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# Now Platform

# San Diego release

## Upgrade Kit

Available in PowerPoint for presentation customization

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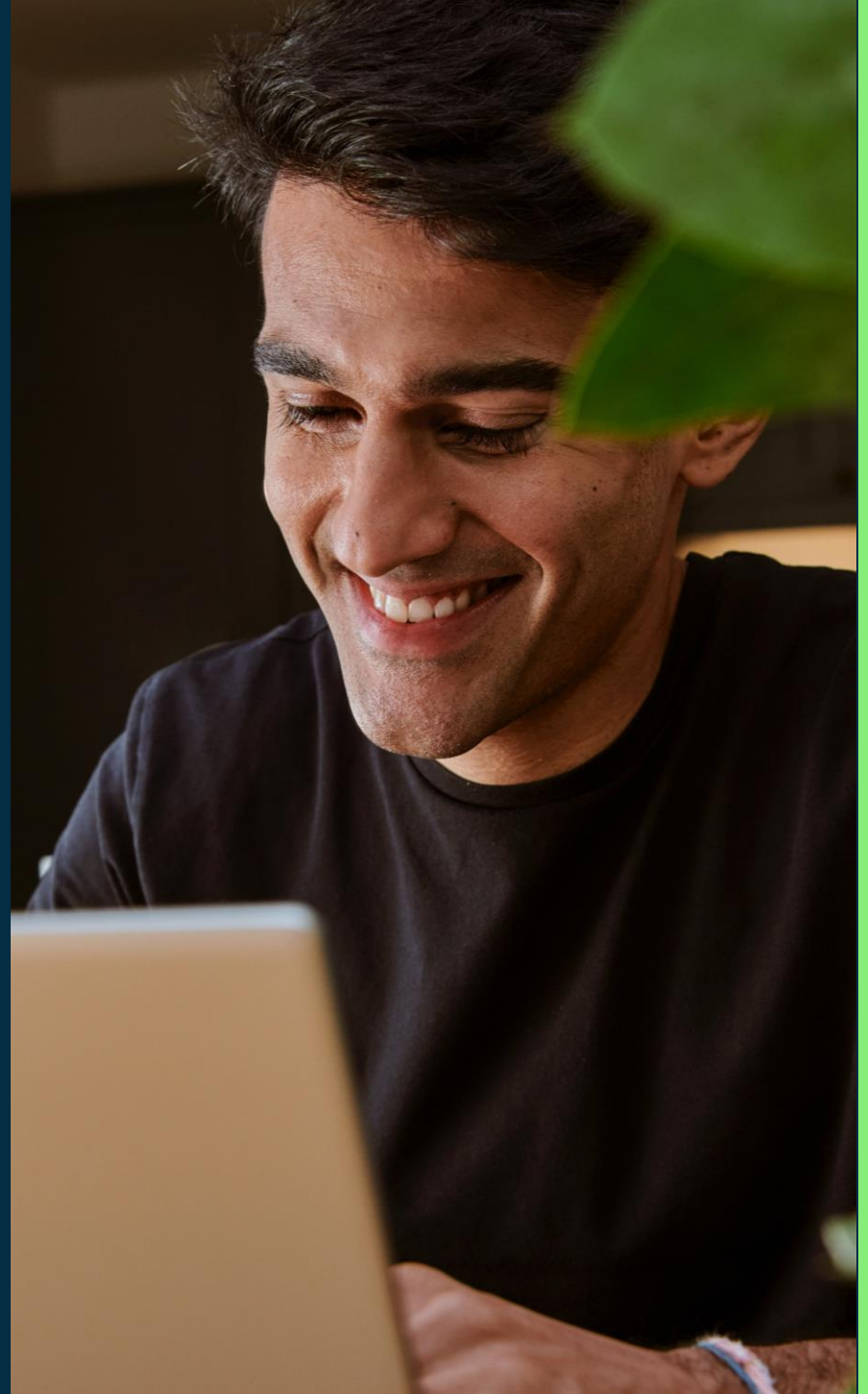
# Why an Upgrade Kit?

We created this upgrade kit to make it easy for you to learn about the exciting new features in the San Diego release.

**Here's what's included:**

- A ready-to-use presentation that will give you and your team an overview of the latest innovations
- A playlist of links and demos to help you get up to speed fast
- A complete list of resources to help ensure a seamless upgrade experience



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# Three ways to champion San Diego release innovations

## What you need to do

| | |
|---|---|
| 1 | Get ready to learn – Select the feature slides you want to focus on, access the notes, watch the demos, and read the blogs and product websites to get a deeper dive. |
| 2 | Get ready to share – Assemble the presentation by selecting the relevant slides and demos you want to use. Reorder the slides, don't revise. |
| 3 | Get ready to upgrade – Build a solid upgrade plan, identifying the best time to upgrade and tapping key resources to help make upgrades easier and faster. |

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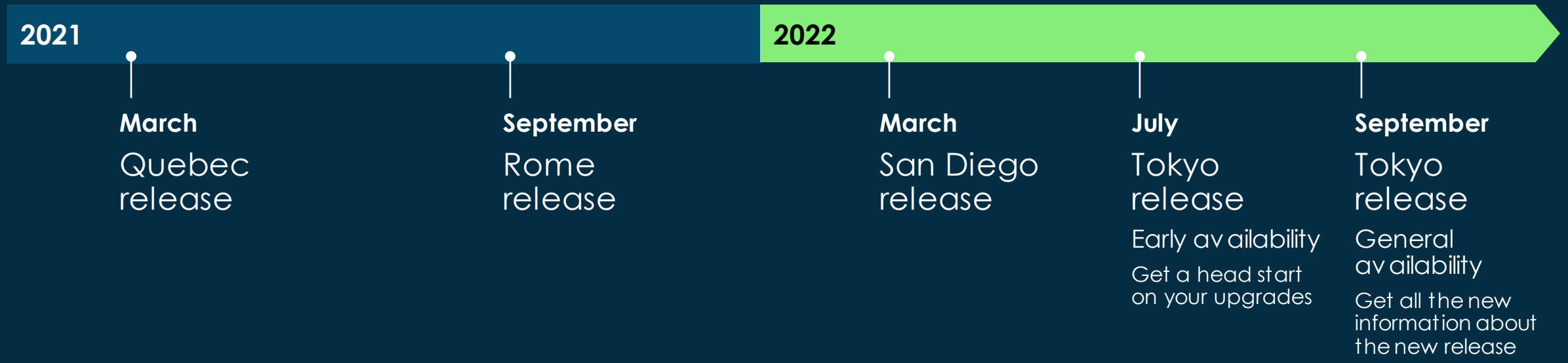
# Plan and schedule your upgrades

Get ready to upgrade to the San Diego release




## Understand your support entitlement

| Current version | Support entitlement | Upgrade to | By |
|---|---|---|---|
| Paris release | N-2 entitlement | Rome or San Diego | March 2022 |
| Quebec release | N-1 entitlement | Rome or San Diego | March 2022 |
| Quebec release | N-2 entitlement | San Diego or Tokyo | Sept 2022 |
| Rome release | N-1 entitlement | San Diego or Tokyo | Sept 2022 |

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# Now Platform San Diego release

The San Diego release adds new levels of productivity, automation, and innovation—wherever work happens—with the Next Experience on the Now Platform®

## Revolutionize work with smarter experiences on the Now Platform

**Next Experience** introduces modern, intuitive, and personalized workspaces that engage teams and supercharge workforce productivity on the single platform for digital business

## Automate and connect anything to ServiceNow

Automate UI actions and connect ServiceNow to modern *and* legacy systems with RPA, integration, and process automation—all on a single platform with **Automation Engine**

## Accelerate value with purpose-built industry solutions

Modernize **Insurance** operations to create relationships that last

Create transparent, repeatable processes for **Banking** that save time and costs

Launch services quickly and streamline ecosystem experiences for **Technology** and **Telecom**


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# Top San Diego release innovations

**Now Platform**

Next Experience | Cloud Encryption

## Customer experience

CSM Configurable Workspace

Dispatcher Workspace with Contractor Management

## Technology excellence

Digital Portfolio Management

Cloud Operations Workspace

Major Security Incident Management

IT Asset Offboarding (HAM and SAM)

## Employee experience

HR Agent Workspace

Mobile Wayfinding

## Operating excellence

Legal Executive Dashboard

Risk and Compliance Workspaces

Enterprise-wide ESG solutions

Alignment Planner Workspace

## Build and automate

Automation Engine

**Industries** Financial Services for Banking and Insurance | Technology Provider and Telcom


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# Get up to speed fast on the San Diego release

Fact Sheet

San Diego Release Blog

Community (complete listing of blogs)

San Diego Release Notes

Upgrade to the San Diego Release Blog

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# Table of Contents

Click the buttons to go directly to the section/s relevant to you

Now Platform®

Customer Experience

Technology Excellence

Employee Experience

Operating Excellence

Build and Automate

Industries

Get Ready to Upgrade

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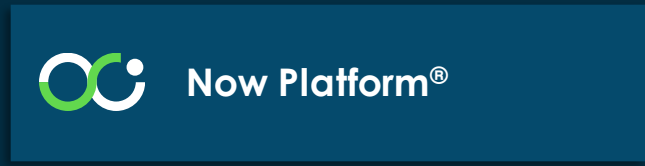
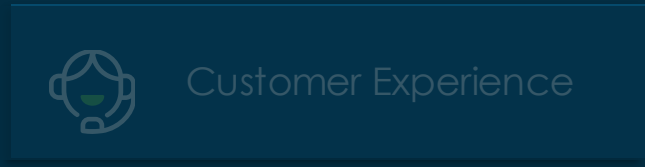
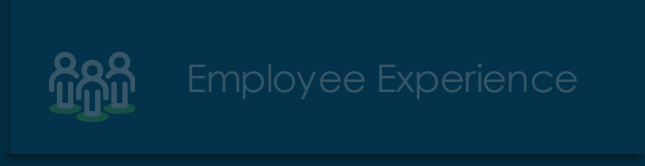
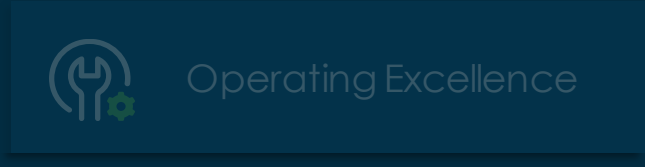
# Now Platform

| | | | | |
|---|---|---|---|---|
| Next Experience | Now Intelligence | Mobile | Platform security | Platform foundation |





Demo

# What's new from Next Experience?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Next Experience** | **Drive workforce productivity with configurable workspaces**<br>Next Experience introduces a modern, intuitive, context-aware web experience that engages service delivery teams and supercharges productivity. |

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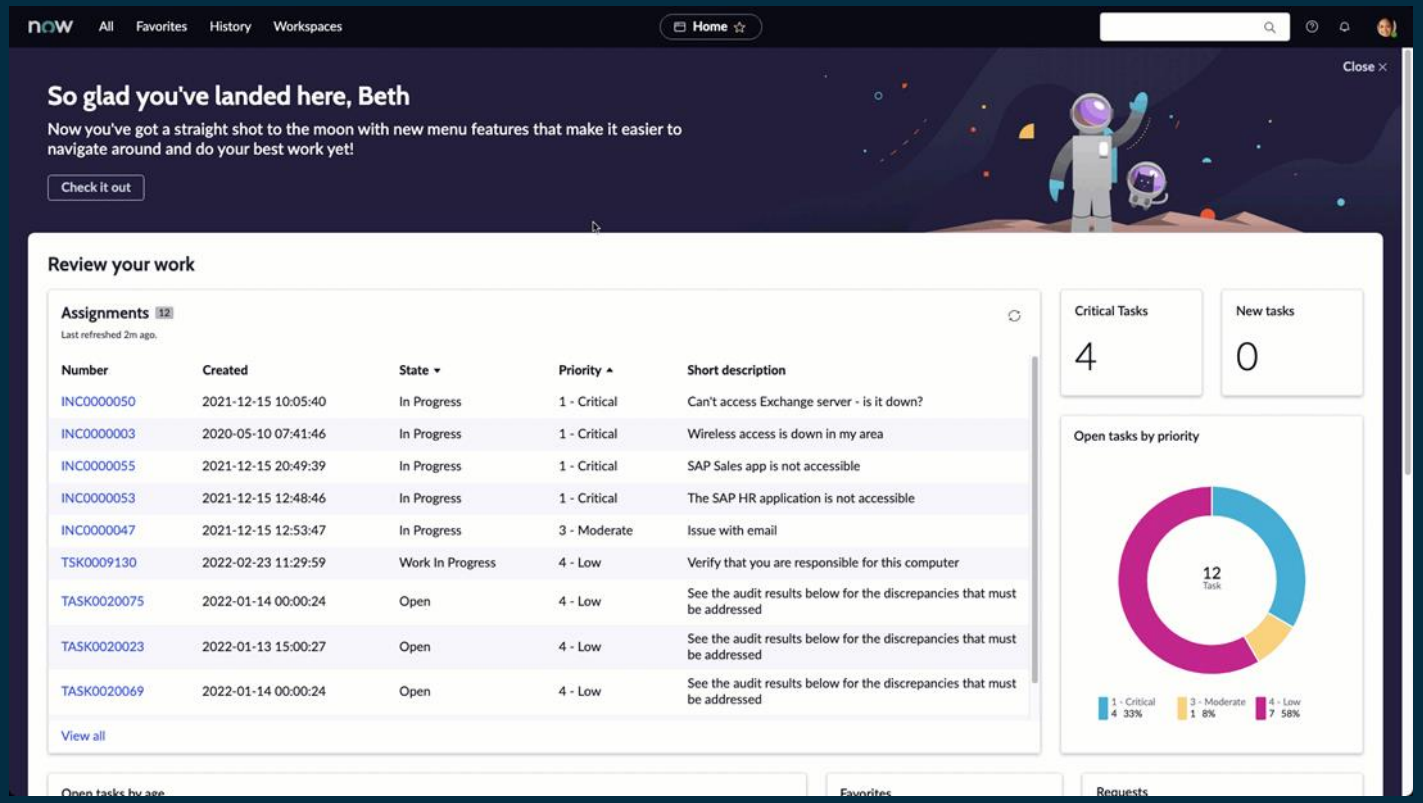
# Next Experience

## Modernized look and feel, unified navigation




### Drive workforce productivity with purpose-built workspaces

1. Empower service delivery teams with targeted tools and information
2. Bring together platform apps with unified engagement
3. Set preferred work mode, such as light or dark, to reduce eye strain and enhance productivity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Blog

# What's new from Now Intelligence?

## Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **AI Search enhancements** | **More relevant, personalized experiences to delight customers**<br>Surface answers quickly and efficiently from multipage articles and knowledge bases with AI Search. Reduce MTTR and improve agent productivity with a unified search experience. Resolve language regionalization to improve the search experience for international users. |
| **NLU Workbench enhancements** | **Greater support and accuracy for enhanced user experience**<br>Simplify model creation with the ability to create models via .CSV import or pre-built models—or start from scratch. Increase awareness and visibility with a guided experience for tuning NLU models for optimal performance. Enable continual learning of NLU models with Expert Feedback Loop by providing feedback on end-user utterances. |
| **Virtual Agent enhancements** | **Modernized admin experiences for delivering new insights**<br>Admin Console: Configure and manage both virtual and human agents from a single, modern console.<br>Topic Recommendations: Deliver tailored recommendations with greater precision via new data sources<br>Conversational Analytics: Analyze user behavior with insights into click metrics. |
| **Agent Chat enhancements** | **Better resource agents to give users peace of mind**<br>Universal capacity: Define and manage an agent's workload across all service channels.<br>Sensitive data masking: Transmit sensitive data securely with intelligent masking of your messages.<br>Profanity filtering: Configure this feature to your preferences to automatically hide and monitor profanity. |


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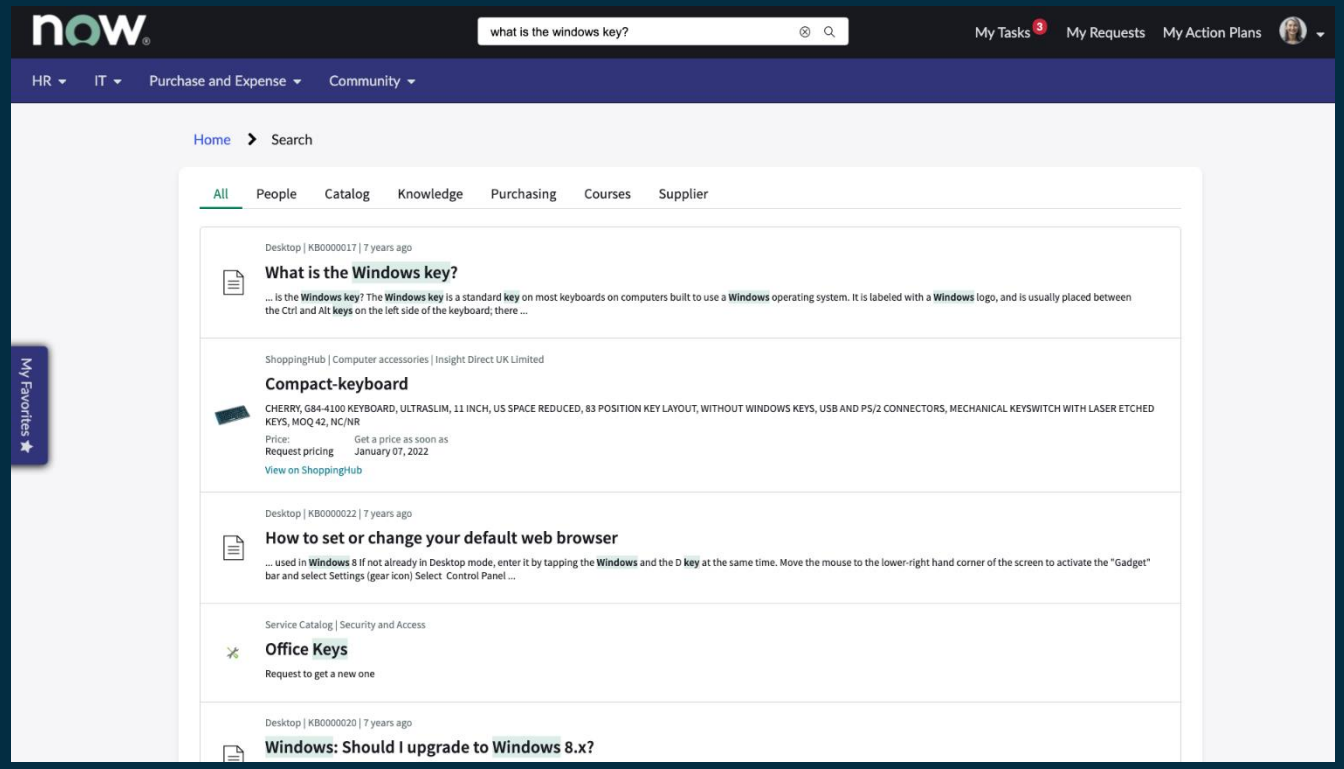
# AI Search enhancements




## More relevant, personalized experiences to delight customers

1. Surface answers quickly and efficiently from multipage articles deep in knowledge bases using AI Search
2. Reduce MTTR and improve agent productivity with a unified search experience
3. Resolve language regionalization to improve the search experience for international users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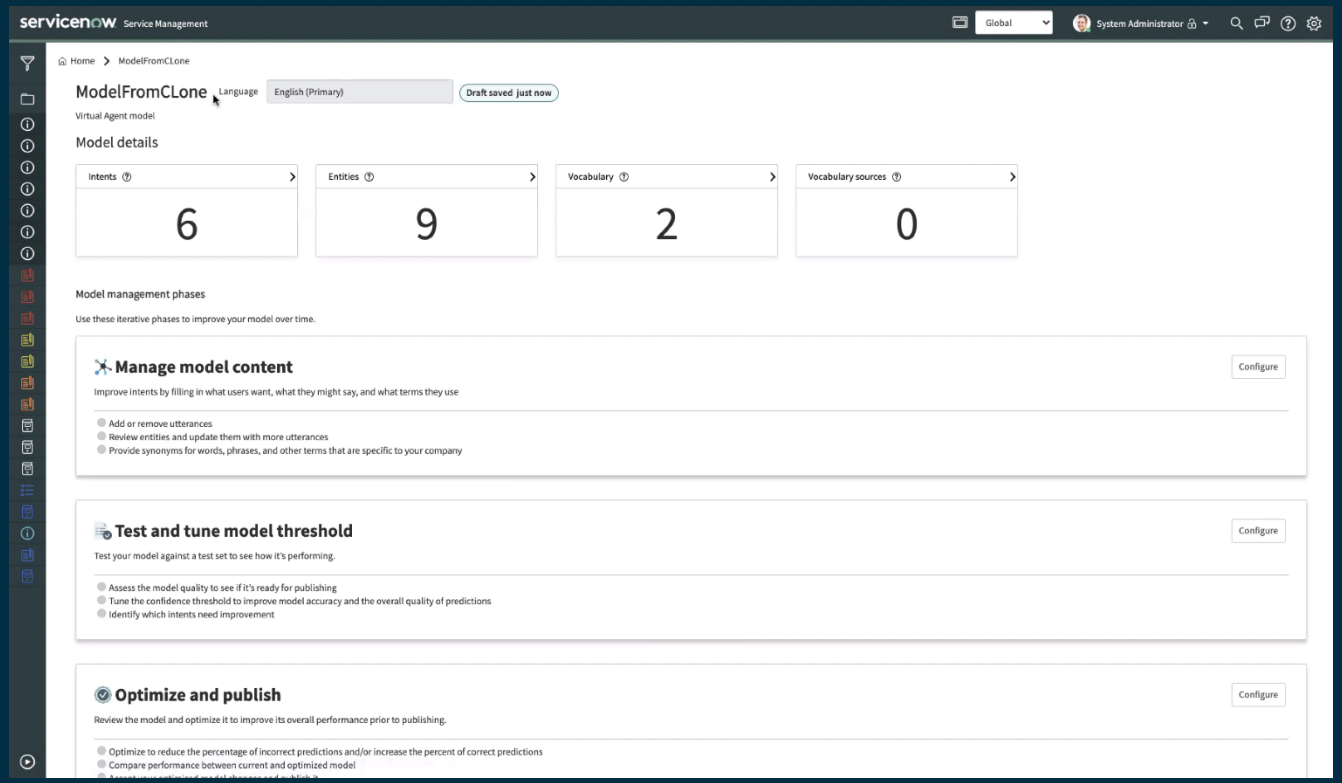
# NLU Workbench enhancements




## Greater support and accuracy for enhanced user experience

1. Simplify model creation with the ability to create models via .CSV import or pre-built models—or start from scratch

2. Increase awareness and visibility with a guided experience for tuning NLU models for optimal performance

3. Enable continual learning of NLU models with Expert Feedback Loop by providing feedback on end-user utterances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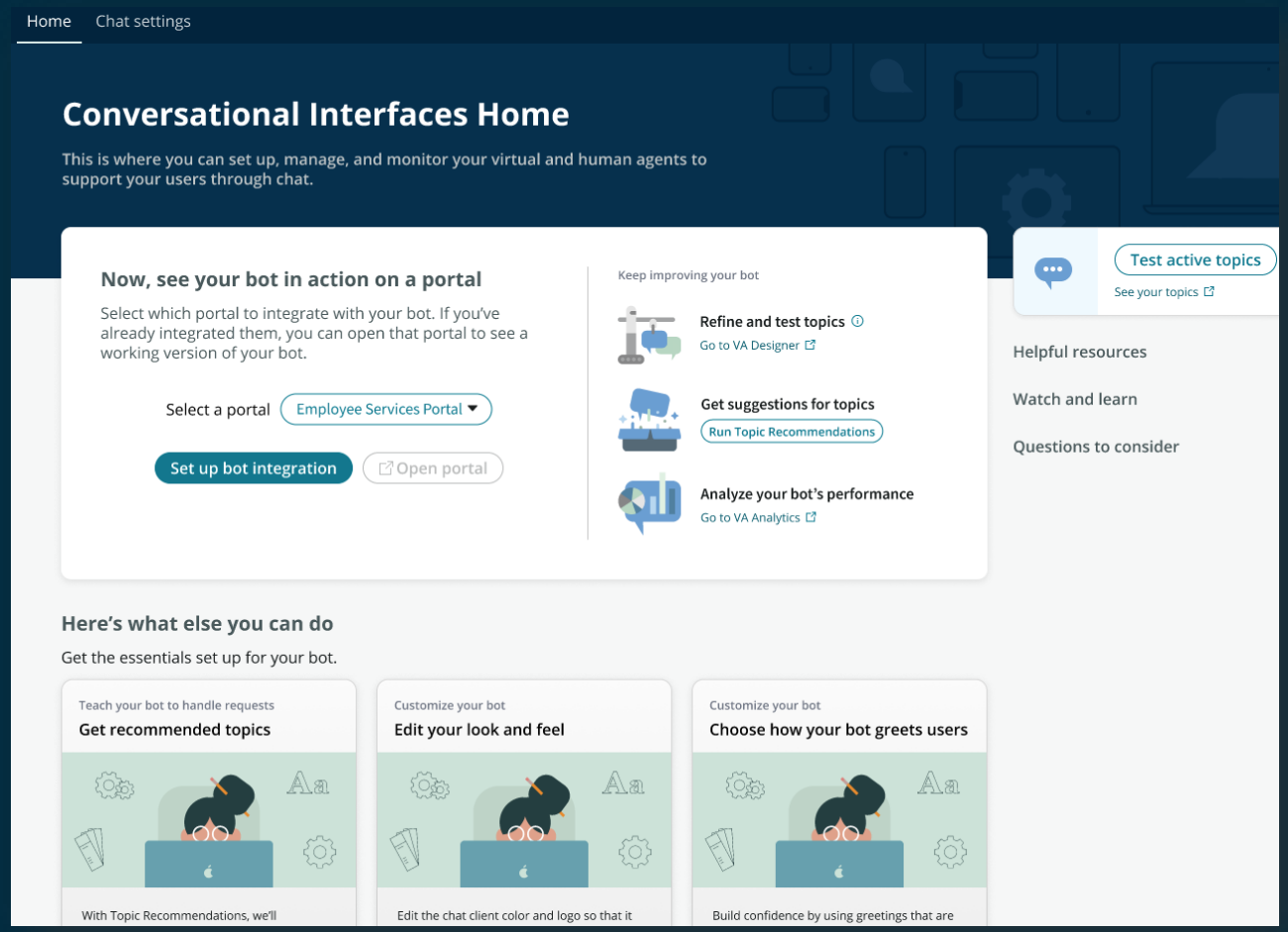
# Virtual Agent enhancements




## Modernized admin experiences for delivering new insights

1. **Admin Console:** Configure and manage both virtual and human agents from a single, modern console
2. **Topic Recommendations:** Deliver tailored recommendations with greater precision via new data sources
3. **Conversational Analytics:** Analyze user behavior with insights into click metrics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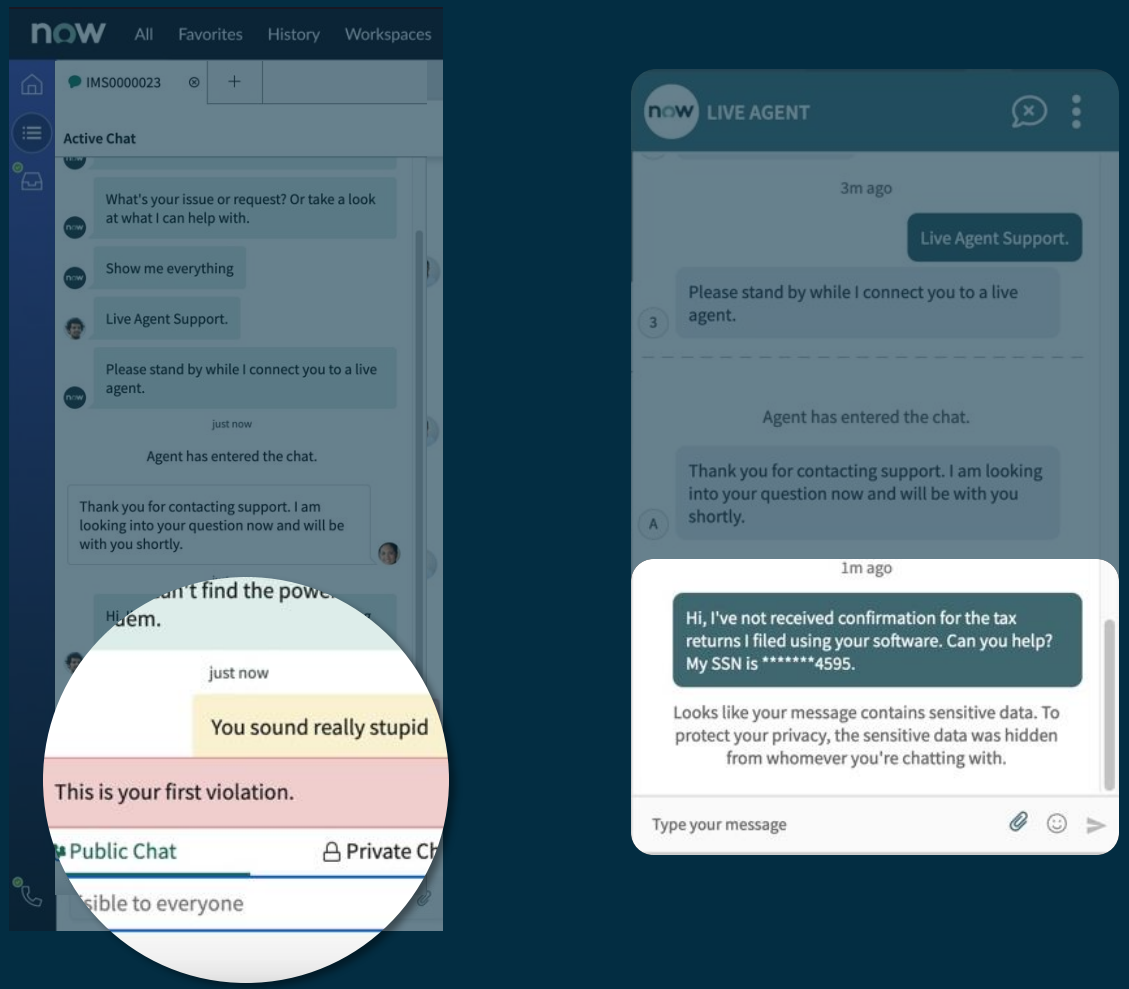
# Agent Chat enhancements




## Better resource agents to give users peace of mind

1. **Universal capacity:** Define and manage an agent's workload across all service channels
2. **Sensitive data masking:** Transmit sensitive data securely with intelligent masking of your messages
3. **Profanity filtering:** Configure this feature to your preferences to automatically hide and monitor profanity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Blog

# What's new from Mobile?

## Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Mobile UI enhancements** | **Personalize mobile experiences with a modernized look and feel**<br>Engage users with embedded videos in mobile cards. Tailor menus to your users with increased configuration flexibility and iPad OS support. Enrich buttons with custom images, icons, or labels. |
| **Mobile Usability enhancements** | **Create engaging everyday experiences with native functionality**<br>Navigate dynamic maps to find and reserve assets across your organization. Help ensure users have the most up-to-date information with automatically refreshing screens that display the latest content. Create seamless login experiences across multiple SSO providers, including Google and Microsoft. |
| **Mobile App builder and Mobile Card builder enhancements*** | **Rapidly build and configure mobile apps**<br>Build and configure all mobile components in a single, intuitive interface. Organize and navigate your mobile configuration panels to reduce clicks and confusion. Receive clear, insightful notifications if errors occur while configuring mobile cards. |

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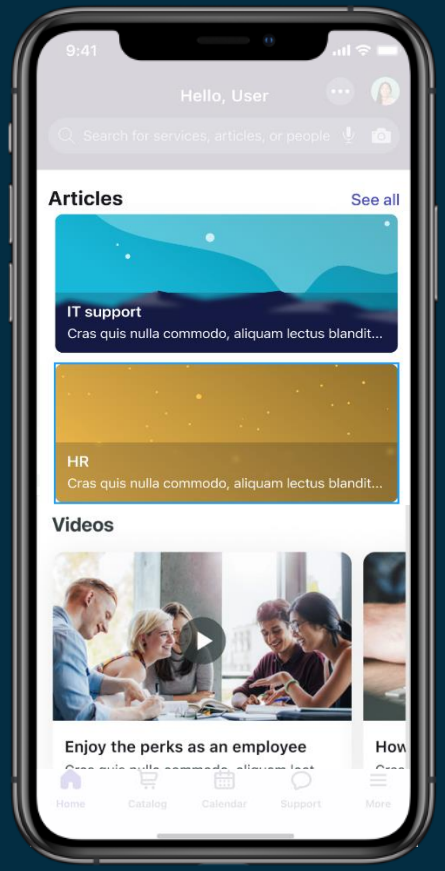
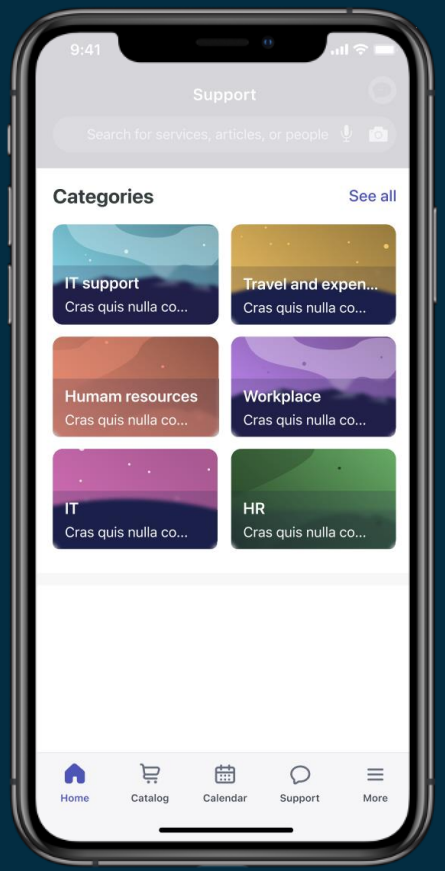
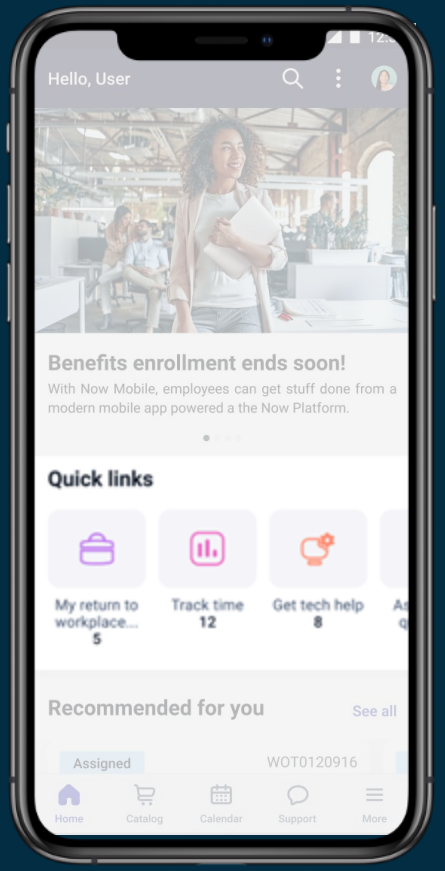
# Mobile UI enhancements




Mobile views




Item sections




Icon sections

## Personalize mobile experiences with a modernized look and feel

1. Engage users with embedded videos in mobile cards
2. Tailor menus to your users with increased configuration flexibility and iPad OS support
3. Enrich buttons with custom images, icons, or labels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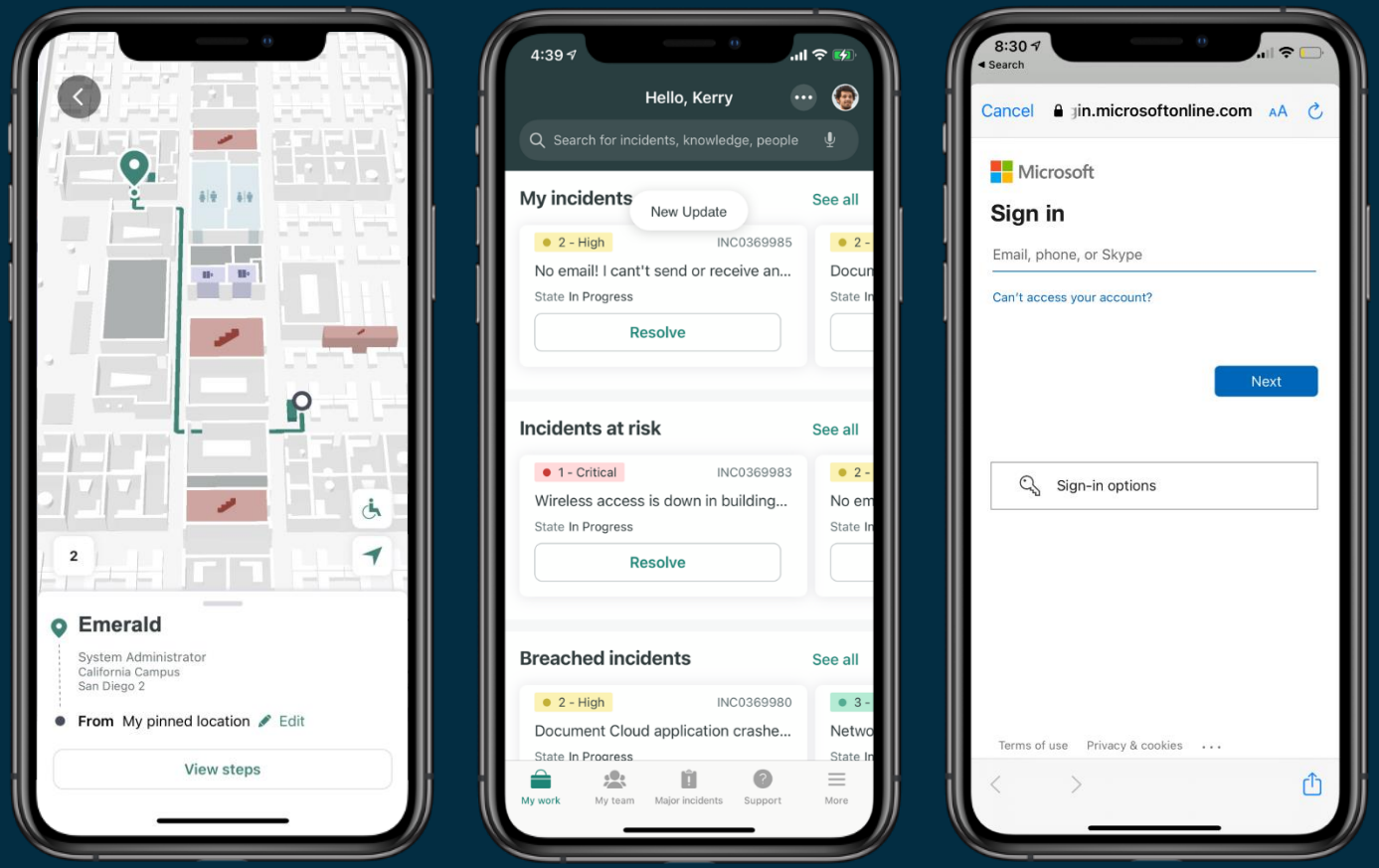
# Mobile usability enhancements




## Create engaging everyday experiences with native functionality

1. Navigate workplaces using interactive maps to find and reserve places
2. Help ensure users have the most up-to-date information with automatically refreshing screens that display the latest content
3. Create seamless login experiences across multiple SSO providers, including Google and Microsoft

Workplace Space Mapping requires a separate third-party license agreement with Mappedin.

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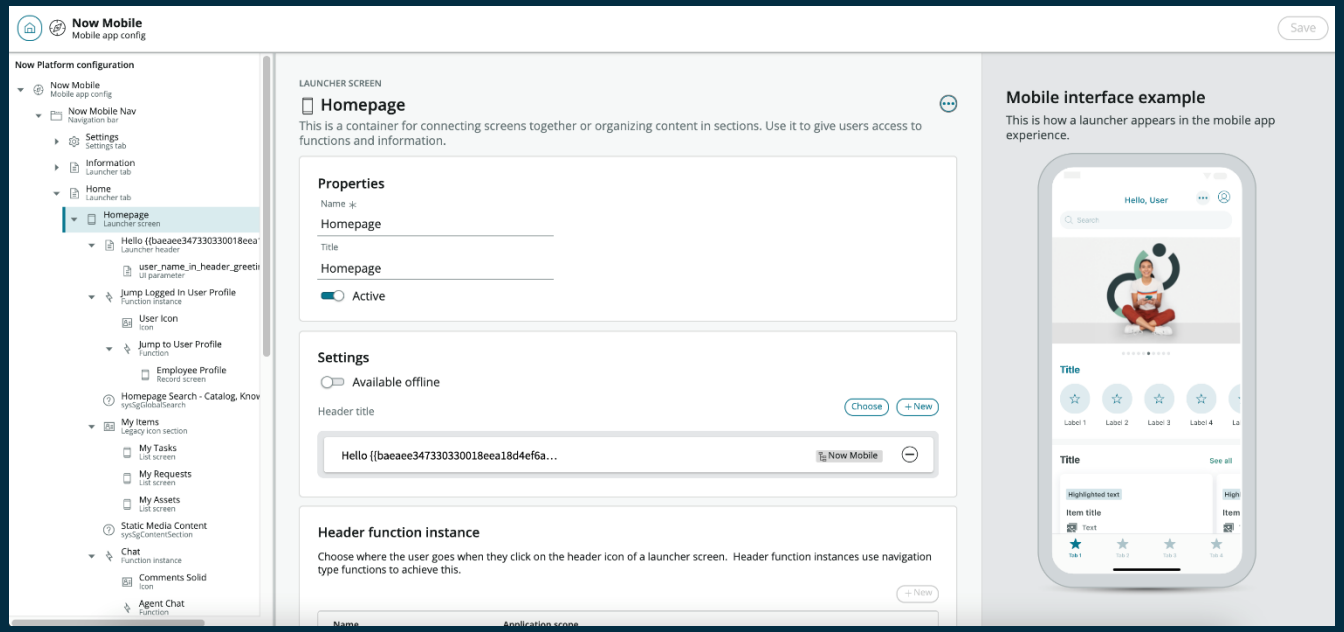
# Mobile App Builder and Mobile Card Builder enhancements




## Rapidly build and configure mobile applications

1. Build and configure all mobile components in a single, intuitive interface
2. Organize and navigate your mobile configuration panels to reduce clicks and confusion
3. Receive clear, insightful notifications if errors occur while configuring mobile cards

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# What's new from Platform Security?

## Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Cloud Encryption** | **Protect data at rest across the infrastructure layer**<br>Encryption is regarded as one of the most effective components within the organization's cybersecurity strategy. Cloud encryption transforms data from its original plain text format to an unreadable format, such as ciphertext, before it is transferred to and stored in the cloud. |
| **System for Cross-domain Identity Management (SCIM)** | **Manage user identities more easily in cloud-based applications and services**<br>SCIM is a standard for automating the exchange of user identity information between identity domains or IT systems. SCIM synchronizes user information between multiple applications and is fantastic for streamlining processes while also reducing mistakes and data inconsistencies between identity ecosystems. |
| **PCI Configuration Controls Score** | **Increase customer confidence in their PCI-DSS compliance**<br>Payment Card Industry (PCI) Configuration Control Score allows customers to monitor and understand how secure their instances are as they pertain to PCI environments. PCI is a set of security standards designed to ensure that all companies that accept, process, store, or transmit credit card information maintain a secure environment. |

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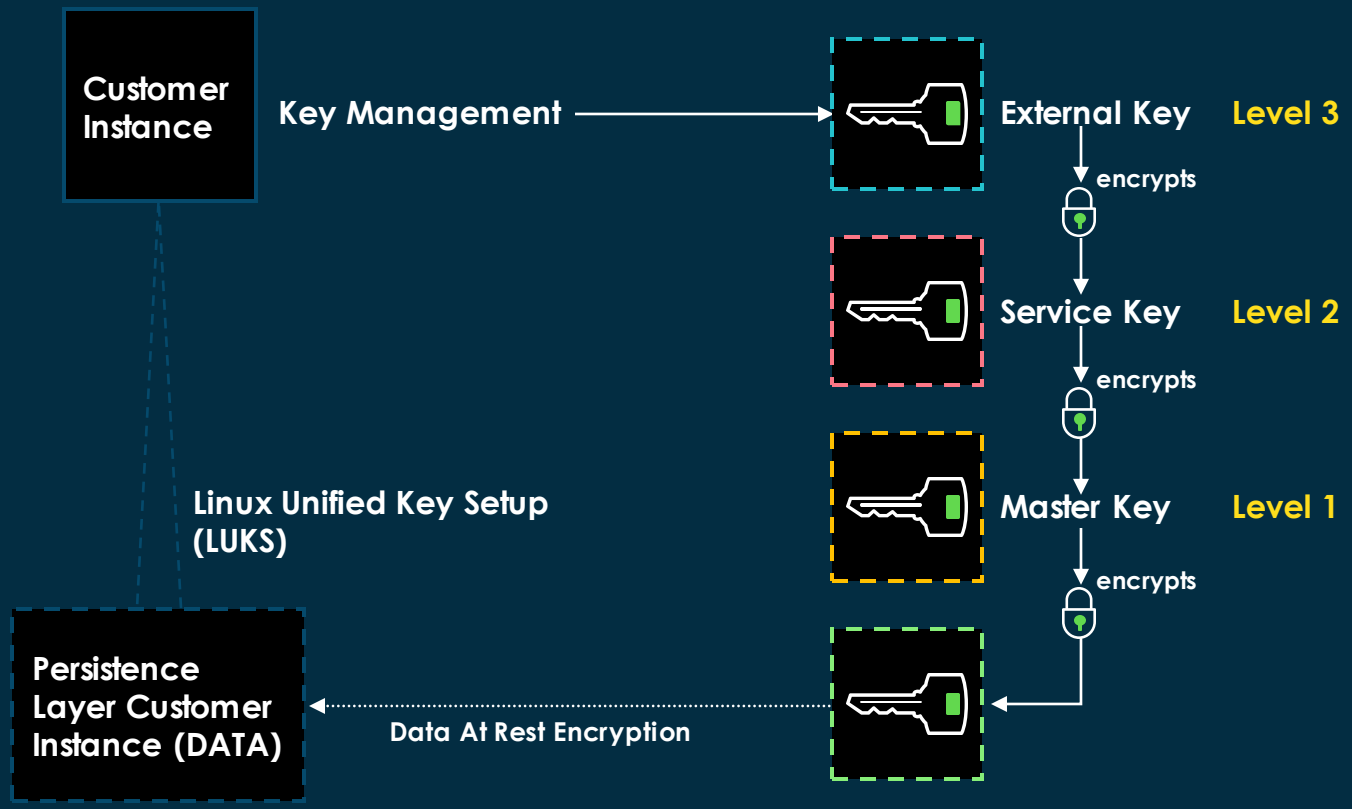
Demo

# Cloud Encryption




## Protect data at rest across the infrastructure layer

1. Protect sensitive data with high performance AES 256-bit encryption to help ensure compliance
2. Choose the "bring your own key" option for added control and security combined with a simple and intuitive key lifecycle management UI
3. Use the data agnostic solution that supports MariaDB for now and will support other systems, including PostgreSQL, in the future

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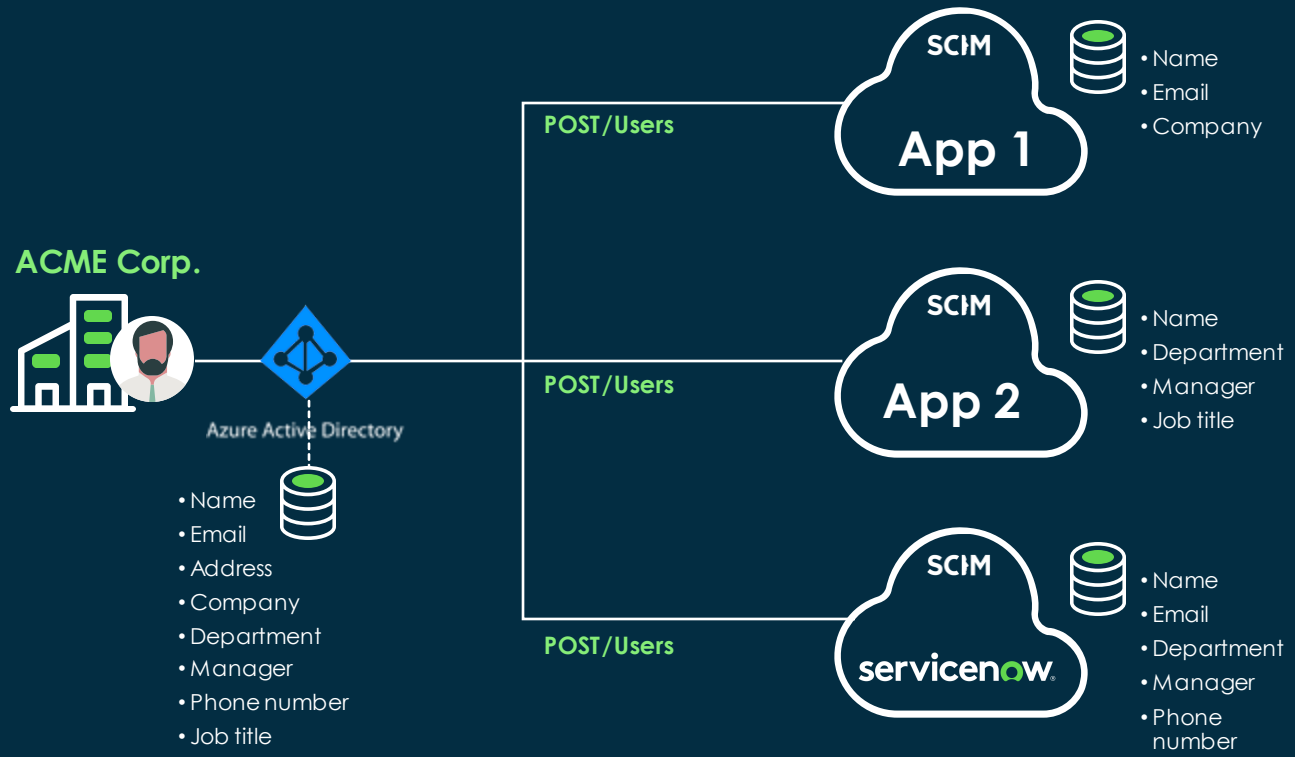
# System for Cross-domain Identity Management (SCIM)




## Manage user identities more easily in cloud-based apps and services

1. Simplify interoperability and integration with identity management systems, such as Azure Active Directory, Okta, and others, using a standard-based solution
2. Centralize identity management and reduce operational costs by automatically syncing data to save time and reduce manual errors
3. Automate provisioning using simple REST APIs with a "user to group" relationship

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# PCI Configuration Controls Score

## Increase customer confidence in their PCI-DSS compliance

1. Track and manage security configurations easily with a simple, intuitive user interface
2. Make changes quickly and efficiently in one place while minimizing errors
3. Access this premium feature at no additional cost


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# What's new from Platform Foundation?

## Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Application Insights** | **Visualize and monitor ServiceNow instance performance**<br>ServiceNow instance administrators need to proactively monitor instance performance. Application Insights, available on the ServiceNow Store, allows admins to visualize performance trends, see correlated events, and get quick access to resources to take corrective action. |

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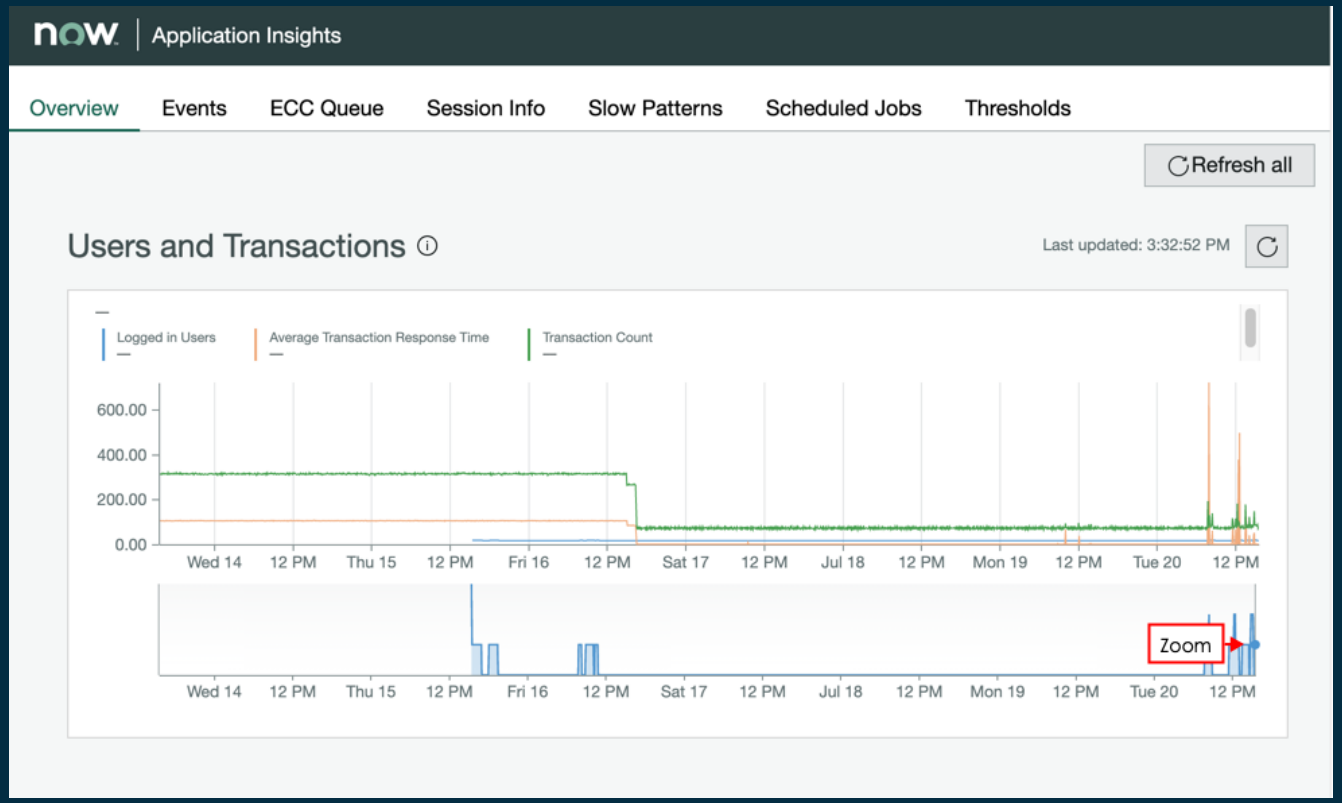
# Application Insights




## Visualize and monitor ServiceNow instance performance

1. Monitor key metrics with multiple breakdowns
2. Drill down on metrics to determine the potential root cause of issues
3. Create alerts and notifications based on configurable thresholds

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# Customer Experience

Customer Service Management

Field Service Management


Now Platform®

Customer Experience

Technology Excellence

Employee Experience

Operating Excellence

Build and Automate

Industries

Get Ready to Upgrade

Blog

# What's new from Customer Service Management?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **CSM Configurable Workspace on Next Experience** | **Drive agent productivity with a modern visual design and unified navigation**<br>Improve readability and reduce eye strain and scrolling by setting preferred work mode, such as light/dark, expanded/compact. Drive adoption and shorten learning time by making UI16 and workspace record views visually similar. Control component themes at a granular level to support corporate branding. Navigate seamlessly between UI16 and CSM Configurable Workspace or Agent Workspace, mark favorites, and leverage navigation history. |
| **UX Analytics for CSM Configurable Workspace** | **Monitor workspace usage and grow adoption with User Experience Analytics**<br>Give administrators component-level insight into feature adoption, usage, and bottlenecks of configurable workspaces. Monitor usage, such as page views and average duration, to continually improve workspace experience. |
| **Order Management** | **Improve operational and agent efficiency and CSAT with better order visibility**<br>Capture orders automatically from third-party systems. Enable agents to capture, monitor, and fulfill orders. Give customers visibility to track orders via the portal. |
| **Case Management: Language detection** | **Detect language using AI and reduce case resolution time**<br>Reduce need to rely on language-specific email inboxes or portals. Route cases to agents with the right language skills using Advanced Work Assignment (AWA) to minimize reassignments. Configure relevant language-based actions, like recommending similar KB articles. |

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Blog

# What's new from Customer Service Management?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Case Management: Customer access management** | **Enable related parties to track cases to improve CX and efficiency**<br>Allow related parties to track and collaborate on cases. Enable agents to establish contacts for specific products and services, and automatically grant access to cases based on that relationship. Improve speed of delivery with no-code setup. |
| **Engagement Messenger: Asynchronous Chat** | **Increase satisfaction by continuing chat conversations asynchronously over time**<br>Enable guests and authenticated users to continue web chat conversations over several days. Allow agents to respond asynchronously without losing context of earlier messages. Notify customers of unread messages, with a message preview and count. |
| **Sensitive data handling** | **Protect customers by masking sensitive data**<br>Mask sensitive data in messages originating from the customer in live agent and virtual agent conversations. Block agent messages containing sensitive data. Provide an automated, configuration-based approach to increase compliance by defining sensitive data (credit card or account numbers, HIPAA info, etc.) and how it should be handled. |
| **Profanity filtering** | **Improve profanity filtering with greater configurability and real-time alerts**<br>Alert supervisors when agents use inappropriate language in customer interactions. Configure keyword lists and supervisor alerts. Block profane language by agents in real time. |
| **Integration Spokes** | **Deliver more effective service and better customer experiences by integrating with systems of record**<br>Digitize complex processes end to end and improve agent productivity with integrations to Qualtrics, Microsoft Dynamics, Oracle EBS,SAP ECC, SAP 4HANA, and Microsoft Teams Graph. |

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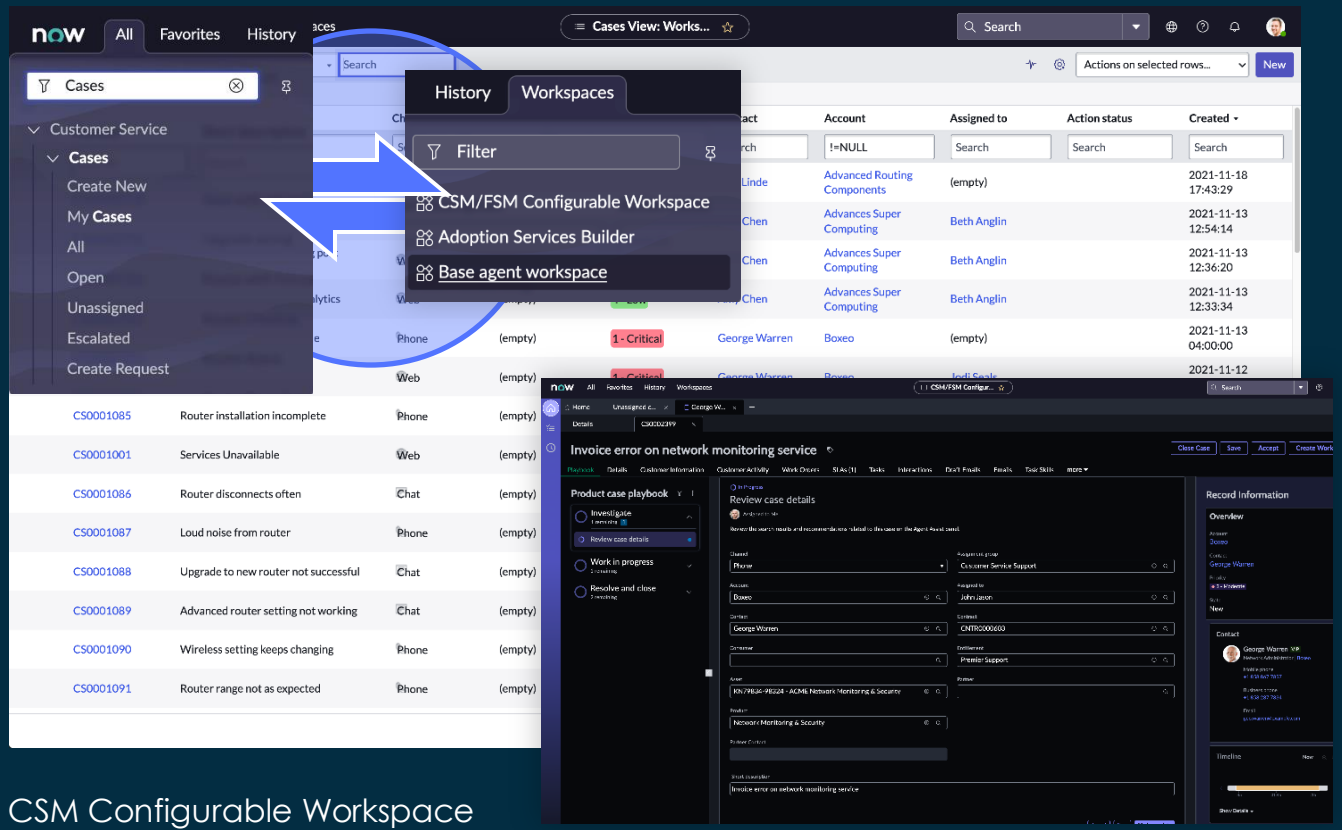
Demo

*Next Experience*

# CSM Configurable Workspace

## Modernized user experience and unified navigation




CSM Configurable Workspace with dark theme

## Drive agent productivity with modern visual design

1. Enhance productivity by using compact mode to make better use of space and reduce scrolling
2. Improve readability and reduce eye strain by setting the preferred work mode, such as light or dark
3. Navigate seamlessly across user interfaces, mark favorites, and leverage navigation history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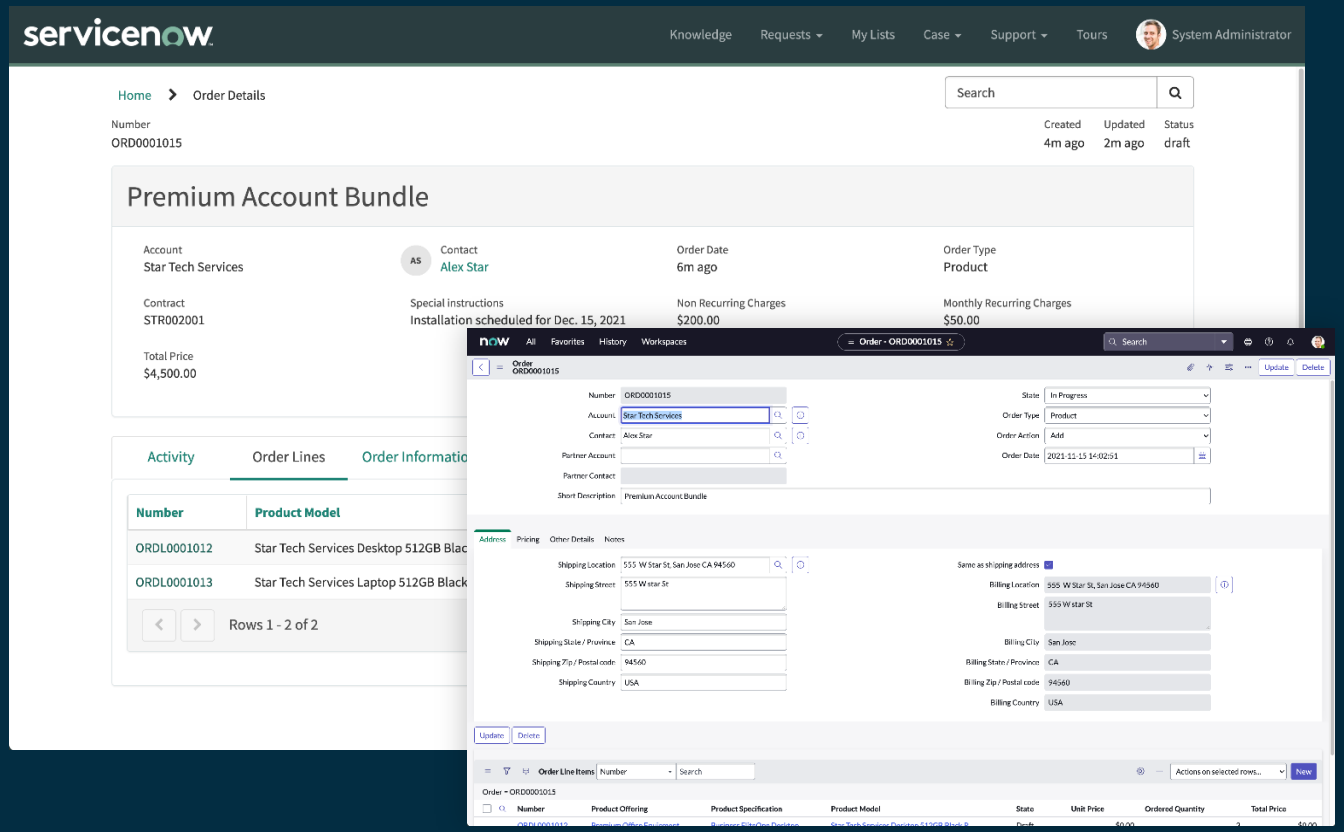
Demo

# Order Management







## Capture and monitor orders

1. Capture orders automatically from third-party systems
2. Enable agents to capture, monitor, and fulfill orders
3. Give customers visibility to track orders via the portals



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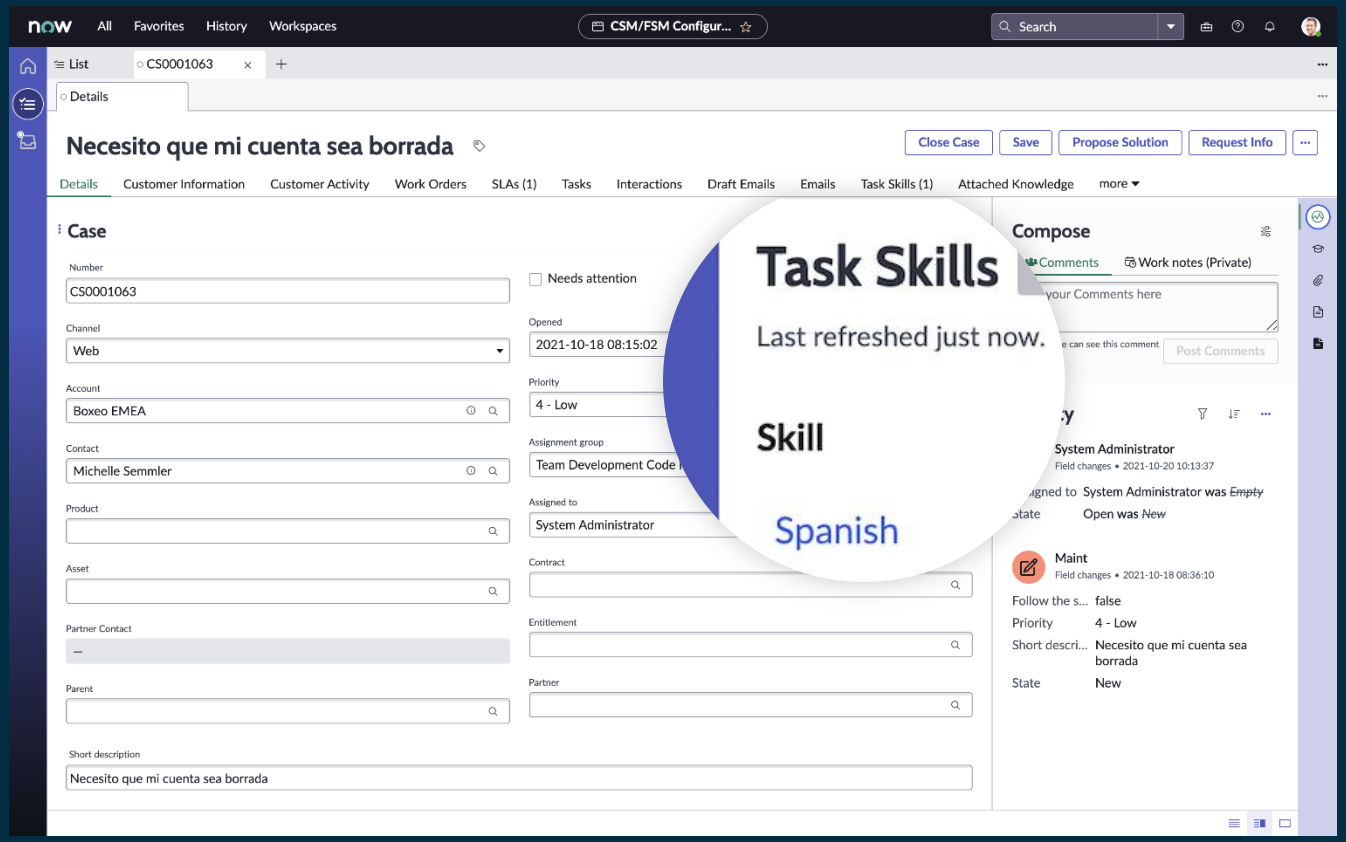
# Case Management

*Next Experience*

## Language detection




## Detect language using AI and resolve cases fast

1. Lower costs by reducing need to rely on language-specific email inboxes and portals
2. Route cases to agents with the right language skills using Advanced Work Assignment to reduce reassignments
3. Trigger relevant actions, such as recommending similar KB articles based on language



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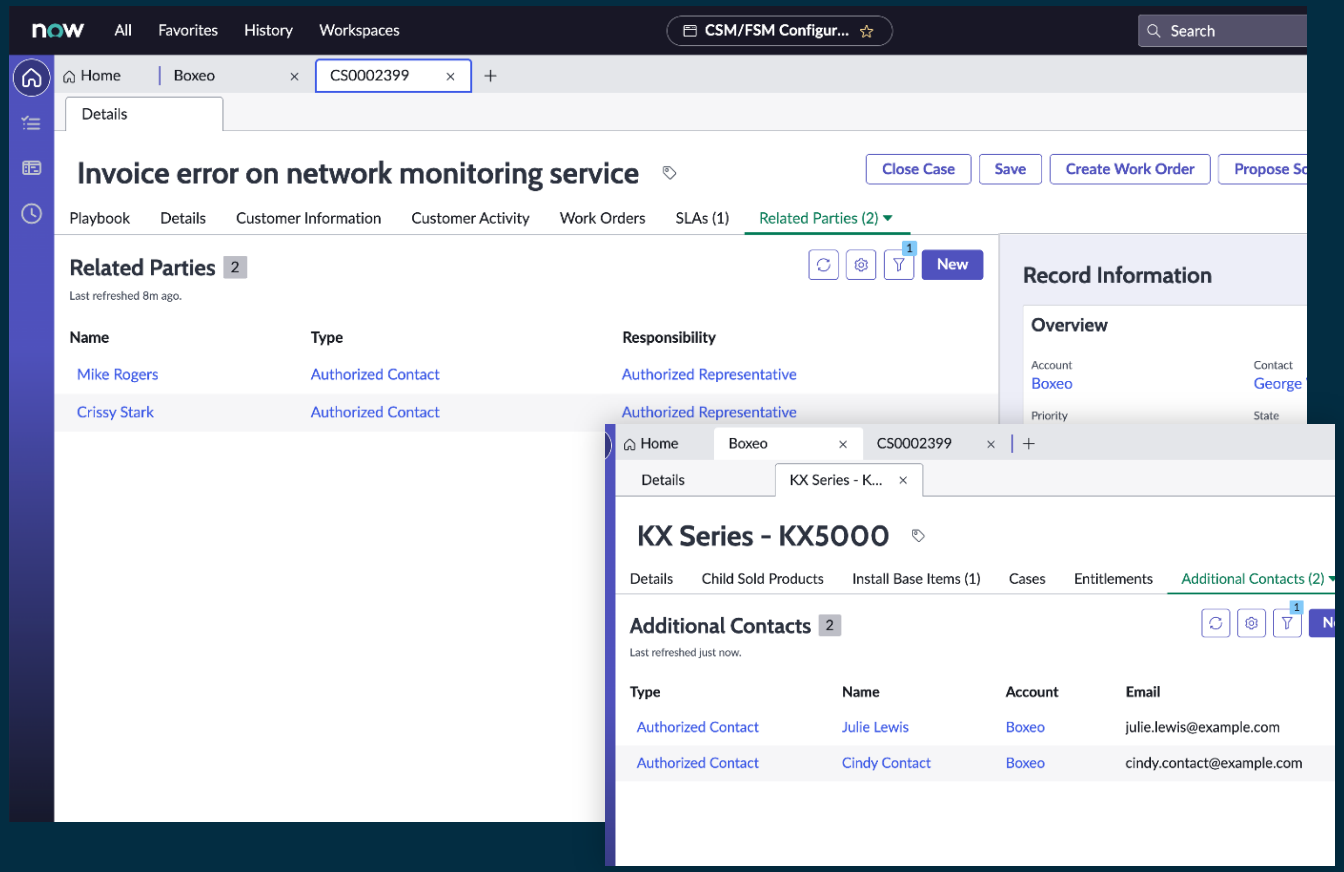
# Case Management *(continued)*

*Next Experience*

## Customer access management




**Enable case tracking by related parties to improve CX and efficiency**

1. Allow related parties to track and collaborate on cases
2. Establish contacts for specific products and services, and grant access to cases automatically
3. Improve speed of delivery with no-code setup

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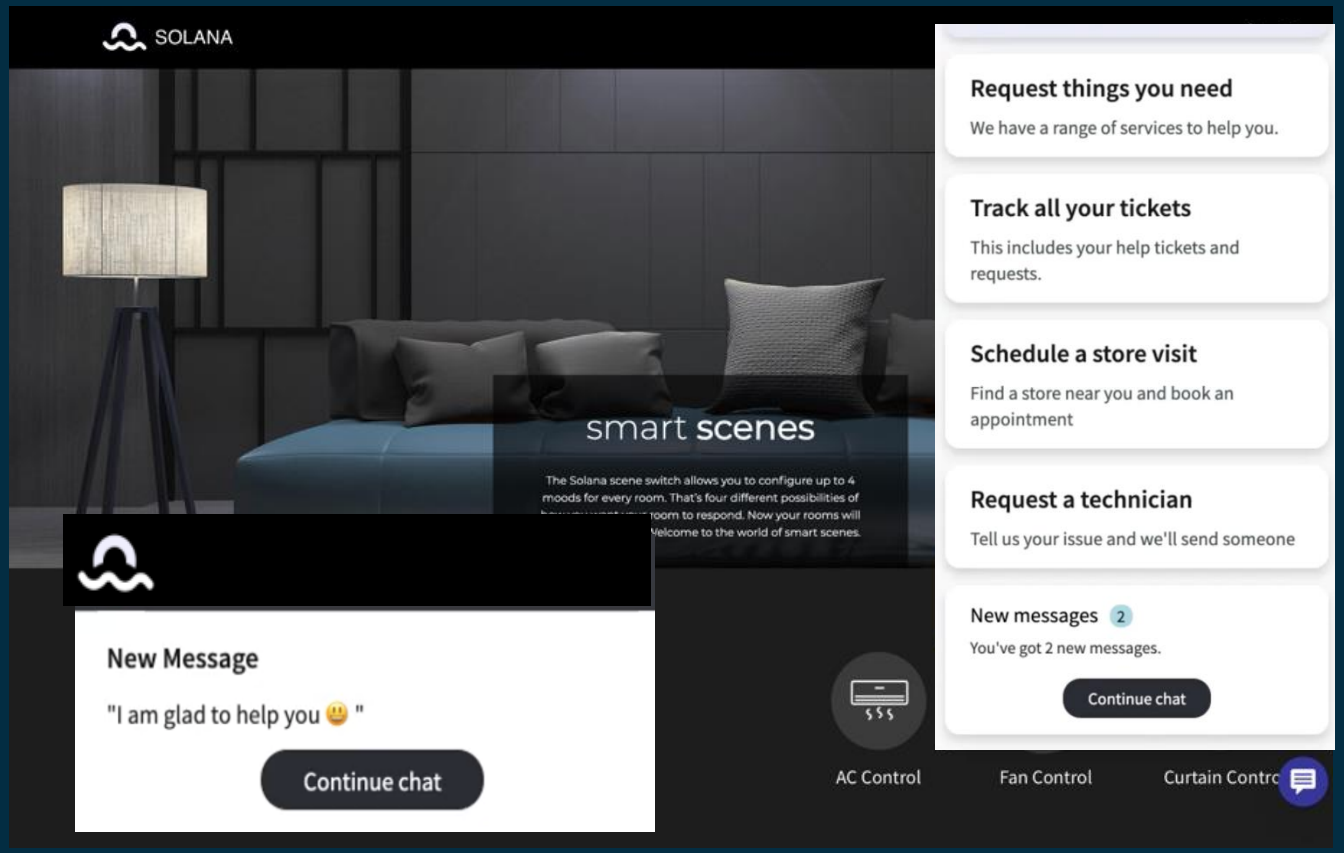
Demo

# Engagement Messenger

## Asynchronous Chat




### Continue chat conversations asynchronously over time

1. Enable guest and authenticated users to continue conversations over several days
2. Enable agents to respond asynchronously without losing context of earlier messages
3. Notify customers of unread messages, along with a message preview and count



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Blog

# What's new from Field Service Management?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Field Service Multi-Day Task Scheduling** | **Increase dispatcher efficiency**<br>Automatically assign multi-day workorder tasks with Dynamic Scheduling. Define tasks of any duration with improved calendaring capabilities—and gain visibility beyond a daily or weekly view. |
| **Contractor Management** | **Improve contractor scheduling**<br>Provide visibility into task distribution across contractors using Dispatcher Workspace. Adhere to compliance policies by visualizing capacity commitments. |
| **Dispatcher Workspace** | **Modernize the user experience with unified navigation**<br>Navigate seamlessly across user interfaces, mark favorites, and leverage navigation history. Use themes to reflect corporate branding. Improve readability and reduce eyestrain by setting preferred work mode, such as light or dark. Eliminate manual refresh. Allow dispatchers to schedule work prior to notifying technicians with soft booking. Override task assignment beyond the Assignment Group. |
| **Field Service Schedule Optimization** | **Maximize technician utilization**<br>**Run nightly batch processes to build highly efficient schedules using AI and ML. Automate assignment based on the most efficient assignment schedule and routes. Reduce travel time, costs, and carbon footprint.** |

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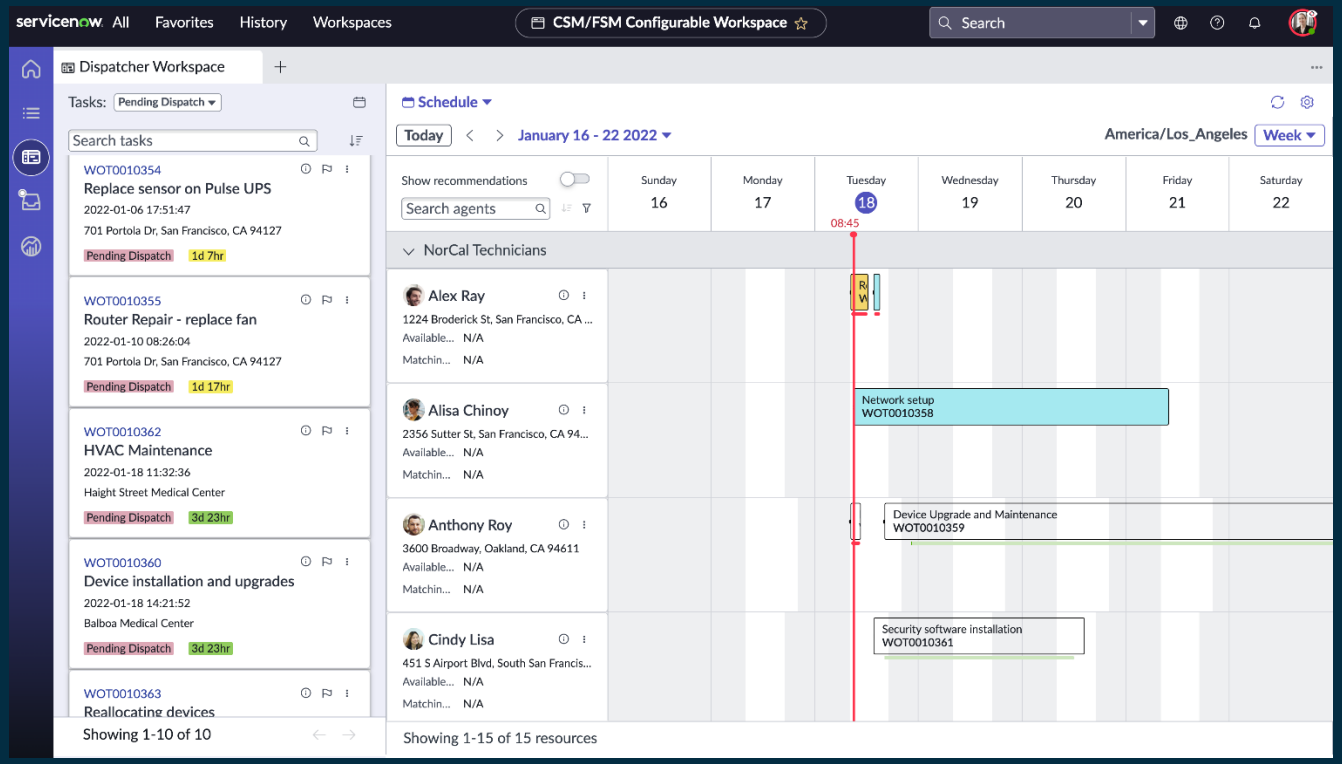
# Field Service Multi-Day Task Scheduling

Demo

*Next Experience*




## Increase dispatcher efficiency

1. Define tasks of any duration with improved calendaring capabilities
2. Automatically assign multi-day work order tasks with Dynamic Scheduling
3. Provide visibility to see beyond a daily or weekly view



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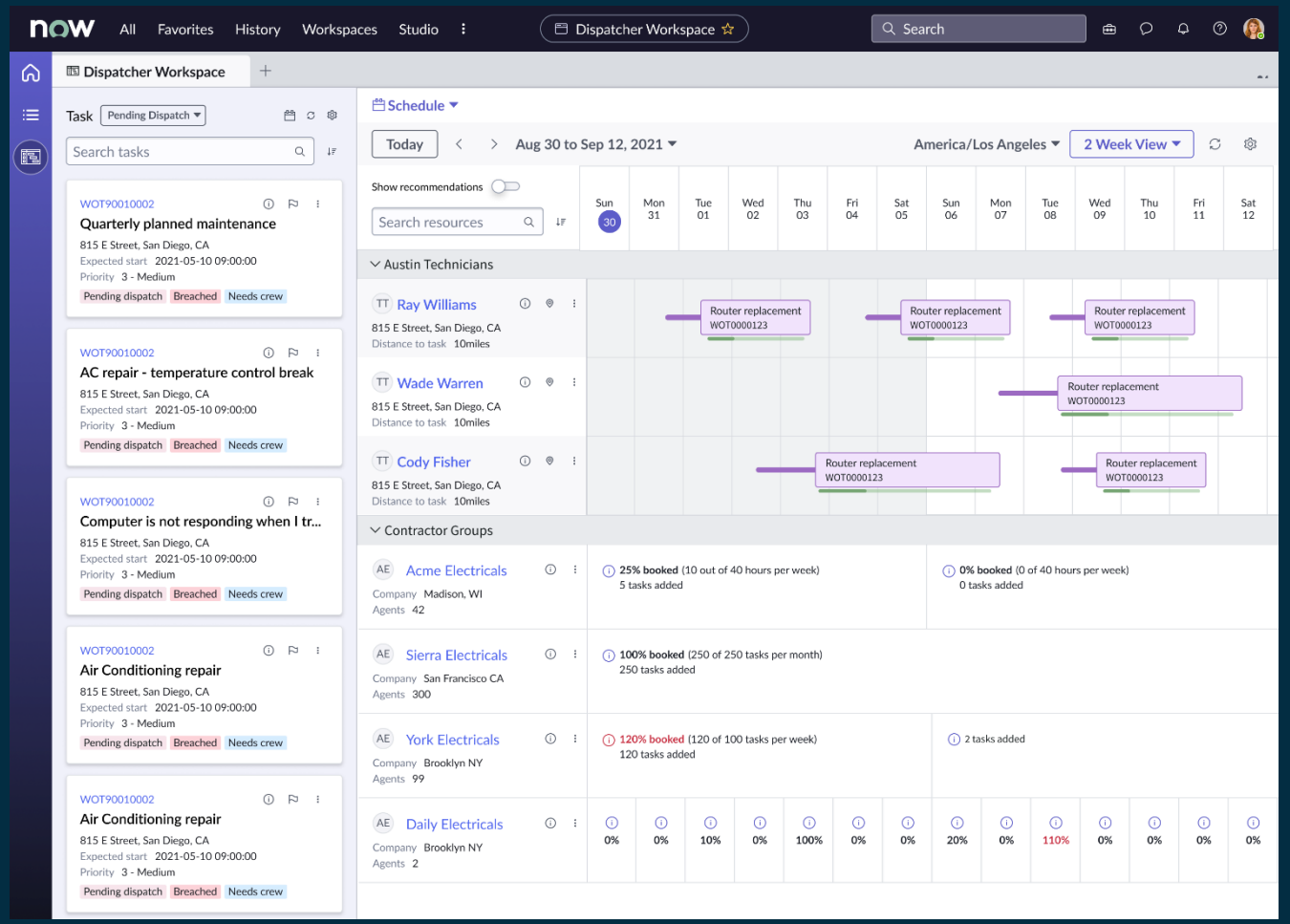
# Contractor Management

Demo

*Next Experience*




## Improve contractor scheduling

1. Provide visibility into task distribution across contractors using Dispatcher Workspace
2. Schedule contractor work with a drag-and-drop interface
3. Adhere to compliance policies by visualizing capacity commitments*

*Contractor Management comes with the Standard package. However, contractor capacities, as described here, require a Professional package license.

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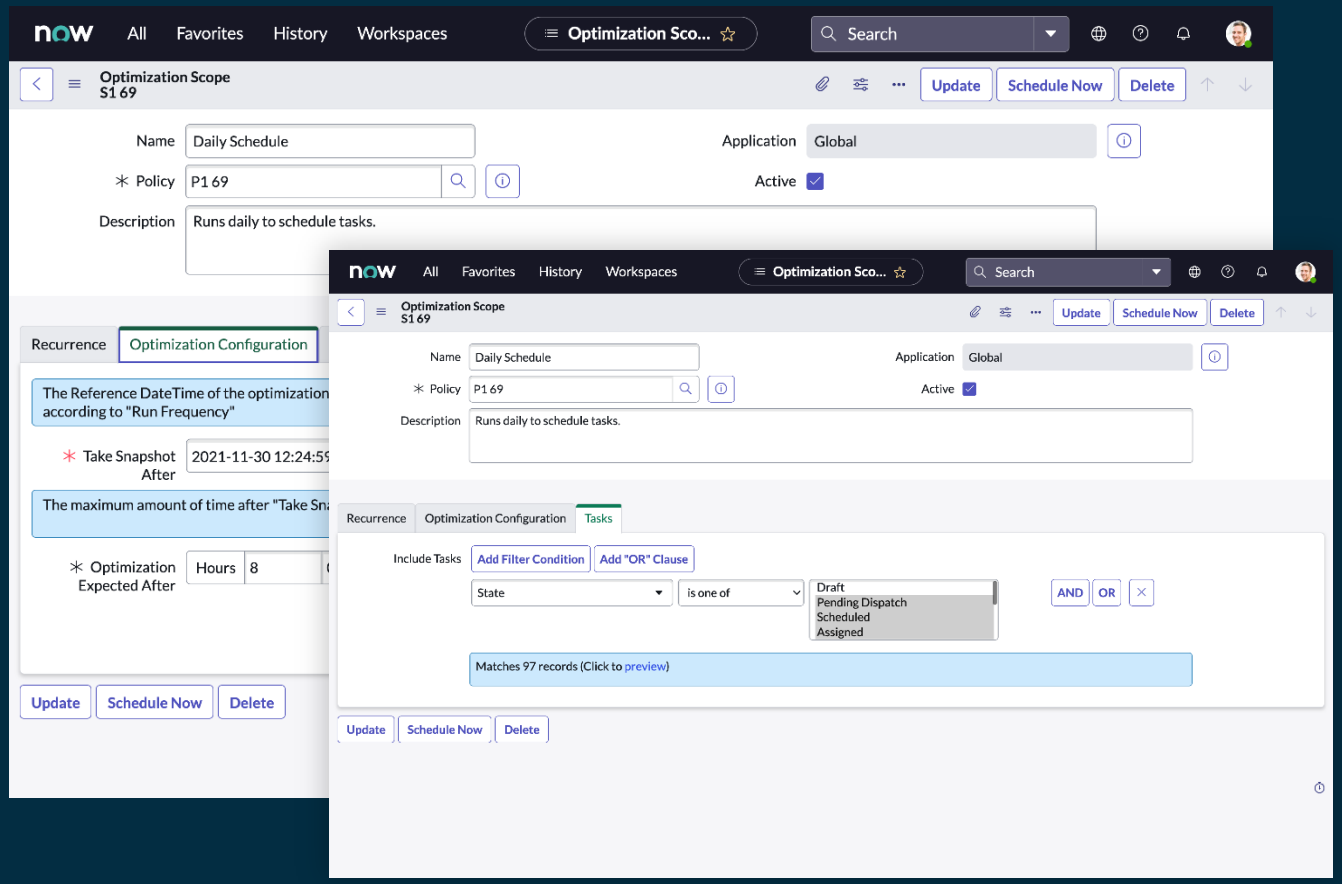
# Field Service Schedule Optimization

Limited Access

*Next Experience*




## Maximize technician utilization

1. Run nightly batch processes to build highly efficient schedules using AI and ML
2. Automate assignment based on the most efficient schedule and routes
3. Reduce travel time, costs, and carbon footprint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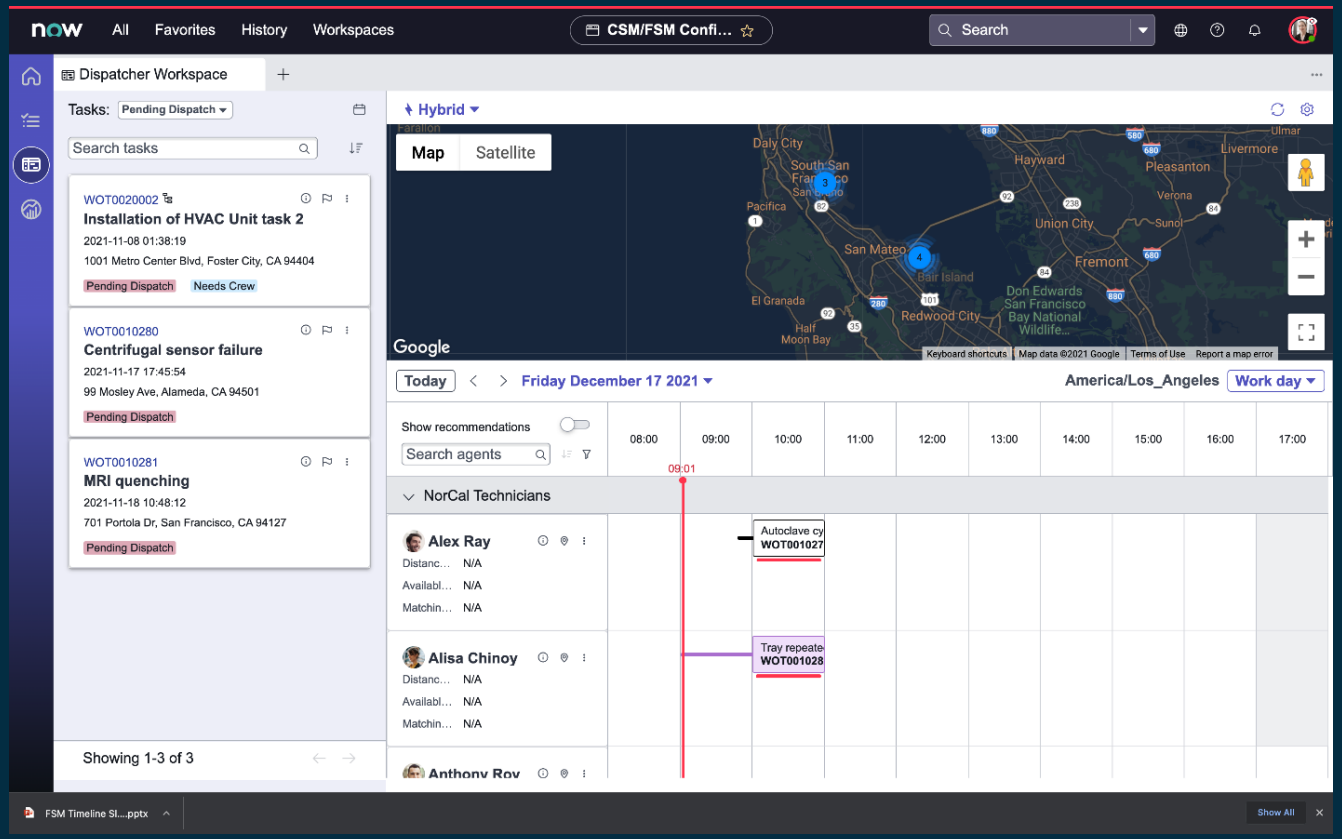
# Dispatcher Workspace

*Next Experience*

Modernized user experience, unified navigation




## Drive productivity with modern visual design

1. Navigate seamlessly across user interfaces, mark favorites, and leverage navigation history
2. Use themes to reflect corporate branding
3. Improve readability and reduce eye strain by setting preferred work mode, such as light or dark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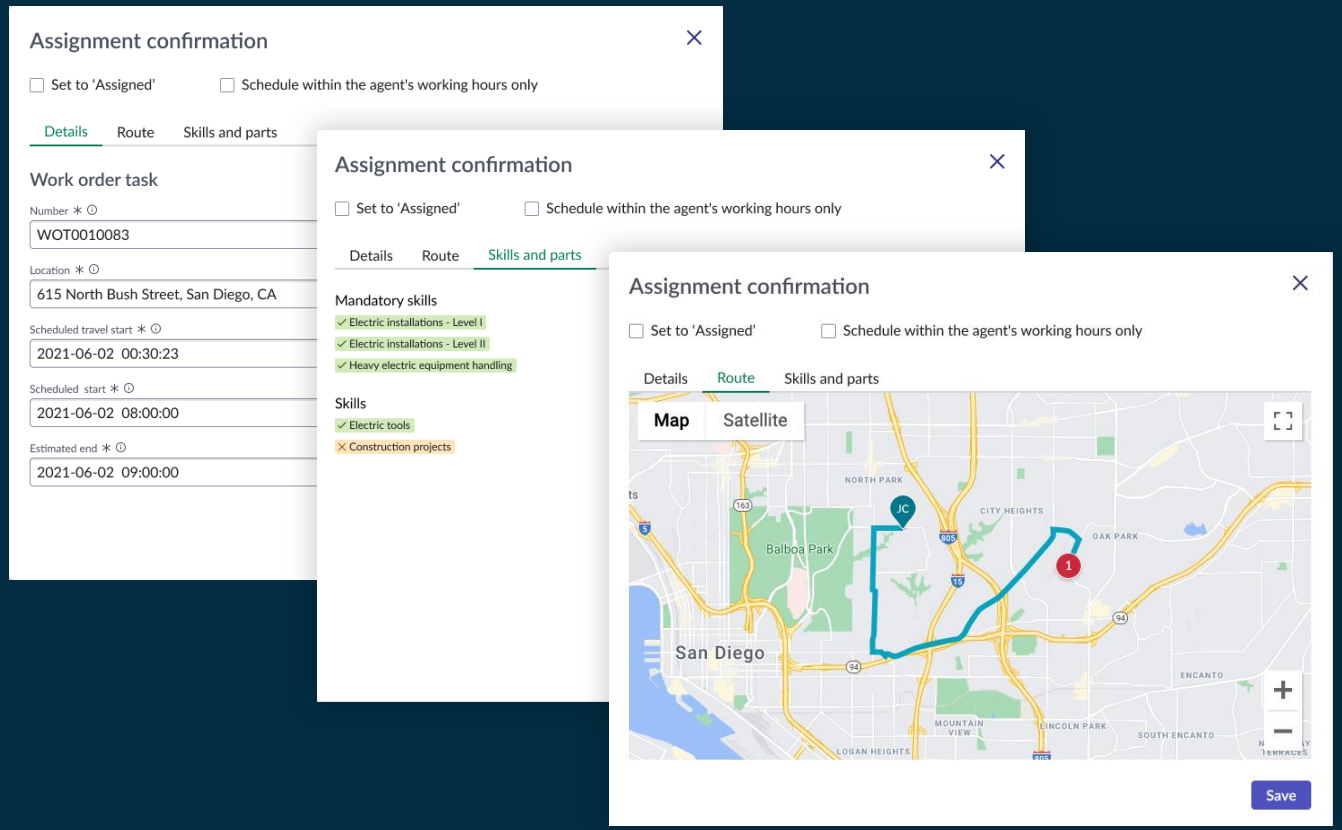
# Dispatcher Workspace *(Continued)*

*Next Experience*

## Modernized user experience, unified navigation




## Drive dispatcher productivity

1. Eliminate manual refresh
2. Allow dispatchers to schedule work prior to notifying technicians with soft booking
3. Override task assignment beyond the Assignment Group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# Technology Excellence

- IT Service Management
- IT Operations Management
- CMDB
- Security Operations
- IT Asset Management

Blog

# What's new from IT Service Management?

## Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Digital Portfolio Management*** | **Holistically manage services and applications through their full lifecycle**<br>Give customers a unified workspace that allows owners to holistically view and collectively manage their services and applications through the full lifecycle. |
| **Process Optimization Enhancements** | **Leverage automation to drive greater process efficiencies**<br>Further optimize processes with root cause analysis, automation discovery, and conformance check. |
| **Virtual Agent** | **Give customers world-class conversational AI capabilities**<br>ServiceNow Virtual Agent continues to lead the pack for enterprise chatbots with its intelligence, ease of deployment, and rich set of out-of-the-box content. |
| **Walk-Up Experience** | **Improve the user experience for the hybrid workforce**<br>ServiceNow is making the experience easier by allowing employees the flexibility to book remote sessions and making Walk-Up even more accessible through the self-service portal. |
| **DevOps Change Velocity** | **Start fast with no developer impact**<br>Connect existing DevOps tools and pipelines without needing the full configuration required for automation. |

