

Enterprise Architecture

Lack of visibility leads to redundancies and stagnation

In today's world, organizations are faced with increasing complexity, with multiple technology systems of record and lack of visibility across IT estates. As a result, many organizations find themselves with redundant resources and rising technical debt, driving up costs and increasing risk. When navigating this complex landscape, enterprise architects often lack the ability to visualize their technology roadmap and align to strategic priorities. This leads to siloed future state planning and the inability to make informed decisions on future investments, ultimately resulting in stagnant capabilities and diminished customer experiences. To succeed, organizations must be able to clearly visualize their architecture and proactively align technology to business priorities. Enterprise architecture teams can scale by democratizing practices, automating processes, and collaborating on shared data.

Make your Enterprise Architecture vision a reality by engaging teams around shared data and processes on a single intelligent platform

ServiceNow's Enterprise Architecture (EA) solution connects business, technology, people and processes to accelerate transformation. It provides organizations with a comprehensive view of their architecture today, enabling them to develop well-considered future states aligned to business goals. Our simple, three-pillar framework helps teams maximize value through their EA practice.



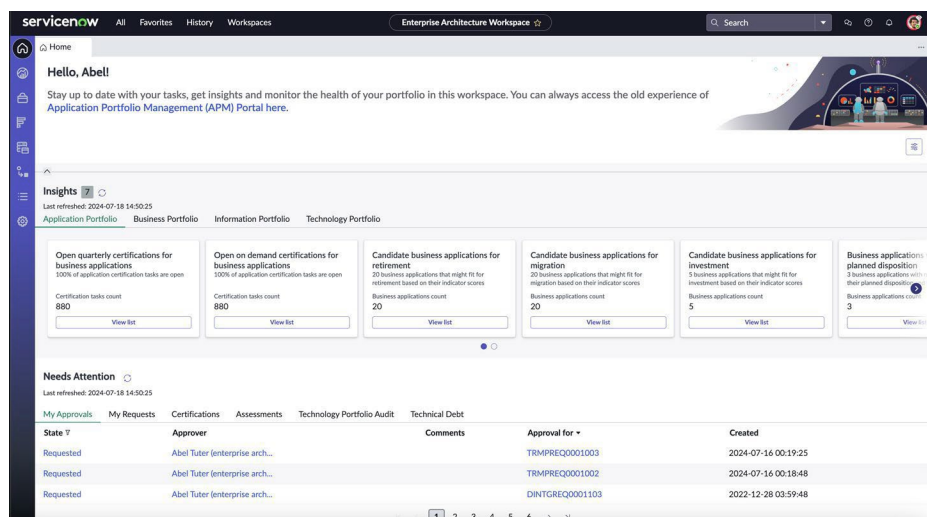
Simplify. Gain clear visibility into capabilities to remove redundancies and reduce costs, enabling lean, productive architecture.



Transform. Align technology to strategic priorities across disciplines. Deliver capability enhancements in real time for customer advantage.



Optimize. Drive continuous improvement, scalability, agility, and resilience. Ensure investments are aligned to drive business outcomes.



Stay up to date with your tasks, get insights, and monitor the health of your application, business, information and technology portfolios in the Enterprise Architecture Workspace.

Future-proof your business with ServiceNow Enterprise Architecture

- **Improved cost efficiency** from identifying redundancies and rationalization
- **Technology alignment to strategy** through improved visibility between IT and business partners
- **Faster decision making** through data-driven insights, advanced analytics, and comprehensive dashboards
- **Enhanced compliance** and risk management through risk assessments and technology portfolio management
- **Increased value realized from GenAI initiatives** with future state modelling and improved AI governance



Enterprise architecture can contribute directly to customer experience by governing data and processes... when improved, it results in increased customer satisfaction and business value."

– Forrester 2024¹

¹ Forrester, Lead a High-Performing Enterprise Architecture And Portfolio Practice, By Analysts: Charles Betz, David Mooter, Margo Visitacion with Paul McKay, Glenn O'Donnell, Charlie Dai, Sam Higgins, Diego Lo Giudice, Michele Goetz, Stéphane Vanrechem, Benjamin Nagle, Marissa Fritz. 2024.

AI Agents in Enterprise Architecture

Ensure your enterprise architecture strategy is powered by AI, data, and workflows for seamless business transformation. Leverage AI Agents for Enterprise Architecture to supercharge productivity, gain full visibility into enterprise portfolios, automate rationalization, and generate models—enabling data-driven decisions, optimized workflows, and stronger alignment between business and IT.

Integrated Risk Management

Gain visibility into the risks associated with business applications and ensure operational resilience. Capabilities such as risk assessments and compliance controls help monitor regulatory adherence, while automated testing validates application compliance. This proactive approach strengthens governance and enhances business continuity.

Application Total Cost of Ownership

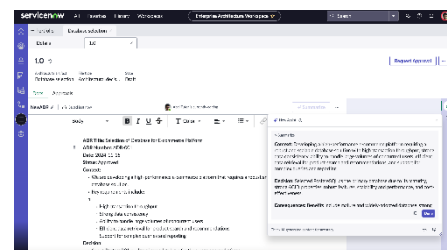
Leverage cost data imports to drive data-driven rationalization and identify opportunities for cost reduction. Gain deeper insights through drill-down capabilities across multiple cost attributes. An intuitive TCO dashboard provides clear visualizations and trend analysis to support strategic decision-making.

Advanced Analytics

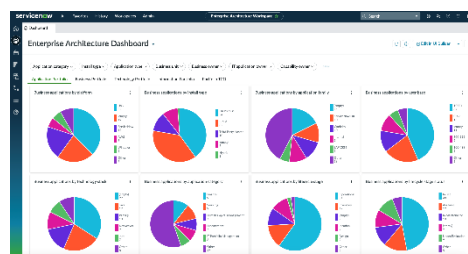
Measure, optimize, and accelerate enterprise architecture with purpose-built metrics and dashboards. Leverage real-time, in-platform data as

a single source of truth to uncover patterns, track trends, and drive informed decision-making. Gain instant insights to enhance efficiency, improve alignment, and maximize business value.

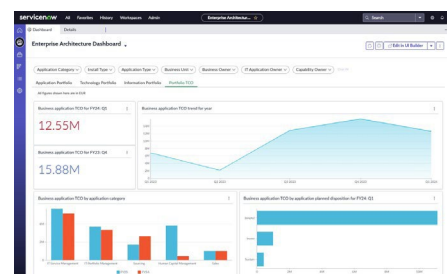
www.servicenow.com/products/enterprise-architecture.html



Enhance efficiency and drive alignment with AI-powered summarization



Enhance visibility and ensure compliance with Risk integration



Utilize cost data imports and drill-down insight to drive cost reduction

Category	Item	Value	Unit	Period	Unit	Period	Unit	Period	Unit
Application Portfolio	Application Portfolio	12.55M		Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025
Application Portfolio	Application Portfolio	15.88M		Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025
Application Portfolio	Application Portfolio	12.55M		Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025
Application Portfolio	Application Portfolio	15.88M		Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025

Real-time metrics and dashboards enabling data-driven insights

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Better Manage Assets by connecting with Field Service

Transparency eliminates tension between optimizing enterprise asset investments or reducing service costs

Enterprise asset managers strive to be good financial stewards by optimizing business asset investments. They want to ensure assets are highly utilized, operate effectively, and adhere to capital plans. They don't want to carry excess inventory or expose their organizations to risk from undocumented assets.

Field service technicians want to be self-sufficient. Reduce service costs - get in, get the work done, and get out. Delays lead to frustrations because they negatively impact performance metrics and customer experiences. And the last thing a technician needs is a pile of admin work at day's end.

Without the right systems and processes, asset management and field service can be at odds. Enterprise asset managers want to control the entire asset estate, which requires knowing the location, use, and status of equipment and parts. Because field service technicians are continually working on assets, they need an easy way to find and update information. Otherwise, no one has transparency into the data to do their jobs well.

Gain visibility into your assets when both enterprise asset management (EAM) and field service management (FSM) are on a single platform.

Up-to-date information you can depend on

Connect field service and asset management teams with automated workflows for reliable data without the extra administrative hassle



Generate business outcomes



Increase asset uptime



Improve productivity



Extend asset longevity



Reduce service costs



Mitigate operating risk

Customer Stories

[Carrefour delivers great in-store experience](#)

[Lifecycle management of medical assets with Region Skåne](#)

If automating asset management makes sense

Then, link it with field service management to make work flow

Focus on your business and operating assets

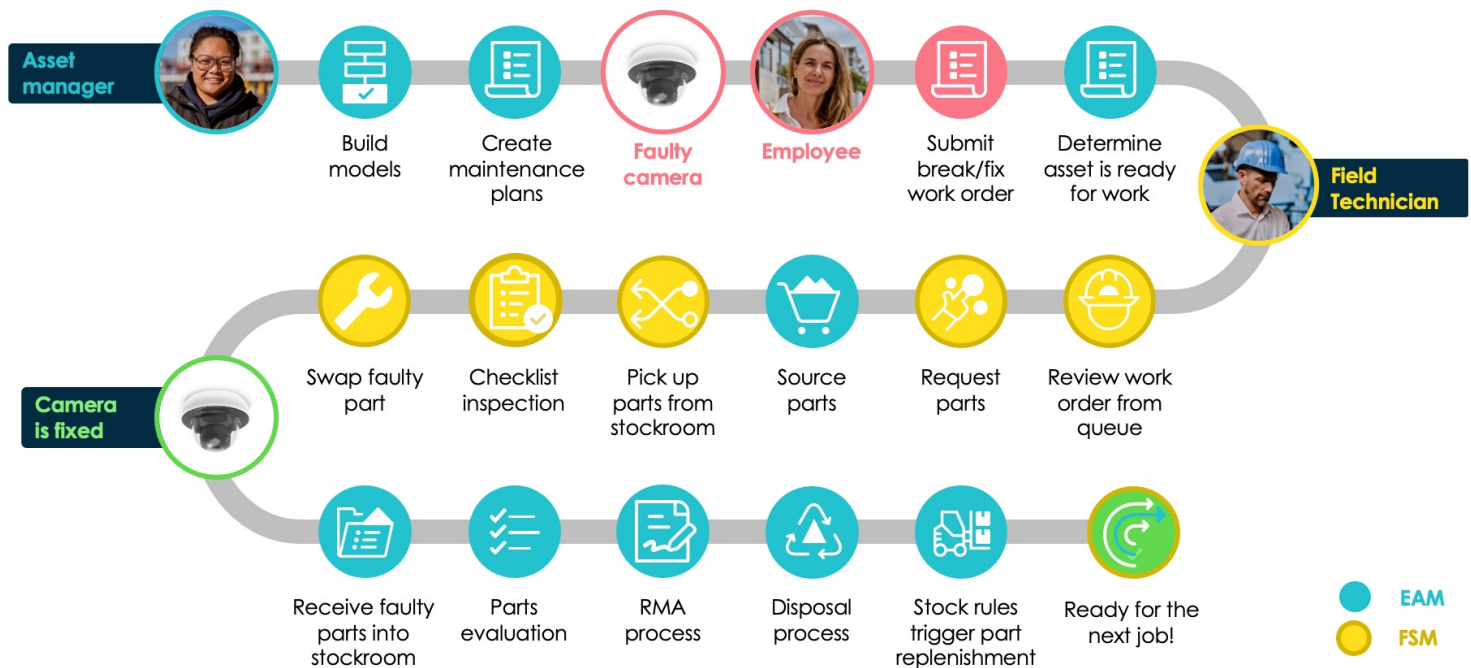
This journey represents typical areas of overlapping responsibilities between field service and asset management.

First, an organization onboards assets and builds models to accurately capture asset components. Next, to keep assets in good shape, especially those with long lifespans or high impact of failure, asset managers create maintenance plans. Before work can start, determine if the organization must follow any shutdown procedures or regulatory requirements.

