

Now Platform San Diego release

Upgrade Kit

Available in [PowerPoint](#) for presentation customization



Safe harbor notice for forward-looking statements

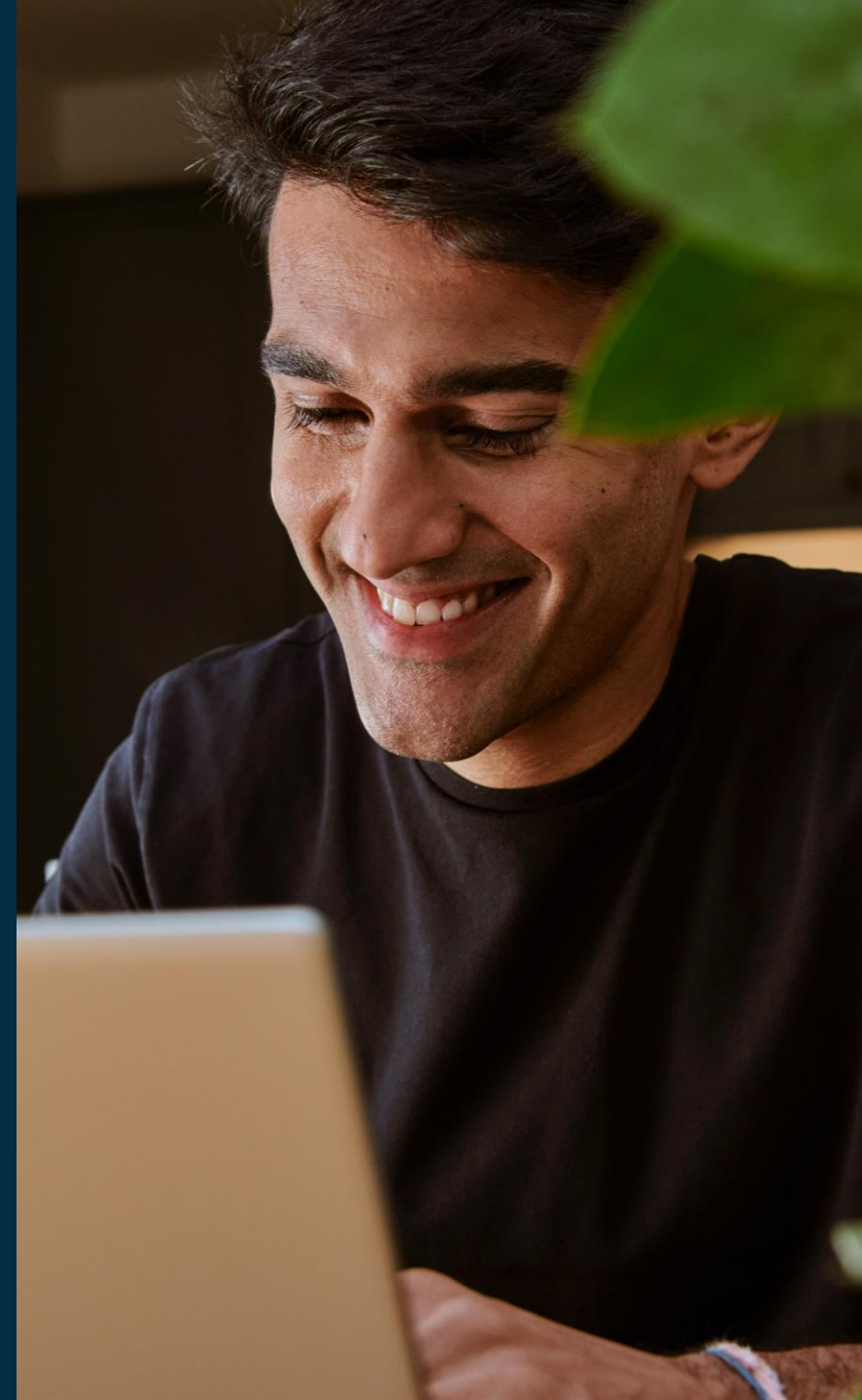
This presentation may contain “forward-looking” statements that are based on our beliefs and assumptions and on information currently available to us only as of the date of this presentation. Forward-looking statements involve known and unknown risks, uncertainties, and other factors that may cause actual results to differ materially from those expected or implied by the forward-looking statements. Further information on these and other factors that could cause or contribute to such differences include, but are not limited to, those discussed in the section titled “Risk Factors,” set forth in our most recent Annual Report on Form 10-K and Quarterly Report on Form 10-Q and in our other Securities and Exchange Commission filings. We cannot guarantee that we will achieve the plans, intentions, or expectations disclosed in our forward-looking statements, and you should not place undue reliance on our forward-looking statements. The information on new products, features, or functionality is intended to outline our general product direction and should not be relied upon in making a purchasing decision, is for informational purposes only, and shall not be incorporated into any contract, and is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. The development, release, and timing of any features or functionality described for our products remains at our sole discretion. We undertake no obligation, and do not intend, to update the forward-looking statements.