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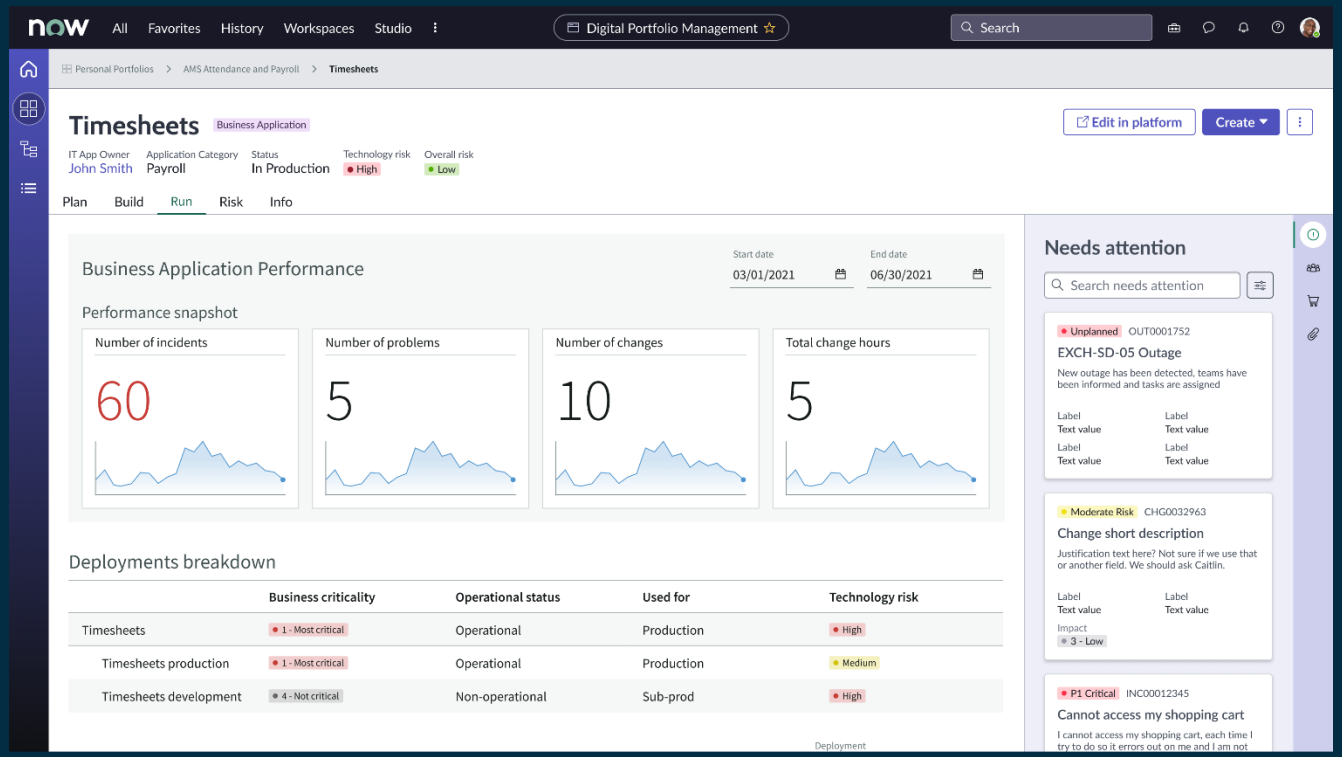
# Digital Portfolio Management

Demo

*Next Experience*




Digital Portfolio Management workspace

## Holistically manage services and apps through their full lifecycle

1. Manage services and applications through one unified workspace
2. Manage roadmaps, prioritize backlogs, and promote new ideas within the greater context
3. Optimize portfolio performance and make more informed budgetary decisions

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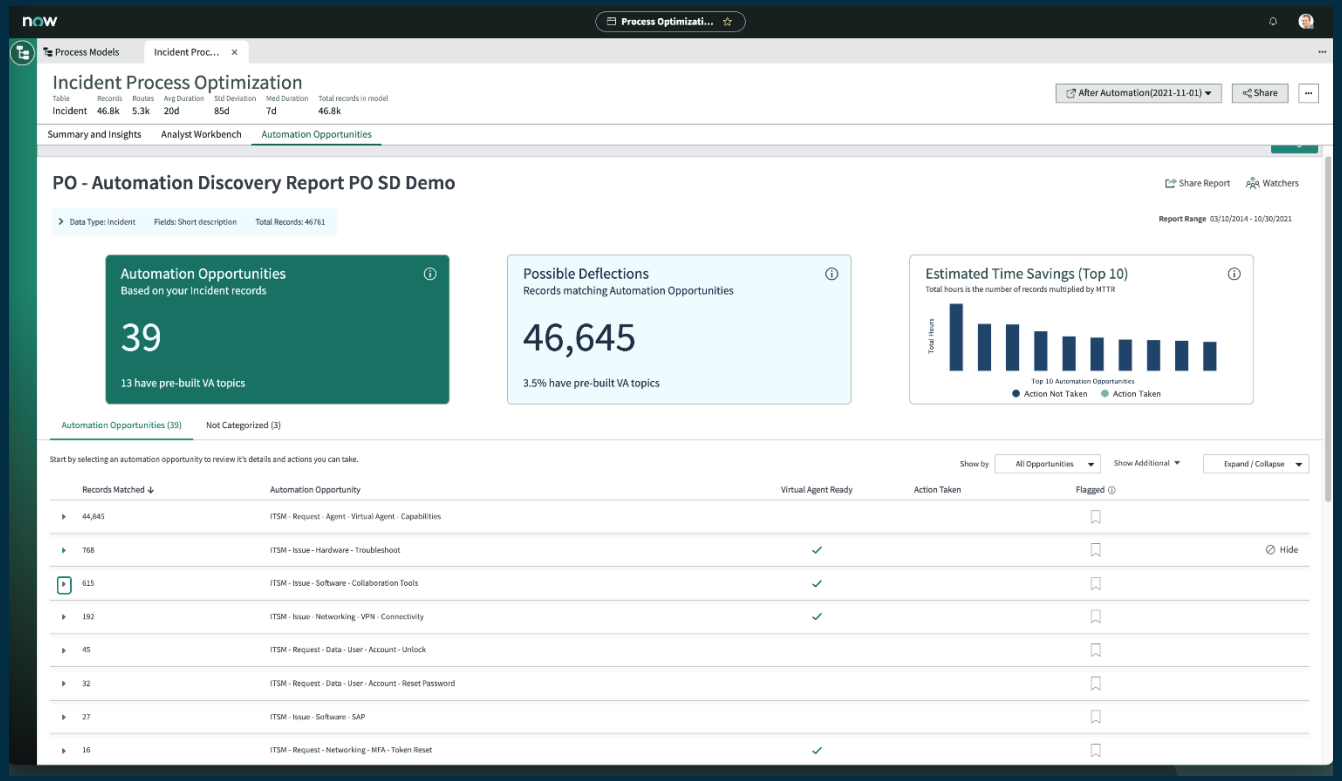
# Process Optimization enhancements




## Leverage automation to drive greater process efficiencies

1. Optimize processes fast with AI-powered root cause analysis to detect undesired process behavior
2. Identify potential automation opportunities and impact
3. Help ensure greater regulatory compliance with visibility into the extent of process deviation

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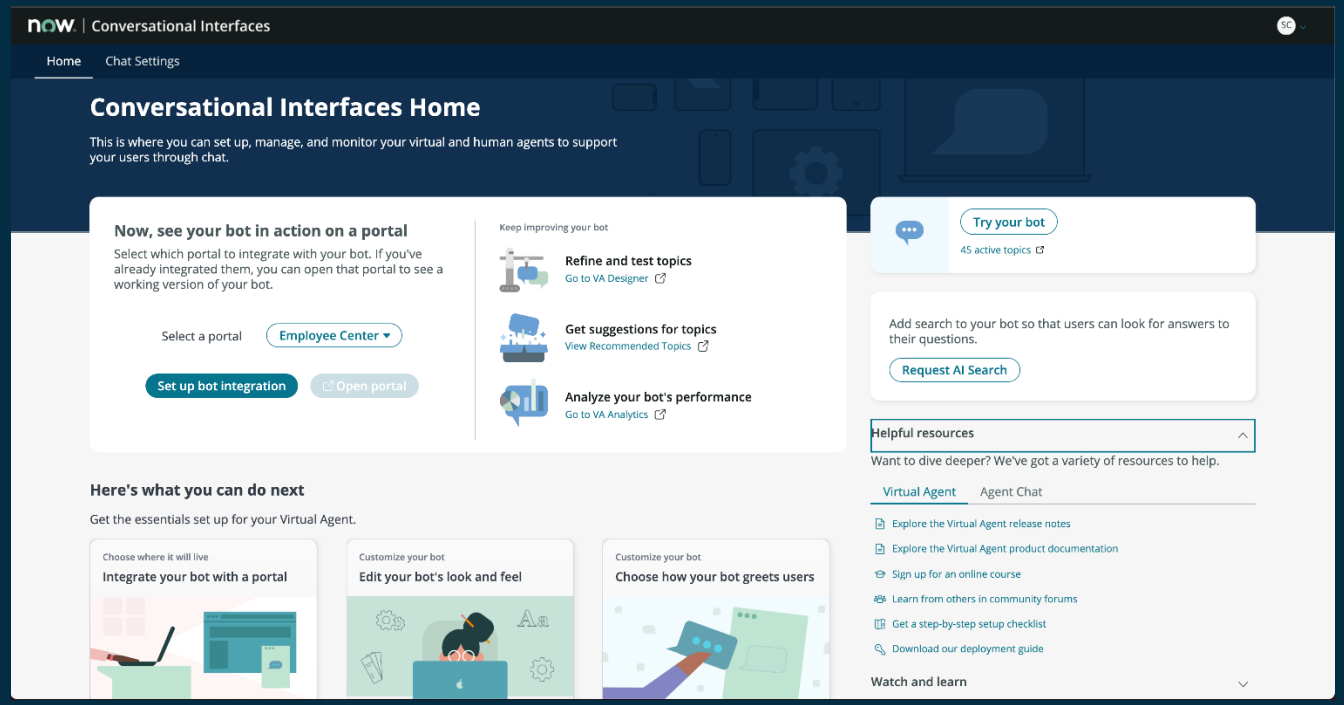
# Virtual Agent enhancements




## Give customers world-class conversational AI capabilities

1. Provide an intuitive interface to easily manage configuration via the admin console
2. Expand chat capabilities by generating topic recommendations based on failed NLU utterances and live agent transcripts
3. Give customers ready-made topics to use out of the box (65 topics are available via the ServiceNow Store)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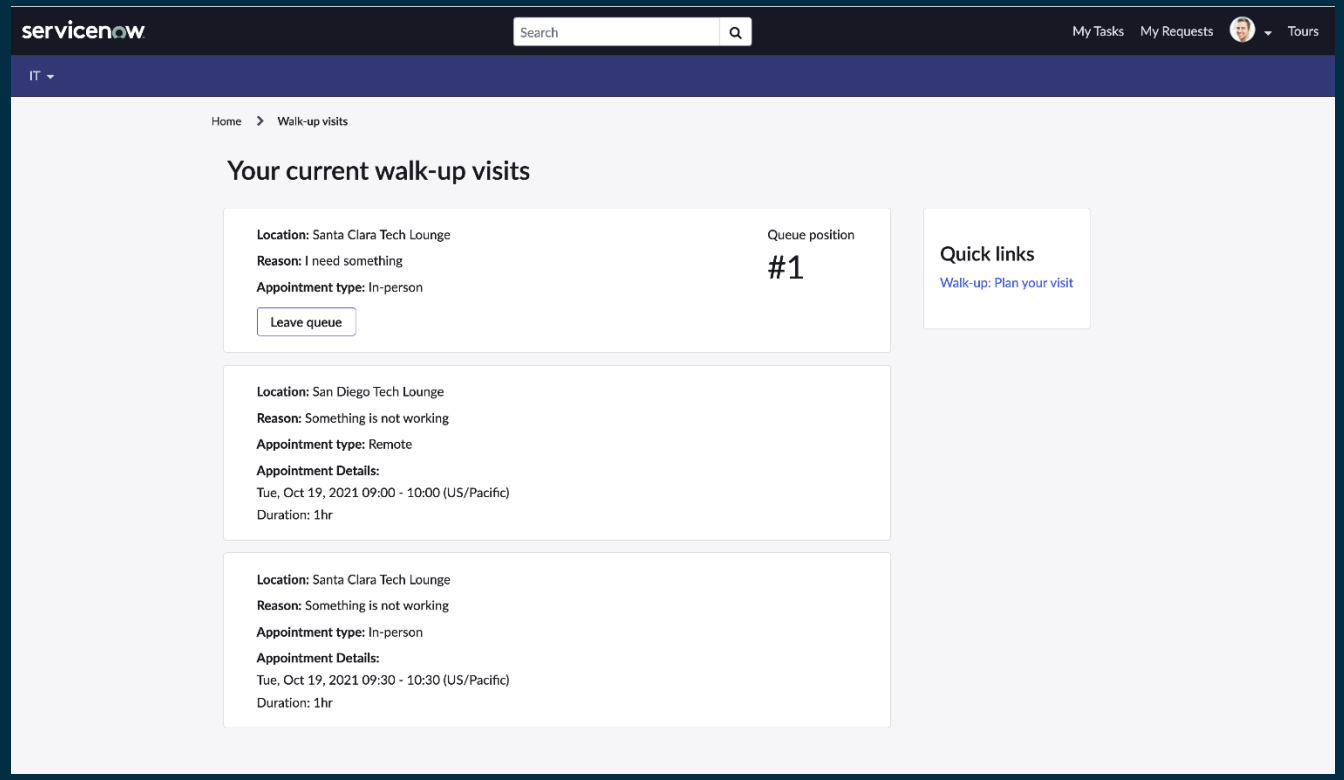
# Walk-up Experience enhancements




## Improved user experience for the hybrid workforce

1. Book and manage all walk-up appointments via the self-service portal
2. Allow users the flexibility to schedule remote help sessions
3. Schedule walk-up appointments from existing incidents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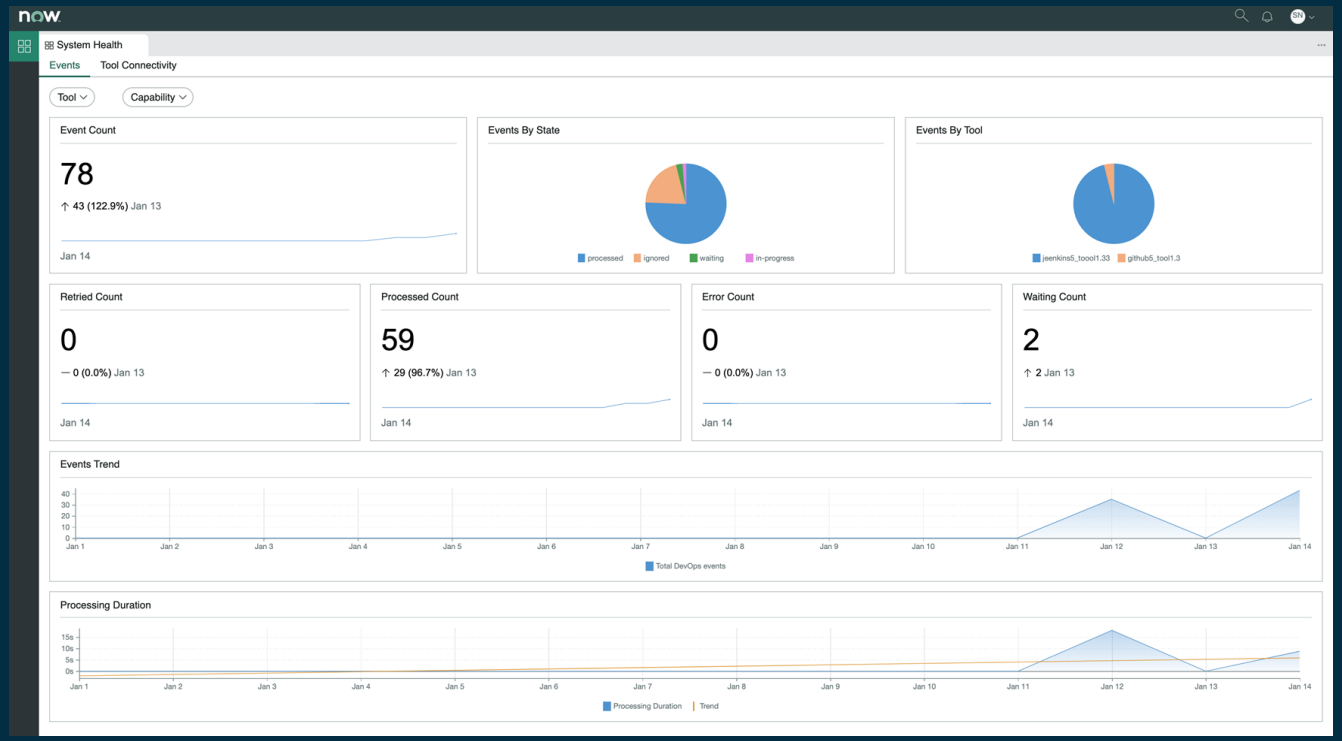
Demo

# System health dashboard




## Simple maintenance of the DevOps connectivity to ServiceNow

1. Gain greater awareness of connectivity health and trends for Dev Ops integrations with this dashboard
2. Highlight activity that has the potential to cause problems with the integrations before problems arise
3. Deliv er notifications (v ia email, for example) on a selected schedule, prov iding an integration health summary

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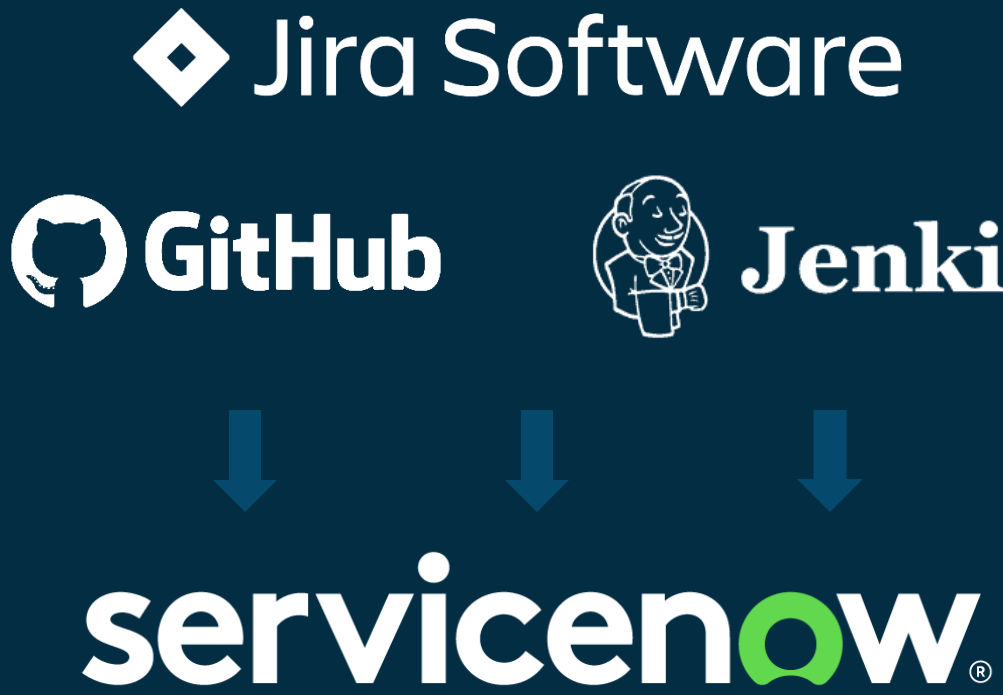
# Historical pipeline data importing




**Make a fast start in value stream management by importing historical data for immediate insights**

1. Import elements like Work Items, Commits, Test Summaries, and Packages from existing teams
2. Start to gain insights on pipelines immediately using historical data instead of data from the time of integration
3. Get immediate value with no impact on developers (no altering pipelines or change control required)

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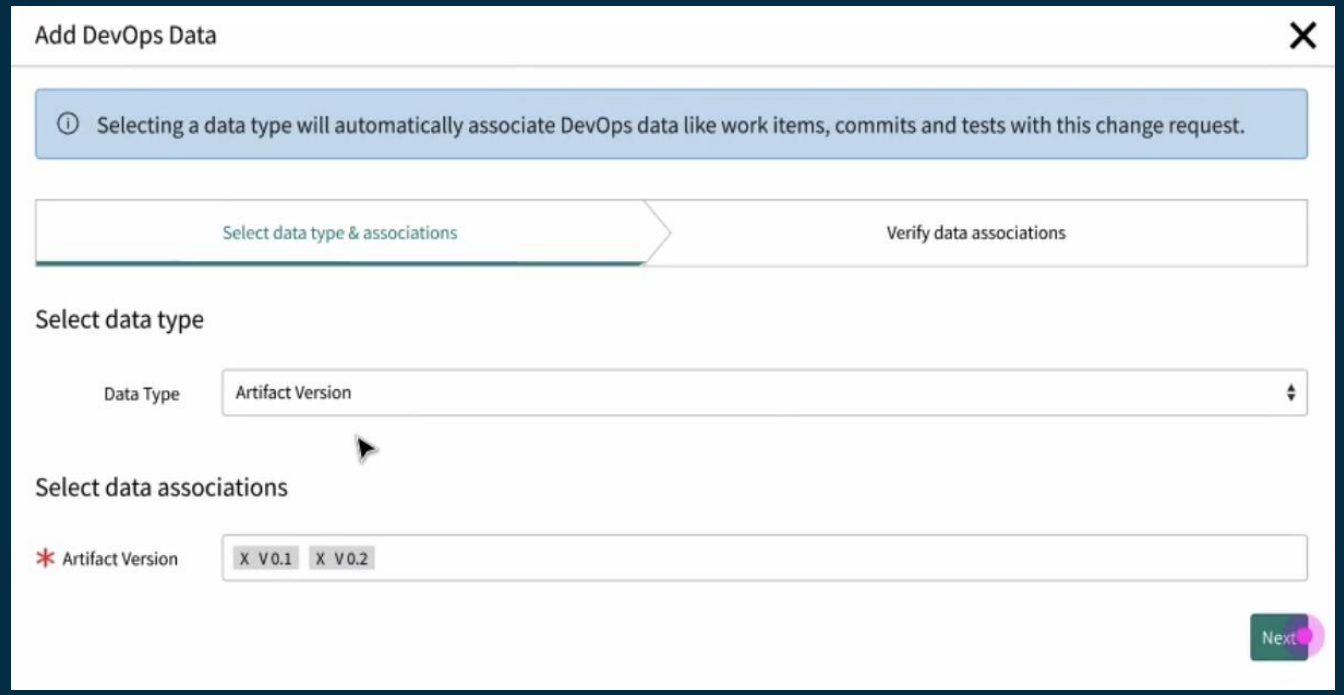
# Manual change traceability




## Make a fast start in value stream management by providing unique visibility of production deployments

1. Associate artifact and release versions, build numbers, and more to change records during manual creation
2. Avoid the prerequisite of building change automation policies or changing any current processes
3. Trace what code changes have been deployed to production

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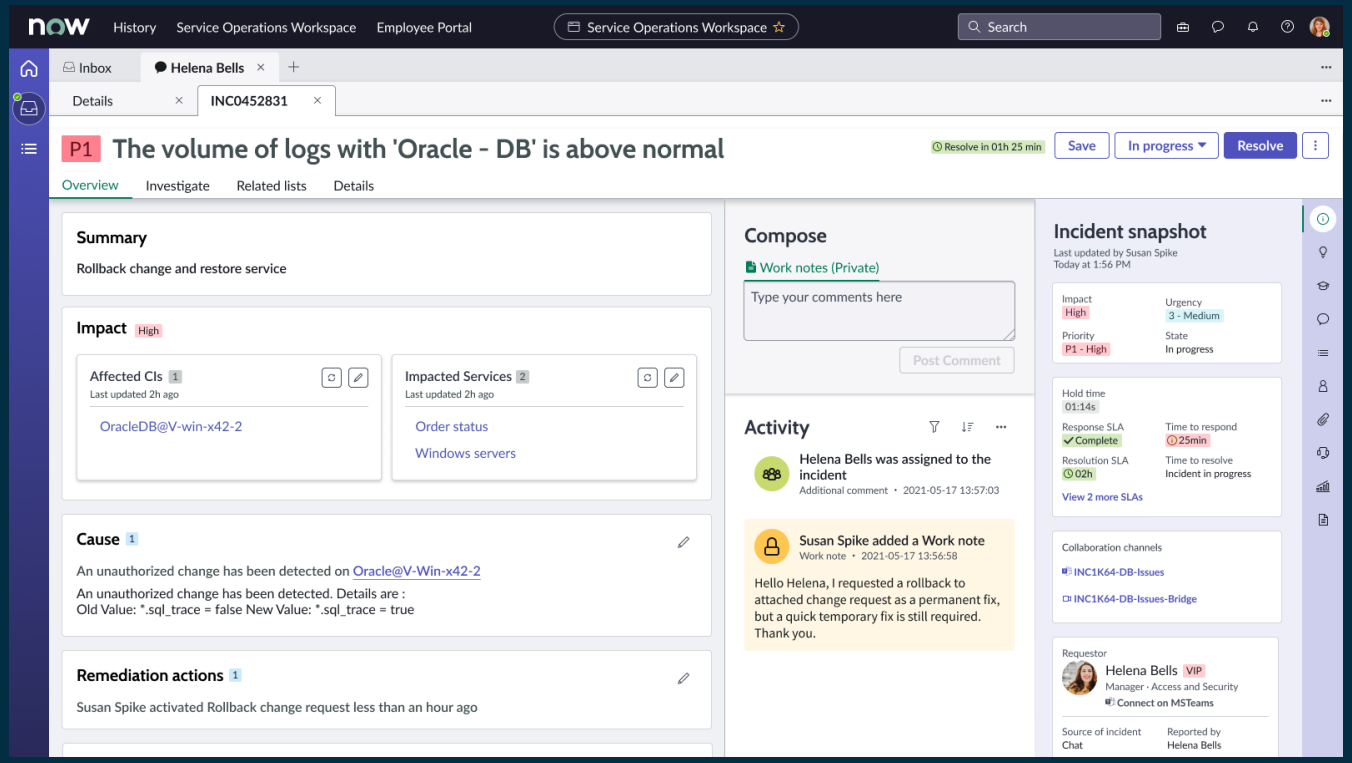
# Service Operations Workspace

Demo

Next Experience




## Reinvented experience that enables modern practices to automate and improve service reliability

1. Single destination to manage incidents, problems and changes
2. Seamless integration with Technology Operations to enable proactive issue resolutions
3. Enable modern best practices to automate and improve service reliablity

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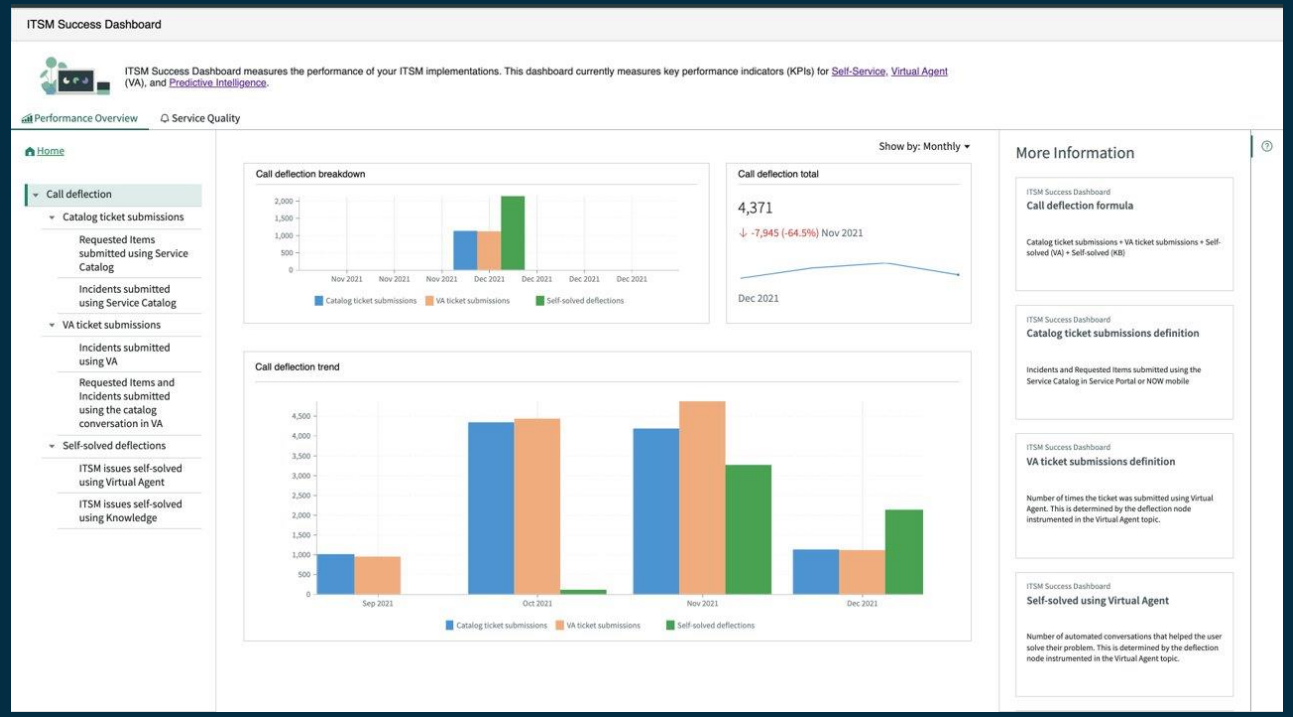
Demo

# ITSM Success Dashboard




## Gauge the overall value of your ServiceNow investment

1. Clear insight into the value of your ServiceNow Implementation
2. Easily communicate and present insights to key leaders
3. Improve and maximize the value from your investment

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Blog

# What's new from IT Operations Management?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Cloud Operations Workspace** | **Drive IT Operations productivity with purpose-built workspaces**<br>View cloud discovery activities through a brand-new user experience. Visualize Discovery jobs, newly discovered resources, errors, and trending overtime. |
| **Agent Client Collector (ACC) enhancements** | **Expand technology visibility with one agent at your fingertips**<br>ACC serves a variety of use cases such as SAM, SecOps, and VA conversations with rich operational data. |
| **ITOM Governance** | **Put more hindsight, foresight, and insight into your cloud oversight**<br>ITOM Governance packages common cloud-related tasks in one place, enabling teams to take action and correct course without halting application development and productivity. |

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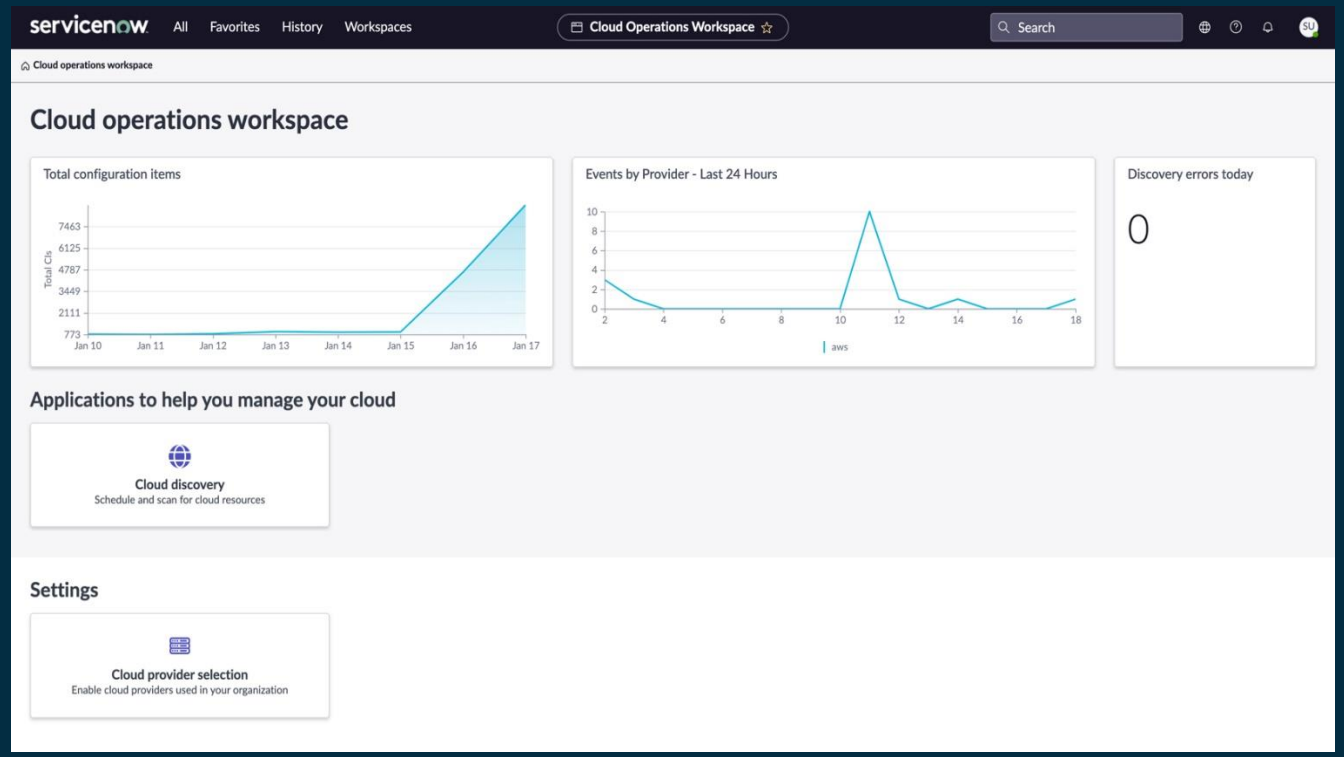
Demo

*Next Experience*

# Cloud Operations Workspace

Modernized look and feel, unified navigation




## Drive IT Operations productivity with purpose-built workspaces

1. View cloud discovery activities through a brand-new user experience
2. Visualize Discovery jobs, newly discovered resources, errors, and trending over time
3. Create automated tasks to remediate discovery errors as they occur

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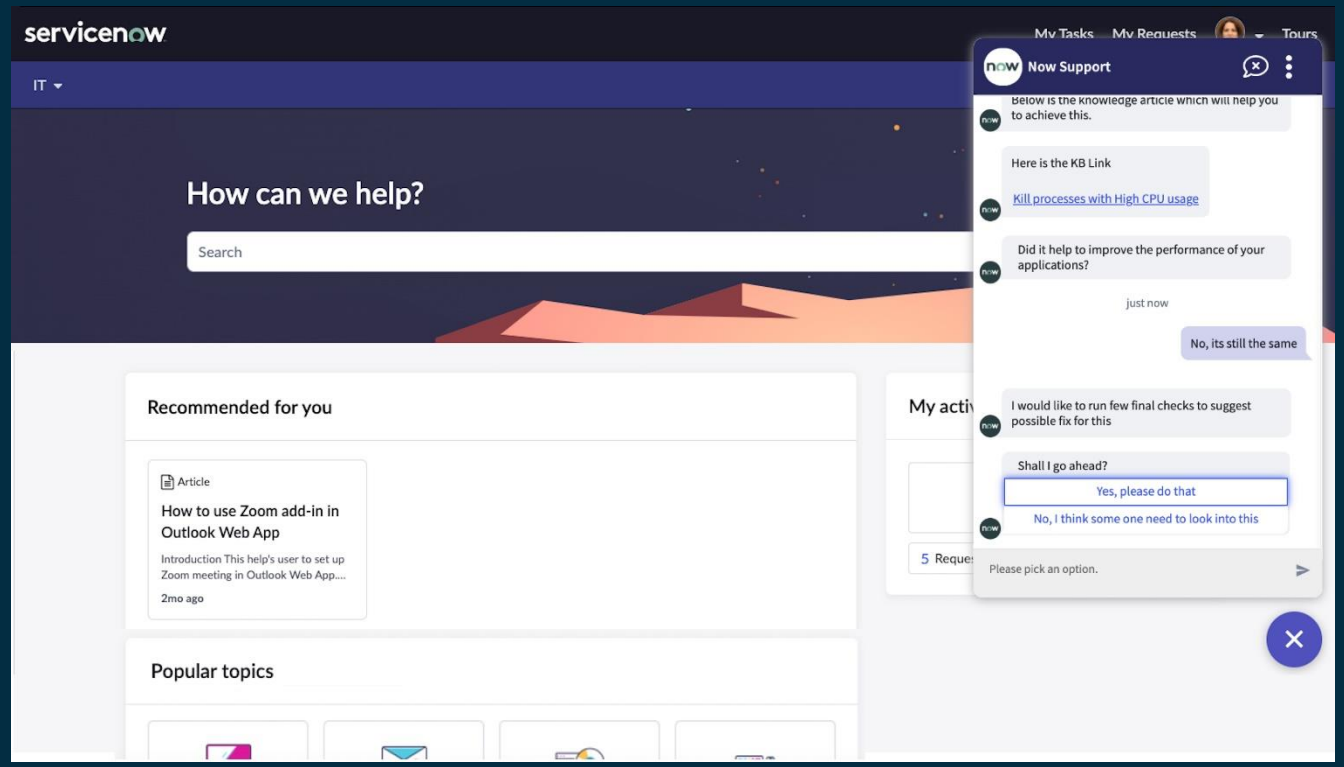
Demo

# Unified Agent Client Collector enhancements




ACC for VA Conversations

## Expand technology visibility with one agent at your fingertips

1. Help SAM improve software license allocation with detailed software usage metrics
2. Automate common endpoint self-service requests with Virtual Agent
3. Enrich Security Incident Response with endpoint threat data



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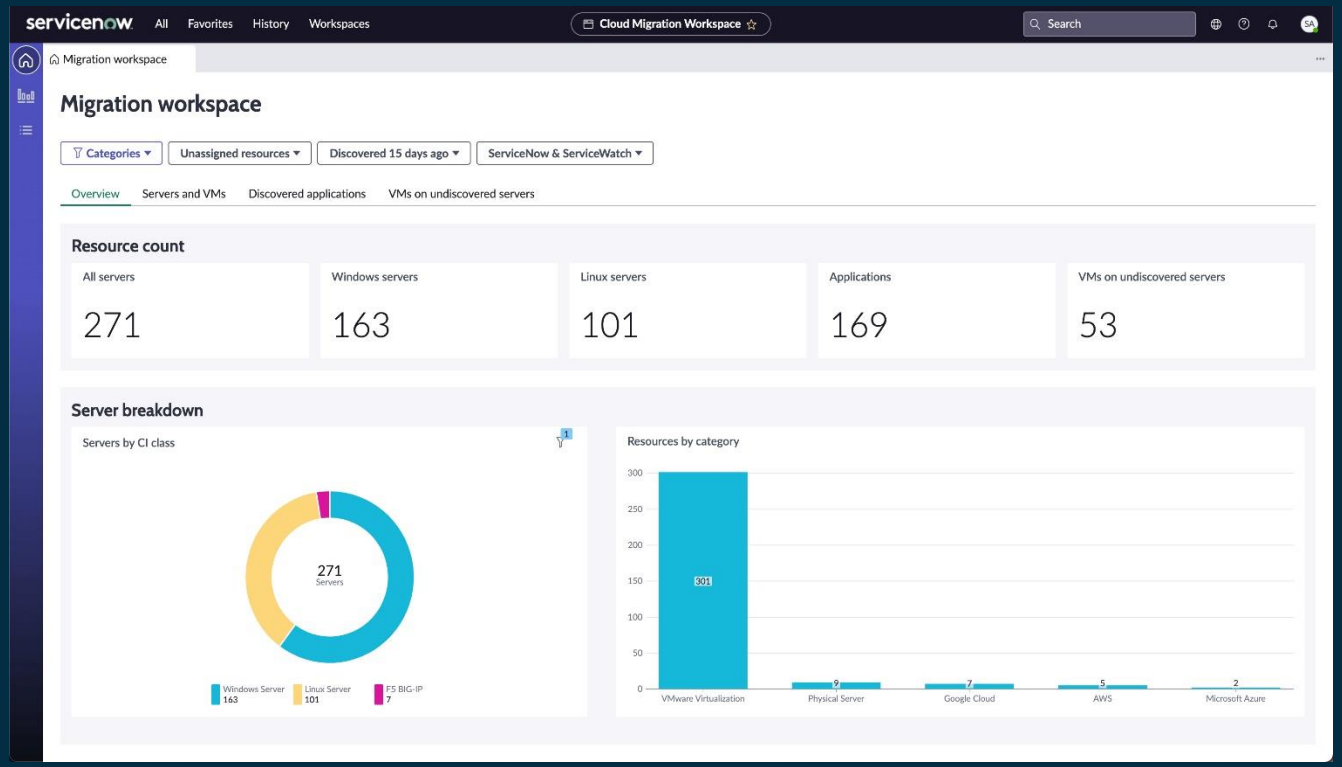
Demo

# ITOM Governance




Cloud Migration Assessment

## Utilize the full potential of your cloud migration with new workflows

1. Increase standardization across cloud resources with policy-based analysis to highlight exceptions
2. Alert and remediate the changes in configuration that violate existing policies within minutes
3. Migrate on-prem workloads with confidence by creating migration assessment tasks, grouping servers, and exporting configs

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# What's new from CMDB?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Service Graph Connectors** | **Improve visibility of the modern, cloud-native stack in CMDB**<br>Import data from multi-stack environments such as cloud, event monitoring, observability, and endpoint assets. Populate CMDB in a standardized manner using dynamic Identification and Reconciliation Engine (IRE)—with one consistent data model to drive business outcomes. |

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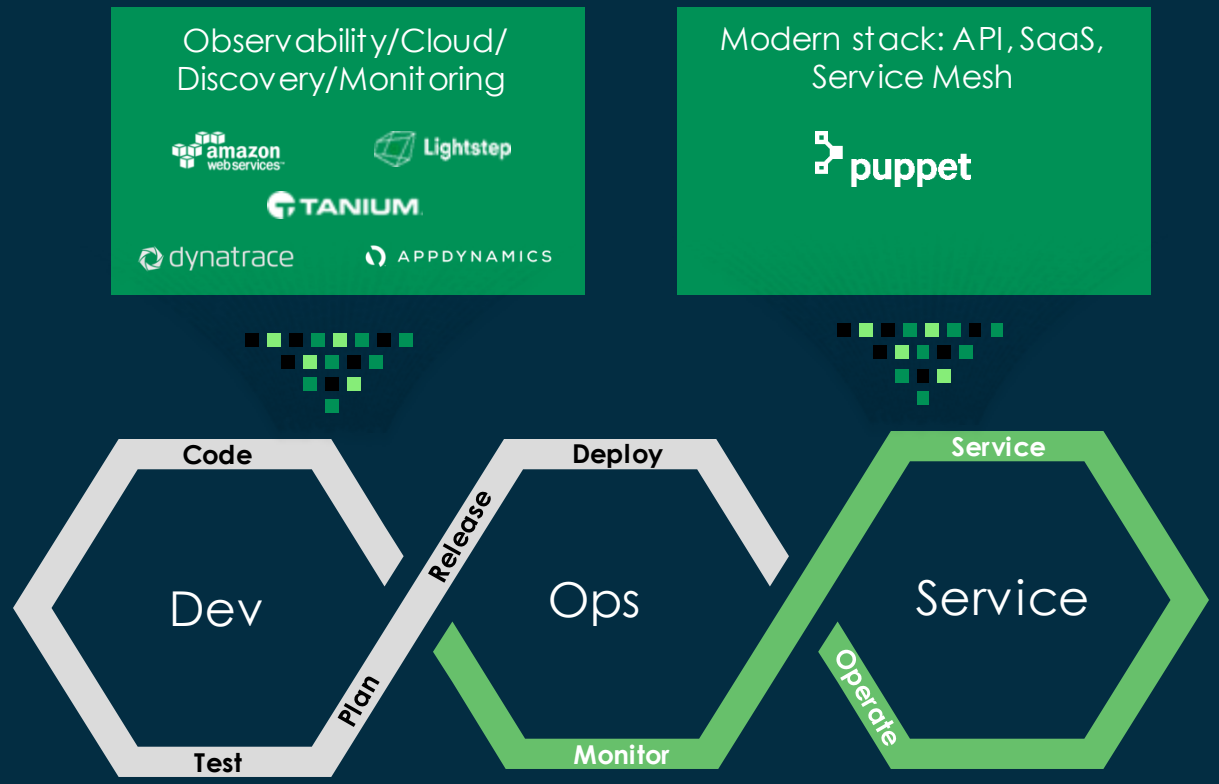
# New Service Graph Connectors and Dynamic IRE




## Improve visibility of the modern, cloud-native stack in CMDB

1. Import data from multi-stack environments, such as Service Mesh, APIs, and observability data points
2. Aggregate multi-stack data in CMDB, with one consistent data model to drive outcomes
3. Bring data to CMDB in a smarter way using the new Dynamic IRE rules

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Blog

# What's new from Security Operations?

## Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Major Security Incident Management (MSIM)** | **Virtual War room for collaborative response to critical security incidents**<br>Dedicated workspace for a major security incident manager to coordinate incident response. Collaboration workflows via Microsoft Teams. Evidence management with Microsoft SharePoint integrations. |
| **MITRE ATT&CK Updates and Enhancements** | **Proactive analysis, response and reporting on threats across the security infrastructure**<br>Mitigation coverage mapping and associated heatmap views offer Threat Actor to TTP mapping and heatmap view for visibility into the number of threat actors using a specific technique for an attack. |
| **Expanding the SIR threat intelligence and orchestration portfolio** | **New integrations add threat insights and response capabilities to SIR**<br>Microsoft Teams and SharePoint integrations offer collaboration and file-sharing capabilities to Major Security Incident Management. MISP (an open-source threat intelligence platform) adds integration with the open-source Threat Intelligence Platform. SentinelOne integration syncs threat information and provides analysts with orchestration tools for response. |
| **New Workspaces for IT and Vulnerability Managers** | **Collaboration workspace for vulnerability management and IT remediation**<br>Monitor the vulnerabilities most important to your organization in a reimagined user experience. Strategically work with IT teams to remediate your vulnerabilities using the Vulnerability Manager and IT Remediation Workspace. |
| **Tenable.io integration for Configuration Compliance** | **New out-of-the-box integration to prioritize and remediate misconfigurations**<br>We now support an out-of-the-box integration for Tenable.io with Configuration Compliance. View configuration tests, test results, policies, and authoritative sources—and prioritize test failures using the risk score calculator. |
| **Integrations for penetration testing and cloud vulnerability response** | **Penetration and cloud data to reduce your attack surface**<br>Request application penetration tests, and manually import the results to be managed in Vulnerability Response. Also, import scan data from the new Wiz integration to manage cloud vulnerabilities. |

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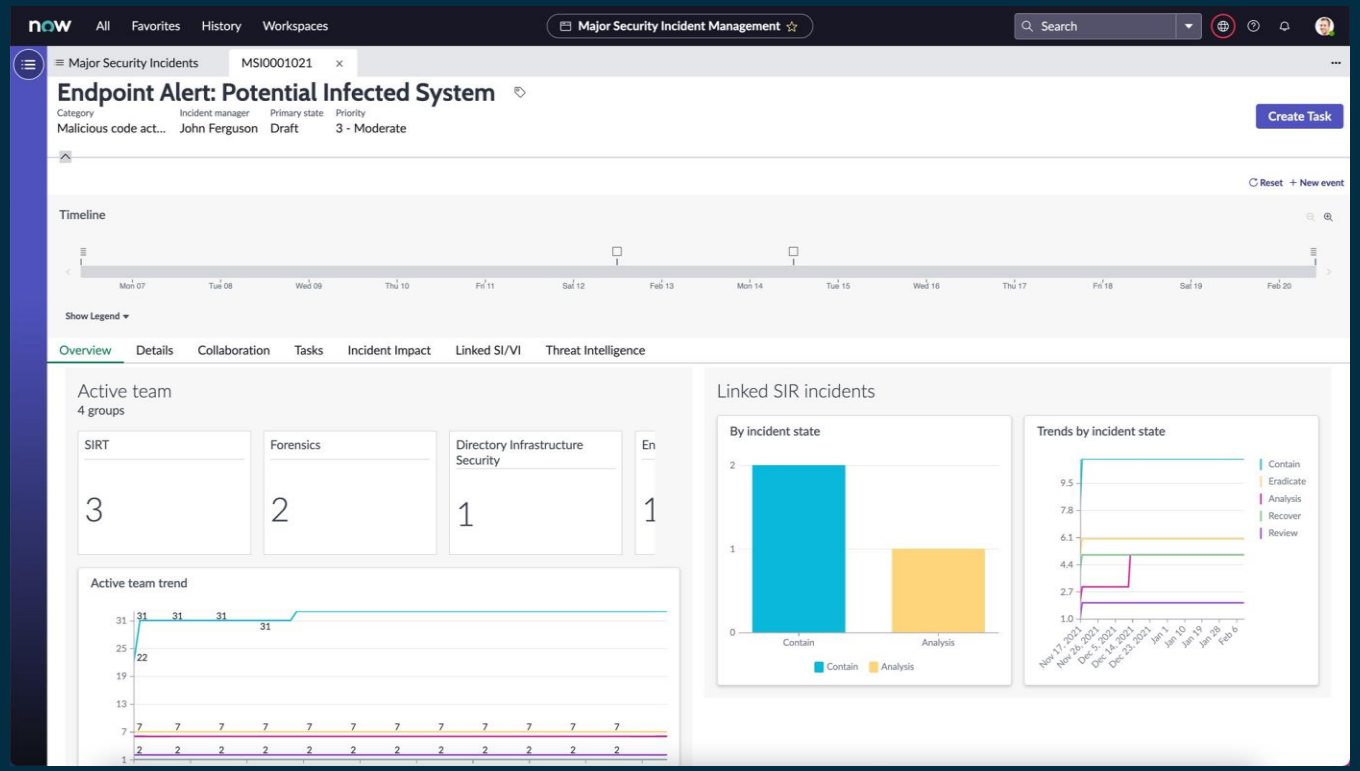
# Major Security Incident Management




## Virtual war room for collaborative response to critical security incidents

1. Dedicated workspace for a major security incident manager to coordinate incident response
2. Collaboration workflows via Microsoft Teams and evidence management with Microsoft SharePoint integrations
3. Task management for security, IT, and non-IT roles—and summary metrics to quickly see the status of the incident