To execute planned maintenance as well as break/fix repairs, organizations schedule and coordinate service workforces. Often a combination of in-house and contracted technicians collaborate to cover all areas of expertise, asset classes, and geographic locations.

Service technicians count on inventory availability to have the right parts for the job. And asset managers depend on technicians returning broken or unused assets for evaluation and processing.

Example of an enterprise asset management and service journey



Learn more

[ServiceNow Enterprise Asset Management Data Sheet](#)

[ServiceNow Field Service Management Data Sheet](#)

[The Field Service Experience eBook](#)

In customer's own words

Register for the [Knowledge Digital Experience](#) to hear customers present about the impact of using ServiceNow for EAM and FSM functions.

Optimize enterprise asset lifecycles with a tailored EAM solution

While hardware and enterprise assets share similarities in management approaches, there are nuances that make it difficult to fit enterprise assets into existing asset management tools due to their tailored functionality and focus. Trying to retrofit enterprise asset management processes into generic asset management tools can lead to inefficient workflows, data discrepancies, and hindered lifecycle visibility. In contrast, a dedicated tool designed specifically for enterprise assets offers features and capabilities uniquely suited to the complexities and nuances of managing these assets effectively.



The challenge

- Maintaining efficient data management becomes crucial, as disparate sources can lead to data errors and hinder timely, accurate regulatory responses
- Inefficiencies in tracking, reporting, and decision-making processes around future enterprise asset investments and needs
- Inability to scale asset management processes, automate critical tasks, or achieve outcomes like:

99%

Order fulfillment rate

19%

Decrease in asset servicing time

2M

Mission-critical assets under management

Leverage advanced capabilities designed exclusively for physical business assets not supported by ServiceNow Hardware Asset Management

Differentiating enterprise assets from hardware assets

Enterprise assets

Connected and non-connected physical assets not managed by IT departments



OT/IoT



Smart Equipment



Machinery



Fixtures & Furniture



Managed by a range of professionals outside of IT like operations managers, facility managers, or field service technicians.

VS

Hardware assets

Physical technology assets used by employees and the datacenter



Servers



Computers



Network Devices

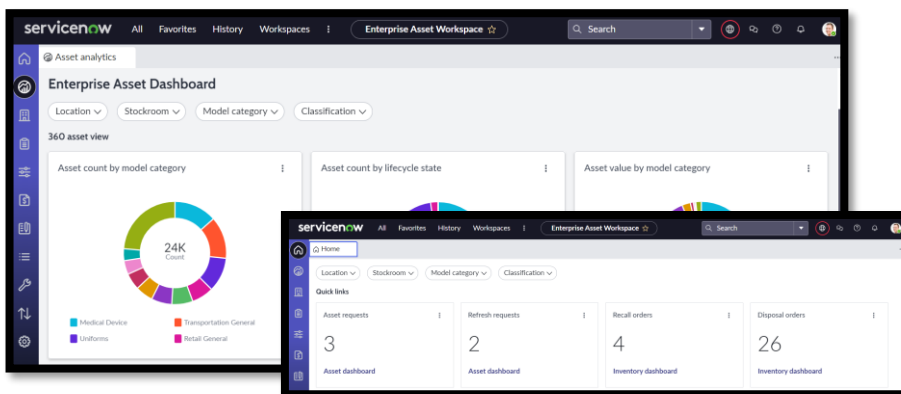


Mobile Devices



Managed by technology professionals like hardware or IT asset managers and IT service desk analysts.

Enterprise Asset workspace: Your control tower for enterprise assets



- Quick links to live status updates of common requests and orders
- Apply workspace filters to focus your information
- Charts provide instant visibility into enterprise assets

Comparison of ServiceNow's Asset Management Products

Only ServiceNow® Enterprise Asset Management can fully optimize enterprise assets

Unique features for enterprise assets	ServiceNow® Enterprise Asset Management	ServiceNow® Hardware Asset Management	ServiceNow® Asset Management Core
Enterprise asset workflows - Safety recall - Asset moves - Multi-asset onboarding - Parts sourcing, pick-up, drop-off - Work with all enterprise assets	✓	x	x
Enterprise asset workspace - Reports on all enterprise assets - Enterprise asset risk scores	✓	x	x
Designed for non-IT personas Ops, OT, facilities, etc.	✓	x	x
Linear Assets - Roadways, pipelines, cable, etc. - Google map integration	✓	x	x
Work Management module - Maintenance plans and schedules for managers - Work order tasks and parts sourcing for technicians	✓	x	x
Multi-component models/assets - Parent-child enterprise asset specific relationships - User-assembled, pre-assembled	✓	x	x
Enterprise Asset specific classes Non-IT classes	✓	x	x

Deploy and manage multi-component assets

User-assembled assets

Common consumable and/or serialized asset collections acquired separately and compiled by an organization

Pre-assembled asset

Components tracked within one complex asset when it ships already put together

Multi-component Asset: Refrigerator

Child Asset 1: Temperature control knob

Child Asset 2: Wire shelf

Child Asset 3: Drain pan

Child Asset 4: Fan motor

Treat multi-component assets as a single entity to:

- Stock
- Stage
- Install
- Maintain
- Reserve
- Return
- Retire
- Dispose

Hardware Asset Inventory Management

A workflow-driven approach to hardware asset inventory management

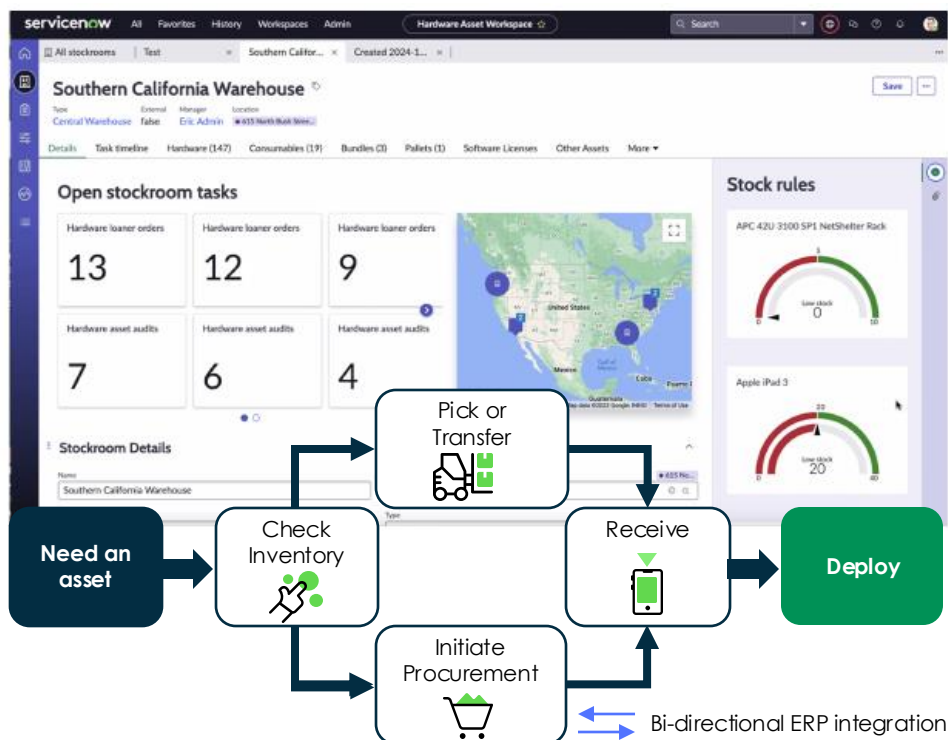
In the face of reduced budgets, less resources, and supply chain struggles, it's critical for any business to make the most of the hardware they own or lease. Yet too often assets shift from shelfware to waste due to inefficiencies in how assets are managed, stored, and deployed. ServiceNow® Hardware Asset Management efficiently orchestrates inventory management to help you improve service delivery, maximize the value of owned assets, and automate inventory management best-practices on a workflow-driven platform.

Empower employees with a robust asset catalog

Enable self-service by publishing asset models to an end-user catalog. Allow employees to request approved assets and track progress during fulfillment with a consumer-like experience. The asset catalog draws from updated data to communicate delivery timeframes based on current inventory counts. Enhance end-user experience and response time through high-impact automation.

Streamline inventory stock orders

Easily acquire and deploy assets with inventory stock orders. The need for assets can originate from many different places, such as catalog requests or planned asset refresh cycles. Check inventory first and then either pick from a local stockroom, transfer from another location, or initiate procurement. Once the asset is received and deployed, you will know where the asset is located and who needed it, along with a complete activity log for future reference. Monitor stock depletions and auto-generate asset orders to avoid disruptive stockouts.



Updated stockroom user experience

Asset catalog

Empower employees to request items with an asset catalog and consumer-like experience.

Stock orders

Monitor stock depletions and auto-generate stock orders.

Inventory repairs

Initiate, execute, and track asset repairs in repair deposits and warehouses.

Advanced Shipment Notifications

Use Advanced Shipment Notification (ASN) to automate and create enterprise assets records ahead of receipt.

Shipment carrier integration

Track shipments by creating connections to carriers via APIs.

Mobile asset scanning

Scan incoming and departing assets with a mobile device to maintain accurate inventory as you receive or dispose assets.

Pallets for inventory

Assign assets to pallets to enable bulk updates and organize stockrooms by aisle and space to know the precise location of every asset.

Asset refresh planning

Simplify refresh planning and reduce execution time for an otherwise complex process.

ERP/Procurement integration

The ServiceNow® AI Platform supports bi-directional integration with ERP and procurement applications to break down functional silos to keep information updated across the organization.



Learn More

For more information visit:
servicenow.com/HAM

Access status of in-transit assets

New shipment table provides real-time location of inbound and outbound assets. End users can monitor shipments status in the employee portal. Shipments can be tracked at every stage of the journey by creating connections to any carrier API via out-of-the-box integrations. Use Advanced Shipment Notification (ASN) to automate and create enterprise assets records ahead of receipt.

Receive and dispose assets with mobile scanning

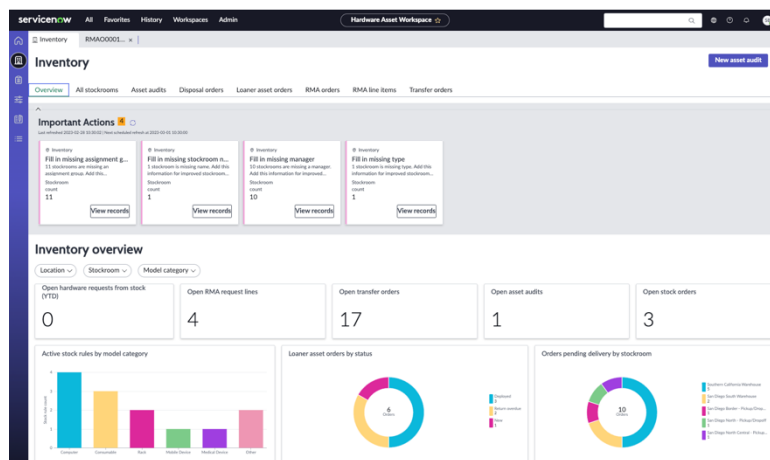
Receive incoming assets at central warehouses, local stockrooms, branch locations, or in the field and track assets during disposal processes with mobile scanning. Use the ServiceNow Agent app on a mobile device to keep information updated as assets move throughout the organization. Automate the process to significantly increase asset record accuracy.

Logically organize multi-location stockrooms and distribution channels

Improved request fulfillment time, enhance end user experience, and increase stockroom efficiency. Better support inventory consumption for one stockroom serving multiple buildings by using service locations. Connect stockrooms geographically with distribution channels. Track assets beyond street address with a granular location data model that includes building and floor.

Manage palletized assets within inventory stockrooms

Manage your warehouses effectively by associating assets to a pallets and enable bulk updates to reduce manual work. Enhanced location tracking in stockrooms adds aisle and space attributes to know the precise location of every asset.



