	
Service Manager(s)	Acts as the subject matter expert responsible for managing the applicable service.	
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer in the future.	

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available in some restricted environments or to self-hosted customers. Managed service providers can use this Impact Accelerator for their internal use only.

ServiceNow resources are not responsible for implementing recommendations on the customer's non-production or production instances.

TuneUp Your ITOM Discovery

Provides insight and guidance to improve the health of your Configuration Management Database (CMDB) through IT Operations Management (ITOM) Discovery.

Accelerator overview

TuneUp Your ITOM Discovery provides Impact customers with an analysis of common ITOM discovery areas, along with recommendations on addressing those findings. It also includes a guided walkthrough of AI capabilities that help customers support and improve their Discovery implementation. Customers gain insight into their CMDB implementation, including a review of the most challenging areas, leading practices for remediating gaps, and AI-assisted support for ongoing management.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

What you get

ITOM Discovery assessment

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Runs ITOM Discovery HealthScan portfolio
- Analyzes ITOM Discovery health findings

Customer coaching session #1 (up to 1.5 hours)

Review of the following:

- Importance of Discovery and CMDB health
- ITOM Discovery health analysis
- Prioritized problem or deficient areas (up to 3)
- Leading practices and recommended actions to remediate gaps

Customer coaching session #2 (optional on customer request, up to 1 hour)

Opportunity for Q&A related to CMDB Discovery

Output

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the coaching session deck

Requested customer resources

Customer resource and responsibilities

Customer resource	Responsibilities
Platform Owner (Required)	Holds overall accountability for the ServiceNow platform. Provides leadership and oversight to the System Administrators and ensures team alignment to business strategy and the ServiceNow roadmap. Actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance and managing support for cases. Contributes to ServiceNow software releases by delivering configuration tasks and features.
Discovery Admin (Required)	Serves as the primary stakeholder for Discovery.

Customer resource and responsibilities (continued)

Customer resource	Responsibilities
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer in the future.

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available in the following environments: FedRAMP, NSC DOD IL5, or Australia IRAP-Protected datacenters. It is also not available to self-hosted customers, in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow is not responsible for implementing ITOM Discovery recommendations on the customer's non-production or production instances.

TuneUp Your ITSM Asset Management

This accelerator provides prescriptive guidance to improve your ITSM Asset Management health.

Accelerator Overview

TuneUp Your ITSM Asset Management provides Impact customers with an analysis of common Asset Management problem areas through HealthScan and recommendations on addressing those findings. It aims to help customers understand how to identify problem areas within their Asset Management setup, reviews the top challenging areas, and provides leading remediation practices.

Note: This accelerator is focused on the Asset Management functionality available in the ITSM product.

Package Availability

Note: This feature is available in Impact Guided, Advanced, and Total packages.

What You Get**Session Preparation & Assessment**

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Runs ITSM Asset Management HealthScan portfolio
- Analyzes HealthScan findings

Customer Coaching Session #1 (up to 1 hour)

Review of:

- IT Asset Management key concepts
- ITSM Asset Management health findings
- Prioritized problem or deficient areas (up to 3)
- Recommended remediation actions and leading practices

Customer Coaching Session #2 (Optional up on Customer request – up to 60 minutes)

Opportunity for Q&A related to ITSM Asset Management

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck
- HealthScan findings
- Key resources and guides

Requested Customer Resources

The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.	#	
System Administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Asset Manager	Primary stakeholder for Asset Management.	#	
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

TuneUp Your ServiceNow Otto for Virtual Agent

This Accelerator provides prescriptive guidance on fine-tuning your *ServiceNow Otto for Virtual Agent*.

Accelerator Overview

TuneUp Your *ServiceNow Otto for Virtual Agent* provides Impact customers with an applied demonstration of advanced *ServiceNow Otto* capabilities and features for Virtual Agent (VA). Participants gain insights into how their *Now Assist for Virtual Agent* is currently being used, along with strategies to improve experience, efficiency, and response quality.

This offering also includes key resources and leading practice guidance on:

- analyzing usage data
- identifying optimization opportunities
- implementing improvements to drive better outcomes and maximize the value of their *ServiceNow Otto for Virtual Agent* investment.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

Prerequisites

- *ServiceNow Otto for Virtual Agent* deployed and actively in use.
- An identified Virtual Agent admin or ServiceNow admin.
- Completion of an initial Virtual Agent implementation (for example, *Jumpstart Your ServiceNow Otto for Virtual Agent* or equivalent).
- Experience with AI Search (for example, completed [Jumpstart Your AI Search](#) or equivalent).

What You Get

Session Preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance.
- Activates and configures related plugins.

Customer Coaching Session #1 (up to 1.5 hours)

- Review *ServiceNow Otto for Virtual Agent* leading practices.
- Overview of usage findings:
 - AI Search
 - Conversational Catalog / LLM Topics
 - Knowledge
 - Deflection Measurement
 - Topics vs. Agents

Customer Coaching Session #2 (Optional on Customer request – up to 1 hour)

Opportunity for Q&A related to *ServiceNow Otto for Virtual Agent*.

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations.
- Copy of the Coaching Session Deck.

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.		#
System administrator(s)	Responsible for maintaining the stability and usability of the ServiceNow platform by performing application maintenance, managing support for Cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.	#	
Virtual Agent admin(s)	Maintains the Virtual Agent (VA).	#	
IT Service Desk Manager(s)	Subject matter expert responsible for managing IT Service Desk.		#

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities	Required	Recommended
Subject Matter Expert(s)	Digital Experience or Automation Leads overseeing VA performance.		#
Trusted Service Partners	Attend ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer going forward.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing any of the recommended configuration changes on Customer's non-production or production instances.

TuneUp Your Platform Analytics

The TuneUp Your Platform Analytics Accelerator provides guidance on maintaining and governing Platform Analytics health to optimize value.

Accelerator overview

TuneUp Your Platform Analytics provides Impact customers with an assessment of their current Platform Analytics implementation. This offering includes an applied demonstration of the capabilities of advanced Platform Analytics configuration, including Performance Analytics, Workspaces, and Usage Insights. We aim to assist you in obtaining better insight into your Platform Analytics investment and provide leading practices on how to best increase adoption and utilization.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html>.

What you get**Session Preparation**

- Provisioning of a temporary instance
- Platform Analytics HealthScan analysis
- Activation and configuration of Platform Analytics Content Packs for one of the selected applications, ITSM, SAM, SPM, CSM, or HR

Customer Coaching Session #1 (up to 90 min)

Includes the following:

- Overview and demonstrate Platform Analytics
- Set up Platform Analytics for success:
 - Review comparisons to the base system implementation
 - Create custom metrics and jobs
- Walk through the following:
 - Advanced table and Platform Analytics
 - Workspace and Usage Insights capabilities
- Discuss housekeeping and maintenance leading practices
- Thirty days of access granted to the temporary instance

Customer Coaching Session #2 (Optional upon Customer request – up to 60 min)

Opportunity for Q&A related to Platform Analytics

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Reporting Lead(s) (Required)	Meets with the ServiceNow Impact Accelerator Consultant, provides access to the required resources, and drives the actions from the engagement.
Process/Service Owner(s) (Recommended)	A senior leader within each business unit for each major process or service (e.g., incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Process Lead(s) (Recommended)	Subject matter expert responsible for managing the applicable process.
Service Manager(s) (Recommended)	Subject matter expert responsible for managing the applicable service.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested information / access

Refer to the applicable Impact Accelerator description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments.

ServiceNow resources are not responsible for implementing Platform Analytics recommendations on Customer's sub-production or production instances.

TuneUp Your Software Asset Management

This Accelerator assesses common problem areas in Software Asset Management (SAM) and provides guidance on improving SAM health.

Accelerator overview

TuneUp Your Software Asset Management (SAM) provides Impact customers with an automated assessment of common SAM problem areas and recommendations for addressing identified findings. The Accelerator helps customers understand opportunities for improvement within their SAM environment, reviews the most significant challenges, and shares leading practices to support remediation and optimization efforts.

Package Availability

 **Note:** This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

What you get

Session preparation

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Runs SAM HealthScan portfolio
- Activates all SAM Professional plugins, including Software Asset Workspace
- Activates the ITAM Health Check application

Customer coaching session #1 (up to 1.5 hours)

Includes the following:

- Overview of advanced SAM capabilities and features
- Review of HealthScan and Health Check findings
- Leading practices guide and resources

Customer coaching session #2 (optional on customer request, up to 1 hour)

Opportunity for Q&A related to Software Asset Management

Output

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the coaching session deck

Requested customer resources

Customer resource and responsibilities

Customer resource	Responsibilities
Platform Owner (Required)	Holds overall accountability for the ServiceNow platform. Provides leadership and oversight to the System Administrators and ensures team alignment to business strategy and the ServiceNow roadmap. Actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance and managing support for cases related to ServiceNow applications. Contributes to ServiceNow software releases by delivering configuration tasks and features.
CMDB Administrator(s) (Required)	Acts as the subject matter expert responsible for maintaining the CMDB.
SAM Administrator(s) (Recommended)	Acts as the subject matter expert responsible for managing SAM.
Process Owner(s) (Recommended)	Serves as a senior leader within each business unit for each major process or service (for example, incident, change, employee onboarding). Accountable for ensuring the process is fit for purpose.
Service Manager(s) (Recommended)	Acts as the subject matter expert responsible for managing the applicable service.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support the customer in the future.

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in certain restricted environments or to self-hosted customers. Managed service providers can use this Impact Accelerator for their internal use only.

ServiceNow resources are not responsible for implementing recommendations on a customer's non-production or production instances.

TuneUp Your Security

This accelerator provides prescriptive guidance for optimizing security configurations.

Accelerator Overview

TuneUp Your Security provides Impact customers with insight into their existing ServiceNow instance security configurations and instance security leading practices. It also includes a demonstration on which instance security settings may be enabled to further enhance instance security. It aims to help customers better understand security configuration changes in the context of ServiceNow's published security guidance.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What You Get

Security Assessment

The Technical Accelerator Consultant:

- Provisions a temporary instance
- Reviews the customer's Security Center hardening score and identifies configuration findings and recommended actions
- Runs a simulation of recommended security configuration changes in the temporary instance

Customer Coaching Session #1 (up to 1.5 hours)

Review of:

- Temporary instance
- Security configuration guidance
- Security Center hardening score
- Findings and recommendations
- Simulated recommended changes in the temporary instance

Customer Coaching Session #2 (Optional up on Customer request – up to 1 hour)

Opportunity for Q&A related to instance security configurations

Outputs

- 30-day access to the temporary instance and Technical Accelerator Consultant with whom you met for any further questions or in-depth explorations
- Copy of the Coaching Session Deck
- Security Center hardening score summary and configuration findings

Requested Customer Resources

The same personnel may fulfill multiple responsibilities.

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
ServiceNow Security Lead	Subject matter expert responsible for ServiceNow instance security.	#	
Office of the CISO Representative	Responsible for the organization's security policies, processes, practices, and technologies. Helps guide the Platform Owner to align with security standards.	#	
System Administrator(s)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.		#
Developer(s)	Write code for the ServiceNow platform.		#
Enterprise Architect(s)	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.		#

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Exclusions

ServiceNow is not responsible for implementing recommendations on Customer's sub-production or production instances.

TuneUp Your Virtual Agent

The TuneUp Your Virtual Agent Accelerators provide guidance for various aspects of Virtual Agent on your ServiceNow platform.

- [TuneUp Your Virtual Agent - Assessment](#)
- [TuneUp Your Virtual Agent – NLU \(Natural Language Understanding\)](#)
- [TuneUp Your Virtual Agent – Performance Monitoring](#)

TuneUp Your Virtual Agent - Assessment

The TuneUp Your Virtual Agent - Assessment Accelerator provides guidance on fine-tuning Virtual Agent setup to optimize value.

Accelerator Overview

The TuneUp Your Virtual Agent - Assessment Accelerator provides Impact customers with an assessment of Virtual Agent with leading practices and prescriptive guidance to enhance Virtual Agent setup. Reviewing the Virtual Agent assessment readout, recommendations to improve Virtual Agent topics, and exploring additional capabilities designed to optimize value from Virtual Agent are included.

See [Virtual Agent](#)  for additional information on Virtual Agent.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html> .

What You Get

Virtual Agent Assessment

- Provisioning of a temporary instance
- Activating or upgrading and configuring necessary plugins
- Assessing the overall state of Virtual Agent

Customer Coaching Session #1 (up to 90 minutes)

Customer provided 30 days of access to the temporary instance

Review of:

- Virtual Agent recommendations
- What defines a good chatbot?
- Virtual Agent assessment readout
- Demonstration of Virtual Agent recommendations
- Identifying automation & deflection opportunities
- Leading practice recommendations and resources

Customer Coaching Session #2 (Optional upon Customer request, up to 60 minutes)

Opportunity for Questions and Answers related to Virtual Agent Assessment

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Virtual Agent Lead (Required)	Subject matter expert responsible for ServiceNow ITSM Virtual Agent.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
	cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s) (Required)	Writes code for the ServiceNow platform.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow is not responsible for implementing any of the recommended configuration changes in Customer's sub-production or production instances.

TuneUp Your Virtual Agent – NLU (Natural Language Understanding)

TuneUp Your Virtual Agent – NLU (Natural Language Understanding) Accelerator provides guidance on fine-tuning NLU models to optimize value.

Accelerator Overview

The TuneUp Your Virtual Agent – NLU Accelerator provides Impact customers with an assessment of Model design and performance with prescriptive guidance to address and improved the Virtual Agent experience. An assessment of the current state of Virtual Agent NLU models, an overview of leading practices, a deep-dive into NLU features, and recommendations on how best to continuously improve performance are included.

See [Virtual Agent](#)  for additional information on Virtual Agent.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html> .

What You Get**NLU Assessment**

- Provisioning of a temporary instance
- Activating or upgrading and configuring necessary plugins
- Assessment the overall state of NLU Models

Customer Coaching Session #1 (up to 90 minutes)

Customer provided 30 days of access to the temporary instance

Review of:

- Overview of NLU design
- Assessment of current NLU Models
- NLU leading practices (Training Utterances, Entities, and Vocabulary)
- Demonstrate NLU Advanced Features
- Prescriptive recommendations to improve and maintain Models

Customer Coaching Session #2 (Optional upon Customer request, up to 60 minutes)

Opportunity for Questions and Answers related to Virtual Agent NLU Models

Requested Customer Resources

Customer Resource	Responsibilities
Virtual Agent Lead (Required)	Subject matter expert responsible for ServiceNow ITSM Virtual Agent.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s) (Required)	Writes code for the ServiceNow platform.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

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ServiceNow is not responsible for implementing any of the recommended configuration changes in Customer's sub-production or production instances.

TuneUp Your Virtual Agent – Performance Monitoring

The TuneUp Your Virtual Agent – Performance Monitoring Accelerator provides guidance on fine-tuning Virtual Agent performance to optimize value.

Overview

The TuneUp Your Virtual Agent – Performance Monitoring Accelerator provides Impact customers with a performance assessment of Virtual Agent with prescriptive guidance on tools to leverage that measure success and identify improvement opportunities. Reviewing dashboards and related tools then providing recommendations on how best to improve and optimize value from Virtual Agent.

See [Virtual Agent](#)  for additional information on Virtual Agent.

Package Availability

Note: This Accelerator is available for Impact#Guided, Guided+ (Strategic Value or Platform Governance), Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html> .

What You Get

Virtual Agent Performance Assessment

- Provisioning of a temporary instance
- Activating or upgrading and configuring necessary plugins
- Assessing the performance of Virtual Agent

Customer Coaching Session #1 (up to 90 minutes)

Customer provided 30 days of access to the temporary instance

Review of:

- Overview of measuring Virtual Agent success
- Virtual Agent maintenance leading practices
- Virtual Agent dashboards, metrics, and surveys
- Natural Language Understanding (NLU) performance review
- Virtual Agent interaction tables review

Customer Coaching Session #2 (Optional upon Customer request, up to 60 minutes)

Opportunity for Questions and Answers related to Virtual Agent NLU Models

Requested Customer Resources

Customer Resource	Responsibilities
Virtual Agent Lead (Required)	Subject matter expert responsible for ServiceNow ITSM Virtual Agent.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s) (Required)	Writes code for the ServiceNow platform.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow is not responsible for implementing any of the recommended configuration changes in Customer's sub-production or production instances.

UX: Build a Foundation for Better Experiences

This Accelerator takes examples directly from the Impact customer's instance to develop their understanding of User Experience (UX) and demonstrate how investing in UX directly influences the success of their ServiceNow investment.

Accelerator overview

UX: Build a Foundation for Better Experiences helps Impact customers develop the foundational skills to start considering the needs of their users as part of their ongoing ServiceNow implementation process. By developing this capability and mindset, customers can unlock the full potential of the platform, improve productivity, enhance user satisfaction, and boost operational efficiency.

Package Availability

 **Note:** This Accelerator is available for Impact Guided, Guided+ (Platform Governance), Advanced and Total Packages.

What you get

Session Preparation

- Provide a temporary instance
- Review customer's implemented experience to gain deeper insights of the UX

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following activities:

- Review the scope and expectations of the accelerator and confirm customer's UX goals and maturity level
- Outline the importance of considering user needs, goals, and feedback when implementing ServiceNow products
- Present UX concepts, terms, and examples from customer instance to demonstrate how UX can improve multiple areas of their ServiceNow AI Platform

Customer Coaching Session #2 (Optional Upon Recommendation-up to 1 hour)

- Continue discussion of UX concepts and opportunities, if needed
- Opportunity for Q&A related to developing UX practice

Outputs

Content covered in the UX presentation

Requested customer resources

One or more customer resources are requested. The specific number of resources provided is accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Optional
Product Owner	Manages Customer's ServiceNow Portal.	#	
UX & OCM expert	Primary stakeholders and advocates for user experience and organizational change management.		#
Process/Service Owner(s)	A senior leader within each business unit for each major process or service (Example: incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose.		#
Developer(s)	Writes code for the ServiceNow platform		#
Trusted Service Partner(s)	Attends ServiceNow Impact accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested Information/Access

- Assessment of customer's UX maturity
- Description of common user profiles
- Overview of customer's intended goals and motivations for prioritizing user experience

Requested Information/Access

- i Note:** Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#) .

UX: Catalog Request Experience Review

This Accelerator reviews the Impact customer's Service Catalog, request forms and form design and identifies areas of improvement.

Accelerator overview

UX: Catalog Request Experience Review provides Impact customers with an assessment of the user experience of up to four catalog request forms. Through careful review, we offer valuable insights and recommendations to enhance the design and effectiveness of their forms. Additionally, this accelerator equips our customers with essential ServiceNow resources and leading practices guides on how to improve the usability of their Service Catalog.

Package Availability

- i Note:** This Accelerator is available for Impact Guided+ (Platform Governance add-on), Advanced and Total Packages.

What you get

Session Preparation

- Provision a temporary instance
- UX review of up to four catalog request forms selected by customer

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following activities:

- Review scope and expectations of the accelerator and confirm customer needs
- Outline the importance of well-defined forms and catalogs
- Discuss recommendations based on the review of catalog request forms selected by customer

Customer Coaching Session #2 (Optional Upon Recommendation-up to 1 hour)

- Continue discussion of catalog request form recommendations, if needed
- Opportunity for Q&A related to recommendations

Outputs

- Service Catalog UX Review Readout Deck
- Documentation of recommendations

Requested customer resources

One or more customer resources are requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Optional
Product owner	Subject matter expert responsible for managing customer's ServiceNow Service Catalog.	#	
UX & OCM Expert	Primary stakeholders and advocates for user experience and organizational change management.		#
Process/Service Owner(s)	A senior leader within each business unit for each major process or service (e.g., incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose.		#
Developer(s)	Writes code for the ServiceNow platform		#
Trusted Service Partners	Attends ServiceNow Impact accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested Information/Access

- Identification of up to four catalog request forms for review
- Existing user research and feedback on Service Catalog, plus relevant insights

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

UX: Design for Employee Center

The UX (User Experience): Design for Employee Center Accelerator provides UX Design support and guidance to help customers get started with Employee Center design.

Accelerator overview

UX: Design for Employee Center provides Impact customers with tailored advice on designing the user experience of their Employee Center. We offer valuable insights and recommendations to enhance the usability and effectiveness of their implementation. Additionally, this accelerator equips our customers with essential ServiceNow resources and leading practices guides on how to improve the user experience of their Employee Center. For additional information, see [Employee Center](#).

Package Availability

Note: This Accelerator is available for Impact Guided+ (Platform Governance add-on), Advanced and Total Packages.

What you get

Session Preparation

- Provision a temporary instance
- UX review of existing employee portal and related content

Customer coaching session #1 (up to 1.5 hours)

Includes the following activities:

- Review of the scope and expectations of the accelerator and confirmation of customer needs
- Outline of the importance and value of considering the needs, goals, and feedback of users when setting up Employee Center
- Walk through a demo of the base system Employee Center features and capabilities, highlighting design recommendations curated to customer

Customer coaching session #2 (optional upon consultant recommendation, up to 1 hour)

- Continue discussion of recommendations for Employee Center design, if needed
- Opportunity for Q&A related to recommendations

Outputs

- Recommendations Readout Deck
- UX resource Guide

Requested customer resources

One or more customer resource is requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Recommended
Product owner	Manages customer's Employee Center.	#	
UX & OCM Expert	Primary stakeholders and advocates for user experience and organizational change management.	#	
Process/Service Owner(s)	A senior leader within each business unit for each major process or service (Example: incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose.		#
Developer(s)	Writes code for the ServiceNow platform		#

Customer resource and responsibilities (continued)

Customer resource	Responsibilities	Required	Recommended
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested Information/Access

- Goals for base Employee Center implementation
- Background on journey to Employee Center
- Existing user research and feedback, plus relevant insights

Requested Information/Access

- i Note:** Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#) .

UX: Optimize Your Portal with Usage Insights

This Accelerator provides guidance to customers on how to measure, monitor and analyze user behavior with UX analytics to identify and prioritize portal improvements.

Accelerator Overview

UX: Optimize Your Portal with Usage Insights guides the Impact customers in using Usage Insights to understand how their users interact with Employee Center or another ServiceNow portal. It helps them analyze user behavior to identify friction points, drop-offs, and usability challenges affecting adoption and satisfaction. They will learn how to validate assumptions with usage data, prioritize portal improvements, and implement outcome-focused enhancements aligned with their business and product strategy.

Package Availability

- i Note:** This Accelerator is available for Impact Guided+ (Platform Governance add-on), Advanced and Total Packages.

What You Get**Session Preparation**

- Confirm access to temporary instances.
- Review portal to gain insights of the user experience and identify opportunities and recommendations for leveraging UX analytics.

Customer Coaching Session #1 (up to 90 min)

Includes the following:

- Overview of leading practices in Usage Insights
- Demonstration of how to measure and analyze usage insights to evaluate the portal experience
- Review and discussion of recommendations

Customer Coaching Session #2 (optional upon consultant recommendation, up to 60 minutes)

- Continued discussion of recommendations on leveraging portal usage insights, if needed
- Opportunity for Q&A related to recommendations and next steps

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Product Owner	Subject matter expert responsible for managing customer's Employee Center or other ServiceNow portal.	#	
UX & OCM Expert	Primary stakeholders and advocates for user experience and organizational change management.		#
Process/Service Owner(s)	A senior leader within each business unit for each major process or service (for example, incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose.		#
Trusted Service Partner(s)	Attends ServiceNow Impact accelerator coaching session(s) to understand leading practices and potentially support customers going forward.		#

Requested Information/Access

Requested Information/Access

- i Note:** Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#) .

UX: Portal Experience Review

This Accelerator evaluates the UX of a customer's ServiceNow portal, focusing on usability, design, and leading practices to enhance overall user experience and engagement.

Accelerator overview

UX: Portal Experience Review provides Impact customers with an assessment of the user experience of their ServiceNow portal implementation. Through careful review against ServiceNow leading practices, we identify UX issues and provide actionable recommendations to improve design, enhance user satisfaction, and increase portal adoption and efficiency.

Package Availability

- i Note:** This Accelerator is available for Impact Guided+ (Platform Governance add-on), Advanced and Total Packages.

What you get

Session preparation

- Provision a temporary instance
- Review customer's portal to uncover UX insights and identify actionable recommendations

Customer Coaching Session #1 (up to 1.5 hours)

Includes the following activities:

- Review scope and expectations of the Accelerator and confirm customer needs.
- Discuss findings from the Employee Center portal evaluation, along with initial improvement recommendations.

Customer Coaching Session #2 (Optional Upon Recommendation-up to 1 hour)

- Continue discussion of current portal experience recommendations, if needed
- Opportunity for Q&A related to recommendations

Outputs

- Assessment Findings
- Recommendation Readout Deck

Requested customer resources

One or more customer resources are requested. The specific number of resources provided is Accelerator and customer specific.

Customer resource and responsibilities

Customer resource	Responsibilities	Required	Optional
Product owner	Manages Customer's ServiceNow Service Catalog.	#	
UX & OCM Expert	Primary stakeholders and advocates for user experience and organizational change management.		#
Trusted Service Partners	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested Information/Access

- Customer goals and UX pain points for portal to be reviewed
- Existing user research and feedback on current portal, plus relevant insights

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

UX: Taxonomy Design or Review

This Accelerator provides Impact customers with guidance to optimize the content structure and navigation of their portal, focusing on categorizing knowledge and catalog content to improve usability and make information easier to find.

Accelerator Overview

UX: Taxonomy Design or Review provides Impact customers with guidance to enhance their portal navigation and content structure to improve usability of their portal and findability of knowledge and catalog content. Additionally, this accelerator equips our customers with essential ServiceNow resources and leading practices guides to self-enable them to develop and refine their portal taxonomy.

Package Availability

Note: This Accelerator is available for Impact Guided+ (Platform Governance add-on), Advanced and Total Packages.

What you get

Session Preparation

- Provision a temporary instance
- Review customer's portal taxonomy to uncover current state insights and identify actionable recommendations
- Review past user research and feedback, plus relevant insights and analytics

Customer Coaching Session #1 (up to 1.5 hours)

During this session, UX consultants cover the following depending on where customers are in their implementation journey:

- Review scope and expectations of the accelerator and confirm customer needs
- Discuss findings from the current portal taxonomy evaluation, along with initial improvement recommendations
- Present base system taxonomy models or an initial draft of the taxonomy

Customer Coaching Session #2 (Optional Upon Recommendation - up to 1 hour)

- Continue discussion of taxonomy recommendations, if needed
- Opportunity for Q&A related to recommendations

Outputs

- Taxonomy findings
- Recommendation readout deck

Requested customer resources

One or more customer resources are requested. The specific number of resources provided is Accelerator and customer specific.

Requested customer resources and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Product Owner	Manages Customer's #ServiceNow# portal.	#	
UX & OCM Expert	Primary stakeholders and advocates for user experience and organizational change management.		#
Process/Service Owner(s)	A senior leader within each business unit for each major process or service (for example, incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose.		#
Developer(s)	Writes code for the ServiceNow platform		#
Trusted Service Partner(s)	Attends ServiceNow Impact accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested Information/Access

- Goals and pain points customer has identified on information architecture and taxonomy
- Content inventory of existing taxonomy
- Existing user research and feedback on current taxonomy, plus relevant insights, KPIs, and analytics

Requested Information/Access

- i Note:** Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

UX: Virtual Agent Experience Design or Review

This Accelerator provides guidance on designing or improving the conversational experience of Virtual Agent or *ServiceNow Otto for Virtual Agent*.

Accelerator Overview

UX: Virtual Agent Experience Design or Review helps Impact customers create more intuitive and efficient Virtual Agent (VA) and *ServiceNow Otto for Virtual Agent* experiences. We

will review their existing VA implementation and share conversation design best practices to help users resolve inquiries faster with less frustration. We will provide actionable recommendations to enhance user interactions, streamline conversation flows, and boost overall satisfaction.

Package Availability

Note: This Accelerator is available for Impact Guided, Guided+ (SV or PG), Advanced, and Total packages.

What You Get

Session Preparation

- Provision of a temporary instance
- Activation and configuration of related plugins, if needed
- Review of customer goals and current VA user experience, if available, to assess and provide recommendations for improvement

Customer Coaching Session #1 (up to 90 min)

Includes the following:

- Overview of conversation design leading practices
- Demonstration of effective conversations
- Review and discussion of UX recommendations to enhance overall VA experience

Customer Coaching Session #2 (Optional-up to 60 min)

Opportunity for Q&A as recommended by the UX Consultant

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities	Required	Recommended
Product Owner	Subject matter expert responsible for managing customer's Virtual Agent.	#	
UX & OCM Expert	Primary stakeholders and advocates for user experience and organizational change management.		#
Process/Service Owner(s)	A senior leader within each business unit for each major process or service (e.g., incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose.		#
Trusted Service Partner(s)	Attends ServiceNow Impact accelerator coaching session(s) to understand leading practices and potentially support customer going forward.		#

Requested Information/Access

Requested Information/Access

Note: Additional details on supplemental legal terms, prerequisites, specifications, requirements, and exclusions can be found in the [Impact Accelerator Terms Matrix](#).

Initiatives catalog

This is a complete catalog of Impact initiatives.

Refer to [Impact packages](#) for additional information on initiative consumption.

<p>Access to Expertise</p>  <p>Seek feature guidance and the most effective path forward provided by subject matter experts.</p>	<p>Getting started with Developer Support</p>  <p>Know about the Developer Support offering and identification of named contacts for requesting Developer Support.</p>	<p>Preventive Care</p>  <p>A premium, engineered diagnostic of instance performance executed quarterly.</p>
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Developer Support

Get Started with Developer Support is an Impact Initiative that facilitates the understanding of the Developer Support offering and identification of named contacts for requesting Developer Support.

Overview

Get Started with Developer Support helps you expedite identifying technical stakeholder solutions to issues with access to Developer Support. The Initiative includes the following benefits:

- Enables a ServiceNow Support Account Manager (SAM) to help you determine the stakeholders to be named as contacts for Developer Support access
- Equips admins and developers with a streamlined method for resolving issues associated with existing customizations
- Provides access to a specialized subject matter expert (SME) to assist in troubleshooting customizations
- Delivers insights into customization scope, including business rules, UI (user interface) scripts, script includes, and UI macros
- Provides a review of up to 200 lines of custom code in a break-fix model

Developer Support is available in the Advanced and Total Impact packages and offers expert assistance in troubleshooting and debugging customization-related issues. For more information on Developer Support, see [Impact Developer Support](#).

Developer Support	Troubleshooting and assistance
Specialized SME	Specialized SME to help you troubleshoot your customizations
Broad scope	Customization scope, which includes business rules, UI scripts, script includes, and UI macros
Reviews actual code	Review of up to 200 lines of code
Priority 3 Service Level Agreement (P3- SLA)	Requests are handled on a P3 basis
Break-fix code only	Developer Support only troubleshoots custom code break-fix model and not a preventative model

What you get

Developer Support review session (30 minutes)

- Review of the Developer Support offering and what is in scope and out of scope
- Explanation of the exclusive access provided to the named contacts
- Identification of proper stakeholders to be named contacts for Developer Support
- How to add or edit named contacts for Developer Support
- Walk through of submitting a Developer Support request

Requested customer resources

Customer resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the system administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Recommended)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Subject Matter Expert(s) (Recommended)	Non-developers with strong knowledge of processes around customizations.

Exclusions and limitations

Get Started with Developer Support does not include:

- A detailed review of your data
- Technical, hands-on troubleshooting or configuration

- Solutioning and scoping related to performance data
- Decision making

Preventive Care

Preventive Care is a premium, engineer-led diagnostic of instance performance executed on a regular cadence and available as an add-on package to all ServiceNow Impact customers.

Preventive Care Overview

Preventive Care helps maintain optimal performance of large, strategic, ServiceNow implementations. It provides hands on implementation assistance from a ServiceNow performance expert and validation of results ensuring meaningful improvement to platform performance, stability, and end user experience. Based around a bi-annual deep dive into production instance health Preventive Care includes the following benefits:

- Helps ServiceNow performance experts to gain a holistic end-to-end view of instance performance and scalability through manual review over 80 data points covering all aspects of instance operation.
- Uses metrics to uncover areas of resource contention, performance degradation, or misconfiguration, that actively impact the end-user experience or instance stability.
- Delivers a bespoke set of findings and ServiceNow leading practice recommendations which aim to describe the root cause of issues, as well as suggest potential steps for remediation.
- Reduces the burden on customer stakeholders through hands-on assistance to implement recommendations and validation of results ensuring meaningful improvement to implementation quality and end-user experience.
- Delivers insights into instance and infrastructure health trends over time, such as size of instance, active user base, individual application performance, and allows emerging issues to be detected and remediated early.
- Facilitates regular partnership with a ServiceNow expert to discuss findings and grow technical stakeholder knowledge around supporting the ServiceNow platform.
- Builds confidence that the ServiceNow platform can fully support a customer's wider business goals.

i Note: Preventive Care is an add-on package available for all Impact customers with activation. Large or complex ServiceNow implementations may benefit from quarterly (instead of bi-annual) reviews. For further details contact your Impact Customer Success Manager for additional information.

Preventive Care Engagement Phases

Each Preventive Care engagement includes three phases:

- 1. Performance Engineer-led diagnostic:** A metric-based analysis that reviews instance performance and platform health, as well as tracking key utilization metrics over time.
- 2. Presentation to customer stakeholders:** A senior ServiceNow performance expert presents findings and reviews proactive recommendations that address specific issues with the instance that actively impact end user experience, platform stability, database efficiency or cost.
- 3. Guided Remediation:** A focused remediation plan that provides hands-on, guided help to steer a customer through implementing improvements and validating expected results.

Preventive Care Phases



Note: Offered pursuant to the applicable legal description available at <https://www.servicenow.com/legal/servicenow-impact.html>.

What you get

Customer Kick-off session (Cadence occurs as needed)

- Walk-through process, timelines, and scope of engagement
- Confirm timezones for working alignment
- Understand any specific performance or scalability issues
- Reiterate any time or resource requirements from the customer

Preventive Care Findings Report (per Preventive Care engagement)

Review and discuss the following:

- Holistic assessment of overall instance health, performance and utilization
- Prioritized recommendations to improve instance health, performance, and end user experience
- Guided implementation of recommendations, including assistance with potential third-party components

Preventive Care Engagement Closeout Report (per Preventive Care engagement)

Includes the following:

- Summary of implemented recommendations at engagement close
- Recap of any recommendations where implementation is outstanding
- Post-implementation performance improvement metrics for completed recommendations

Requested Customer Resources

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Recommended)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support

Customer Resource	Responsibilities
	for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Subject Matter Expert(s) (Recommended)	Non-developers with strong knowledge of processes who are a candidate for Citizen Development.

Exclusions and Limitations

Preventive Care is limited to the following:

- Preventive Care activities are performed bi-annually (however this can be increased to quarterly, if required, at an additional cost).
- Executed against a single, customer-nominated production instance.
- Preventive Care engineer assistance deployment is limited for up to four weeks, following delivery of the Preventive Care report.
- Commercially reasonable assistance on custom or third party components.
- Preventive Care Engineering does not replace normal technical support function nor take ownership of support cases not linked directly to the four week Preventive Care engagement.

Access to Expertise

The Access to Expertise Initiative connects Impact customers to ServiceNow subject matter experts via personalized virtual coaching sessions.