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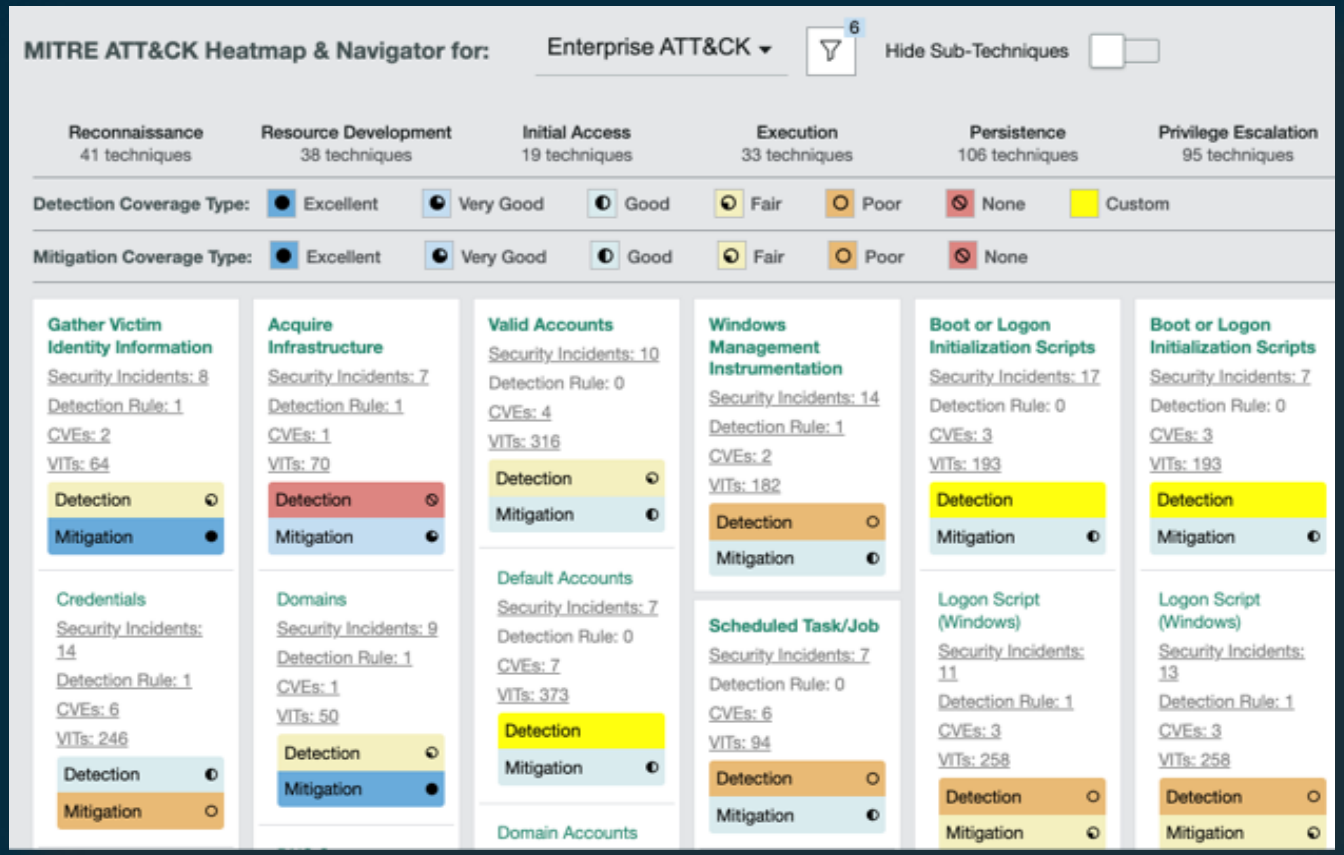
# MITRE ATT&CK updates and enhancements




## Proactive analysis, response, and reporting on threats across the security infrastructure

1. Mitigation coverage mapping and associated heatmap views
2. Heatmap view for visibility into the number of threats using a specific technique for an attack
3. View relevant vulnerable items in MITRE ATT&CK for mapping of detection rules and techniques

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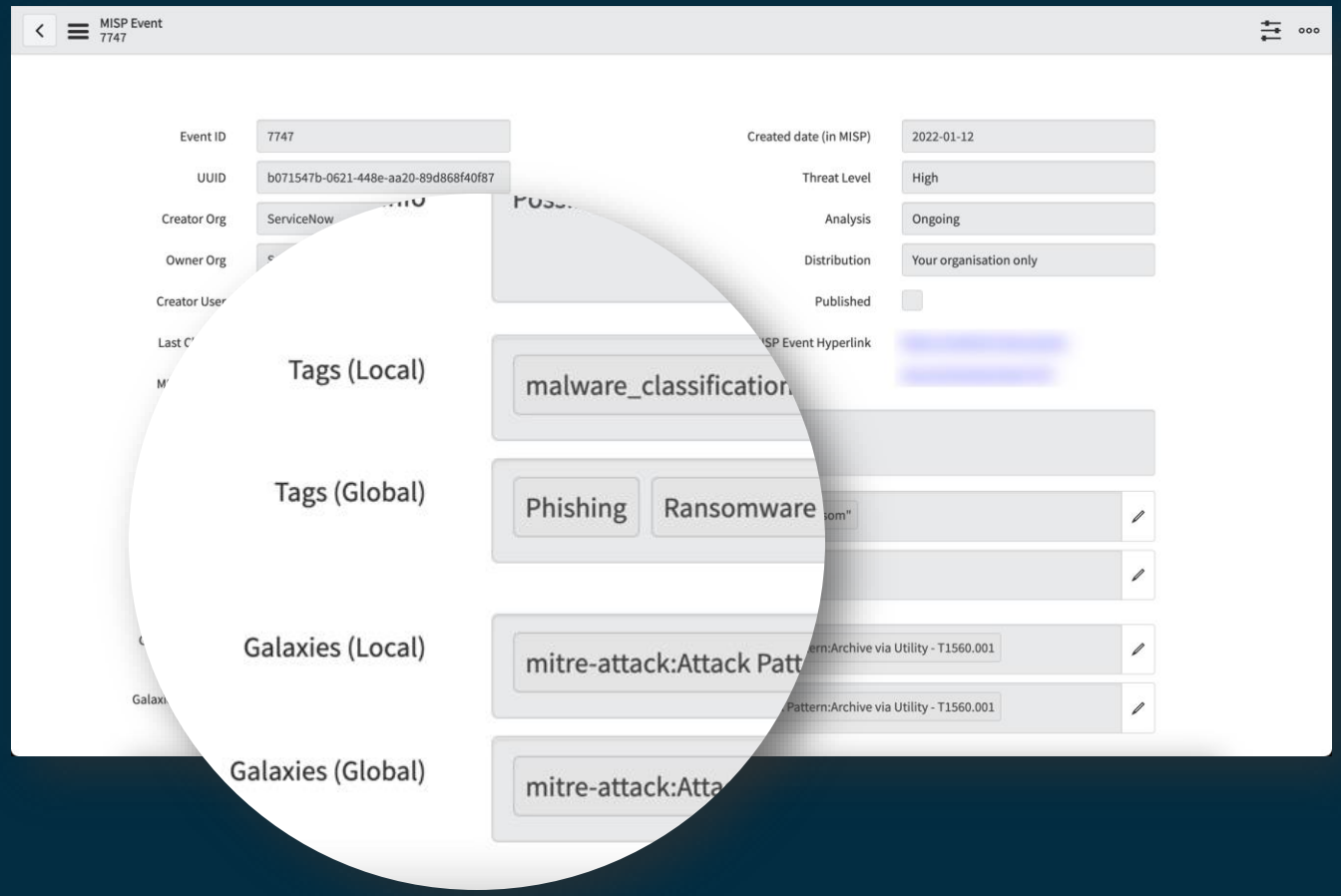
# Expanded SIR threat intel and orchestration portfolio




## New integrations add threat insights and response capabilities

1. Microsoft Teams and SharePoint integrations offer collaboration and file-sharing capabilities to MSIM
2. MISP adds integration with the open-source threat intelligence platform
3. SentinelOne integration syncs threat information and provides analysts with orchestration tools for response

***Visit the ServiceNow Store for a complete list of integrations.***

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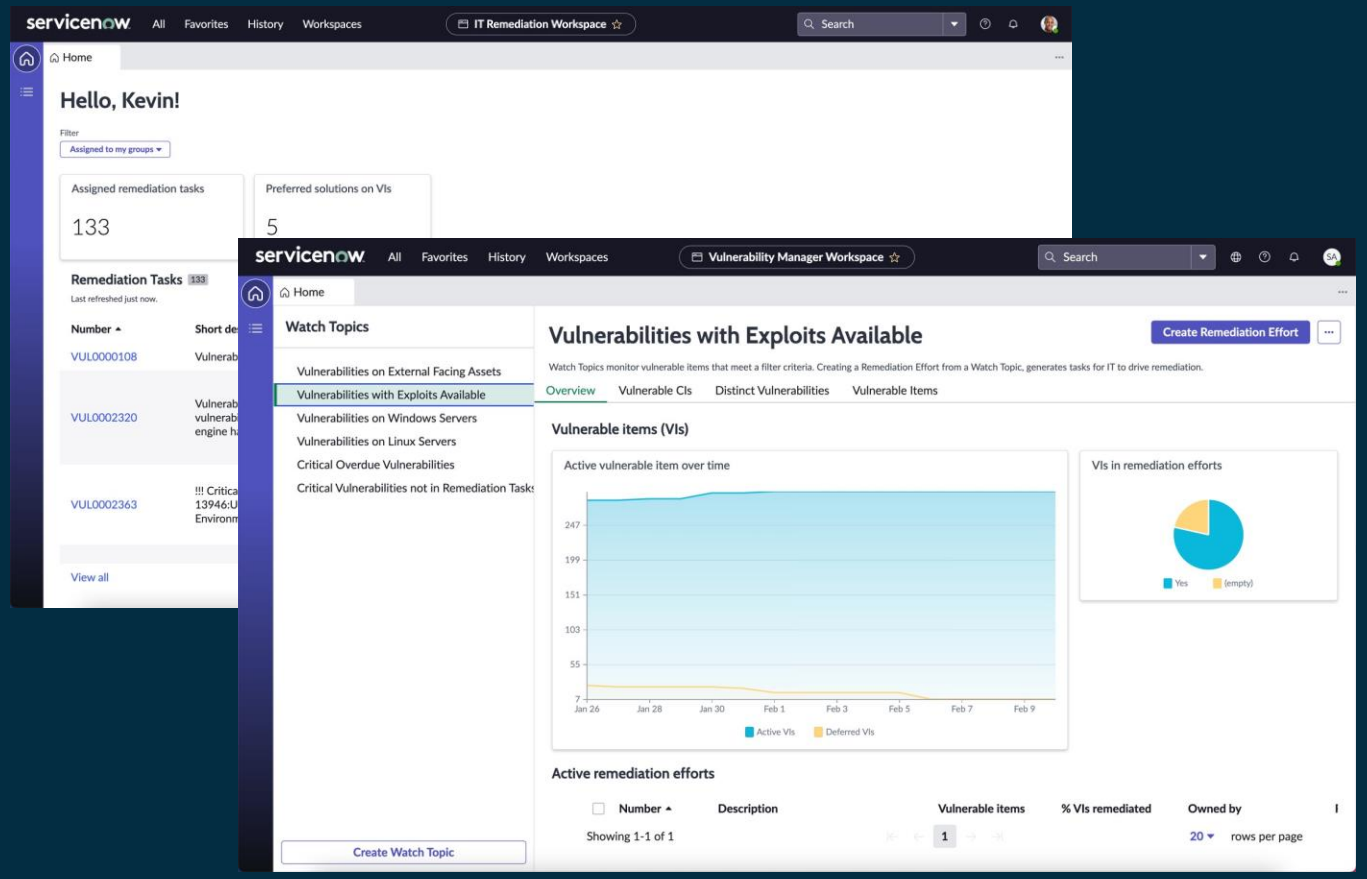
Demo

# New workspaces for IT and vulnerability managers




## Collaboration workspace for vulnerability management and IT remediation

1. Highlights IT-centric tasks to be completed
2. Offers a collaborative workspace for security remediation
3. Boosts collaboration between security and IT with the modern user experience

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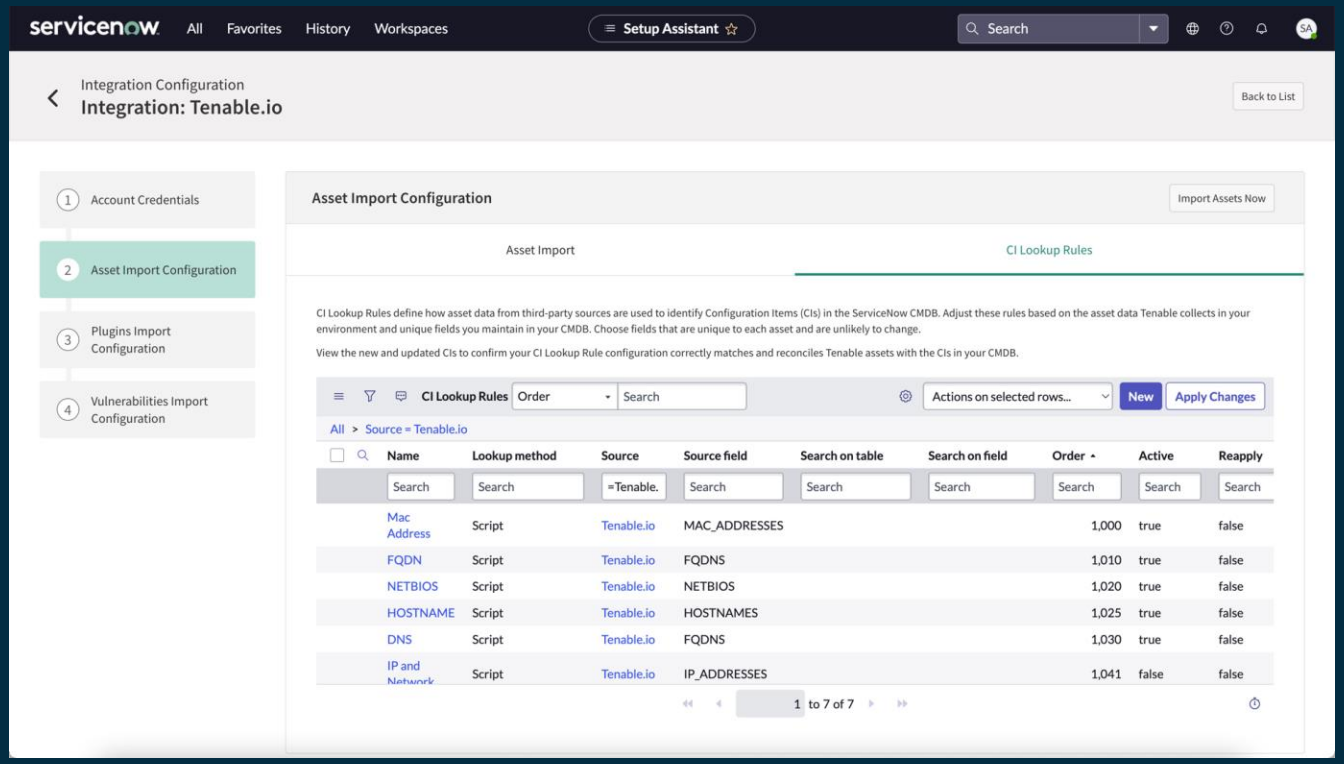
# Tenable.io integration for Configuration Compliance




## Prioritize and remediate misconfigurations with Tenable.io

1. Import assets from Tenable.io to the ServiceNow CMDB
2. View configuration tests, test results, policies, and authoritative sources and prioritize test failures using the risk score calculator
3. Integrate with ITSM change management for remediation

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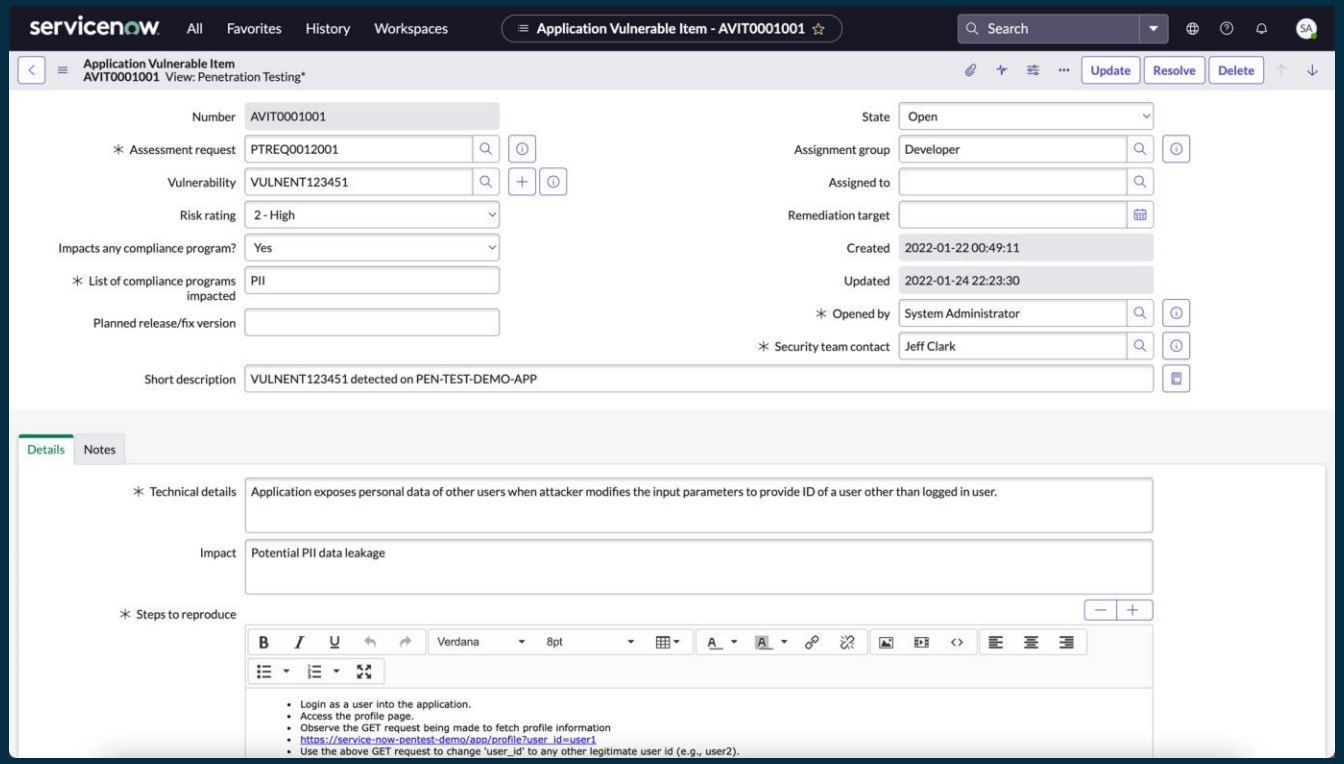
# Integrations for pen testing and cloud vulnerabilities




## Reduce your attack surface with penetration and cloud data

1. Application owners can request a penetration test, the results of which can be imported and managed in VR

2. Import cloud vulnerability data from Wiz—then prioritize, assign, and monitor remediation efforts using VR



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## Technology Excellence:

# IT Asset Management

- Software Asset Management
- Cloud Insights
- Hardware Asset Management

Blog

# What's new from Software Asset Management?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Software Asset Workspace** | **Manage the end-to-end software lifecycle with a purpose-built workspace**<br>View recommended activities, alerts, and actionable insights within a unified, modernized dashboard. Improve lifecycle management processes and data accuracy with corrective recommendations and automated notifications at every stage of the software lifecycle. |
| **Content Library Portal** | **Intelligently search for technology assets in the expansive ITAM Content Library**<br>Confirm coverage of your most critical software vendors and products by quickly searching the ITAM Content Library for information on software lifecycle dates, versions, downgrades, bundle components, part numbers, and more. |
| **IT Asset Offboarding** | **Streamline the technology offboarding process with a workflow**<br>Automate the request, reclamation, evaluation, and removal of hardware and software during the offboarding process with a prescriptive workflow. Use HAM and SAM together to help ensure all devices and software licenses are returned, repurposed, retired, or reallocated. |
| **Virtual Agent for Software Requests** | **Simplify and automate the software request process**<br>Speed up service delivery times by leveraging Virtual Agent to automate software allocations and installations for a simplified end-user experience. |
| **Microsoft Licensing Statement (MLS) import** | **Import Microsoft License Statements to automatically create accurate entitlements**<br>Speed up the import process using the standard MLS format to create entitlements. Leverage an automated error-handling workflow to correct incorrect and insufficient entitlements. |
| **Microsoft Windows Server and SQL Server enhancement** | **Discover server editions and reconcile components to the requisite SQL Server DB**<br>Discover SQL Server DB instance edition and component editions when the SQL Server DB instance is not running. Auto-create installs for the SQL Server instance. |

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Blog

# What's new from Software Asset Management?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Azure BYOL realized savings report** | **Gain insight into actual savings when shifting licenses to Azure public cloud**<br>Gain cost-savings visibility and determine actual savings realized through automatic application of the Azure Hybrid Benefit on virtual machines deployed on Azure. |
| **Custom PPN workflow** | **Automate the replacement of custom part numbers with Content Service suggestions**<br>Receive automated alerts when custom publisher part numbers (PPNs) and discovery maps (DMAPs) become available through Content Services to automatically update critical asset data with downgrades, metrics, lifecycles, and more. |
| **Advanced Client Access License (CAL) support** | **License users and devices on client access records based on client access license (CAL) type**<br>Assign CALs to users and devices based on the CAL type of client access records. Indicate whether each client access record is associated with User CALs only, Device CALs only, or both User and Device CALs. Specify users or devices to assign to the associated CALs so that they are accurately accounted for during reconciliation. |
| **Oracle CAL Automation** | **Automatically generate client access records for Oracle Database Server**<br>Simplify Oracle client access license (CAL) management by automatically generating client access records for users and devices that access Oracle Database Server. |
| **Oracle Multi-tenant Database Licensing** | **Optimize Oracle licensing costs for database licenses in multitenant architectures**<br>Keep Oracle license position accurate and up to date by reconciling Oracle databases in multitenant architectures. Determine the license compliance of each consolidated multitenant container database (CDB) that contain pluggable databases. |
| **Oracle DB Server Licensing (enhancement)** | **Get enhanced support for Oracle Max rules**<br>Help ensure the correct Oracle Standard Edition is deployed on servers with the appropriate number of sockets. Leverage remediation workflows to show where Oracle DB Server Standard is deployed, identify the device where it's installed, and get reclamation candidates with guided steps to remove or migrate installations. |

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Blog

# What's new from Software Asset Management?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Subscription conditions** | Define conditions for subscription-based software models<br>Specify groups of subscriptions to reconcile to determine the license compliance of a specific subset of subscription-based software. Define subscription conditions on software models that contain either subscriptions only or both subscriptions and on-premise installations. |
| **Advanced Optimization for Microsoft Windows and SQL Server** | Optimize software licenses deployed on a cluster<br>Optimize license compliance of software resources deployed on a cluster by partially licensing the Microsoft SQL Server and Windows Server resource with Per Core and Per Core (with CAL) license metrics. View the license status of a host or virtual machines in a cluster as well as the host affinity rules configured within a cluster. |
| **SAM Virtualization Adapter** | **Support license compliance calculations for products deployed on disparate virtualization technologies**<br>Reconcile Microsoft SQL and Windows Server software installs on Red Hat and Hyper-V virtualization technologies. |
| **Seismic support center** | Gain in-product support for Seismic in the Software Asset Workspace. |
| **SaaS integrations** | **Expand licensing integrations for Crowdstrike endpoint protection**<br>Gain meaningful usage data to maintain Crowdstrike compliance—with insight into hosts with active agents and sensors. Generate remediation options to purchase new rights or remove unlicensed installs. |
| **Calculated Lifecycles** | **Manage product risk in the absence of vendor-provided lifecycles**<br>Automatically calculate and insert lifecycle records into software models when End of Life and End of Service records are not available. Proactively manage end of life software by leveraging industry and publisher-specific average lifecycle dates. |

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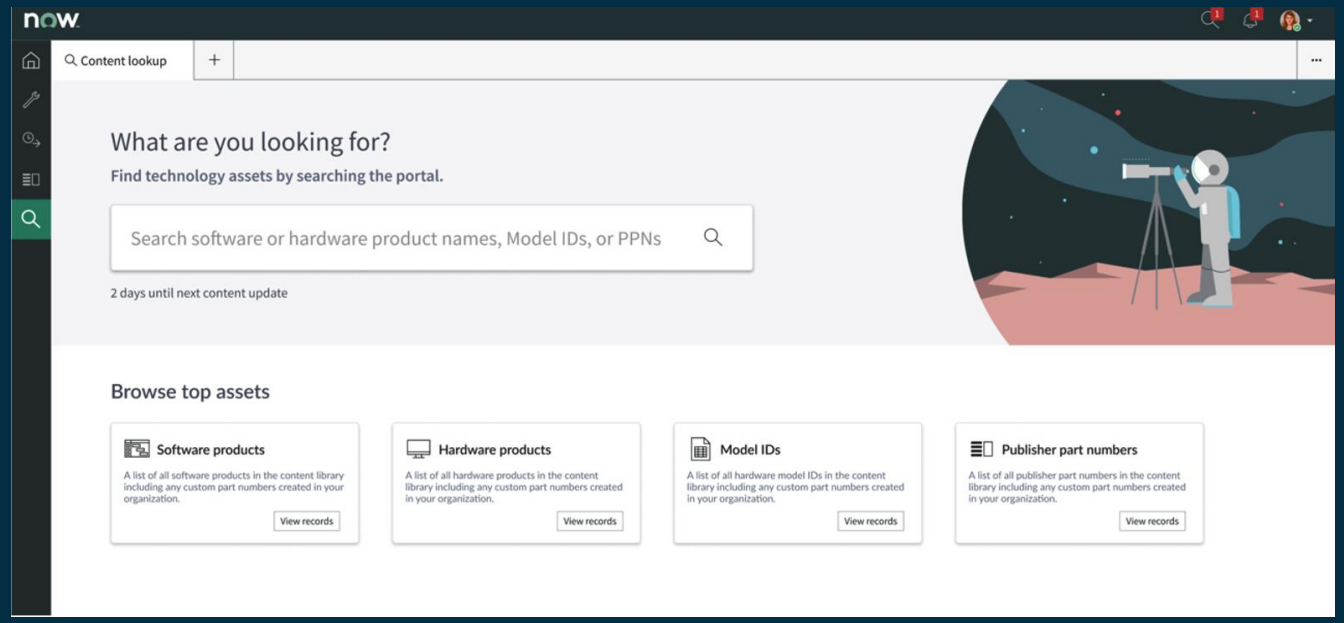
# Content Library Portal




## Intelligently search for technology assets in the expansive ITAM Content Library

1. Quickly search the ITAM Content Library for information on software lifecycle dates, versions, and part numbers
2. Leverage AI technology for fast and intelligent search in an easy-to-use portal
3. Confirm coverage of your most critical vendors and products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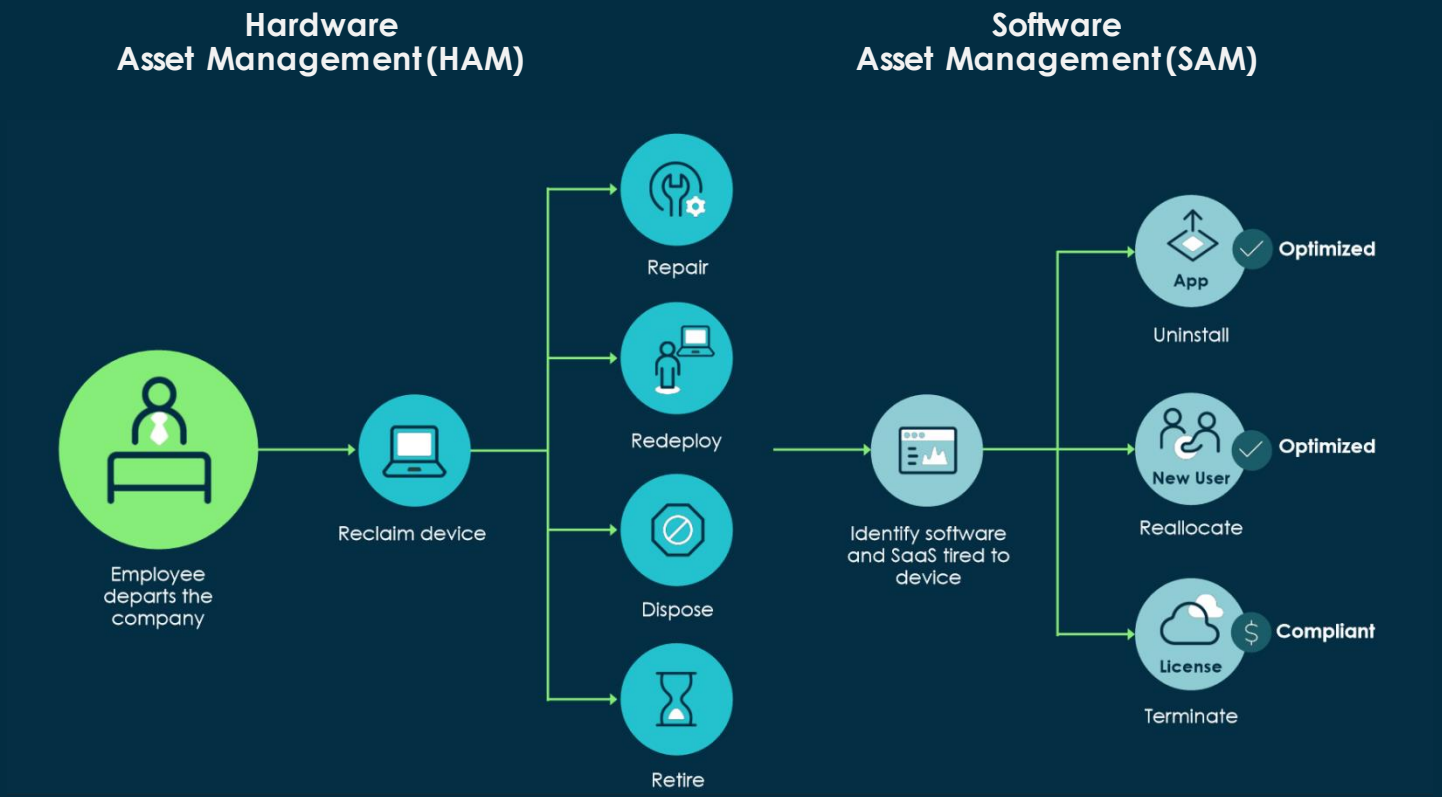
Demo

# IT Asset Offboarding




## Automate the request, reclamation, evaluation, and removal of hardware and software

1. Simplify technology asset offboarding processes with prescriptive tasks that make work flow
2. Leverage HAM to determine which assets can be redeployed, repaired, retired, disposed, or returned to inventory
3. Leverage SAM to uninstall software, revoke license and device allocations, and revoke SaaS subscriptions assigned to the user

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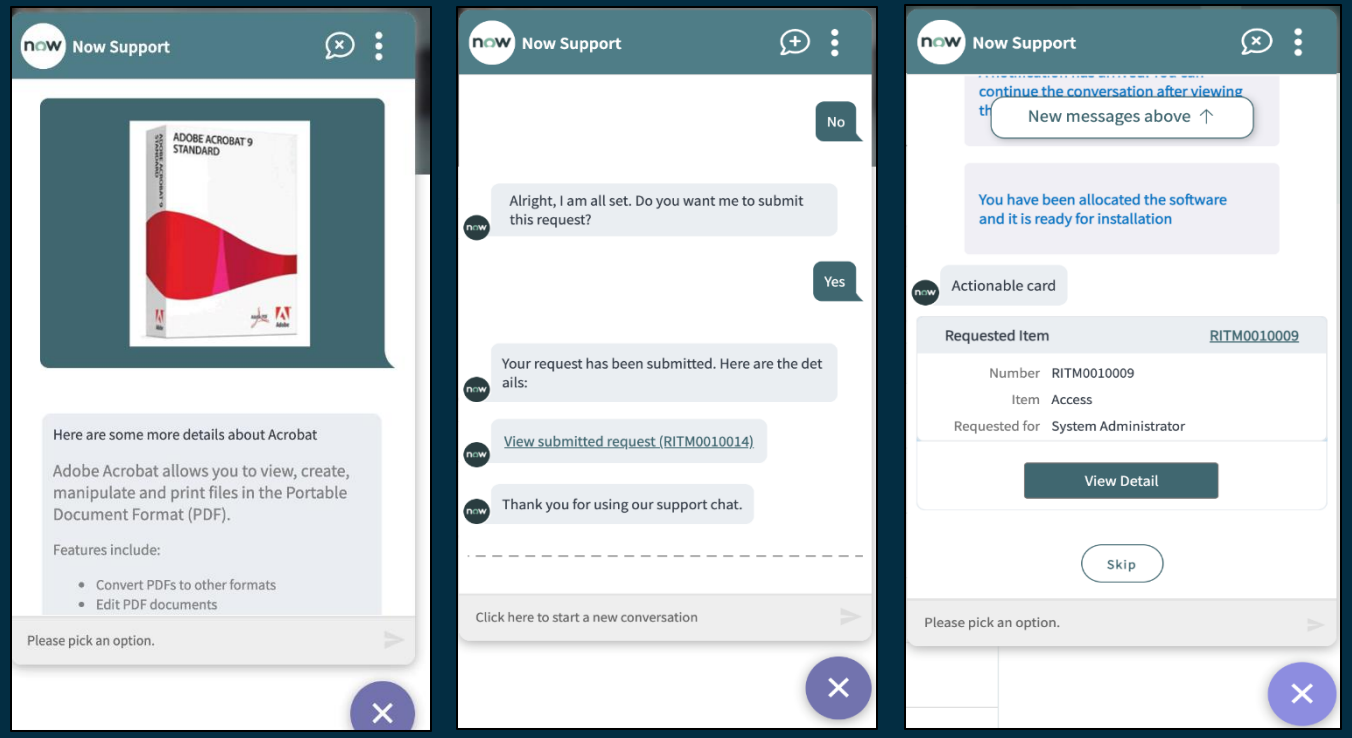
# Virtual Agent for Software Requests




## Simplify and automate the software request process

1. Speed up service delivery times by leveraging Virtual Agent to automate software allocations and installations for a simplified end-user experience

2. Confidently request software with Virtual Agent assistance in identifying best-fit software and device

3. Automatically allocate and install requested software when licenses become available

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Blog

# What's new from Cloud Insights?*

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Reservation Plans** | **Optimize spend by making use of savings and discount plans for committed use of cloud resources**<br>Receive guidance and recommendations on reserving cloud resources for a fixed duration to optimize costs based on usage patterns of reserved instances on AWS and Azure Cloud. Find discount opportunities by identifying resources to reserve for a committed period. Monitor current reserved instance utilization to help ensure the most effective use of purchased resources. |

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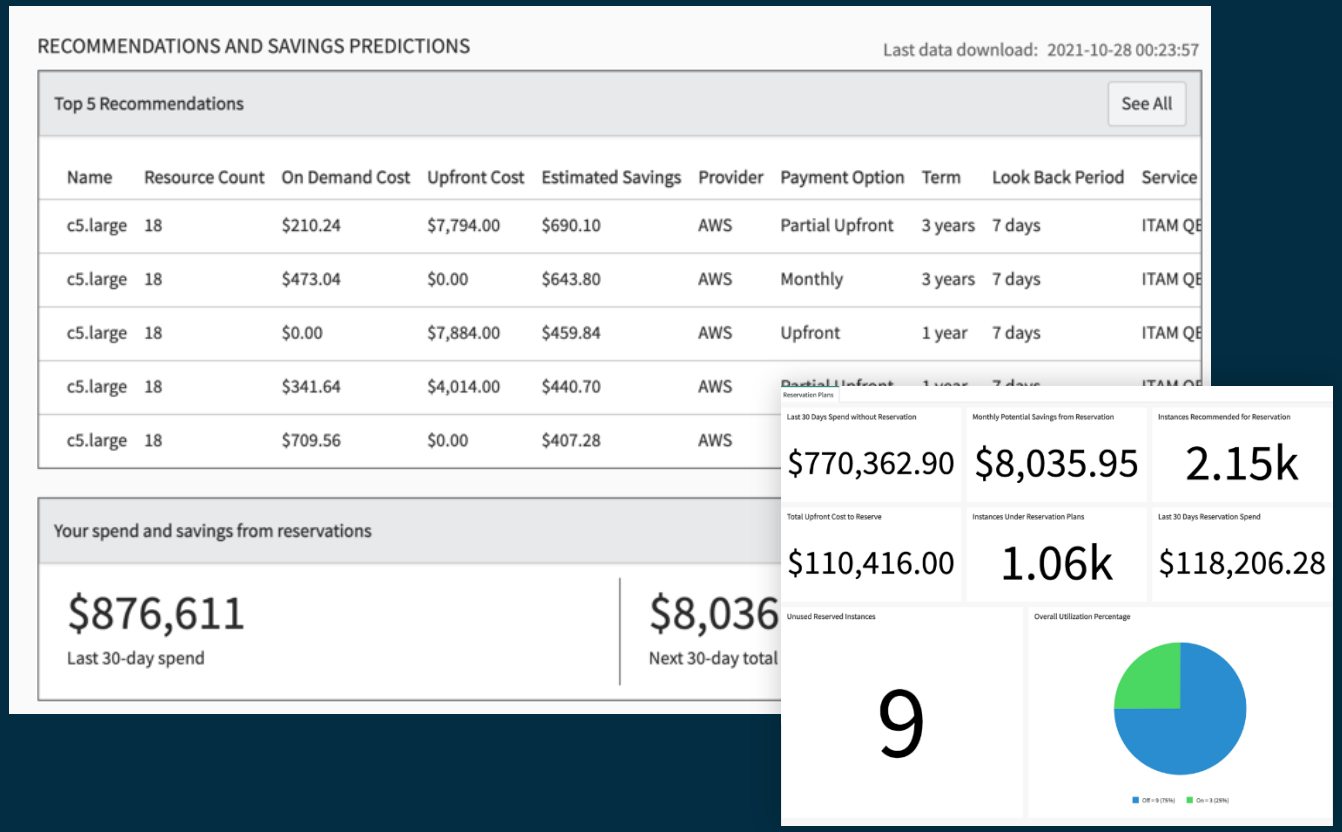
# Reservation Plans




## Optimize spend and usage of AWS and Azure reserved instances

1. Find discount opportunities by identifying resources to reserve for a committed period
2. Monitor current reserved instance utilization to help ensure the most effective use of purchased resources
3. Gain visibility into break-even period, upfront costs, and estimated savings based on recommended reservations

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Blog

# What's new from Hardware Asset Management?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Hardware Asset Workspace** | **Drive asset manager productivity with a purpose-built workspace**<br>Gain a centralized, single-pane view of the hardware asset estate. Discover 'important actions' in a single dashboard, with an intuitive UI for critical hardware asset tasks.<br>The Hardware Asset Workspace includes the following views:<br>•Hardware Asset Overview<br>•Inventory<br>•Asset Estate<br>•Model Management |
| **IT Asset Offboarding** | **Streamline the technology offboarding process with a workflow**<br>Automate the request, reclamation, evaluation, and removal of hardware and software during the offboarding process with a prescriptive workflow. Use HAM and SAM together to help ensure all devices and software licenses are returned, repurposed, retired, or reallocated. |

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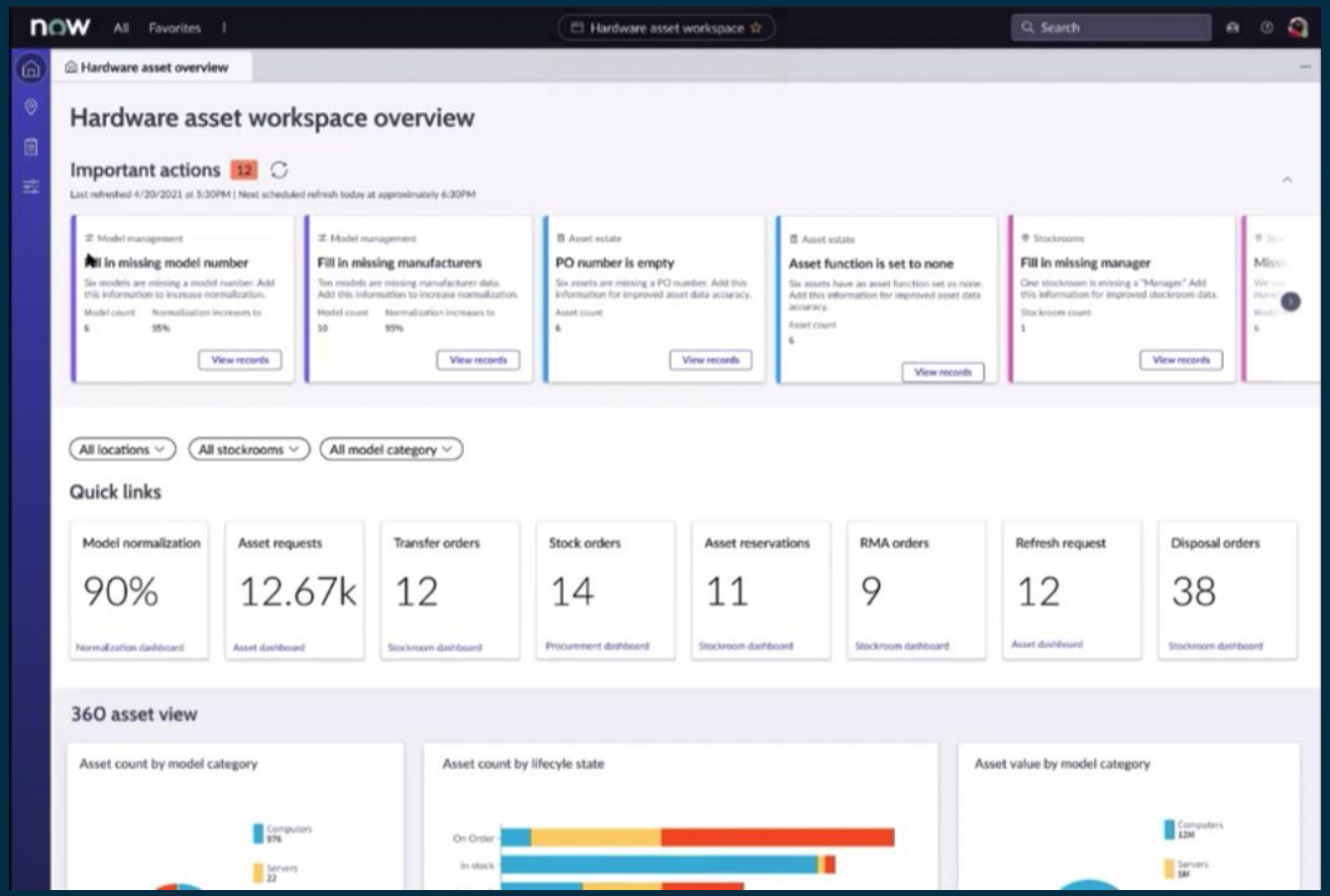
Demo

# Hardware Asset Manager Workspace

*Next Experience*

Modernized look and feel, unified navigation




## Drive asset manager productivity with a purpose-built workspace

1. Discover important actions in a single dashboard with an intuitive UI for critical hardware asset tasks
2. Improve asset lifecycle management processes and data accuracy with corrective recommendations at every stage of the asset lifecycle
3. Drive action with visibility into open inventory management tasks, such as RMA requests, transfer orders, and asset audits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# Employee Experience

- HR Service Delivery
- Legal Service Delivery
- Procurement Service Management
- Workplace Service Delivery

Blog

# What's new from HR Service Delivery?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Next Experience/HR Agent Workspace** | **Modernized look and feel, unified navigation**<br>Experience increased flexibility and configurability as well as enhanced UI branding with the Next Experience. |
| **Employee Relations** | Improved Employee Relations Experience<br>Create a safe space for employees to report concerns with the new Anonymous Report Center—and restrict access to sensitive ER cases and information with enhanced security. |
| **Intelligent Experience/Employee Experience** | **Purpose-built employee experiences**<br>Build customized topic pages and enhanced employee profiles—and navigate to what employees need faster by pushing frequently used apps to the top of the experience. |

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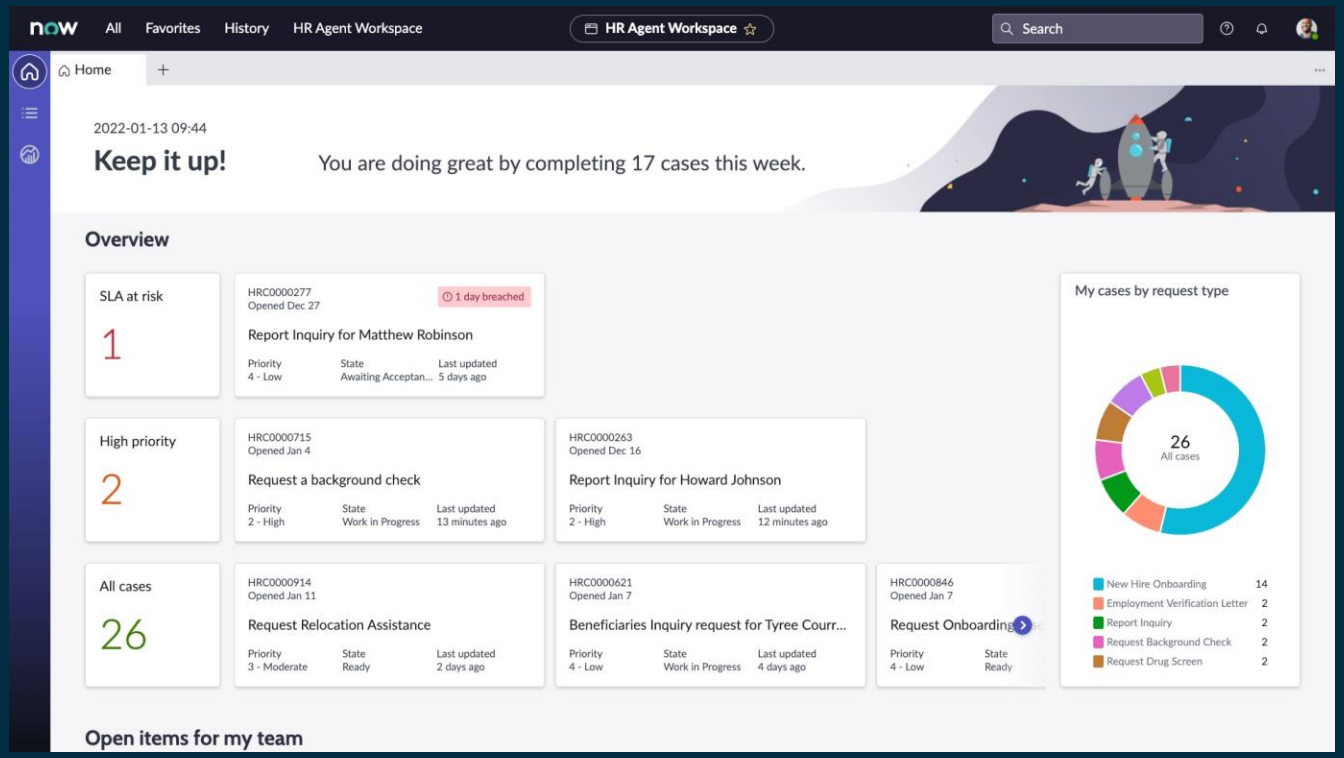
*Next Experience*

# HR Agent Workspace

## Modernized look and feel, unified navigation




### Drive HR productivity with a purpose-built workspace

1. Experience increased flexibility and configurability as well as enhanced UI branding with the Next Experience
2. Surface employee insights faster with a modernized visual design that creates a seamless, simplified HR experience
3. Improve efficiency with intuitive navigation that connects your HR team to the information they need faster

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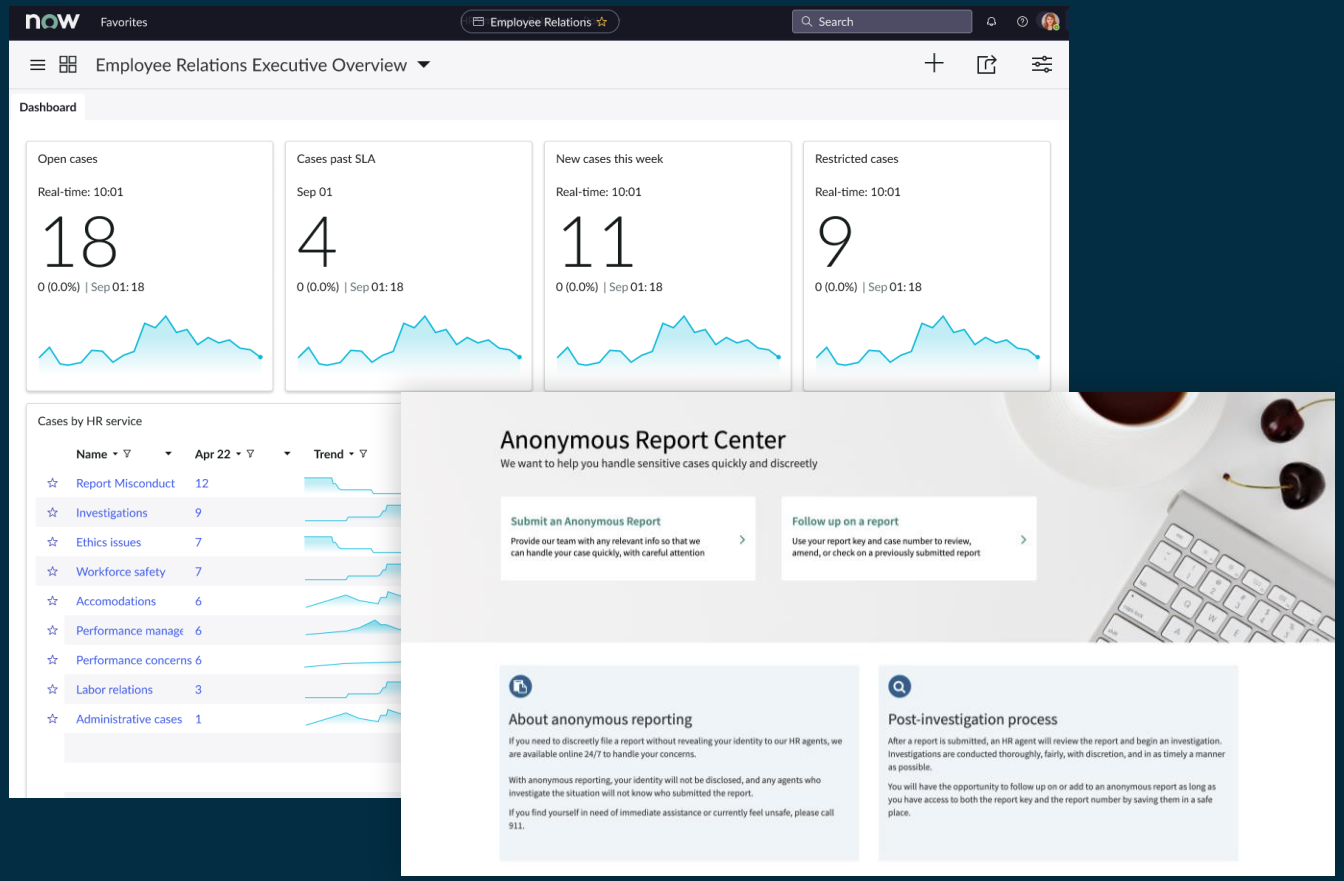
# Employee relations