Hardware Asset Workspace – Inventory module

Automatically reconcile asset locations with inventory records

Reduce the costs of manual audits with workflows to resolve discrepancies in asset physical locations with inventory records. Use the ServiceNow mobile app to conduct asset audits by scanning asset bar codes or entering an asset tag. Perform audits offline when you are in areas without connectivity. Automatic system reconciliation reports compare scanned assets against the expected assets based on the inventory records to identify items that require updates.

Hardware Asset Workspace – Inventory module

The Inventory module in Hardware Asset Workspace provides a single place for asset managers to monitor and manage stockrooms and warehouses across all locations.

Asset audits

View open asset audits and their current status.

Disposal orders

Keep track of pending disposal orders and scheduled pick-ups or drop-offs.

Loaner asset orders

View all loaner asset requests and ensure timely preparation and deployment of loaner assets.

Repair orders

Initiate, execute, and track asset repairs in repair deposits and warehouses.

Return Merchandise Authorization (RMA)

Track open RMA orders and line items when returning or replacing assets.

Transfer orders

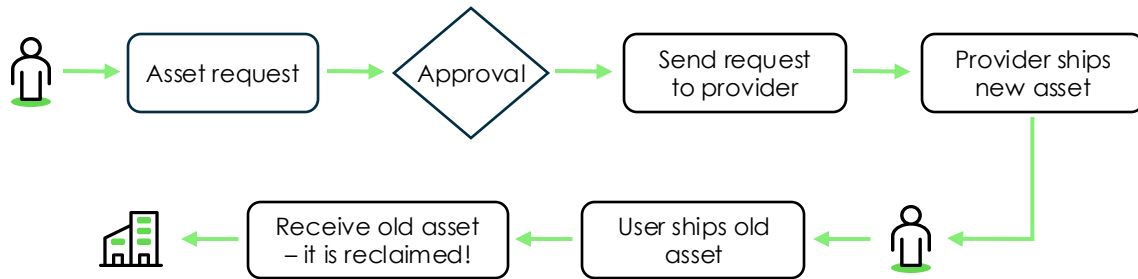
Accurately track assets as they move between stockrooms.

Asset attestation

Validate if serialized assets are still in use by the user to reduce gaps in asset data.

Streamline technology asset refresh and request processes

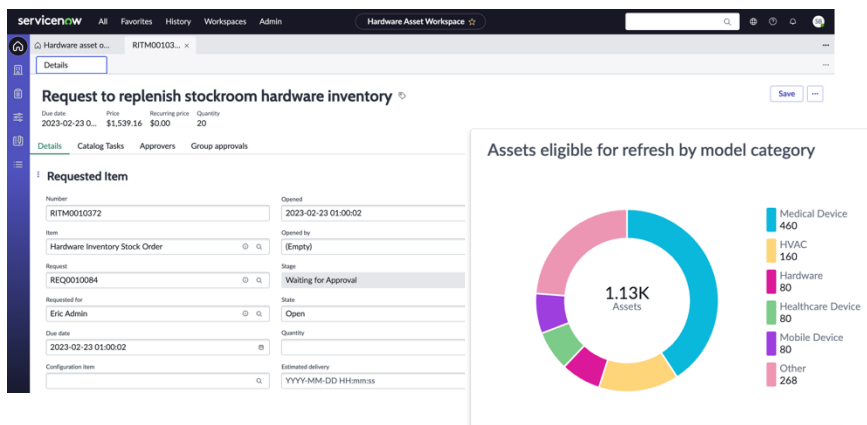
Simplify technology refreshes and requests while reducing execution time for otherwise complex processes. Dashboard reports allow managers to easily identify assets eligible for refresh as well as review incoming user requests. Reduce human error and intervention by leveraging zero touch refresh to automate asset refresh processes and zero touch request to automate asset requests through an external vendor. Integrate with an external provider to save time across numerous transactions, leverage vendor inventory, and better track shipments to and from remote locations.



Better plan for assets approaching end of useful life

Set your own aging asset criteria based on factors such as model lifespan, warranty expiration, or service contract termination. Apply lifecycle dates to different models with templates, in cases where vendors have not defined or published all the necessary information. When assets approach end of useful life, ServiceNow Hardware Asset Management can help initiate and execute on end-of-life asset strategies with automated workflows to dispose, recycle, or donate assets.

Populate additional details on model form during normalization, such as physical dimension attributes and weight, to support sustainability and capacity management. Leverage attributes like Energy Star Ratings and power consumption in environment, social, and governance (ESG) dashboards and reporting.



Request to replenish stockroom hardware inventory and asset eligibility chart



Keeping digital services running 24/7

ServiceNow IT Operations Management (ITOM)

Business situation

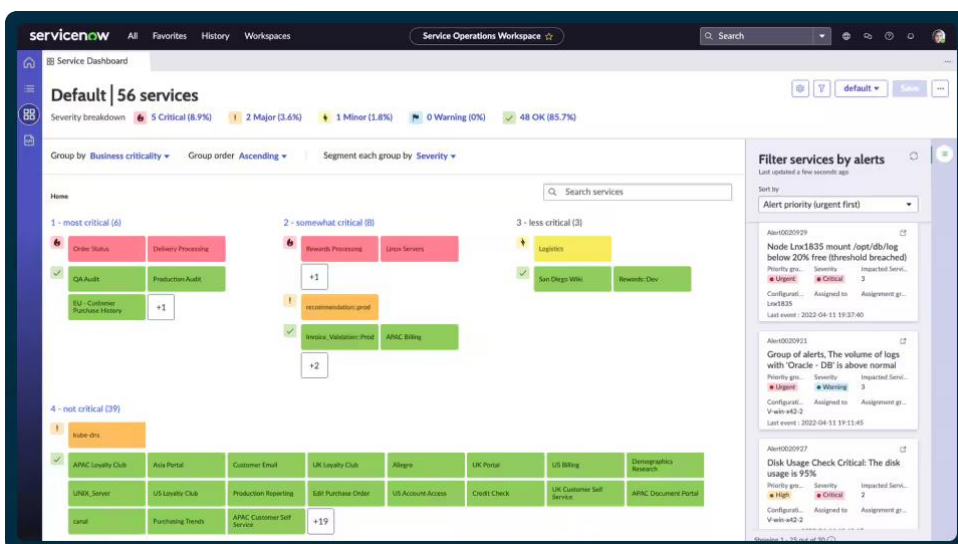
The pace of digital transformation is growing exponentially as organizations are looking to improve employee and customer experiences, safely move to the cloud, shift from cost center to business enablers and reduce incidents, outages and disruptions. Traditional IT approaches are often reactive when problems occur. Successful digital services require proactive and predictive operations with AI.

IT operations management challenge

The reactive break-fix model of finding and fixing problems after they impact users no longer works for IT operations. Cloud and DevOps create agility but also add complexity due to their dynamic nature. Without the proper tools, IT and service operations are stuck in a constant reactive mode. The processes of identifying issues and correlating events or incidents are too slow and error prone. Too much day-to-day operations noise and lack of business service visibility limit potential success. Manual processes and repetitive tasks sap productivity for IT staff. Too often, IT teams are just trying to keep the lights on and are unable to add business value.

Solution – single platform for IT Operations Management

With ServiceNow®, the IT organization has full control over resources, both on-premises and in the cloud. With comprehensive AIOps and GenAI capabilities built seamlessly on the ServiceNow Platform®, IT teams can run proactive operations. ServiceNow IT Operations Management (ITOM) paired with IT Service Management (ITSM) helps you improve your IT maturity from reactive and responsive to proactive and self-healing. Break down silos, eliminate friction, improve process automation, and enable continuous improvement with the power of AIOps and machine learning.



ServiceNow Service Operations Workspace

Proactive and self-healing IT Operations with:

ITOM Visibility

- Discover technology using flexible & scalable solutions
- Map technical configurations for application & business context
- Unify operations with a common, trusted data foundation

ITOM Predictive AIOps

- Predict outages before they occur with AI & machine learning
- Pinpoint root cause faster with events, logs, and metrics
- Remediate with intuitive playbooks and automated resolutions

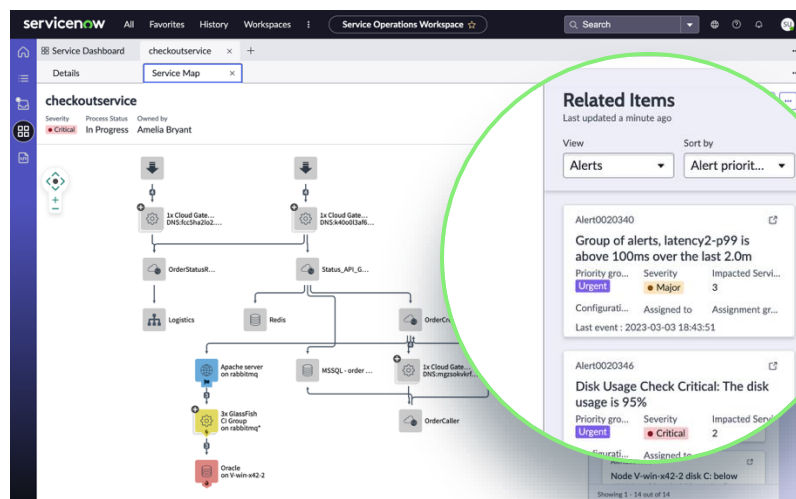
ITOM Cloud Accelerate

- Plan and track your cloud strategy with migration assessments
- Automate requests, account management, and tag governance
- Secure the cloud with best practice governance

The power of actionable information

ServiceNow ITOM Visibility discovers your end-to-end IT infrastructure and automatically maps it to your digital services, creating a complete, accurate, and up-to-date record in your ServiceNow CMDB. And it's built to keep pace with dynamic cloud and containerized environments while still providing support for on-premises infrastructure. ITOM Visibility delivers this comprehensive visibility through a set of targeted features that work seamlessly together:

- **Discovery** identifies physical and logical infrastructure configuration items (and their dependencies) from resources such as cloud, containers, Kubernetes clusters, virtual machines, servers, and on-premises storage, databases and other middleware, applications, and more. Options include agent, agentless, certified connectors, and cloud-native discovery.
- **Service Mapping** builds on this discovered infrastructure data, automatically creating end-to-end maps of your application and technical services leveraging machine learning and cloud-based tagging.
- **Certificate Inventory and Management** automatically discovers TLS/SSL certificates, creating a comprehensive inventory in your CMDB. It also provides digital workflows to renew expired and soon-to-be-expired certificates.
- **Firewall Inventory and Audit** lets you manage your firewall policies in the same place with your infrastructure. You see your firewalls along with their policies, versions, and other attributes, creating a centralized inventory in your CMDB.
- **Service Graph Connectors** provides a certified approach to importing 3rd party data into the CMDB with guardrails to ensure consistency and accuracy.
- **Oracle GLAS Certification** automates discovery of Oracle databases, options, and middleware and exports verified installation and usage data within minutes.



ITOM Service Mapping

This comprehensive data is stored in the CMDB and can be shared across your IT teams ranging from service agents to security operators to risk managers and more. A healthy CMDB enables the entire organization to be more successful and ensures a great user and customer experience.

ITOM Visibility Benefits

Accelerate your multi-cloud strategy

Get near real-time visibility of your multi-cloud and on-premises infrastructure, including out-of-the-box support for Amazon Web Services, Microsoft Azure, Google GCP, IBM Cloud, Oracle Cloud, VMware, Citrix, Kubernetes, and more.

Get end-to-end service visibility

Break down infrastructure silos with up-to-date, accurate visibility of your IT infrastructure and services. Instantly see the service impact of infrastructure issues and changes, simplify root-cause analysis, and reduce MTTR.

Drive operational excellence

ITOM Visibility works seamlessly with ITOM AIOps, Cloud Accelerate, ITSM and other ServiceNow products to help you improve service quality, strengthen change processes, reduce risk, optimize infrastructure spend, and minimize software compliance issues.

