

servicenow™



Fact Sheet

Now Platform Madrid Release

The Now Platform® Madrid release is available with exciting capabilities to deliver great experiences and unlock productivity for IT, employees, and your customers.

Our **intelligent Now Platform®** delivers digital workflows that make work easier and more productive across the enterprise. We do this by focusing on:

- **IT Workflows** that unlock productivity and transform IT across your enterprise with a unified platform.
- **Employee Workflows** that deliver next-gen employee experiences with intelligent workflows and effortless service.
- **Customer Workflows** that resolve complex customer issues from end to end with predictive intelligence and automated self-service.

Check out the new innovations in the Madrid release that are now available:

NOW PLATFORM

Now Platform App Engine

- **ServiceNow® Mobile Studio:** Quickly build mobile-first experiences with packaged components and templates. Develop mobile apps with fully integrated device capabilities, like maps and camera. Run apps anywhere with offline read and write capabilities.
- **Similarity Framework with Agent Intelligence:** Recommend actions within the context of the customer's business. Identify similar incidents, cases, and alerts. Propose new major incidents or link to related existing ones. Use predictions in ServiceNow workflows.
- **Workplace integration with Virtual Agent:** Find information and resolve routine tasks using Workplace by Facebook. Access custom and pre-built conversations. Seamlessly transfer escalations to live agents. Configure integration and users within ServiceNow.
- **Upgrade Plans with Quick Start Tests:** The fastest path to getting current and staying current. Optimize upgrade speed and ease with strategies tailored to customer upgrade profile. Slash upgrade testing time with Automated Test Framework (ATF) quick start tests. Reduce customization risk by automating regression testing with upgrade safe tests.
- **Antivirus Scanning:** Stop the spread infected of infected files with scanning of all inbound and outbound files from your ServiceNow instance.
- **Now Request (Limited Access*):** Out-of-the-box mobile app for requesters using IT Service Management and Field Service Management.
- **Instance Data Replication (Limited Access*):** Secure, reliable, and scalable way to replicate data between ServiceNow instances.

IT WORKFLOWS

IT Service Management

- **Agent Workspace:** Your command center for prioritizing and taking action. Interact with users consistently across channels. Activity streams keep the latest updates in view. Accelerate resolution with machine learning[™] and contextual help.
- **ITSM Mobile for Agents:** Native mobile interface makes working from anywhere easy. Quickly view and respond to tasks on the go. Manage team assignments with simple gestures. View requests and approve with a swipe.
- **Intelligent Change Automation Enhancements:** Take change from slow and manual to fast and automated. Integrate change with DevOps using out-of-the-box REST APIs. Accelerate change by automating approvals based on agreed upon criteria. Enable better governance with a clear audit trail.
- **Problem Management v2[™]:** Stop repeat incidents by eliminating them at the source. Structured flow for diagnosing and resolving issues. Quickly generate knowledge articles from known errors. Auto-updates for incidents and changes keeps teams informed.
- **Service Owner Workspace (Limited Access[™]):** Integrated view of entire Service activity including service definition, performance trends, SLAs etc.

Performance Analytics

- **Analytics Hub:** Explore, compare, and forecast process improvements. Provides a single, self-service location for service owners and analysts to assess and plan their performance. Similar functionality often requires multiple BI tools or IT involvement to deliver.
- **New dashboards and KPIs:** Out-of-the-box insights. Over 20 new and updated dashboards available, delivering out-of-the-box value for IT, Customer Service Management, HR Service Delivery, and Security Operations service owners and executives. Allows customers to skip the typical steps of planning, building, and testing a BI solution before realizing value.
- **Insights (Limited Access[™]):** Automatically surface key analysis to dashboard. (Continuing from London).

IT Operations Management

- **Alert Intelligence Management:** Drastically reduce mean time to resolution (MTTR). Get prioritized alerts. For each prioritized alert, get deep insights such as past incidents, similar alerts, KB articles, and metrics. Do root cause analysis, collaborate with different teams and launch remediation workflows from the same console.
- **CMDB Search and Browse enhancements:** Get deeper insights faster. Get improved insights into the change and incident history of related CIs. Use one interface to find related issues. Resolve issues faster with improved intuitive contextual search.
- **Installed Software Discovery (Limited Access[™]):** Reduce software license costs and mitigate software audit risk.

IT Business Management

- **Project Portfolio Dashboards:** Make fast and accurate decisions with easy to understand visualizations built for portfolio and program managers. Reduce time and cost of consolidated reporting by bringing together all work in one place.
- **Portfolio Scaled Agile Framework (SAFe):** Go from siloed development to tops-down alignment by aligning portfolios with business priorities and providing a constant flow of feedback to the enterprise stakeholders.
- **Application Portfolio Management Roadmap:** Visualize projects and demand for your application investments, so you can confidently plan. This timeline view is key to making strategic planning decisions such as decommissions or moves to cloud.