## Improve employee relations (ER) management

1. Create a safe space for employees to report concerns with the new Anonymous Report Center
2. Restrict access to sensitive ER cases and information with enhanced security
3. Improve visibility into ER with an upgraded dashboard that features graphs and metric analysis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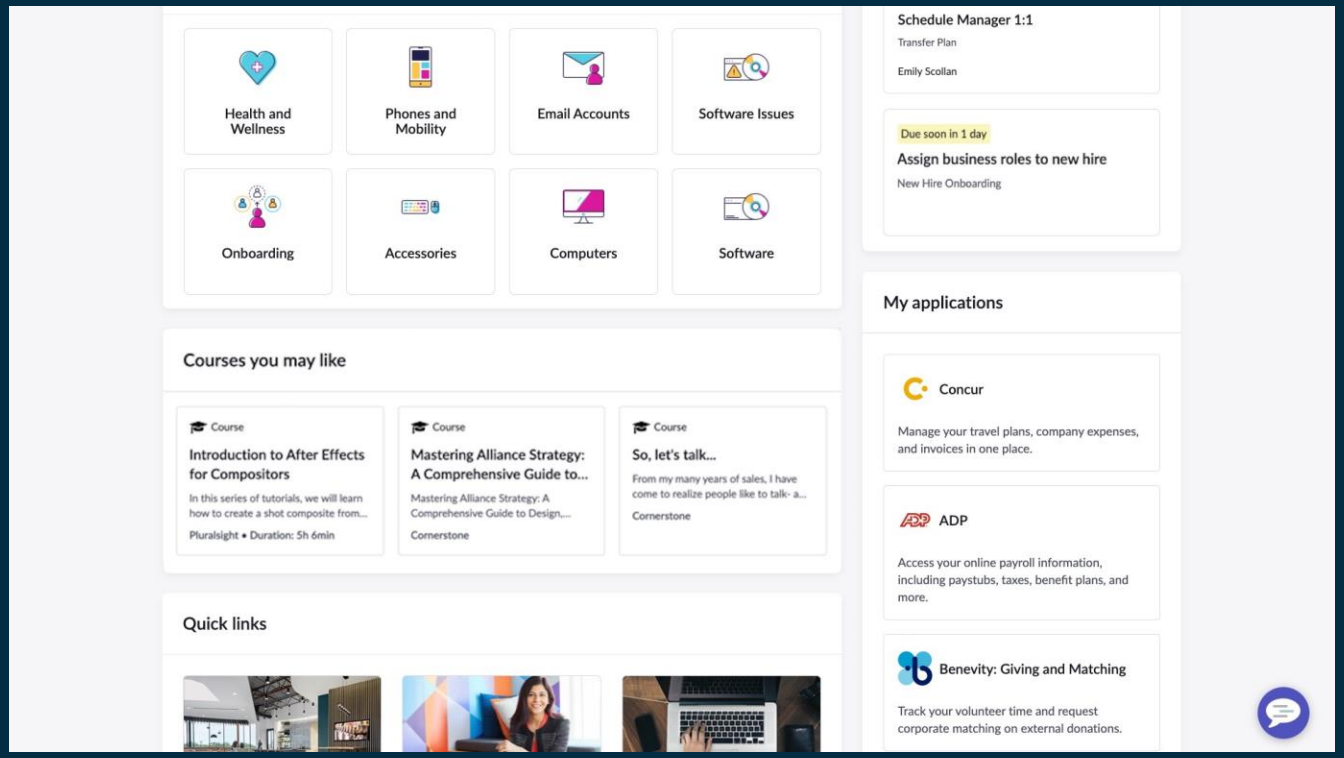
# Intelligent experience




## Optimize employee journeys

1. Provide intelligent service experiences with personalized content enabled by AI-powered recommendations
2. Improve the employee feedback loop by acting on feedback collected within listening posts
3. Leverage AI to present relevant in-the-moment learning experiences

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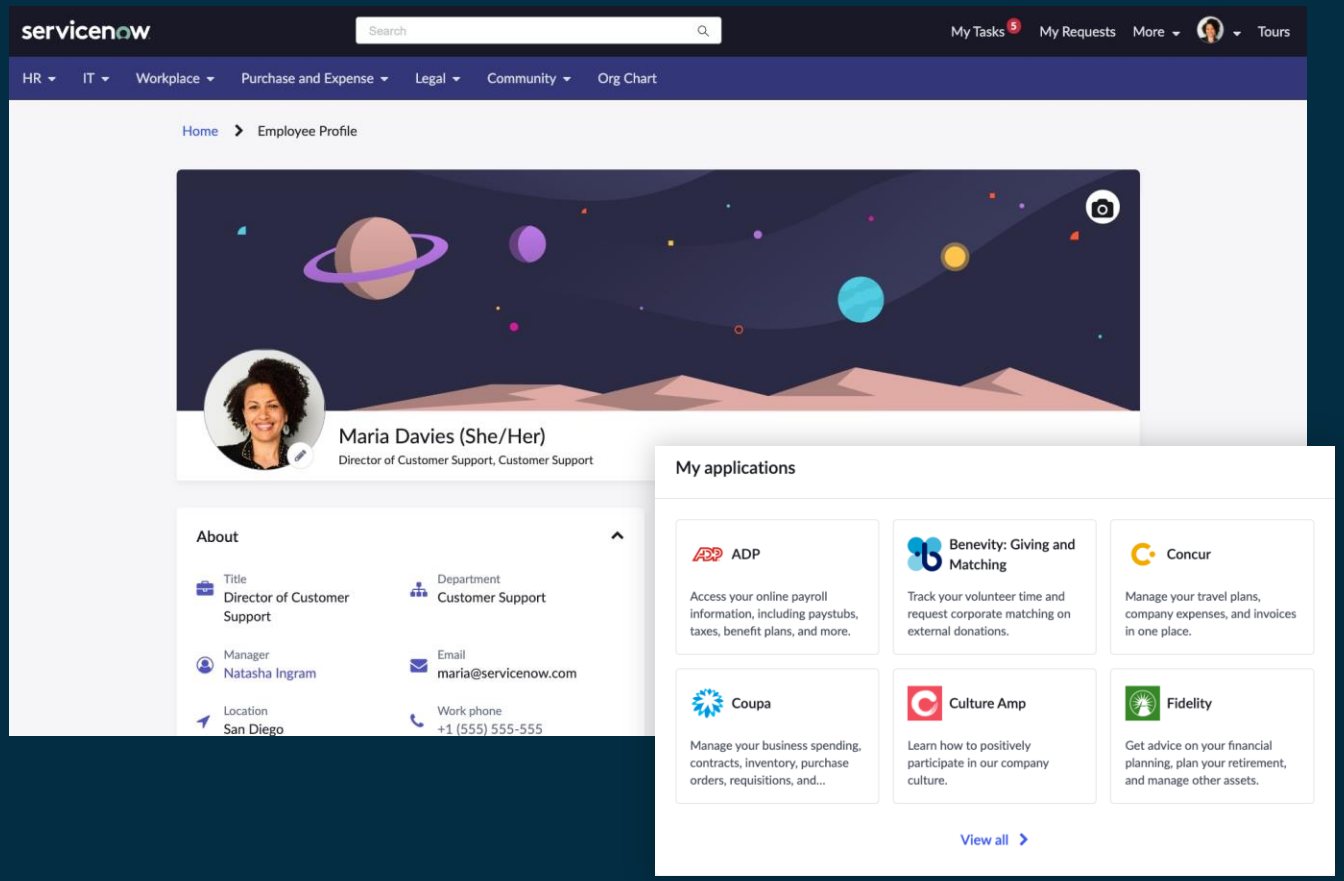
# Employee experience enhancements




## Build unique employee experiences

1. Enhance curated experiences with customizable topic pages and streamlined content authoring
2. Utilize enhanced employee profiles to deliver more personalized employee experiences
3. Improve productivity with the ability to put relevant and frequently used apps at the forefront of the experience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# What's new from Workplace Service Delivery?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Workplace Reservation Management** | **Provide self-service reservations and service requests**<br>Enhancements enable employees to reserve spaces near colleagues, create group or multi-location reservations, add room configurations, download to calendar, and share the reservation itinerary. |
| **Workplace Space Mapping**<br>*Requires a third-party license agreement with Mappedin* | **Navigate offices and create reservations using maps**<br>Enhancements include proximity-based reservations using the reservation map view, improved clarity on spaces available, and a new configurable map legend that can be collapsed. |
| **Vaccination Status** | **Simplify submission and validation of vaccine records**<br>Enhancements include new integrations for vaccine verification (requires third-party contract), an approval portal for exemptions, reports, and test record submissions, and booster tracking. |
| **Workplace Service Delivery for mobile** | **Navigate offices and create reservations using maps**<br>Enhancements span reservation and mapping experiences, including mobile wayfinding, proximity booking, quick actions once a reservation is created, and single-click proposed room reservations. |

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*Available in the ServiceNow Store and included with a Workplace Service Delivery License. May require additional 3rd party license agreement to enable indoor mapping solutions, optional.

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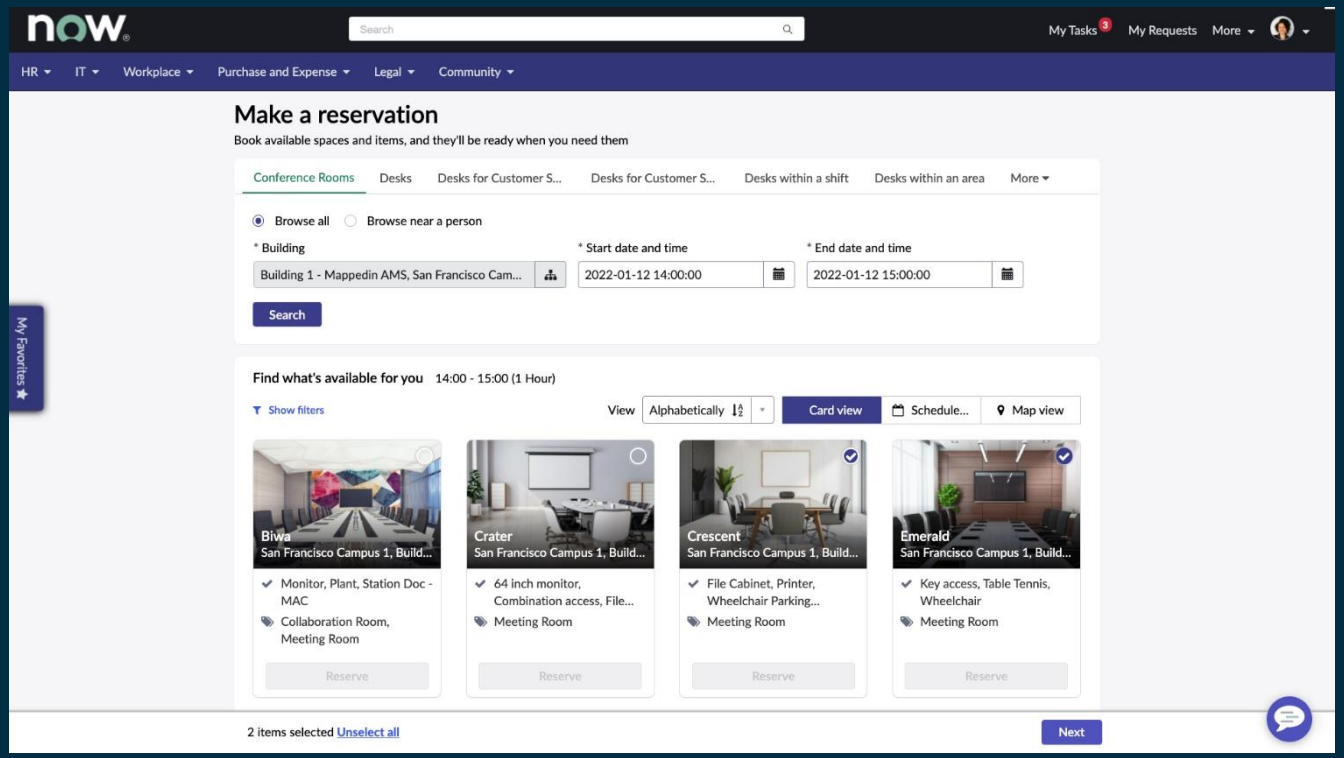
# Workplace Reservation Management enhancements




## Provide self-service workspace reservations and service requests

1. Book spaces on behalf of teams for group or multi-location reservations—and request room configurations
2. Quickly invite an attendee to a reservation, download to calendar, or share the reservation itinerary
3. Add conferencing tools while creating a reservation

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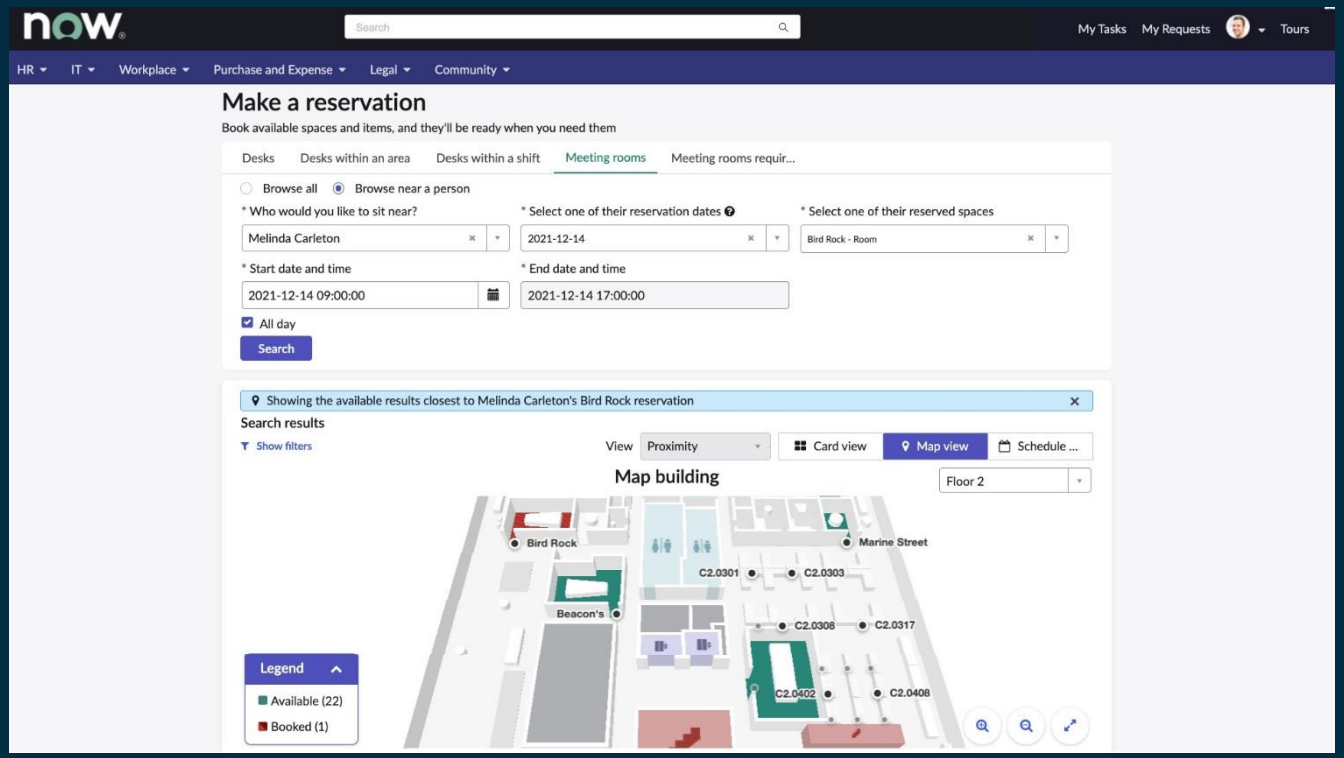
# Workplace Space Mapping enhancements




Workplace Space Mapping requires a separate third-party license agreement with Mappedin.

## Navigate office space and create reservations using interactive maps

1. Search and create reservations near colleagues on the floor map with new proximity booking
2. Improve map clarity with a floor picker that includes available vs. booked spaces
3. Configure a collapsible map legend (color and text) for an unobstructed view



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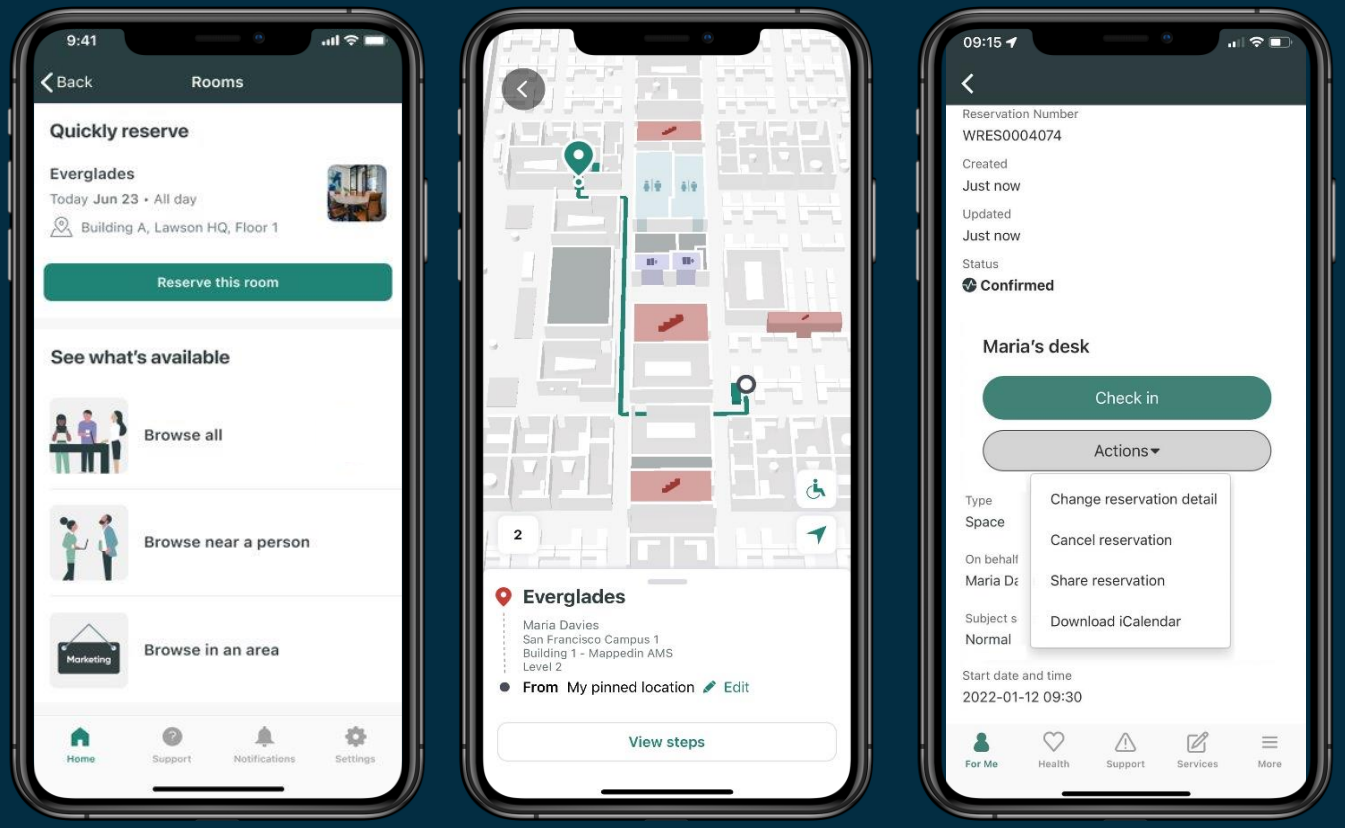
Demo

# Workplace Service Delivery for mobile enhancements




## Enable seamless employee workplace experiences on mobile

1. Provide employees with mobile wayfinding and proximity booking throughout workplace locations
2. Access visual floor maps and browse all desks to create a workplace reservation
3. Quickly reserve a proposed location, share reservation itinerary, and download calendar event

Workplace Space Mapping requires a separate third-party license agreement with Mappedin.

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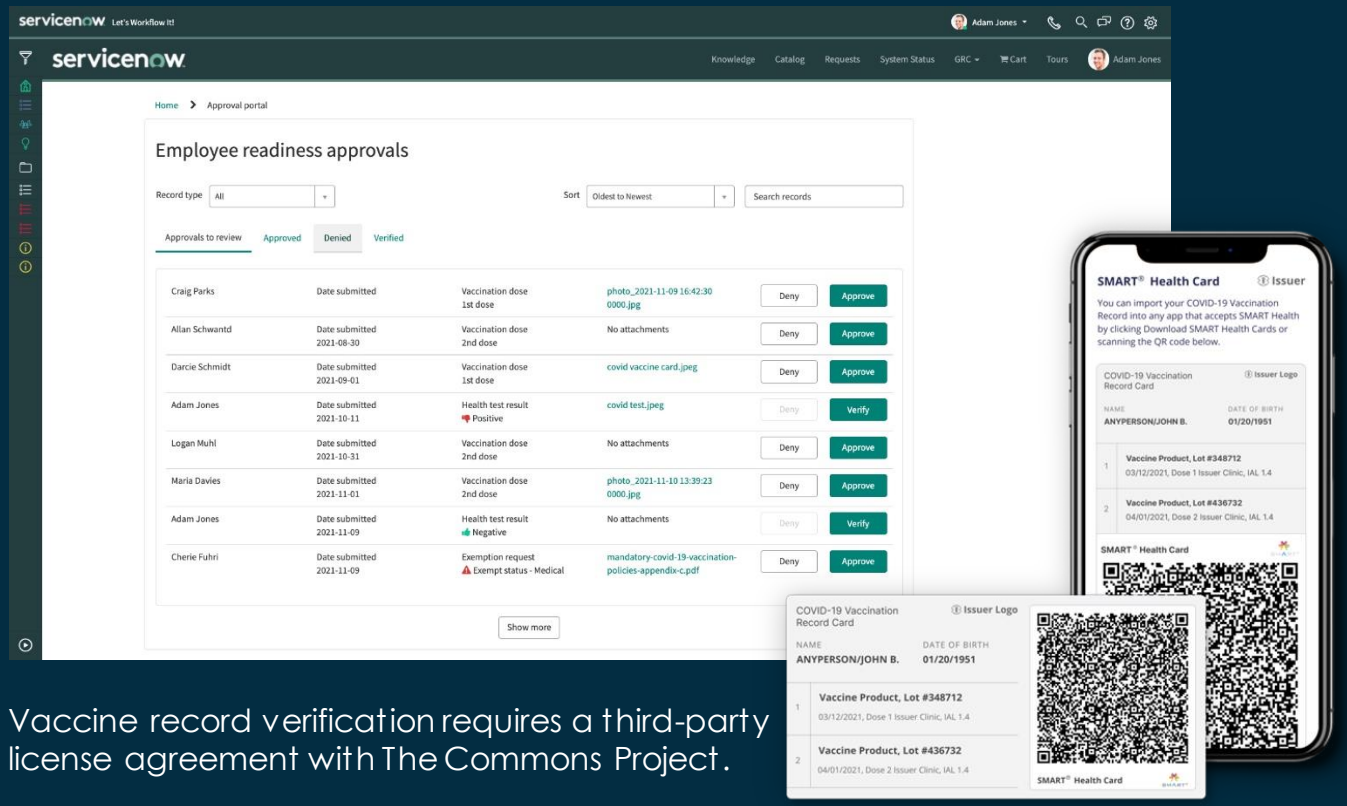
Demo

# Vaccination Status enhancements




Vaccine record verification requires a third-party license agreement with The Commons Project.

## Simplify the submission and validation of vaccine records

1. Access new integration with The Commons Project SMART® Health Card Verifier API to verify vaccine records
2. Provide an approval portal for employee vaccine exemptions, reports, and test record submissions
3. Manage and track booster shots within the organization and send consent forms by location



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# What's new from Legal Service Delivery?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Legal Executive Dashboard** | **Provide legal operations insight to make better-informed decisions**<br>A new executive dashboard provides the office of the general counsel additional insight with practice area-specific metrics and KPIs over any time window. Quick identification of legal service trends can help identify specific areas where legal ops can improve their service and potentially automate further. |
| **Simple Contracts Enhancements** | **Expand delivery, approval, and storage of self-service contracts**<br>Configurable e-signature and document storage options enable flexible rules to define vendor choice for approval and document location. Template contracts can also include a dynamic copy block for unique regional or local requirements. |
| **Legal Counsel Center Enhancements** | **Improve practitioner productivity, integration, and privacy options**<br>Assign delegates to current and future legal requests to ensure timely service delivery. Create email acknowledgements with a full audit trail. Store disposition information including all related metadata associated with request or matter. |

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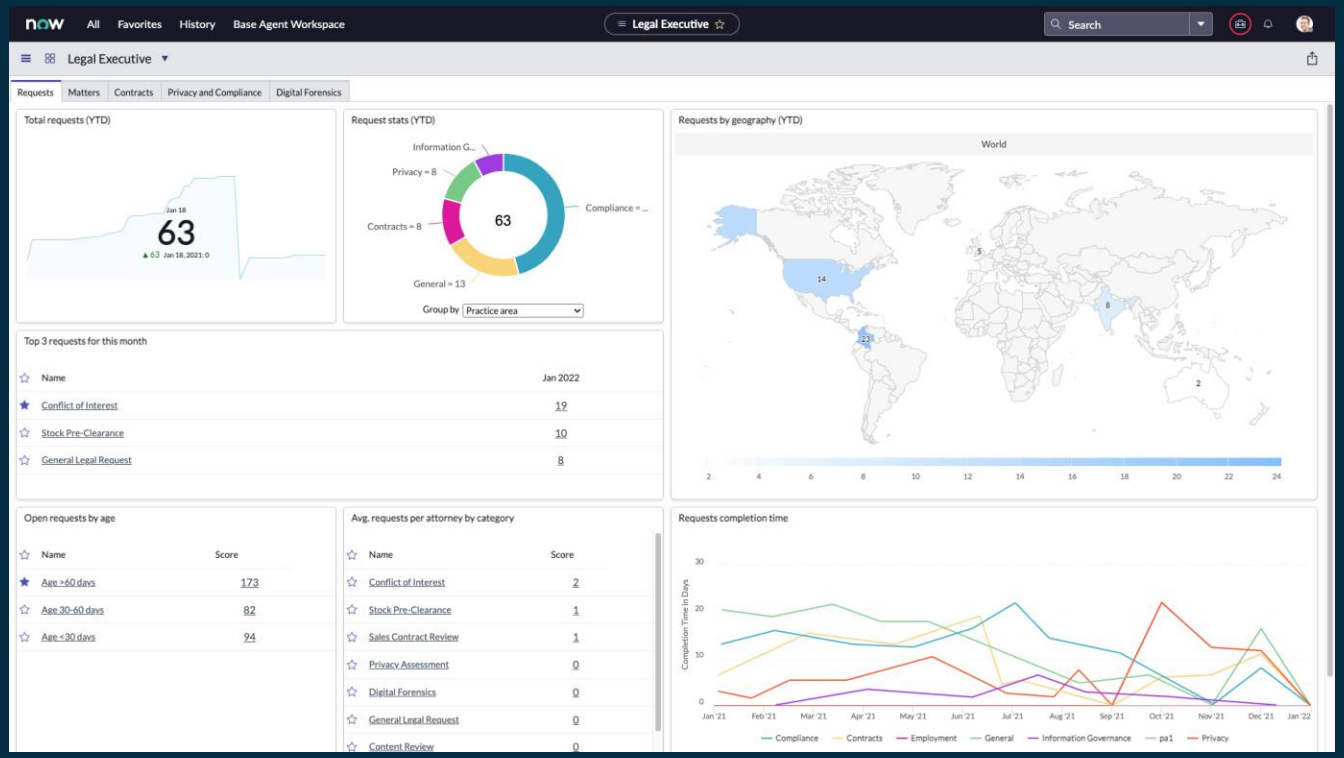
Demo

# Legal Executive Dashboard




## Provide legal operations insights to make better-informed decisions

1. Deliver practice area-specific KPIs, including backlog, SLA compliance, and average time to resolve
2. Identify trends to improve service delivery and align to business outcomes quickly
3. Utilize advanced Performance Analytics to gain insight into the legal operations service

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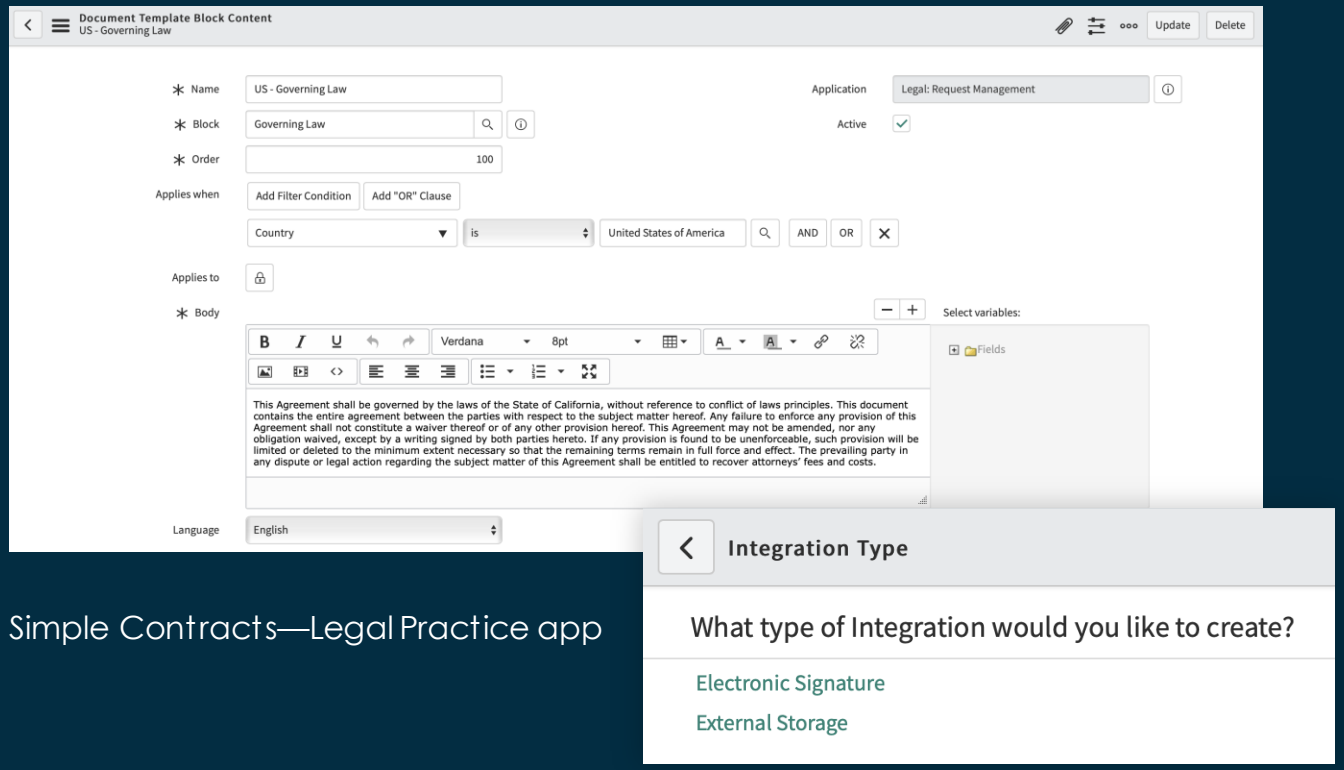
Demo

# Simple Contracts enhancements




Simple Contracts—Legal Practice app

## Expand delivery, approval, and storage of self-service contracts

1. Assemble contracts dynamically—with definable content blocks, such as regional law clauses
2. Use conditional rules to route approvals to agreed-upon e-signature providers
3. Define routing rules to govern the contract location for specific cloud storage providers

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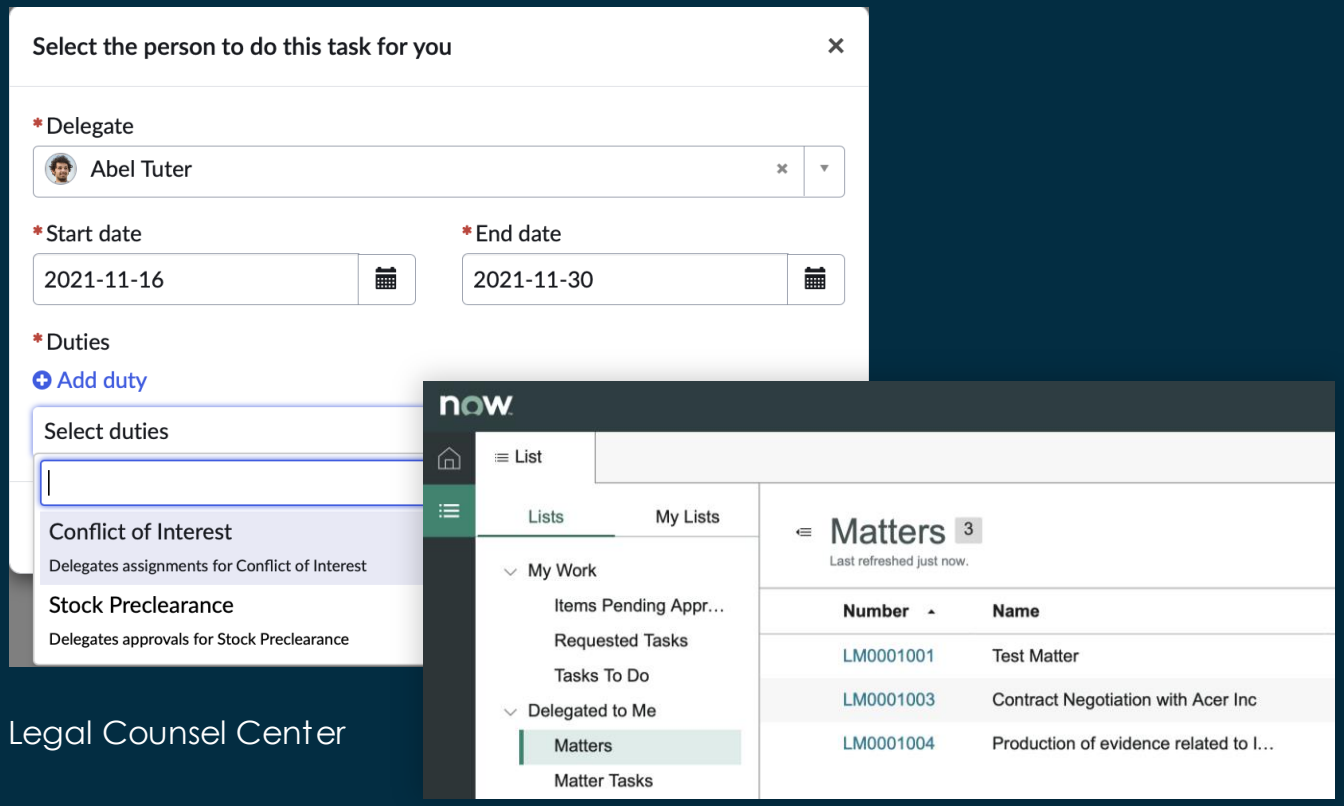
# Legal Counsel Center enhancements




Legal Counsel Center

## Improve practitioner productivity, integration, and privacy options

1. Assign delegates to practice area duties to ensure follow-through of service requests, matters, tasks, and approvals
2. Send acknowledgement emails as part of privacy guidelines in context of the request for full audit tracking
3. Provide storage for various legal dispositions, including all related metadata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# What's new from Procurement Service Management?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Purchase Approval Clarification** | **Simplified sharing of contextual information**<br>Make it easier for approvers to get clarification on requests. |
| **Purchase Request Modification** | **Change purchase request line items quickly and easily**<br>Enable shoppers to make line-item changes to purchase requests quickly and easily. |
| **Delivery Address Validation** | **Ensure smooth deliveries**<br>Empower procurement teams to ensure smooth deliveries—with improved checkout and seamless connections with address verification services. |
| **Virtual Agent Enhancements** | **Fulfill common inquiries faster**<br>Procurement teams can easily scale the organization with automated conversations. |

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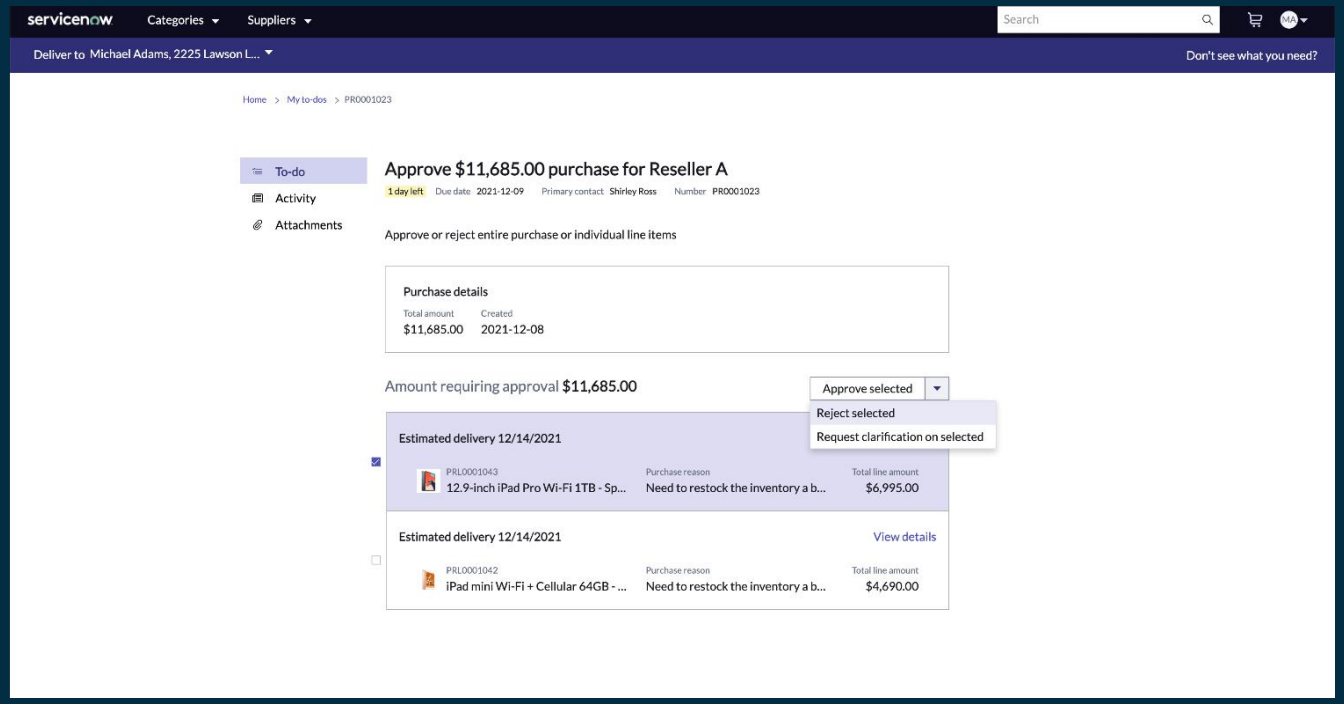
# Purchase approval clarification




## Simplify sharing of contextual information

1. Enable better purchase request approval experiences
2. Get clarification without having to reject requests, conduct follow-ups offline, and open another request
3. Provide clear visibility into reasons for purchase request rejections



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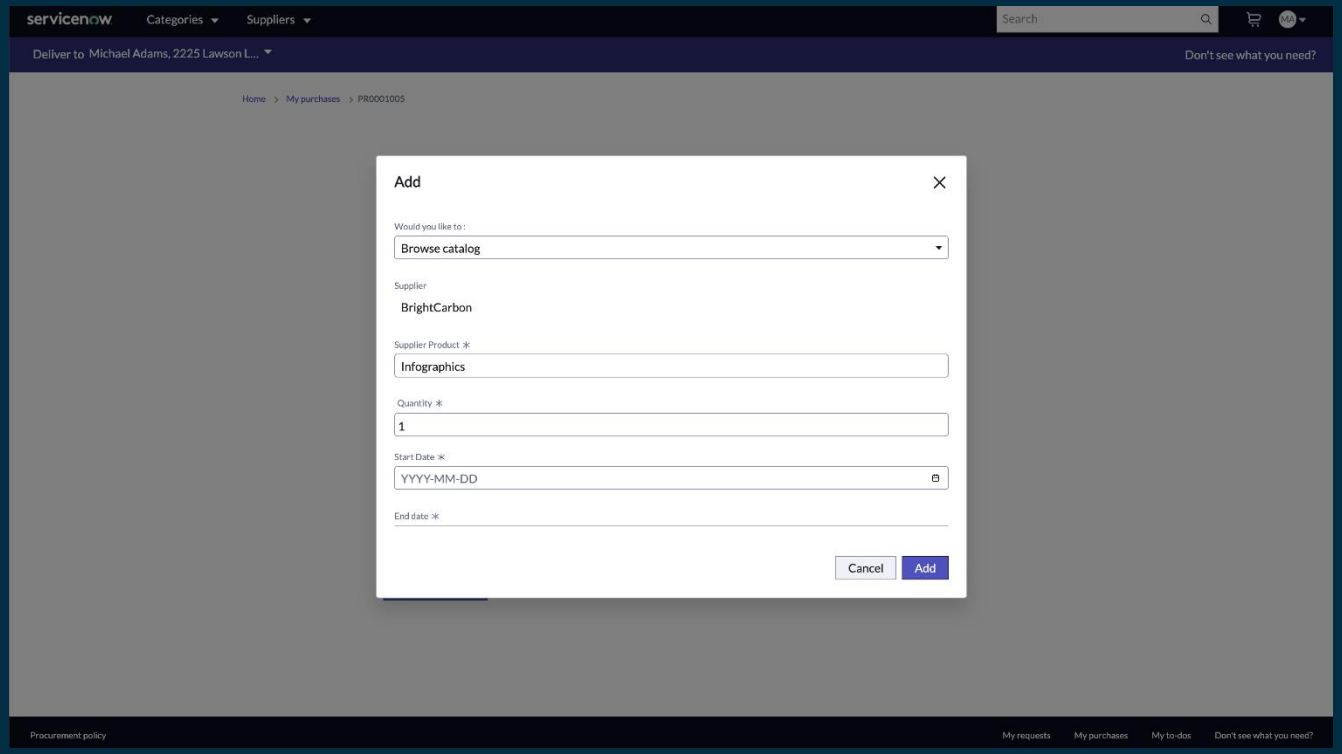
# Purchase request modification




## Change purchase request line items quickly and easily

1. Enable advanced shoppers to make multiple edits at once to purchase requests
2. Move funds between line items on a purchase request
3. Add new line items to existing purchase requests



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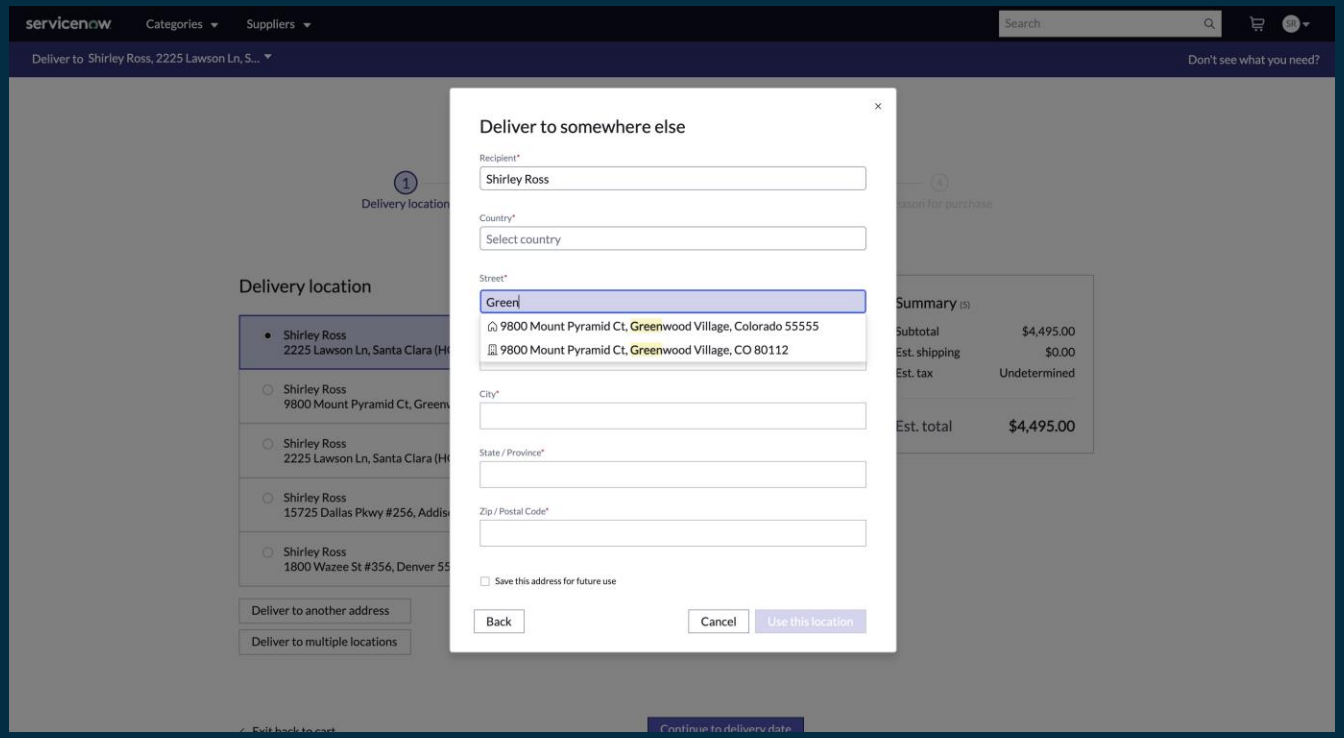
# Delivery address validation




## Ensure smooth deliveries using real and verified address data

1. Connect to address verification services to validate shipping address at checkout
2. Deliver a consumer-like checkout experience with autofill suggestions for addresses
3. Minimize duplicate address records and unnecessary validation tasks

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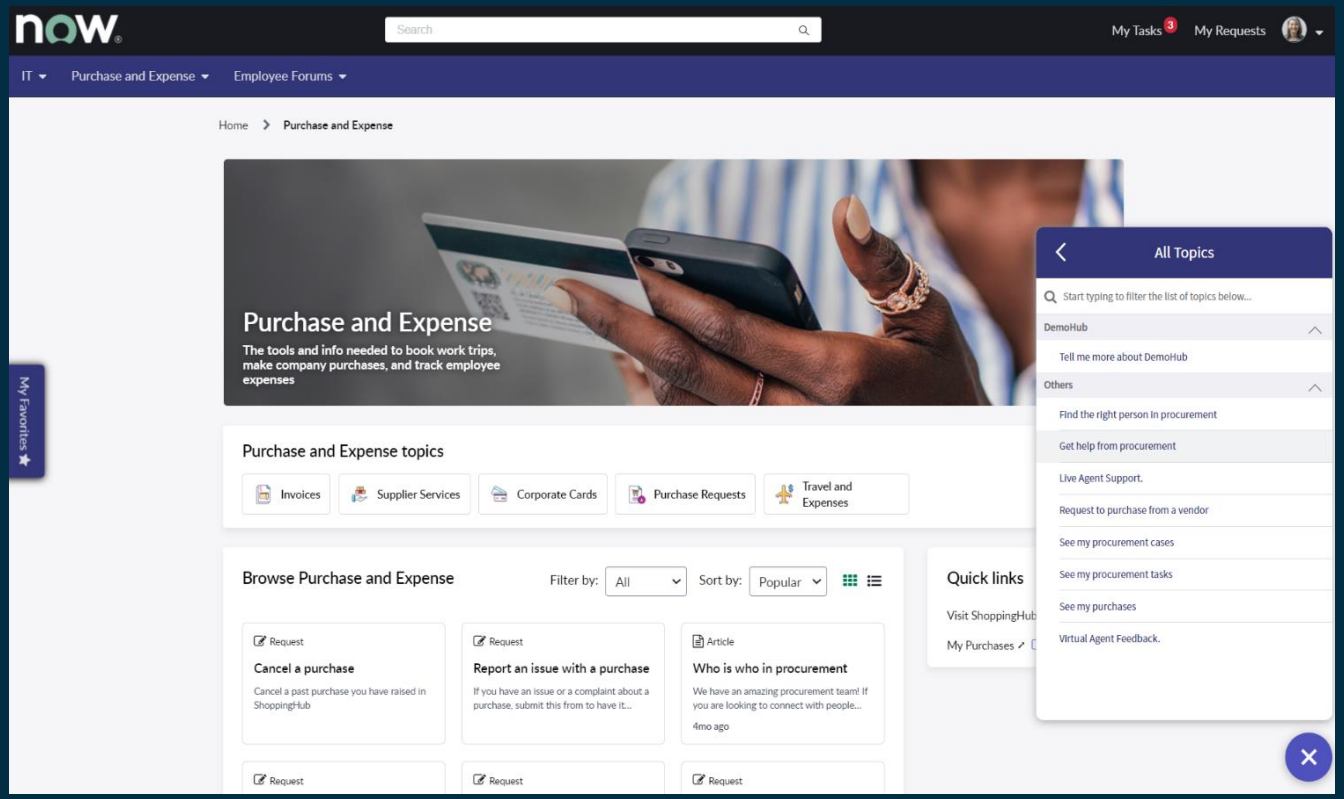
# Virtual Agent enhancements