Scalable and secure

ServiceNow's scalable and distributed discovery architecture uses standard protocols and encryption to securely discover your infrastructure and services. Infinitely scalable agents to discover all your assets leaving minimal footprint and security compliance

Prevent customer impact and automate resolutions

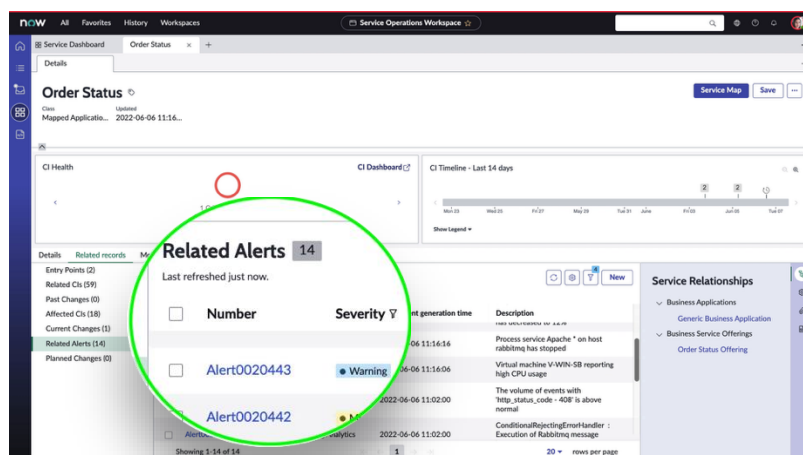
ServiceNow ITOM Predictive AIOps uses powerful automated workflows to predict issues before they impact users, correlate the growing number of noisy signals, and prevent issues with remediation playbooks. ServiceNow leverages a single platform to support traditional monitoring tools as well as cloud-first observability monitoring. You can reduce P1/P2 incidents, improve MTTR, and increase customer satisfaction through a set of capabilities within a single interface:

- **Health Log Analytics** identifies anomalies before users are impacted, tracking data patterns automatically. IT operators receive detailed log analytics and anomaly alerts, speeding up problem identification and remediation.
- **Event Management** helps you reduce event floods from monitoring tools and provides insight into business service health. It takes thousands of alerts you receive from different tools across your IT environment, correlates them and eliminates all the noise; you're presented with only a few actionable alerts.
- **Metric Intelligence** analyzes your IT infrastructure proactively to spot service degradation by pinpointing performance anomalies. Intuitive data visualization highlights hotspots. You can reduce the chance of similar problems happening again with postmortem analysis.
- **Service Reliability Management** enables IT teams to ensure reliable, high-performing services by aligning with SRE principles. It unifies service health monitoring, automates on-call management, and streamlines incident response to minimize downtime.
- **Now Assist for ITOM** enhances IT operator and agent effectiveness by investing alert cause and translating jargon-heavy data into clear, human-readable insights, using GenAI to analyze and contextualize alerts for quick understanding.

One platform from multiple users

ServiceNow helps to bridge the gap between traditional IT operations and the DevOps and SRE community. Instead of having multiple point tools that generate recurring work, you can create a single actionable incident. In addition, you can correlate changes in real time to understand their true impact.

A unified platform harmonizes SRE, DevOps, and IT operations, enhancing cloud reliability with improved monitoring and visibility.



ITOM Event Management

ITOM AIOps Benefits

Predict and prevent service outages

Identify potential service issues before they cause service outages and degradations that impact your business.

Fix issues faster

Leverage machine learning and automation to reduce event noise, transform events into actionable alerts, pinpoint issues, diagnose likely root causes, identify potential fixes, and automate remediation.

Focus on what matters

Prioritize resolution of issues based on their service and business impact.

Lower cost and raise productivity

Resolve service issues with an intuitive, intelligent single pane of glass that makes it easier to proactively identify, diagnose, and resolve service issues.

Get Generative AI to help

Leverage Now Assist for ITOM reduces the time to triage alerts with a simplified summary and analysis, enabling even the L1 agents to understand the issue.

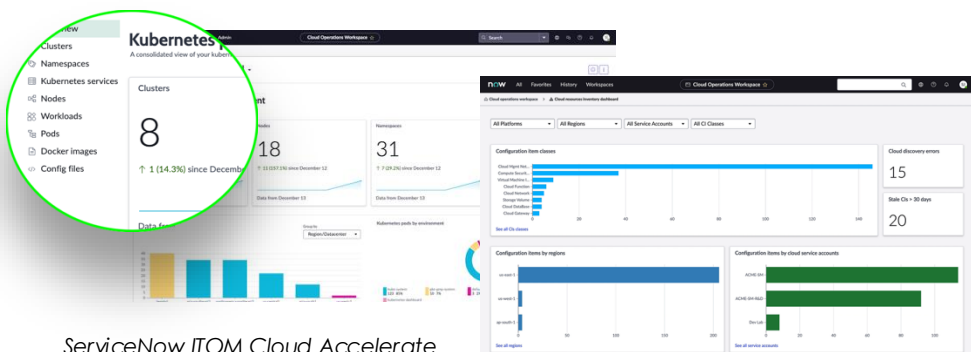
Leverage existing investment

Consolidate events from multiple monitoring tools using a wide range of out-of-the-box connectors and flexible, easy-to-use custom integration framework.

Simplify your move to public cloud

ServiceNow ITOM Cloud Accelerate helps you accelerate your cloud transformation with full control on cloud oversight. Cloud Accelerate helps you improve productivity, remediate issues in minutes, migrate resources strategically, manage multi-cloud resources from Day 0 through Day 2. Key capabilities include:

- **Cloud Migration Assessment** takes the guesswork out of migrating on-premises resources to the cloud. By understanding the real utilization of services, costs, and capacity, you can make better decisions when moving workloads to the cloud.
- **Cloud Services Catalog** helps reduce the risk of inconsistency with cloud sprawl when multiple groups deploy resources. You can ensure compliance with your specific organizational tagging policies for existing and newly deployed resources.
- **Cloud Action Library** helps you eliminate manual processes by automating common tasks to fix configuration, tagging, and onboarding issues.
- **Cloud Configuration Governance** closes configuration gaps that lead to data breaches. With powerful cloud configuration visibility and automated remediation options, you can minimize security risks.



ServiceNow ITOM Cloud Accelerate

The power of Service Operations

As hybrid workforces and dynamic digital services grows, legacy tools and disparate silos create friction and increased costs, stagnating innovation. Automate and optimize technology service operations on a single platform to unlock development, innovation, and resilient, cost-effective services – even in hybrid or multi-cloud environments - while delivering extraordinary employee and customer experiences and productivity.

Cloud Accelerate Benefits

Enhance productivity

Minimize manual input to complete a provisioning request with an innovative, simplified UI and out-of-the-box catalog items. Automate policy checks to speed up provisioning process.

Remediate issues in minutes

Troubleshoot and resolve cloud resource configuration and tagging errors in minutes. Alert and remediate the changes in configuration that violate existing policies within minutes.

Migrate resources strategically

Take accurate migration decisions at scale, with different disposition options for each assessed resource.

Manage any cloud resource

Leverage out-of-the-box and customizable day-2 actions to efficiently manage any cloud resource that has been populated in your CMDB, regardless of the provisioning

Take charge of your IT Infrastructure and digital services with ServiceNow® ITOM Visibility

The IT challenge

If you can't see your IT environment, you can't manage it. Unless you have visibility of your infrastructure—and know how this delivers your mission-critical digital services—there's no easy way to diagnose and fix service outages, resolve performance issues, assess the risk of changes, optimize infrastructure costs, minimize software compliance issues, or respond quickly to security threats.

Many IT organizations still rely on traditional discovery tools and slow, error-prone manual processes to document their infrastructure and digital services. This results in long discovery delays, and there's no easy way to map discovered infrastructure to the actual services their business consumes. They spend weeks mapping services by hand using stale discovery data—by which time, the map is already out of date.

While this approach may have worked in the past, it's no match for today's dynamic virtualized and cloud environments. When change is measured in minutes, lumbering tools and manual processes just can't keep up. The result? Broken services, escalating operating costs, and an inability to respond quickly and effectively to business needs.

The ServiceNow solution

ServiceNow® ITOM Visibility discovers your end-to-end IT infrastructure and automatically maps it to your digital services, creating a complete, accurate, up-to-date, and consistent record in your ServiceNow® CMDB. And it's built to keep pace with dynamic public and private cloud environments while still providing support for legacy on-premises infrastructure.

ITOM Visibility delivers this comprehensive visibility through a set of targeted features that work seamlessly together:

- **Discovery** discovers physical and logical infrastructure CIs such as containers, Kubernetes clusters, virtual machines, servers, cloud and on-premises storage, databases and other middleware, applications, and more. It can even discover your custom applications using application fingerprinting—supervised machine learning algorithms that automatically identify new types of applications as they are deployed in your network. It also discovers relationships between CIs, mapping upstream and downstream dependencies to the TCP port and process level.
- **Service Mapping** builds on this discovered infrastructure data, automatically creating end-to-end maps of your application and technical services. It identifies all the CIs that support the service, along with their service-specific relationships. Think of this like a city bus map—Discovery shows you all the roads and junctions (infrastructure) in your city, while Service Mapping shows you the specific route that each bus (service) takes.
- **Certificate Inventory and Management** automatically discovers TLS/SSL certificates, creating a comprehensive inventory in your CMDB. It also provides digital workflows for expired and soon-to-be-expired certificates—for example, getting approval to renew a certificate that is about to expire and then automatically renewing it. This lets you minimize the risk associated with expired certificates, such as service outages and security breaches.
- **Firewall Inventory and Audit** lets you manage your firewall policies in the same place you manage your infrastructure. It discovers your firewalls¹ along with their policies, versions, and other attributes, creating a centralized inventory in your CMDB. End users can submit firewall rule change requests through the ServiceNow portal, which are then automatically routed using digital workflows—for instance, to the security team for risk analysis and approval, and then to the network firewall team for fulfillment. All changes are tracked for audit purposes, and administrators can also initiate audits on demand.

Built to discover multi-cloud environments

ITOM Visibility is designed to keep pace with rapidly changing cloud infrastructure. It provides real-time visibility by integrating with event-driven cloud vendor configuration interfaces such as the AWS Config API, while still offering the option of traditional scheduled and on-demand discovery. It supports Amazon AWS, Microsoft Azure, Google GCP, and IBM Cloud—including both IaaS and PaaS infrastructure—as well as container and serverless technologies such as Kubernetes, Docker, and AWS Lambda. It also supports Oracle Cloud—including IaaS and DBaaS. It also discovers virtualized VMware and Citrix infrastructure in on-premises environments.

Accelerate your multi-cloud strategy

Get near real-time visibility of your multi-cloud and on-premises infrastructure, including out-of-the-box support for Amazon Web Services, Microsoft Azure, Google GCP, IBM Cloud, Oracle Cloud, VMware, Citrix, Kubernetes, and more.

Get end-to-end service visibility

Break down infrastructure silos with up-to-date, accurate visibility of your IT infrastructure and services. Instantly see the service impact of infrastructure issues and changes, simplify root-cause analysis, and reduce MTTR.

Drive operational excellence

ITOM Visibility works seamlessly with ITOM Health, ITOM Optimization, ServiceNow® ITSM and other ServiceNow products to help you improve service quality, strengthen change processes, reduce risk, optimize infrastructure spend, and minimize software compliance issues.

Scalable and secure

ServiceNow's scalable and distributed discovery architecture uses standard protocols and encryption to securely discover your infrastructure and services. Infinitely scalable agents to discover all your assets leaving minimal footprint and security compliance.

Fast time to value

Get up and running quickly with hundreds of supported devices and services, flexible service mapping methods, and guided setup tools.

Easy extensibility

Easily add support for new types of infrastructure and services with built-in no-code/low-code tools.