Initiative overview

Access to Experts sessions offer specialized guidance on various ServiceNow product topics, aimed at accelerating value realization and outcomes on the ServiceNow platform.

Receive prescriptive and actionable guidance on effective strategies to address platform obstacles, processes, and workflows.

An intelligent intake experience matches Impact Customers with suitable experts for tailored sessions aligned with your needs and platform lifecycle stage. Each request focuses on addressing one specific topic or application area per session.

Package Availability

This initiative is available for packages such as Impact Advanced and Impact Total along with the Impact Guided package and Strategic Value or Platform Governance, as add-on.

Topics

Topics covered will primarily focus on the ServiceNow platform, with the potential to include discussions on the following:

- Automated Test Framework (ATF)
- Customer Service Management (CSM)
- IT Operations Management (ITOM)

- IT Service Management (ITSM)
- Platform upgrades
- Reporting, Performance Analytics
- Service Portfolio Management
- Virtual Agent, Now Intelligence (AI)

Request examples

Topic	Example topics or questions
Leading Practices	<ul style="list-style-type: none">• IRM Auditing: General guidelines for conducting Information Risk Management audits to enhance security and compliance.• Policy and Compliance Risk Management: General guidelines for ensuring compliance and managing risks effectively within policy frameworks.
Technical How-To	How can we create a mapping in Extract Transform Load (ETL) map assistant for a custom table, such as a PC Hardware table?
Product Capability Overview	How should publisher part numbers be identified and how are software models created automatically in Software Asset Management (SAM)?
Data Model Overview	How do you best build out the Configuration Management Database (CMDB) data model to coincide with the Common Service Data Model (CSDM) service mapping?
Implementation Guidance	How do you set up the workflow for Mobile barcode scanning upon initiation of a request?

Submit queries with detailed information using an intake form. See [Request Access to Expertise Initiative](#) for details on entering the request.

Value Management

The value management constitutes a continuous loop of the end-to-end process of managing the value lifecycle. It includes envisioning value, creating value, ongoing management, optimization, and validation of value realized with the Impact store app.

<p>Outcomes Insights</p>  <p>View all the standard outcomes you are currently tracking.</p>	<p>Objectives and Outcomes</p>  <p>Track states and goals for active objectives and outcomes.</p>
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Product Value



View how your investment is performing against the outcomes you are tracking. View all the standard outcomes you are currently tracking.

Value Reports



Translate ServiceNow outcome performance data into monetized business ROI.

Objectives and outcomes

The value management lifecycle begins with Objectives and outcomes which form its foundation.

Business objective

Your high-level business goals with ServiceNow, including operational goals.

Business outcome

To help measure your progress toward an objective, each business objective is connected to one or more measurable operational outcomes: the business value your organization gains from deploying ServiceNow capabilities.

Success metric

Each outcome is tied to a metric that records your progress over time, quantifying the improvement delivered.

Select your objectives and outcomes with your executive sponsor or line-of-business leader, aligned to your organization's current priorities. Review the success metrics tied to each outcome to understand how Impact will monitor your progress and demonstrate value.

How it works

Use Objectives and outcomes to track the goals you want to pursue and the metrics that measure progress toward them. You can view your active standard objectives and outcomes on the Manage objectives and outcomes page, where tracked and untracked objectives are displayed along with their success metrics and product lines.

The Objectives and Outcomes page provides the following capabilities:

- Select which objectives and outcomes to track, and turn tracking on or off so that the page reflects only current priorities.
- View the full picture for each outcome, including its success metric, product line, driver, and the capabilities that best support the intended vision.
- Represent transformation progress through operational performance and value reports.
- Establish a baseline and a target. Every outcome has a reference quarter and a goal, providing a benchmark for measuring performance over time.
- Compare a selected business objective under the same product across multiple ServiceNow instances, using the Instance filter on the Objectives and Outcomes and Outcome Insights pages.

Outcomes versioning also carry an outcome model either Standard or Enhanced. Outcome model distinguishes between the standard and enhanced sets of outcome definitions in

the Impact Value App, helping you track performance consistently and interpret your results accurately. For more information, see [Outcome versioning in Impact](#).

Use the **Tracking** and **Progress state** columns to view whether an outcome is actively being tracked and its current progress. The Outcome name, Success metric, Product line, and Driver columns provide context about what each outcome measures and where it fits your value framework.

The Reference quarter and Goal columns establish the baseline and target for each outcome, giving you a clear benchmark for evaluating performance over time.

Manage objectives and outcomes

You can review objectives and outcomes tracking configuration, and access trend data, business context, relevant capabilities, and quarterly performance reviews.

Before you begin

Role required: Impact App Admin, Impact Platform Owner, Impact Portfolio Owner.

An outcome whose success metric uses an estimated data definition cannot be tracked until that definition is configured. An indicator appears against any success metric that uses an estimated definition. While at least one metric on the page still needs configuring. An informational banner appears at the top explaining that estimated definitions have to be configured for high-fidelity value numbers, with a path to the Configure estimated data definition page.

Procedure

1. Navigate to **Impact > Value Management > Objectives and Outcomes**.
2. On the **Manage objectives and outcomes** page, select the outcome you want to review.

The page displays the child outcomes under the selected parent outcome.

3. Select an outcome to open its details panel for editing.

The outcome details panel on the right displays the following:

Field	Description
Tracking	The parent objective the outcome belongs to.
Objective and Outcome	The parent objective the outcome belongs to.
Outcome name	The name of the outcome.
Reference quarter	The quarter used as the baseline for measuring progress.
Reference value	The baseline metric value at the reference quarter.
Goal %	The target improvement expressed as a percentage.
Goal units	The target improvement expressed in absolute units.
Outcome description	A description of the outcome and its business context.

4. To view the outcome details page, select **View details** on the outcome panel.

The outcome detail page opens with the following sections.

Monthly trend view

A trend chart displaying **Metric**, **Benchmark**, **Goal**, and **Trend** lines over time. A metric direction indicator shows whether the metric is moving in the intended direction. Use the trend period filter to set the view to **Monthly**.

About this outcome

Describes the business context of the outcome, including the outcome description, product, objective, driver, success metric, indicator, and value direction.

Capabilities

Lists the capabilities associated with the outcome, showing the capability name, product, and adoption status for each.

Operational performance reviews

Provides a quarterly performance summary including the reference value, current quarter data, quarter-over-quarter comparison, observations, and partner feedback.

5. To summarize the Outcome section, select **Summarize this outcome**.

ServiceNow Otto for Impact generates and displays summary information for the outcome.

For more information on outcomes summarization, see [Summarize outcomes with ServiceNow Otto](#).

6. To edit any details in the selected outcome, select **Edit**.

Outcome versioning in Impact

Outcome versioning distinguishes between the standard and enhanced sets of outcome definitions in the Impact Value App, helping you track performance consistently and interpret your results accurately.

Outcome versioning is not a separate stage in the value management lifecycle, but a lens that applies across the three stages described previously: The outcomes that are available when objectives and outcomes are defined, the way those outcomes are measured in outcome insights, and the model on which a value report is based.

Parameters	Standard Outcomes	Enhanced Outcomes
What is it	Product value measurement using the original outcomes and metrics.	Product value measurement using updated outcome definitions and more precise calculation methodology, aligned to current platform capabilities.
Availability	All 15 supported products	IT Service Management, Customer Service Management, and HR Service Delivery.
Where you view the Insights	Impact Store Application and Impact Delivery Instance (IDI).	Latest Impact Store Application only; and post service bridge connect on Impact Delivery Instance (IDI).

Parameters	Standard Outcomes	Enhanced Outcomes
Recommended for	Existing setups fully supported, no planned deprecation.	New IT Service Management, Customer Service Management and HR Service Delivery setups from the October 2026 release onwards.

i Note: Adopting enhanced outcomes for IT Service Management is optional for existing customers. Your current setup, tracked outcomes, and historical data are not affected. Standard outcomes remain fully supported with no planned deprecation.

Choosing a correct Outcome Model

- For a first-time ITSM implementation, the Enhanced outcome model is the recommended choice. This selection is made using the **Outcome model** filter on the **Objectives and Outcomes** setup page.
- For an ITSM implementation already tracked under the **Standard** outcome model, Enhanced outcomes can be tracked in parallel by selecting **Enhanced** from the same filter. Existing Standard tracking remains unaffected.
- For all other products, only the standard outcome model is available, and the setup experience remains unchanged.

Business KPIs tracking with Outcomes Insights

The Outcome Insights page provides a cross-product view of all the outcomes you are currently tracking, using standard outcomes.

Performance Recap

The Performance recap ranks your outcomes by their change from the previous period, showing which are improving fastest and which are declining fastest. You can view which outcomes are improving fastest and which are declining fastest, for a quick way to identify where to focus.

Each row shows an outcome's success metric, unit, direction, product, previous and current values, and the percentage change between periods. Only outcomes with data for both the current and previous periods are included, ensuring the comparison is valid and consistent.

To adjust the trend period, use the monthly toggle. The table heading updates to reflect your selection.

Insights

The Insights section displays each outcome with a monthly trend chart and classification fields, helping you understand performance drivers and relevant capabilities. Each outcome row includes the outcome name, success metric, trend summary, monthly trend chart, metric direction, objective, product line, and value driver. This view shows you both how each outcome is trending and what's driving that performance.

Each outcome also displays the ServiceNow capabilities relevant to it, along with their current adoption status. This helps you identify what is already delivering value and what could be activated to improve performance. A **Review** tab is available alongside the **Capabilities** tab for additional context.

Filter trends by monthly or quarterly periods to track how your objectives and outcomes are performing.

- **Incremental value:** The value of the improvements realized during the year after implementing the ServiceNow platform.
- **Overall value:** The overall, comprehensive value that the ServiceNow platform has brought to your organization during the year.

Product value

View how your ServiceNow investment is performing against the outcomes you are tracking, with full visibility into how values are calculated and the assumptions that drive them.

The product value overview surfaces operational and monetized performance data directly from your ServiceNow instance. The product value overview is currently available for IT Service Management, Customer Service Management, and HR Service Delivery.

- Note:** This experience requires the current version of the Impact Store Application, and is only available to IT Service Management, Customer Service Management, and HR Service Delivery customers using enhanced outcome definitions. The Product Value Overview is available from the Value management navigation menu.



- Note:** For more information on the product value dashboard, see [View outcome performance on the product value dashboard](#).

Product value side panel

The side panel opens by default when the page loads, with the first outcome selected. Selecting a different outcome card updates the panel to reflect that outcome's data. The panel contains six tabs, each providing a different view of the selected outcome.

Tab	Available information
Outcome Overview	Description, associated objective, value driver, and key success metric for the selected outcome. An AI-generated summary powered by ServiceNow Otto [®] is also available and can be refreshed at any time during the session.
Calculations and Assumptions	Displays derived dashboard values, across three sections:

Tab	Available information
	<ul style="list-style-type: none"> Estimated monetized value (aggregate figure and formula), business. Business value that includes per-metric breakdown with observed values. Observation value that includes underlying operational data. <p>Assumption values with editable fields can be updated directly and are visible to your Impact squad. Where insufficient data exists, values display as N/A.</p>
Capabilities	ServiceNow capabilities mapped to the selected outcome, with adoption status in use, planned, recommended, or not yet activated. Each capability links to its capability overview page.
Challenges	Business challenges associated with the selected outcome, as defined by the ServiceNow Value Excellence team.
Related Conversations	Existing and new conversations with your Impact squad, listed by most recent activity.
Recommendations	Suggested actions to improve performance for the selected outcome. Recommendations are outcome-specific and update when a different outcome is selected. If none are available, an informational message is shown.

View outcome performance on the product value dashboard

Use the product value dashboard to view tracked outcomes for a selected product. Each outcome appears as an individual card that displays the outcome name, a trend indicator, the current performance value, and a trend chart showing performance over time.

Before you begin

Role required: admin

Note: Viewing outcome performance on the product value dashboard is currently available only for IT Service Management.

Procedure

1. Navigate to **All > Impact > Value Management > Product Value**.

2. To switch between your eligible products use the **Product** selector filter.

3. To filter performance by month, quarter, or year use the **Trend period** filter.

Note: The comparison baseline is the immediately preceding period. For example, a monthly view compares the current month to the previous month.

4. To switch between operational metrics and monetized value use the **Realized value** filter.

This filter updates each outcome card to show the estimated business value realized for that outcome over time.

5. Narrow the outcomes displayed by objective or value driver using the **Quick filter.**

If the selected product has no outcomes in a tracking state, a message appears in place of the outcome cards. To resolve this, turn on tracking for one or more outcomes.

View outcome performance on the product value dashboard

Use the product value dashboard to view tracked outcomes for a selected product. Each outcome appears as an individual card that displays the outcome name, a trend indicator, the current performance value, and a trend chart showing performance over time.

Before you begin

Role required: admin

- i Note:** Viewing outcome performance on the product value dashboard is currently available only for IT Service Management, Customer Service Management, and HR Service Delivery.

Procedure

1. Navigate to **All > Impact > Value Management > Product Value.**

2. To switch between your eligible products use the **Product selector filter.**

3. To filter performance by month, quarter, or year use the **Trend period filter.**

- i Note:** The comparison baseline is the immediately preceding period. For example, a monthly view compares the current month to the previous month.

4. To switch between operational metrics and monetized value use the **Realized value filter.**

This filter updates each outcome card to show the estimated business value realized for that outcome over time.

5. Narrow the outcomes displayed by objective or value driver using the **Quick filter.**

If the selected product has no outcomes in a tracking state, a message appears in place of the outcome cards. To resolve this, turn on tracking for one or more outcomes.

Configure an estimated data definition

Configure an estimated data definition by replacing the approximated data definition behind a success metric with one that matches your own business definition.

Before you begin

Role required: Instance admin.

- i Note:** You require an admin, pa_power_user, pa_admin, or a pa_data_collector role to apply a data definition. Without one of these roles, the page is read-only and the action on each row is unavailable.

The dependent plugins for the product must be active. If they are not, the page shows a message naming the missing plugins and the path to enable them.

Procedure

1. Navigate to **All > Impact > Impact Setup Hub.**

2. On the **Configure impact product console, select **Enable Value Management Data**.**

3. Select **Configure estimated data definitions** and expand the product group that contains the metric you want to configure.
Each row shows the outcome details, the metric detail, the estimated data definition currently in use, the status of that definition, and the available action. The status is either **Not configured** or **Configured**.
4. Select an outcome row with the status **Not configured** and then select the action link.
A modal opens with three sections describing the current configuration, what you are about to configure, and why it matters, each populated with the selected outcome, its metric, and the estimated definition logic in use.
5. Review the guidance, then select **Next**.
Selecting **Cancel** at this point makes no change and leaves the status as **Not configured**.
6. Set up the data definition for the metric according to your business needs.
Apply setup stays unavailable until the required entries are valid.
7. Select **Apply setup**.
The definition is saved, the modal closes, and the status for that row changes from **Not configured** to **Configured**. Subsequent data collection for the metric uses the configuration you saved, and the supplied estimated logic is no longer applied.

The action link on the row is greyed out and can no longer be selected. Hovering over it explains that the configuration has already been applied and cannot be changed. On the **Manage objectives and outcomes** page, the estimated indicator no longer appears for that metric and the outcome can be tracked.

Related topics

[Manage objectives and outcomes](#)

Business ROI tracking with Value Reports

Value Reports translate ServiceNow outcome performance data into monetized business ROI.

Value Reports are the final step in the value management lifecycle. Once objectives and outcomes are established, performance data accumulates through Outcome Insights. Value Reports then translate that outcome performance into a monetized view of the return on a ServiceNow investment. Each report covers a defined time period and shows the total value realized across tracked outcomes, broken down by objective and individual outcome contribution.

The report is located in **All > Impact > Value Management > Value reports**, where you can select the **Value Report** menu item to view the data.

You can select a product to view its available reports. Select a report to load the corresponding value data for that product and time period. The existing value reports are displayed under each product line on the left.

Note: A product needs at least two years of data available before a Value Report can be generated for it.

You can view the value reports published in Impact Delivery Instance under the value reports section. However, you can't create or manage value reports in the Impact Store Application. Each value report contains a single outcome model, either Standard or Enhanced, never a combination of the two. Since the outcome model is selected before outcomes are chosen, a product tracked under both models results in two separate reports, one for each model.

Report Section	Description
Report header	Displays the total value realized figure, product, date range, and comparison period.
Executive summary	Space for your Impact squad to add commentary and context.
Value realized per objective	Breaks down the total value by objective, showing each objective's contribution.
Outcome contributions	Shows the observation data, operational value calculation, business value, and the inputs and assumptions used to derive the monetized figure for each outcome.
About this outcome and metric	Describes what the outcome measures, its business context, and the metric used to track it.

Value calculation for Impact Value Reports

You can use value calculation for measurable business impact and track value using metrics.

Value calculation translates operational performance into measurable business impact typically in monetary terms. Each business objective is linked to specific outcomes tracked through defined metrics. These metrics include a baseline (reference), goal, and current quarterly values.

Track your progress

Business objectives are your high-level business goals. To help measure your achievement toward that goal, each objective is connected to several measurable outcomes. The outcomes are in turn tied to metrics that record your progress from quarter to quarter.

Example: Measuring Progress toward Automation Goals

If your business objective is to increase automation within your technology service operations, one way to track progress is through a lagging indicator that reflects the impact of automation efforts. An effective outcome to measure is the reduction in incident volume handled by the service delivery team. The corresponding metric is the number of incidents closed over a defined period. As automation reduces the overall number of incidents, the service delivery team experiences a decrease in manual workload—freeing up time for higher-value tasks.

Operational performance

Each metric has a reference (baseline), a goal, and a current value:

Reference value

The actual recorded value of a specific metric during the reference (baseline) quarter.

Goal

The target improvement is set relative to the reference value.

Current

The most recent value of the metric for the current reporting quarter, indicating progress toward the goal.

Each quarter, the current metric value is compared against the reference (baseline) value. This comparison is used as an input in the calculation that determines the overall value impact. The calculation may also include additional inputs. You can collaborate with your squad to review and adjust these inputs as needed to confirm that they accurately reflect your operational context.

Example: Outcome of reducing incident volume worked and metric of number of incidents closed

Date	Number of incidents (per quarter)	Compare to reference value
Reference value	100,000	
Goal	80,000	20,000
Q1 2024	110000	(10000)
Q2 2024	90000	10000
Q3 2024	80000	20000
Q4 2024	75000	25000

Business value

Business value is focused on monetization of outcomes and success metrics in your Objectives and outcomes, and delivered via Value Report. Business value is available for Advanced and Total Impact customers only. Value Report has actuals, comparison, actual date range, and comparison date range.

Actuals

Operational performance data for the metric within the selected date range.

Comparison

Operational performance data for the metric within the defined comparison date range.

Actual Date Range

The annual period (typically four quarters) chosen for calculating business value.

Comparison range

The annual period (typically four quarters) used to obtain baseline operational performance data for business value calculation.

At the end of the year (or your chosen reporting period), your Impact squad reviews the operational performance results. These performance metrics are used as inputs in the calculation, combined with other factors, to generate the corresponding dollar value impact. You can collaborate with your squad to adjust these input values to better reflect your current operational context.

Occasionally, a negative value may be reported if the current performance deviates unfavorably from the baseline. In such cases, your squad assists in interpreting the results and identifying actions to help you achieve your business objectives.

Outcomes based contextual learning recommendations

Outcomes based contextual learning recommendations provide data-driven recommendations for your operational outcomes. This includes tailored trainings for your outcome results.

Outcomes based contextual recommendations analyze the performance of an outcome, and its associated capabilities to recommend the most appropriate ServiceNow University courses.

These recommendations are personalized, based on the performance of the outcome and its associated capabilities. For each capability, a single learning recommendation will be generated, with multiple relevant courses included in the same record when applicable.

In the Zurich release, contextual learning recommendations are added for your organizational outcomes insights. These recommendations appear within the Outcomes Insights section, accessible through **All > Impact Value Management > Outcomes Insights**, and are presented when you select a desired outcome.

The **Outcome Recommendations** panel appears on the **Outcome Detail** page. The selected contextual outcome recommendation summary consists of the following:

- A brief overview of the capability, its adoption status, and why the intended audience should take the learning course.
- Tailored ServiceNow University training recommendations derived from the capabilities associated with the selected outcome. Select a course to launch it in an external browser.
- Relevant training courses based on the user's adoption level of each capability.

You can provide feedback by selecting thumbs-up  or thumbs-down . You can also provide feedback about the recommendation.

You can use the  icon to do the following:

- Copy the recommended text.
- Email the recommendation text to your team.
- Hide recommendations that aren't relevant to you.

Summarize outcomes with ServiceNow Otto[®]

View a concise summary of your operational outcomes in Impact, including positive or negative outcome trends, adoption of recommended applications, and consumption of related Accelerators.

Before you begin

-  **Note:** Access to the Outcomes summarization feature is determined by your Impact Package or a Pro Plus license for any ServiceNow product.

Role required: Impact App Admin, Impact Platform Owner, Impact Portfolio Owner

Procedure

1. Navigate to **All > Impact > Value Management**.
2. Select one of the following to open the desired outcomes page.

Option	Action
Outcomes Insights	<ol style="list-style-type: none"> a. Select the Outcomes Insights menu item under Value Management. b. Select the desired insight. c. In the Quick links section, select the Outcome details page link.

Option	Action
Objectives and Outcomes	<div><div>a. Select the Objectives and Outcomes menu item under Value Management.</div><div>b. On the Manage objectives and outcomes page, select the row for the outcome you want to review.</div><div>c. Select View Details on the side panel with the outcome details.</div></div>

3. In the Summarize this Outcome section, select **Summarize**.
ServiceNow Otto[®] generates and displays summary information for the outcome, as shown in the following example.

Reduce Time Spent on HR Tasks (End-user)

Learn about this outcome, see related capabilities, and review performance summaries.

AI Outcome summary

Outcome Overview

- The outcome 'Reduce Time Spent on HR Tasks (End-user)' focuses on lowering case volume to decrease the administrative burden on end-users. By reducing the number of HR cases, this initiative aims to return productive capacity back to employees, enabling them to focus on core business activities rather than administrative tasks.

Trend Analysis

- The metric '# of HR cases closed' shows a slight increase from 99 cases in 2026 Q1 to 100 cases in 2026 Q2. This represents a minimal upward movement of 1 case between the two quarters. Given that the success direction for this outcome is to reduce case volume, this trend indicates that performance is moving in the opposite direction of the desired goal. With only two data points available, it is difficult to establish a definitive pattern, but the current trajectory suggests that additional interventions may be needed to achieve the intended outcome of reducing HR case volume.

Associated Capabilities

- Under the 'In use' status, there is one Core capability: Case and Knowledge Management, which is recommended by the squad. This foundational capability is currently being utilized to support the outcome of reducing time spent on HR tasks by end-users.

Accelerators

- Accelerator data is unavailable for this outcome.

View less

Generated by AI. Check for accuracy.

Updated 2026-07-20 12:00:12

4. **Optional:** Provide feedback for the summary by selecting the thumbs-up  or thumbs-down  icons.
5. **Optional:** Select the Copy to clipboard icon  to access the summary outside of the app (for example, to include in an email).
6. **Optional:** If you think that data might have changed after you viewed the summary, refresh the summary information by selecting the redo icon .

Consumption Report in Impact

The Consumption Report provides an overview of Impact features and their usage so you can identify underutilized benefits or benefits you have not yet used to make the most of your plan.

Report types and descriptions

Accelerator and initiatives Usage	<div>Identify unused or underused accelerators by reviewing the status details for ongoing, completed, and not yet started accelerators and initiatives associated with your plan.</div> <div>The In progress usage section provides an overview of the number of Architecture, Strategy, and Technical accelerators that are currently in use or remain unused.</div>
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Company Active cases breakdown	Track the number of active Now Support cases for your company by priority level ranging from P1 (Severe) to P4 (Low). Links enable you to access details for the cases in the case level groups on the Now Support portal.
Enhanced Case Response Time	Check the overview of the enhanced case response time for Impact P1 and P2 support cases for your account. The View response time link provides access to a case list on the Now Support portal.
Instance Observer Users	<p>View the Instance observer seats that grant users the ability to monitor, analyze and gain insights from ServiceNow instances.</p> <p>View additional details about instance observer users such as username, access status, locked status, and access permissions by selecting the View Users link.</p>
Developer Support Users	<p>See who is available to assist with real-troubleshooting and get timely support for issues with your customizations by viewing detailed information on your developer support user seats.</p> <p>View additional details about developer support users such as username, access status, locked status, and access permissions by selecting the View Users link.</p> <p>Note: Impact developer support users are managed in Impact Delivery Instance. For more information, see Impact Developer Support.</p>

Related topics

[Request an Accelerator](#)

Summarize Consumption Reports with ServiceNow Otto for Impact

View a concise summary of a Consumption Report in Impact, including adoption of recommended applications, active Now Support cases with response times, and usage of developer support and Instance Observer seats.

Before you begin

Configure the ServiceNow Otto for Impact Consumption Report summarization for Impact to use the generative AI skills. For more information, see [Activate Now Assist Skills for Impact](#).

Note: Access to the Consumption Report summarization with ServiceNow Otto for Impact feature requires a Pro Plus license for any ServiceNow product.

Role required: Impact App Admin, Impact Platform Owner, Impact Portfolio Owner.

About this task

Use the ServiceNow Otto based Consumption Report summary to view the following:

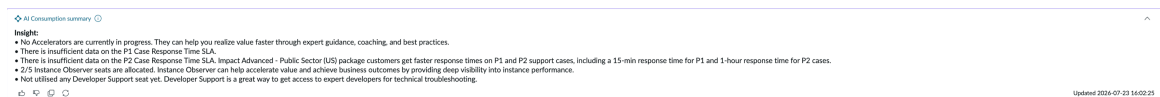
- Details of Accelerator usage and its alignment with business objectives.
- Overview of active Now Support cases, with details on response times for P1 and P2 cases and current resolution progress.
- Current usage overview for Developer Support and Instance Observer seats highlighting any over or under allocations.

Procedure

1. Navigate to **All > Impact > Consumption Report**.

2. Select **Summarize**.

ServiceNow Otto for Impact generates and displays summary information for the outcome, as shown in the following example.



3. **Optional:** Provide feedback for the summary by selecting the thumbs-up  or thumbs-down  icons.

4. **Optional:** Select the Copy to clipboard icon  to use the summary outside of the app (for example, to include in an email).

5. **Optional:** If you think that data might have changed after you viewed the summary, refresh the summary information by selecting the redo icon .

Impact Conversations

Help Impact customers and squads to collaborate in the context of outcomes, accelerators, initiatives, platform health and other Impact entities.

Conversations overview

The Conversations feature in ServiceNow Impact provides a structured, human-assisted messaging channel between customers and Impact Squad. Users can initiate, manage, and track topic-specific conversations directly within their platform instance. It replaces the need for customers to access Conversations via *IDI*

Key capabilities

- **Manage organized conversation:** View conversations with clear status indicators (Open/Closed) and category tags that help track active and past discussion threads.
- **Create structured conversation:** Start conversations through a guided form that captures a subject, category, recipient, and message while maintaining the context.
- **Route conversations based on category:** Direct conversations with the right team based on categories such as General, Health, Business Objectives, Business Outcomes, Future needs and upgrades.
- **Continue the Conversation:** Existing conversation history migrates automatically. Users resume from the point of migration with no loss of context.

- **Share files:** Upload attachments in both the creation dialog and the active chat panel to share relevant documents inline.
- **Receive responses:** Real ServiceNow team members respond to the messages in conversations.

This channel gives users direct access to expert guidance on platform health, business goals, and future planning.

i Note: Messages flow between the Impact Store Application and the *Impact Delivery Instance* via Service Bridge, so users and squad members see the same conversation regardless of where they send messages.

Related topics

[Start a conversation](#)

[Working with Conversations](#)

Start a conversation

You can start a message thread with Impact Experts.

Before you begin

Complete the Guided Setup to see the data from *ServiceNow* IDI.

Role required: Impact user or Impact executive

About this task

When you need support from the Impact Squad while you're on pages such as Initiatives, Accelerators, value management, or platform health, you can start a conversation.

Procedure

1. Select **Conversations** or the chat icon in the Impact page.

Existing conversations appear on the **Conversations** panel. If there are no prior conversations, a prompt appears to start one.

2. In the **New conversation** dialog, enter a brief subject in the **Subject** field.

3. In the **Category** list, select one of the following:

- **General**
- **Health**
- **Business Category**
- **Business Outcomes**
- **Future needs and upgrades**

The next field appears in context with the **Category** you select. For example, if you selected Business objectives as **Category**, the next field is a list of business objectives applicable for that instance.

4. Search for and select one or more recipients in the **Send to** field.
5. Enter your message in **How can we help?**
6. **Optional:** Attach supporting files by dragging them into the upload area or selecting **+ Add file**.

i Note: Supported file types are JPG, PDF, XML, PNG, and DOCX.

7. Select **Start Conversation.**

The conversation is created and appears in the Impact Conversation workspace.

8. Optional: To discard the conversation, select **Cancel**.**What to do next**

For working with the features available in the **Conversations** workspace, see [Working with Conversations](#).

Working with Conversations

Learn how to use the various features available in conversations.

Conversations Workspace

The paneled Conversation workspace helps organize conversations:

- **Conversations panel:** Select, search, filter, or start a new conversation. It lists all conversations, each showing a status badge (Open or Closed), the category, the conversation subject, a preview of the latest message, and the last activity timestamp.
- **Details panel:** Read the history, exchange messages using the message input, and share files inline. It displays the selected conversation as a threaded chat.
- **Attachment/Linked Records/People panel:** View attachments, link records, and manage participants connected with the selected conversation. Select an icon in the right navigation panel to work with this panel.

i Note: Select the chat icon in the right navigation panel on Impact pages such as Outcomes, Initiatives, Accelerators, Platform Health to initiate or continue working with a conversation.

The following supported features help with contextual management of conversations:

Add attachments

Conversations can include references to relevant files. Select the Attach icon on the right navigation pane to attach files. The existing attachments appear in the Attachments panel. If you want to add another file, select the Add button and select the relevant file.

Link related records

Information related to the conversations appear as related records in the **Related Records** panel. Select the Records icon on the right navigation pane to view related records.

- If there are no linked records, select **Link Record** button to start linking related records.
- To link a record to the conversation, select **Link Record** in the ellipsis menu of the record.
- Select **Unlink Record** to remove the record linked to the conversation.

Edit conversation details

You may want to update the details of the conversations such as the subject, category, or State.

- In the **Conversations** workspace, select the **Edit Details** from the ellipsis menu on the details panel.
- Select **Close Conversation** in the header ellipsis to end the conversation and change the **State** to Closed.
- Select **Reopen Conversation** in the header ellipsis to reopen a closed conversation.

Manage conversation participants

During a conversation, if you need another opinion or a clarification, you may want to include or exclude people in an existing conversation. Select the People icon on the navigation pane to view the people in the conversation thread.

- Include or update conversation participants by selecting **Add People** in the ellipsis menu of the **People** panel.
- Remove a participant from the conversation by selecting **Remove** from the ellipsis menu on the participant row.
- Designate one or many participants as the owners of the conversation by selecting **Make conversation owner** from the ellipsis menu on the participant row.

Select **Add People** in the ellipsis menu of the **People** panel to include or update conversation participants.

Search conversations by Subject

To find a conversation with a specific subject, use the Search icon on the **Conversations** panel to run a keyword search by **Subject**.

Search conversation by Messages

In the details panel, within a long conversation thread, if you're looking for a specific message, select the Search icon on the navigation pane and press the Enter key.

Filter conversations

In decision making processes, sometimes, you may have to view conversations according to their Category or State (Open or Closed). Select Filter icon in the **Conversations** panel to view the selective conversations.

Work items in Impact

Create a Strategic Portfolio Management (SPM) or Collaborative Work Management (CWM) work item using recommendations and initiatives for faster execution and actionable goals.

Work items overview

Work items enable the automatic conversion of impact entities into actionable items. Using work items eliminates manual coordination across systems, reduces fragmented workflows, avoids inefficiencies, presents delays in leveraging valuable insights, and duplicate efforts.

You can use the Impact Workspace to convert impact squad recommendations, free-form recommendations, or initiatives, and product adoption roadmaps into SPM or CWM work items such as:

- Product Idea
- Demand
- Project
- Story
- Epic
- Feature
- Collaborative Work Management (CWM) Board

Work Items page

The Work Items page displays a centralized view of existing Strategic Portfolio Management (SPM) or Collaborative Work Management (CWM) work items along with their **Impact Source**, **State**, **Progress**, and **Status**.

You can view the grouped view of various work items grouped under SPM Work Items and CWM Work items. Select **Show All** to display an expanded view of the work items under a specific group. For instance, selecting **Show All** for **Initiatives** under **SPM Work Items** displays all the existing SPM work items created using initiatives.

Work Items view

Work items

Strategic Portfolio Management (SPM) and Collaborative Work Management (CWM) work items created from Impact items can be monitored here. To edit, click the work item name link to open the work item directly in SPM or CWM.

SPM work items					
Last retrieved just now.					
<div> <div>← Back to grouped view</div> <div> <div>Search</div> <div> <div>Y</div> <div>🔍</div> </div> </div> </div>					
	Work item name	Impact source	State	Progress	Status
12	Strategic program				Show all
0	Freeform Initiative advanced tracking	Initiative	Draft	0%	Green
0	Freeform Initiative advanced tracking	Initiative	Draft	0%	Green
0	demo test initiative	Initiative	Draft	0%	Green
0	Freeform Initiative	Initiative	Draft	0%	Green
0	Initiative to strategic program	Initiative	Draft	0%	Green
0	Freeform Initiative test	Initiative	Draft	0%	Green
0	Freeform Initiative phase 3	Initiative	Draft	0%	Green
0	Freeform Initiative phase 2	Initiative	Draft	0%	Green
0	Freeform Initiative phase 1	Initiative	Draft	0%	Green
0	Freeform Initiative	Initiative	Draft	0%	Green

Showing 1-10 of 12

1 2 →

Records per page 10

You can search the work items on the **Work Items** page by using the search text box. You can also search for work items using filters like source, state, and status on the **Work Items** page.

Select the Filter  to add a filter and choose from impact source, state, progress, or status. Then select the corresponding values. For example, to filter by **Source**, select **Source** from the filter options, and then choose one or more source types such as **Recommendation**, **Initiative**, or **Product Adoption Roadmap** from the displayed list.

Manage work items with recommendations for the Impact Store Application

Convert an Impact entity to an SPM entity either from the Impact home page or from the **Recommendations list**. Creating an Impact entity and associating the SPM record details help you to avoid manual intervention in converting the entities from Impact to SPM portals, and thereafter any duplication of entities in the process.

Before you begin

Role required: Impact App Admin, Impact Platform Owner, Impact Portfolio Owner

You can create or convert impact entities like recommendations and free form accelerators into SPM work item based on the required role, and create and write access to at least one of the SPM tables.

Note: Impact entities can either be converted into an SPM and Collaborative Work Management (CWM) work item, or, into an SPM or CWM work item.

About this task

When you convert an Impact entity to an SPM entity, you are creating an SPM entity using some of the attributes of the Impact entity, and then associating the new SPM entity with the Impact entity.