## Fulfill common inquiries faster with more predefined topic conversations

1. Scale the procurement organization with a virtual agent to handle common, less complicated requests
2. Enable employees to have conversations about their tasks and the status of their purchases and cases
3. Make it easier for employees to request help from procurement through Virtual Agent

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# Operating Excellence

- Strategic Portfolio Management
- Environmental, Social, and Governance
- Integrated Risk Management


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Technology Excellence
Employee Experience
**Operating Excellence**
Build and Automate
Industries
Get Ready to Upgrade

Blog

# What's new from Strategic Portfolio Management?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Alignment Planner Workspace enhancements** | **Maximize outcome with enhanced planning & tracking**<br>Milestones: Create and track milestones at the work item level for projects, demands, and epics to better focus on strategic outcomes.<br>SAFe Template: Improve program increment planning.<br>ADO integration: Scale agile planning and connect roadmaps to teams executing in ADO. |
| **Project Workspace** | **Drive project managers' productivity with a purpose-built workspace**<br>Project managers can use a more intuitive and modern user experience to effectively plan and execute work. |
| **Digital Portfolio Management** | **Holistically manage applications, demand, and projects through their full lifecycle**<br>Enable product owners to have one single view for plan, build, and run structure. |
| **Resource Management** | **Get more efficient resource planning to implement strategy faster**<br>Enable resource managers with better useability and control—with planning and allocating resources. |
| **CMDB Alignment** | **Enhance visibility for all products**<br>Enable portfolio managers to track all work throughout the lifecycle. |

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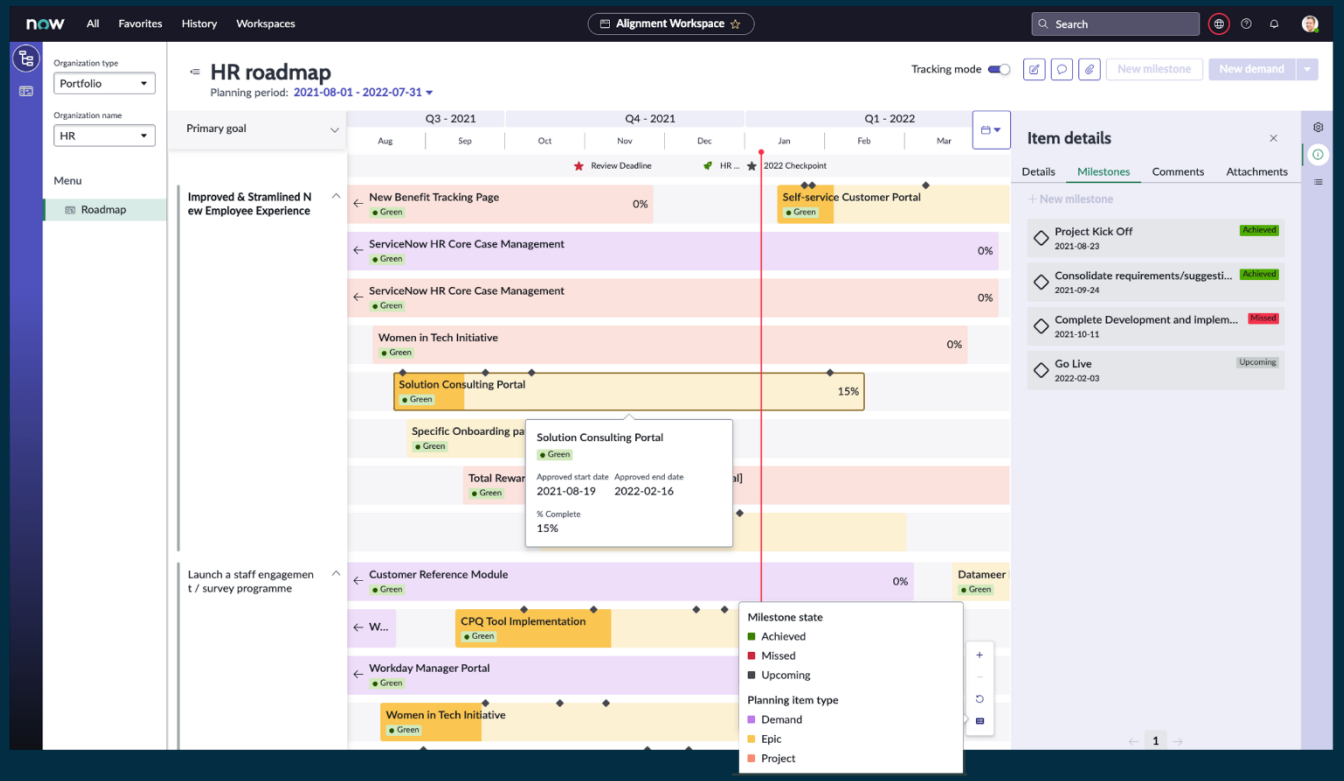
# Alignment Planner Workspace

## Modernized look and feel, unified navigation




### Enhanced planning and tracking to maximize outcomes

1. Create and track milestones at the work-item level for projects, demands, and epics to focus on the outcome
2. Improve program-increment planning by creating epics in the Alignment Planner Workspace and breaking them down into features using Scaled Agile Framework (SAFe) boards
3. Scale agile planning and connect visual roadmaps to teams that are executing in Azure DevOps



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# Digital Portfolio Management

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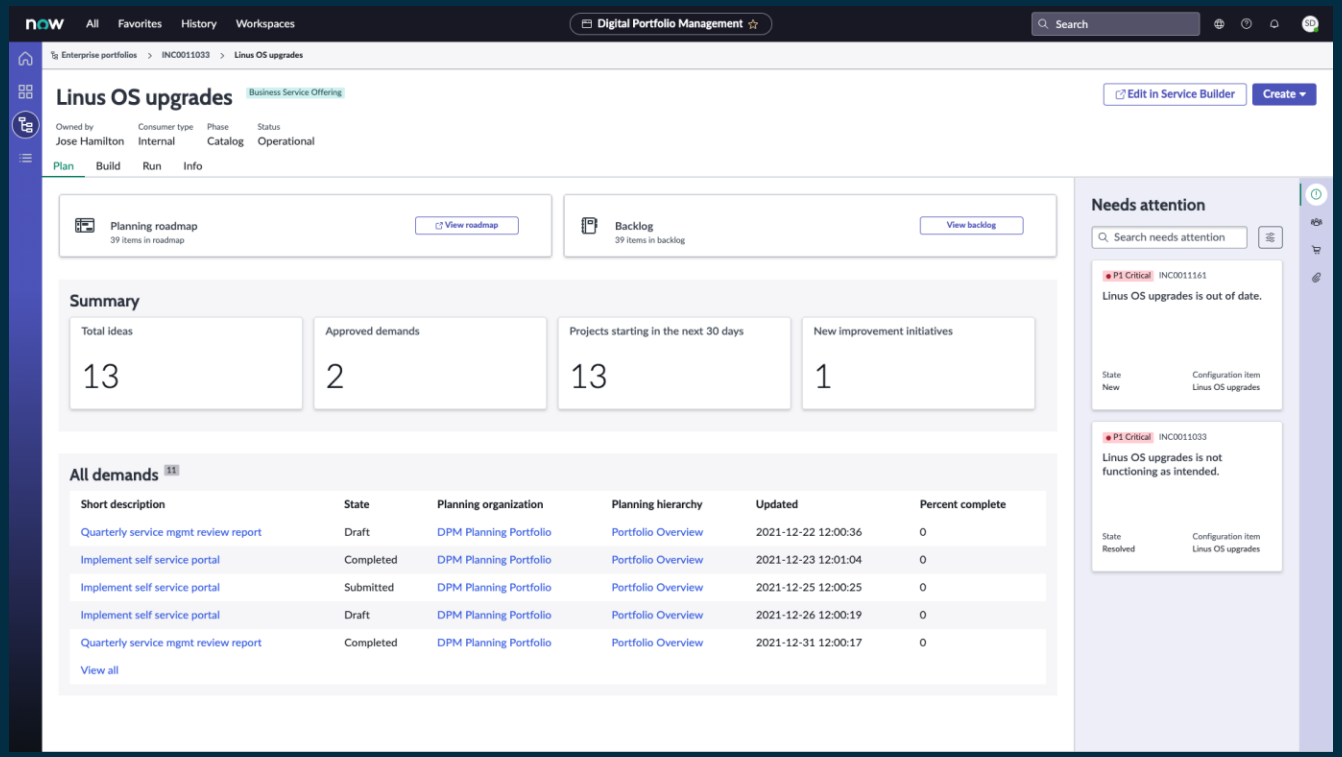


Digital Portfolio Management Workspace

## Holistically manage services and apps through their full lifecycle

1. Manage services, applications, demands, and projects through one unified workspace
2. Promote new ideas, prioritize backlogs, and manage roadmaps to deliver shared outcomes
3. Optimize portfolio performance and make more informed budgetary decisions

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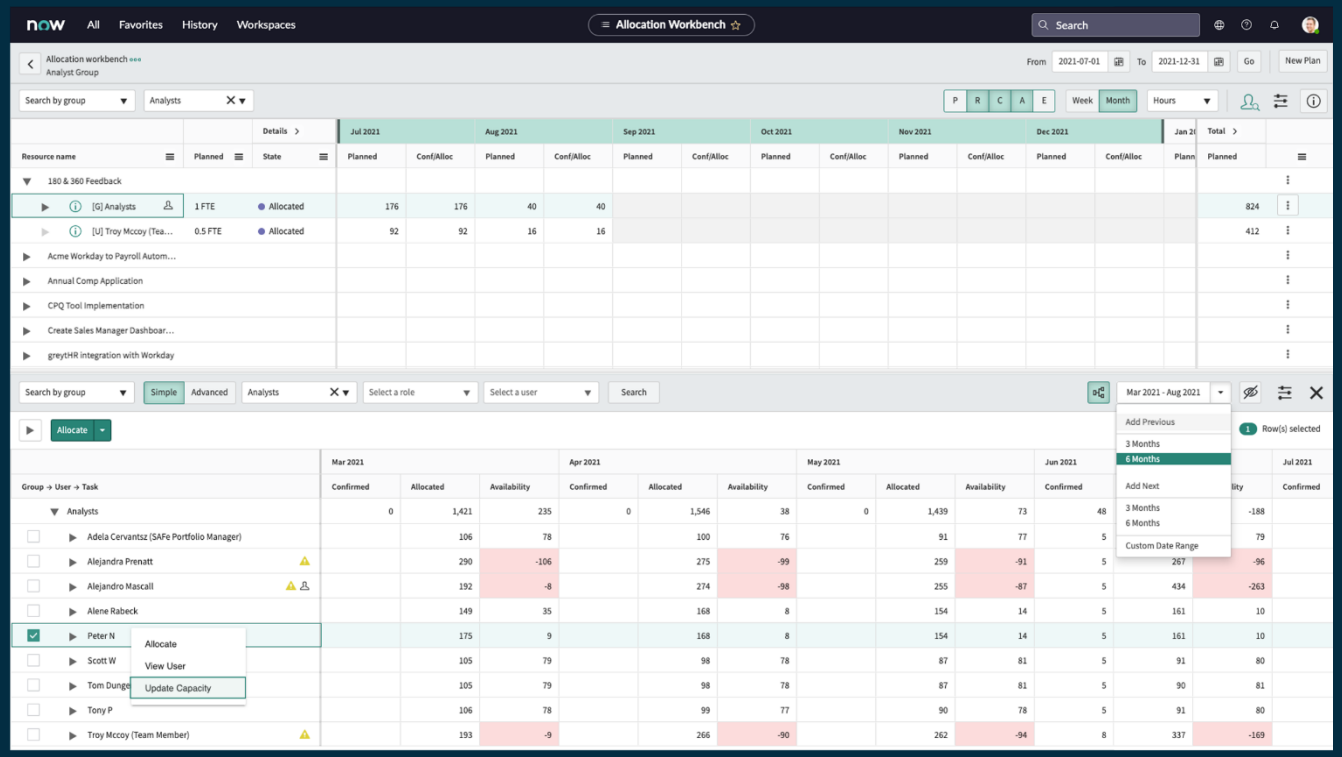
# Resource Management




## Implement strategy fast with efficient resource planning

1. Enhance user experience with new date range filtering to set the resource duration and advanced resource pagination

2. Filter your search by group and role for quick and efficient resource allocation

3. Update resource capacity within Resource Finder for better planning and allocation

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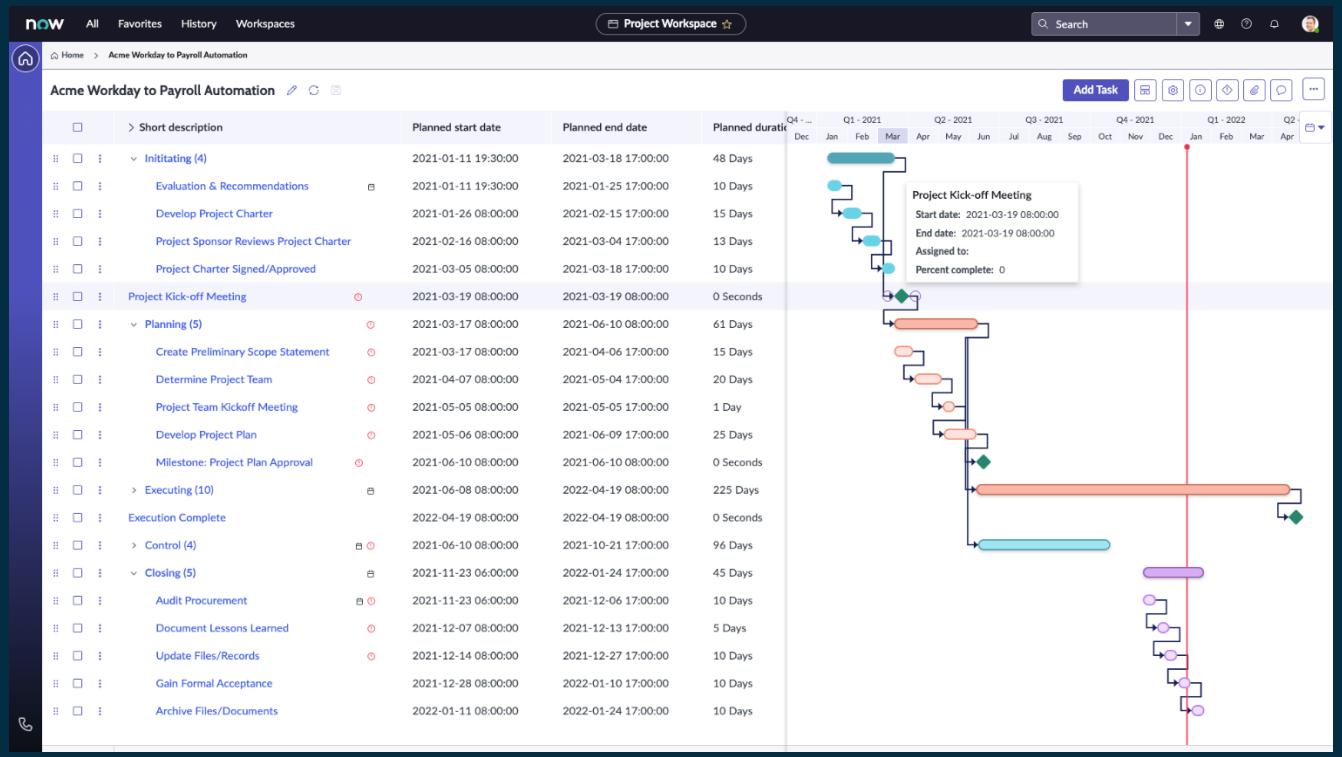
# Project Workspace

Modernized look and feel, unified navigation




## Drive project managers' productivity with a purpose-built workspace

1. Provide a modern and intuitive UI to define, plan, and manage work
2. Track and monitor project tasks
3. Enhance workspace usability with performant scheduling, bulk editing, and the ability to drag and drop tasks and copy-paste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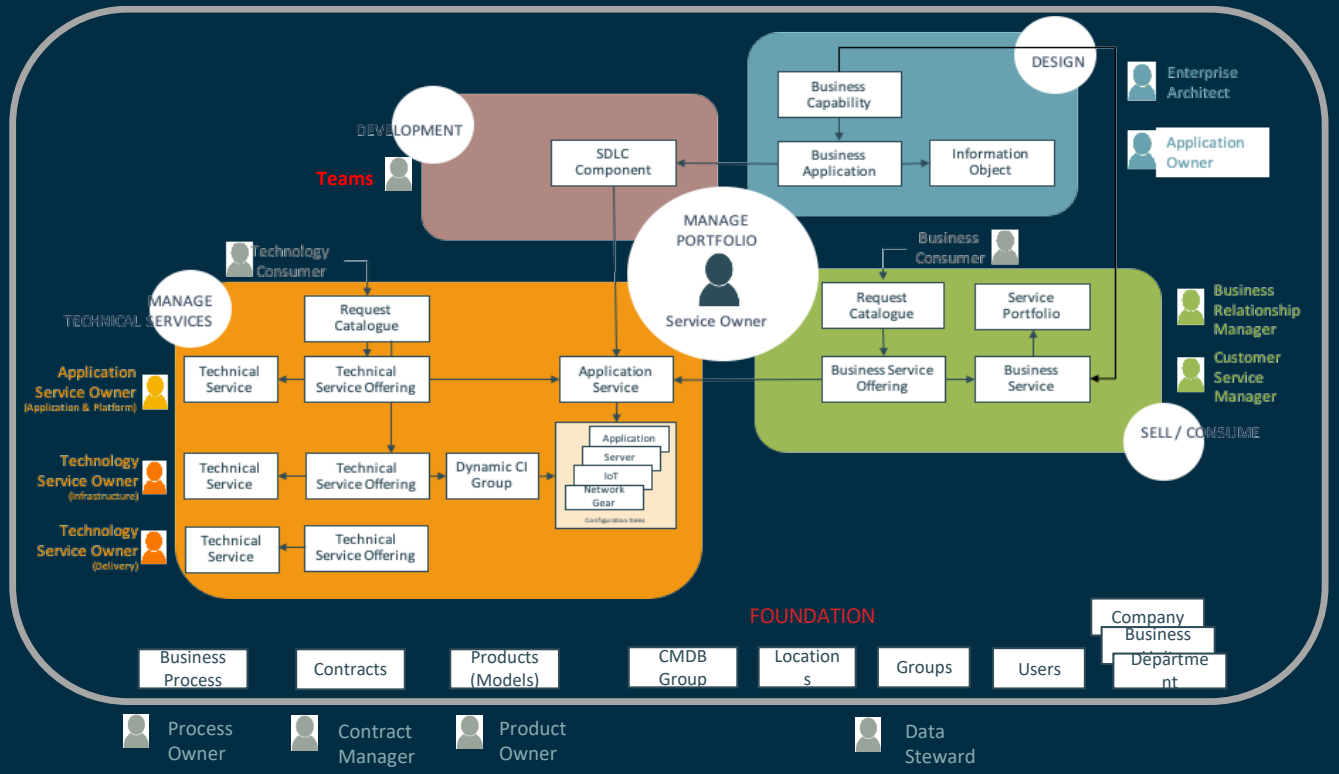
# CSDM alignment




## Enhanced visibility for all products

1. Provide a framework and guidance on managing shared data across all products on the Now Platform
2. Associate work items (such as ideas, demands, projects, and epics) to digital products on the Now Platform for ease of tracking
3. Make it easier for teams to have a complete view of each stage of the product lifecycles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# What's new from Integrated Risk Management?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Risk and Compliance Workspaces** | **Modernized look and feel, unified navigation**<br>Modern aesthetics with a top menu system and a consolidated dropdown for policy and compliance, auditing, risk management, vendor risk, and regulatory change management workspaces. |
| **Risk intelligence feeds for Vendor Risk Management** | **Gain insight into supply chain risks and ESG**<br>Integration of Vendor Risk Management and the Interos risk intelligence feed provides insight into supply chain risks across 6 domains (financial, security, ESG, geopolitical, operations, restrictions/regulations). Integration with EcoVadis provides a detailed view of ESG risk. |
| **Business Continuity Management recovery tasks and approval configuration** | **Recover more rapidly with a formalized process**<br>Establish new recovery tasks and track execution for your planning documents. Configure approvals using business rules to route BIAs, BCPs, exercises, and crisis events through dynamic workflows; and then generate PDF reports for audit or executive review. |

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# Risk and compliance workspaces

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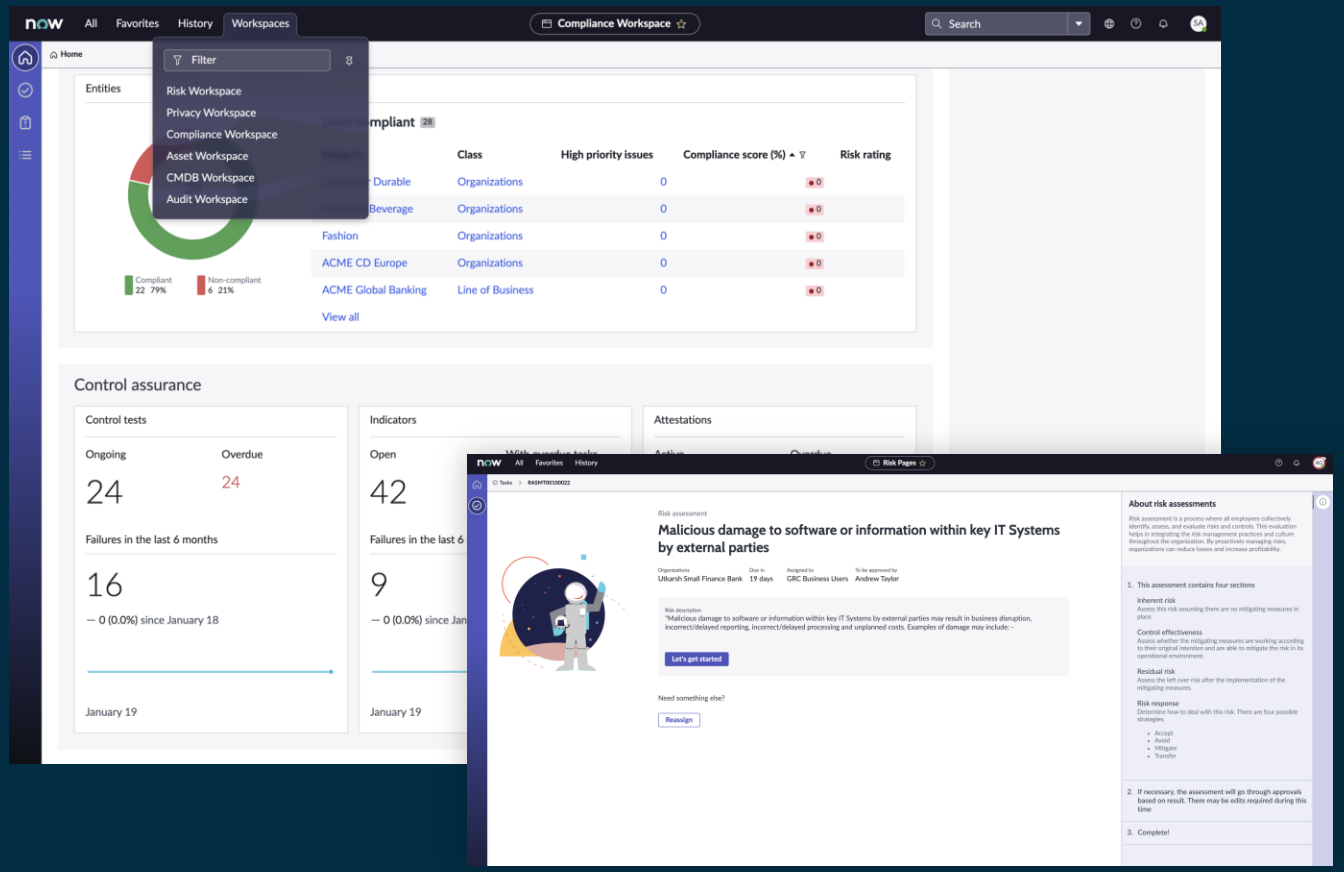
## Modernized look and feel, unified navigation




### Drive productivity with purpose-built workspaces

1. Perform day-to-day activities more easily with issues, tasks, and quick links—all in one workspace
2. Navigate between modules with a menu designed specifically for your role
3. Updated workspaces for policy and compliance, auditing, risk management, vendor risk, and regulatory change management

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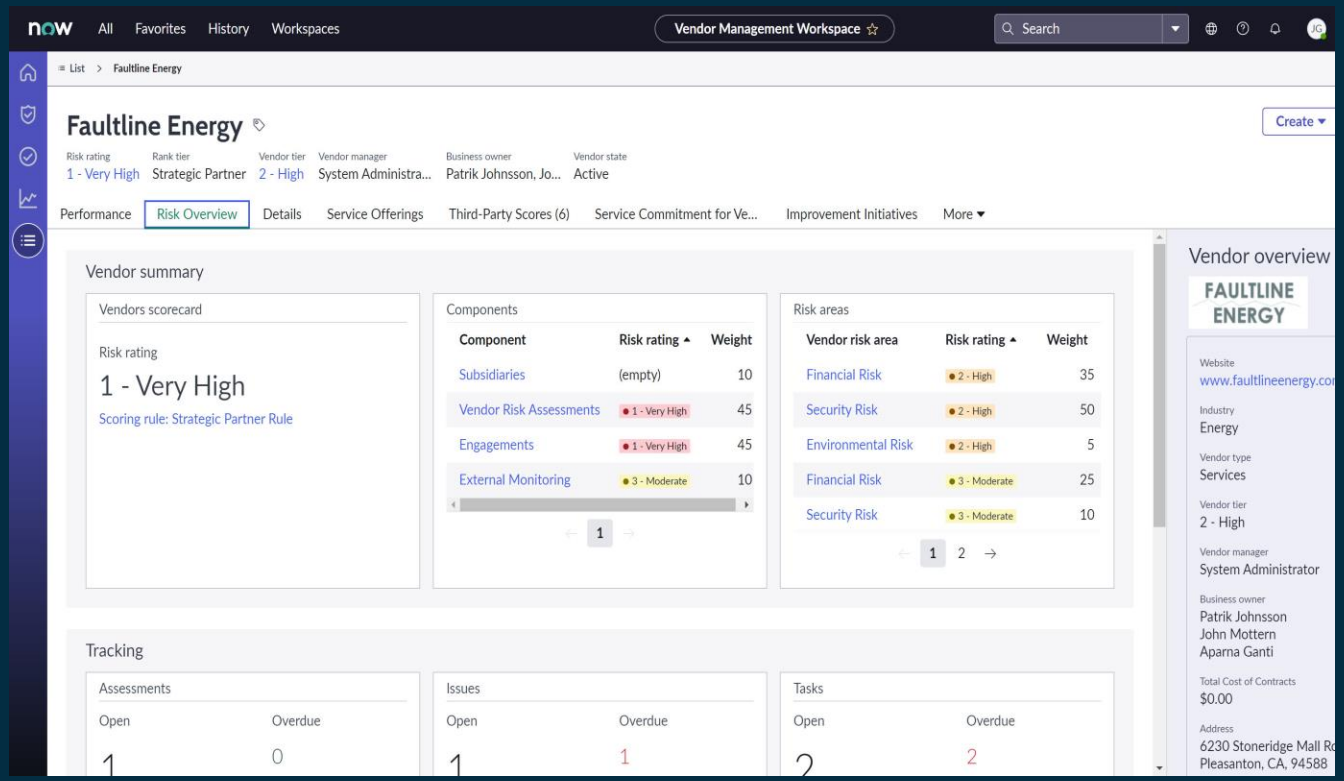
# Intelligence feeds for Vendor Risk Management




Vendor Risk Management Workspace

## Gain insight into supply chain risks such as ESG

1. Create a formalized program with tailored questionnaires to assess critical risk areas including ESG
2. Integrate with the Interos risk intelligence feed to obtain insight into 4th- and 5th-party risks: financial, security, ESG, and more
3. Integrate with the EcoVadis risk intelligence feed to view ESG ratings in your Vendor Risk Workspace

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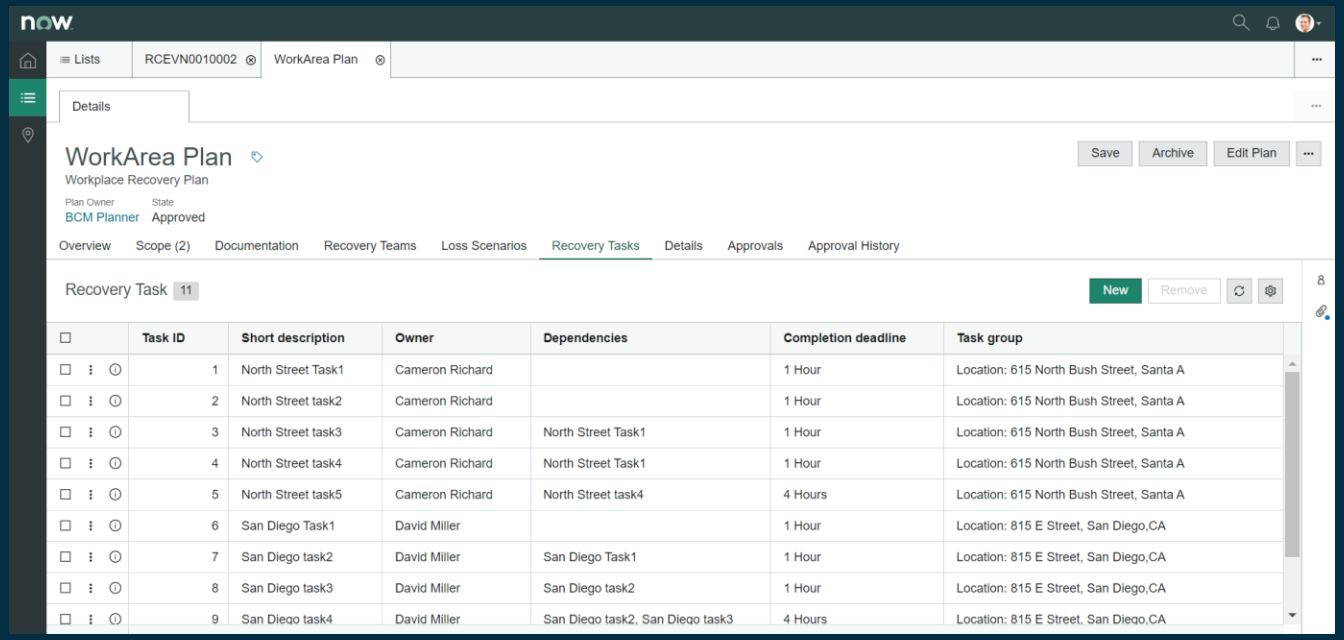
# Business Continuity Management recovery tasks and approval configuration




Business Continuity Management Workspace

## Recover more rapidly with a formalized process

1. Establish new recovery tasks including the order, dependencies, and owners; Orchestrate and track task execution

2. Configure approvals using business rules to route Business Impact Assessments (BIAs), Business Continuity Plans (BCPs), exercises, and crisis events through dynamic workflows

3. Configure and download document templates and print output of BIAs, BCPs, exercises, and crisis events for audit and reporting purposes

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# What's new from Environmental, Social, and Governance (ESG)?

## Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **ESG Management with third-party integrations (formerly known as "ESG Management and Reporting")** | **Establish or elevate your ESG reporting program**<br>Streamline ESG reporting to efficiently meet investor, customer, and regulatory requirements, and gain trust with employees and other stakeholders. Integrations are offered with leading ESG reporting frameworks (GRI and SASB). |
| **ESG Command Center (formerly known as "ESG Operational Control" solution)** | **Strategize, manage, report, and govern your enterprise ESG efforts**<br>Operationalize your ESG strategy with project and program management, governance, risk and compliance management, and ESG reporting integration. |
| **Vendor Risk Management integration with Interos and EcoVadis** | **Gain insight into supply chain risks and ESG**<br>Integration of Vendor Risk Management and the Interos risk intelligence feed provides insight into supply chain risks across 6 domains (financial, security, ESG, geopolitical, operations, restrictions/regulations). Integration with EcoVadis provides a detailed view of ESG risk. |

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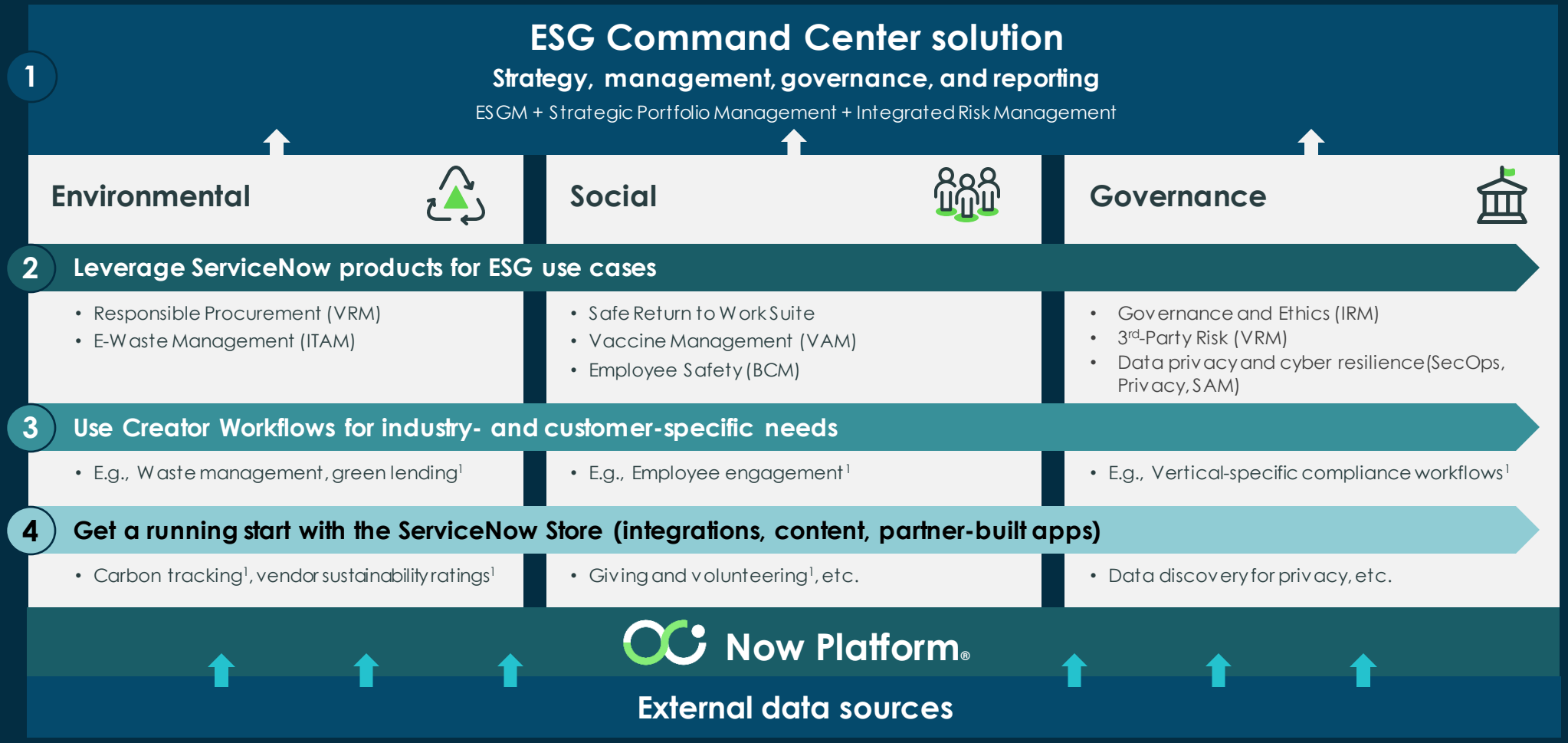
# Now Platform capabilities




[1] Illustrative examples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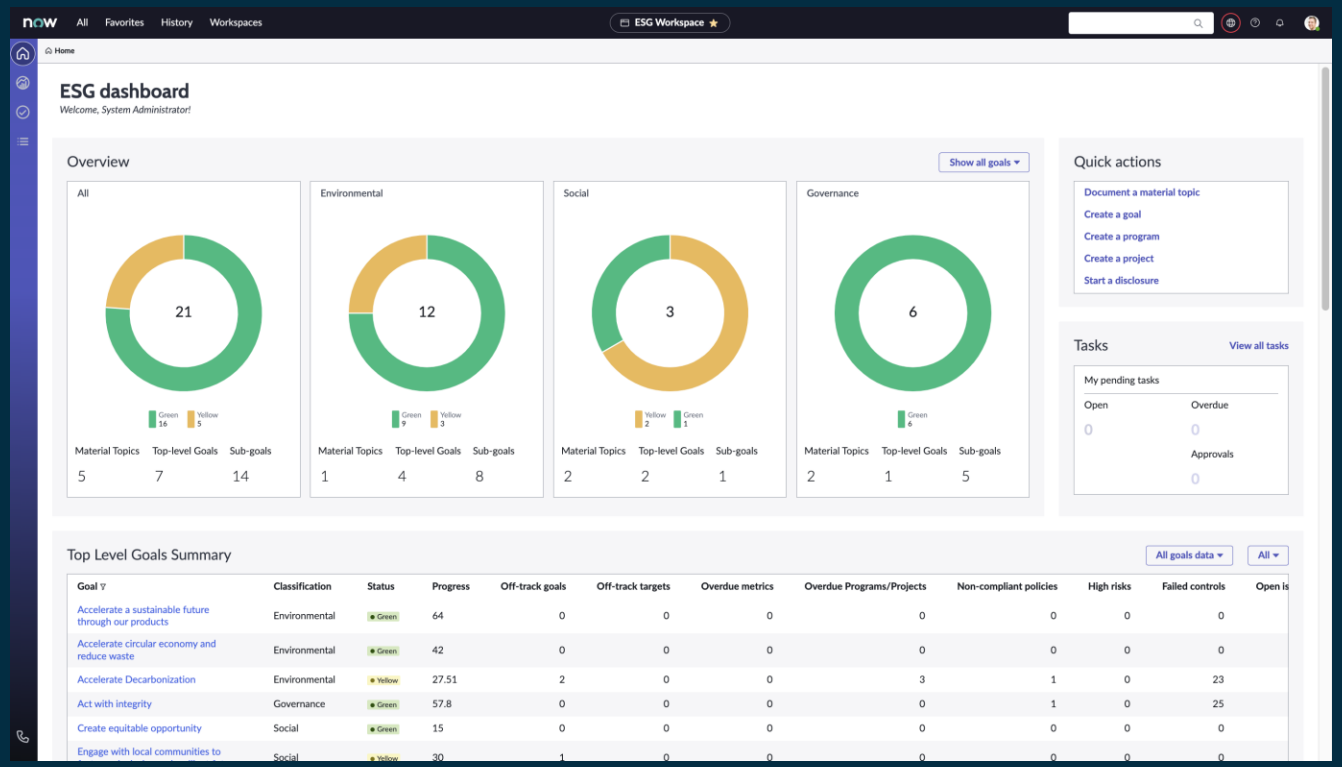
# ESGM with Carbon Accounting integration




*GRI = Global Reporting Initiative , **SASB = Sustainability Accounting Standards Board
†Requires Carbon Accounting software, sold separately.

## Elevate your ESG program with strategic, organized, and efficient monitoring and reporting

1. Establish and monitor goals
2. Collect, manage, and report investor-grade ESG data, aligned with global frameworks like GRI* and SASB**
3. Calculate and funnel your energy and carbon data into comprehensive ESG reporting with Carbon Accounting integration†

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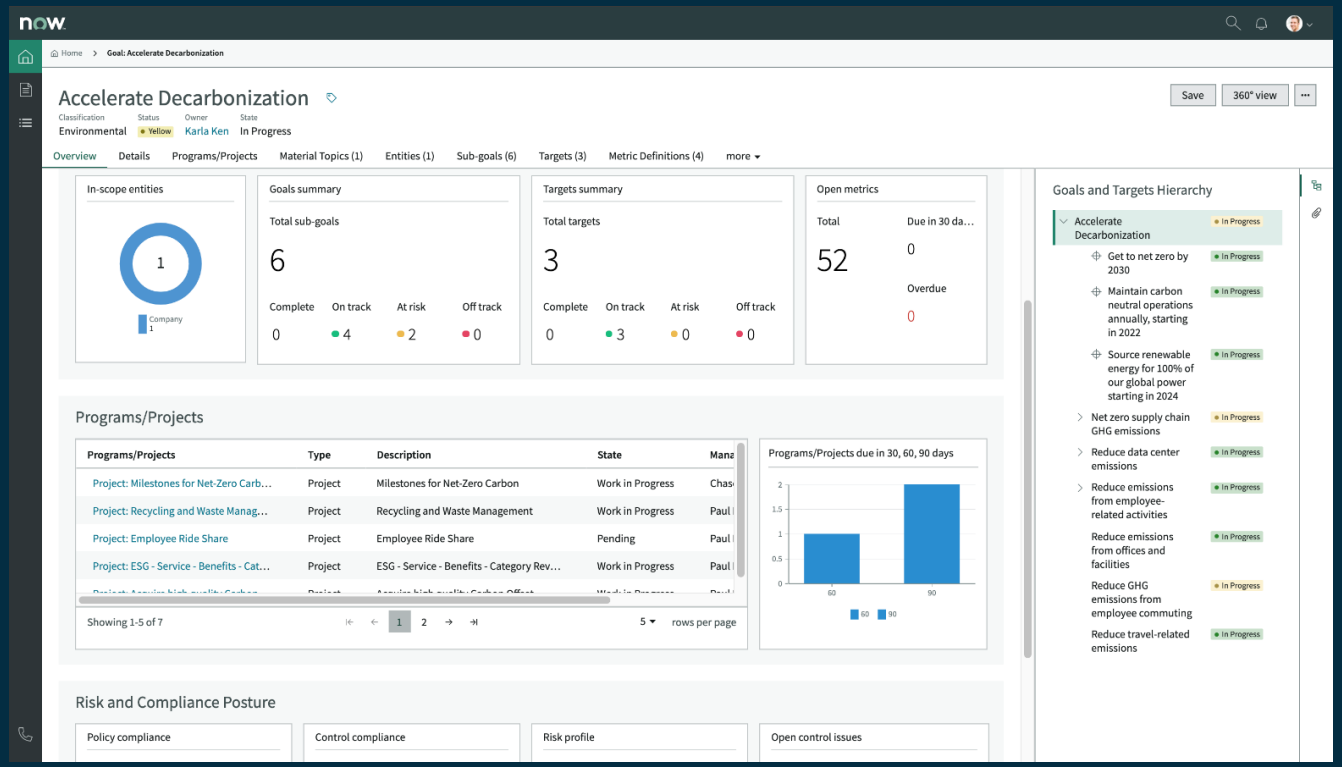
# ESG Command Center solution




## Plan, manage, govern, and report on your ESG efforts

1. Set strategy, plan, and execute projects to turn ambitions into results
2. Govern your ESG program and integrate it with enterprise risk management
3. Report on your strategy, programs, and results

Requires ESG Management, Integrated Risk Management, and Strategic Portfolio Management (formerly ITBM), each sold separately.