Agent-based solution

Agent Client Collector provides customizable limitless agents to discover all your assets located on your hybrid cloud and data centers.

Ensure data integrity and consistency

ITOM Visibility is designed to help you avoid data consistency and accuracy issues. It works seamlessly with the ServiceNow® Identification and Reconciliation Engine (IRE) to accurately map discovered data to CIs and prevent duplicate CIs. It also ensures that discovered data is consistently mapped to the right CIs by enforcing compliance with the ServiceNow® Common Data Service Model (CDSM). This allows ServiceNow apps to use discovered data out of the box and increases reporting accuracy.

Confidently ingest third-party data with Service Graph Connectors

ITOM Visibility also includes Service Graph Connectors—certified integrations that allow you to ingest data from third-party systems directly into your CMDB. These connectors are developed and tested by third-party vendors under ServiceNow's rigorous engineering oversight and prescriptive guidance. This ensures data timeliness, integrity, and consistency for third-party data in the same way that Discovery does for discovered data. This includes leveraging the IRE and enforcing compliance with the CDSM.

Maximize data quality with a multisource CMDB

Often, the same discovery information is available from multiple discovery sources. Discovery collects and stores data from all these sources and lets you decide which sources should be used to populate your CMDB. For example, if you are collecting data for CI attributes X and Y from sources A and B, you can decide to populate attribute X from source A and attribute Y from source B. You can also switch sources at any time, in which case your CMDB is automatically updated.

Discovery provides detailed reports that allow you to determine the available discovery sources for specific CIs, identify data discrepancies between sources, and pinpoint data gaps. This allows you to maximize data quality and completeness in your CMDB by choosing the best discovery sources, to reduce costs by retiring unused discovery sources, and to bring unmanaged CIs that are not currently being discovered under management.

Create service visibility with flexible service mapping options

ServiceNow provides multiple service mapping methods, giving you the flexibility to choose the optimum one for a specific scenario. These include:

- **Top-down mapping:** This creates a very precise map of the applications and supporting infrastructure components that make up an application or technical service. It also identifies the relationships between these components. It is well suited for mapping mission-critical services. This includes cloud-native services—for instance, it can detect Lambda to Lambda calls and Lambda to RDS connections to build dynamic service maps. However, you will need to create instructions (patterns) that tell ITOM Visibility how to discover non-standard services.
- **Tag-based mapping:** If you consistently tag your cloud resources using a well-defined tagging policy, ServiceNow can discover these tags and use them to build service maps. For instance, it can create a service map containing all cloud resources tagged with a specific application service. This requires significantly less upfront effort than top-down mapping, but it only identifies the set of components that support the service—it does not identify the dependency relationships between these components. Tag-based mapping is well-suited for less mission-critical applications and for use cases that do not require dependency relationship information.
- **Machine Learning (ML)-based Service Mapping:** This uses machine learning to analyze process and TCP data to create Automated Service Suggestions. It can be used to extend top-down maps or add relationships to tag-based maps. It can also be used in conjunction with ServiceNow Discovery application fingerprinting to create complete service maps with minimal effort.
- **OpenTelemetry Service Graph Connector:** This provides service mapping for cloud-native architectures that leverage OpenTelemetry. ServiceNow can use OpenTelemetry to discover the Kubernetes Clusters and map connectivity between containerized workloads from the distributed tracing data.
- **Dynamic CI groups:** You can also map application service using dynamic CI groups—collections of CIs based on attribute values. For example, you can create an application service that contains all servers tied to a specific location or cost center. This is particularly useful when compute power is provided as a service, such as in development and test environments.

ServiceNow also allows you to create service maps manually. However, this approach requires major effort and—unlike the methods above—doesn't automatically update the service map when changes occur. Because of this, it should only be used when a service can't be mapped using another method.

Scalable and secure

ITOM Visibility has a scalable and secure discovery and service mapping architecture. It interacts with your infrastructure via distributed Management, Instrumentation, and Discovery (MID) Servers that run behind your firewall as a Windows service or UNIX daemon on standard hardware or a virtual machine. Each MID server handles thousands of IT components, and you can deploy multiple MID servers to provide virtually unlimited scalability. All communications between the MID Server and main ServiceNow instance are encrypted, with the MID Server initiating connections to the main ServiceNow instance. Device credentials are also stored on the MID server so that they remain securely behind your firewall.

Easily extensible with no-code/low-code tools

ITOM Visibility comes with hundreds of patterns—pre-built instructions to discover and map specific types of infrastructure and services. New patterns are released regularly through the ServiceNow Store. You can also create your own patterns with ITOM Visibility's built-in pattern framework, which lets you configure new patterns for any IP-enabled device with little or no coding.



Digitize the smart industry with Operational Technology Management

ServiceNow Operational Technology Management simplifies control of assets, reducing complexities and vulnerabilities. With 80% of Fortune 500 companies using it, ServiceNow integrates IT systems, offers native AI, and automates workflows. This ensures operational continuity, enhances security, and fosters focus on digital industry growth and innovation.



The challenge

- Industry 4.0, manual processes hinder OT security and management, leading to disruptions.
- Relying on outdated methods creates gaps in OT understanding, risking costly disruptions.
- Rising cybersecurity threats make the outdated OT management approach unsustainable.

92%

Of downtime events last more than an hour – cost up to \$700,000

90%

Of manufacturing employees use spreadsheets weekly

\$1M

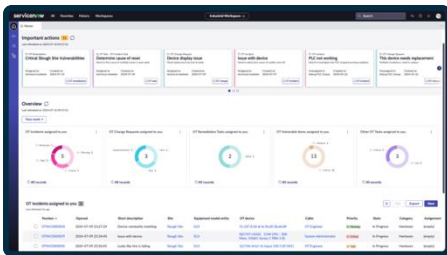
Penalty paid per day for a company in violation of NERC CIP

ServiceNow provides a single system of action that improves experiences and drives outcomes across your manufacturing value chain

With Operational Technology Management, organizations can gain:

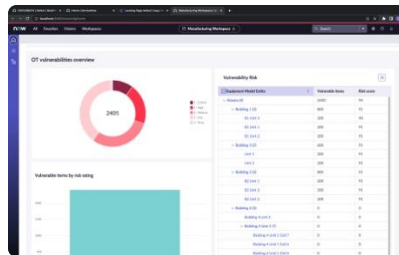
1 Strengthen industrial security

- **Enhanced cybersecurity** by gaining full visibility into OT assets
- **Simplified regulatory compliance** with automated tracking
- **Strategic advantage** by prioritizing critical vulnerabilities



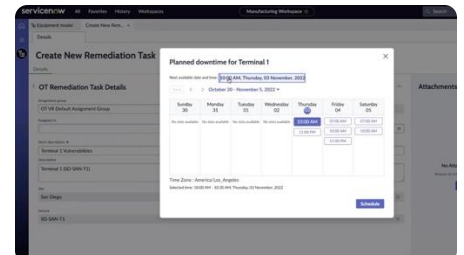
2 Minimized production downtime

- **Increased operational efficiency (OEE)** by proactive service management
- **Reduced costs** with maximized uptime and lower production delays
- **Production context** by associating discovered production assets to production flows



3 Simplified IT/OT

- **Simplification** by eliminating silos and platform sprawl
- **Enhanced responsiveness** with end-to-end visibility across both IT and OT
- **Innovation** by bringing IT best practices to pressing OT needs



Operational Technology Management key benefits

- Discover OT assets across your entire enterprise
- Strategically plan your remediation strategy
- Act to patch vulnerabilities and prevent downtime events

CUSTOMER SUCCESS STORY

ENERGY



Problem

Messy asset inventory disrupting workflow efficiency:

- Ensuring OT asset accuracy, visibility, compliance
- Integrating cloud solution for managing OT data
- Improving asset inventory for streamlined workflows



Solution

A unified data model to enhance operational efficiency:

- Segregates and secure BCSi data effectively
- Auto-adjusts workflows based on asset classifications
- Visibility through integration with discovery tools



Value realized

Energizing OT resilience and compliance:

- Segregated BCSi data for critical asset protection
- Tailored workflows for regulatory compliance automation
- Expanded OT asset discovery for future growth

[Learn More](#)



ServiceNow Demand Management

Centralize requests and streamline the investment process for federal agencies

Executives need to manage and forecast the demand for products and services, ensuring that they are making informed investment decisions driven by key Agency initiatives. But strategic requests for new services, or enhancements to existing services come from a multitude of sources and are delivered via many channels. This makes it difficult to track, manage and forecast the demand for products and services all in one place. Consequently, many requests fall into a black hole and do not get properly addressed or the delivery stream is overwhelmed with requests that have very little chance of being approved. This results in a communication gap between the business and IT, and limits IT's ability to make informed strategic decisions. Demand intake is often disconnected from the core business capability and delivery applications, resulting in a lack of traceability between the initial request, project execution, transition to production, and ongoing operations. To make matters worse, it is almost impossible to get a complete view across all portfolios – making it extremely difficult to make, monitor, and validate future investment decisions.

ServiceNow® Demand Management is an application that centralizes strategic requests from the business to IT and automates the steps in the investment decision process. Demand Management integrates requests for new products and services or enhancement and defect repairs to existing products and services. Demand Management enables ideation – generating, developing, and communicating new ideas – to support agency initiatives to help improve, automate processes, and ensure new initiatives support the business priorities. It provides the ability to assess, track, manage, and accurately forecast demand for products and services.

Business requests are initiated from within a service catalog and routed with demand workflow where IT can view resource availability during the delivery period, tie requirements to deliverables, and weigh the risks and impact of each decision or route. Within the workflow, stakeholder information is gathered that can later be leveraged to score or assess each demand using pre-configured or custom fields. The demand scorecards are displayed in configurable bubble charts and demand backlog can easily be viewed with timeline visualizations. Unlike other solutions, ServiceNow provides a single system of record allowing data and processes to be shared with all ServiceNow applications. This creates a distinct audit trail and gives IT visibility across all applications for a comprehensive, centralized view of demands and status. Transparency into the ownership, value, consumption and total cost of IT services improves management and service delivery.



Configurable bubble charts are dynamically updated as demands are created and assessed.

Inform Executive Investment Decisions

Make, monitor, and validate future investment choices based on strategic requests from the business. Integrate Business Case requests with the demand management process

Provide Stakeholder Visibility

Ensure stakeholders can track and effectively manage and forecast the demand for products and services. Increase transparency and trust.

Integrate into Delivery Applications

Centralize points of entry, build a single system of record, offer automation capabilities and integrate with delivery applications such as ServiceNow Change Management, Agile Development, and Project Portfolio Management.

Shift demand management from specific technology requests to ideation

Identifies agency's current services and capabilities, helps establish KPIs and performance metrics aligned to mission goals, and demonstrates maturity trends.

Automated Stakeholder Register

When a new demand request is submitted, all stakeholders impacted by the demand are automatically populated into the demand stakeholder list, ensuring that the right people validate the associated business cases. Additional stakeholders can be added or removed manually. New stakeholders are automatically associated with the current request and any other requests going forward that use the same assessment criteria. This assessment criteria is based on specific business requirements – using pre-configured or custom fields – that stakeholders then use to evaluate, score, and rank requests to ensure that the business case is complete.

Timeline Visualizations

Timeline visualizations provide a high-level view of an Agency's strategic and operational activities over time. The demand backlog is an interactive visualization that shows all current demand. The backlog provides different views and the ability to filter requests by portfolio, business area or any other element captured in the tool. This visualization gives stakeholders and decision makers multiple ways to view the demand within each portfolio to base decisions on the strategic requirements for the business as a whole.

Configurable Bubble Chart

Bubble charts are useful for comparing demand requests based on common metrics such as mission improvement, opportunity for shared services, complexity, and cost. They are dynamically updated as requests process is initiated based on specific requirements from the business so that an approval process is immediately launched should a request fall into.