For an Impact entity to be converted to an SPM entity, the recommendation must:

- Not be hidden by selecting the **Hide** option
- Be a rule-based recommendation
- Have been created by squad

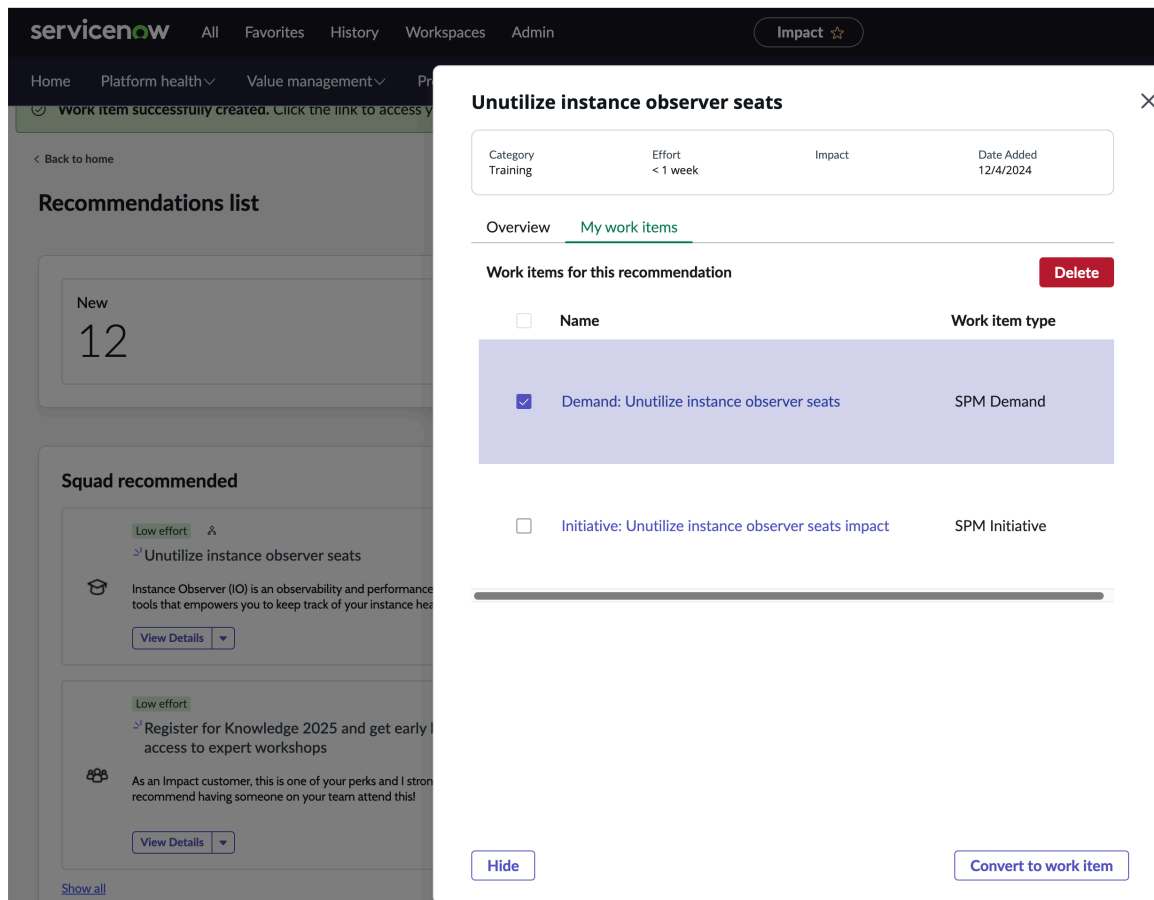
It can be associated to a free form initiative as well.

Impact entities that can be converted to SPM entities are:

- Recommendations that are created via rule engine or manually created by Impact squad user, which are not associated with any initiative or accelerator type, except for free form initiatives, can be converted into an SPM entity such as a demand, epic, project, or any other available options.
- If the status of the recommendation changes to **Rejected**, or as a user you hide the recommendation after creating the SPM entity, then you cannot view the created SPM entity list, and can no longer take any action such as create or delete the SPM entity within Impact.

Procedure

1. Navigate to **All > Impact > Home**.
2. Select the recommendation that you want to convert.
 - From the latest three listed in the **Recommended next steps** section.
 - Select **View full list** if it is not in the **Recommended next steps** section.
3. Select the **View Details** list and click **Convert to work item** option.
4. Select a work item from those that are listed for the recommendation.
Some of the work items may be disabled. A particular impact entity can be converted to multiple SPM entities without restriction. A recommendation can also be associated with multiple strategic programs without requiring the removal of any existing associations.
5. Select **Next**.
The corresponding SPM table or the CWM table opens in a conversion form in Strategic Planning Workspace view. The SPM record details are auto-populated in the fields, as the fields from the Impact entity are mapped to the SPM entity in the Impact SPM Definition table [sn_impact_cust_impact_spm_definition]. You can continue with the auto-filled record details or update the details if needed.
6. Select **Convert**.
A UI message confirms that an SPM entity is created successfully with a link to the created SPM entity.
7. Select the link to view the record details, or select the recommendation and click **My work items**.
You can view the work items that you created for this recommendation.



In the recommendation pop-up, the **My work items** tab lists all the SPM entities like demands, projects, and others that are associated to the recommendation. If you would like to create another work item, then select **Convert to work item**.

8. To delete the work item, select the work item and click **Delete**.

Select **Delete** in the Are you sure? pop-up. A message confirms the successful deletion of the work item.

Users who can convert an Impact entity to an SPM work item

Impact App Admin, Impact Platform Owner, Impact Portfolio Owner and Instance Admin can start the impact entity conversion to SPM work item if they have create access for the SPM entity.

Impact entities that can be converted to SPM work items

Recommendations and Free-form Initiatives can be converted to SPM work items.

Expiry of SPM license

If the SPM license expires and the user still has access to the SPM tables, then they can convert successfully. However, if their access to SPM tables is revoked then they won't be able to create a conversion and will be redirected to the home page that displays an error message.

Required SPM plugins

- Collaborative Work Management
- Portfolio Planning Core

Manage work items from an initiative in the Impact Store Application

Use the SPM work item record link within the Impact entity to view its details, after Impact entity is successfully converted to an SPM work item.

Before you begin

Role required: Impact App Admin, Impact Platform Owner, Impact Portfolio Owner

If you do not have the Create and Write access to at least one of the SPM tables, then you can't view the list of SPM work items. As a result, you can't select and convert an Impact entity to an SPM work item.

Note: Impact entities can either be converted into an SPM and Collaborative Work Management (CWM) work item, or, into an SPM or CWM work item.

About this task

Out of the different accelerator and initiative types, only the free form initiatives can be converted into an SPM entity. The free form initiatives are created in Impact Delivery Instance, which then sync with the customer instance through service bridge.

After the conversion, whenever you access the Impact entity, you can select the link to the SPM work item and view the record details in the Strategic Planning Workspace in SPM.

Impact entities that can be converted to SPM entities are:

- Free form initiatives that are not in **Closed** or **Cancelled** states can be created or converted into an SPM entity.
- The status of a free form initiative moving to **On hold**, **Cancelled**, or **Closed** state will not have any effect on an already created SPM entity, creation of a new SPM entity, or deletion of an existing SPM entity.

Procedure

1. Navigate to **All > Impact > Accelerator and Initiatives**.

Consumption

Overall state: 10 Total

View by: All categories

In progress usage:

Architecture	Strategy	Technical
0/11 in use	0/11 in use	0/10 in use

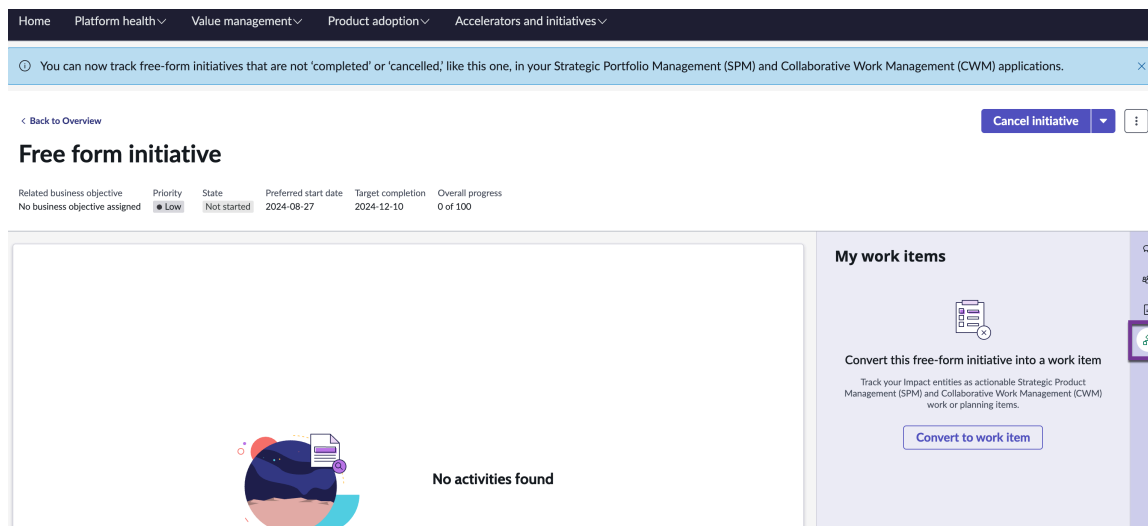
Your list 10

Name	Type	Progress State	Target Completion	Owner
Freeform Initiative - OH	Initiative	On hold	2024-11-18 10:00:16	
Freeform Initiative - NS	Initiative	Not started		
free-form-initiative-work-in-progress	Initiative	Work in progress	2025-01-30 10:55:06	
free-form-initiative-on-hold	Initiative	On hold	2024-12-31 03:54:14	
Customer Impact Plan	Foundation	Complete		
Product Adoption Roadmap	Foundation	Complete		
Capability Map	Foundation	Work in progress		
Free form initiative	Initiative	Not started	2024-12-10 04:25:28	
Impact Benefits	Foundation	Work in progress		

2. Select a free form initiative that you want to convert to an SPM work item from **Your list** that is in **Not started** state.

When you select the free form initiative, a message banner on top conveys the message that the initiative can be tracked in SPM and Collaborative Work Management applications.

3. Select the my work item () icon from the right sidebar.



Since the free form initiative is not associated with the SPM entity yet, the icon is enabled for the association. If there are existing SPM work items associated with it, then they are listed in the **My work items** pane.

4. Select **Convert to work item** to track the Impact entity as an actionable SPM and Collaborative Work Management work item.
5. Select a work item from the list.
In the Convert Free form initiative into a work item page, you can play the **intro video** to understand the SPM feature.
6. Select any of the available options.
 - a. Demand
 - b. Product idea
 - c. Project
 - d. CWM Board
 - e. Epic
 - f. Strategic program
 - g. Initiative

For example, you can select a project to convert it to an SPM work item.

Note: If you do not have the Create and Write access to any of the SPM tables, you may not be able to view any of the SPM work items. As a result you can't select and convert an Impact entity to an SPM work item.

7. Select **Next**.

The work item opens in a Strategic Planning Workspace. The record details are mapped and the free from initiative's **Name** field is mapped with the Project's name field, and hence the field is pre-populated. You can enter details in the mandatory fields, and other details if needed.

Convert Free form initiative into a work item

Cancel

Convert

Learn more about SPM: [Intro video](#)

Project

Name *

Free form initiative

Approved start date

yyyy-MM-dd

Approved end date

yyyy-MM-dd

Portfolio

Program

Department

Primary goal

8. Select **Convert**.

After you convert, an SPM work item is created, and the free form initiative is associated with the SPM entity in the Impact SPM Entity Association [sn_impact_cust_impact_spm_entity_association] table. You will see a message after the operation is successful, and the link to the SPM work item is available in the Impact entity.

9. Select the free form initiative link in the message to view the SPM work item details.

You can also select the  icon to view the details.

servicenow

All Favorites History Workspaces Admin

Impact

Search

Home Platform health Value management Product adoption Accelerators and Initiatives

Work item successfully created. Click the link to access your newly created work item [Free form initiative](#)

Show more

You can now track free-form initiatives that are not 'completed' or 'cancelled,' like this one, in your Strategic Portfolio Management (SPM) and Collaborative Work Management (CWM) applications.

Show more

Back to Overview

Cancel Initiative

Free form initiative

Related business objective

No business objective assigned

Priority

Low

State

Not started

Preferred start date

2024-08-27

Target completion

2024-12-10

Overall progress

0 of 100

My work items

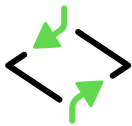
SPM Project

Free form initiative

Convert to work item

Impact reference

Reference information for Impact, organized by data synchronization, Scan Engine, Impact Delivery Instance, and general topics.

<p>Data synchronization reference</p>  <p>Reference information for data synchronization, including field mappings, storage estimation, and data sync processes.</p>	<p>Scan Engine reference</p>  <p>Reference information for Scan Engine, including API field references.</p>
<p>Impact Delivery Instance reference</p>  <p>Reference information for Impact Delivery Instance, including configuration, user management, roles, features, and reporting.</p>	<p>General reference</p>  <p>General Impact reference information including roles, packages, domain separation, Service Bridge, and API endpoints.</p>

General reference

General reference information for Impact, including packages, roles, domain separation, and pro-code development.

This section contains general reference information including packages, roles, domain separation, and pro-code development guidance.

Impact packages

Impact packages comprise support tools, self-help resources, human-led engagements, discounts, and additional benefits made available to you according to your impact subscription package.

Impact has the following subscription packages:

- Guided
- Total
- Integrated Success

Regardless of the package, all Impact customers get:

- A great digital experience with value realization dashboards and intuitive journey builders.
- Personalized learning and coaching with curated content and tailored learning aligned to your roadmap and role.
- A smart recommendation engine that provides proactive insights, prescriptive alerts, and custom recommendations.

Descriptions

If you have purchased an Impact offering, the applicable Impact Package description applies to your purchase.

Guided

- Entry-level offerings including the Premium digital experience, enhanced technical support, and curated content.
- Impact Squad: Customer Success Manager

Total

- The complete solution with a designated expert team, personalized recommendations, preventative tools, and much more.
- Impact Squad Team: Customer Success Executive, Platform Architect, Customer Success Manager, and Support Account Manager

Integrated Success

- Includes all benefits in Impact Total along with expert-led support for Program Delivery (EM), Design (BPC), and Architecture (SA) and Technical Implementation Services
- Expert Team: Engineering Manager (EM), Business Process Consultant(BPC), Solution Architect(SA)

Note:

See the Legal Schedules for Impact for additional information at <https://www.servicenow.com/legal/servicenow-impact.html> 

Accelerator consumption per Impact package

According to the Impact package you have purchased, there's an allotment of Accelerators from each sub-catalog that you can consume consecutively. See [Accelerator catalog](#) for additional information on Accelerators and sub-catalogs.

The following consumption allocations apply to all variations (for example, US PubSec, MSP Dedicated) and versions (for example, V3 & V4) of Impact packages, unless otherwise specified.

Package	Description	Accelerator Consumption
Guided	Entry-level offerings including the Premium digital experience, enhanced technical support, Impact Squad Customer Service Manager (CSM), and curated content	1 at a time across all sub-catalogs
Total	The complete Impact solution with a designated expert team, personalized recommendations, preventative tools, and much more.	7 total (2 of each sub-catalog concurrently for Architecture, Strategy and Technical accelerator sub-catalogs, 1 concurrently for Optimization sub-catalog). Access to Optimization sub-catalog only applies to the newest version of Total (v4, MSP Dedicated v4, MSP Domain Separated v2, USPS v5).

Package	Description	Accelerator Consumption
Integrated Success	Comprehensive Impact solution that provides designated teams, personalized recommendations, and preventative tools with expert Services. It offers advisory services associated with transformation services in conjunction with implementation credit. The Integrated Success is initiated through Free Form initiative in Impact.	Customers effectively get access to the full suite of accelerators including the Platform Optimization accelerators delivered through Expert Services.

Customer agreements and terms

For customer agreements and terms, refer to the applicable Impact Accelerator description available at <https://www.servicenow.com/legal/servicenow-impact.html>.

Add-on packages

Add-on packages introduce flexibility for Impact customers and are available in all environments where Impact is available. Add-On packages will be sold to all Impact customers and are priced on a per SKU, per year basis, with each Add-on priced separately with distinct entitlements.

Available Add-on SKUs

Name	Entitlements
Strategic Value	<ul style="list-style-type: none"> Upgraded Value IDI Two additional Strategy Accelerator catalog concurrencies Additional CSM coverage
Platform Governance	<ul style="list-style-type: none"> Upgraded Health IDI Two additional Architecture Accelerator catalog concurrencies Additional CSM coverage
Platform Optimization	One additional Optimization Accelerator catalog concurrency
Managed Support	<ul style="list-style-type: none"> Upgraded P1/P2 level issue initial target response times Additional SAM coverage on 1 instance Five Impact Developer Support seats
Monitor instance performance with Instance Observer Features	<ul style="list-style-type: none"> A rolling 6-month period of performance and availability monitoring of the platform, application, and infrastructure hosting Customer's instance with reporting capabilities Ability to set self-service alerts, notifications, and analyze data
Instance Observer Seats	Ten Instance Observer seats, in addition to the procured Impact package
Preventive Care	Bi-annual in-depth view into the health of production instances

Available Add-on SKUs (continued)

Name	Entitlements
	<ul style="list-style-type: none"> • Performance Engineer-led diagnostic • Presentation to customer stakeholders • Guided Remediation
Platform Health	<ul style="list-style-type: none"> • Unlimited Active Custom Definitions • Proposed Fix

Note:

- IDI = Impact Delivery Instance
- CSM = Customer Support Manager
- SAM = Support Account Manager

Roles installed with Impact

Impact offers many roles to assign to fit your business needs. When you log in to Impact, you'll see a personalized view of your objectives, metrics, and recommendations tied directly to your role.

Impact platform roles control access across administration, development support, code scanning, system monitoring, and user engagement. Assign roles based on user responsibilities and access requirements.

Impact platform roles reference

Category	Role	API Role Name	Key Capabilities
Administrative	Impact Platform Owner	sn_impact_common.Impact Platform Owner	<ul style="list-style-type: none"> • Full access to all Impact features • Premium access management for Instance Observer and Developer Support • Access Platform Owner dashboard • Request Accelerators and advisory sessions • Can't assign or configure roles to users or groups (See Impact App Admin)

Impact platform roles reference (continued)

Category	Role	API Role Name	Key Capabilities
Administrative	Impact Portfolio Owner	sn_impact_common.Impact Portfolio Owner	<ul style="list-style-type: none"> • Full CRUD on Impact tables • Access Platform Owner dashboard • Request Accelerators and advisory sessions
Administrative	Impact Permissions Authorizer	Impact Permissions Authorizer	<ul style="list-style-type: none"> • Approve permissions for Impact features requiring consent • Manage initiative permissions • Manage group permissions • Approve pending activity requests • Decline pending activity requests
Administrative	Impact Admin	sn_impact_common.Impact Admin (BDA)	<ul style="list-style-type: none"> • Full access to all Impact features • Premium access management for Instance Observer and Developer Support • User account management • Day-to-day platform administration
Administrative and Scan Engine	Impact App Admin	sn_impact_common.Impact App Admin	<ul style="list-style-type: none"> • Full CRUD access to Impact tables • Assign and configure roles to users or groups • Configure Platform Health • Scan Engine capabilities: <ul style="list-style-type: none"> ◦ Manage scan settings ◦ Manage exception reasons ◦ Initiate scans ◦ Execute scans
Development and Scan Engine	Impact Developer	sn_impact_common.Impact Developer	<ul style="list-style-type: none"> • Access Scan Engine findings and developer workflows • View personal technical debt and findings

Impact platform roles reference (continued)

Category	Role	API Role Name	Key Capabilities
			<ul style="list-style-type: none"> • Perform on-demand scans excluding scheduled scans • Access developer dashboard • View Scan Engine results • Submit exception requests
Development and Scan Engine	Development Team Lead	sn_impact_common.Impact Development Team Lead	<ul style="list-style-type: none"> • View all team findings and scan results • Manage team members • Access Development Team Lead dashboard • Perform on-demand scans excluding scheduled scans
Development and Support	Impact Developer Support	Impact Developer Support	<ul style="list-style-type: none"> • Submit Developer Support cases for break-fix troubleshooting for Advanced and Total packages • Request custom development work
Scan Engine	Scan Engine Admin	sn_se.scan_engine_admin	<ul style="list-style-type: none"> • Full access to all Scan Engine functions and results • Configure and manage Scan Engine • Manage exception reasons • Manage approval workflows • Enable AI-generated code fix capabilities • View all scan results and findings • Initiate scans
Scan Engine	Scan Engine User	sn_se.scan_engine_user	<ul style="list-style-type: none"> • Access Scan Engine findings • View scan initiation buttons without initiation functions • View Scan Engine results

Impact platform roles reference (continued)

Category	Role	API Role Name	Key Capabilities
Scan Engine	Exception Approver	sn_se.scan_engine_exception_approver	<ul style="list-style-type: none"> • Approve and reject exception reason requests • Receive and triage exception notifications
Scan Engine	AI Fix User	sn_impact_gen_ai_ai_fix_user	<ul style="list-style-type: none"> • Access AI-generated code fix capabilities • View code fix suggestions from Now Assist • Apply AI-generated remediation code
Scan Engine	Internal REST Integration	sn_iu_internal_rest_integration	<ul style="list-style-type: none"> • Enable REST API integration for Scan Engine • Sync Scan Engine definitions • Sync exception reasons • Sync Update Set scanning data • Perform automated data synchronization
Instance Observer	IO Standard	io_standard	<ul style="list-style-type: none"> • Full access to all Instance Observer features • Create alert rules, manage alert rules, manage alert groups • Access performance dashboards, generate reports, manage dashboards, triage alerts • Schedule reports • Access availability insights
Instance Observer	IO Read Only	io_readonly	<ul style="list-style-type: none"> • View alerts • View rules • View integrations • View reports

Impact platform roles reference (continued)

Category	Role	API Role Name	Key Capabilities
User-Level	Impact Executive	sn_impact_common.Impact Executive	<ul style="list-style-type: none"> • Read access to all Impact features • Access Executive Dashboards, Scan Engine • Access strategic documents, capability maps, adoption roadmaps, objectives, and value journey • Create and update conversations
User-Level	Impact User	sn_impact_common.Impact User	<ul style="list-style-type: none"> • Read-only access to Impact • Read-only access to all tables • Create and update conversations
User-Level	Impact Partner	sn_impact_common.Impact Partner	<ul style="list-style-type: none"> • Read-only access to Impact • Read access to Capabilities Maps, Product Adoption Roadmaps, Objectives, and Accelerators • Request advisory sessions

Domain Separation in Impact

Domain separation is unsupported for Impact. Domain separation enables you to separate data, processes, and administrative tasks into logical groupings called domains. You can control several aspects of this separation, including which users can see and access data.

Support level: No support

- The domain field may exist on data tables but there is no business logic to manage the data.
- This level is not considered domain-separated.

For more information on support levels, see [Application support for domain separation](#) .

Proactive Code Check for the Impact Store Application

Developers scan update sets for leading practice violations in non-production instances before promoting to production. Platform Owners gain insight into technical debt and stability of both non-production and production instances, resulting in improved code quality, reduced errors, and compliance verification.

Proactive Code Check key features

i Important: Starting with Impact Zurich version 6.0.8 ServiceNow Store release, Proactive Code Check is being prepared for future deprecation with the Brazil release. It will be hidden and no longer installed on new instances but will continue to be supported. For details, see the [Deprecation Process \[KB0867184\]](#) article in the Now Support Knowledge Base.

Proactive Code Check can be used to perform a code review in your instances.

i Note: Proactive Code Check single instance scanning is supported with the ServiceNow Washington DC release and later. Synchronizing between instances and viewing results on the dashboard are features supported with the ServiceNow Yokohama release and later.

Update set scanning

- Scans code and configuration changes against predefined ServiceNow leading practices and compliance standards for the specific update set.
- Detects security vulnerabilities, performance issues, and coding inefficiencies early in the development lifecycle.
- Improve code quality, reduce errors, and verify compliance before promoting to production.

Real-time feedback

- Provides actionable insights and recommendations for resolving identified issues.
- Delivers results in real time, enabling developers to address problems without delays.

Instance-specific integration

- Scans run directly within your instance, ensuring data security and compliance.
- Findings are saved locally for easy access and reporting.

Comprehensive reporting

- Findings are categorized by priority, allowing users to focus on critical issues.
- Reports include trend analysis and delta comparisons to track improvement over time.
- Gain insight into technical debt and the stability of instances to easily monitor the status of issue remediation efforts using performance reports

Synchronize scan results to production

Code review reports on update sets in non-production instances can be synced for review in a configured production instance

View scan results on the Platform Health dashboard

Proactive Code Check scan categories

Proactive Code Check performs leading practice checks related to the categories in the following table.

PCC scan categories

Category	Description
Manageability	Measures the extent to which ServiceNow instances, applications, or infrastructure can be effectively upgraded, monitored, and maintained.
Performance	Measures the efficiency of a ServiceNow instance, encompassing aspects such as speed, responsiveness, resource utilization, and overall dependability.
Security	Measures implementation of protocols across a ServiceNow instance to prevent unauthorized access, data breaches, cyber attacks, and potential vulnerabilities.
Upgradeability	Assesses the ease of enhancing a ServiceNow instance or application with new features, improvements, security patches, or compatibility adjustments.

Note: For the complete list checks performed by a Proactive Code Check scan, see [Proactive Code Check scan suite matrix for the Impact Store Application](#).

Use Proactive Code Check for the Impact Store Application

Developers can identify issues and prevent defects before they are deployed to production.

Before you begin

Note: Starting with Impact Zurich version 6.0.8 ServiceNow Store release, Proactive Code Check is being prepared for future deprecation. It will be hidden and no longer installed on new instances but will continue to be supported. For details, see the [Deprecation Process \[KB0867184\]](#) article in the Now Support Knowledge Base.

Developers execute Proactive Code Check (PCC) on update sets in development in non-production instances. PCC displays a list of identified findings for the update set related list with details such as type, severity, and location. Filters and sorting options for the findings are available, also the ability to directly open the individual finding record to resolve the issues found in the scan report.

Note: The code check parameters must be configured prior to running a scan.

Role required: admin

Procedure

1. In the non-production instance, navigate to **All > System Update Sets > Local Update Sets > .** Verify that the page view is set to **Proactive Code Check**.
The Customer Updates tab displays the pending development changes to be pushed to the production instance.
2. Select the **Proactive Code Check** UI action to initiate the scan.
A progress bar displays that also includes the total number of warnings, errors, and findings.
3. Select **Go to Result/Refresh** the current update set form to view findings in the related list.
The Scan Findings are displayed in a table. You can review the system check for background information for a particular result or link externally to a KB article that explains resolution and configuration details.
4. Address the issues that were reported during the scan to validate the changes resolved the issues.
5. On the update set, select **Rescan** on the Scan Result page for an updated report.

Repeat the scan and resolution process, as needed, before promoting the Update Set to the production instance.

New findings are referenced to the specific Update Set from which they originated, including findings related to child update sets, allowing for easy navigation between findings and the update set in the user interface.

Proactive Code Check analytics for the Impact Store Application

Platform Owners use Proactive Code Check to track compliance against coding best practices and organizational standards. Owners can review detailed findings and audit the status of issues that were uncovered during the scan. Historical data is available up to six months.

About this task

Note: Starting with Impact Zurich version 6.0.8 ServiceNow Store release, Proactive Code Check is being prepared for future deprecation. It will be hidden and no longer installed on new instances but will continue to be supported. For details, see the [Deprecation Process \[KB0867184\]](#) article in the Now Support Knowledge Base.

- Identify recurring issues and trends in unresolved findings.
- View progress on resolving technical debt over time.
- Prioritize remediation efforts using a severity-based categorization of findings.

Before you begin

Role required: Impact_platform_owner, sn.mif_mif_read

Procedure

1. Navigate to **All > Impact > Platform health > Diagnostics.**

The Proactive Code Check overview displays with data from the last 30 days.

2. Select **View Dashboard to view additional information about the scans.**

- Filter by instances or by time period.
- The Prevented findings charts display metrics related to findings that were resolved prior to moving an update set to a production completed status.
- The Unresolved findings section displays metrics related to findings that remained open after an update set was moved to a production completed status.
- Compare Trends in Resolved vs. Unresolved Findings.

3. Select **View all findings to view all findings related to Proactive Code Check.**

- View All Findings Across Instances.
- Filter and Group Findings by Severity, Type, or Check.
- Identify Checks Producing the Most Findings for Targeted Improvements.
- Analyze Findings Across Time Periods to Track Trends and Recurring Issues.

Findings count and state across time periods

Findings category	State
Count of Findings (Findings Resolved)	Muted and Created on Today
Count of Findings Unresolved	Recurring or New and Updated on Today
Count of Findings Resolved	Resolved and Updated on Today

Findings category	State
Count of Findings New	New and Updated on Today
Count of Findings Muted	Muted and Updated on Today

Proactive Code Check scan suite matrix for the Impact Store Application

Refer to the Proactive Code Check (PCC) scan suite matrix for details on the checks performed during a PCC scan.

Note: Starting with Impact Zurich version 6.0.8 ServiceNow Store release, Proactive Code Check is being prepared for future deprecation. It will be hidden and no longer installed on new instances but will continue to be supported. For details, see the [Deprecation Process \[KB0867184\]](#) article in the Now Support Knowledge Base.

Proactive Code Check scan suite matrix

Category	Name	Short_description	Description
Performance	HSD0001049 Avoid Global UI Scripts	Avoid Global UI Scripts	Global UI scripts are loaded on every single page/form in ServiceNow even if the code within them is not called.
Manageability	HSD0001058 SCRIPT Scoped app uses logging utils or deprecated methods	Scoped app uses logging utils or deprecated method - gs.log	Scoped applications should use scoped logging APIs rather than legacy methods.
Manageability	HSD0001058 XML Scoped app uses logging utils or deprecated methods	Scoped app uses logging utils or deprecated method - gs.log	Scoped applications should use scoped logging APIs rather than legacy methods.
Performance	HSD0001116 Client Scripts should not be defined against the Global table	Client Scripts should not be defined against the Global table	A global client script is any client script where the selected Table is Global. Global client scripts have no table restrictions; therefore they will load on every page in the system introducing browser load delay in the process. There is no benefit to loading this kind of scripts on every page.
Performance	HSD0001126 SCRIPT Unnecessary dot walking to sys_id from current object	Unnecessary dot walking to sys_id from current object	Reference fields already store the Sys ID of the referenced record. Using gr.fieldname.sys_id is a dot-walk and instructs the platform to perform another query only to return the same value. This is an unnecessary overhead.

Proactive Code Check scan suite matrix (continued)

Category	Name	Short_description	Description
Performance	HSD0001126 XML Unnecessary dot walking to sys_id from current object	Unnecessary dot walking to sys_id from current object	Reference fields already store the Sys ID of the referenced record. Using gr.fieldname.sys_id is a dot-walk and instructs the platform to perform another query only to return the same value. This is an unnecessary overhead.
Performance	HSD0001128 SCRIPT Client-side code should not use synchronous AJAX methods	Client-side code should not use synchronous AJAX methods	Code that uses synchronous AJAX can possibly cause delays in processing UI events. It can be detrimental to performance and negatively impact user experience. Wherever possible, we should try to employ asynchronous AJAX.
Upgradability	HSD0001142 SCRIPT Client-side code should not use DOM manipulation technique	Client-side code should not use DOM manipulation technique	This customization technique gives a lot of control, but does frequently cause upgrade challenges. It is recommended not to use jQuery, PrototypeJS, gel and other techniques.
Manageability	HSD0001153 SCRIPT Hard coded instance URL	Hard coded instance URL	Raises a finding for hard coded instance URLs as their use can be detrimental to functionality across environments.
Manageability	HSD0001153 XML Hard coded instance URL	Hard coded instance URL	Raises a finding for hard coded instance URLs as their use can be detrimental to functionality across environments.
Manageability	HSD0001174 REST Scripted Web Services writing data directly	Scripted Web Services writing data directly	Scripted Web Services insert/update/delete data directly, whereas it is recommended to utilize Script Includes because it provides a structured and documented approach for managing data operations, ensuring consistency, security, and maintainability within the platform.

Proactive Code Check scan suite matrix (continued)

Category	Name	Short_description	Description
Manageability	HSD0001174 SOAP Scripted Web Services writing data directly	Scripted Web Services writing data directly	Scripted Web Services insert/update/delete data directly, whereas it is recommended to utilize Script Includes because it provides a structured and documented approach for managing data operations, ensuring consistency, security, and maintainability within the platform.
Security	HSD0001235 XML Avoid Dynamic JEXL Expressions inside Jelly tag	Avoid Dynamic JEXL Expressions inside Jelly tag	When writing Jelly code, avoid using dynamic JEXL expressions inside the Jelly tag (or <g2:evaluate> for phase two). While the code appears to work, it affects a memory resource (called PermGen) in the Java Virtual Machine, which can lead to performance issues and even system outages over time. The exception to using JEXL expressions inside <g:evaluate> tags is with static values, including: \${AMP}\, \${AND}, \${GT}, \${LT}, and \${SP} (and their phase two counterparts: \$[AMP], \$[AND], and so on).
Upgradability	HSD0001247 Use of deprecated API RESTMessage (V1)	Use of deprecated API RESTMessage (V1)	The API allowed to send outbound REST messages using JavaScript. However the version 1 of RESTMessage has been deprecated.
Manageability	HSD0001275 Scripts should not contain hard-coded IDs	Scripts should not contain hard-coded IDs	Hard coding sys_ids makes the system more difficult to manage, and less able to move functionality between instances.
Manageability	HSD0001278 Before Business Rules should not update() or insert() on other tables	Before Business Rules should not update() or insert() records on other tables	Running an insert() or update() in a onBefore BR will cause updates to other tables, even though the update may be cancelled.

Proactive Code Check scan suite matrix (continued)

Category	Name	Short_description	Description
Manageability	HSD0001281 getMessage() called in Client Script without preloading message key	getMessage() called in Client Script without preloading message key	getMessage used in a client script needs to have the message key added to the Messages field on the script record.
Manageability	HSD0001312 SCRIPT Avoid console.log() usage in code	Code should not contain the console.log() debugging method	The client-side function console.log could cause errors in certain browser versions. Furthermore, there is a good chance that what's being logged is information you would not want publicly exposed, and that persons with malicious intent could manipulate the script to reflect PII. It is never a good idea to go to production with console logging enabled. Console.log is invalid server side and therefore should not be there either.
Manageability	HSD0001312 XML Avoid console.log() usage in code	Code should not contain the console.log() debugging method	The client-side function console.log could cause errors in certain browser versions. Furthermore, there is a good chance that what's being logged is information you would not want publicly exposed, and that persons with malicious intent could manipulate the script to reflect PII. It is never a good idea to go to production with console logging enabled. Console.log is invalid server side and therefore should not be there either.
Performance	HSD0001338 Business Rules should not be defined on the Global table	Business Rules should not be defined on the Global table (Global Business Rule)	A Global Business Rule is any Business Rule where the selected table is Global. Any other script can call Global Business Rules. Global Business Rules have no condition or table restrictions and load on every page in the system.