Software Asset Management

- **SAP Publisher Pack:** Take control of costly ERP user licensing. SAP licensing is often one of the largest customer pain points for controlling software spend and non-compliance. Help CIOs optimize their SAP users to potentially save seven or eight figures on their next SAP renewal.
- **License Workbench:** Prioritize urgent publisher licensing issues. Surface summary intelligence to identify non-compliant publishers that require attention. License Workbench is the new home base for IT Asset Management teams. Facilitate action and make it easier to get work done.
- **File Based Normalization (Limited Access):** Rationalize file patterns of software installed. Intake more ServiceNow Discovery patterns to identify a wider breadth of software in your environment.
- **SaaS License Management (Limited Access):** Manage priority high value SaaS apps. Gain visibility to shadow IT. Optimize spend on duplicate or underutilized SaaS apps.

Security Operations

- **Exploit Enrichment in Vulnerability Response:** Bring in enrichment data from your vulnerability scanner or Shodan to identify vulnerabilities at the greatest risk of exploit. Focus limited security resources on the biggest threats first with improved prioritization.
- **Enhanced Dashboards in Vulnerability Response:** Get visibility for each phase of the vulnerability response lifecycle. A clear and up-to-date view of risk ratings of vulnerabilities, affected services, status, trends, and business owners leads to better and more informed decisions.
- **Flow Designer Playbooks in Security Incident Response:** Create new flows quickly and easily. Playbooks and workflows are how Security Operations makes response easier for security analysts, but those analysts aren't ServiceNow developers. Drag and drop creation and a guided experience makes the process easier.

Governance, Risk, and Compliance

- **Continuous Monitoring for Risk in Risk Management:** Quickly identify high-impact vulnerabilities based on business impact. New profile types, risk indicators, and controls created against the Vulnerability table. Vulnerability data is ingested using Security Operations Vulnerability Response, Key Risk Indicators (KRIs) identify vulnerabilities and generate issues in real-time, while role based dynamic dashboards update automatically.
- **Enhanced Assessment Handling in Vendor Risk Management:** Improve collaboration and flexibility in responding to assessments. Generating comments within questionnaires helps vendors more easily identify next steps, resubmit, and update capabilities for questionnaires. This produces better results from vendors, and collaborating with vendors in real-time resolves questions quickly.
- **Streamline Issues Management in Vendor Risk Management:** Automate response for emerging risks. Manually create issues from within the view responses pop-up, selecting multiple questions to be associated with a single issue. Use rules to automate issue and task creation for high risk questions. Identified questions are included in the issue record for added clarity and faster response.

EMPLOYEE WORKFLOWS

HR Service Delivery

- **Lifecycle Events Builder:** Easily build and maintain lifecycle events such as transfers or onboarding. Administrators now enjoy a user interface that makes it easy to build, test, and maintain when configuring Lifecycle Events. Visually review activities and activity sets at a glance with easy to understand configuration reduces errors and expands utility.
- **Campaign Tasking:** Assign to-dos to employees as part of a campaign. Link communication content with desired outcomes. Ensure follow through on company- wide programs and initiatives. Measure and manage results.
- **Campaign Analytics:** Measure and analyze service center and campaign performance with analytic reporting. Evaluate which pages, content, or communications are reaching employees. Better understand the types of information employees need. Identify employee content consumption trends over time.
- **Employee Forums:** Employee Service Center now includes capabilities for additional employee self-service and collaboration.
- **Employee Document Management Enhancements:** Add documents in bulk and track document activity. Load many documents at once. Review and audit document activity as needed. Import from third party solutions or a local file.

CUSTOMER WORKFLOWS

Customer Service Management

- **Advanced Work Assignment:** Improve agent productivity and CSAT with omni-channel work assignment. Assign chats & cases based on availability, capacity and skills. Set priorities and overflow timers to deliver timely response. Manage KPIs across channels.
 - **Mobile Field Service Management:** Boost technician productivity with a modern mobile app that supports offline. Complete work quickly and intuitively with improved geo-location tracking, maps and swipe gestures. Work offline when lacking internet connectivity.
 - **Agent Workspace:** Make agents more productive to increase customer satisfaction. Guide agents through customer lookup and verification steps. Reduce toggling with workspace notifications. Shorten resolution time using similar cases recommendations.
 - **Case Management Enhancements:** Improve time to value and agent productivity. Create service management records and sync updates back to the case with Service Management best practices. Visualize which cases need attention with Action Status.
 - **Field Service Enhancements:** Increase productivity and ease of use. View profiles and make updates directly from the team calendar. Increase technician efficiency with improved route optimization.
 - **Group Ownership and Other Knowledge Management Enhancements:** Enhance article quality and timeliness of response. Assign articles to groups instead of individuals with Group Ownership, speeding article feedback and maintenance. Release also includes Guided Setup for KM, Multiple-Language Search and support for Glide Lists in search facets.
 - **Communities Enhancements:** Enhance system security and improve the user experience. Scan attachments for viruses to ensure system security. Improve sub-forum configuration and navigation. Create richer content with text editor improvements.
- * **Limited Access:** Capabilities identified as Limited Access are not generally available, but are fully tested and supported. They are only provided to a limited number of pre-selected customers for evaluation. Limited Access capabilities may be generally available in the next ServiceNow software release.
- ** **Machine Learning (ML)** within Agent Workspace is included with IT Service Management (ITSM) Pro package. Without the ITSM Pro package, Agent Workspace includes contextual search but not ML powered results.
- *** **Problem Management V2:** new implementations of Problem Management only.