Additionally, ServiceNow Performance Analytics can ensure objectives are being consistently. are created and assessed. Records are plotted on the chart so viewers can quickly compare scorecards for each request. In addition, the bubble charts are configurable and provide advanced filtering capabilities to analyze the data set, giving decision makers a comprehensive overview of demand that can be used to compare the relative standing of individual requests.

Connection to the Service Catalog

Most demand management applications exist in either a PPM or an Application Lifecycle Management (ALM) suite requiring select individuals to sign into separate tools to submit requests for new or enhanced services – or submit those requests via email, paper forms, or other means. Not only does this lower adoption considerably, it also creates traceability and compliance issues. The ServiceNow Service Catalog, on the other hand, provides the front door to IT, enabling the business to submit ideas via a centralized location. This also allows IT and requesters to track the status and progress of all demand requests across the enterprise. The Service Catalog encourages application reuse of similar capabilities across the agency to improve performance, reduce the application footprint and cost.

aware of the costs they drive and give them tools to make good decisions met by providing actionable insight with time-based perspectives of relevant data, key indicators, scorecards, analytics, and drill-downs through a variety of reports and visualization tools.

Customize How Demand Process is Managed

The ServiceNow Demand Management application provides the ability to build custom metrics and customize the process flows for demand based on individual department needs. The approval process can be activated based on individual needs. The approval process can be activated based on specific requirements from the business or department so that an approval process is immediately launched should a request fall into a specific category. Alerts and notifications can be set up throughout the process so IT and key stakeholders are informed at each stage. Additionally, ServiceNow Performance Analytics can ensure objectives are being consistently met by providing actionable insight with time-based perspectives of relevant data, key indicators, scorecards, analytics, and drill-downs through a variety of reports and visualization tools.

Reduce waste from poorly aligned projects

Demand management helps to eliminate inefficient purchasing and consumption behavior and establish transparency with business partners and internal consumers, make them

Name	Portfolio	Strategies	Goals	Priority	Value	Risk
Search	Search	Search	Search	Search	Search	Search
Tableau reporting implementation	IT Applications Modernization	Improve Bottom Line	Decrease Capex by \$10M by FY20	2 - High	5	5
ServiceNow implementation	(empty)	Grow the business	Grow gross revenue to \$20m by FY20	4 - Low	8	0.4
Compliance Audit System	(empty)	Grow the business	Grow gross revenue to \$20m by FY20	4 - Low	4.7	3.9
Loyalty program phase 2	Sales	Delight Customers	Achieve 90% customer retention in FY19	4 - Low	7.5	9.6
Online Payments Security enhancements	(empty)	Grow the business	Grow gross revenue to \$20m by FY20	4 - Low	1.8	4.6

List of demands, ideas, and requests from across the business.



Hybrid Management Overview

Are You Using Hybrid Management From the Top Down?

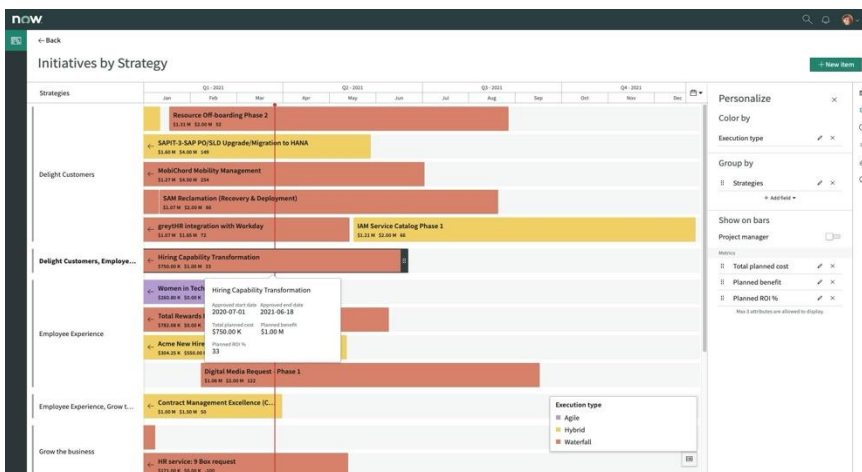
Technology is an increasingly important part of the business investment portfolio. In fact, **IDC** predicts that 65% of global GDP will be digitized by next year. But those technology investments only succeed when they consistently enable business performance -- and help organizations contribute to that GDP.

Your organization likely invests a lot of time, effort and money in technology, but too often those investments don't translate into business value. Over the last decade PMI's Pulse of the Profession reports have consistently shown that 10-12% of every dollar is wasted, with zero benefits gained. That waste of money will continue if you can't manage technology investments in ways that enable you to adapt to ever-shifting circumstances and requirements.

Hybrid Management is the Answer

The good news is that senior management in organizations often give managers and their teams the autonomy they need to adjust the work they deliver based on business dynamics. In fact, 84% of executives believe that innovative solutions require innovative approaches to work. Innovation in project management will ensure that what is actually produced has the best possible chance of creating value for the business. You can't do that if you are restricted to using only a traditional (Waterfall) approach or only an Agile approach. You need the flexibility to using both approaches based on the unique needs of every project.

A **recent survey** found that 60% of project managers use Hybrid methods to deliver their projects – combining elements of Waterfall and Agile approaches to best suit a project's characteristics. Are you among these shrewd, forward-thinking project managers? And are you using this Hybrid approach at all levels – starting with the strategic phase and down through all aspects of execution?



Alignment Workspace with Roadmap Planning provides visibility into all your initiatives regardless of work methodology, so you have complete visibility into all the work. Visual plans can be shared across the organization

Growth of Hybrid Methods

"60% of project managers use Hybrid methods to deliver their projects – combining elements of Waterfall and Agile approaches to best suit a project's characteristics."

Organization Needs

There must be alignment between what organizations want to achieve, how they plan and deliver work, and how they achieve the outcomes. With ServiceNow SPM, an organization can be aligned and have the following:

- Visibility into all the work
- Support for Agile methods of working
- Support for hybrid methods of working
- Effective and efficient planning
- Ability to scale Agile within the organization
- Support for product-based delivery
- Support for capability-based delivery
- Predictive intelligence with machine learning and AI

Upgrade to Strategic Portfolio Management (SPM)

Upgrade to SPM to enable all the Agile capabilities you need to manage all the work regarding of method. Key solutions within SPM that enable you to manage all the work include:

- Roadmap Planning
- Predictive Intelligence
- Investment Funding
- Scaled Agile Framework
- Scrum Programs
- Agile Development

A Hybrid Approach From Top to Bottom

For too many organizations right now, everything above the execution level is still threaded only through a traditional approach. It's just at the execution level where Agile and Hybrid concepts are embraced. A traditional-only approach at the strategy and prioritization levels will never deliver the project value your organization's leaders demand. The consequences:

- it leads to ineffective and inefficient planning, resource allocation (funds and people) and prioritization.
- it makes change harder and more disruptive to implement
- it creates barriers between those doing the work and those doing the planning resulting in less than optimal performance.

Only a Hybrid approach at the top all the way to that execution level can help you manage everything effectively with a focus on consistently delivering business value. The traditional – or legacy – PMO models created when Waterfall was the dominant (or only) game in town can't enable that. If you use only those models at the top levels, you will:

- **struggle to consolidate meaningful information on traditional and agile projects or products when that work is delivered separately.** That's because these PMOs would typically present backward-looking execution based metrics that talk to performance against schedule and budget. That data may be somewhat useful, but it's the forward-looking, value-based metrics that can drive better decisions and better outcomes.
- **stand no chance of gaining insight into hybrid initiatives. If you don't have insight, you can't make good decisions and you can't optimize the return on your investments.** That's a very big problem – and not just the 10-12% of wasted money, but also the opportunity costs you incur from that waste, as well as the advantage you yield to competitors when you pursue mismanaged investments.

Agile at Every Level

The Agile approach isn't just for planning and executing work. You need to embrace Agile methods and concepts at every level of your company if you want to build a modern organization capable of responding to an ever-shifting operating environment and ever-evolving customer demands. This means:

- implementing planning that is continuous and adaptive
- applying investment funding models that reflect the dynamic nature of today's priorities
- scaling Agile frameworks like SAFe to ensure that you are optimized for efficiency at every level of the organization and your teams are on track to deliver planned value.

“

Only a Hybrid approach at the top all the way to that execution level can help you manage everything effectively with a focus on consistently delivering business value.



“

All of these activities require some degree of Hybrid management – Agile and traditional practices existing in harmony and applied in combinations that work for each organization and each circumstance.

Hybrid Management Creates Organizational Alignment

Your organization must be managed from the top down. Strategy must drive priorities, which must propel the work that delivers the outcomes. There must be alignment between what your organization wants to achieve, how it plans and delivers work, and how the work generates business value.

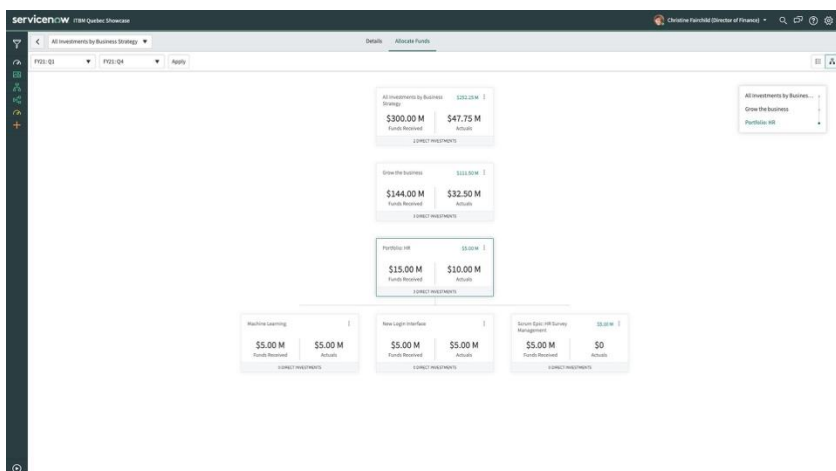
Managing technology investments with a Hybrid approach can create this alignment. ServiceNow is the only solution to provide Hybrid delivery that combines components of Agile and Waterfall methodologies in a single platform, enabling you to select the most appropriate elements of each for the project at hand. This gives your teams more flexibility in their delivery approach. The result is improved outcomes on all levels.

Upgrade to Strategic Portfolio Management (SPM)

You need an integrated software platform that supports end-to-end planning and delivery in all work methods. Whether it's rapid planning and replanning through roadmaps; effective investment management and control through project portfolio management; centralized tracking of all work in all methods through collaboration, resource management, time tracking, financial controls or performance reporting; you need a single solution integrated with all of the tools that support your work teams in all methods.

SPM provides key benefits to an organization:

- Integrates or consolidates the IT landscape (organization technology infrastructure) with single solution
- Visibility into all the work (traditional, agile and hybrid)
- Aligns the organization to drive better business outcomes
- Supports a product-based delivery model (e.g., projects to products)
- Produces less waste (cost and work) chasing flawed investments
- Supports continuous planning & flexibility in a disruptive environment
- Helps deliver customer value faster
- Supports an organization's digital transformation efforts



Investment funding enables you to fund projects, products, hybrid, epics and more. Fund the work and initiatives that will focus people on what is important to the organization and lead to the desired outcomes.