Proactive Code Check scan suite matrix (continued)

Category	Name	Short_description	Description
Performance	HSD0001347 SCRIPT Client-side code should not use GlideRecord	Client-side code should not use GlideRecord	The client side GlideRecord object is often inefficient, because it returns lots of unnecessary data. GlideRecord and g_form.getReference are both involved.
Performance	HSD0001358 SCRIPT Server-side code should not use GlideRecord.getRowCount()	Server-side code should not use GlideRecord.getRowCount() to count records	The GlideRecord.getRowCount() works by getting the whole result set without using the build-in arithmetic functions of the database. GlideAggregate does use the database, therefore is often drastically faster. The exception to this recommendation is if you intend to loop through the records and process them anyway.
Performance	HSD0001358 XML Server-side code should not use GlideRecord.getRowCount()	Server-side code should not use GlideRecord.getRowCount() to count records	The GlideRecord.getRowCount() works by getting the whole result set without using the build-in arithmetic functions of the database. GlideAggregate does use the database, therefore is often drastically faster. The exception to this recommendation is if you intend to loop through the records and process them anyway.
Manageability	HSD0001392 Scripts should not use the eval() method	Scripts should not use the eval() method	The eval() function evaluates or executes an argument. Improper use of eval() opens up your code for injection attacks and debugging can be more challenging, as no line numbers are displayed with an error.
Performance	HSD0001554a JDBC Data Srcs with "Use last run datetime" disabled for update sets	JDBC Data Sources should have the "Use last run datetime" option checked	Repeatedly importing data that has not changed leads to many skipped rows and unnecessarily bounds system resources.

Proactive Code Check scan suite matrix (continued)

Category	Name	Short_description	Description
Performance	HSD0001560 Use 'track by' in ngRepeat loops	Use 'track by' in ngRepeat loops	When using the ngRepeat directive without a 'track by' clause, the DOM elements are destroyed and rebuilt every time the source data is updated. Adding a 'track by' clause with a unique key (such as a sys_id) allows the DOM elements to be reused rather than rebuilt, which significantly improves the performance of pages with large, complex lists.
Manageability	HSD0001578 Business Rules should not use the SOAP getResponse() method	Business Rules should not use the SOAP getResponse() method	getResponse blocks the transaction, waiting until a response is received. This is better done asynchronously.
Performance	HSD0001623 Read ACLs (Security rules) should not have GlideRecord/GlideAggregate	Read ACLs (Security rules) should not have GlideRecord/GlideAggregate	Read ACLs are frequently executed. Having complex database lookups can harm performance.
Security	HSD0002016 Server scripts in widgets should use GlideRecordSecure	Server scripts in widgets should use GlideRecordSecure instead of GlideRecord	<p>The best practice should be that server scripts in widgets should use GlideRecordSecure rather than GlideRecord. This is to ensure that security ACLs are considered in all server interactions. To detect deviation from this, any instantiation of GlideRecord should be marked as a finding.</p> <p>Note that \$sp.getRecord() currently returns a GlideRecord object. This call should actually return a GlideRecordSecure object to be as secure as possible. While that is a separate enhancement outside of the HealthScan tool, it does pose a challenge in that it will be harder for HealthScan to detect the use of the GlideRecord</p>

Proactive Code Check scan suite matrix (continued)

Category	Name	Short_description	Description
			object returned by \$sp.getRecord.
Performance	HSD0002144 Leverage c.server.get() for better widget performance	Leverage c.server.get() for better widget performance	On the client script, c.server.get() allows you to pass specific data to the server script. Doing this can have performance improvements over c.server.update(), which sends the entire data object.
Performance	HSD0002150 Remove unused services from widget client script.	Remove unused services from widget client script.	If injected services are not used in a widget's client controller script, consider removing them. Services which are injected and not used will be instantiated, which may have a performance impact. It is also good practice from a code readability perspective to only inject services that are required.
Performance	HSD0002154 Don't use \$rootScope.\$on in a widget's client script.	Don't use \$rootScope.\$on in a widget's client script.	<p>\$rootScope.\$on should only be used in a service. Using event listeners on \$rootScope in a widget's client controller script can cause memory leaks if the listeners are not manually destroyed. Every time a widget is loaded, the controller is initialized, and every listener initialized on the \$rootScope will not be destroyed with the controller, unless done so manually.</p> <p>Services have no other alternative but to fire events on \$rootScope, and the listen for events on \$rootScope. This is because services are initialized once across the app and do not have their own scope. It is okay to</p>

Proactive Code Check scan suite matrix (continued)

Category	Name	Short_description	Description
			use \$rootScope.\$on in a service.
Manageability	HSD0002808 Client Scripts without description	Client Scripts without description	Client Scripts where the description is either empty, very short or the same as the script name.
Manageability	HSD0002808 Script Includes without description	Script Includes without description	Script Includes where the description is either empty, very short or the same as the script name.
Manageability	HSD0002827 All events should have a description	All events should have a description	All custom events in the event registry should have the "description" field populated. This will ensure that the event's purpose is easily identifiable by administrators who did not create the registry entry and improve maintainability of the instance.
Manageability	HSD0002828 All events should have the "fired by" field populated	All events should have the "fired by" field populated	All custom events in the event registry should have the "fired_by" field populated. This will ensure that the event's trigger is easily identifiable by administrators who did not create the registry entry and improve maintainability of the instance.
Manageability	HSD0003076 Basic authentication credentials on SOAP Message definition	Basic authentication credentials on SOAP Message definition	Basic Authentication for outbound SOAP Messages should use Basic Auth Profiles instead of putting the credentials on the function definition itself.
Manageability	HSD0003081 Basic authentication credentials on REST Message definition	Basic authentication credentials on REST Message definition	Basic Authentication for outbound REST Messages should use Basic Auth Profiles instead of putting the credentials on the function definition itself.
Upgradability	HSD0003307 Change Request table should not be extended	Change Request table should not be extended	At least one child table extending Change Request has been created.

Proactive Code Check scan suite matrix (continued)

Category	Name	Short_description	Description
			<p>Extending Change Request with custom child tables should not be done:</p> <ul style="list-style-type: none"> To support a custom Change Request table a high amount of customization to the other ITSM processes is required New functionality in future releases might not work on extended tables or would require further customization
Manageability	HSD0003625 Business Rule script should be encapsulated in executeRule function	Script code in Business Rules should be encapsulated in the executeRule function	The code should check if there is any business rule that have some code that is not encapsulated in the executeRule function.
Upgradability	HSD0004147 Use of GlideDialogWindow and GlideOverlay	Use of GlideDialogWindow and GlideOverlay	Checks for the use of GlideDialogWindow and GlideOverlay, which cannot be tested by ATF.
Performance	HSD0004365 SCRIPT Cache flushed as part of scripts	Cache flushed as part of scripts	If a cache flush is triggered as part of a non-ootb script execution this will require the platform to rebuild the cache before returning to its BAU state. This activity has a significant performance impact.
Performance	HSD0004726 SCRIPT Debugger should not be used in scripts	Debugger should not be used in scripts	The debugger statement is used to tell the executing JavaScript environment to stop execution and start up a debugger at the current point in the code. This has fallen out of favor as a good practice with the advent of modern debugging and development tools. Production code should definitely not contain debugger, as it will cause the browser to stop executing code and open an appropriate debugger.

Proactive Code Check scan suite matrix (continued)

Category	Name	Short_description	Description
Performance	HSD0006666 Check if current.update() is used in a business rule	Check if current.update() is used in a business rule	Current.update() used in a business rule causes recursive updates and can significantly impact performance.
Manageability	HSD0013213 SCRIPT Detecting hard-coded strings in addInfoMessage() usage	Detecting hard-coded strings in addInfoMessage() usage	Hard-coded messages/strings in the code will not be localized. Detecting such occurrences in addInfoMessage() on both the client and server side.
Manageability	HSD0013213 XML Detecting hard-coded strings in addInfoMessage() usage	Detecting hard-coded strings in addInfoMessage() usage	Hard-coded messages/strings in the code will not be localized. Detecting such occurrences in addInfoMessage() on both the client and server side.
Manageability	HSD0013215 SCRIPT Detecting hard-coded strings in alert() usage	Detecting hard-coded strings in alert() usage	Hard-coded messages/strings in the code will not be localized. Detecting such occurrences in alert() on the client side.
Manageability	HSD0013215 XML Detecting hard-coded strings in alert() usage	Detecting hard-coded strings in alert() usage	Hard-coded messages/strings in the code will not be localized. Detecting such occurrences in alert() on the client side.
Manageability	HSD0014228 SCRIPT Detecting hard-coded strings in addErrorMessage() usage	Detecting hard-coded strings in addErrorMessage() usage	Hard-coded messages/strings in the code will not be localized. Detecting such occurrences in addErrorMessage() on both the client and server side.
Manageability	HSD0014228 XML Detecting hard-coded strings in addErrorMessage() usage	Detecting hard-coded strings in addErrorMessage() usage	Hard-coded messages/strings in the code will not be localized. Detecting such occurrences in addErrorMessage() on both the client and server side.
Manageability	HSD0014229 SCRIPT Detecting hard-coded strings in setError() usage	Detecting hard-coded strings in setError() usage	Hard-coded messages/strings in the code will not be localized. Detecting such occurrences in setError() on the server side.
Manageability	HSD0014229 XML Detecting hard-coded strings in setError() usage	Detecting hard-coded strings in setError() usage	Hard-coded messages/strings in the code will not be localized. Detecting

Proactive Code Check scan suite matrix (continued)

Category	Name	Short_description	Description
			such occurrences in setError() on the server side.
Manageability	HSD0014231 SCRIPT Detecting hard-coded strings in confirm() usage	Detecting hard-coded strings in confirm() usage - SCRIPT	Hard-coded messages/ strings in the code will not be localized. Detecting such occurrences in confirm() on the client side.
Manageability	HSD0014231 XML Detecting hard-coded strings in confirm() usage	Detecting hard-coded strings in confirm() usage - XML	Hard-coded messages/ strings in the code will not be localized. Detecting such occurrences in confirm() on the client side.
Manageability	HSD0014232 SCRIPT Detecting hard-coded strings in prompt() usage	Detecting hard-coded strings in prompt() usage	Hard-coded messages/ strings in the code will not be localized. Detecting such occurrences in prompt() on the client side.
Manageability	HSD0014232 XML Detecting hard-coded strings in prompt() usage	Detecting hard-coded strings in prompt() usage	Hard-coded messages/ strings in the code will not be localized. Detecting such occurrences in prompt() on the client side.
Manageability	HSD0014233 SCRIPT Detecting hard-coded strings in addMessage() usage	Detecting hard-coded strings in addMessage() usage	Hard-coded messages/ strings in the code will not be localized. Detecting such occurrences in addMessage() on the server side.
Manageability	HSD0014233 XML Detecting hard-coded strings in addMessage() usage	Detecting hard-coded strings in addMessage() usage	Hard-coded messages/ strings in the code will not be localized. Detecting such occurrences in addMessage() on the server side.
Manageability	HSD0014234 SCRIPT Detecting hard-coded strings in addFormMessage() usage	Detecting hard-coded strings in addFormMessage() usage	Hard-coded messages/ strings in the code will not be localized. Detecting such occurrences in addFormMessage() on the client side.
Manageability	HSD0014234 XML Detecting hard-coded strings in addFormMessage() usage	Detecting hard-coded strings in addFormMessage() usage	Hard-coded messages/ strings in the code will not be localized. Detecting such occurrences in addFormMessage() on the client side.

Proactive Code Check scan suite matrix (continued)

Category	Name	Short_description	Description
Manageability	HSD0014544 SCRIPT Detecting hard-coded strings in addWarningMessage() usage	Detecting hard-coded strings in addWarningMessage() usage	Hard-coded messages/strings in the code will not be localized. Detecting such occurrences in addWarningMessage() on both the client and server side.
Manageability	HSD0014544 XML Detecting hard-coded strings in addWarningMessage() usage	Detecting hard-coded strings in addWarningMessage() usage	Hard-coded messages/strings in the code will not be localized. Detecting such occurrences in addWarningMessage() on both the client and server side.

Data synchronization reference

Reference information for data synchronization features in Impact.

This section contains reference information for data synchronization, including field mappings, storage estimation, and data sync processes.

Use manual registration to configure the Impact Store Application

Manual registration is generally used by advanced users or to obtain configuration support from your Impact Squad. Regulated and GCC customers are also required to use manual registration.

Before you begin

i Important: Navigation to reach this step differs depending on whether you're using the [Impact Setup Hub](#), where this is reached by toggling **Set up manually** on the Initiate registration page, or the legacy [Guided Setup](#). See whichever one applies to you for the exact path.

Refer to [Configuring Impact](#) for prerequisite configuration steps.

i Important:

Follow the individual topics for each step of the Impact Guided setup. Manual registration is performed in place of the automated registration step 8, [Use automated registration to IDI](#).

If the automated registration failed, contact your Impact Squad, as the manual configuration may also fail to complete successfully.

1. Install the Impact Store Application from the ServiceNow Store

Follow these instructions to install the Impact Store Application.

2. Use Guided Setup for Impact Store Application configuration

Use Impact Guided Setup to follow a sequence of tasks that help you configure the Impact Store Application on your ServiceNow instance.

3. Assign roles

Onboard new and existing users to the Impact Store Application.

4. Assign users to Scan Engine groups

In addition to assigning Impact users to groups, the Platform Health users must also be part of a group.

5. Activate Scan Engine and review settings

Use Impact Guided Setup to set up the minimum required configuration options to run the first system scan.

6. Run your first scan with the Scan Engine

An initial full scan completion is required to set a baseline that tune the instance environment to complete future scans quickly and efficiently.

Impact

Role required: admin, any Impact role

Procedure

1. Complete pre-requisite steps of the Impact Guided setup, as mentioned in the **Before you begin** section.
2. Complete the manual connection steps:
 - a. [Initiate the connection to Impact data with manual registration.](#)
 - b. [Use manual registration to establish the connection to the provider instance](#) with Service Bridge registration
3. Return to Guided Setup to [Verify Impact data connection](#)
4. [Initiate data migration from IDI](#) that migrates data from IDI to the Impact Store Application.

Initiate the connection to Impact data with manual registration

Establish a connection between your Impact Store Application and the Impact Delivery Instance to allow the exchange of data.

Before you begin

i Important: A named contact administrator must be allocated to perform the installation and implementation of the Impact Store Application. The person initiating registration may not be the named contact administrator.

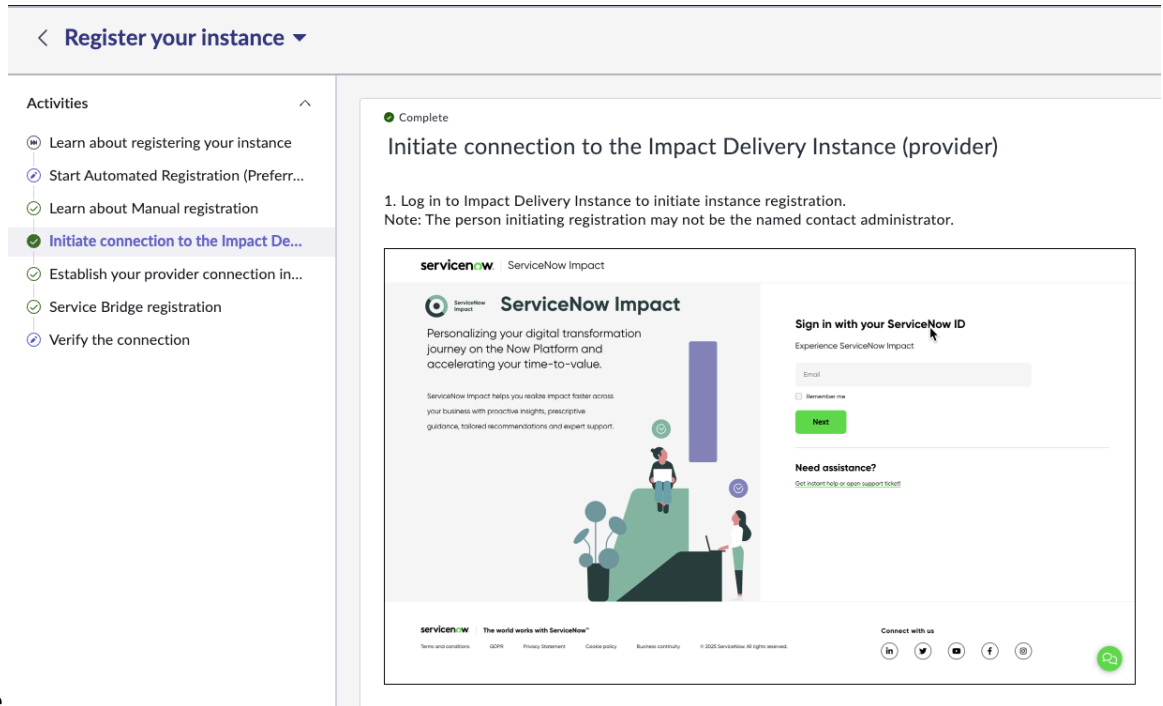
- The named contact administrator performs the configuration starting with a registration email sent from the Impact Squad.
- The registration email contains a direct link to the IDI provider connection form.

Role required: An Impact role

Procedure

1. [Install Impact.](#)
2. Log in to the Impact Store Application.

3. Navigate to **Guided Setup > Register your instance > Initiate connection to the Impact Delivery**



Instance.

The login screen for IDI displays to enter IDI credentials.

4. Log in to the Impact Delivery Instance.

5. Navigate to **Activity Center > Instance registration**.

The Instance registration page loads.

6. Select **Add instance**.

The Initiate instance registration form loads.

7. Complete the form.

Field	Description
Instance type	Production or non-production
Instance to register	Name of the instance to be registered
Do you have a custom URL?	<p>Custom or vanity URL to the Store App</p> <ul style="list-style-type: none"> No: The URL Impact Store Application auto-populates. Yes: <ul style="list-style-type: none"> Navigate to the Impact Store App All > Custom URLs. Copy the value from the Domain Name column. Paste the Domain name into the Custom URL field. <p>Note: See the following image for an example. Contact your Impact Squad for assistance.</p>

Field	Description
Contact (administrator who receives the email to complete setup)	<ul style="list-style-type: none"> Named contact administrator that is allocated to perform the installation and implementation of the Impact Store Application. Must have Impact roles for both IDI and the Impact Store App

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Custom URLs

Domain Name

Search

All > Is Instance URL = true

☐	🔍	Domain Name	Status	Service Portal	Identity Provider	Is Instance URL	Message	Created
	Search	Search	Search	Search	Search	=true	Search	Search
	impactuat.servicenow.com		Active	Impact	(empty)	true		2022-02-21 01:54:23 PM

8. Select **Initiate registration**.

The registration information is displayed along with the generated registration link. The details are also emailed to the named contact administrator.

What to do next

The named contact administrator will [Use manual registration to establish the connection to the provider instance](#).

Use manual registration to establish the connection to the provider instance

The named contact administrator will establish a secure connection to the Impact Delivery Instance (provider instance) to transmit data with the Impact Store Application.

Before you begin

- Confirm [Initiate the connection to Impact data with manual registration](#) is completed.
- A registration email with a direct link to the IDI provider connection form is sent to the named contact administrator in order during the initial connection to IDI.

Role required: Any Impact Store App role, IDI admin

Procedure

- As the named contact administrator, open the **Welcome email** or access the instance registration tab in the Impact Delivery Instance.

Note: If you didn't receive the registration email, reach out to your Impact Squad.

- Select **Connect with Impact IDI** in the registration email to go to the Provider connection form to initiate the connection between the Impact Store Application and the Impact Delivery Instance.

Detailed screens are available in the Impact Store Application manual registration steps.

Register your instance

Activities

Learn about registering your instance

Start Automated Registration (Preferr...

Learn about Manual registration

Establish your provider connection in the Impact Store Application

Establish your provider connection I...

Service Bridge registration

Verify the connection

Complete

Establish your provider connection in the Impact Store Application

The administrator contact will create a new provider connection record using the link provided in the registration email. This establishes a secure connection between the Impact Store Application instance and the Impact Delivery Instance.

1. Select the search icon in the company field to add a new company name.

2. Select **New** to create a company. For example, ServiceNow Impact. If you plan to run Impact on multiple instances make sure you give it a unique name per instance.

3. Complete the form.

Field	Description
Company	ServiceNow Impact is pre-populated. If necessary, select ServiceNow Impact from the field selector.
State (read-only)	<ul style="list-style-type: none"> <i>Pending</i>: Connection is in progress. <i>Awaiting validation</i>: After saving the record, Service Exchange Health scan checks are performed. <i>Validated</i>: Health checks succeed and the provider is connected. <i>Validation failed</i>: Health checks failed, the provider isn't connected.
URL (read-only)	The URL to the Impact provider instance is pre-populated.
Outbound status (read-only)	<ul style="list-style-type: none"> Empty: No status available before initiating the connection to the provider. <i>Not onboarded</i>: Status prior to connecting to IDI. <i>Up</i>
Inbound status (read-only)	<ul style="list-style-type: none"> Empty: No status available prior to initiating the connection to the provider. <i>Not onboarded</i>: Status prior to connecting to IDI. <i>Up</i>

4. Select **Save** on the Provider Connection New Record form.

5. Select **Connect to Provider**.

6. Select **Save** to continue.

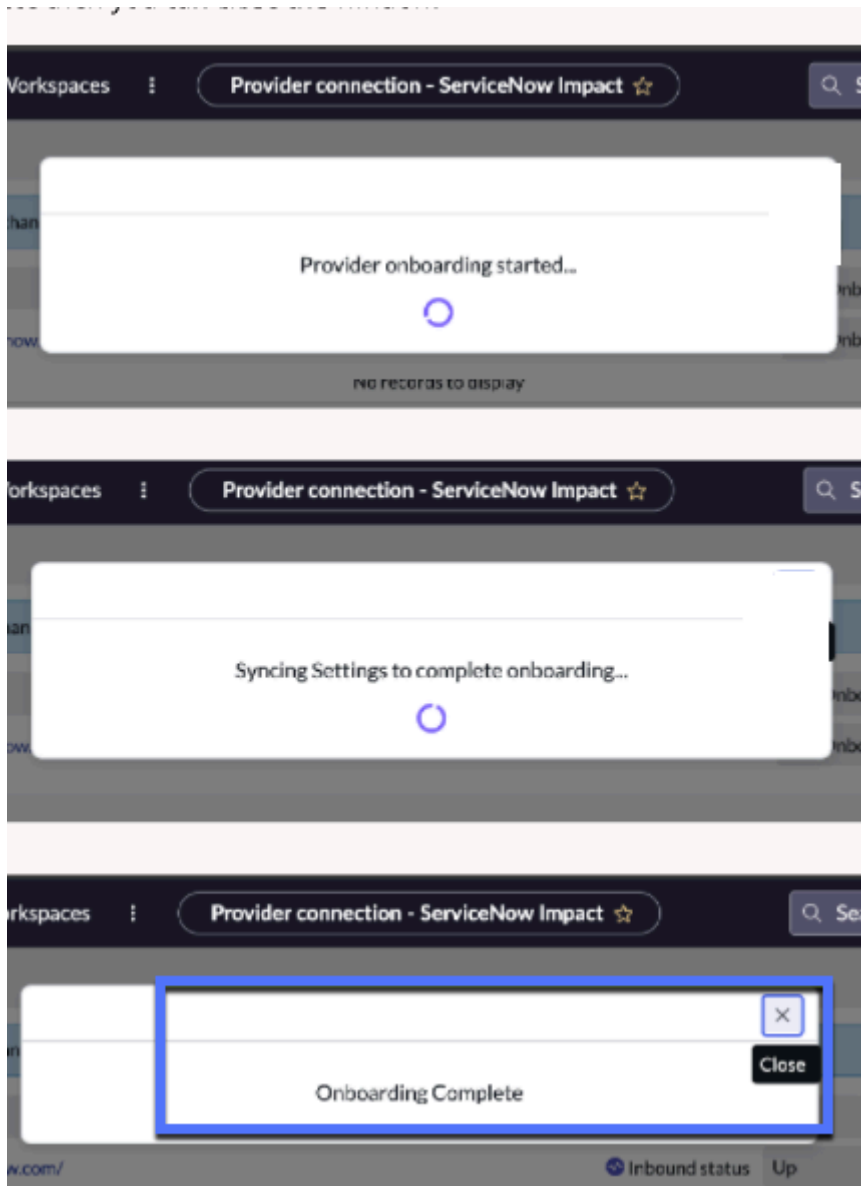
- Validation checks are performed during the onboarding process while the state reflects *awaiting validation*.
- When the state reflects *Validated*, the health checks processed successfully and the **Connect to provider** button becomes available.

i Note: If the state updates to *Validation failed*, health checks failed and the provider isn't connected. Select the **Health Dashboard** link in the error banner to be directed to the Service Exchange health dashboard. View and diagnose errors and follow the steps provided to resolve the errors. If you are unable to resolve the issues, contact your Customer Service Manager for assistance.

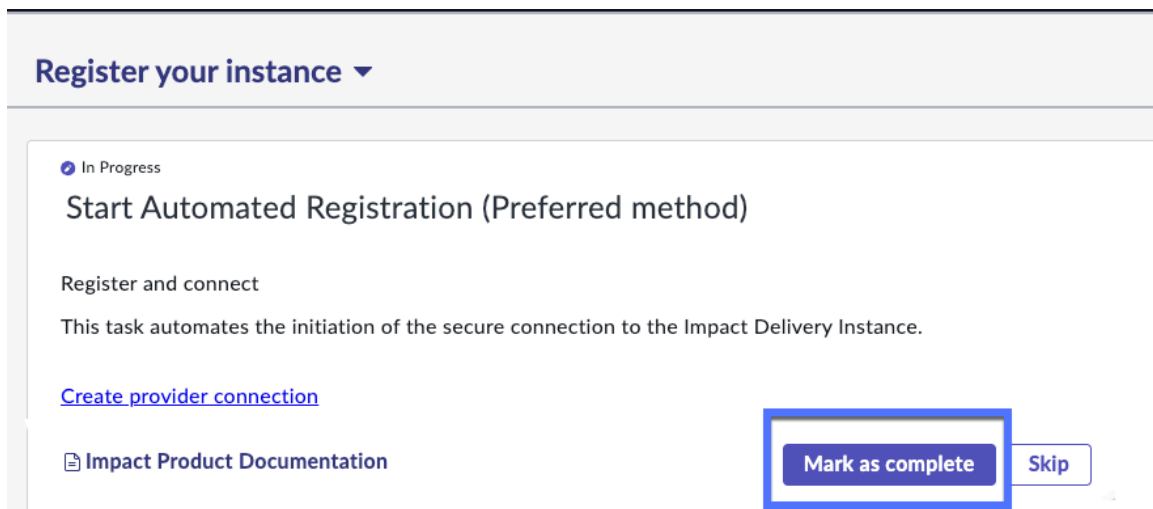
7. Select **Connect to provider**.

A status message displays and updates confirming the synchronization process:

- *Provider onboarding started*: The connection is validated between the Impact Store App and the Impact Delivery Instance.
- *Syncing settings to complete onboarding*: Necessary components and settings are synchronizing and required for alignment.
- *Onboarding Complete*: All settings have synced and you're ready to sync data from the Impact Delivery Instance.



8. When the status updates to *Onboarding Complete*, select **Close**.
The Outbound and Inbound statuses for the Provider connection will display *Up* when successfully connected and onboarded.
9. Return to Guided Setup, and select **Mark Complete** to continue to verify the connection.



The **Verify the connection** activity becomes available in Guided Setup.

What to do next

[Verify Impact data connection.](#)

Secure data transfer using Service Bridge

Data transfer between the Impact Delivery Instance and Impact Store Application is facilitated via Service Bridge.

Service Bridge is a core technology that enables secure integration and real-time data synchronization, maintaining consistency across both instances. The framework primarily handles outbound and inbound payloads using the `sendPayload()` method for data transmission. `sendPayload` is a Service Bridge function that enables JSON data transfer to the transport queue. It is used internally and configured by the ServiceNow team to package and send data between the Impact Delivery Instance (IDI) and Impact Store Application. Tables are mapped between the two instances, and custom logic is applied for specific data synchronization needs.

For information on configuring the data transfer between the Impact Store Application and the Impact Delivery Instance see [Configuring Impact](#).

For more information on Service Bridge, see [Service Exchange](#).

For more information on Impact table mapping, see [Table and field level mapping](#) and [Dependent applications installed with the Impact Store App](#).

Impact storage estimation

The Impact store app stores data within your ServiceNow instance and contributes to your instance's overall storage footprint. Storage usage varies depending on whether your instance is connected to the Impact Delivery Instance and on the level of collaboration activity.

Why Impact storage may differ from other applications

Unlike most applications that generate data only within your instance, Impact enables ongoing collaboration between your organization and ServiceNow experts (squads). When connected to the Impact Delivery Instance, this collaboration migrates and synchronizes additional data into your instance, increasing its storage footprint beyond what is generated locally.

How storage usage changes based on connection

Storage behavior differs depending on whether your instance is connected to the Impact Delivery Instance.

Not connected to the Impact Delivery Instance

Data is generated only within your instance. For example, running health scans produces reports and findings that consume storage. The storage footprint scales proportionally with feature usage, where more health scans or more generated records result in more storage consumption, similar to other ServiceNow applications.

Connected to the Impact Delivery Instance

Data is initially migrated and then periodically synchronized, enabling collaboration between your organization and your Impact squads. Additional data is introduced into your instance, including:

- Outcomes defined and tracked jointly
- Product Adoption Roadmaps (PARs) created by the Squad
- Accelerator requests and execution updates
- Conversations and collaboration records
- Attachments and supporting artifacts shared by the Squad

This results in an incremental increase in storage usage based on the level of collaboration and activity.

What drives storage growth

Storage usage in Impact is primarily driven by the following factors:

- Number of outcomes being tracked
- Number of Product Adoption Roadmaps (PARs)
- Volume of Accelerator requests and updates
- Frequency of conversations and collaboration
- Use and size of attachments and supporting documents, which typically contribute the most to storage growth
- Duration of data retention, effected by cleanup and archiving rules

Illustrative storage footprint ranges

The following ranges are indicative examples to help estimate potential storage usage based on typical usage patterns. Actual values may vary based on implementation and usage.

Estimated storage ranges by usage tier

Usage tier	Typical characteristics	Estimated storage impact
Small (light usage)	<ul style="list-style-type: none"> • Limited outcomes (for example, 5–10) • Few Product Adoption Roadmaps • Minimal Accelerator activity 	Less than 0.5 GB

Estimated storage ranges by usage tier (continued)

Usage tier	Typical characteristics	Estimated storage impact
	<ul style="list-style-type: none"> Limited or no attachments Low collaboration volume 	
Medium (moderate usage)	<ul style="list-style-type: none"> Moderate outcomes (for example, 11–25) Multiple Product Adoption Roadmaps Regular Accelerator requests and updates Moderate use of attachments Ongoing collaboration and conversations 	0.5 GB- 10 GB
Large (high usage / mature adoption)	<ul style="list-style-type: none"> High number of outcomes (for example, 25+ across teams) Extensive Product Adoption Roadmaps Frequent Accelerator usage Significant volume of attachments and artifacts, including large PPTs and images Continuous collaboration with ServiceNow squads 	10 GB+

Key considerations

- Impact data is stored within your instance and contributes to overall database storage usage.
- Storage growth is directly correlated with feature usage and collaboration levels.
- Higher engagement with Impact capabilities may result in increased storage consumption.

Dependent applications installed with the Impact Store App

Following is a comprehensive overview of the dependent apps that are included with the installation of the Impact Store Application. Each section delineates the features that activate event-based synchronization within the various product capabilities.

Dependent App	Description	Automatically activated once installed?	Does it move data out of your instance?	Direct / indirect dependency (is it directly tied to an Impact app feature)
@devsnc/sn-vtb	Default library of cell, row, and card components for Kanban boards.	Yes	No	Direct
Cloud Storage	Default platform capability. Captures cloud capacity usage information from both instance and account level, which is populated in the central instance to be used for apps like Subscription Management.	Yes	Yes	Indirect
Data Grid UI Component	Renders tasks in a grid layout; a necessary UI component for Strategic Portfolio Management integration.	Yes	No	Direct
Goal Framework	Core data model for SPM and CWM; a necessary component for SPM Integration.	Yes	No	Direct
Impact Common	Foundational code and data model for the Impact Store Application; baseline functionality for the Impact Store Application to work.	Yes	No	Direct
Impact Content	Content and templates that populate within the Impact Store Application (for example, Accelerator descriptions, pre-built Product Adoption Roadmap templates).	Yes	No	Direct
Impact Health	Contains Scan Engine, Real Time Validation, Analytics Dashboards, Agile Integrations, Proposed Fix for Impact Total, and Proactive Code Check functionality.	Yes	No	Direct
Impact Value Management - APM	Collects data to track value metrics; needed for Objectives and Outcomes tracking. Installed only if you have APM.	No (data collection jobs need to be enabled)	No	Direct
Impact Value Management - App Engine	Collects data to track value metrics; needed for Objectives and Outcomes	No (data collection	No	Direct

Dependent App	Description	Automatically activated once installed?	Does it move data out of your instance?	Direct / indirect dependency (is it directly tied to an Impact app feature)
	tracking. Installed only if you have App Engine.	jobs need to be enabled)		
Impact Value Management - CSM 	Collects data to track value metrics; needed for Objectives and Outcomes tracking. Installed only if you have CSM.	No (data collection jobs need to be enabled)	No	Direct
Impact Value Management - HAM 	Collects data to track value metrics; needed for Objectives and Outcomes tracking. Installed only if you have HAM.	No (data collection jobs need to be enabled)	No	Direct
Impact Value Management - HR 	Collects data to track value metrics; needed for Objectives and Outcomes tracking. Installed only if you have HRSD.	No (data collection jobs need to be enabled)	No	Direct
Impact Value Management - IRM 	Collects data to track value metrics; needed for Objectives and Outcomes tracking. Installed only if you have IRM.	No (data collection jobs need to be enabled)	No	Direct
Impact Value Management - ITOM 	Collects data to track value metrics. Needed for Objectives and Outcomes tracking. Installed only if you have ITOM	No (data collection jobs need to be enabled)	No	Direct
Impact Value Management - ITSM 	Collects data to track value metrics; needed for Objectives and Outcomes tracking. Installed only if you have ITSM.	No (data collection jobs need to be enabled)	No	Direct
Impact Value Management - SAM 	Collects data to track value metrics; needed for Objectives and Outcomes tracking. Installed only if you have SAM.	No (data collection jobs need to be enabled)	No	Direct
Impact Value Management - SECOPS 	Collects data to track value metrics; needed for Objectives and Outcomes tracking. Installed only if you have SECOPS.	No (data collection jobs need to be enabled)	No	Direct
Impact Value Management - SPM 	Collects data to track value metrics; needed for Objectives and Outcomes	No (data collection jobs need to be enabled)	No	Direct

Dependent App	Description	Automatically activated once installed?	Does it move data out of your instance?	Direct / indirect dependency (is it directly tied to an Impact app feature)
	tracking. Installed only if you have SPM.			
Kanban board component 	UI component to create Kanban boards in Impact.	Yes	No	Direct
Kanban Components 	UI component to enhance Kanban board visualization in Impact.	Yes	No	Direct
Licensing Engine 	Default platform capability; pulls in any entitlement data that is visualized in Impact (for example, in Capabilities Map).	Yes	Yes	Direct
MIF Customer Instance 	Enables communication between customer instances; needed for summarized data visualization for Proactive Code Check dashboard.	No	Yes	Direct
Roadmap UI Builder Component 	UI component for SPM; needed for SPM integration.	Yes	No	Direct
Service Bridge Base 	Supporting component for Service Bridge for Consumers.	No	Yes	Indirect
Service Bridge for Consumers 	Enables data sync between the customer instance and the Impact Delivery Instance.	No	Yes	Direct
Service Bridge Remote Process Sync Transport 	Supporting component for Service Bridge for Consumers.	No	Yes	Indirect
SPM Common UI Component 	UI component for SPM; needed for SPM integration.	Yes	No	Direct
Transporter 	Supporting component for Service Bridge for Consumers.	No	Yes	Indirect

Table and field level mapping

Following is information on the data that is synchronized between the Impact Delivery Instance and the Impact Store Application.