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



Three ways to champion San Diego release innovations

What you need to do

1

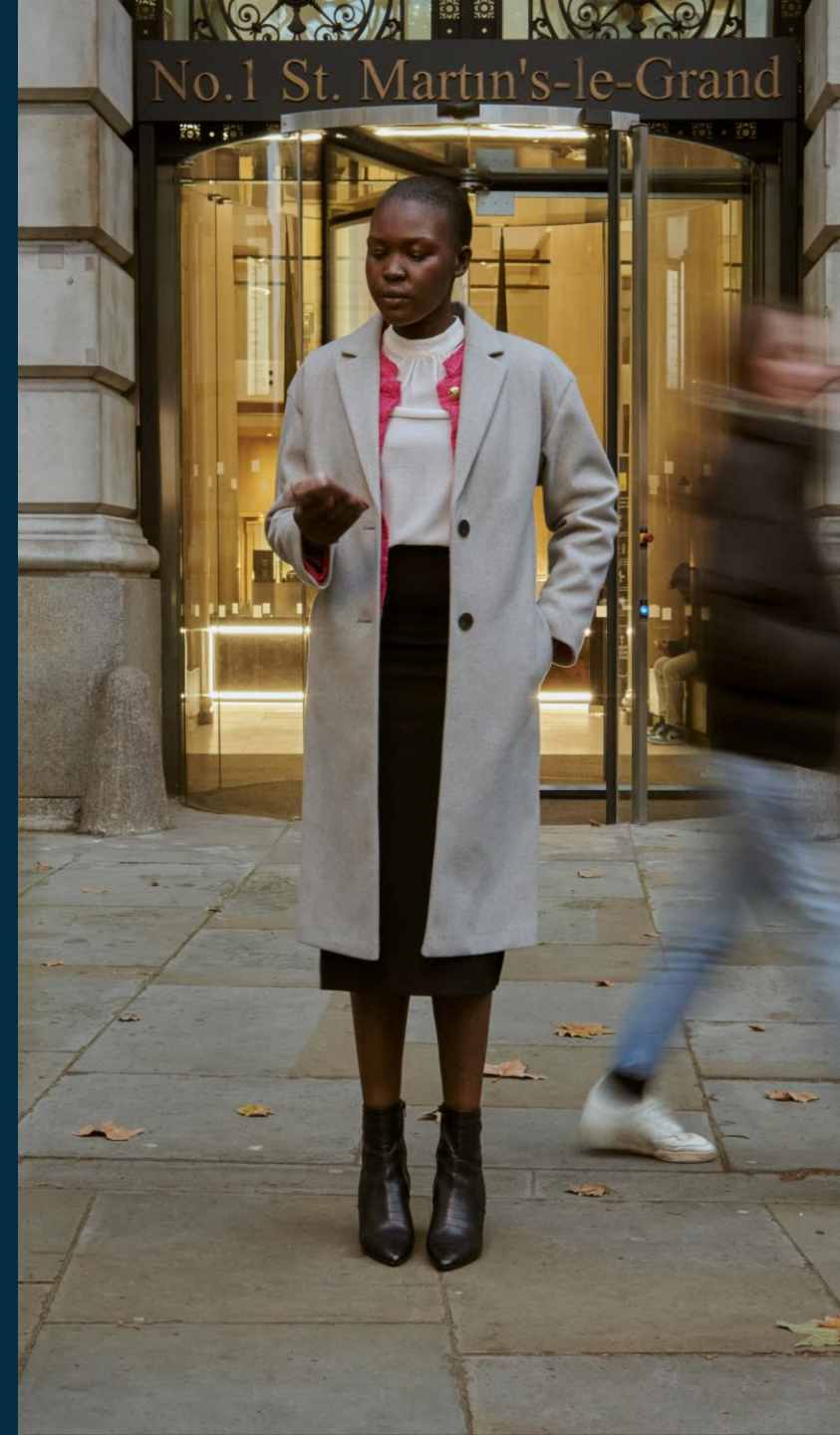
Get ready to learn – Select the feature slides you want to focus on, access the notes, watch the demos, and read the blogs and product websites to get a deeper dive.

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.