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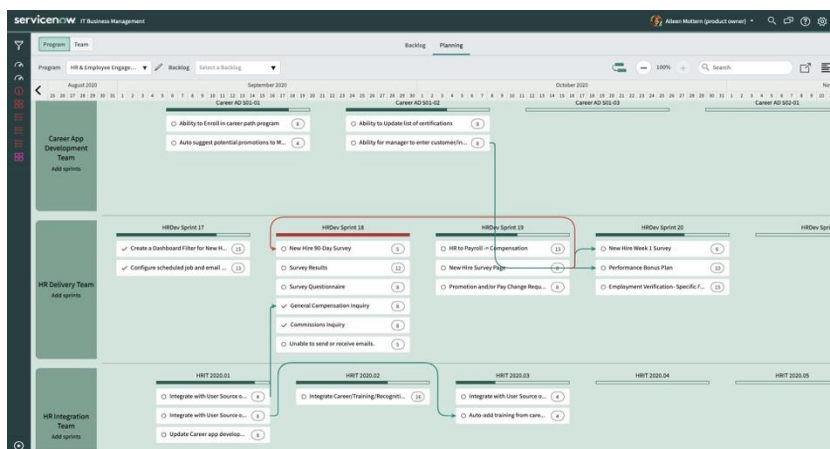
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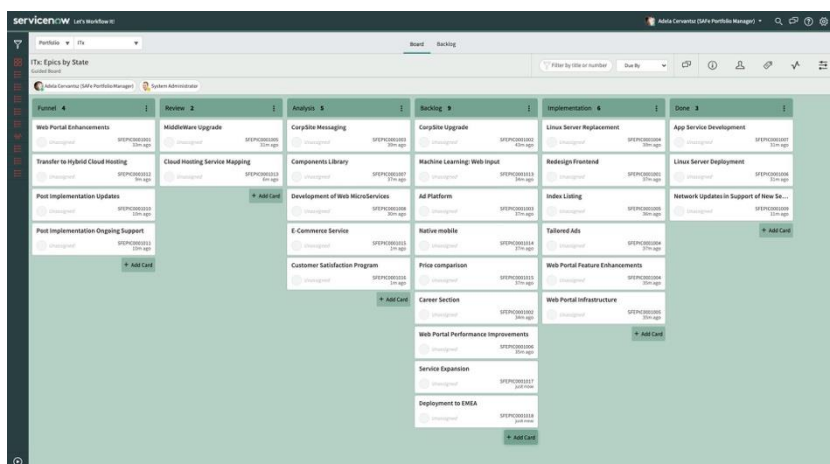
Hybrid is rapidly becoming the most effective way of delivering that work by allowing traditional and Agile practices to be combined in a way that is always the best fit for the circumstances teams are facing.

Most agile implementation starts at the individual team level. Organizations need to scale agile to the enterprise and gain visibility across the teams. Scrum Programs provides the visibility you need into the work. The Scrum Programs provides a solution that identifies which teams are contributing, what work is defined, team utilization, and the dependencies among the work of the team.



Scrum Programs provides you complete visibility of the team's work enabling you to organize work, view dependencies, have insights into sprint capacity and view team utilization.

As your organization moves to a product model, you can leverage the Scaled Agile Framework as a new way of working. The SAFe Board provides your organization visibility to all teams contributing to a product and customer needs.



SAFe Board provides the ability to view both a summary and a detailed visualization as well as drive alignment and coordinate processes. Synchronize teams by helping plan features across teams and sprints as well as view the dependencies between them.

servicenow

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Organizations are embracing a hybrid approach to project management. Hybrid is the best of both worlds: structure, formality, and documentation for some circumstances; and flexibility, adaptability and speed for other circumstances.

Hybrid enables experienced project managers to combine elements of traditional and Agile methods to create a custom approach to delivering work that is optimal for every situation they face.

ServiceNow Scenario Planning

The Portfolio Planning Challenge

Consolidating your entire project portfolio and prioritizing its investments in the context of available resources, budget, and maximum value to the business can be a daunting task. It's even more difficult when considering the wide range of possible project conditions - each with different priorities, budgets and strategic alignment. The ability to quickly model a variety of long-term project portfolio scenarios is key to enabling data-supported enterprise agility.

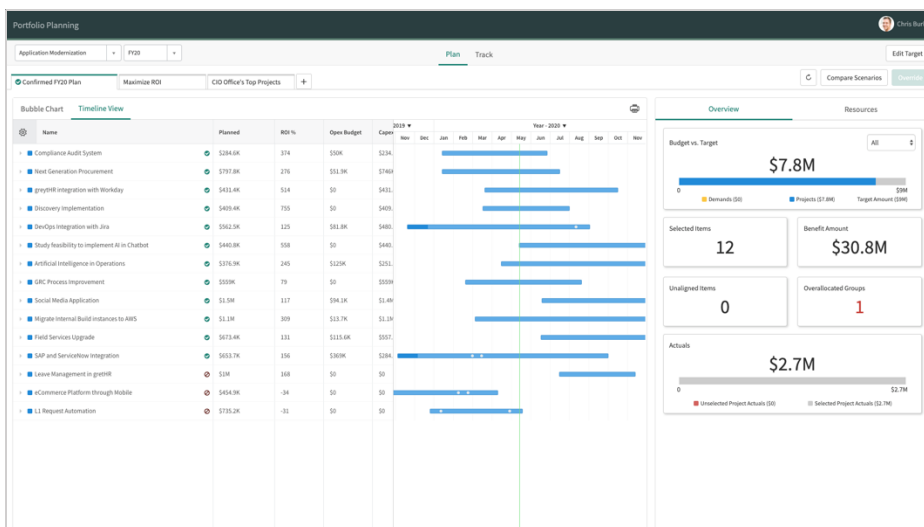
The ServiceNow Solution

Scenario Planning helps solve these challenges by quickly illustrating options for how the business can move forward. Scenario Planning is an enhancement to the ServiceNow Portfolio Workbench that simulates multiple investment scenarios.

Each scenario can have a different set of projects and budget amounts. The scenarios can then be aligned to key business objectives such as maximizing ROI or increasing customer satisfaction. And because you're leveraging existing, real-time ServiceNow application data about strategies, and available strategic and operational resources, accuracy is virtually assured. Simply confirm the best scenario and track on-going progress of the portfolio.

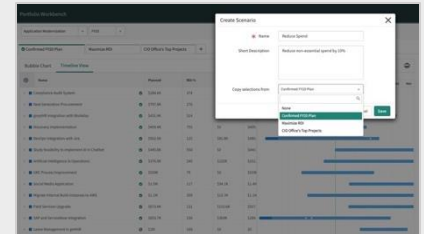
Portfolio workbench with scenario planning enables organizations to:

- Analyze project and demand backlog
- Simulate multiple scenarios based on cost, resources, and strategic alignment
- Compare multiple project portfolio scenarios
- Confirm the scenario that best aligns with organizational objectives
- Track progress of approved projects and demand
- Re-plan portfolios as necessary



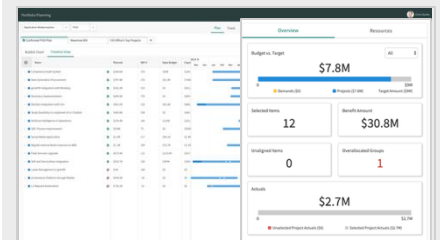
Create Multiple Scenarios

Construct various types of scenarios by selecting different projects and demands.



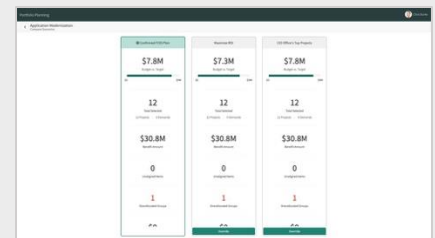
Compare Scenarios

Contrast scenarios by evaluating cost, benefit, strategic alignment and resource allocation.



Confirm Best Scenario

Select the most optimal scenario and automatically approve selected demand and resources.



The Scenario Planning app is available in the ServiceNow Store:

<https://store.servicenow.com>

- or contact your ServiceNow team for more details.

ServiceNow Time Sheet

Modern time management experience

Government organizations often struggle to gain real-time and accurate visibility into labor spend. Labor is usually the highest expense in projects and lack of visibility into time sheets results in budget overages, difficulty paying hourly contractors, and projects that don't meet their planned outcomes.

Time cards are used to record the time worked on a task by employees or contractors. Time sheet is the summary of time cards for the week. Time sheet enables project managers, shift managers and resource managers to track operational work, administration work such as meetings or trainings, and leave.

ServiceNow's Time Sheet application enables continuous improvement in planning, as both time spent on operational work and strategic work can be measured and later optimized for future planning. ServiceNow's Time Sheet application is available both as a mobile application as well as in a desktop portal- while providing a unified experience for users. The Mobile Time Sheet app simplifies entering timecards anywhere anytime. Frequent timecard updates drive better resource alignment and planning using more accurate information.

This application enables team members to create, edit and submit their time cards while managers can easily assign a task to time cards users to log their hours as well as approve, reject, or recall time cards directly from their mobile devices or desktop portal. This simplicity and ease of accessing timecards encourages more frequent updates to time sheets which provides better visibility into the current week's timecard submission status as well as more accurate time tracking.

Project	Sun 15	Mon 16	Tue 17	Wed 18	Thu 19	Fri 20	Sat 21	Total
Projects (4 hrs)	-NA-	7 Hrs	3 Hrs	2 Hrs	-NA-	1 Hrs	-NA-	14
Project Tasks (4 hrs)								
Incidents (1 hr)								

Short description	Project time category	Resource plan	Sun 15	Mon 16	Tue 17	Wed 18	Thu 19	Fri 20	Sat 21	Total
Unable to send or receive emails.	None	RPLN0001016	0	4	0	0	0	0	0	4
Employee payroll application server is down.	None	None	0	0	0	0	0	1	0	1
Annual Comp Applic...	None	RPLN0001006	0	3	1	0	0	0	0	4

Managers view group tasks and allocated time cards for each team.

Task	Hours
2020-09-27	18 h

Task	Hours
	0

Task	Hours
	0

Task	Hours
	7

Managers can approve, reject or recall time cards using the Time Sheet Mobile App.

Get real-time, accurate time tracking

The simplicity of the dashboard and ease of accessibility with the mobile app encourages more frequent updates to time sheets which provides a more accurate view of status and time tracking. This leads to better budget management for resources.

Single view of all time cards for better planning

Project managers and resource managers can have one single dashboard of all time cards from different teams so they can approve, reject or recall time cards in bulk.

Fast time recording

Accommodating a large volume of employees and contract workers to report time accurately and quickly.

Integrate with open API

Built on the ServiceNow AI Platform, the Time Card application can integrate quickly and easily via Integration Hub using APIs thereby providing extended value to the data in your Government Off-The-Shelf (GOTS) and commercial off-the-shelf (COTS) systems.

ServiceNow IT Service Management

Slow, complex, and unreliable legacy IT solutions are slowing you down

Your enterprise asks a lot of your IT organization. But delivering exceptional IT services is infinitely harder when your legacy IT tools, systems, and processes can't keep up with the needs of the business. Your work day is regularly spent feeling frustrated and overwhelmed instead of evolving and innovating, leading to:

- Poor employee experiences riddled with manual processes, long resolution times, and disconnected tools and teams
- Wasted time, money, and productivity maintaining old systems that are incompatible with new technologies
- Unclear visibility into service performance, preventing your teams from using reliable data to address critical business needs

You need IT solutions that are fast, smart, and reliable

We know that when your IT works, your enterprise works. ServiceNow IT Service Management (ITSM) intelligently delivers resilient IT services on one AI platform for business transformation, helping IT organizations:

Elevate employee experiences and satisfaction

Boost staff productivity while reducing costs

Ensure service resilience while increasing business agility

Powered by one AI platform, one data model, and one architecture, ServiceNow ITSM automates core processes like incident, problem, knowledge, and change management. It also improves workforce and process effectiveness, simplifying decision-making using analytics and reporting. And the Now Platform® provides the foundation, revolutionizing how organizations automate and scale their IT service operations across the enterprise.

Results that deliver real value to your enterprise

Why do 85% of the Fortune 500 use ServiceNow ITSM? The data says its all:

68%

reduction in service maintenance¹

30%

increase in incident resolution productivity¹

30%

decrease in incident volume¹

Let's explore how our products make the world work better for everyone.