Terms to understand:

- Source field: Field name in the Impact Delivery Instance
- Source table: Table name in the Impact Delivery Instance

- Target field: Field name in the Customer Instance
- Target table: Table name in the Customer Instance

Value Management tables

Following are the tables that are synced with your business objectives, business outcomes, and value management metrics.

Source and target tables that are synced

Source field	Source table	Target field	Target table
unit	sn_impact_cust_outcome_metric	unit	sn_impact_cust_outcome_metric
is_custom	sn_impact_cust_outcome_metric	user_defined	sn_impact_cust_outcome_metric
standard_metric	sn_impact_cust_outcome_metric	metric	sn_impact_cust_outcome_metric
goal	sn_impact_cust_outcome_metric	outcome	sn_impact_cust_outcome_metric
sys_updated_by	sn_impact_cust_outcome_metric	sys_updated_by	sn_impact_cust_outcome_metric
sys_created_by	sn_impact_cust_outcome_metric	sys_created_by	sn_impact_cust_outcome_metric
name	sn_impact_cust_outcome_metric	title	sn_impact_cust_outcome_metric
target_percentage	sn_impact_cust_outcome_metric	goal	sn_impact_cust_outcome_metric
sys_created_by	sn_impact_cust_impact_outcome	sys_created_by	sn_impact_cust_impact_outcome
sys_updated_by	sn_impact_cust_impact_outcome	sys_updated_by	sn_impact_cust_impact_outcome
is_auto	sn_impact_cust_impact_outcome	isauto	sn_impact_cust_impact_outcome
objective	sn_impact_cust_impact_outcome	objective	sn_impact_cust_impact_outcome
standard_outcome	sn_impact_cust_impact_outcome	outcome	sn_impact_cust_impact_outcome
is_custom	sn_impact_cust_impact_outcome	user_defined	sn_impact_cust_impact_outcome
name	sn_impact_cust_impact_outcome	title	sn_impact_cust_impact_outcome
description	sn_impact_cust_impact_outcome	description	sn_impact_cust_impact_outcome
period_type	sn_impact_cust_outcome_performance	period_type	sn_impact_cust_outcome_performance
is_override	sn_impact_cust_outcome_performance	is_override	sn_impact_cust_outcome_performance
executive_summary_updated_on	sn_impact_cust_outcome_performance	executive_summary_updated_on	sn_impact_cust_outcome_performance
modified_value	sn_impact_cust_outcome_performance	value	sn_impact_cust_outcome_performance
automated_value	sn_impact_cust_outcome_performance	scan_value	sn_impact_cust_outcome_performance
sys_created_by	sn_impact_cust_outcome_performance	sys_created_by	sn_impact_cust_outcome_performance
outcome_metric	sn_impact_cust_outcome_performance	outcome_metric_reference	sn_impact_cust_outcome_performance
executive_summary_updated_by	sn_impact_cust_outcome_performance	executive_summary_updated_by	sn_impact_cust_outcome_performance
sys_updated_by	sn_impact_cust_outcome_performance	sys_updated_by	sn_impact_cust_outcome_performance
executive_summary	sn_impact_cust_outcome_performance	executive_summary	sn_impact_cust_outcome_performance

Product Adoption Roadmap and Capabilities Map tables

Following are the tables that are synced with your entitled capabilities, the usage status of your capabilities, and any changes made to your Product Adoption Roadmaps.

Source and target tables that are synced

Source field	Source table	Target field
feature	sn_impact_common_capabilities_staging	feature
sys_created_by	sn_impact_common_capabilities_staging	sys_created_by
sys_updated_on	sn_impact_common_capabilities_staging	sys_updated_on
sys_updated_by	sn_impact_common_capabilities_staging	sys_updated_by
payload	sn_impact_common_capabilities_staging	payload
sys_id	sn_impact_common_capabilities_staging	sys_id
action	sn_impact_common_capabilities_staging	action
sys_mod_count	sn_impact_common_capabilities_staging	sys_mod_count
sys_created_on	sn_impact_common_capabilities_staging	sys_created_on
capability	sn_impact_common_manual_capability_description	application_id
sys_mod_count	sn_impact_common_manual_capability_description	sys_mod_count
sys_created_on	sn_impact_common_manual_capability_description	sys_created_on
manual_description	sn_impact_common_manual_capability_description	extra_description
sys_created_by	sn_impact_common_manual_capability_description	sys_created_by
sys_updated_on	sn_impact_common_manual_capability_description	sys_updated_on
sys_updated_by	sn_impact_common_manual_capability_description	sys_updated_by
sys_id	sn_impact_common_manual_capability_description	sys_id
phase	sn_impact_common_par_version_phase_app_mapping	phase
number	sn_impact_common_par_version_phase_app_mapping	number
par_version	sn_impact_common_par_version_phase_app_mapping	product_adoption_plan
order	sn_impact_common_par_version_phase_app_mapping	order
customer_application	sn_impact_common_par_version_phase_app_mapping	customer_application
customer_notes	sn_impact_common_par_version_phase_app_mapping	notes
Legacy	sn_impact_common_par_version_parent	legacy
number	sn_impact_common_par_version_parent	number
no_of_versions	sn_impact_common_par_version_parent	no_of_versions
current_published_version	sn_impact_common_par_version_parent	current_published_version
checked_out_version	sn_impact_common_par_version_parent	checked_out_version
number	sn_impact_common_par_version_phase	number
name	sn_impact_common_par_version_phase	name
par_version	sn_impact_common_par_version_phase	product_adoption_plan
description	sn_impact_common_par_version_phase	description
order	sn_impact_common_par_version_phase	order
sys_id	sn_impact_common_par_version_app_business_obj_map	sys_id

Source and target tables that are synced (continued)

Source field	Source table	Target field
phase_app_mapping	sn_impact_common_par_version_app_business_obj_map	phase_app_mapping
number	sn_impact_common_par_version_app_business_obj_map	number
business_objective	sn_impact_common_par_version_app_business_obj_map	business_objective
time_to_publish	sn_impact_common_par_version	time_to_publish
current	sn_impact_common_par_version	current
roadmap	sn_impact_common_par_version	roadmap
number	sn_impact_common_par_version	number
description	sn_impact_common_par_version	description
status	sn_impact_common_par_version	status
sys_updated_on	sn_impact_common_par_version	sys_updated_on
restored_from	sn_impact_common_par_version	restored_from
sys_updated_by	sn_impact_common_par_version	sys_updated_by
notes	sn_impact_common_par_version	notes
name	sn_impact_common_par_version	name
version	sn_impact_common_par_version	version
par_version	sn_impact_common_par_version_metadata	product_adoption_plan
order	sn_impact_common_par_version_metadata	order
phase	sn_impact_common_par_version_metadata	phase
number	sn_impact_common_par_version_metadata	number
customer_notes	sn_impact_common_capabilities_map	customer_notes
sys_updated_on	sn_impact_common_capabilities_map	sys_updated_on
manual_capability	sn_impact_common_capabilities_map	application
manual_usage_status	sn_impact_common_capabilities_map	revised_status
classifier	sn_impact_common_capabilities_map	notification
hidden	sn_impact_common_capabilities_map	hidden
sys_id	sn_impact_common_capabilities_map	sys_id
sys_updated_by	sn_impact_common_capabilities_map	sys_updated_by
sys_created_on	sn_impact_common_capabilities_map	sys_created_on
sys_mod_count	sn_impact_common_capabilities_map	sys_mod_count
sys_created_by	sn_impact_common_capabilities_map	sys_created_by

Recommendations tables

Following are the tables that are synced with recommendations and information that will inform future recommendations (for example, recommendations you've used, or recommendations you've liked or disliked).

Source and target tables that are synced

Source field	Source table	Target field
recommendation	sn_impact_common_recommended_resource_likes	gam_recommendation
sys_mod_count	sn_impact_common_recommended_resource_likes	sys_mod_count
sys_tags	sn_impact_common_recommended_resource_likes	sys_tags
sys_id	sn_impact_common_recommended_resource_likes	sys_id
active	sn_impact_common_recommended_resource_likes	active
active	sn_impact_common_recommended_resource_likes	active
sys_created_on	sn_impact_common_recommended_resource_likes	sys_created_on
recommendation_type	sn_impact_common_recommended_resource_likes	recommendation_type
sys_created_by	sn_impact_common_recommended_resource_likes	sys_created_by
liked_by	sn_impact_common_recommended_resource_likes	liked_by
sys_updated_on	sn_impact_common_recommended_resource_likes	sys_updated_on
like_time	sn_impact_common_recommended_resource_likes	like_time
sys_updated_by	sn_impact_common_recommended_resource_likes	sys_updated_by
related_page	sn_impact_common_rec_info	related_page
effort	sn_impact_common_rec_info	effort
reason_trns	sn_impact_common_rec_info	reason_trns
state	sn_impact_common_rec_info	state
reject_state	sn_impact_common_rec_info	reject_state
sys_created_by	sn_impact_common_rec_info	sys_created_by
sys_id	sn_impact_common_rec_info	sys_id
sys_tags	sn_impact_common_rec_info	sys_tags
accepted_by_customer	sn_impact_common_rec_info	accepted_by_customer
overridden	sn_impact_common_rec_info	overridden
rejection_reason	sn_impact_common_rec_info	rejection_reason
published_on	sn_impact_common_rec_info	published_on
impact	sn_impact_common_rec_info	impact
rejected_by	sn_impact_common_rec_info	rejected_by
embed_text	sn_impact_common_rec_info	embed_text
sys_updated_by	sn_impact_common_rec_info	sys_updated_by
reason	sn_impact_common_rec_info	reason
additional_comments	sn_impact_common_rec_info	additional_comments
category	sn_impact_common_rec_info	category
group_recommendation_sys_id	sn_impact_common_rec_info	group_recommendation_sys_id
customer_action	sn_impact_common_rec_info	customer_action

Source and target tables that are synced (continued)

Source field	Source table	Target field
link_url	sn_impact_common_rec_info	link_url
sys_mod_count	sn_impact_common_rec_info	sys_mod_count
action_record	sn_impact_common_rec_info	action_record
accepted_on_customer	sn_impact_common_rec_info	accepted_on_cust
sys_updated_on	sn_impact_common_rec_info	sys_updated_on
recommendation_source	sn_impact_common_rec_info	recommendation_s
external	sn_impact_common_rec_info	external
published_by	sn_impact_common_rec_info	published_by
name	sn_impact_common_rec_info	name
sys_created_on	sn_impact_common_rec_info	sys_created_on
related_table	sn_impact_common_rec_info	related_table
rejected_on	sn_impact_common_rec_info	rejected_on
initiative_definition	sn_impact_common_rec_info	initiative_definition
embed_url	sn_impact_common_rec_info	embed_url
name_trns	sn_impact_common_rec_info	name_trns
call_to_action	sn_impact_common_rec_info	call_to_action
dismissed_by_customer	sn_impact_common_rec_info	dismissed_by_cus
accepted_by_squad	sn_impact_common_rec_info	accepted_by_squa
related_record	sn_impact_common_rec_info	related_record
number	sn_impact_common_rec_info	number
accepted_on_squad	sn_impact_common_rec_info	accepted_on_squa
dismissed_on_customer	sn_impact_common_rec_info	dismissed_on_cus
value_potential	sn_impact_common_rec_info	value_potential
recommendation	sn_impact_common_content_recommendation_feedback	gam_recommenda
sys_mod_count	sn_impact_common_content_recommendation_feedback	sys_mod_count
dismissal_reason	sn_impact_common_content_recommendation_feedback	dismissal_reason
active	sn_impact_common_content_recommendation_feedback	active
sys_id	sn_impact_common_content_recommendation_feedback	sys_id
sys_created_on	sn_impact_common_content_recommendation_feedback	sys_created_on
sys_updated_on	sn_impact_common_content_recommendation_feedback	sys_updated_on
dismissal_id	sn_impact_common_content_recommendation_feedback	dismissal_id
sys_tags	sn_impact_common_content_recommendation_feedback	sys_tags
sys_created_by	sn_impact_common_content_recommendation_feedback	sys_created_by
active	sn_impact_common_content_recommendation_feedback	active

Source and target tables that are synced (continued)

Source field	Source table	Target field
sys_updated_by	sn_impact_common_content_recommendation_feedback	sys_updated_by
dismissal_time	sn_impact_common_content_recommendation_feedback	dismissal_time

Accelerators tables

Following are the tables that are synced with anything related to requesting or receiving an Accelerator (requests, status, start date, target completion date, attachments, notes, etc.).

Source and target tables that are synced

Source field	Source table	Target field	Target table
due_date	sn_impact_common_impact_accelerator	due_date	x_snc_cusp_play_insta
rag_status	sn_impact_common_impact_accelerator	rag_status	x_snc_cusp_play_insta
closed_at	sn_impact_common_impact_accelerator	completed_date	x_snc_cusp_play_insta
instance	sn_impact_common_impact_accelerator	instance	x_snc_cusp_play_insta
priority	sn_impact_common_impact_accelerator	priority	x_snc_cusp_play_insta
do_not_use_instance	sn_impact_common_impact_accelerator	do_not_use_instance	x_snc_cusp_play_insta
initiative_definition	sn_impact_common_impact_accelerator	content_definition	x_snc_cusp_play_insta
state	sn_impact_common_impact_accelerator	state	x_snc_cusp_play_insta
name	sn_impact_common_impact_accelerator	name	x_snc_cusp_play_insta
rag_status_comment	sn_impact_common_impact_accelerator	rag_status_comment	x_snc_cusp_play_insta
work_start	sn_impact_common_impact_accelerator	start_date_time	x_snc_cusp_play_insta
assignment_group	sn_impact_common_impact_accelerator	assignment_group	x_snc_cusp_play_insta
owner	sn_impact_common_impact_accelerator	owner	x_snc_cusp_play_insta
active	sn_impact_common_impact_accelerator	active	x_snc_cusp_play_insta
is_exception	sn_impact_common_impact_accelerator	is_exception	x_snc_cusp_play_insta
request_notes	sn_impact_common_impact_accelerator	request_notes	x_snc_cusp_play_insta
closed_at	sn_impact_common_impact_accelerator	completed_date	x_snc_cusp_play_insta

Working with your Squad tables

Following is the information that is synced: who's on your Impact Squad, your Squad's contact information, the status of your Impact Foundations activities, and records of your consent (for example, for Accelerators that require you to accept additional terms and conditions).

Source and target tables that are synced

Source field	Source table	Target field	Target table
name	sn_impact_common_impact_contact	name	sn_in
idi_role	sn_impact_common_impact_contact	idi_role	sn_in
firstname	sn_impact_common_impact_contact	firstname	sn_in

Source and target tables that are synced (continued)

Source field	Source table	Target field	Target table
email	sn_impact_common_impact_contact	email	sn_impact_common_impact_contact
role	sn_impact_common_impact_contact	role	sn_impact_common_impact_contact
firstname	sn_impact_common_impact_contact	firstname	sn_impact_common_impact_contact
company	sn_impact_common_impact_contact	company	sn_impact_common_impact_contact
idi_role	sn_impact_common_impact_contact	idi_role	sn_impact_common_impact_contact
lastname	sn_impact_common_impact_contact	lastname	sn_impact_common_impact_contact
is_squad	sn_impact_common_impact_contact	is_squad	sn_impact_common_impact_contact
lastname	sn_impact_common_impact_contact	lastname	sn_impact_common_impact_contact
email	sn_impact_common_impact_contact	email	sn_impact_common_impact_contact
updated_by_user	sn_impact_common_customer_consent	updated_by_user	sn_impact_common_customer_consent
sys_updated_by	sn_impact_common_customer_consent	sys_updated_by	sn_impact_common_customer_consent
assignment_group	sn_impact_common_impact_activity	assignment_group	sn_impact_common_impact_activity
state	sn_impact_common_impact_activity	state	sn_impact_common_impact_activity
comments	sn_impact_common_impact_activity	comments	sn_impact_common_impact_activity
data_fields	sn_impact_common_impact_activity	data_fields	sn_impact_common_impact_activity
migration_status	sn_impact_cust_impact_data_migration_status	migration_status	sn_impact_cust_impact_data_migration_status
error_log	sn_impact_cust_impact_data_migration_status	error_log	sn_impact_cust_impact_data_migration_status
failed_records	sn_impact_cust_impact_data_migration_status	failed_records	sn_impact_cust_impact_data_migration_status
percentage_complete	sn_impact_cust_impact_data_migration_status	percentage_complete	sn_impact_cust_impact_data_migration_status
migration_timestamp	sn_impact_cust_impact_data_migration_status	migration_timestamp	sn_impact_cust_impact_data_migration_status
failed_sys_ids	sn_impact_cust_impact_data_migration_status	failed_sys_ids	sn_impact_cust_impact_data_migration_status
table	sn_impact_cust_impact_data_migration_status	table	sn_impact_cust_impact_data_migration_status
sys_created_on	sn_impact_cust_impact_data_migration_status	sys_created_on	sn_impact_cust_impact_data_migration_status
migration_number	sn_impact_cust_impact_data_migration_status	migration_number	sn_impact_cust_impact_data_migration_status
total_records_attempted	sn_impact_cust_impact_data_migration_status	total_records_attempted	sn_impact_cust_impact_data_migration_status
feature	sn_impact_cust_impact_data_migration_status	feature	sn_impact_cust_impact_data_migration_status
successful_records	sn_impact_cust_impact_data_migration_status	successful_records	sn_impact_cust_impact_data_migration_status
firstname	sn_impact_common_impact_contact	firstname	sn_impact_common_impact_contact
email	sn_impact_common_impact_contact	email	sn_impact_common_impact_contact
name	sn_impact_common_impact_contact	name	sn_impact_common_impact_contact
is_squad	sn_impact_common_impact_contact	is_squad	sn_impact_common_impact_contact
lastname	sn_impact_common_impact_contact	lastname	sn_impact_common_impact_contact
sys_created_on	sn_impact_common_customer_consent	sys_created_on	sn_impact_common_customer_consent
sys_created_by	sn_impact_common_customer_consent	sys_created_by	sn_impact_common_customer_consent

Source and target tables that are synced (continued)

Source field	Source table	Target field	Target table
expiration_date	sn_impact_common_customer_consent	expiration_date	x_sn_impact_common_customer_consent
consent_state	sn_impact_common_customer_consent	consent_state	x_sn_impact_common_customer_consent
sys_mod_count	sn_impact_common_customer_consent	sys_mod_count	x_sn_impact_common_customer_consent
sys_updated_by	sn_impact_common_customer_consent	sys_updated_by	x_sn_impact_common_customer_consent
sys_updated_on	sn_impact_common_customer_consent	sys_updated_on	x_sn_impact_common_customer_consent
active	sn_impact_common_subproduction_sync	active	sn_impact_common_subproduction_sync
date	sn_impact_common_subproduction_sync	date	sn_impact_common_subproduction_sync
cost	sn_impact_common_subproduction_sync	cost	sn_impact_common_subproduction_sync
state	sn_impact_common_subproduction_sync	state	sn_impact_common_subproduction_sync
category	sn_impact_common_subproduction_sync	category	sn_impact_common_subproduction_sync
description	sn_impact_common_subproduction_sync	description	sn_impact_common_subproduction_sync
attachment	sn_impact_common_subproduction_sync	attachment	sn_impact_common_subproduction_sync
name	sn_impact_common_subproduction_sync	name	sn_impact_common_subproduction_sync
standard_objective	sn_impact_cust_impact_objective	business_objective_reference	x_sn_impact_cust_impact_objective
progress_state	sn_impact_cust_impact_objective	progress_state	x_sn_impact_cust_impact_objective
sys_created_by	sn_impact_cust_impact_objective	sys_created_by	x_sn_impact_cust_impact_objective
objective_color	sn_impact_cust_impact_objective	objective_color	x_sn_impact_cust_impact_objective
objective_status	sn_impact_cust_impact_objective	overall_status	x_sn_impact_cust_impact_objective
description	sn_impact_cust_impact_objective	description	x_sn_impact_cust_impact_objective
is_custom	sn_impact_cust_impact_objective	user_defined	x_sn_impact_cust_impact_objective
end_date	sn_impact_cust_impact_objective	targeted_completion_date	x_sn_impact_cust_impact_objective
sys_updated_by	sn_impact_cust_impact_objective	sys_updated_by	x_sn_impact_cust_impact_objective
start_date	sn_impact_cust_impact_objective	start_date	x_sn_impact_cust_impact_objective
name	sn_impact_cust_impact_objective	title	x_sn_impact_cust_impact_objective

Scan Engine reference

Reference information for Scan Engine features in Impact.

This section contains reference information for Scan Engine, including API field references.

Scan Engine definitions

The Scan Engine uses a large set of definitions to correct coding and workflow findings in real-time and perform scans across your entire instance to detect existing findings.

Pre-defined definitions

There are various types of definitions available as a baseline in the Impact Scan Engine. Category weighting reflects how much risk each area typically represents across the check

library. These weights are applied only at the final roll-up step, so a change in one category's findings won't distort the calculated health of another category.

Scan Engine definition categories

Category	Weight	Description
Security	<ul style="list-style-type: none"> • ~40% • The highest-consequence category, encompassing breach risk, compliance violations, and access-control vulnerabilities. 	Measures implementation of protocols across a ServiceNow instance to prevent unauthorized access, data breaches, cyber attacks, and potential vulnerabilities.
Performance	<ul style="list-style-type: none"> • ~22% • Affects every user on the instance and compounds if left unaddressed. 	Measures the efficiency of a ServiceNow instance, encompassing aspects such as speed, responsiveness, resource utilization, and overall dependability.
Manageability	<ul style="list-style-type: none"> • ~19% • The largest category by volume, impacting administration and supportability. 	Measures the extent to which ServiceNow instances, applications, or infrastructure can be effectively monitored, configured, and maintained.
Upgradeability	<ul style="list-style-type: none"> • ~9% • Smaller in volume, but can block or delay version upgrades. 	Assesses the ease of enhancing a ServiceNow instance or application with new features, improvements, security patches, or compatibility adjustments.
User Experience	<ul style="list-style-type: none"> • ~9% • Important to adoption and satisfaction, but carries the lowest urgency overall. 	Evaluates the quality of user interactions with applications. Considers the ease of use, efficiency, design, responsiveness, accessibility, and its emotional and functional impact.

Note: For a complete explanation of how these weights are applied in your overall Instance Health Score calculation, see [Instance Health Score calculation model](#).

Custom definitions

Users can create their own custom definitions. For more information, see [Create custom Scan Engine definitions](#).

Note: The number of custom definitions that is permitted varies based on your Impact package. For more information, see [Impact packages](#).

Scan Engine definition suites

Definition suites are groupings of similar definitions that allow administrators to target specific areas or functions of code during scans.

For more information, see [Customize Scan Engine definition suites](#).

Instance Health Score calculation model

The Instance Health Score reflects platform risk through a four-step category-weighted calculation. Each scoring category is evaluated independently, then combined into a single overall score using fixed category weights.

Your Platform Health Score is the foundation for understanding instance risk. A critical Security finding should not be weighted exactly the same as a cosmetic User Experience finding, and remediating a Performance issue should not alter your Upgradeability score. The current model uses a four-step calculation model with distinct steps to combine findings into a single 0–100 health metric.

Health Score calculation steps

Step	What happens	Why it matters
1. Fixed reference	Each check compares its own findings to a stable reference point, not to the largest finding count in that scan.	Fixing one check can never distort the weight of another.
2. Category scoring	Security, Performance, Manageability, Upgradeability, and User Experience are each scored independently, 0–100.	You can see exactly which category needs attention and why.
3. Weighted roll-up	Category scores combine into one overall Platform Health score, weighted by how much each category matters to your risk.	Security counts more than a cosmetic issue, as it should.
4. Same scope for Full and Delta	Full and Delta scans count findings on the same instance-wide basis.	Your score means the same thing no matter which scan produced it.

The calculation formulas

Here are the four steps translated into the actual calculations.

Instance Health formulas

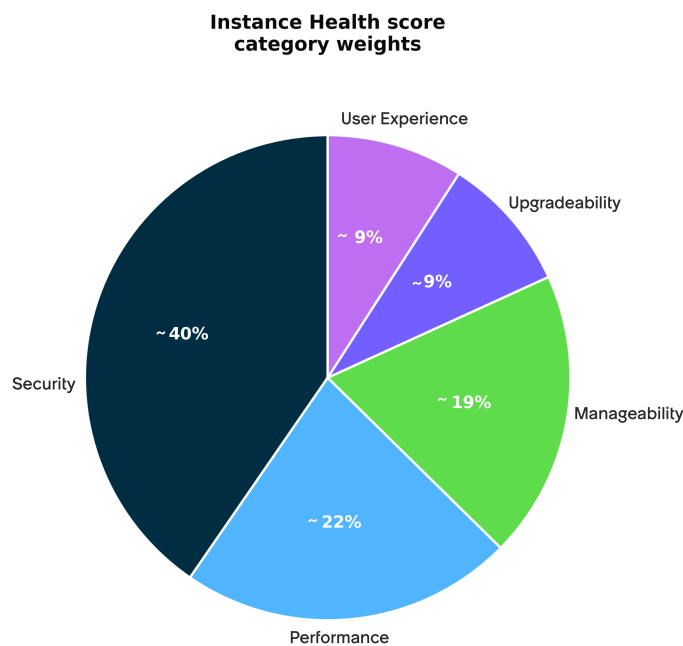
Step	Formula	What it computes
1. Magnitude	$\text{Magnitude} = \min(2, 1 + \ln(1+F) \div \ln(1+R))$	How widely a check fired, capped at 2× so one check can't dominate its category.
2. Weighted penalty	$\text{Penalty} = W \times \text{Magnitude}$	The check's own contribution to its category's burden.
3. Category health	$\text{CategoryHealth} = \text{clamp}(100 \times (1 - \sum \text{Penalty} \div \sum \text{Ceiling}), 0, 100)$	A 0–100 health score for that category alone, unaffected by any other category.
4. Overall score	$\text{Score} = \sum (\text{CategoryWeight} \times \text{CategoryHealth})$	Category scores combined into one Platform Health score, weighted by importance.

Where:

- *F*: The number of records a check found.
- *R*: The check's stable reference point. Set when the definition was authored, this anchors the check's magnitude calculation.
- *W*: The check's own weight, based on its severity and impact.
- *Category Weight*: The category's share of overall risk, shown in the category weights table below.
- $\Sigma Penalty$: The sum of all weighted penalties in that category.
- $\Sigma Ceiling$: The sum of all ceiling values for checks in that category.

How categories are weighted

Category weighting reflects how much risk each area typically represents across the check library. These weights are applied only at the final roll-up step, so a change in one category's findings won't distort the calculated health of another category.



Category weights and risk assessment

Category	Proposed weight	Why
Security	~40%	The highest-consequence category, encompassing breach risk, compliance violations, and access-control vulnerabilities.
Performance	~22%	Affects every user on the instance and compounds if left unaddressed.
Manageability	~19%	The largest category by volume, impacting administration and supportability.
Upgradeability	~9%	Smaller in volume but can block or delay ServiceNow release upgrades.

Category weights and risk assessment (continued)

Category	Proposed weight	Why
User Experience	~9%	Important to adoption and satisfaction, but carries the lowest urgency overall.

Fixed reference points and stable measurement

Each check compares its findings to a fixed reference point established when the definition was authored. This reference point anchors the magnitude calculation so that:

- Fixing one finding can never distort the weight of another unrelated finding.
- A category's score is computed only from its own checks; changes in other categories do not affect it.
- The relationship between findings and the scoring metric remains consistent over time.

This contrasts with the previous model, which measured every finding against the largest count seen in that scan run. The new approach ensures your score reflects actual platform health, not relative noise.

Full and delta scans are comparable

Both Full and Delta scans use the same instance-wide counting scope for every definition. This means a Full scan and a Delta scan against the same instance state produce comparable results, so your trend line holds up regardless of which scan type you run. See [Full and delta scans](#) for additional information on scans.

What stays the same

- Your score still runs 0–100, with higher meaning healthier, so you do not need to relearn a new scale.
- Full and Delta scans remain directly comparable, so your trend line still holds up.
- You can still prioritize remediation by weighted burden; the highest-impact fixes still surface first.
- The five categories you already know are unchanged. See [Scan Engine definitions](#) for their definitions and role in the weighted model.
- The visual execution of Health Score dashboards and the way you interact with findings remain familiar.

Related concepts

For more information, see the following:

- [Scan Engine definitions](#) — Category definitions and their weights
- [Scan Engine Executive dashboard](#)
- [Scan Engine Platform Owner dashboard](#)
- [Scan Engine Team Lead dashboard](#)

Supported record types for Real-time prevention monitoring with AI

The Scan Engine checks your code against active scan definitions and displays findings inline along with AI-suggested fixes you can apply.

Following are the supported script-related tables that generate AI-suggested fixes.

Supported record types for AI-suggested fixes

System table	Description
sysauto_script	Scheduled scripts
sysevent_script_action	Script actions
sys_script	Business rules
sys_script_client	Client scripts
catalog_script_client	Catalog client scripts
sys_script_email	Email scripts
sys_script_include	Script includes
sys_transform_script	Transform scripts
sys_ui_list_script_client	List control scripts
sys_ui_script	UI scripts

Scan Engine API field reference

Field reference for scan status, findings, and resolved findings API responses.

Scan status response fields

The scan status endpoint returns the following fields.

Scan status response fields

Field	Description
batches_complete	Number of batches that have finished processing.
end_time	Scan end timestamp in format YYYY-MM-DD HH:MM:SS, or null if still running.
number	Scan result number, for example SCAN0001234.
progress_percent	Scan progress percentage from 0 to 100.
scan_result_sys_id	Unique sys_id of the scan result record.
scan_type	Type of scan: full_instance_scan, delta_instance_scan, on_demand_instance_scan, application_scan, update_set_scan, or push_commit_scan.
source	Originating ServiceNow instance name, or null if not applicable.
start_time	Scan start timestamp in format YYYY-MM-DD HH:MM:SS.
status	Current scan state: Waiting, Getting Ready, Scanning, Complete, complete_with_errors, Cancelled, Cancellation

Scan status response fields (continued)

Field	Description
	Requested, No Action Taken, or Queued Scan Cancelled. Keep polling while status is not a terminal state.
summary	Available only when status is Complete. Contains: total_findings, total_errors, total_warnings, se_score, total_impact_to_instance, total_technical_debt, and definitions_scanned_for.
total_batches	Total number of batches the scan is divided into.
trigger_channel	Declared request channel, either API, UI, or Scheduled, captured from the request's source value at trigger time. Use this to determine if a scan was triggered via the API.

Finding and resolved finding fields

The findings and resolved findings endpoints return the following fields. Some fields appear in both response types.

Finding and resolved finding field reference

Field	Description	Finding	Resolved Finding
definition	Sys_id of the scan definition that raised this finding.	#	#
definition_number	Number of that scan definition, for example sn_SE10524.	#	#
exception_state	Status of the exception: Requested, Not Yet Requested, Rejected, Approved, No Longer Required, or Not Applicable, or null if none.	#	
exception_sys_id	Sys_id of an exception request filed against this finding, if any, or null if none.	#	
finding_count	Number of times this condition was detected.	#	
finding_details	Human-readable explanation of what the finding is and why it was raised.	#	
finding_policy_status	Status of that finding policy: Acceptable as is or Prioritize, or null if none.	#	
finding_policy_sys_id	Sys_id of a finding policy applied to this finding, if any, or null if none.	#	
finding_sys_id	Sys_id of the original finding that was resolved.		#
impact_to_instance	Severity and impact score for this finding.	#	#
net_new_finding	True if this is the first time reported, false if it also appeared in a prior scan.	#	
resolved_on	Date the finding was marked as resolved in ISO 8601 format YYYY-MM-DD.		#

Finding and resolved finding field reference (continued)

Field	Description	Finding	Resolved Finding
scan_type	Type of scan that produced this finding.	#	#
scanned_date	Date and time the record was scanned in format YYYY-MM-DD HH:MM:SS.	#	
scanned_record	Object containing sys_id and table of the record that was scanned.		#
scanned_record_display_value	Display value of the scanned record, or null if the record no longer exists.	#	
scanned_record_sys_id	Sys_id of the record that was scanned, or null if not tied to a specific record.	#	
scanned_record_table	Table name of the scanned record.	#	
scanned_scope	Object containing sys_id and display_value of the application scope.		#
scanned_scope_display_value	Display name of that application scope, such as Global.	#	
scanned_scope_sys_id	Sys_id of the application scope containing the scanned record.	#	
scanned_table	Table name of the scanned record.		#
sys_id	Unique identifier of the record.	#	#

Resolved findings query parameters

The resolved findings endpoint accepts the following query parameters.

Resolved findings query parameters

Parameter	Description
definition	Filter by definition sys_id or number. Optional.
impact_to_instance	Filter by exact impact score. Optional.
limit	Page size. Default 100, maximum 1000. Optional.
offset	Page offset. Default 0. Optional.
resolved_by	Filter by who resolved it, using string name (not a user reference). Optional.
resolved_by_auto_fix	Filter by whether the finding was auto-fixed. Use true or false. Optional.
resolved_on_from	Resolved on or after. Use ISO 8601 date format YYYY-MM-DD. Optional.
resolved_on_to	Resolved on or before. Use ISO 8601 date format YYYY-MM-DD. Optional.
scanned_scope	Filter by application scope sys_id. Optional.
scanned_table	Filter by scanned table name. Optional.

Scan Engine API endpoints

Reference information for Scan Engine Headless API endpoints, authentication requirements, and response formats.

Base URL and versioning

Scan Engine API requests use this base URL:

```
https://<instance>.service-now.com/api/sn_se/v1/scan_operations/
```

Always include /v1/ in your requests—there is no default version.

Important: Replace `<instance>` with your ServiceNow instance name.

Authentication and required headers

All API requests require these headers:

Required headers

Header	Value	Required
Authorization	Bearer <session_token_or_oauth_token>	Yes
Content-Type	application/json	Yes, for write endpoints (POST)

All requests require the `sn_se.scan_engine_user` role. Requests without valid credentials return 401.

Request limits and format requirements

All API request size limits and format requirements.

Request limits and format requirements

Limit	Value
Maximum payload size	64 KB per request
Date format	ISO 8601 (YYYY-MM-DDTHH:mm:ssZ)
Content-Type for write endpoints	application/json

API endpoints

The Scan Engine API provides five endpoints for triggering scans, checking status, retrieving findings, and canceling scans.

API endpoints

Endpoint	Method	Purpose
/scan	POST	Trigger a new scan. Returns a <code>scan_result_sys_id</code> for tracking.