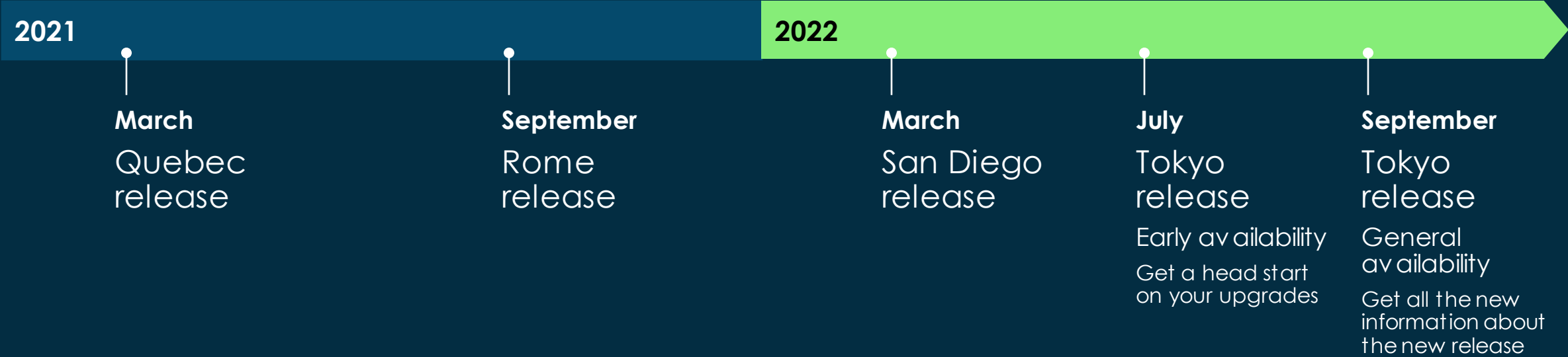
3

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.



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

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**

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

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](#)



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

Now Platform

Next
Experience

Now
Intelligence

Mobile

Platform
security

Platform
foundation



Now Platform®



Customer Experience



Technology Excellence



Employee Experience



Operating Excellence



Build and Automate



Industries



Get Ready to Upgrade

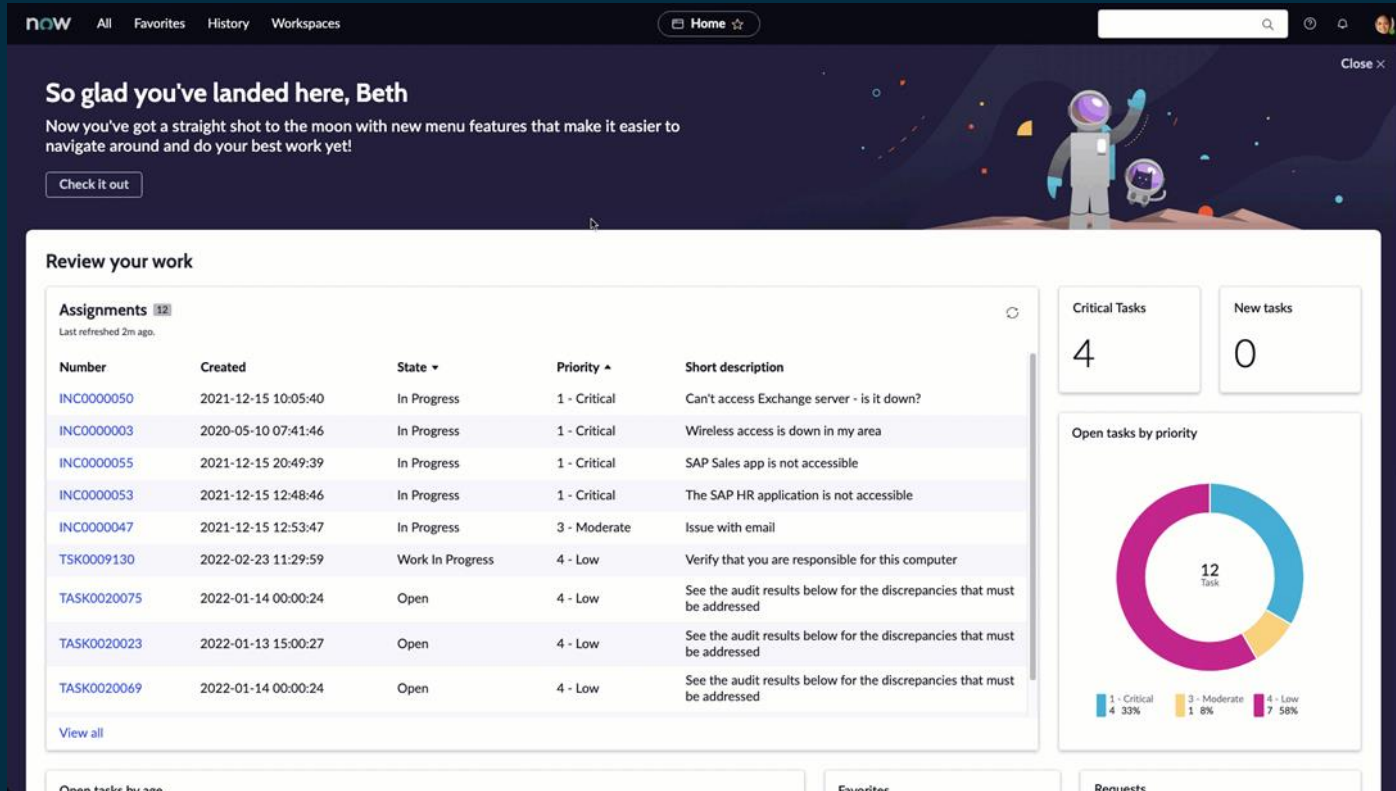
What's new from Next Experience?