1. [Business Value of ServiceNow Service Operations \(2023\)](#)

accenture

Accenture

- Industry: Professional Services
- Location: Global
- Employees: 740,000

Challenges

- Siloed and complex IT infrastructure management platforms
- Disparate ITSM processes
- Unable to predict incidents before they impacted employees

Solutions

- IT Service Management
- IT Operations Management
- Now Platform®

Results

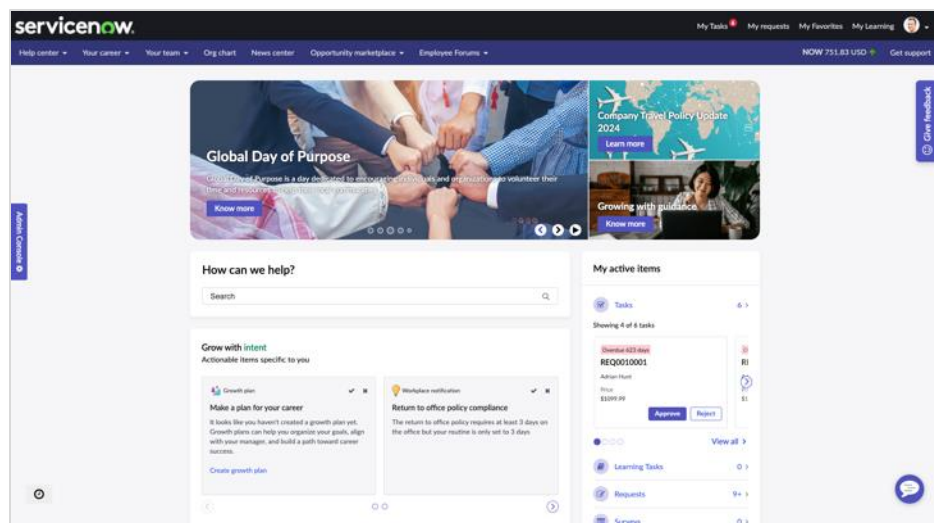
- 45% reduction in mean time to resolution (MTTR)
- <1 minute from alert to incident creation
- 97% of discoverable assets managed

CUSTOMER STORIES

Leading companies are choosing ServiceNow ITSM to make the world work

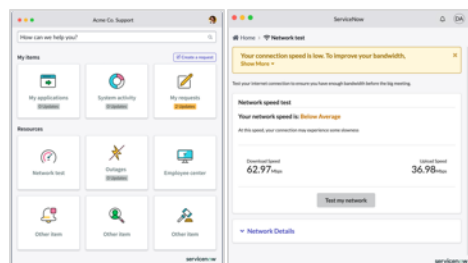
[Read More](#)

Elevate employee experiences and satisfaction



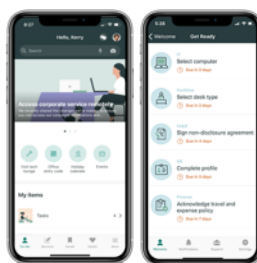
Employee Center Pro³

Allow managers and employees to request services from a unified portal to easily get help from IT, HR, finance, and other departments. Keep everyone engaged, productive, and informed about company news, updates, and resources.



Digital End-user Experience (DEX)³

Give employees 24/7 access to self-service tools for fast identification, diagnosis, and resolution of many IT issues. Monitor device and application data in real-time to proactively address service issues before they disrupt employees.



Now Mobile

Remove the friction of getting work done with Now Mobile, find answers and complete tasks across IT, HR, facilities, finance, legal, and other departments—all from a mobile app powered by the Now Platform[®].

PUT AI TO WORK FOR EMPLOYEES



Now Assist for ITSM² is our generative AI-powered application, elevating employee experiences with dynamic platform-native AI search and creating 24/7 self-service for employees to get support any time, anywhere, and on any device.

[Learn More](#)

NOW PLATFORM

The intelligent foundation for all ServiceNow products built on one AI platform, one architecture, and one data model to knock down silos, tame complexity, and make work flow.

[Explore Platform](#)



See how **ServiceNow ITSM** works for employees

[Now Assist for ITSM²](#)

[Employee Center](#)

[DEX³](#)

[Now Mobile](#)

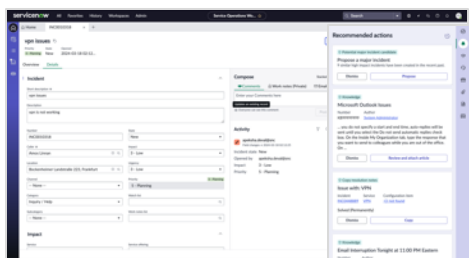
[Request Management](#)

[Walk-Up Experience](#)

2. Now Assist for ITSM is available for ITSM Pro and Enterprise customers

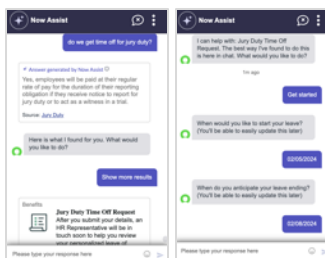
3. Available as add-on

Boost staff productivity while reducing costs



Service Operations Workspace (SOW)

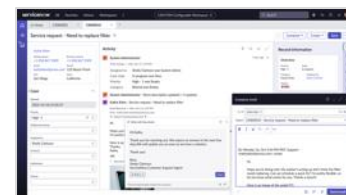
Solve issues faster with Service Operations Workspace. Agents and operators use one workspace to see complete issue context and relevant AI-powered recommendations to efficiently resolve issues quickly.



Virtual Agent

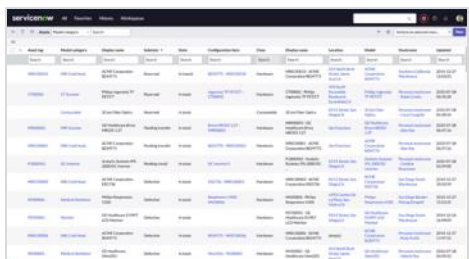
Resolve repetitive IT service tasks and requests quickly via Virtual Agent—an automated, conversational chatbot. Give employees 24/7 self-service, freeing IT staff to work on more meaningful tasks for greater team scalability and smarter resource spend.

PUT AI TO WORK FOR AGENTS



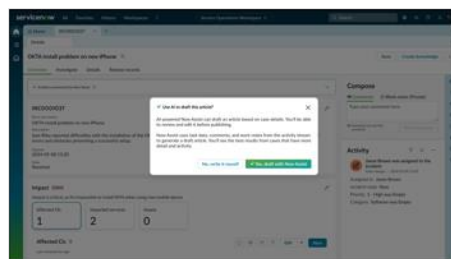
Now Assist for ITSM⁴ empowers agents to do their best work with AI-powered chat summarization, knowledge creation, and resolution note generation—purpose-built and trained on the Now Platform[®].

[Learn More](#)



Incident Management

Automatically assign incidents to the correct resolution group with Incident Management's machine learning. Bring together stakeholders to investigate issues and restore services swiftly with the Major Incident Management portal.



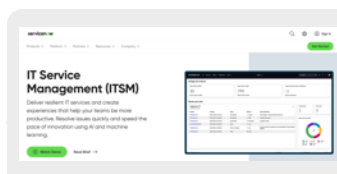
Knowledge Management

Use Now Assist⁴ and machine learning to create, share, and manage, contextual knowledge articles from across the organization, making them always available for staff and employees to increase self-service and boost productivity.

“

Given how fast ServiceNow is innovating and evolving, it's really exciting to see what will come next.

— Peter Tow, Executive Director of Strategic Project Implementation and Improvement, Western Sydney University | [Read More](#)



See how **ServiceNow ITSM** works for agents

[Now Assist for ITSM⁴](#)
[SOW](#)
[Virtual Agent⁵](#)
[Incident Management](#)

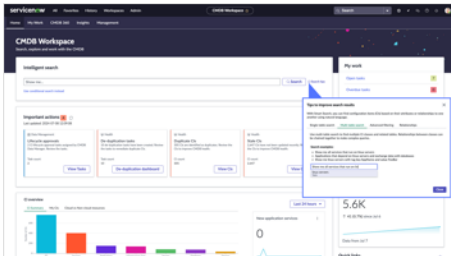
[Knowledge Management](#)
[Problem Management](#)
[Change Management](#)
[Asset & Cost Management](#)

[Dynamic Translation⁵](#)
[Predictive Intelligence⁵](#)

4. Now Assist for ITSM is available for ITSM Pro and Enterprise customers

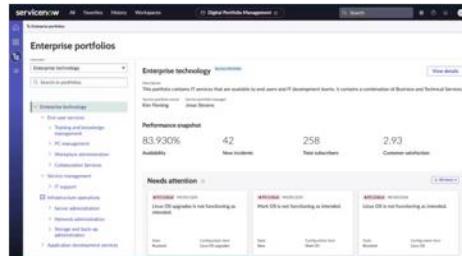
5. Available to ITSM Pro and ITSM Enterprise customers

Ensure service resilience while increasing business agility



Configuration Management (CMDB)

Consolidate IT data silos into a single system of record to observe how all assets and related services function. See the relationships of configuration items (CIs) and services to proactively manage the change impacts.



Digital Portfolio Management

Give application, service, and product owners a single UI to manage offerings across their lifecycle. See the bigger picture to make smart choices that improve service performance, manage risk and compliance, and deliver shared outcomes.

GET MORE FROM YOUR ITSM

ServiceNow ITSM Pro and Enterprise customers have access to additional applications that give more control for optimizing people, processes, data, and technology.

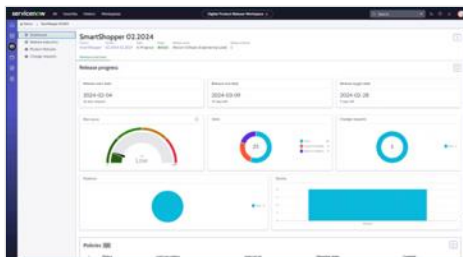
- [Performance Analytics](#)
- [Continual Improvement Management](#)
- [Process Mining](#)⁶
- [Workforce Optimization](#)⁶

Plans & Packages

BETTER TOGETHER

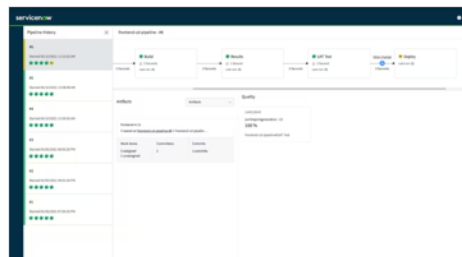
Unify IT services and operations on one AI platform

[Learn More](#)



Digital Product Release

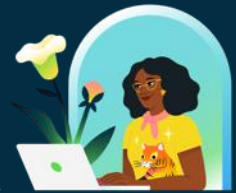
Empower product teams to plan and deliver new versions of software within guardrails defined by IT. Track every stage on one dashboard, and use customizable templates and out-of-the-box policies to automate release readiness.



DevOps Change Velocity

Collect and trace data from your DevOps planning, coding, testing and orchestration toolchain to provide visibility across the entire software delivery lifecycle, enabling a single view for both Development and Operations teams.

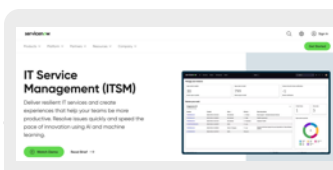
SEE HOW WE WORK



Watch Demo



[Read more reviews](#) on Gartner Peer Insights



See how **ServiceNow ITSM** works for developers and operators

[CMDB](#)
[Digital Portfolio Mgmt](#)
[Digital Product Release](#)
[DevOps Change Velocity](#)

[Benchmarks](#)
[Service Level Mgmt](#)
[Success Dashboard](#)
[Surveys & Assessments](#)

[Vendor Mgmt Workspace](#)

6. Available as a part of ITSM Enterprise or as individual add-ons to ITSM Professional