API endpoints (continued)

Endpoint	Method	Purpose
/scan_status	GET	Check the progress of a running scan. Pass scan_result_sys_id as a query parameter.
/findings	GET	Retrieve findings for a completed scan. Pass scan_result_sys_id as a query parameter.
/resolved_findings	GET	Retrieve findings that have been resolved or fixed over time. Supports filtering by date, definition, and scope.
/cancel	POST	Cancel a running scan. Pass scan_number or scan_sys_id in the request body.

Scan modes and parameters

When triggering a scan via the /scan endpoint, use one of these modes in your request body:

Scan modes

Mode	Description
instance_scan	Full or delta instance scan against all applicable definitions. Include instance_scan_type to specify full or delta.
update_set	Scans one or more update sets before promotion to production. Include update_set_sys_ids array with sys_ids (not update set numbers).
application_scan	Scans one or more applications with per-application concurrency. Include application_sys_ids array of sys_ids.
content	Scans raw ServiceNow XML records in-memory, without persisting them. Include xml_content with well-formed record_update XML.

Error codes

This table lists all error codes returned by the Scan Engine API, their HTTP status, applicable endpoints, and troubleshooting guidance.

Scan Engine API error codes

Error Code	HTTP Status	Applies to endpoints	Description
MISSING_REQUIRED_FIELD	400	All endpoints	A required field is missing from your request. Check the error message to identify which field is required.
INVALID_SCAN_MODE	400	POST /scan	The scan_mode value is not recognized. Verify it matches one of the supported modes: instance_scan,

Scan Engine API error codes (continued)

Error Code	HTTP Status	Applies to endpoints	Description
			update_set, application_scan, or content.
INVALID_FIELD_VALUE	400	POST / scan, POST / cancel, GET / findings, GET / resolved_findings	A field value does not match the expected format or type. Check the error detail for which field needs correction.
INVALID_UPDATE_SET	400	POST /scan (update_set mode)	The supplied update set sys_id does not exist or is invalid. Verify the sys_id matches a valid update set record.
INVALID_XML_CONTENT	400	POST /scan (content mode)	The XML content is not well-formed or is missing the <record_update> root element. Validate the XML structure.
INVALID_APPLICATION	400	POST /scan (application_scan mode)	The supplied application sys_id does not exist or is invalid. Verify the sys_id matches a valid application record.
DEFINITION_NOT_FOUND	400	GET /findings	The scan definition specified in your query does not exist. Verify the definition sys_id or number.
PAYLOAD_TOO_LARGE	413	POST /scan, POST /cancel	Request body exceeds 64KB. Reduce the request size by using smaller batches or fewer records.
NOT_AUTHENTICATED	401	All endpoints	Your session token or OAuth credentials are invalid, expired, or missing. Re-authenticate and retry with valid credentials.
NOT_AUTHORIZED	403	All endpoints	Your user account does not have the sn_se.scan_engine_user role. Contact your administrator to request access.
SCAN_NOT_FOUND	404	GET /scan_status, GET / findings, GET / resolved_findings, POST /cancel	The scan result ID provided does not exist or has been purged. Verify the scan_result_sys_id or scan_number is correct.
APPLICATION_SCAN_NOT_FOUND	404	GET /findings	No findings exist for the specified application scan. The scan may not have completed

Scan Engine API error codes (continued)

Error Code	HTTP Status	Applies to endpoints	Description
			or the application ID may be incorrect.
UPDATE_SET_SCAN_NOT_FOUND	404	GET /findings	No findings exist for the specified update set scan. The scan may not have completed or the update set ID may be incorrect.
INSTANCE_SCAN_NOT_FOUND	404	GET /findings	No findings exist for the specified instance scan. The scan may not have completed or the scan result may have been purged.
NO_ACTIVE_SCAN	404	POST /cancel	No active scan is running and no identifier was provided. Supply either <code>scan_sys_id</code> or <code>scan_number</code> , or verify a scan is currently active.
CONCURRENT_SCAN_RUNNING	409	POST /scan	Another scan is already running for this target. Wait at least 30 seconds and retry, or cancel the existing scan first.
ALREADY_CANCELLED	409	POST /cancel	The scan is already in a Cancelled state. No further cancellation is needed or possible.
SCAN_COMPLETE	409	POST /cancel	The scan has already completed and cannot be cancelled. Cancellation is only available for in-progress or queued scans.

Error handling strategies

When integrating the Scan Engine API into your automation, implement these strategies for common errors:

Error handling strategies

Error Type	Strategy
Rate limiting (409 CONCURRENT_SCAN_RUNNING)	Implement exponential back off. Start with a 30-second wait, then increase on subsequent retries.
Authentication (401 NOT_AUTHENTICATED)	Refresh your credentials and retry immediately. Log the error for audit purposes.
Authorization (403 NOT_AUTHORIZED)	This is a configuration issue. Contact your administrator to grant the required role. don't retry automatically.

Error handling strategies (continued)

Error Type	Strategy
Server errors (500)	Implement exponential backoff with a maximum retry count. Log the error and alert your operations team if retries are exhausted.
Validation errors (400)	These indicate a problem with your request. Review the error message and correct the field or value before retrying.

Response formats

The API uses consistent response structures. All successful responses include a `result` object. All error responses include an `error` object.

Success response

```
{
  "result": {
    "scan_result_sys_id": "a1b2c3d4e5f6g7h8",
    "status": "Complete",
    "total_errors": 5,
    "total_warnings": 12,
    "se_score": 72
  }
}
```

The `result` object contains:

- `scan_result_sys_id`: Unique identifier for this scan. Use it to check status and retrieve findings.
- `status`: Current scan state—Waiting, Getting Ready, Complete, or other terminal states.
- `total_errors`: Count of violations classified as errors.
- `total_warnings`: Count of violations classified as warnings.
- `se_score`: Overall health score on a 0–100 scale.

Error response

```
{
  "error": {
    "code": "MISSING_REQUIRED_FIELD",
    "message": "A required field is missing",
    "detail": {
      "fields": ["scan_mode", "source"]
    }
  },
  "status": "failure"
}
```

The `error` object contains:

- **code**: Machine-readable error code. Use this for programmatic error handling.
- **message**: Human-readable description of the error.
- **detail**: Additional context such as which fields are missing.

Findings response

```
{
  "result": {
    "findings": [
      {
        "severity": "error",
        "message": "Missing mandatory field",
        "affected_record": "cmdb_ci_00001"
      }
    ],
    "definitions": [ ... ],
    "pagination": {
      "limit": 100,
      "offset": 0,
      "has_more": false,
      "total": 17
    }
  }
}
```

The findings response includes:

- **findings []**: Array of violations found during the scan. Each finding includes severity, message, and affected_record.
- **definitions []**: Deduplicated rule metadata for all findings in the response.
- **pagination**: Offset-based pagination info. Default 100 results per page, max 1,000.

For a complete list of fields returned in finding and resolved finding responses, see [Scan Engine API field reference](#).

Common query parameters

These query parameters are used across multiple Scan Engine API endpoints to identify scans, paginate results, and filter findings by definition or resolution date.

Common query parameters table

Parameter	Used in	Description
scan_result_sys_id	/scan_status, /findings, / resolved_findings	The unique identifier returned when you triggered the scan. Required for status and current findings queries.
offset	/findings, / resolved_findings	Number of results to skip before returning results. Used for pagination. Defaults to 0.
limit	/findings, / resolved_findings	Number of results to return per page. Defaults to 100, maximum 1,000.

Common query parameters table (continued)

Parameter	Used in	Description
definition	/resolved_findings	Filter by definition sys_id or number. Optional.
resolved_on_from	/resolved_findings	Filter findings resolved on or after this date. Use ISO 8601 format YYYY-MM-DD. Optional.
resolved_on_to	/resolved_findings	Filter findings resolved on or before this date. Use ISO 8601 format YYYY-MM-DD. Optional.

Scan Engine API error codes

Error codes returned by the Scan Engine API, organized by HTTP status code. Each section includes proposed solutions and handling strategies.

400 Bad Request errors

Validation errors indicate a problem with your request. Review the error message and correct the field or value before retrying.

400 Bad Request error codes

Error Code	Applies to endpoints	Description
DEFINITION_NOT_FOUND	GET /findings	The scan definition specified in your query does not exist. Verify the definition sys_id or number.
INVALID_APPLICATION	POST /scan (application_scan mode)	The supplied application sys_id does not exist or is invalid. Verify the sys_id matches a valid application record.
INVALID_FIELD_VALUE	POST /scan, POST /cancel, GET /findings, GET /resolved_findings	A field value does not match the expected format or type. Check the error detail for which field needs correction.
INVALID_SCAN_MODE	POST /scan	The scan_mode value is not recognized. Verify it matches one of the supported modes: instance_scan, update_set, application_scan, or content.
INVALID_UPDATE_SET	POST /scan (update_set mode)	The supplied update set sys_id does not exist or is invalid. Verify the sys_id matches a valid application record.
INVALID_XML_CONTENT	POST /scan (content mode)	The XML content is not well-formed or is missing the <record_update> root element. Validate the XML structure.
MISSING_REQUIRED_FIELD	All endpoints	A required field is missing from your request. Check the error message to identify which field is required.

401 Unauthorized errors

Authentication errors occur when credentials are invalid. Refresh your credentials and retry immediately. Log the error for audit purposes.

401 Unauthorized error codes

Error Code	Applies to endpoints	Description
NOT_AUTHENTICATED	All endpoints	Your session token or OAuth credentials are invalid, expired, or missing. Re-authenticate and retry with valid credentials.

403 Forbidden errors

Authorization errors are configuration issues. Contact your administrator to grant the required role. don't retry automatically.

403 Forbidden error codes

Error Code	Applies to endpoints	Description
NOT_AUTHORIZED	All endpoints	Your user account does not have the <code>sn_se . scan_engine_user</code> role. Contact your administrator to request access.

404 Not Found errors

Resource not found errors occur when the requested scan or resource does not exist. Verify identifiers are correct and the resource has not been purged.

404 Not Found error codes

Error Code	Applies to endpoints	Description
APPLICATION_SCAN_NOT_FOUND	GET /findings	No findings exist for the specified application scan. The scan may not have completed or the application ID may be incorrect.
INSTANCE_SCAN_NOT_FOUND	GET /findings	No findings exist for the specified instance scan. The scan may not have completed or the scan result may have been purged.
NO_ACTIVE_SCAN	POST /cancel	No active scan is running and no identifier was provided. Supply either <code>scan_sys_id</code> or <code>scan_number</code> , or verify a scan is currently active.
SCAN_NOT_FOUND	GET /scan_status, GET / findings, GET /	The scan result ID provided does not exist or has been purged. Verify the <code>scan_result_sys_id</code> or <code>scan_number</code> is correct.

404 Not Found error codes (continued)

Error Code	Applies to endpoints	Description
	resolved_findings, POST /cancel	
UPDATE_SET_SCAN_NOT_FOUND	GET /findings	No findings exist for the specified update set scan. The scan may not have completed or the update set ID may be incorrect.

409 Conflict errors

Conflict errors occur when a request can't be completed due to the current state. For rate limiting (CONCURRENT_SCAN_RUNNING), implement exponential backoff starting with a 30-second wait, then increase on subsequent retries.

409 Conflict error codes

Error Code	Applies to endpoints	Description
ALREADY_CANCELLED	POST /cancel	The scan is already in a Cancelled state. No further cancellation is needed or possible.
CONCURRENT_SCAN_RUNNING	POST /scan	Another scan is already running for this target. Wait at least 30 seconds and retry, or cancel the existing scan first.
SCAN_COMPLETE	POST /cancel	The scan has already completed and cannot be cancelled. Cancellation is only available for in-progress or queued scans.

413 Payload Too Large errors

Payload size errors occur when the request body exceeds limits. Reduce the request size by using smaller batches or fewer records.

413 Payload Too Large error codes

Error Code	Applies to endpoints	Description
PAYLOAD_TOO_LARGE	POST /scan, POST /cancel	Request body exceeds 64KB. Reduce the request size by using smaller batches or fewer records.

Impact Delivery Instance reference

Reference information for Impact Delivery Instance features and configuration.

This section contains reference information for Impact Delivery Instance, including configuration, user management, roles, features, and reporting.

Impact Delivery Instance overview

The Impact Delivery Instance is the service provider for the Impact Store Application.

The Impact Delivery Instance serves as follows:

- Your Impact squad interactive space.
- Existing data from the Impact IDI is migrated at setup to the Impact Store Application to ensure that critical information is integrated within your ServiceNow instance.

Impact Delivery Instance migration

Download Impact from the ServiceNow store to take advantage of the latest features directly in your instance- including new Platform Health tools! Refer to [Install Impact](#) for installation steps.

Note: The Impact Delivery Instance, `[impact.servicenow.com]` won't include new features.

Sync to the Impact Store Application

Use Guided Setup to connect your data from the Impact Delivery Instance. See [Impact Guided Setup \(Legacy\)](#) for details on the configuration.

If you choose not to connect to the Impact Delivery Instance, refer to the following features list.

Impact Store Application features supported without the connection to the Impact Delivery Instance:

- [Prevent and resolve technical debt with AI](#)
- [Track Platform Health trends](#)
- [Configure Scan Engine integrations](#)
- [Monitor instance performance with Instance Observer](#)

Impact Store Application features that require a connection to the Impact Delivery Instance:

- Communication with your Impact Squad, including visibility into changes you make in your own Impact Workspace
- [Entitlements and usage using capabilities](#)
- [Accelerators and Initiatives](#)
- [Use the recommendations list](#)
- [Build implementation plans with product adoption roadmaps](#)
- [Value Management](#)
- [Consumption Report in Impact Delivery Instance](#)

Setup for the Impact Delivery Instance

The Impact Delivery Instance is delivered to you with minimal technical configuration required. Many of the setup steps involve planning within your organization and with your Impact Squad.

Impact Delivery Instance migration

Download Impact from the ServiceNow store to take advantage of the latest features directly in your instance- including new Platform Health tools! Refer to [Install Impact](#) for installation steps.

Note: The Impact Delivery Instance, `[impact.servicenow.com]` won't include new features.

1. Access is enabled by your Impact squad who sends the Platform Owner a specific URL to log in to your Impact Delivery Instance portal.
2. In order to access various levels of IDI, a role must be assigned to you. Your Impact Administrator assigns the appropriate roles to you. See [Impact Delivery Instance roles](#) for additional information.
3. The value journey lifecycle starts with the creation of the value blueprint, which captures your business objectives, which are high-level goals tied to measurable outcomes that help illustrate value over time. Work with your Impact Squad and refer to [Value Management](#) to get started.

Manage Impact Delivery Instance users

Impact Delivery Instance (IDI) admins can create, view, and manage their users.

Before you begin

Note: See [Roles installed with Impact](#) for information about Impact role permissions.

Role required: Impact admin

Procedure

1. Navigate to **Impact > User Profile Menu > Manage Users**.
2. Select **Add new user**.
3. Enter the relevant information including:
 - User email (required)
 - User First and Last names (required)
 - Impact role
 - Impact feature access
 - ServiceNow University access role
4. Select **Submit**.
The new user is created.

Edit or remove user permissions

5. Navigate to **Impact > User Profile Menu > Manage Users**.
6. Select **View all users**.
7. Enter the users name into the **Search users** field.
8. Select **Actions > Edit role(s)**.
9. Edit the user role and access accordingly.

Set the user role to **None** to remove IDI access.
10. Select **Confirm**.
 - A confirmation message displays then you are returned to the company users page.
 - An email will be sent to the user with information on how to log in to Impact.

Impact Delivery Instance roles

IDI offers roles to fit your business needs. When you log in to IDI, you'll see a personalized view of your objectives, metrics, and recommendations tied directly to your role.

IDI roles and descriptions

Role	Description
Impact User	<ul style="list-style-type: none"> • Can access the Impact Delivery Instance. • Can create and update conversations.
Impact Permissions Authorizer	Allows users to grant permissions for IDI features that require consent.
Impact Executive	<ul style="list-style-type: none"> • Has read access to view IDI status and value reporting. • Can create and update conversations. • Manages production adoption roadmap.
Impact Platform Owner	<ul style="list-style-type: none"> • Has full access to all IDI features. • Can request Accelerators and advisory sessions • Can manage production adoption roadmaps.
Impact Admin	<ul style="list-style-type: none"> • Manages user accounts and premium access to add-on packages. • Administers the ServiceNow platform. • Has full access to all IDI features.

Benefits & Usage

Impact Benefits & Usage allows you to quickly access and review the powerful tools available in your Impact subscription.

Impact benefits

The Impact program has many benefits that are included with the subscription.

Impact benefits and capabilities descriptions

Benefit	Capabilities
Impact Core	<ul style="list-style-type: none"> • Get started with Impact • Work with experts • Impact packages

Impact benefits and capabilities descriptions (continued)

Benefit	Capabilities
Experts on Demand	<ul style="list-style-type: none"> • Accelerators and Initiatives • Advisory sessions • Expert services discount
Platform Health and Monitoring	<ul style="list-style-type: none"> • HealthScan • Monitor instance performance with Instance Observer
Learning and Coaching	<ul style="list-style-type: none"> • Adoption Toolkit • Learning Credits • On-demand training courses • Technical certifications • Training discount
Premium Technical Support	<ul style="list-style-type: none"> • 24/7 Inbound Phone Support • Impact Developer Support • Enhanced case response time

Activity Center

The Activity Center provides a comprehensive view of all the activities supporting your day to day journey with Impact.

Review outstanding notifications for your key Impact activities and deliverables that need your attention, such as tasks, recommendations, and communications. You can go directly to the record and take action. Sort by upcoming activities or view a report, such as a capability map or HealthScan report. Access your Value Journey snapshot, view your overview of Impact feature usage, and your learning credit balance.

Activity Center components

Section	Use
Conversations	Scan all conversations you are included in. Start a conversation any time to ask a question or get advice from your Impact squad.
All recommendations	View recommendations from your Squad. See Activity Center All Recommendations for additional information.
Tasks	See and manage work items you are responsible for. Also create tasks and assign them to others.

Activity Center components (continued)

Section	Use
Calendar	See upcoming Impact related events, such as meetings, assessments, and goals.
Activity log	See your team's latest activities and how they support your value journey. All activities, conversations, meetings and tasks are consolidated into one page for ease of access.
Files	Access Impact related documents in one place. View, edit, and upload files for you and your team.

i Note: Activities available may differ between Impact subscription levels.

Activity Center Conversations

Scan all conversations you are included in. Start a conversation any time to ask a question or get advice from your Impact squad.

Conversations is customizable by either the Kanban view or a List View. Several filter options are also available:

- Subject or reference number
- Stakeholder group
- Your conversations or all conversations
- State of conversation, either open or closed
- Rearrange the order of the conversation subject the action menu for that lane
- Search by Subject or Reference Number
- Filter by All conversations or by My conversations
- View the state by Open or Closed

Create and manage conversations

Create new Impact conversations or manage existing conversations.

Before you begin

Role required: impact user or impact executive

Create a conversation**Procedure**

1. Navigate to **Impact > Activity Center > Conversations**.
2. Select **Create New > Conversation**.

i Note: Conversations may be initiated from all pages in Impact.

3. Fill in the form with the conversation details, including adding attachments.

Conversation actions

Action	Description
Mark as high priority	Displays as a high priority conversation for recipients and watchlist members. High priority conversations display a yellow banner with the name of the user who marked it as such.
Create a related task	Create a task for a stakeholder group or individual recipients based on the conversation. The assigned to party will have a task created in the activity center, accordingly.
Change conversation owner	Allows the owner of the conversation to be transferred from the originator of the conversation.
Change category	Changes the category for the conversation.
Edit conversation subject	Changes the subject of the conversation from the available subjects: <ul style="list-style-type: none"> Business KPIs Objectives General Initiatives Platform health Review & meetings
Edit watchlist	Updates the recipients on the conversation watchlist to receive updates.
Mark as closed	Closes the conversation. Adjust the filter on the conversations page to view closed records.
Comment	Provide a comment in the conversation.
Search for related record	You can search for other conversations or other records in Impact that have the same subject.
Upload files	Attach files to the conversation.
Add/remove from the watchlist	Manage who receives and which conversations are part of the watchlist.

4. Select **Send**.

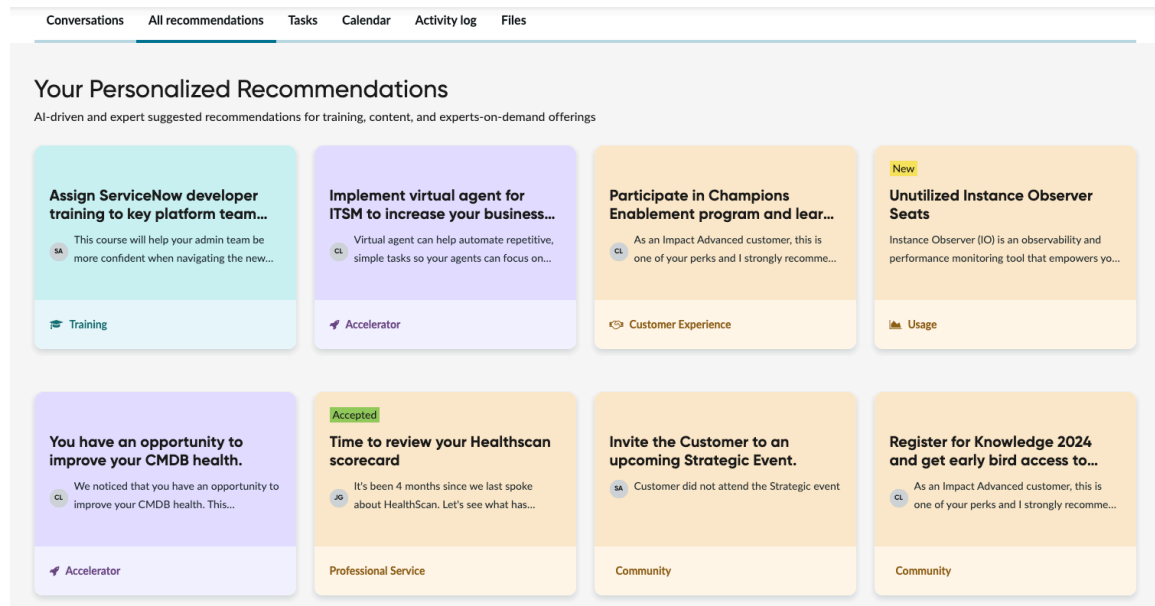
- The conversation is added to the Conversations view.
- Conversation details are captured in the conversation details.
- The Activity log is updates with the conversation details.
- The recipients and watchlist are notified of the new conversation in their Activity log in Impact.

Manage conversations

5. Select an existing conversation from the Activity Center.
6. From the Actions menu, choose an action and **Save**.
Changes to the conversation are displayed.

Activity Center All Recommendations

View AI driven and expert suggested recommendations for training, content, and experts-on-demand offerings.



- Rule-based recommendations:
 - A framework that gives Business users a control over configuring and enriching recommendations, including the ability to define their scope.
 - Create new recommendation types using existing data within Impact at a predefined frequency as well improve the quality of existing recommendations.
- Content recommendations:
 - View Now Create content that is popular among similar users on the Impact Homepage.
 - Provide feedback on the recommended content.

Filter for specific recommendations and publish contextual recommendations or clean-up unused recommendations.

Group Views

Impact enables multiple stakeholder groups within your organization to lead their own digital transformation.

For example, both your IT and Finance departments are able to define their own objectives with Impact and present them to their respective leadership.

A stakeholder group is defined as the following:

- A logical, customer-defined group of customer stakeholders who share objectives for the purposes of consuming the Impact product, for instance, HR and Finance.
- A subset of groups or equal to a single account; a Stakeholder Group may not include multiple accounts.
- An instance could be associated to one or more stakeholder groups.

Key benefits

- The Impact experience can be managed across your Group Views with the Impact Squad, including stakeholder groups and instances. Your customer homepage is personalized to the stakeholder groups relevant to you.
- Impact helps you accelerate your stakeholder group's objectives and manage value for these groups, including the initiatives and activities that contribute toward your Value Journey.
- Capabilities map is available on an instance level and shows capabilities maps for instances that are associated to stakeholder groups. Work with your Impact Squad to define for which instance a capabilities map will be created.
- Product Adoption Roadmaps can be associated to a stakeholder group making it easier to manage your roadmaps. See [Build implementation plans with product adoption roadmaps](#) for more information.
- You can filter across stakeholder groups and instances and display a combined view of Impact across your organization.

Getting started

Start a conversation with your [Work with experts](#) to learn more and to enable the Group Views functionality.

Note: As a start, this functionality is available to limited customers. Discuss with your Impact Squad to learn more.

Manage Initiative and Accelerator permissions

Review and approve Initiative and Accelerator activities access using **Manage Permissions**.

About this task

If you have pending Initiatives and Accelerators that require permissions to be granted, a message displays on the Impact homepage that directs you to **Manage Permissions**.

You have new permissions pending. View more details in [Manage Permissions](#).

The following table contains available consent statuses and actions.

Status	Description	Available Actions
Pending	A requested activity is waiting approval to be started	<ul style="list-style-type: none"> • Approve • Decline

Status	Description	Available Actions
Accepted	A requested Initiative or Accelerator has been approved and may be started. A permissions authorizer may revoke permission.	Revoke Permission: The user will not be able to start the initiative.
Declined	A requested Initiative or Accelerator has been declined and may not be started	Update Permission: Grant permission to the activity to confirm permission.

Restricted and protected environments

As part of our mission to continually deliver the best customer experience and as part of the evolution of the Impact packages, certain Impact deliverables, Impact Accelerators, or other Impact components require supplemental terms and conditions because of the manner in which they operate.

U.S. Public Sector (USPS)

The US Public Sector Accelerators provide U.S. Public Sector customers an option to use aspects of these Accelerators without the need to accept the supplemental terms or in scenarios in which an environment may have serviceability restrictions.

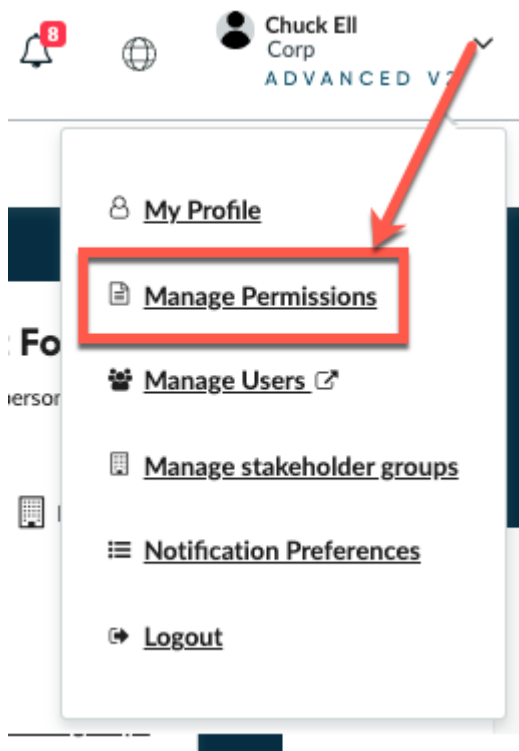
Accelerators that offer USPS specific versions are indicated in the specific sub-catalog.

Before you begin

Role required: Impact Permissions Authorizer

Procedure

1. Navigate to **Impact > <Your> profile > Manage Permissions** or select **Manage Permissions** from the homepage banner.



Manage Permissions opens and you can filter the list by entering in the name of the Impact activity in the **Search** field or by **Consents** status.

2. Manage activity permission records on this page.

- a. Select **Update Permission** or **Revoke Permission** to change the permissions for an Accelerator or Initiative, if previously declined or approved.
- b. Select **Accept** or **Decline** to approve or deny a pending request.

[Home](#) > Manage Permissions

Manage Permissions

These initiatives include activities that require your permission to start. Declining permission may limit your squad's ability to complete the initiatives.

Search

Filter by

All consents

Jumpstart Your Upgrade

Activities: Instance Clone, Detailed HealthScan

☐ Pending

Decline

Accept

[View terms & conditions](#)
[View initiative details](#)

TuneUp Your Security

Activities: Welcome to TuneUp Your Security, Prepare and Schedule TuneUp Your Security Session, TuneUp Your Security Coaching Session 1, Accelerator request received, TuneUp Your Security Coaching Session 3 (Optional), Your Security Coaching Session 2

✖

Declined by TestConsent ImpactAdminXueti on 2023-01-21

Update Permission

[View terms & conditions](#)
[View initiative details](#)

Health Assessment – Advanced

Activities: PA submits HealthScan scan request

✔

Accepted by Ke Shah on 2023-10-03
Expires on 2024-06-29

Revoke Permission

[View terms & conditions](#)
[View initiative details](#)

What to do next

Once permission has been granted, the Accelerator is active for users to start.

Accelerators that require additional permissions prompt to update the

TuneUp Your Security

 Update permission in [Manage Permissions](#) to start.

Guidance on platform security

ImpactImpact Accelerator

Estimated duration 30 Days

[See Details](#)
[Start Initiative](#)

permissions.

Accelerators that have been granted permissions will display as such.

The option to **Start Initiative** becomes

TuneUp Your Virtual Agent

 This initiative was already [granted permission](#).

Guidance on fine-tuning ITSM Virtual Agent to optimize value

Estimated duration 90 Days

[See Details](#)
[Start Initiative](#)

available.

Request an Accelerator from IDI

Depending on the Impact package that you are subscribed to, you can request and consume a designated number of concurrent Impact Accelerators, from the IDI.

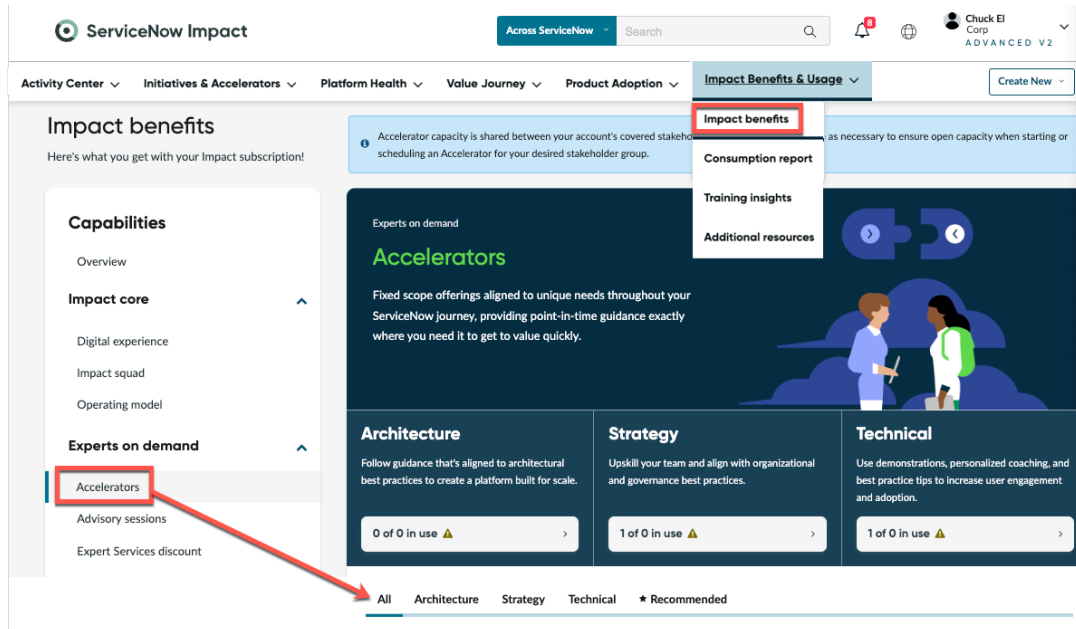
Before you begin

For details on available Accelerators, refer to the [Accelerator catalog](#).

Role required: Impact platform owner

Procedure

1. Navigate to **Impact > Impact Benefits & Usage > Impact benefits > Capabilities > Experts on demand > Accelerators**.



2. Select **Accelerators** from the **Experts on demand** section in the left-hand **Capabilities** menu. Each Accelerator tile contains a brief description and the availability of Accelerators with individual consumption bars. Drill in for additional details on availability.
3. Select an Accelerator. The Accelerator details page opens.
4. Select **Get started** or **Schedule only**. If the available slots are filled, **Schedule only** appears to add the Accelerator to the Initiative List/Roadmap to be started later.
5. Complete the form and select **Complete Setup**. The Set up initiative form displays. The Accelerator in progress updates the status on the tile and displays in the **Accelerators and Initiatives** list.

Note: An Impact Permissions Authorizer will grant or deny the request to start the initiative. See [Manage Initiative and Accelerator permissions](#) for additional information.

Objectives and Outcomes in Impact Delivery Instance

The value management lifecycle starts with the creation of the Objectives and outcomes that are high-level goals tied to measurable outcomes that help illustrate value over time.

Understand and measure the value you receive from the ServiceNow products in the same instance where your applications live. By default, this cycle is executed on a yearly basis, although deviations of this time frame are possible by exception.

To access the objectives and outcomes in Impact Delivery Instance, navigate to **Impact > Value Management > Objectives and Outcomes**.

Enhanced outcomes are available only for IT Service Management, Customer Service Management, and HR Service Delivery on the Impact Delivery Instance. They reflect updated outcome definitions aligned to current platform capabilities and are recommended for new setups on these products from Q3 2026 onward.

Outcome Model

Every outcome belongs to either a Standard outcome model or Enhanced outcome model. This model is indicated in an **Outcome model** column alongside each outcome's success metric, making clear which definition applies to each outcome. For details on what each model covers, where insights are available, and how to choose between them, see [Outcome versioning in Impact](#).

Note: For existing IT Service Management users, the Aug 2026 release removes any Standard IT Service Management outcome that is not in a tracking state. Outcomes currently tracked remain fully available, alongside the Enhanced outcomes newly introduced for IT Service Management, Customer Service Management, and HR Service Delivery. Active tracking is unaffected and only outcomes that were not already being tracked are removed.

What Objectives and Outcomes can do for you

- Decide which objectives you want to focus on and track your progress.
- See which outcomes, success metrics, and capabilities will best support your vision.
- Tell your transformation story with operational performance and value reports.
- Measure a selected business objective under the same product across multiple ServiceNow instances. Use the Instance option on the Objectives and Outcomes, and Outcomes Insights to filter objectives and outcomes by the ServiceNow instance.

Manage Objectives and Outcomes in Impact Delivery Instance

Use Manage objectives and outcomes to set up which objectives and outcomes you want to track for each product.

Before you begin

This marks the start of the value management lifecycle as the selections made here populate the Objectives and Outcomes page and, populate Outcome Insights and Value Reports.

Role required: Impact admin, Platform Owner, Impact Portfolio Owner, and Impact Executive.

Procedure

1. Navigate to **Impact > Value Management > Objectives and Outcomes**.
2. Select the products to configure objectives and outcomes for.
Products are grouped by workflow category. Expand the relevant category and select one or more products.
3. Select **Save and continue**.
4. Set up objectives and outcomes by product.

For each product selected in the previous step, review its available objectives and outcomes. Objectives can be shared across multiple products, indicated by the product tags listed above each objective title.

Note:

For IT Service Management, Customer Service Management, and HR Service Delivery. **Enhanced** outcomes are now available for tracking alongside Standard outcomes. Performance insights and trend analysis for Enhanced outcomes are only available in the Impact Store Application. Download Impact from the ServiceNow store to take advantage of the latest features directly in your instance. See [Install Impact](#) for more information.

5. Select **Save and Continue**.

6. Review your selections and select **Confirm updates**.

A summary of every selected objective and outcome is displayed, organized by objective, with its outcome, success metric, outcome model, product, and any updates made in this session. Use the **View by product** filter to narrow the summary to a specific product.