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# Build and Automate

App Engine and Automation Engine


Now Platform®

Customer Experience

Technology Excellence

Employee Experience

Operating Excellence

**Build and Automate**

Industries

Get Ready to Upgrade

Blog
App Engine

Blog
Automation Engine

# What's new from App Engine and Automation Engine?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Decision Builder** | **Quickly create and populate decision tables**<br>Empower business users to manage their own complex decision logic and criteria independent of flow design/app dev by building re-usable decision tables in a business user-friendly interface. |
| **Flow Designer diagramming** | **Easily understand complex flow logic with flow diagramming**<br>Flow developers can easily toggle between the existing top-down view and the new flowchart style diagram view –a familiar layout for legacy Workflow editor users. |
| **Ad hoc Playbook activities** | **Modify Playbooks on the fly for dynamic case resolution**<br>Agents can add ad-hoc activities anywhere in a Playbook during runtime to dynamically resolve cases—faster—and maintain end-to-end process visibility. |
| **Automation Engine** | **Automate and connect anything to ServiceNow**<br>Combines Integration Hub for connecting to modern systems with the all-new RPA Hub for connecting to legacy systems—and automating UI-centric, repetitive actions—for the most complete and cost-effective automation and integration for ServiceNow. |

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Blog
App Engine

Blog
Automation Engine

# What's new from App Engine and Automation Engine?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Robotic Process Automation (RPA) Hub** | **Connect any legacy system to ServiceNow, and automate repetitive, UI-driven actions**<br>Empowers ServiceNow developers to build robotic process automations using thousands of ready-to-use components—and deploy, orchestrate, and manage via a centralized command and control center. |
| **Robotic Process Automation (RPA) Hub Spoke** | **Create end-to-end workflow automation on a single platform**<br>Enables all ServiceNow developers to seamlessly incorporate RPA into workflows in Flow Designer—with no code. |
| **Integration Hub enhancements** | **Automate software requests for macOS and iOS devices**<br>Client Software Distribution 2.0 adds support for Apple endpoints and more Windows endpoints powered by new Jamf and MSFT Endpoint Manager spokes. |

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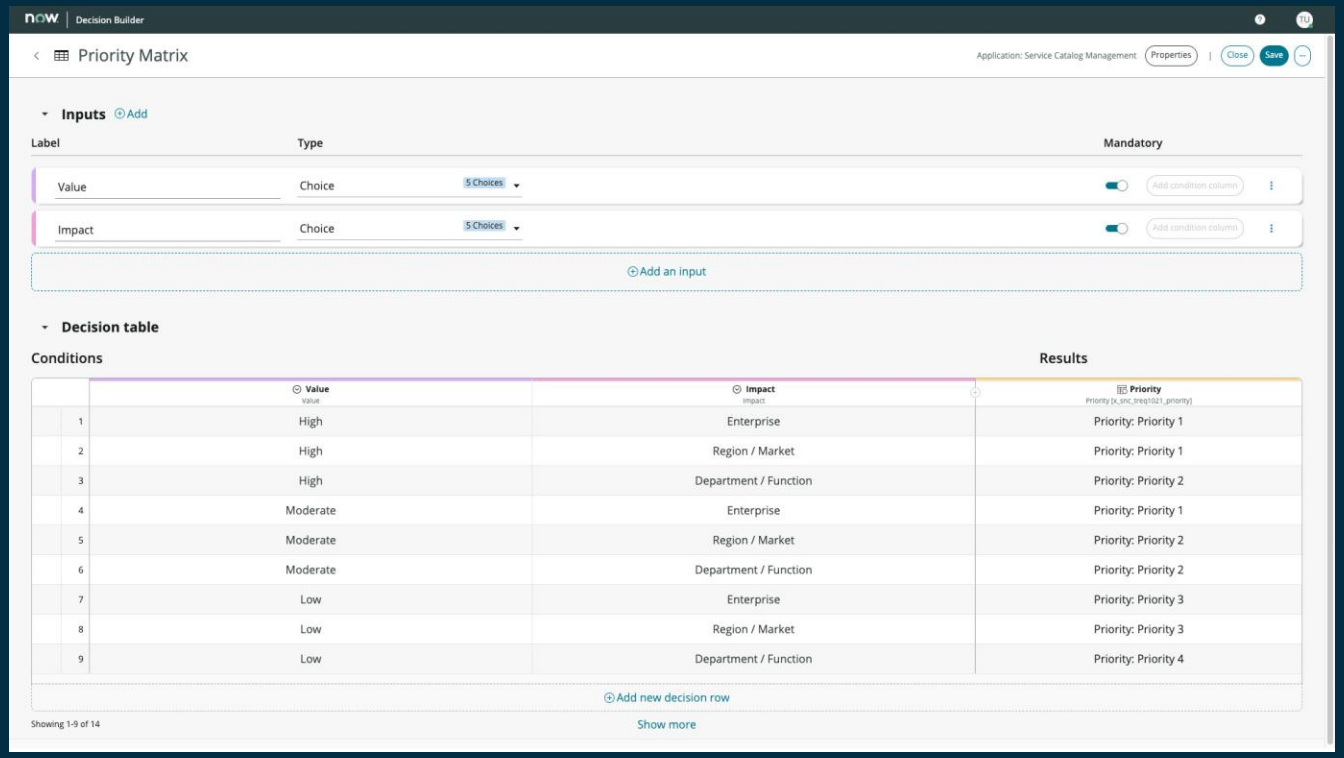
# Decision Builder




## Quickly create and populate decision tables

1. Build decision tables within a business user-friendly interface
2. Reuse decision logic in flows and scripts
3. Simplify and improve application maintenance and change processes

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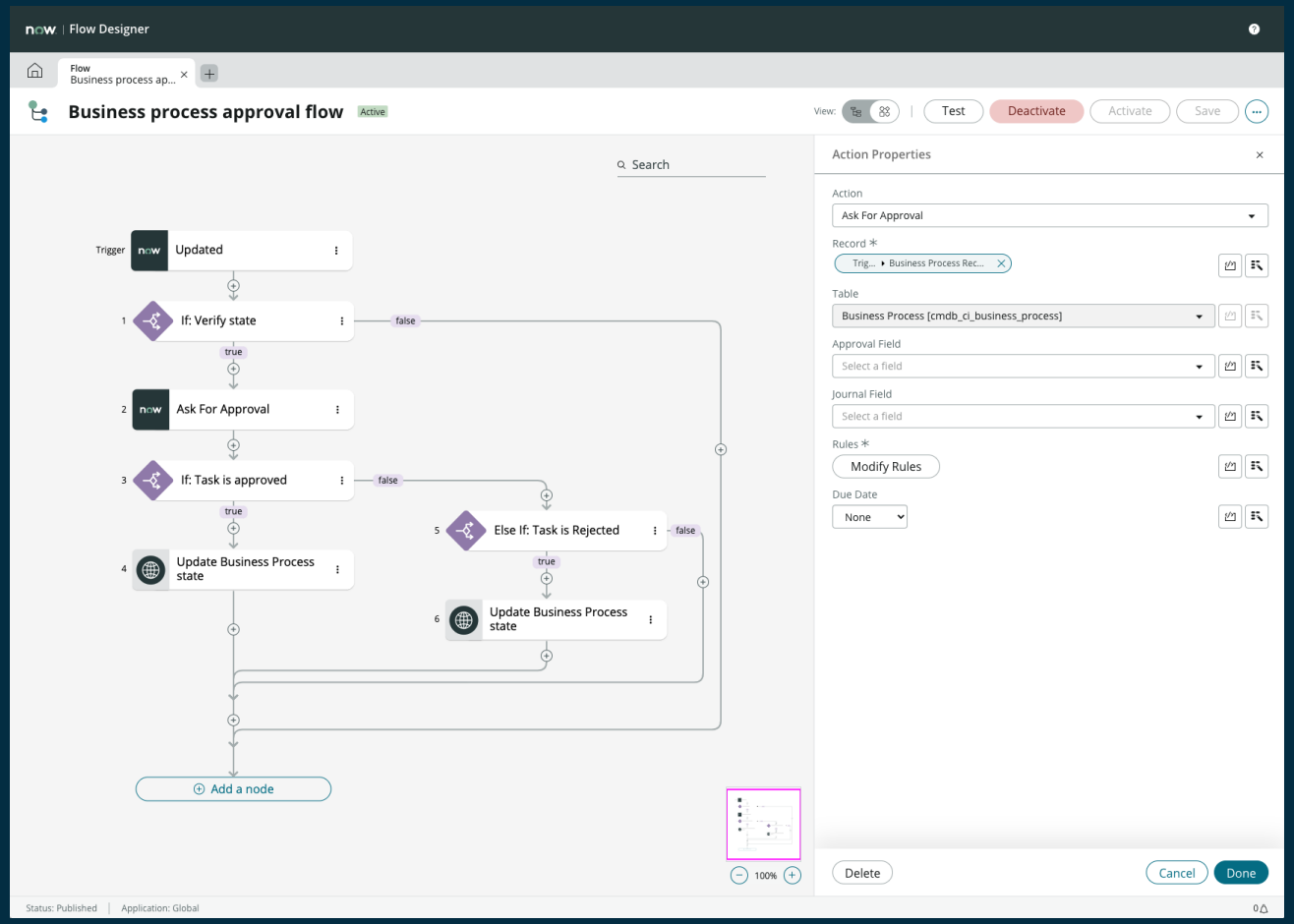
# Flow Designer diagramming




## Easily understand complex flow logic with flow diagramming

1. Understand and track complex workflows with flowchart-style visual diagramming
2. Empower citizen developers to visually trace the flow of data, actions, and logic
3. Ease migration from Workflow editor to Flow Designer with familiar layout

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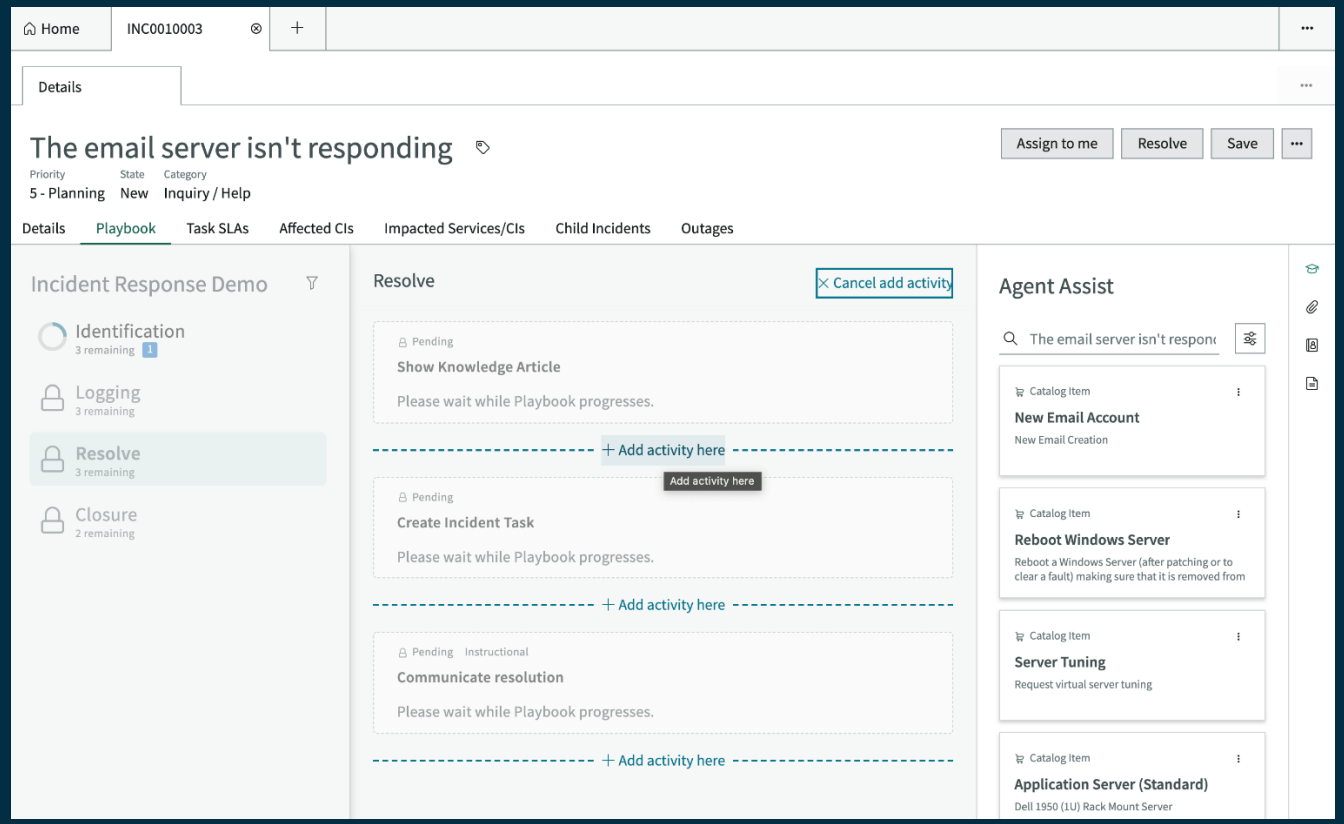
# Ad hoc Playbook activities




## Modify Playbooks on the fly for dynamic case resolution

1. Reduce process friction by adding activities to Playbook experiences in runtime
2. Empower agents to make ad hoc process decisions in real time to accelerate resolution
3. Easily add activities anywhere in a Playbook in an intuitive interface

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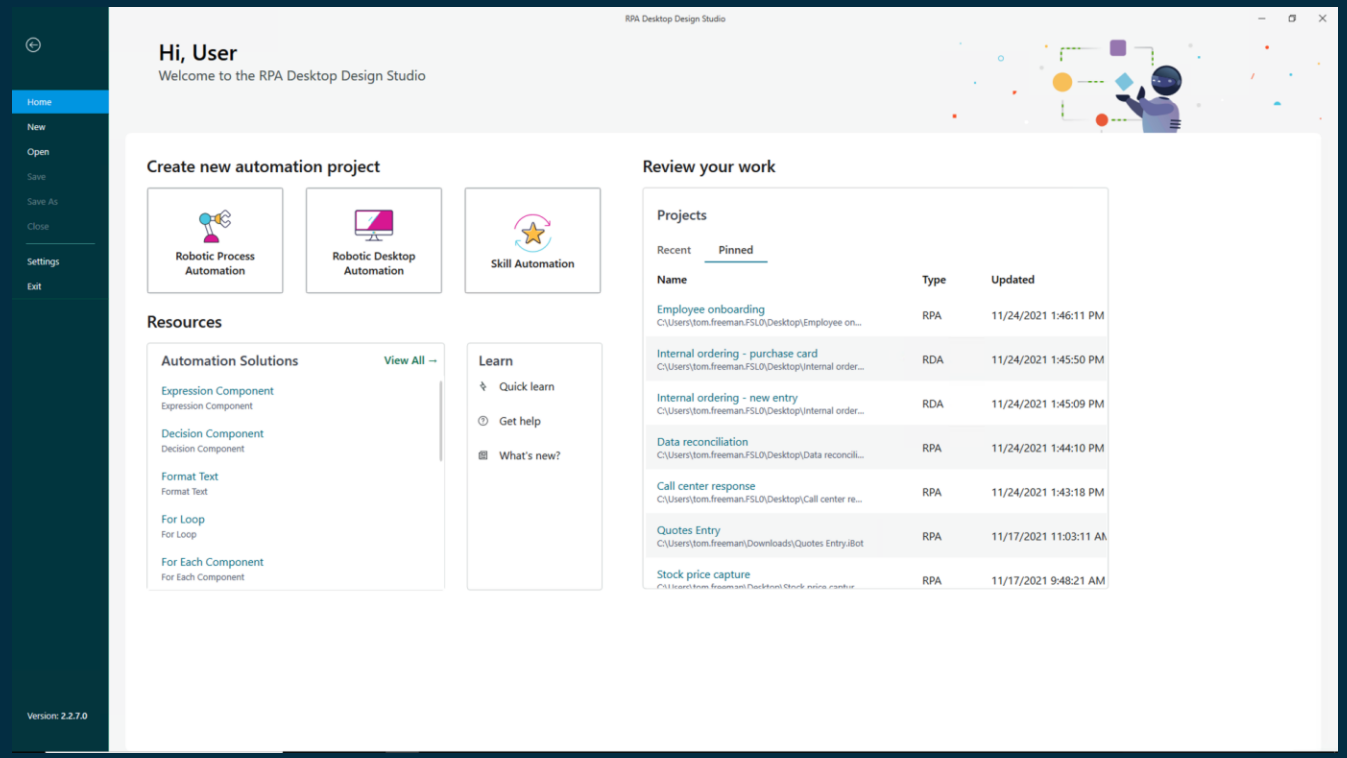
# Automation Engine




## Automate and connect anything to ServiceNow

1. Enhance customer value with a solution that brings together Integration Hub with RPA Hub in a single SKU

2. Make workflows seamless using API-based integration and UI-based automation for third-party systems

3. Develop automations in a familiar, native experience within Flow Designer

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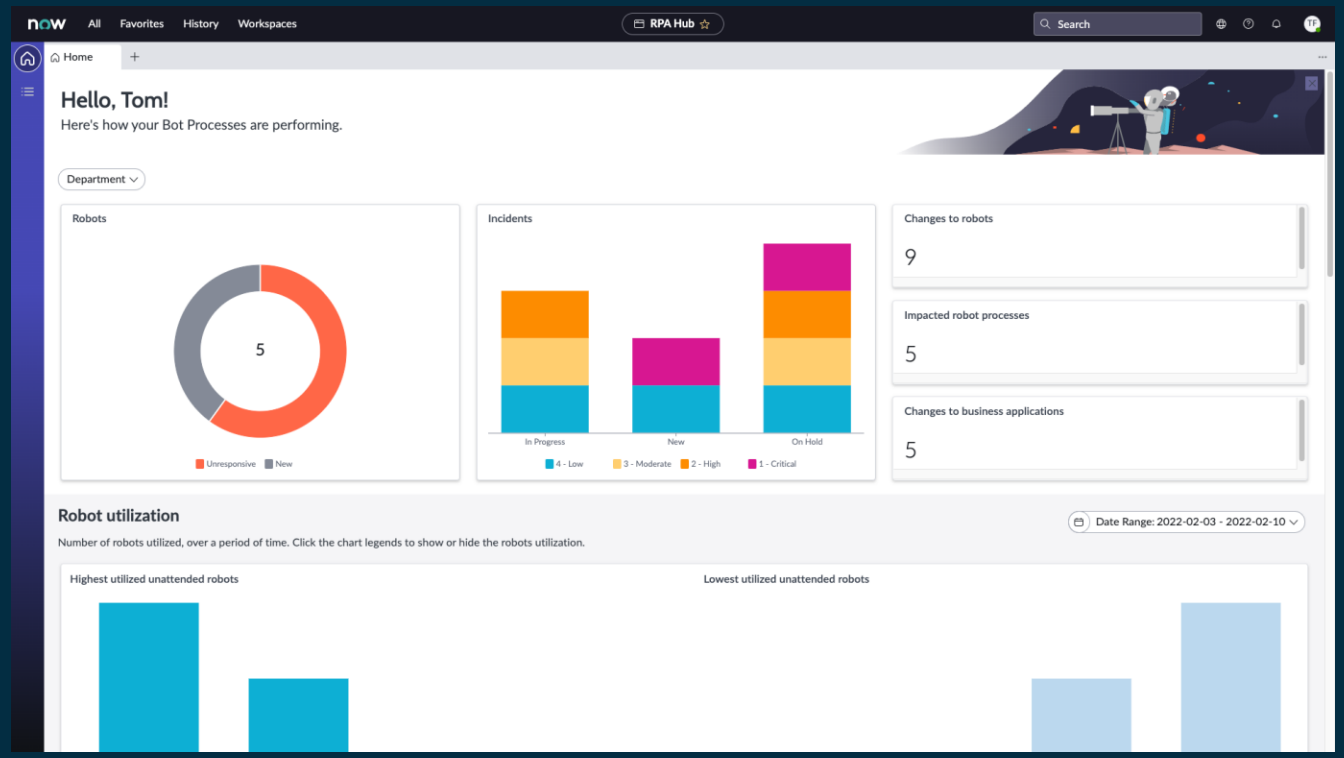
# RPA Hub




## Connect legacy systems to ServiceNow, and automate repetitive, UI-driven actions

1. Manage digital workers (robots) centrally for automation across their full lifecycle
2. Design and configure robotic flows within RPA Desktop Design Studio
3. Automate data entry and other UI-driven actions with attended or unattended robots
4. Leverage 1300+ out-of-the-box components, including actions, connectors, templates, computer vision, OCR, and desktop in desktop

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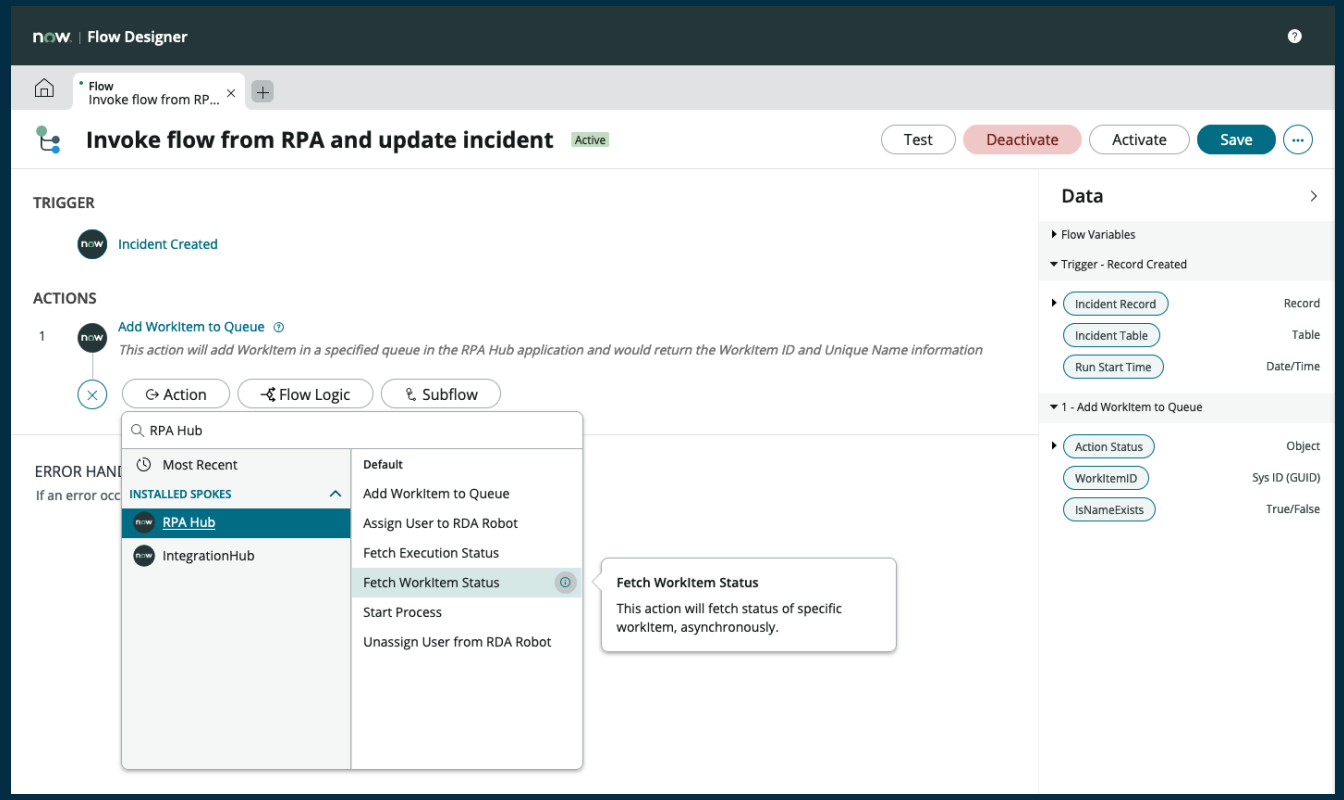
# RPA Hub Spoke




## Create end-to-end workflow automation on a single platform

1. Simplify and take control of complete integration and RPA for ServiceNow workflows right in Flow Designer
2. Start and monitor status of robot processes in RPA Hub with no code
3. Connect legacy systems to ServiceNow workflows to integrate valuable data and automate manual UI actions

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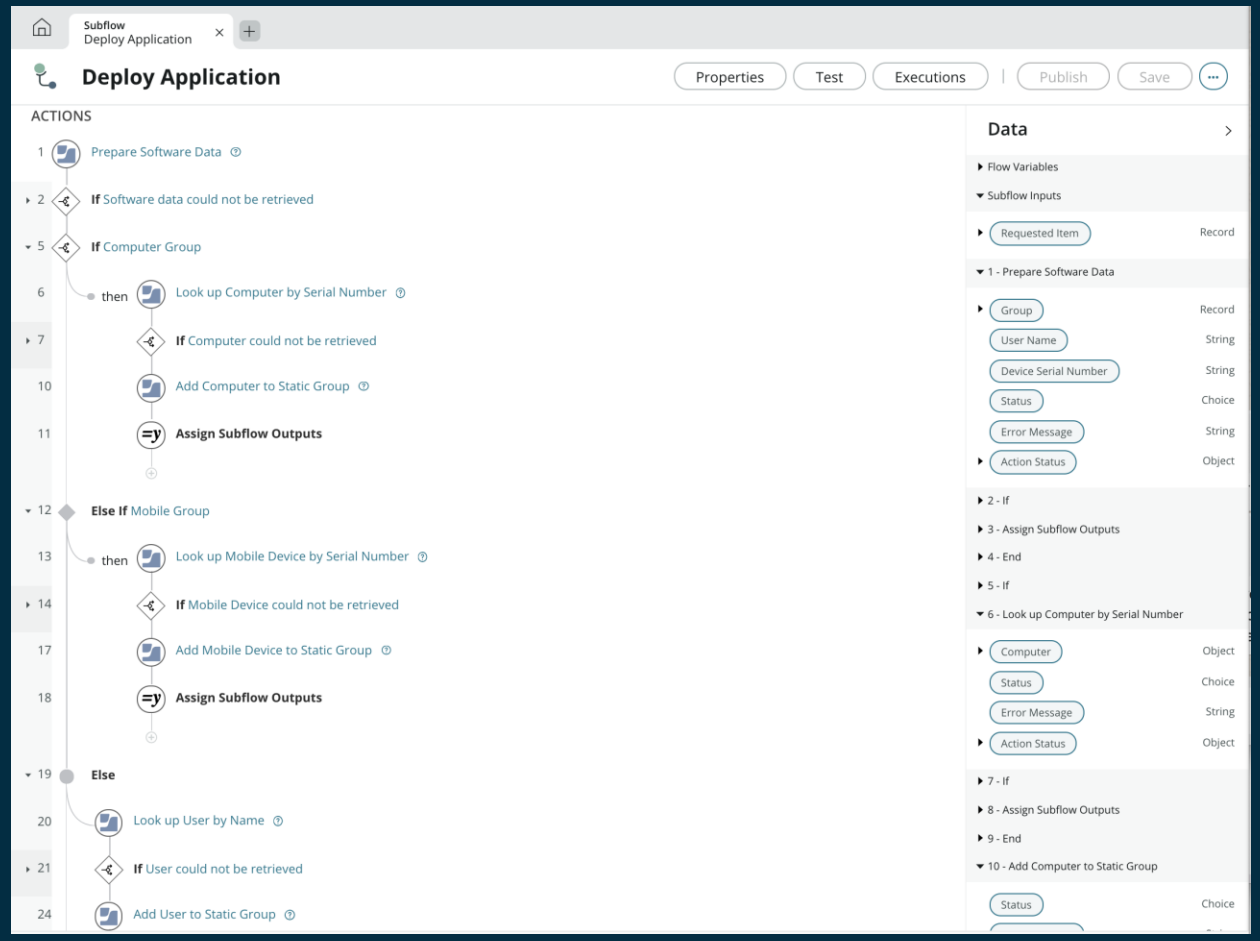
# Integration Hub enhancements




## Automate software requests for macOS and iOS devices

1. Drive even more IT support productivity and fast, self-service resolution for both Windows and macOS/iOS devices with Client Software Distribution 2.0 solution

2. Automate software installation and removal on macOS and iOS devices with new Jamf spoke

3. Automate software installation and removal on Windows 10/11, Windows 365, and Azure Cloud VMs with new Microsoft Endpoint Configuration Manager spoke

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# Industries

- Financial Services
- Telecommunications
- Manufacturing
- Technology

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Employee Experience

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Build and Automate

**Industries**

Get Ready to Upgrade

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## Industries:

# Financial Services

Financial Services for Insurance

Financial Services for Banking

# What's new from Financial Services Operations for Insurance?

## Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Insurance Data Model** | **Accelerate modernization across the enterprise**<br>Implement and build quickly with an industry-specific data model extension of our single core platform data model; easily extends and adapts to customize out-of-the-box applications. |
| **Personal and Commercial Lines Servicing** | **Become agile, digital and customer-centric**<br>Carriers can resolve customer issues faster, prioritize written premiums, and improve regulatory compliance with this out-of-the-box application. |
| **Complaint Management** | **Help avoid reputational damage**<br>With intelligent prioritization of high-risk complaints and end-to-end audit trails, carriers can improve quality and speed to resolution. Templated communications support service representatives, ensuring consistency and quality. |

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# Personal and Commercial Lines Servicing

Demo

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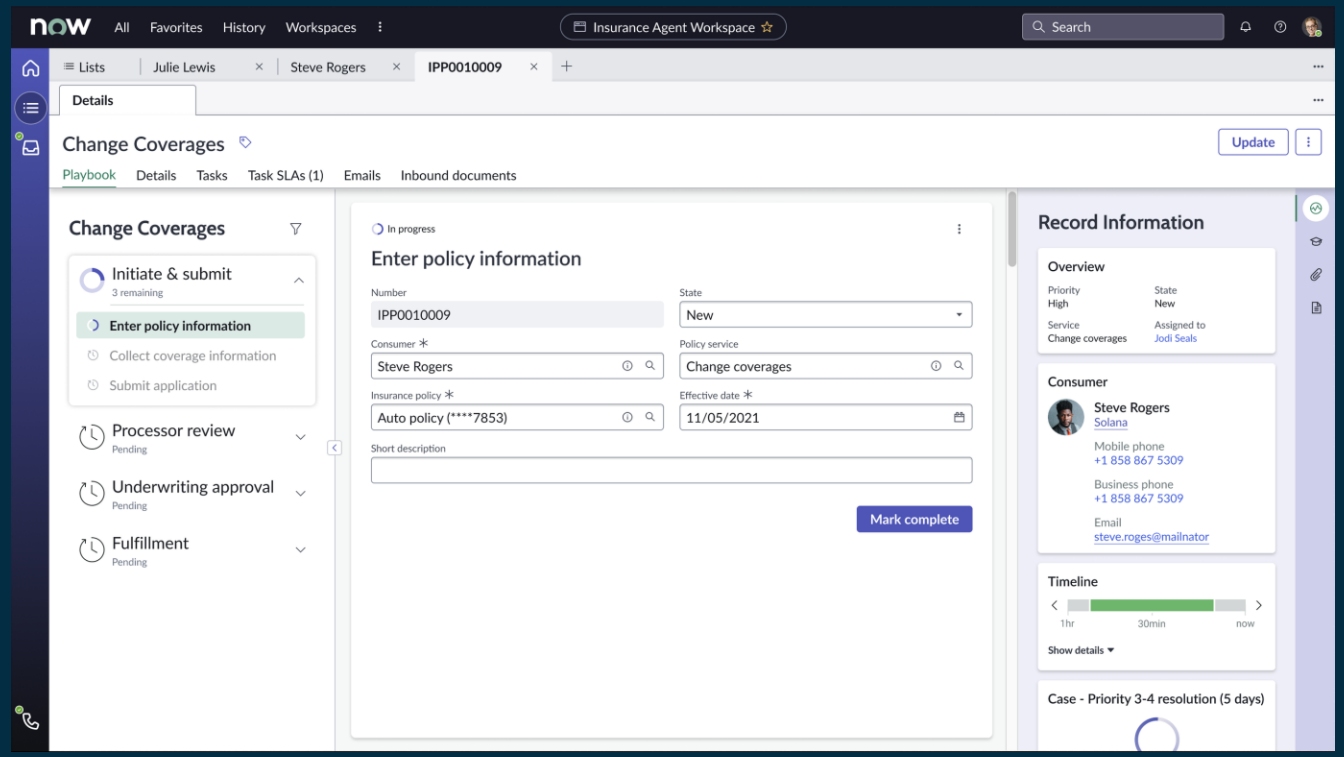


## Become agile, digital, and customer-centric

1. Resolve customer issues faster by connecting distribution, underwriting, and servicing teams
2. Prioritize revenue capture by eliminating administrative work from underwriting queues
3. Improve compliance with regulations through built-in controls with a complete audit trail

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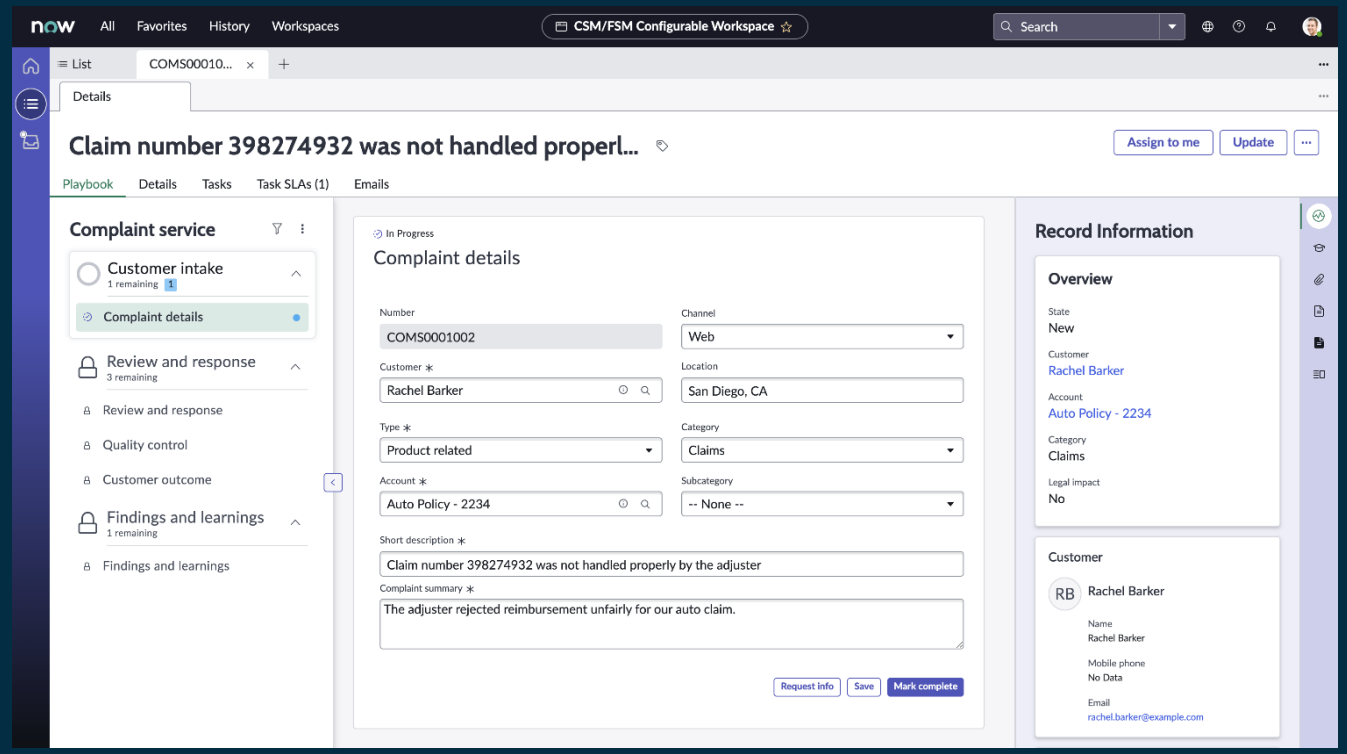
# Complaint Management

*Next Experience*




## Help carriers avoid reputational damage by addressing the root causes of complaints

1. Prioritize high-risk complaints by structuring work and applying internal SLAs
2. Respond to litigation and formal inquiry by leveraging end-to-end audit trails
3. Respond with templated communication to ensure consistency and quality

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# What's new from Financial Services Operations for Banking?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Deposit Operations** | **Create transparent, repeatable processes that save time and costs**<br>Complete work faster by optimizing processes and automating the most common deposit account requests. Continuously build client trust by delivering consistent onboarding experiences. |
| **Client Lifecycle Operations** | **Reduce time spent collecting information throughout the client lifecycle**<br>Centrally maintain visibility on all due diligence activities (including KYC) and third-party validation of customer updates (name changes, address changes, KYC breaches, and notice of death). Improve regulatory or policy compliance by embedding controls into client lifecycle workflows. |
| **Core Capability Enhancements** | **Provide expert client service with curated views of real-time information**<br>Improve employee productivity with role-based views of key client information.<br>Initiate client account requests quickly and easily. Securely integrate core systems with out-of-the-box remote tables. |

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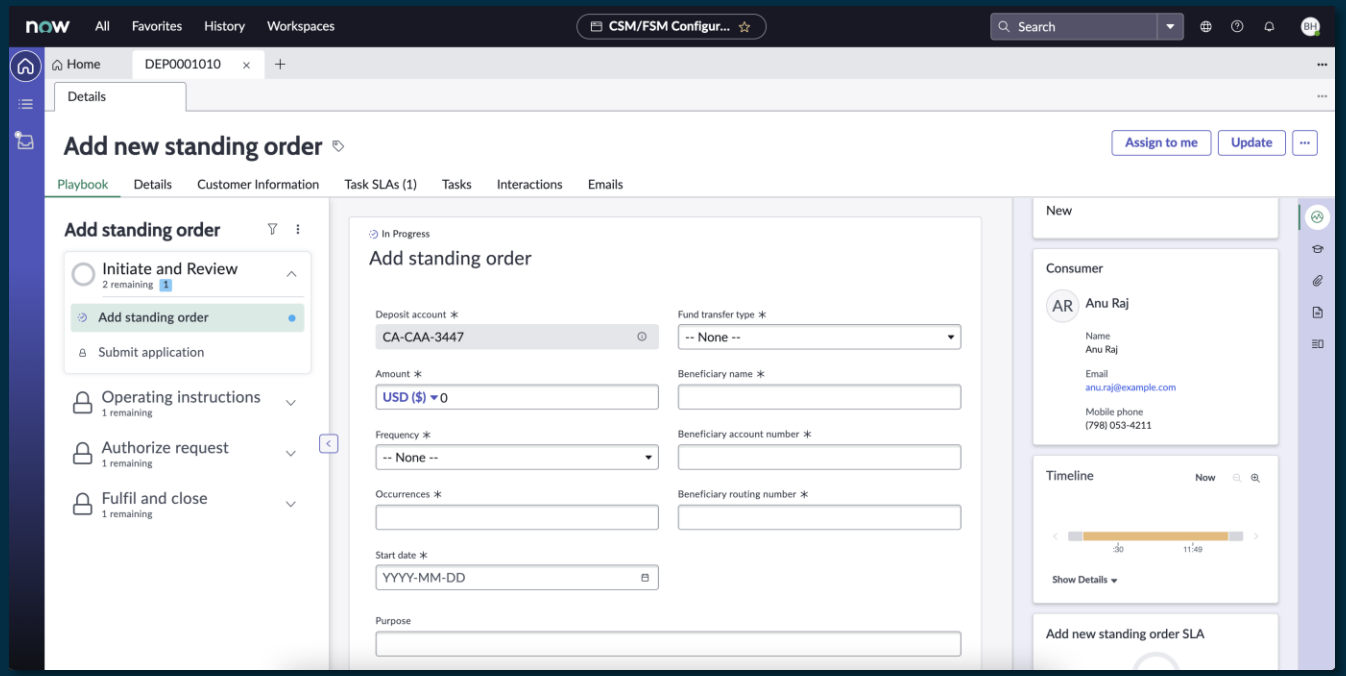
Demo

# Deposit Operations




## Create transparent, repeatable processes that save time and costs

1. Complete work fast by streamlining and automating the most common deposit account requests
2. Continually improve performance by applying analytics and Process Optimization
3. Build client trust by delivering consistent onboarding experiences*

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*Also available for business clients.

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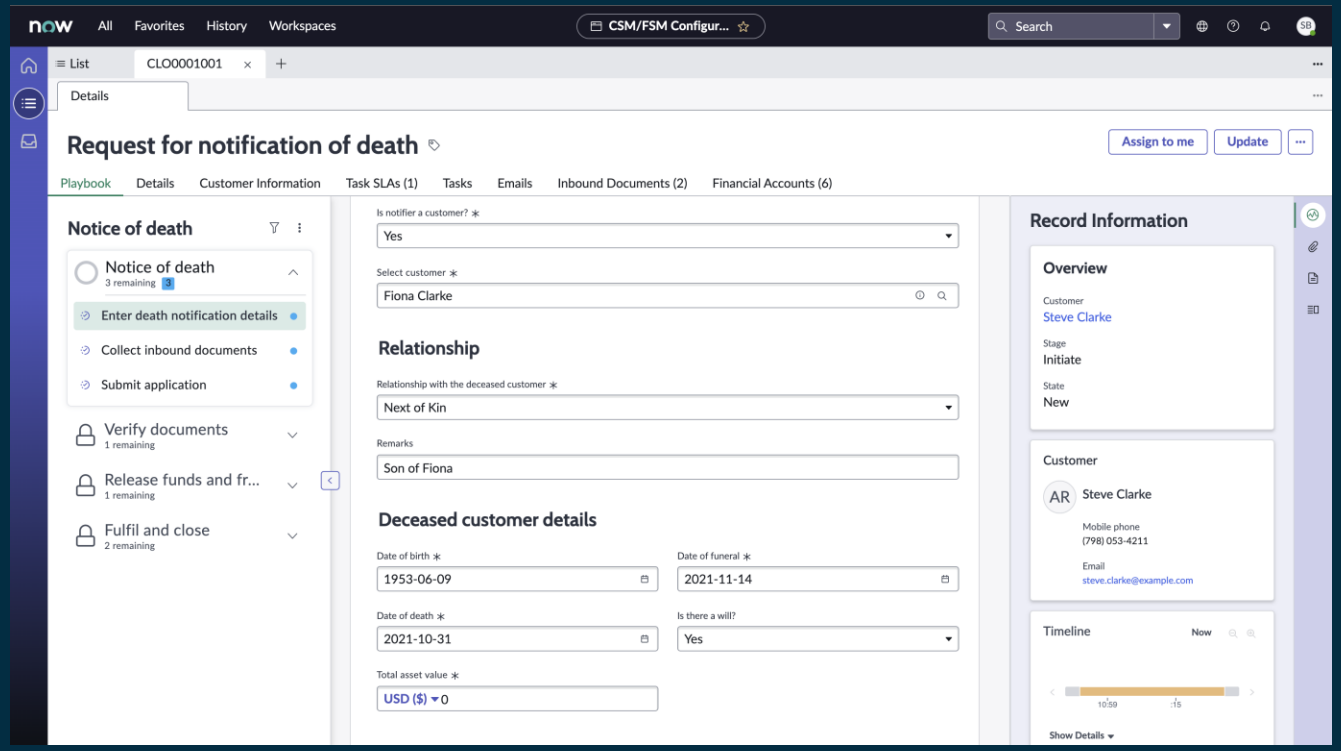
Demo

# Client Lifecycle Operations




## Reduce time spent collecting information over the client lifecycle*

1. Manage account updates, including notice of death processes, in a timely, consistent manner
2. Maintain central visibility for all due diligence activities, including "know your customer" key standards
3. Assist with regulatory or policy compliance by embedding controls into client lifecycle workflows

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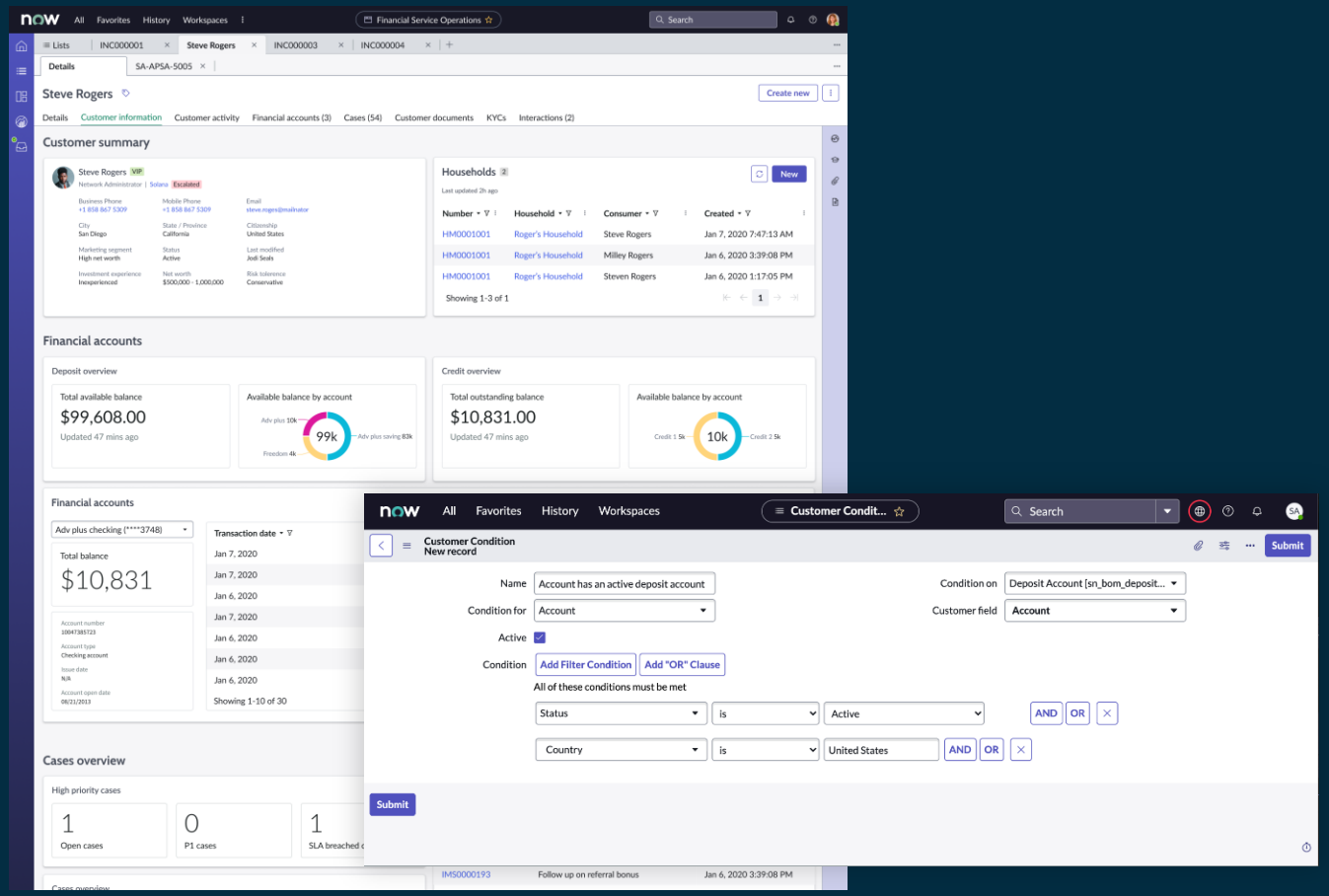
# Core capabilities




## Provide expert service with curated views of real-time information

1. Improve employee productivity with role-based, real-time views of client information through Customer Central and Relationship Manager Workspace

2. Initiate client account requests quickly and easily from the workspace with Dynamic Service Selector

3. Securely integrate core systems with out-of-the-box Remote Tables

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Industries:

# Manufacturing

Operational Technology (OT) Management | Manufacturing Connected Workforce

# What's new from Manufacturing?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Description |
|---|---|
| **Operational Technology Management (OTM) Vulnerability Response** | **Stay ahead of OT vulnerabilities and risks with a holistic approach**<br>•Monitor all systems and ecosystem of partners effectively to create a single view of related OT asset vulnerabilities.<br>•Assess, prioritize, and act quickly on OT vulnerabilities and their impacts based on calculated risk scoring.<br>•Notify the right person with the right action and prescriptive information based on a pre-configured alerts policy. |
| **Operational Technology Management (OTM) OT Service Management** | **Integrate OT into production processes with digital workflows**<br>•Accelerate incident resolution with built-in machine learning and contextual help to eliminate bottlenecks.<br>•Guide intelligent routing and collaboration to boost productivity, restore services, and enable efficient routine maintenance.<br>•Take control of change management while minimizing disruptions, risks, and costs. |

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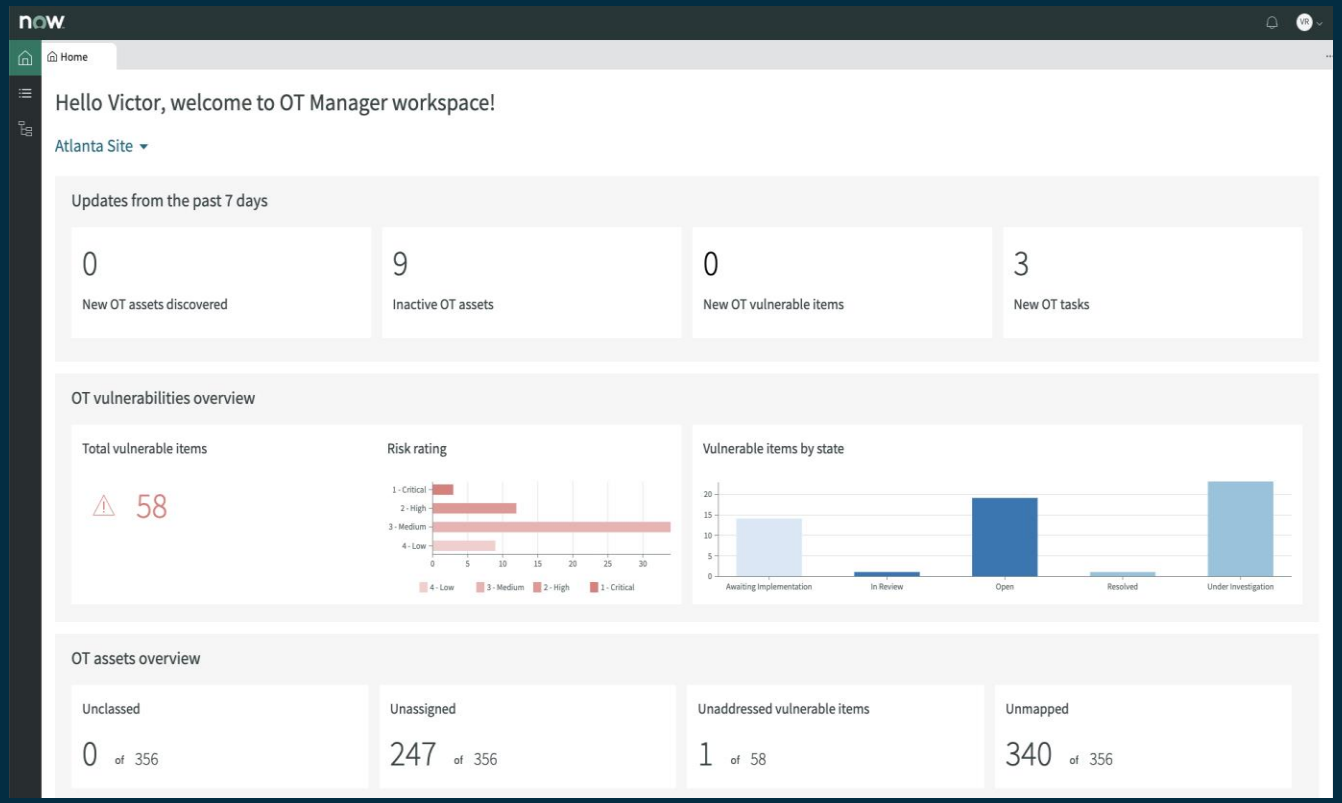
Demo

# OT Vulnerability Response




## Stay ahead of OT vulnerabilities and risks with a holistic approach

1. Monitor all systems and ecosystem of partners effectively to create a single view of related OT asset vulnerabilities
2. Assess, prioritize, and act quickly on OT vulnerabilities and their impacts based on calculated risk scoring
3. Notify the right person with the right action and prescriptive information based on a pre-configured alerts policy

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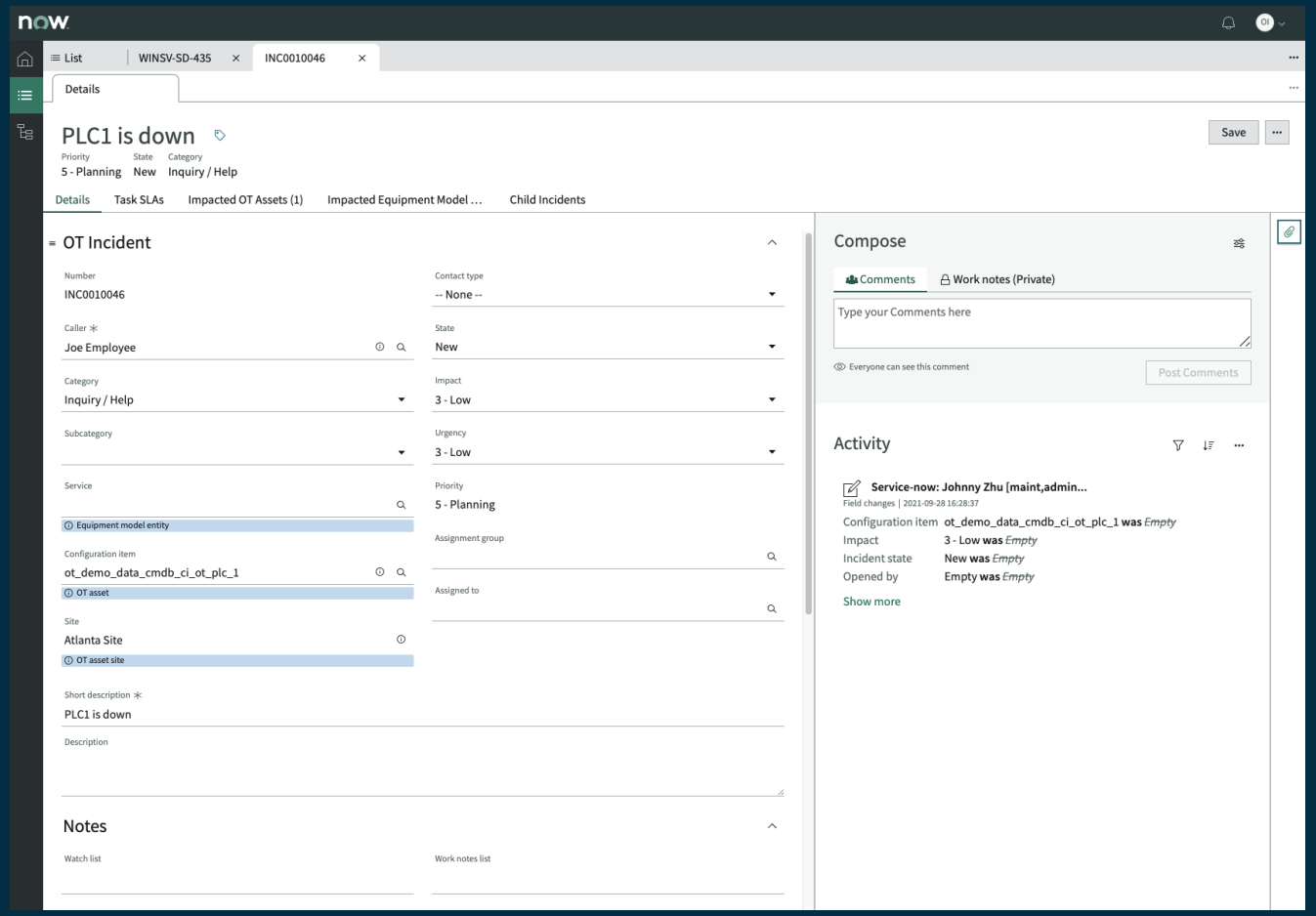
Demo