You can also use the **Refine by** filter to filter products according to a specific outcome model, progress state or the product line.

Result

Once confirmed, newly added objectives move into a **Work in progress** state and appear on the main **Objectives and Outcomes** page.

What to do next

This feature is in the Impact Delivery Instance. Download Impact from the ServiceNow store to take advantage of the latest features directly in your instance. See [Install Impact](#) for more information.

Note: The Impact Delivery Instance, *[impact.servicenow.com]*, won't include new features.

Value Reports in Impact Delivery Instance

Your impact squad can work with you to calculate the operational or monetized value you have realized with ServiceNow in a **Value Report**.

To access the value report in Impact Delivery Instance, navigate to **Impact > Value Management > Value reports**.

Note: A product needs at least two years of data available before a Value Report can be generated for it.

You may work with your squad to assess overall value realized with ServiceNow (comparing pre and post-implementation performance) if you can provide pre-ServiceNow baseline information for the success metrics.

Value reports can be filtered using the instance, product line and outcome model filters.

Note: Each Value Report reflects a single outcome model, either Standard or Enhanced, never a combination of the two. Since the outcome model is selected before outcomes are chosen, a product tracked under both models results in two separate reports, one for each model.

You may have already initiated ongoing data collection for these key success metrics through your Quarterly Review Cycle. If not, however, your Impact squad will work with you to provide an overview of data collection options to support this process of ongoing value management.

Note: An option for data collection is the Impact Value Journey data collection applications. These applications can be accessed through the ServiceNow Store.

Key Elements of value report	Description
Historical baseline	<ul style="list-style-type: none"> • The Impact squad will work with you to identify a historical baseline period that you would like to use for your value report. • If you would like to assess overall value of ServiceNow (pre vs. post Implementation) 12 months of historical data points from your legacy system should be gathered before decommissioning. • Otherwise, the impact squad will work with you to identify an appropriate period, typically a 12 month-window ending at least one year ago, to be able to compare recent results to a historical baseline. • As part of the value realization assessment, the success squad delivers a value report to highlight the value you've realized compared to if you had not moved to the ServiceNow platform. • Baseline data is ideally collected for all success metrics that are linked to your objectives and outcomes.
Current actual results	<ul style="list-style-type: none"> • The value report is created based on recent performance of success metrics, typically covering the past 12 months. • The squad compares the success metrics from this period against the historical baseline to measure improvements.
Value reporting actuals	<ul style="list-style-type: none"> • To quantify these improvements financially, the Squad collaborates with you to validate key assumptions in the report. • Aligning on these assumptions ensures an accurate estimation of the value achieved.

Upgrade to the Impact Store Application

This feature is in the Impact Delivery Instance. Download Impact from the ServiceNow store to take advantage of the latest features directly in your instance. See [Install Impact](#) for more information.

Note: The Impact Delivery Instance, [\[impact.servicenow.com\]](https://impact.servicenow.com), won't include new features.

Manage product adoption roadmaps for Impact Delivery Instance

Create a product Adoption Roadmap (PAR) with a single click by selecting the template that best supports your specific business outcome.

Before you begin

Role required: Impact admin, Platform Owner, Impact Portfolio Owner, and Impact Executive.

Procedure

1. Navigate to **Impact > Product adoption > Product adoption roadmaps**.
2. Select **Create a product adoption roadmap**.
3. Select an instance if there are multiple instances available.
4. Enter the **Owner**.
5. In **How do you want to start?**, complete any of the following actions.

How do you want to start?	Actions
Create from a Template	<ol style="list-style-type: none"> a. Select Create from a template in How do you want to start?. b. Select a template in Choose a template.
Create a roadmap manually	Enter the Name and Description .

6. Select a capability to view it's details and to view or edit phase level notes.
 - a. Select **Notes** to view static and phase specific notes for a capability.
You can view static and phase-specific note sections under **Notes**. Static notes display for the selected capability regardless of the phase in which they are added.

Service Operations Workspace ITSM Applications



Instance	Workflow	Product	Status
accentureinternal	Technology Workflow	ITSM	In use

About Notes

ServiceNow® Service Operations Workspace is a configurable workspace that provides a unified experience for multiple IT Service Management and IT Operations Management workflows. Configure your agent experience using the easy-to-navigate interface of Service Operations Workspace for ITSM.

For more details, go to [product documentation](#).

Supports these business objectives:

[Edit](#)

No business objectives are associated with this capability yet.

Resources

[Service Operations Workspace release notes](#)

Overview of new features and available fixes in the latest release.

[Get started with Service Operations Workspace](#)

Starter course to begin your ServiceNow journey, with a focus on baseline functionality and key processes.

[Service Operations Workspace implementation insights](#)

Best practices related to people, process, data, and technology (and how to avoid common pitfalls).

Start an initiative

Got It

- b. Select Notes specific to this phase** to display additional information tailored for the capability and phase including prerequisites, features, training, and planned activities. You can find resources related to adopting the capability under **Related Resources**.

Service Operations Workspace ITSM Applications



Instance	Workflow	Product	Status
accentureinternal	Technology Workflow	ITSM	In use

About Notes

Notes specific to this phase

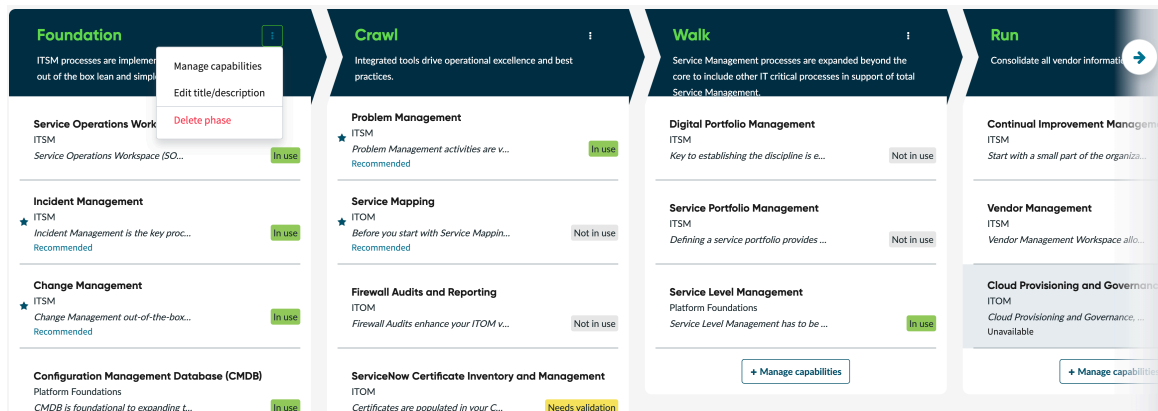
[Edit](#)

Service Operations Workspace (SOW) is recommended for all support desk agents, providing a modern experience for Service Desk Agents and Support groups. As ITSM applications are deployed then SOW continues to provide that unified experience. It is recommended to deploy with Service Operations Workspace Admin Center and aim to minimize changes in the initial deployment.

Start an initiative

Got It

- c. Select **Start an initiative** to create an initiative specific to this capability.
7. Select **Edit Roadmap Details** to edit the name, description, and owner of the map.
8. Select **Manage capabilities** for a phase to add or remove capabilities.
9. Select the ellipsis icon for a phase to modify a phase and do the following.
 - a. To delete a phase, select **Delete phase**.
 - b. To edit phase titles and descriptions, select **Edit titles/descriptions**.



10. Select **Publish**.

The product adoption roadmap is published and is available to other members on your account and the impact squad.

What to do next

You can also edit the published roadmap by selecting **Edit roadmap** to manage the adoption phases and capabilities.

This feature is in the Impact Delivery Instance. Download Impact from the ServiceNow store to take advantage of the latest features directly in your instance. See [Install Impact](#) for more information.

Note: The Impact Delivery Instance, *[impact.servicenow.com]*, won't include new features.

Manage capabilities maps in Impact Delivery Instance

Manage the usage status for capabilities and how they're being used in your instance. The information in the capabilities status fields feeds the capabilities maps summary bar.

Before you begin

Role required: Platform Owner, Impact Admin

Procedure

1. Navigate to **Impact > Product Adoption > Capabilities maps**.
2. Select an instance if there are multiple instances available.
3. Select a product from the available workflows in the left-hand navigation menu.
All capabilities for the selected workflow and product are displayed in a table with color-coded status indicators.

Technology Workflow

ITSM

Planning 1 Implementing 5 In use 13
Not in use 2 No intent to use 0 Needs validation 4

Select all capabilities Hide Change status

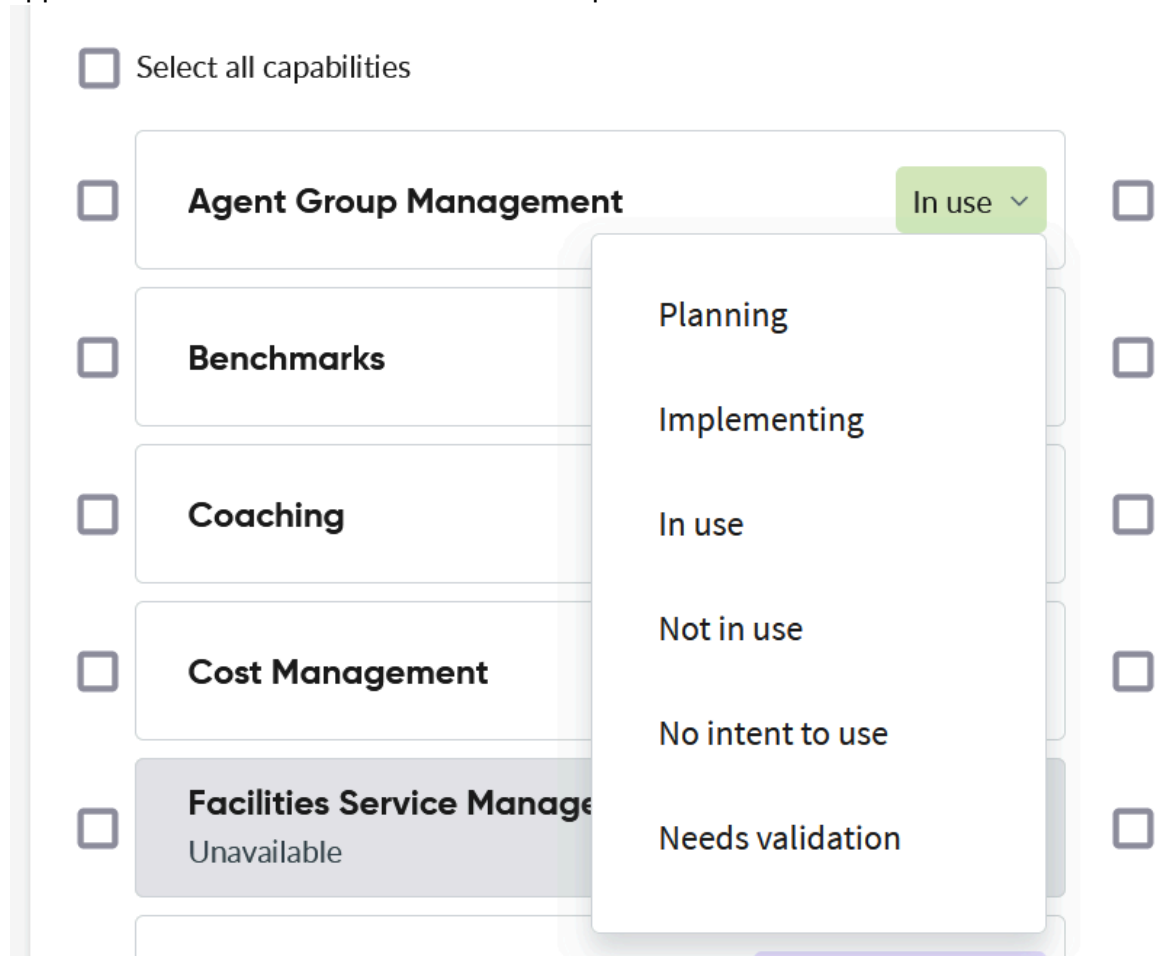
☐ Agent Group Management In use	☐ Asset Management Implementing
☐ Benchmarks In use	☐ Change Management Recommended Not in use
☐ Coaching Implementing	☐ Contract Management In use
☐ Cost Management In use	☐ Digital Portfolio Management Recommended Not in use
☐ Facilities Service Management Unavailable Implementing	☐ Incident Management Recommended In use
☐ ITSM Process Mining Content P... Needs validation	☐ ITSM Success Dashboard indica... In use
☐ Manager Workspace Implementing	☐ Mobile Agent Needs validation
☐ Performance Analytics for Inc... Recommended In use	☐ Problem Management In use
☐ Process Mining Add-On for ITS... Unavailable Needs validation	☐ Request Management Recommended In use
☐ Service Operations Workspace ... Recommended In use	☐ ServiceNow Voice Needs validation

4. Update the status for one or more capabilities.

Capabilities maps statuses

Status	Description
Planning	The application is under evaluation and plans for licensing and implementation are in progress.
Implementing	The application is licensed and is being implemented and configured for roll-out.
In use	The application has been fully implemented and is being utilized by the licensed users.
Not in use	The application is fully implemented and licensed, however, no users are currently utilizing the app.
No intent to use	The application will not be licensed or implemented.
Needs validation	The application is licensed but the implementation is incomplete. Further assistance is required in order to roll-out to the teams.

- a. Update a single status: Select a status from the color-coded status indicator on the application tile and select a status from the drop-down.

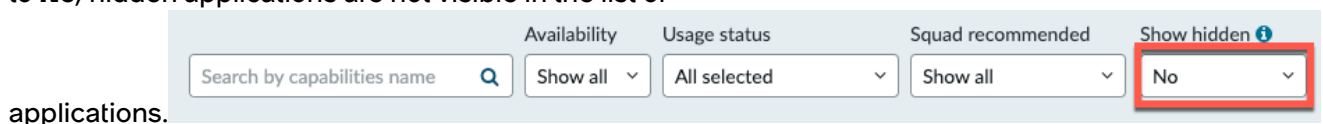


- b. Bulk update: Select the check box for multiple capabilities, then select a status from the **Change Status** button.
The status automatically refreshes for the selected capabilities.
- c. Update all: Select the check box for **Select all capabilities**, then select a status from the **Change Status** button.

Hide and Unhide capabilities.

5. **Optional:** Hide a capability from the capabilities map in an instance.

When you set the capabilities map **Show hidden** filter to **No**, hidden applications are not visible in the list of

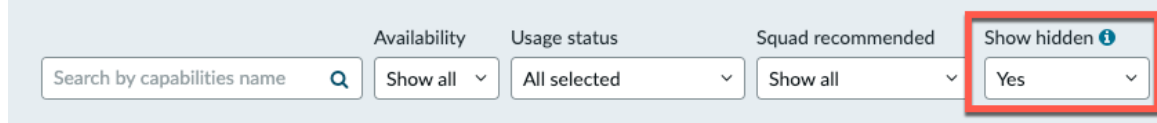


applications.

- a. Hide a single capability: Select the check box next to the capability, then select the **Hide** button.
- b. Bulk hide: Select the check box for multiple capabilities, then select the **Hide** button.
6. Select the **Hide** button in the confirmation message.
Selected applications will not display when the capabilities map **Show hidden** filter is set to **No**.

7. Optional: Unhide capabilities so they display in the capabilities map when the **Show hidden** filter is set to **No**.

a. Set the **Show hidden** capabilities filter to **Yes**.



The screenshot shows the top filter bar of the ServiceNow capabilities map. It includes a search box labeled 'Search by capabilities name' with a magnifying glass icon. To its right are three filter sections: 'Availability' with a 'Show all' dropdown, 'Usage status' with an 'All selected' dropdown, and 'Squad recommended' with a 'Show all' dropdown. The final section on the right is 'Show hidden' with an information icon and a dropdown menu set to 'Yes'. This 'Show hidden' section is highlighted with a red rectangular box.

The hidden capabilities tiles are displayed in the list of applications.

b. Unhide a single capability: Select the check box next to the capability, then select the **Unhide** button.

c. Bulk Unhide: Select the check box for multiple capabilities, then select the **Unhide** button. The previously hidden applications display in the capabilities map. When you set the capabilities map **Show hidden** filter to **No**, these applications will be visible in the list of applications.

What to do next

This feature is in the Impact Delivery Instance. Download Impact from the ServiceNow store to take advantage of the latest features directly in your instance. See [Install Impact](#) for more information.

i Note: The Impact Delivery Instance, *[impact.servicenow.com]*, won't include new features.

Consumption Report in Impact Delivery Instance

Get an overview of your Impact tier features and their usage.

The Consumption Report provides an overview of Impact features and their usage so you can identify underutilized benefits or benefits you have not yet used to make the most of your plan.

The Consumption Report filters usage to an adjustable specific period of time, and defaults to a year long range.

i Note: Impact Guided customers will not see the Premium role or Advisory Sessions section.

You can find this report within the Impact menu under **Impact > Impact Benefits & Usage**.

Report	Description
Advisory Sessions	Identify the advisory session requests and reviewing details for an advisory including name, owner, state, creation and completion dates.
Accelerators	<p>Identify unused or underused Accelerators by reviewing the status details for ongoing, completed, and not yet started Accelerators and Initiatives associated with your plan.</p> <p>View Accelerator details including name, owner, state, creation and completion dates.</p>

Report	Description
Other Initiatives	<p>Identify unused or underused initiatives by reviewing the status details for ongoing, completed, and not yet started Initiatives associated with your plan.</p> <p>View initiative details including name, owner, state, creation and completion dates.</p>
Additional features	<p>Check the overview of additional features including:</p> <ul style="list-style-type: none"> Enhanced case response time Company active case breakdown Company learning credit balance Users with premium access

Upgrade to the Impact Store Application

This feature is in the Impact Delivery Instance. Download Impact from the ServiceNow store to take advantage of the latest features directly in your instance. See [Install Impact](#) for more information.

Note: The Impact Delivery Instance, `[impact.servicenow.com]`, won't include new features.

Subscriptions

See a list of your subscriptions for all of your instances and the list of applications that you're entitled to, as part of those subscriptions, in one comprehensive view.

Subscriptions display a list of all ServiceNow subscriptions and the amount purchased that your organization is entitled to.

Subscriptions

View your ServiceNow subscriptions and explore what capabilities you're entitled to.

Note: Subscriptions of Impact and Cloud storage are not included below.

To allocate subscriptions, log into your instance and navigate to Subscriptions Management.

Instance ⓘ

All instances ▼

Product ▲	Instance	Type ⓘ	Purchased	Start date	End date
AI Search Starter	do	Capacity	500000	2022-06-30	2025-06-29
▼ App Engine	a	Unrestricted-User	5000	2022-06-30	2025-06-29
▼ App Engine	a	Unrestricted-User	55500	2022-06-30	2025-06-29

- For each instance, sort the list by alphabetical order, type of subscription meter, by the total amount purchased, or by subscription start and end date.
- If there are secondary meters, a chevron is available to the left of the subscription that can be selected to display those meters.

 IT Service Management Professional	Per-User	1236	2023-12-31	2027-11-29
Bundled Custom Tables for ITSM	Other	50	2023-12-31	2027-11-29
Virtual Agent Conversation Transactions for ITSM	Other	1236000	2023-12-31	2027-11-29

- Select each subscription to see the capabilities that are included in the subscription bundle.

ServiceNow Impact

Activity Center ▾ Initiatives & Accelerators ▾

App Engine

Business Stakeholder

HR Service Delivery Professional

IT Service Management Professional

Bundled Custom Tables for ITSM

IT Service Management Professional

PROD17256

Instance	Type	Purchased	Start date	End date
29	Per-User	1236	2023-12-31	2027-11-29

Included capabilities

- Admin Center >
- Advanced Recommended actions for ITSM >
- Advanced Work Assignment - Advanced Capabilities >
- Agent Client Collector Spoke >
- Agent workspace for ITSM >

- Select each application to access the description.

Admin Center

Instance	Workflow	Product	Status
alli	Creator Workflow	Platform Foundations	In use

About Notes

Admin Center provides a central hub for platform owners and admins to access platform capabilities, discover new applications, and get intelligent, actionable insights.

Use the Admin Center application to discover the capability of the available applications and how they can be implemented to work towards achieving your business goal.

For more details, go to [product documentation](#).

- **Note:** To allocate subscriptions, log in to your instance and navigate to **Subscription Management**.

Training Insights

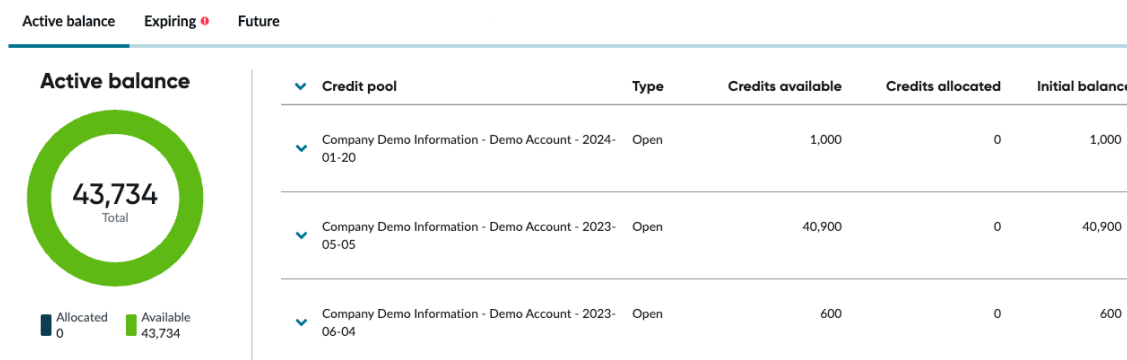
Impact Training Insights provide a comprehensive view of organizational learning activities, with real-time data available whenever and wherever it's needed.

The Impact Learning Dashboard demonstrates the usage and consumption of resources of on-demand courses, with an emphasis on the significance of education and its benefits. Appreciate the value of your learning credits and how they can be utilized. Additional insight into custom training and instructor-led technical courses includes:

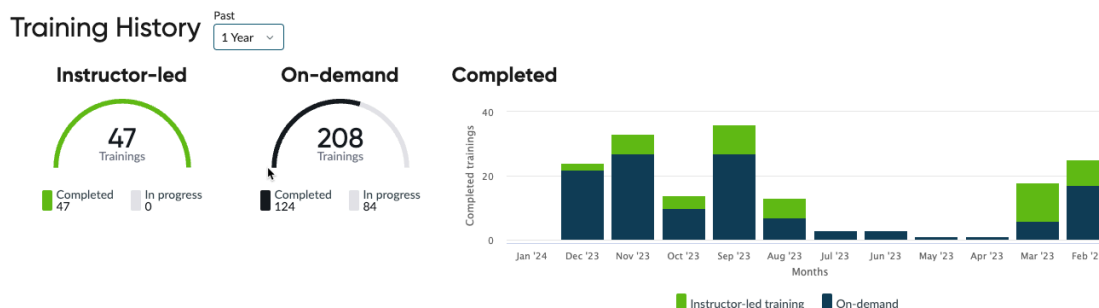
- Learning Credit Consumption:

- Active and credits available
- Allocated and future credits
- Expiring credits

Credit balance 

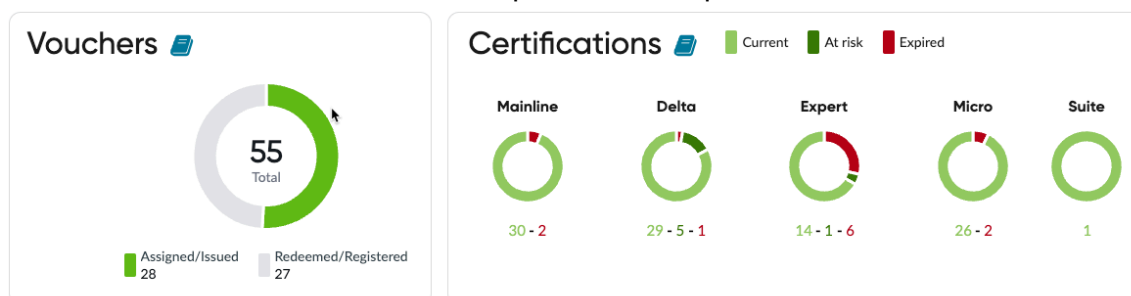


- On-demand course consumption



- Number of certifications available and status of taken certifications:

- Level of expertise required to achieve a certification type
- Statuses included current, at risk for expiration, and expired certifications



- Customer self-service model for the consumption of learning credits
- Better understand your entitlements charted in Impact

HealthScan for the Impact Delivery Instance

ServiceNow HealthScan is a diagnostic tool for the Impact Delivery Instance that helps you understand the current health of your instance, identify potential issues and setbacks, and take quick corrective action.

Impact uses HealthScan to help you understand and improve the health of your ServiceNow instance. Built on best practice definitions gathered from analyzing thousands of instances, this tool quickly scans your ServiceNow instance to provide data points across five key categories, security, upgradability, performance, manageability, and usability. For information on updates to HealthScan definitions, see [HealthScan definitions](#).

- Improve your understanding of instance health through the use of hundreds of best practice checks
- Reduce technical debt and optimize performance
- Prevent common implementation missteps

Diagnose with tech KPIs

Tech Key Performance Indicators(KPIs) show how closely you're aligned to ServiceNow technical leading practices, offer recommendations for improvement, and help you monitor your instance health.

Tech KPIs empowers you with a easy to use visualizations of your organizations technology KPIs. To review your Tech KPIs **Instance Health** with the **Instance** drop down. Select the Tech KPIs you would like the review and use the results to review critical information.

Note: Portions of Technical KPIs may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self hosted customers, or in other restricted environments, or to managed service providers (except for their internal use.)

Tech KPI Sections

Section	Section Details
Summary & Takeaways & Compare to peers	Instance health dashboard displays five categories: manageability, performance, security, upgradeability, and user experience. The dashboard also includes the overall score as an additional category which displays average of all category scores. Key takeaways highlight the summaries behind the scores and finally you can see score breakdowns for your tech KPIs relative to your peers.
Instance snapshot	Available to our Advance and Total Impact customers. Use Instance Observer to get an Observability overview over all your instances and get further information on them with the Actions drop down
Company active case breakdown	Review the active cases in your instance here.
Quick links	Get links to resources helpful for your instances.
Related conversations	See any conversations relevant to the instance selected.

Tech KPI Sections (continued)

Section	Section Details
Related files	See any files related to the instance

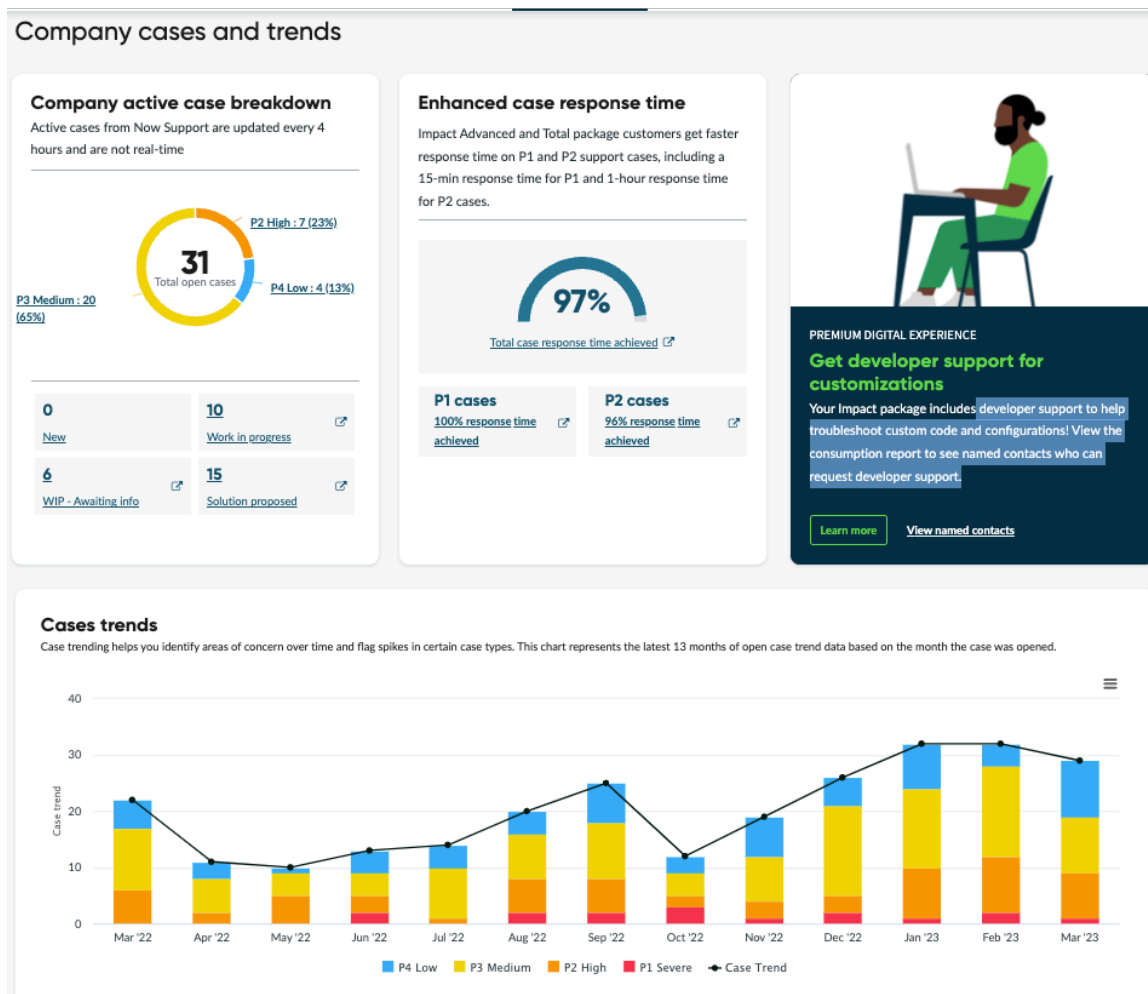
Note: Metrics available may differ between Impact subscription levels

Monitor

As a benefit of Advanced and Total packages, Impact delivers a daily performance summary of how your instances are doing. You can dive deeper into performance details using Instance Observer, which is supported on all Impact packages, pulling real-time metrics and set up performance alerts. See [Monitor instance performance with Instance Observer](#) for more information.

Support

Get a dashboard view of your company's cases, case response time, case trends, and changes. You can view specific details on changes or cases in Now Support.



Receive developer support to help troubleshoot custom code and configurations. View the consumption report to see named contacts who can request developer support. See [Impact Developer Support](#) for more information.

Health Assessment Dashboard

View detailed Health Assessment results closer collaboration with the Impact squad to prioritize, review, and address best practice platform health findings.

The Health Assessment displays the total number of findings and comparisons against a previous scan. The assessment report addresses the findings across five categories and also the total of the categories.

Navigate to **Impact > Platform Health > Diagnose**.

View the report by:

- Total findings: All detailed findings and the counts, comparison against previous scan, and live areas to take action
- Health Score %: Shows the increase or decrease in statistical score percentage since the previous scan
- Total findings by products: Breaks the scan findings by specific application on the instance, per category.

Health Assessment report fields

Field	Description
Category	Each tile depicts an assessment category: <ul style="list-style-type: none"> • Overall • Manageability • Performance • Security • Upgradeability • User Experience <p> Note: Hover over the i icon for descriptions.</p>
Current total	The focused number is the total number of best practice violations from the most recent HealthScan.
Previous total	The number with the up or down arrow indicator represents the total number of best practice violations differences from the previous HealthScan for comparison.
Act	Highly recommended to address these findings, generally severity 1 priority issues.
Recommended	Recommended to address these findings next. These are generally a severity 2 priority.
Discuss	Findings that can make improvements, but are not a critical severity.

Views

Select to view the assessment by summary view or list view. Toggle to the list view to show the individual findings records logged from the selected scan.

Summary View

Product Name	Manageability		Performance		Security	Upgradeability		User Experience	Total
CMDB Workspace	4	▲ 4	0		0	0		0	4
Compliance Management	1409	▲ 1409	0		0	0		0	1409
Configuration Management Database	10	▲ 10	10	▲ 10	0	3	▲ 3	48	71
Customer Service Management	12	▲ 12	1	▲ 1	0	0		2	15
Demand Core	0		1	▲ 1	0	1	▲ 1	1	3

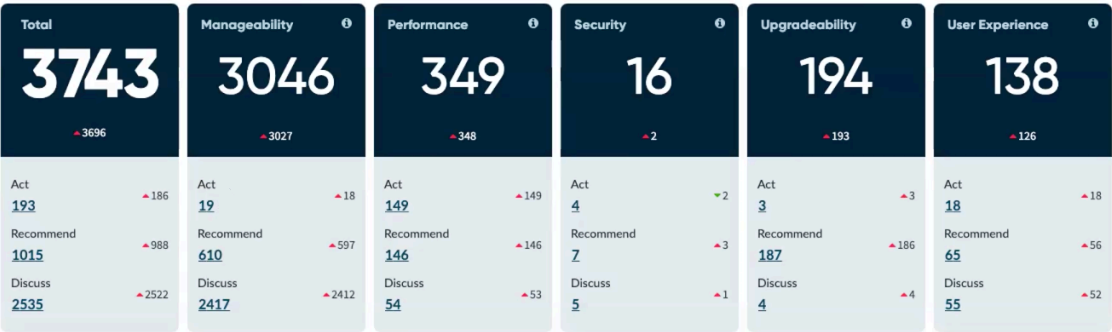
Last scan on 2024-02-22 03:12:12

Summary view shows the total of the findings and the breakdown of findings for each category. By default, the Summary View is selected, displaying the assessment information in tiles.

Health Assessment report for stateqa

HSX3508461 | Published on 2023-07-27 4:39 PM | Exclusions applied

View report by Total findings Health Score (%) Total findings by products



Last scan on 2023-06-02 01:22:45

List View

All Findings								
HSX3793219 Published on 2024-02-22 5:30 PM Exclusions applied								
Finding	Short description	Definition#	Details	Occurrences	Category	Rating	Products	Best action
HSF365310173	Fields without hints	HSD0001018	sn_si_incident.u_bugcrowd_target_name missing a hint in 1 forms	1	User Experience	2	Security Incident Response	View best action
HSF365310185	Fields without hints	HSD0001018	sc_req_item.u_order_number missing a hint in 1 forms	1	User Experience	2	Platform Foundation	View best action
HSF365324465	Each Policy Statement should have a valid attestation template.	HSD0002342		1	Manageability	3	Compliance Management	View best action
HSF365324485	Each Policy Statement should have a valid attestation template.	HSD0002342		1	Manageability	3	Compliance Management	View best action
HSF365325028	Each Policy Statement should have a valid attestation template.	HSD0002342		1	Manageability	3	Compliance Management	View best action

List view displays the list of individual findings that were logged during a particular scan.

List view field descriptions

Field	Description
Finding	The unique identifier of the finding record
Short description	The actual issue that was found during the scan
Definition #	Technical reference number that is searched for during a scan
Details	Provides additional context of the violation occurrence
Occurrences	<p>The total number of occurrences, where the same type of violation can occur across multiple tables and multiple fields</p> <p>Note: The occurrences hyperlink will direct you to the instance for access to address the issue.</p>
Best action	Link to KB articles or product documentation regarding how to address the finding

All Findings								
HSX3793219 Published on 2024-02-22 5:30 PM Exclusions applied								
Finding	Short description	Definition#	Details	Occurrences	Category	Rating	Products	Best action
HSF365310173	Fields without hints	HSD0001018	sn_si_incident.u_bugcrowd_target_name missing a hint in 1 forms	1	User Experience	2	Security Incident Response	View best action
HSF365310185	Fields without hints	HSD0001018	sc_req_item.u_order_number missing a hint in 1 forms	1	User Experience	2	Platform Foundation	View best action
HSF365324465	Each Policy Statement should have a valid attestation template.	HSD0002342		1	Manageability	3	Compliance Management	View best action
HSF365324485	Each Policy Statement should have a valid attestation template.	HSD0002342		1	Manageability	3	Compliance Management	View best action
HSF365325028	Each Policy Statement should have a valid attestation template.	HSD0002342		1	Manageability	3	Compliance Management	View best action

Package Availability

Note: This feature is available in Impact Guided, Advanced, and Total packages.

Manage Health Assessment Dashboard

Address platform health findings from the Health Assessment Dashboard.

Before you begin

Role required: impact_admin

Procedure

1. Navigate to **Impact > Platform Health > Diagnose > Health Assessment**.
The Scorecard tab is also available and may be hidden by your Impact Squad, upon request.
2. Select to view the assessment by list view or summary view.
3. Select a link to the findings to access the instance and directly address the issues.
4. Filter the findings by new, rating, or by category.

Monthly Health Assessment

The Monthly Health Assessment feature provides Impact Guided customers with a self-service capability that automates Health Assessment scans and reports to provide details that can help you to improve the health of your ServiceNow platform implementation.

Overview of health scan

Using the Impact Delivery Instance (IDI) portal, customers provide consent to allow ServiceNow HealthScan to run the monthly health scans on a specified instance and receive automated reports and recommendations.

- Automate instance health reports without having to contact your squad
- As a new ServiceNow customer, understand factors that contribute to your ServiceNow implementation health
- Understand the current state of health of their ServiceNow implementation beyond the basic Impact scorecard
- Establish a cadence of scans to track the health of your ServiceNow implementation over time
- Prepare for a substantial development release and scan for potential health impacts
- Conduct a scan to provide additional analysis when potential health#issue#s are identified

Important: Prior to beginning monthly health assessments, your consent is required in order for ServiceNow resources to scan your instance. You are prompted for consent when you schedule monthly health assessments.

Package Availability

Note: This feature is available in the Impact Guided package.

What you get

With the opt-in and self-service, you receive the following benefits:

- Monthly Health Assessment scans of a selected instance run on the sixth day of each month. Detailed scan reports will be available within a couple of weeks.
- Automated findings reports and recommendations to improve the health of your ServiceNow implementation

See [Schedule Monthly Health Assessment scans](#) for setup information.

Requested customer resources

Customer resources

Customer resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator (Optional)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.

Customer agreements and terms

For customer agreements and terms, refer to the applicable Impact Accelerator description available at <https://www.servicenow.com/legal/servicenow-impact.html>.

Exceptions

ServiceNow resources are not responsible for implementation or management of the Monthly Health Assessment. However, your Impact squad may assist with instance switching and cancellation of the service.

Schedule Monthly Health Assessment scans

Automate monthly Health Assessment scans and reports to help improve the health of your ServiceNow platform implementation.

Before you begin

Role required: impact_permission_authorizer

Procedure

1. Navigate to **Impact > Platform Health > Diagnose**.

A banner displays introducing the Monthly Health

Diagnose platform health

Best practices are broken down into 5 categories compared to previous scan, select each category to see how you can improve it.

Turn on monthly health assessment reports

Monitor platform health and minimize technical debt through monthly updates. Each monthly report provides a detailed analysis, segmented by ratings and findings.

Turn on

Assessment.

2. Select **Turn on**.
3. Select the instance type and instance to be enabled for the auto health assessment and provide permission for the scans.

Important: If you do not consent to run the automated reports, the Monthly HealthScan reports will not be scheduled.

Enable monthly health assessment ✕

Assessment with guidance to improve your ServiceNow implementation health.

Highlights

- ✓ Monthly Health Assessment scans a selected instance.
- ✓ Receive automated recommendations to improve the health of your ServiceNow implementation.

Step 1: Select instance

Select the instance you want to use for monthly health assessments.

Instance type

* Instance

Sub - Production ▾

devbox ▾

Step 2: Provide permission

You're about to turn on the monthly health assessment. You can change permissions any time on the manage permissions page.

☒ Permission to scan on selected instances [View terms & conditions](#)

Cancel

Enable

4. Select **Enable**.

- A success banner displays with the option to request an Accelerator, as needed, or Close.
- The scans are conducted monthly as long as the consent is active.

5. Access the Monthly HealthScan reports in the [Health Assessment Dashboard](#).

HealthScan definitions

Some HealthScan definitions are deprecated or updated between releases.

Healthscan definitions updates: May 2025 store

Some HealthScan definitions are deprecated or updated between releases.

New definitions

The following definitions have been added for the May 2025 release to improve performance, reduce false positives, and meet the latest coding practices. Some of these definitions will have a positive or negative impact on your customer instance scores.

Due to process and technical constraints, a comprehensive impact analysis for the overall score impact could not be fully conducted for customer instances. As a result, there may be potential impact score drops that have not been identified or addressed.

New definitions (May 2025 release)

Number	Short description	Rating	Category	Update description
HSD0022569	Service Operations Workspace ITSM Applications is installed and active	Discuss	User Experience	New definition that checks if the plugin sn_sow_itsm_cont is installed and activated
HSD0024649	Reports with very long execution times	Discuss	User Experience	New definition to identify long running reports per DT thresholds

Updated definitions

The following definitions have been updated for the May 2025 release to improve performance, reduce false positives, and meet the latest coding practices. Some of these definitions will have a positive or negative impact on your customer instance scores.

Due to process and technical constraints, a comprehensive impact analysis for the overall score impact could not be fully conducted for customer instances. As a result, there may be potential impact score drops that have not been identified or addressed.

Updated definitions (May 2025 release)

Number	Short description	Rating	Category	Update description
HSD0001011	Common slow loading forms in the last 30 Days	Discuss	Performance	<ul style="list-style-type: none"> • New client threshold is 1 second (1000ms) • New total response threshold is 5 seconds (5000ms)
HSD0001106	Applications should use Source Control	Discuss	Manageability	<ul style="list-style-type: none"> • New version runs in sub-prod only. • Added better error handling. • Added manual statistic
HSD0001107	JavaScript Mode is not set correctly on application	Discuss	Manageability	New version makes clear distinction that globally scoped apps should

Updated definitions (May 2025 release) (continued)

Number	Short description	Rating	Category	Update description
				be on ES5 and scoped apps should be on ES12
HSD0001116	Client Scripts should not be defined against the Global table	Recommend	Performance	Changed documentation URL to: https:// developer.servicenow.com/ dev.do#!/ guides/latest/ now-platform/ tpb-guide/ client_scripting_technical_best_practices/ global-client- scripts
HSD0001164	Use state, not Incident State or Problem State	Recommend	Manageability	<ul style="list-style-type: none"> Condition filtered only for global scope incident and problem tables Overall code standardization
HSD0001174	Scripted Web Services writing data directly	Recommend	Security	<ul style="list-style-type: none"> Removed matching requirement for semicolons Improved Regex to a single pattern Removed repeated use of Regex patterns Migrated from String.match to Pattern.test Add updateMultiple() to pattern Added 1K limit to findings Forced Statistic even on failures

Updated definitions (May 2025 release) (continued)

Number	Short description	Rating	Category	Update description
HSD0001193	Use the condition field in Business Rules	Discuss	Manageability	<ul style="list-style-type: none"> • Simplified scriptingAmended query to allow • Findings on insert, update, delete and query • Business Rules Corrected RegExp Pattern • Clarified verbiage • Added condition to ignore "Auto Business rules" generated by the system
HSD0001205	Widgets not used in any dashboards	Discuss	Manageability	<ul style="list-style-type: none"> • New version ensures that each finding flags custom widget that it is truly unrelated to a dashboard • Added defensive scripting • Added statistic
HSD0001207	Form layout whitespace: make sure layout split does not have large empty areas because only one side contains fields.	Recommend	User Experience	<ul style="list-style-type: none"> • Updated Findings to be against sys_ui_sections containing the elements • Updated script to confirm these • Sections were updated by customer • Updated Findings display to

Updated definitions (May 2025 release) (continued)

Number	Short description	Rating	Category	Update description
				contain the view names for these forms
HSD0001275	Scripts should not contain hard-coded IDs	Recommend	Manageability	Excluded any tables starting with itfm_
HSD0001281	getMessage() called in Client Script without preloading message key	Recommend	Manageability	<ul style="list-style-type: none"> • Condensed a couple regex into single pattern • Removed some string manipulation and replaced with regex capturing • Now detecting messages in double quotes as well
HSD0001344	Minimize the number of options in a choice field	Discuss	User Experience	<ul style="list-style-type: none"> • Updated the script to correctly check for the presence of sys_choice_set updates in sys_update_xml • Updated the messaging in the Findings to show the Language in question to the customer • Confirmed that the sys_language record is also active
HSD0001378	Reports not run for 3 months	Discuss	Manageability	Updated the query to filter out reports that are no longer active

Updated definitions (May 2025 release) (continued)

Number	Short description	Rating	Category	Update description
HSD0001385	Check for automatic indicators with no scores collected	Recommend	Manageability	<ul style="list-style-type: none"> Updated script to confirm that baseline / provided indicators have active m2m records to collection jobs which are also active Adjusted some variable names and return values to be more intuitive Updated short description and recommendation to be more clear
HSD0001398	Script Includes with duplicate names	Act	Manageability	An additional Base version check is added to trigger a finding for only non OOB records.
HSD0001467	Duplicate foundation/core data found	Act	Manageability	<ul style="list-style-type: none"> Updated statistics and findings to show the duplicate count per foundation table Findings url gives an encoded url for next experience instances showing a descending order and for the non next experience providing a non encoded

Updated definitions (May 2025 release) (continued)

Number	Short description	Rating	Category	Update description
				url (with out specifying order)
HSD0001507	Scheduled jobs should run as dedicated integration user accounts rather than as default system	Act	Security	<ul style="list-style-type: none"> • Short description: Scheduled jobs should run as dedicated integration user accounts rather than as default system • Excluded sys_flow_trigger_auto_script
HSD0001533	The default "system" user preference for "rows per page" should be set to 50 or less	Recommend	Performance	<p>Recommendation: Set the default rows per page global default property to max 50. Consider also setting the max allowable values in glide.ui.per_page property to 10,25,50. To change specific user's preferences back from larger values to lower ones, consider using a scheduled job to reset them after 7-14 days back to lower values unless the user continues to require large sets of data.</p>
HSD0001561	Client Scripts should check for isLoading and return	Discuss	Performance	<ul style="list-style-type: none"> • Modified the regular expression for robustness

Updated definitions (May 2025 release) (continued)

Number	Short description	Rating	Category	Update description
				<ul style="list-style-type: none"> Filters out base version (OOB) client scripts Elaborated the description
HSD0001627	Do not query audit log in your custom integrations and code.	Recommend	Performance	Added ua_scripted_defn to the excluded tables list
HSD0001695	Modification of State Choice set (install_status) on alm_asset table.	Act	Upgradeability	<ul style="list-style-type: none"> Altered code from using hardcoded list of states to checking for sys_update_xml from the customer marking the sys_choice_set as replace on upgrade == false Updated the short description to "Modification of State Choice set (install_status) on alm_assettable." Where it was previously "Modification of State"
HSD0001755	Modification of State Choice set (state) on resource_plan table.	Recommend	Upgradeability	Altered code from using hardcoded list of states to checking for sys_update_xml from the customer marking the sys_choice_set

Updated definitions (May 2025 release) (continued)

Number	Short description	Rating	Category	Update description
				as replace on upgrade == false
HSD0002020	Avoid long module titles	Discuss	User Experience	<ul style="list-style-type: none"> • Updated documentation url Updated code to ignore module titles containing "deprecated" • Added defensive scripting • Added statistic • Made code a little more efficient via more reliance on the database • Measurably improved performance
HSD0002089	Breakdown element filter should have valid conditions	Act	Manageability	<ul style="list-style-type: none"> • Fixed issues with empty field name • General code cleanup • Now ignoring RLQ queries
HSD0002130	Valid To dates set to reasonable values	Recommend	User Experience	<ul style="list-style-type: none"> • Updated definition to check for latest default • Valid to date = '2100-01-01' • Updated description to Valid to date = '2100-01-01' • Updated to relevant

Updated definitions (May 2025 release) (continued)

Number	Short description	Rating	Category	Update description
				documentation url • Added defensive scripting
HSD0002151	Use AngularJS services rather than window objects	Act	Performance	<ul style="list-style-type: none"> Removed accidental inclusion of versioned HSD number in the short description Added manual exception for the following line of code from cloned widgets: var dateFormat = window.NOW.dateFormat;
HSD0002342	Each Policy Statement should have a valid attestation template.	Discuss	Manageability	<ul style="list-style-type: none"> Description updated Documentation link adjusted Implemented 1k threshold on Findings Resolved HSINQ0006628, HSINQ0005842, HSINQ0006736
HSD0002464	Inactive Knowledge Author	Act	User Experience	<ul style="list-style-type: none"> Adjusted the script to correctly return the link to the records indicated in the Finding Also adjusted script to only return a

Updated definitions (May 2025 release) (continued)

Number	Short description	Rating	Category	Update description
				Finding where this is 1 or more KB Articles with a non-active Author reference
HSD0002602	List Layout with more than one List Element on the same position	Act	Manageability	An additional Base version check is added to trigger a finding for only non OOB records.
HSD0002737	UI Actions displayed as a button should be short and precise	Discuss	User Experience	<ul style="list-style-type: none"> • Updated documentation url • Elaborated the recommendation a little more
HSD0002808	Scripts without description	Recommend	Manageability	<ul style="list-style-type: none"> • Definition now queries only • Client Scripts and Script Includes. • Definition flags customized record versions only (no base versions). • Redundant code was eliminated. • Defensive coding was added. • Tests showed performance improvement with 50% run time reduction • Code is easier to read

Updated definitions (May 2025 release) (continued)

Number	Short description	Rating	Category	Update description
HSD0003076	Basic authentication credentials on SOAP Message definition	Recommend	Manageability	<ul style="list-style-type: none"> • If a SOAP Message Definition is utilizing a Basic Auth Profile, it is no longer reported • Added a standard try/catch to capture any potential errors • Added a summary Statistic
HSD0003094	Enable Email Spam Scoring and Filtering	Recommend	Security	Updated documentation link to point to the same content in the newer syntax
HSD0003220	Agent Workspace should be used for Incident Management	Recommend	User Experience	The definition is deprecated and is replaced by HSD0022569 (Service Operations Workspace ITSM).
HSD0003238	Cannot Implement before Planned start date	Recommend	Manageability	<ul style="list-style-type: none"> • Fixed Query to look for future dates only • Updated documentation • URL Limiting to 1000 records
HSD0003995	Change Management - CAB Manager role and CAB Management group	Recommend	Manageability	<ul style="list-style-type: none"> • Finding now pointing to the active CAB group without active members

Updated definitions (May 2025 release) (continued)

Number	Short description	Rating	Category	Update description
				<ul style="list-style-type: none"> Finding also created when there is no Active CAB groups Finds more than one group with this scenario
HSD0004447	Enforce Strict User Image Upload	Recommend	Security	Updated the docs link to point to same content in the newer syntax
HSD0007988	Technical Service Offerings with Parent Technical Service Reference	Recommend	User Experience	<ul style="list-style-type: none"> Fixed the calculation formula that was resulting in NaN General code cleanup
HSD0008013	Check for scheduled imports running at the same time.	Act	Performance	Removed a couple conditions that would never match to simplify the code.
HSD0008070	Synchronous outbound calls should be carefully used in Business Rules and UI Actions.	Act	Performance	<ul style="list-style-type: none"> Removed the 2nd sentence in the Recommendation field Removed incorrect query condition incorrect query condition 'scriptNOTLIKEsetMIDServer' Replaced the finding overrides and added line numbering to the output

Updated definitions (May 2025 release) (continued)

Number	Short description	Rating	Category	Update description
				<ul style="list-style-type: none"> Replaced ScriptUtils.removeComments function call use with new more performant and more accurate removeComments function
HSD0009985	Last family release upgrade occurred over 1 year ago	Act	Upgradeability	Checking glide.war property instead
HSD0012244	HW Product Model with Useful Life	Discuss	Manageability	<ul style="list-style-type: none"> Updated Recommendation Updated Documentation URL Limited results to 100
HSD0013510	Validate Remote Host	Recommend	Security	Updated description to state that if the setting is set to False vs "if not set to true"
HSD0013559	Do Not Use Demo Certificates for Active SAML Configurations	Discuss	Security	<ul style="list-style-type: none"> Corrected logic problem Added try/catch Added forced statistic
HSD0015207	Limit Attachment Size in Training and Prediction Flows	Recommend	Security	Corrected system property and code
HSD0015246	Enforce Credential Alias Usage	Discuss	Security	<ul style="list-style-type: none"> Optimized remote script to take only Validated MID servers into account. (at least 1)

Updated definitions (May 2025 release) (continued)

Number	Short description	Rating	Category	Update description
				<ul style="list-style-type: none"> Added try / catch Added Statistic Altered documentation link to be more specific to this issue

HealthScan definitions updates: August 2024 release

Some HealthScan definitions are deprecated or updated between releases.

Deprecated definitions

The following definitions have been deprecated for the August release.

Important: This list doesn't contain the definitions for the Security category.

Deprecated definitions (August release)

Number	Short description	Category	Reason for deprecation
HSD0002058	Articles that should have been made inactive are still accessible in the KB	Manageability	Replaced by HSD0002056 and HSD0002465
HSD0002403	Add a finding for Skipped Items during last upgrade	Upgradeability	Duplicate HealthScan definition
HSD0018256	Find credentials with few or no affinities	Performance	Replaced by HSD0002198

Updated definitions

The following definitions have been updated for the August release to improve performance, reduce false positives, and meet the latest coding practices. Some of these definitions will have a positive or negative impact on your customer instance scores.

Important: This list doesn't contain the definitions for the Security category.

Updated definitions (August release)

Number	Short description	Category	Included in Health Assessment scans	Update description
HSD0001060	Use UI Policies Instead of Client Scripts	Manageability	X	Improved performance

Updated definitions (August release) (continued)

Number	Short description	Category	Included in Health Assessment scans	Update description
HSD0001278	Before Business Rules should not update() or insert() records on other tables	Performance	X	Improved performance
HSD0001338	Business Rules should not be defined on the Global table (Global Business Rule)	Performance	X	Added check to ignore out-of-the-box records
HSD0001372	Too many fields on a form	User Experience	X	<ul style="list-style-type: none"> Findings will now be reported for all forms and their form views. Enhanced to not report form views that have 30 or more fields out-of-the-box. If fields are added on the form views and their count exceeds the threshold of 30, then a finding will be reported.
HSD0001378	Reports not run for 3 months	Manageability	X	Definition updated to provide Findings
HSD0001387	Max page list size options should not be 100 or higher	Performance	X	Best Practice check introduced
HSD0001391	Number of users with the admin role	Manageability	X	Improved performance
HSD0001398	Script Includes with duplicate names	Manageability	X	Improved performance

Updated definitions (August release) (continued)

Number	Short description	Category	Included in Health Assessment scans	Update description
HSD0001518	Check for manual indicators with no scores entered	Manageability	X	Improved performance
HSD0001554	JDBC Data Sources should have the "Use last run datetime" option checked	Performance	X	Altered script to look at import histories and focus only where a threshold number of records are 'ignored' and the DS lacks this setting
HSD0001556	For domain separated instances, admins should be at the top level domain instead of Global	Manageability	X	<ul style="list-style-type: none"> Altered script to anonymize sys_user findings Added statistic in all cases
HSD0001560	Use 'track by' in ngRepeat loops	Performance		Improved performance
HSD0001600	Transform Script that run onBefore should not update() or insert() records on another table	Manageability	X	<ul style="list-style-type: none"> Definition updated to remove OOTB transform scripts from the findings Recommendations for the HealthScan definition updated with a more detailed solution approach
HSD0001602	Number maintenance fields unique	Manageability	X	Exclude findings where the dynamic default value is used
HSD0001632	Long running (slow) scripts	Performance	X	Improved performance

Updated definitions (August release) (continued)

Number	Short description	Category	Included in Health Assessment scans	Update description
HSD0001926	Specify group types	Manageability	X	Resolved potential false positives
HSD0002151	Use AngularJS services rather than window objects.	Performance	X	Improved performance
HSD0002198	Find credentials with few or no affinities	Performance	X	<ul style="list-style-type: none"> • Retired duplicate # HSD0018256 • Improved the recommendation • Provided documentation link
HSD0002258	Minimize cancelled discoveries	Manageability	X	Improved performance
HSD0002370	Setup SLAs for Case Management	Manageability		<ul style="list-style-type: none"> • Changed short description • Document URL change
HSD0002415	Width of the Special Handling Notes pop-up window in pixels cannot be less than 300 pixels.	User Experience		Changed recommendation
HSD0002464	Inactive Knowledge Author	User Experience	X	Active published knowledge articles are now searched for inactive users
HSD0002473	Targeted Communications-Recipient List needs to be Refreshed	User Experience		Removed logic to check that recipient lists assigned to an active publication has been updated or refreshed
HSD0002513	Service Catalog-Maximum order	User Experience	X	Improved performance

Updated definitions (August release) (continued)

Number	Short description	Category	Included in Health Assessment scans	Update description
	quantity should not exceed 10			
HSD0002782	HR PDF Template with Published Document	Manageability	X	Improved performance
HSD0002791	Number, Opened, and Opened by should be populated by default scripts	Manageability	X	<ul style="list-style-type: none"> • Included logic to check if the dynamic filter option is customized • Updated the findings to return only the specific record • Updated recommendation on the detailed action to be taken
HSD0002827	All events should have a description	Manageability		Implemented a simple check for <code>pie.isBaseline()</code>
HSD0002834	The number of rules associated with an order guide should be kept to a minimum	Performance	X	<ul style="list-style-type: none"> • Updated recommendation verbiage • Added statistic counter
HSD0004580	Knowledge Management Advanced plugin should be active.	User Experience		Improved performance
HSD0004581	Checklist should be configured with each & every Knowledge Base.	User Experience		Improved performance
HSD0004602	Adoption of ATF Quick Start Test 'Communities'	Upgradeability		<ul style="list-style-type: none"> • Corrected the finding link • Added active check is required in

Updated definitions (August release) (continued)

Number	Short description	Category	Included in Health Assessment scans	Update description
				second glide to sys_atf_test table
HSD0004604	Adoption of ATF Quick Start Test 'Customer Service Base Entities'	Upgradeability		<ul style="list-style-type: none"> • Corrected the finding link • Added active check is required in second glide to sys_atf_test table
HSD0004656	Adoption of ATF Quick Start Test 'Customer Service Management for Orders'	Upgradeability		Improved performance
HSD0004657	Adoption of ATF Quick Start Test 'Customer Service Request Integration'	Upgradeability		Improved performance
HSD0004658	Adoption of ATF Quickstart Test 'Customer Proxy Contacts'	Upgradeability		Improved performance
HSD0004659	Adoption of ATF Quickstart Test 'Major Issue Management'	Upgradeability		Improved performance
HSD0004660	Adoption of ATF Quickstart Test 'Skill Rule'	Upgradeability		Improved performance
HSD0004973	Check if system property-consumer_max_comments_per_case_daily has been modified for consumer Cases attachment limit	Manageability		<ul style="list-style-type: none"> • Improved performance • Corrected typo in# short description, description, and recommendation

Updated definitions (August release) (continued)

Number	Short description	Category	Included in Health Assessment scans	Update description
HSD0006970	Percent of Active Hardware and VM Instance CIs processed via IRE	Manageability		#Improved performance
HSD0010608	Percent of Active HW CIs without Asset linkage	Manageability		Improved performance
HSD0012874	Install Base Items with Business Services	Manageability		Improved performance
HSD0012929	Install Base Items with Application Services	Manageability		Improved performance
HSD0001015	Reports should typically not be made public	Manageability	X	<ul style="list-style-type: none"> Enhancement in the query to validate if the system property glide.report.published_reports.e is accounted for before reporting a finding Baseline findings were removed

HealthScan definitions updates: November 2024 release

Some HealthScan definitions are deprecated or updated between releases.

Deprecated definitions

The following definitions have been deprecated for the November 2024 release.

Deprecated definitions (November 2024 release)

Number	Short description	Rating	Related portfolio	Category	Reason for deprecation
HSD0004695	Ensure gamification ranges do not overlap and have a unique start value.	Recommend	Configuration Review for CSM	Manageability	Merged with HSD0004987

Updated definitions

The following definitions have been updated for the November release to improve performance, reduce false positives, and meet the latest coding practices. Some of these definitions will have a positive or negative impact on your customer instance scores.

Due to process and technical constraints, a comprehensive impact analysis for the overall score impact could not be fully conducted for customer instances. As a result, there may be potential impact score drops that have not been identified or addressed.

Updated definitions (November release)

Number	Short description	Rating	Category	Update description
HSD0001041	Customer accounts without primary contact	Discuss	Manageability	<ul style="list-style-type: none"> Improved code to follow HealthScan definition guidelines Documentation link update
HSD0001058	Scoped app uses logging utils or deprecated methods for logging rather than the verbosity method	Act	Manageability	<ul style="list-style-type: none"> Improved performance with more reliance on the database to filter records Accurate line numbers Reduced number of false positives
HSD0001128	Client-side code should not use synchronous AJAX methods	Recommend	Performance	<ul style="list-style-type: none"> Added query for catalog and client scripts: type! =onSubmit Implemented updated line numbering and comment handling Added try/catch to ensure better stability
HSD0001193	Use the condition field in Business Rules	Discuss	Manageability	Modified the initial query to include "Script

Updated definitions (November release) (continued)

Number	Short description	Rating	Category	Update description
				not empty" and "when" conditions and removed it from the detailed analysis part of the HSD code
HSD0001459	Missing key contact details - Email or Account	Discuss	Manageability	<ul style="list-style-type: none"> • Improved code to follow HealthScan definition guidelines • Valid documentation link update
HSD0001475	Entitlements without duration (start and end date)	Discuss	Manageability	<ul style="list-style-type: none"> • Improved code to follow HealthScan definition guidelines • Valid documentation link update
HSD0001484	Missing Asset Information - Primary Contact or Location	Discuss	Manageability	<ul style="list-style-type: none"> • Improved code to follow HealthScan definition guidelines • Valid documentation link update
HSD0001507	A dedicated integration user runs actions in place of the default admin user	Act	Security	<ul style="list-style-type: none"> • Corrected typo leading all queries on this to fail and return all records • Filtered out tables that don't have a user field available on the form view

Updated definitions (November release) (continued)

Number	Short description	Rating	Category	Update description
				<ul style="list-style-type: none"> • Filtered out baseline records • Added query to return the jobs running as admin (without a user value) • Added display on Findings to make this distinction clear • Added 1k Findings limit
HSD0001533	The default "system" user preference for "rows per page" should be set to 50 or less	Recommend	Performance	<ul style="list-style-type: none"> • Replaced documentation URL • Always creates a statistic • Added defensive scripting
HSD0001623	Read ACLs (Security rules) should not have GlideRecord, GlideAggregate, or GlideRecordSecure in script	Act	Performance	<ul style="list-style-type: none"> • Improved code • Avoided use of ScriptUtils performMatch and search override • Fixed incorrect line numbering • Resolved multiple inquiries • Considered GlideRecordSecure in the findings along with GlideRecord and GlideAggregate

Updated definitions (November release) (continued)

Number	Short description	Rating	Category	Update description
HSD0001627	Do not query audit log in custom integrations and code	Recommend	Performance	<ul style="list-style-type: none"> • Improved performance with more reliance on the database to filter records • Accurate line numbers • Reduced number of false positives
HSD0001662	Differs from baseline: Business Rules	Recommend	Upgradeability	<ul style="list-style-type: none"> • Excludes custom applications • Queries for customized business rules from store apps • Resolved multiple inquiries • Improved accuracy and performance • Increased the number of findings • Added findings limit and defensive scripting
HSD0001664	Differs from baseline: Script Includes	Recommend	Upgradeability	<ul style="list-style-type: none"> • Excludes custom applications • Improved performance by not checking twice for baseline

Updated definitions (November release) (continued)

Number	Short description	Rating	Category	Update description
HSD0001665	Differs from baseline: Client Scripts (and UI Scripts)	Recommend	Upgradeability	<ul style="list-style-type: none"> Excludes custom applications Queries for customized client scripts from store apps Resolved multiple inquiries Improved accuracy and performance Increased the number of findings Added findings limit and defensive scripting
HSD0001877	Customer Contact should not have the snc_internal role	Act	Manageability	Improved code to follow HealthScan definition guidelines
HSD0002056	Knowledge articles older than 12 months may be unduly aging	Recommend	Manageability	<ul style="list-style-type: none"> Added logic to not create the single Finding on zero results Added try/catch logic Added Statistical score for visibility on zero
HSD0002295	Service Contracts without duration (Start and End Date)	Recommend	Manageability	Improved code to follow HealthScan definition guidelines
HSD0002299	Feature adoption: Automated Case Assignment	Recommend	Manageability	Improved code to follow HealthScan

Updated definitions (November release) (continued)

Number	Short description	Rating	Category	Update description
				definition guidelines
HSD0002300	CSM Demo Data Plugin Installation	Discuss	Manageability	Improved code to follow HealthScan definition guidelines
HSD0002371	Product Adoption: Use CSM to streamline your Customer Service operations	Discuss	Manageability	<ul style="list-style-type: none"> • Improved code to follow HealthScan definition guidelines • Changed execution type from Statistical to Automated
HSD0002372	Feature Adoption: Self-registration for customer contacts	Discuss	Manageability	Improved code to follow HealthScan definition guidelines
HSD0002437	Check whether strict mode for GlideRecord queries is active	Recommend	Manageability	Added defensive scripting by means of try/catch/finally structure to ensure a statistic
HSD0002534	Duplicate Cases created with the same number	Discuss	User Experience	<ul style="list-style-type: none"> • Improved code to follow HealthScan definition guidelines • Restricted Max finding to 75
HSD0002828	All events should have the "fired by" field populated	Recommend	Manageability	<ul style="list-style-type: none"> • Returns multiple findings up to a maximum of 1000 • Each finding groups flagged events by application and displays the

Updated definitions (November release) (continued)

Number	Short description	Rating	Category	Update description
				<p>event count per app</p> <ul style="list-style-type: none"> • Each finding links to a list page of flagged events for the same application • Returns custom (rather than OOTB) events • Defensive scripting in case of table accessibility issues • Statistic is always returned • Statistic represents the cumulative count
HSD0003784	Check for unhandled duplicate CI tasks	Discuss	User Experience	<ul style="list-style-type: none"> • Added defensive scripting by means of try/catch/finally structure to ensure a statistic • Added check for short_description field exists • Migrated to GlideAggregate for overall count • Added 30 days filter to Findings • Added 1000 Findings limit

Updated definitions (November release) (continued)

Number	Short description	Rating	Category	Update description
HSD0004419	Deactivate stale user accounts	Recommend	Manageability	<ul style="list-style-type: none"> • Returns finding if 1 or more inactive users are found • Always returns statistic • Filters out users created less than 1 month ago • Defensive scripting in case of issues with tables
HSD0004672	Every Knowledge Base should have Knowledge Manager populated	Recommend	User Experience	<ul style="list-style-type: none"> • Improved code to follow HealthScan definition guidelines • Fixed spelling errors
HSD0004689	Enables session caching.	Recommend	User Experience	Improved code to follow HealthScan definition guidelines
HSD0004690	Enables the user-mentions functionality in Communities content.	Recommend	User Experience	Improved code to follow HealthScan definition guidelines
HSD0004692	Enables Google re-CAPTCHA on the self-registration page with Communities	Recommend	Security	Improved code to follow HealthScan definition guidelines
HSD0004693	Enable Gamification on Community	Recommend	User Experience	Improved code to follow HealthScan definition guidelines
HSD0004974	Check if system property	Recommend	Manageability	Improved code to follow

Updated definitions (November release) (continued)

Number	Short description	Rating	Category	Update description
	sn_customerservice.consumer_max_new_cases_daily has been modified for consumer Cases per day			HealthScan definition guidelines
HSD0004987	Ensure gamification has a unique level range name, that gamification ranges do not overlap, and have a unique start value.	Recommend	Manageability	Improved code to follow HealthScan definition guidelines
HSD0005255	Regression testing for ATF Quick Start Test "Major Issue Management"	Recommend	Upgradeability	Improved code to follow HealthScan definition guidelines
HSD0006666	Check if current.update() is used in a business rule	Act	Performance	<ul style="list-style-type: none"> Improved code to follow HealthScan definition guidelines Resolved multiple inquiries Rectified incorrect line numbering
HSD0011774	Hardware Models should have Manufacturer and Model Number	Recommend	Manageability	Added a check: If there are 0 models, do not create a finding
HSD0012251	Hardware Asset Tags are unique	Discuss	Manageability	<ul style="list-style-type: none"> Updated documentation URL to the latest playbook Removed finding when there are 0 duplicate asset tags

Updated definitions (November release) (continued)

Number	Short description	Rating	Category	Update description
HSD0014977	GlideRecord.insert() method should check for Null	Recommend	Manageability	<ul style="list-style-type: none"> Updated definition with latest comment handling Added try/catch Many performance improvements

HealthScan definitions updates: October 2024 hotfix

Some HealthScan definitions are deprecated or updated between releases.

Updated definitions

Some HealthScan definitions have been updated for the October hotfix to improve accuracy and performance, and reduce the number of false positives to ensure more reliable and precise results.

Updated definitions (October hotfix)

Number	Short description	Rating	Category	Update description
HSD0001372	Too many fields on a form	Recommend	User Experience	<ul style="list-style-type: none"> Set threshold to 75 fields Out-of-box reporting remains as is Improved display message in findings Limited to a max of 1000 findings
HSD0002128	Same field twice on one form	Act	User Experience	<ul style="list-style-type: none"> Removed common out-of-boxOB views that appear to be false positives

Updated definitions (October hotfix) (continued)

Number	Short description	Rating	Category	Update description
				<ul style="list-style-type: none"> • Improved performance • Limited to a max of 1000 findings

Additional resources for Impact

If you're looking for Impact leading practices, troubleshooting, or other informational guidelines, select a feature or resource type to discover additional ServiceNow resources.

Note: Many resources in this table require you to log in to sites like ServiceNow ServiceNow University, Now Create, or the ServiceNow Community. If the expected resource does not load, please log in and try to access the resource again.

Impact resource links

Feature	Resource type	Resources
ServiceNow Impact	Getting started	<ul style="list-style-type: none"> • Impact Community • Impact introduction
Impact Scan Engine	Getting started	Scan Engine Community
ServiceNow Community	General	ServiceNow Community
Impact Store Application	Getting started	How to get started with Impact
Platform Health	Getting started	Platform Health: Community
Applicable Impact Descriptions	Terms and Conditions	Impact legal
Access Control List Rules	Documentation	Security and access control
Service Exchange	Documentation	Service Bridge
Instance Observer	Getting Started	<ul style="list-style-type: none"> • Community: What is Instance Observer? • Impact Academy