# OT Service Management




## Integrate OT into production processes with digital workflows

1. Accelerate incident resolution with built-in machine learning and contextual help to eliminate bottlenecks
2. Guide intelligent routing and collaboration to boost productivity, restore services, and enable efficient routine maintenance
3. Take control of change management while minimizing disruptions, risks, and costs

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## Industries

# Telecommunications

- Order Management for Telecom
- Telecommunications Service Management (TSM)

Blog

# What's new from Order Management for Telecom?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Details |
|---|---|
| **Staggered Order Decomposition** | **Drive flexibility and efficiency of complex order orchestration**<br>Automate a complex order's fulfillment journey using milestone-based decomposition workflows that leverage external system data to make better decisions. |
| **Quantity-based Order Decomposition** | **Automate workflows for quantity-based order decomposition**<br>Automate quantity-based orders containing multiple line items, significantly improving order accuracy and fulfillment while eliminating repetitive manual tasks for complex orders. |
| **Enhanced Order Capture** | **Capture complex order scenarios with a single user interface**<br>Capture more complex order scenarios directly within the Order Capture UI, including multi-site and multi-product ordering with quantity support. |
| **Enhancements to Product Order API** | **Increase flexibility to support in-flight order changes**<br>Extend the functionality of TMF622 API with more out-of-the-box capabilities to support in-flight order updates and to cancel an in-flight order. |

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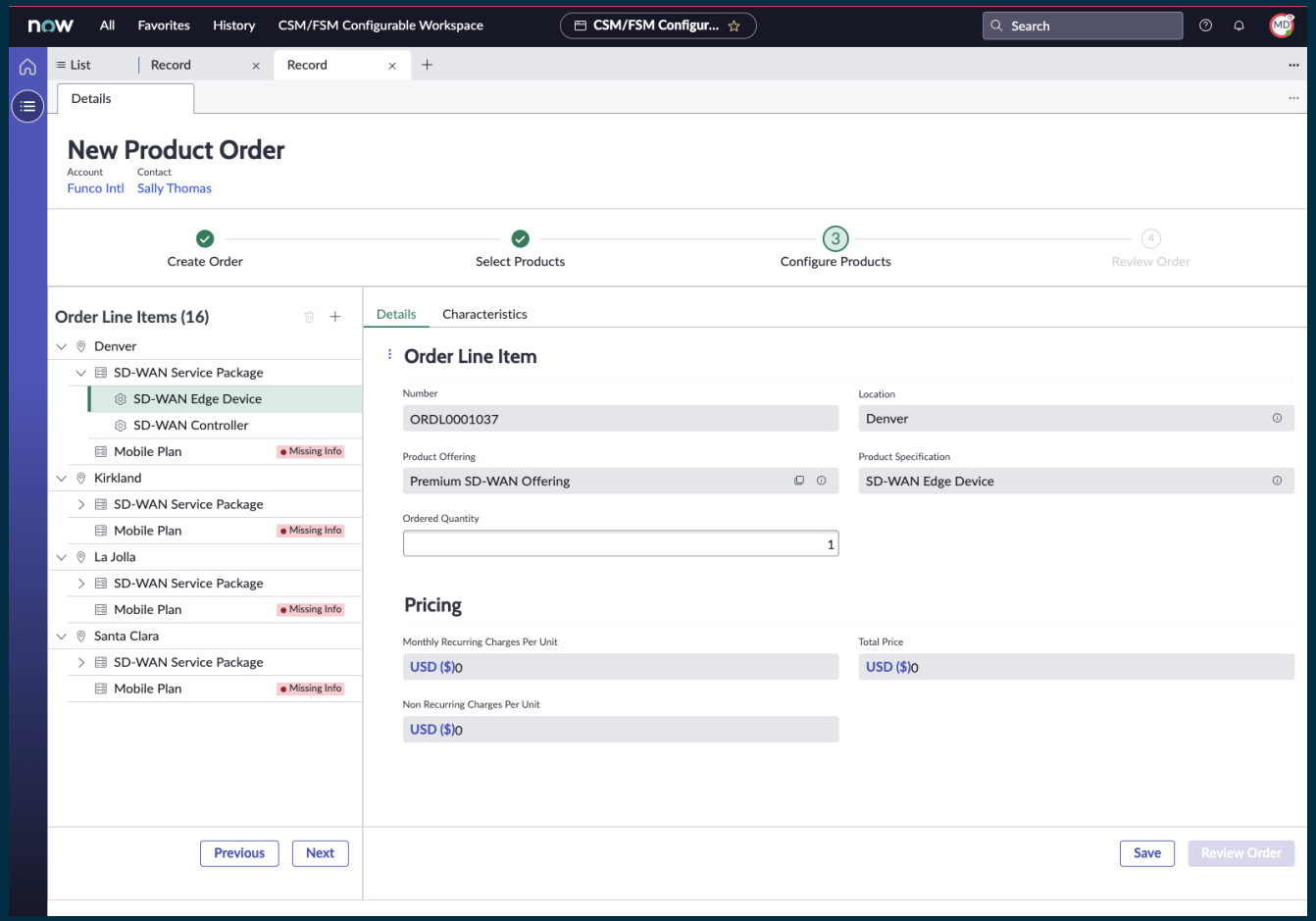
Demo

# Enhanced Order Capture




## Capture complex order scenarios with a single user interface

1. Eliminate manual, repetitive tasks by replicating a product's configuration for multiple locations
2. Enable agents to cancel an order before it gets submitted
3. Enhance productivity by providing support for order quantity, approval, and mandatory characteristics

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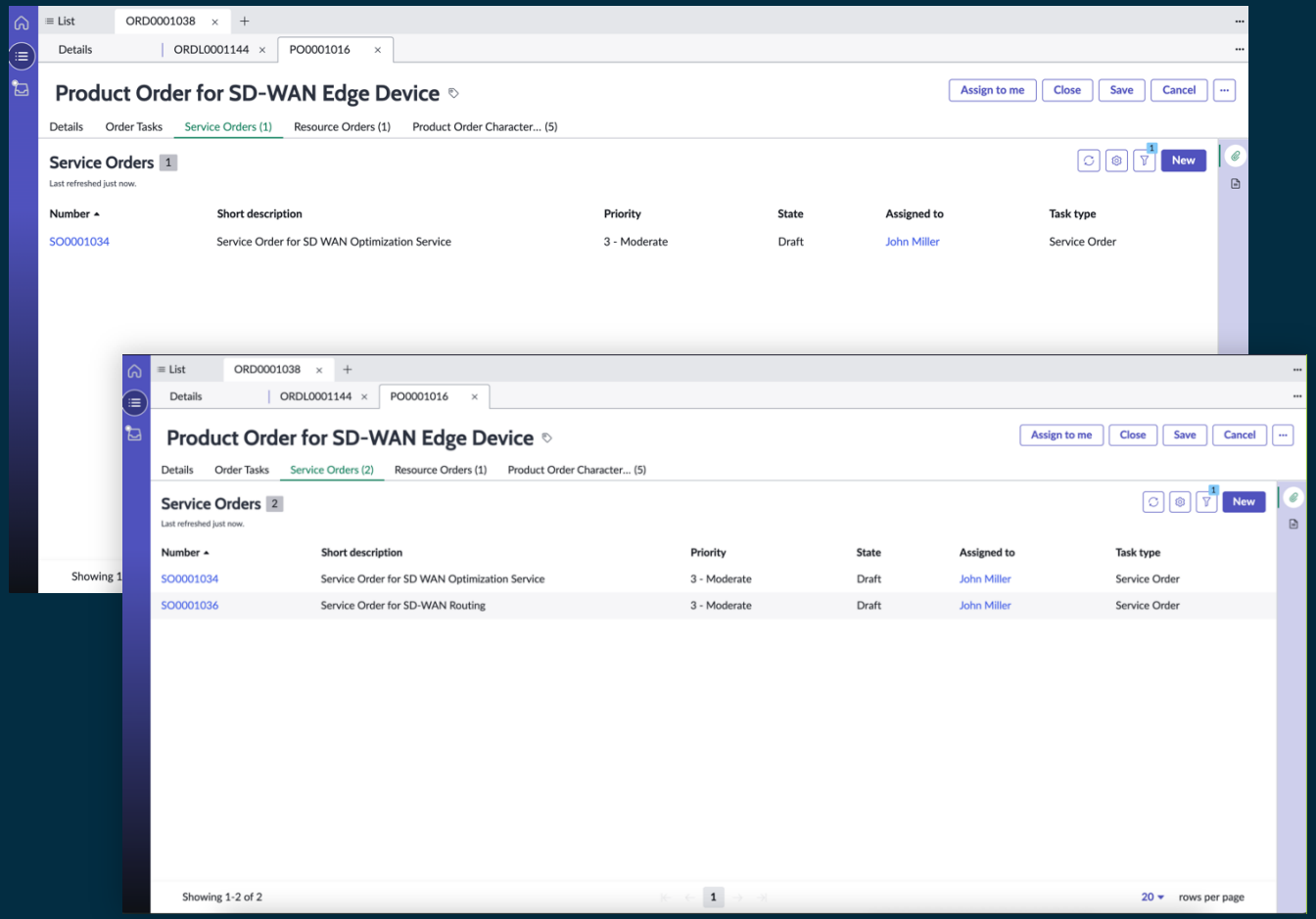
# Staggered order decomposition




## Drive flexibility and efficiency of complex order orchestration

1. Improve flexibility with staggered decomposition workflows powered by internal and external data

2. Reduce manual tasks by using predefined order milestones based on either tasks or characteristics

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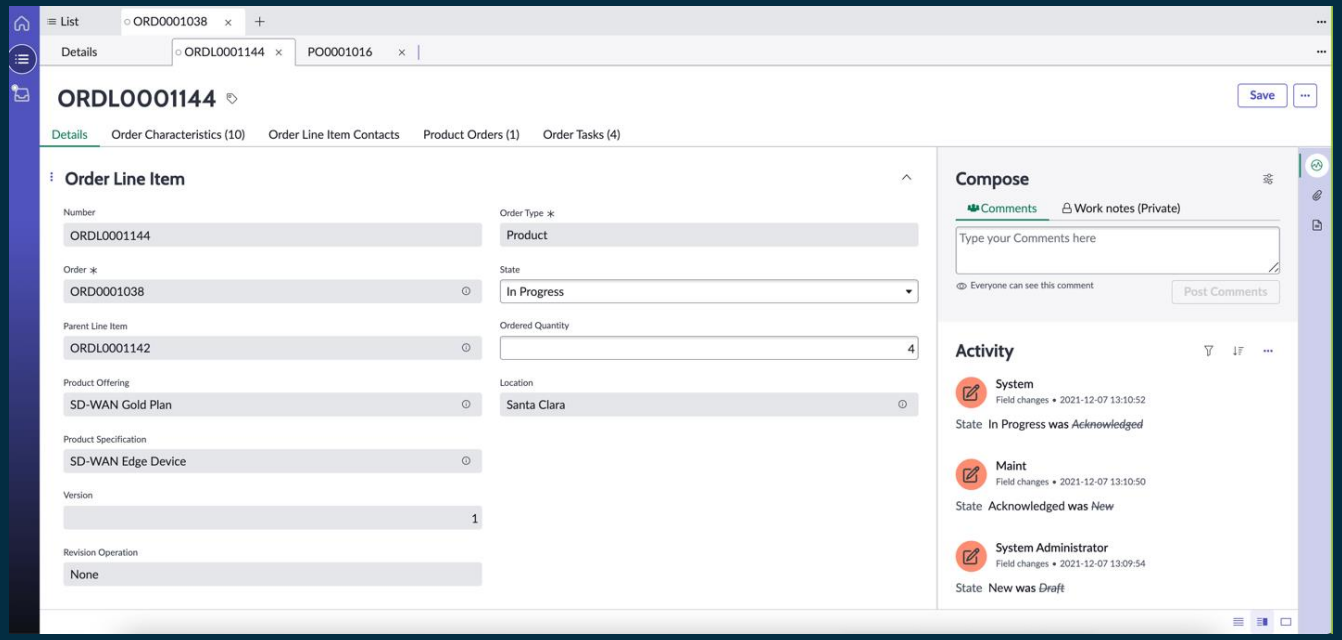
# Quantity-based order decomposition




## Automate workflows for quantity-based order decomposition

1. Eliminate repetitive tasks for orders that contain two or more products, regardless of configuration
2. Automate tasks for breaking down a single order line item into multiple domain orders

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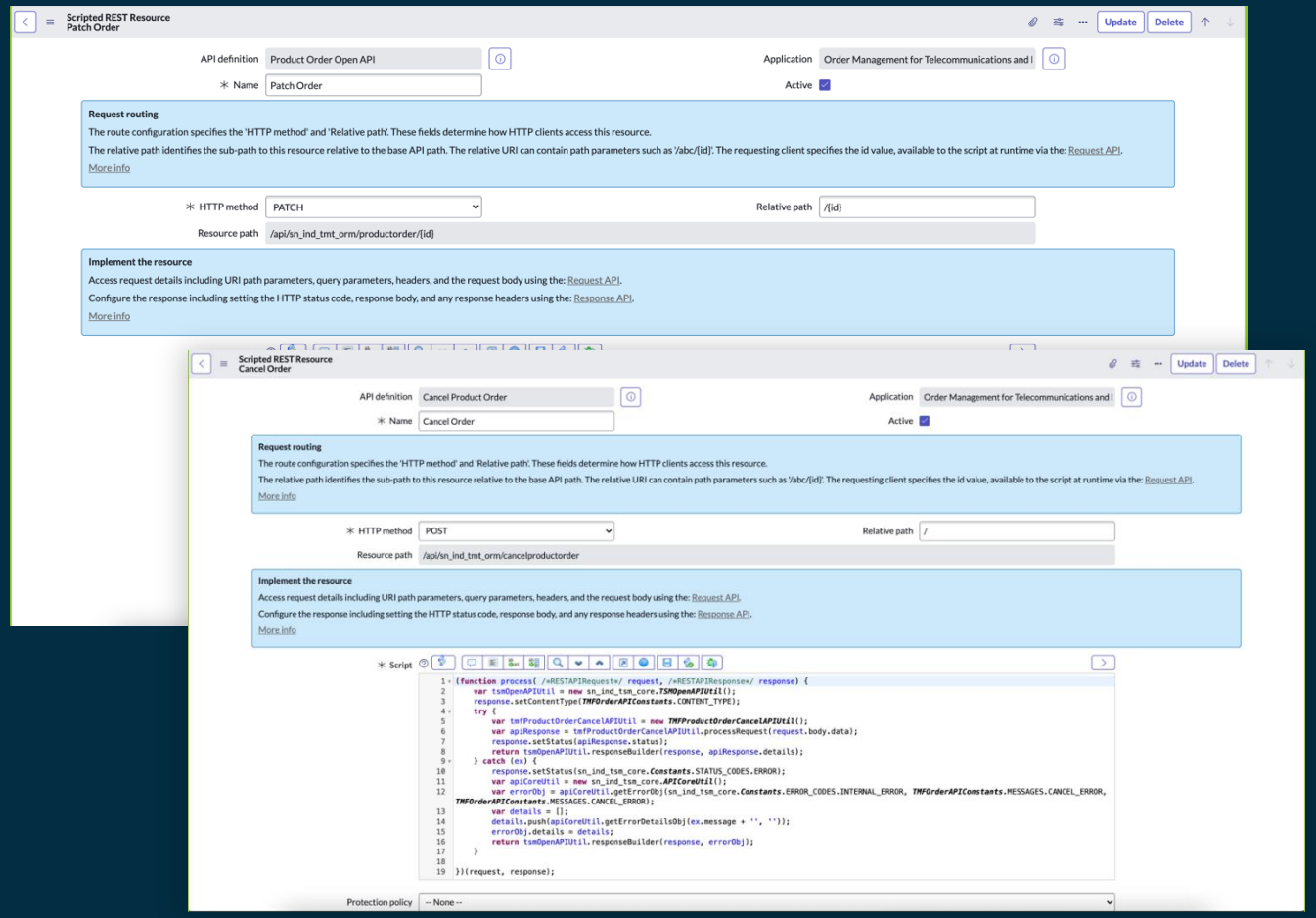
# Product Order API enhancements




## Increase flexibility to support in-flight order changes

1. Enable agents to support in-flight order updates
2. Enable agents to limit updates to only impact specific order line items
3. Give agents the ability to cancel in-flight orders

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Blog Demo

# What's new from Telecom Service Management?

Reasons to upgrade to the San Diego release (At a glance)

| Key Features | Details |
|---|---|
| **New TM Forum Open APIs** | **Integrate more easily using out-of-the-box industry standard APIs**<br>Easily manage the order lifecycle with new out-of-the-box TM Forum Open APIs that standardize how products get added to a product catalog (TMF620), how the service catalog gets populated (TMF633), and how product inventory information gets retrieved and created (TMF637). |
| **Streamlined Application Publishing** | **Accelerate time to value when delivering new applications**<br>Publish directly to an enterprise customer instance either automatically or using pre-defined acceptance rules, eliminating the need to go through the ServiceNow Store and the TPP certification process.. |

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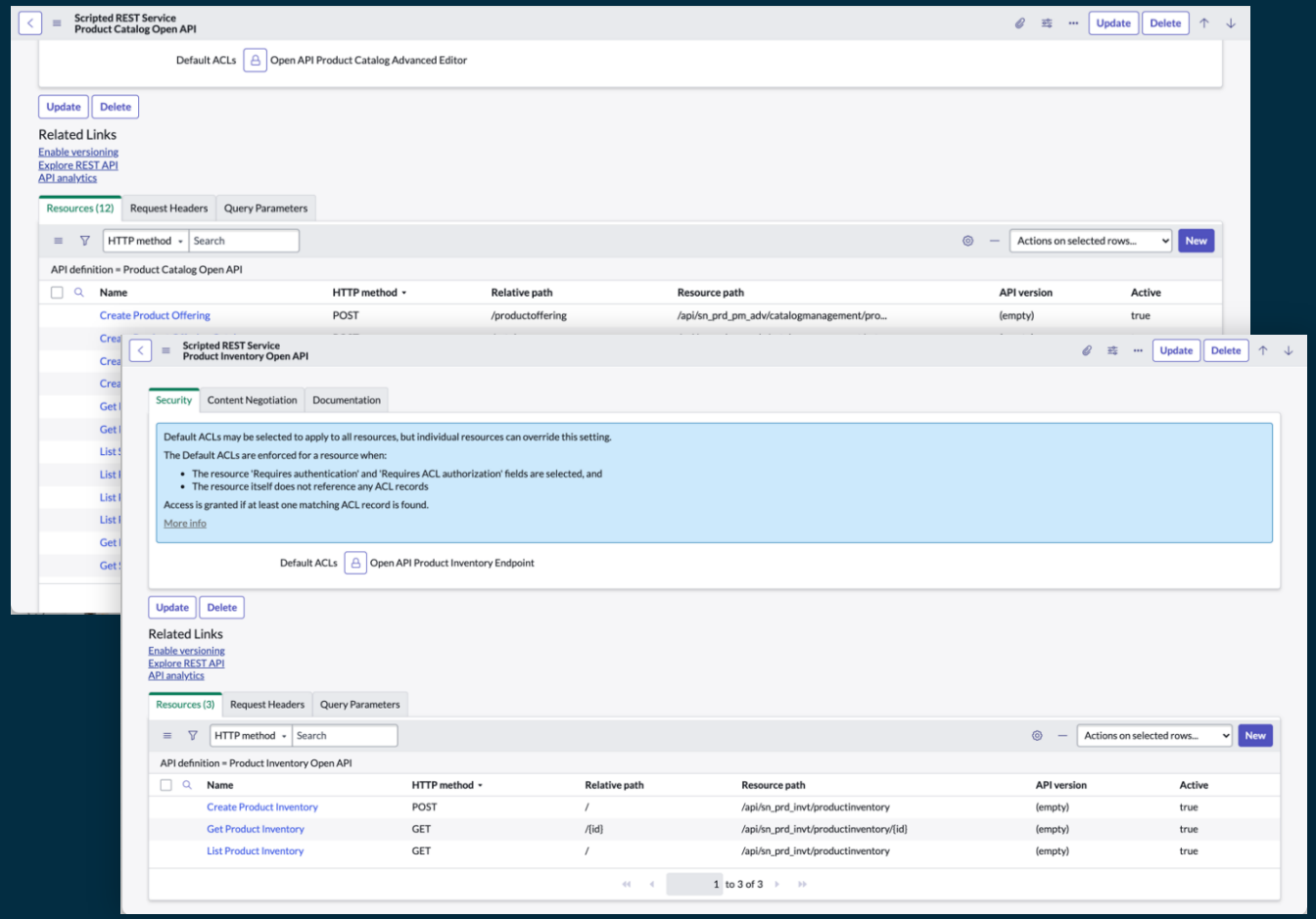
# New TM Forum Open APIs




## Integrate more easily by using out-of-the-box, industry-standard APIs

1. Rapidly add products and related technical requirements to the ServiceNow Product Catalog by using the Product Catalog Open API (TMF620)

2. Better manage the entire lifecycle of Service Catalog elements with the Service Catalog Open API (TMF633)

3. Create a cleaner view of what the customer has ordered with the Product Inventory Open API (TMF637)

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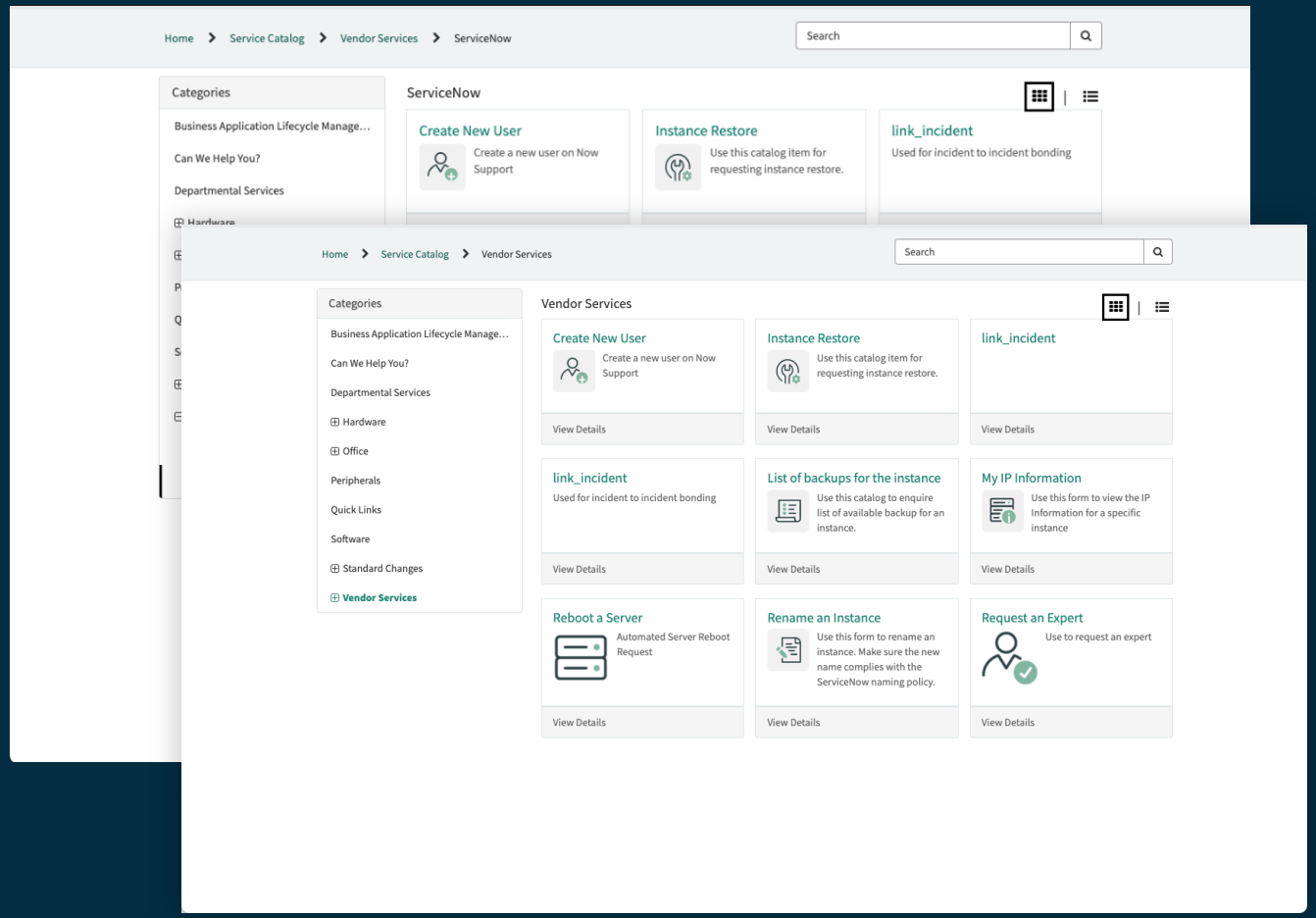
# Streamlined application publishing




## Accelerate time to value when delivering new applications

1. Save time by distributing catalog content to an Enterprise customer via Service Bridge (formerly called eBonding)
2. Improve efficiency by automating the application acceptance process
3. Increase flexibility by removing the need to certify new or updated services via the ServiceNow Technology Partner Program

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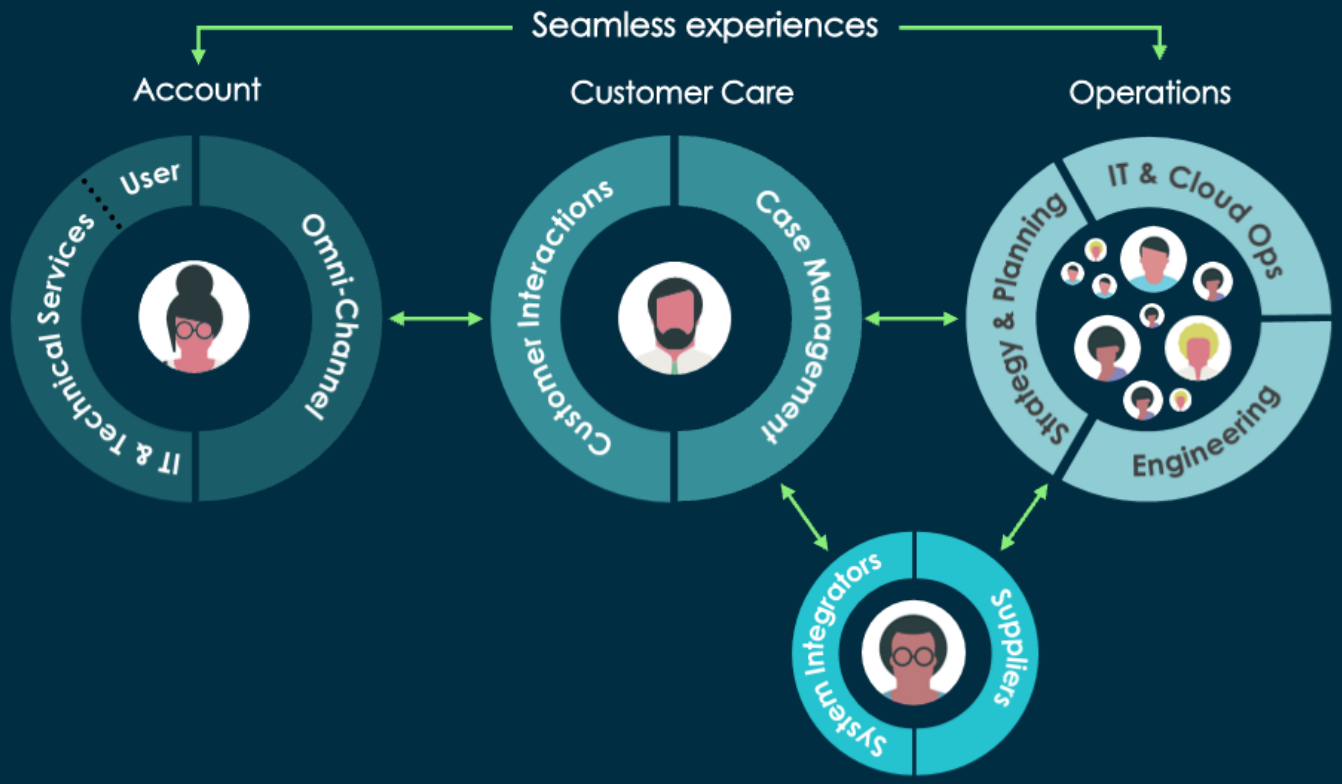
## Industries:

# Technology

Technology Provider Service Management | Order Management for Technology Providers

# Digitized workflows across teams




## Bring customer care and operations together to delight customers

1. Seamlessly connect customers to technical teams and ServiceNow partners with integrated self-service and Service Bridge

2. Monitor services, communicate updates, and resolve issues fast with AI-powered intelligence and automated issue resolution

3. Boost agent and cross-team productivity with dashboards, end-to-end workflows, and process optimization tools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Demo

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Industries: Technology Industry

# Technology Provider Service Management

# Industry data model

## Make work flow seamlessly across customer-facing and technical teams

1. Unify processes across organization with the Industry Data Model
2. Improve collaboration and time to resolution with shared workflows across teams


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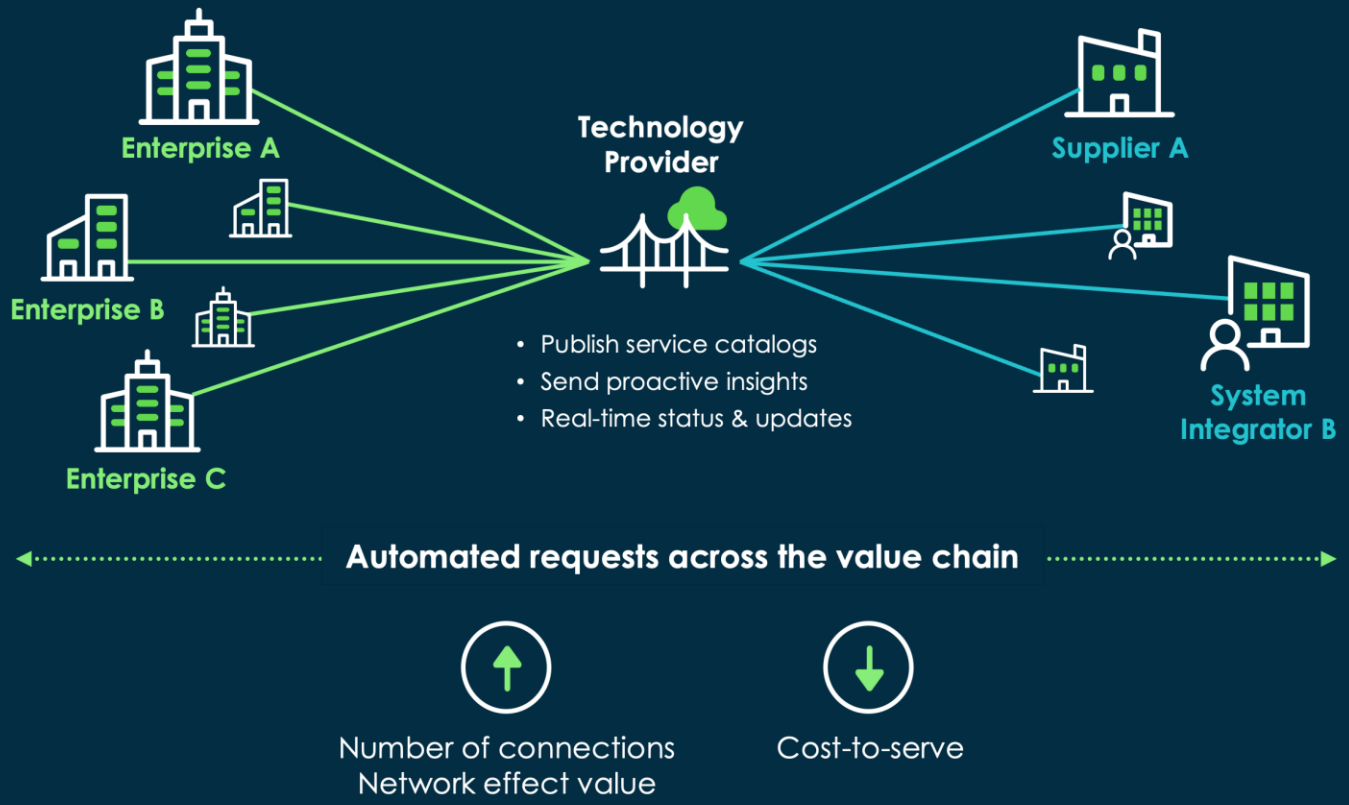
# Service Bridge




## Connect buying, support and service experiences in minutes

1. Improve customer satisfaction and resolution times with seamless service experiences that eliminate swivel-chairing
2. Drive down cost to serve with structured service requests and automated resolution workflows
3. Grow revenues with customers and partners who use ServiceNow with faster ordering and onboarding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Demo

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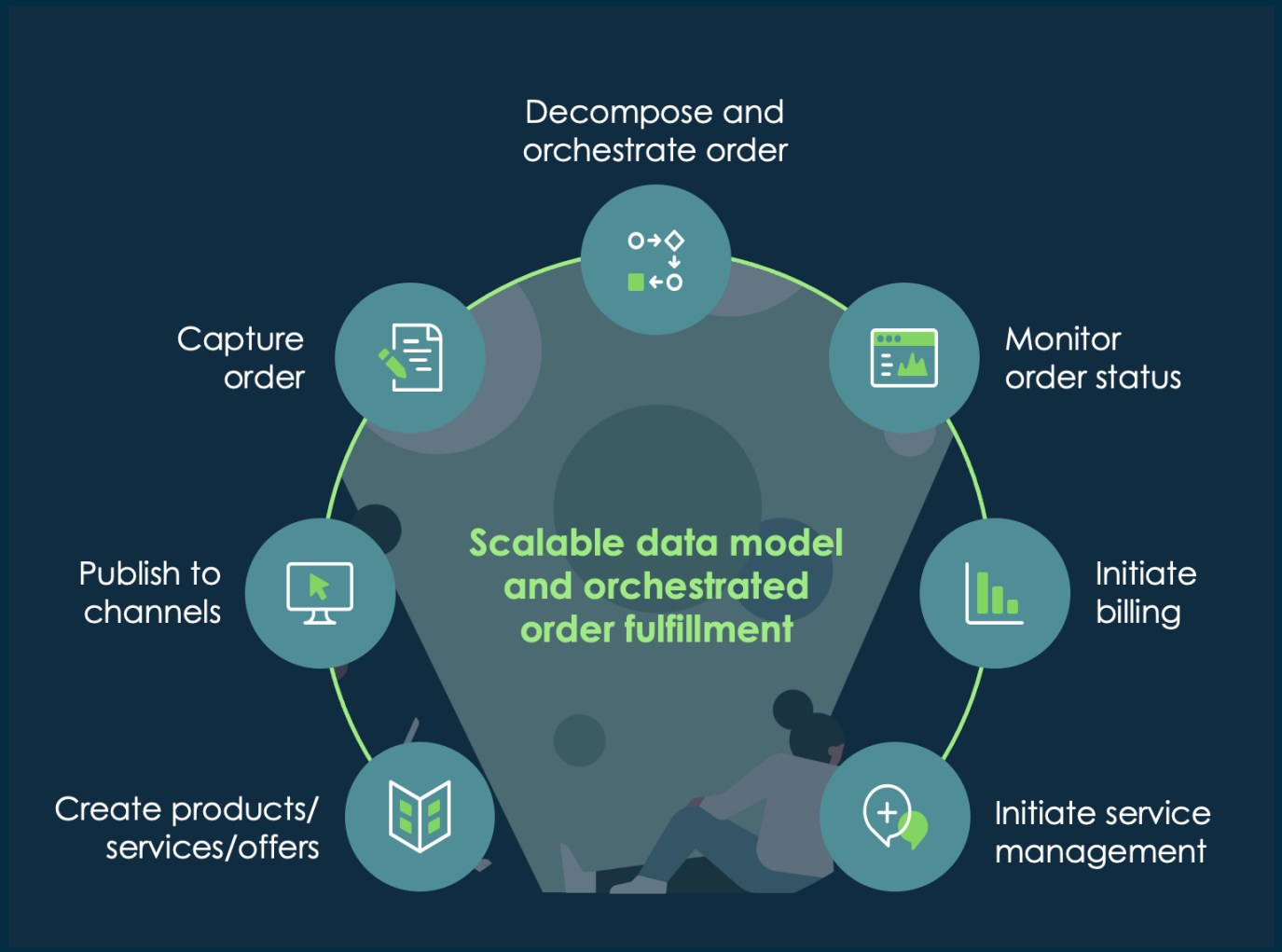
Industries: Technology Industry

# Order Management for Technology Providers

# Dynamic order processing




## Streamline order management and scale

1. Accelerate time to market and revenue with efficient order process design, order delivery, and supplier onboarding
2. Improve customer satisfaction with flexible offer creation and greater order visibility and automation
3. Simplify and automate operations with dynamic order processing across systems and teams

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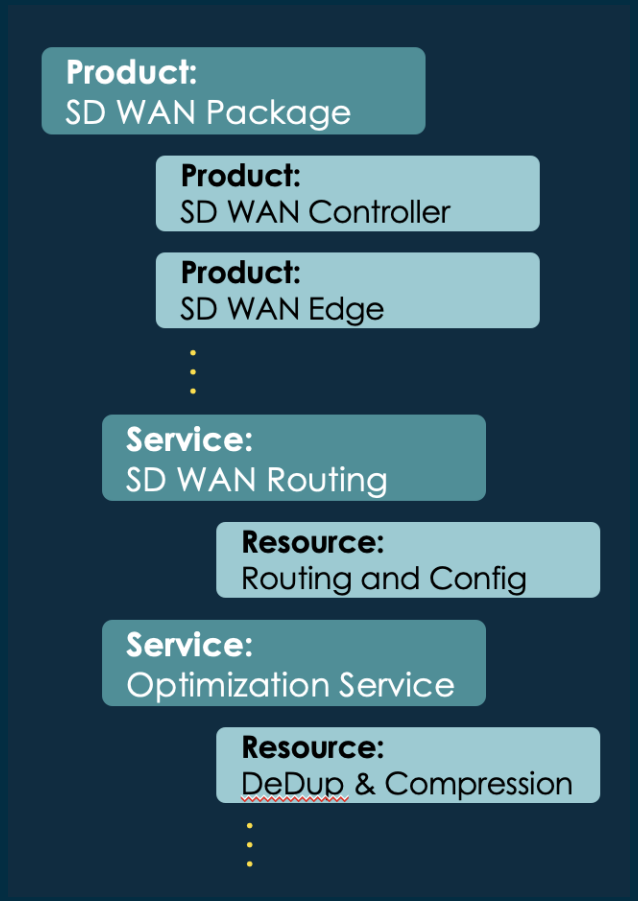
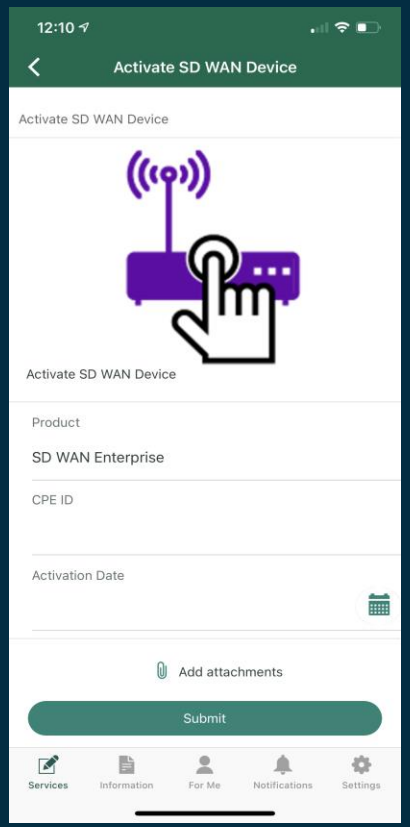
# Product Catalog and publishing with Service Bridge




Configure product, prices, and services




Publish via Service Bridge into customer catalog

## Launch products and services fast

1. Accelerate time to market with a robust product catalog and data model—and configurable, reusable processes that require minimal testing

2. Generate revenue fast by publishing products or services in minutes to a customer's ServiceNow Service Catalog

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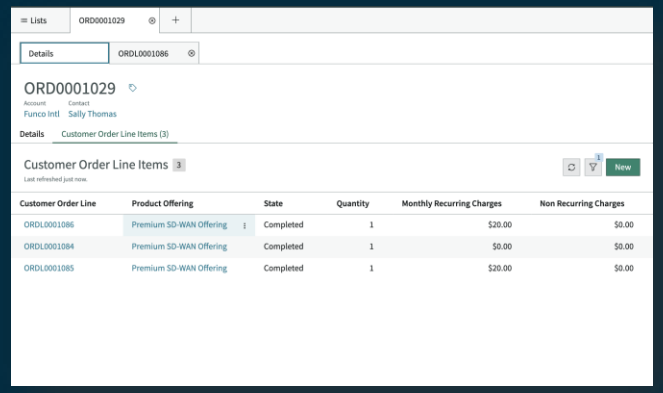
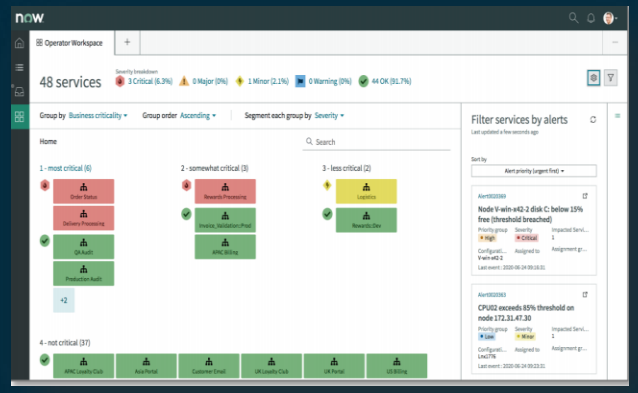
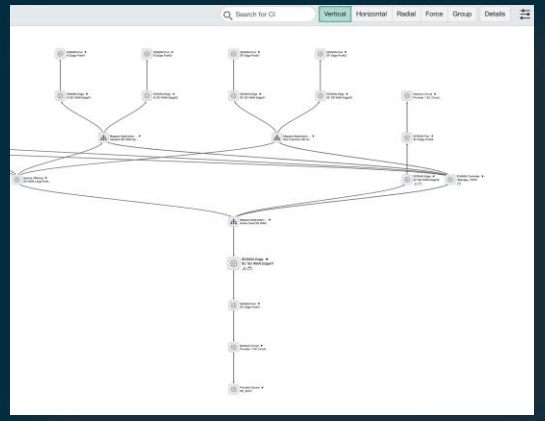
# Order visibility and proactive care




Confirm to customer order is completed




Proactive service workflows



Update CMDB with delivered services

## Drive customer success and lifetime value

1. Keep customers informed with status updates as order progresses, including order completion
2. Equip agents to better serve customers by updating CMDB with delivered services
3. Support proactive service workflows as soon as orders are fulfilled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# Customer Success

## ServiceNow Upgrades Overview

Now Platform®

Customer Experience

Technology Excellence

Employee Experience

Operating Excellence

Build and Automate

Industries

Get Ready to Upgrade

# Upgrade to the Now Platform San Diego release

Reasons for staying current

1. Access new products and features from the San Diego release
2. Get the latest platform and security enhancements
3. Stay in support


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# Plan and schedule your upgrades

Get ready to upgrade to the San Diego release

## Upgrade policy

ServiceNow customers who are on the N-1 support entitlement need to be on the two most current releases.

Legacy customers move to the N-1 support policy upon renewal. Prior to this, they can stay on the three most current releases under the N-2 support entitlement.

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# Who needs to upgrade to the San Diego release?

**Upgrade to San Diego release**

## Customers who need to upgrade by March 2022

- Paris release customers with N-2 entitlement
- Quebec release customers with N-1 entitlement

## Customers who need to upgrade by September 2022

- Rome release customers with N-2 entitlement
- Quebec release customers with N-2 entitlement (by March 2022)


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# Reasons to stay current and upgrade

Now Platform San Diego release

**Get** the latest platform and security enhancements

**Access** new products and features from the San Diego release

**Keep** your access to 24/7 support

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# Simplify upgrades and increase productivity

Game-changing capabilities from the Now Platform

## Instance Scan

Get critical instance insights for smoother, worry-free upgrades

## Upgrade Center

Preview, manage, and monitor upgrades with greater ease

## Automated Test Framework

Reduce upgrade time by automating manual testing and remediation

**Learn more about these capabilities in the product documentation.**


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# Upgrade to the San Diego release today

Take advantage of these ServiceNow resources to help you stay current

**Simplify upgrades and increase productivity**

- Upgrade Center
- Automated Test Framework
- Instance Scan

**Speed time to value and grow your business**

- Customer Success
- Now Create Methodology
- Release Notes

**Reduce risk and protect your business**

- Technical Support
- Upgrade Assist

**Pro tip**

Develop an effective governance model and utilize these resources to simplify upgrades and stay current. Visit **www.servicenow.com/upgrades** for more best practices and resources.


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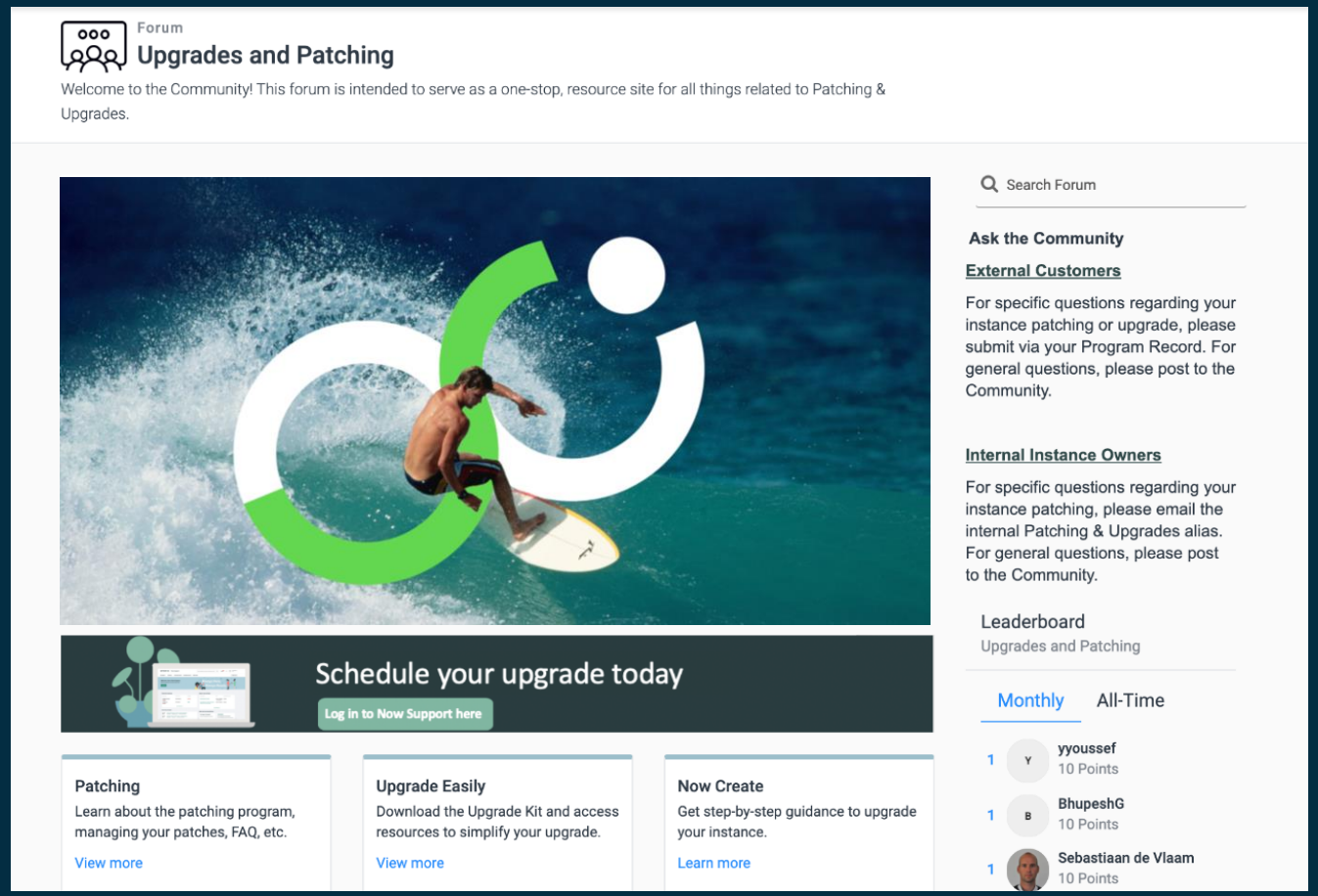
# Upgrades and Patching community

Be sure to subscribe!




## Community forum dedicated to supporting customers with patches and upgrades

1. Ask questions, get tips, and share knowledge
2. Plug into the latest community events and virtual webinars hosted by upgrade experts

**For more information, visit the Upgrades and Patching forum.**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# Key resources

**1**

Check out the **Upgrade Easily section** on the **Customer Success Center**

**2**

Go to the **product documentation page** to get the latest San Diego release notes

**3**

Schedule upgrades on the **Now Support portal**

**4**

Join the conversation on the **Upgrade and Patching Community**


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# Thank you

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