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

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

Next Experience

Modernized look and feel, unified navigation



Drive workforce productivity with purpose-built workspaces

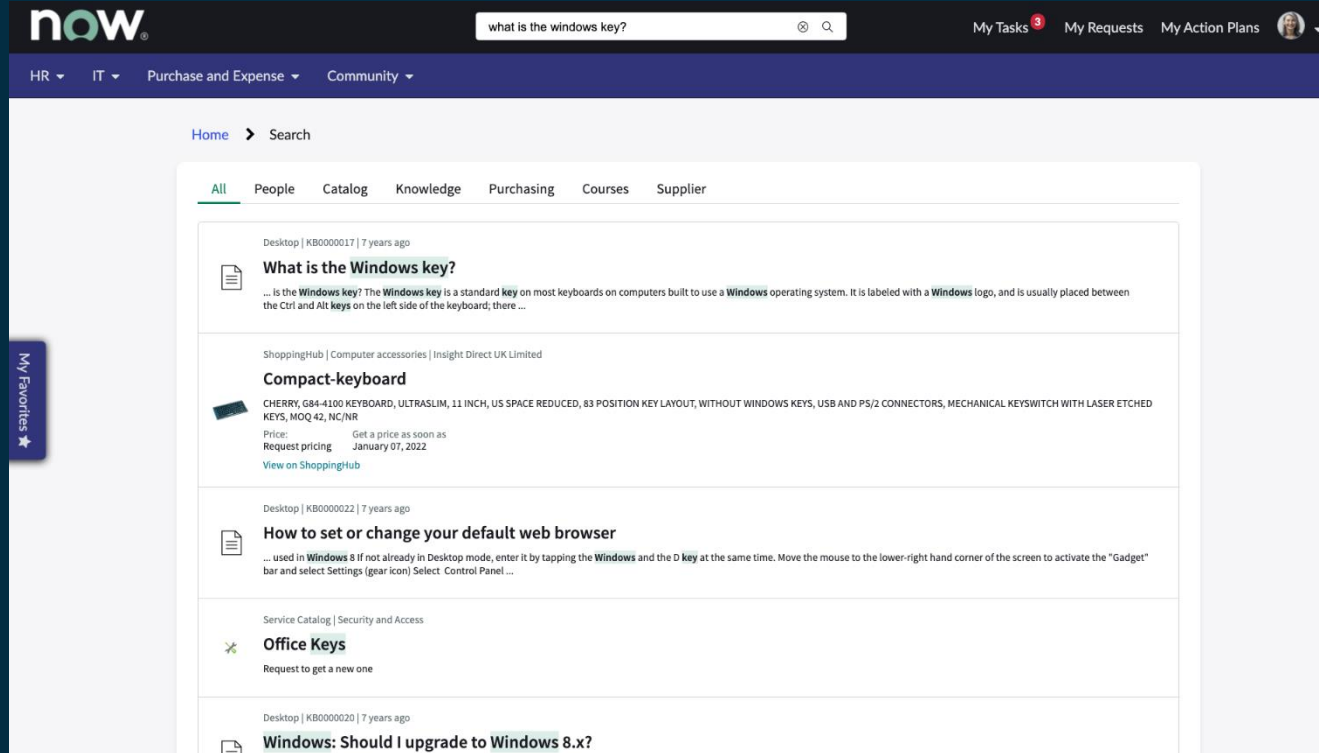
- 1 Empower service delivery teams with targeted tools and information
- 2 Bring together platform apps with unified engagement
- 3 Set preferred work mode, such as light or dark, to reduce eye strain and enhance productivity

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 Surface answers quickly and efficiently from multipage articles and knowledge bases with AI Search. Reduce MTR 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 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 Admin Console: Configure and manage both virtual and human agents from a single, modern console. Topic Recommendations: Deliver tailored recommendations with greater precision via new data sources Conversational Analytics: Analyze user behavior with insights into click metrics.
Agent Chat enhancements	Better resource agents to give users peace of mind Universal capacity: Define and manage an agent's workload across all service channels. Sensitive data masking: Transmit sensitive data securely with intelligent masking of your messages. Profanity filtering: Configure this feature to your preferences to automatically hide and monitor profanity.

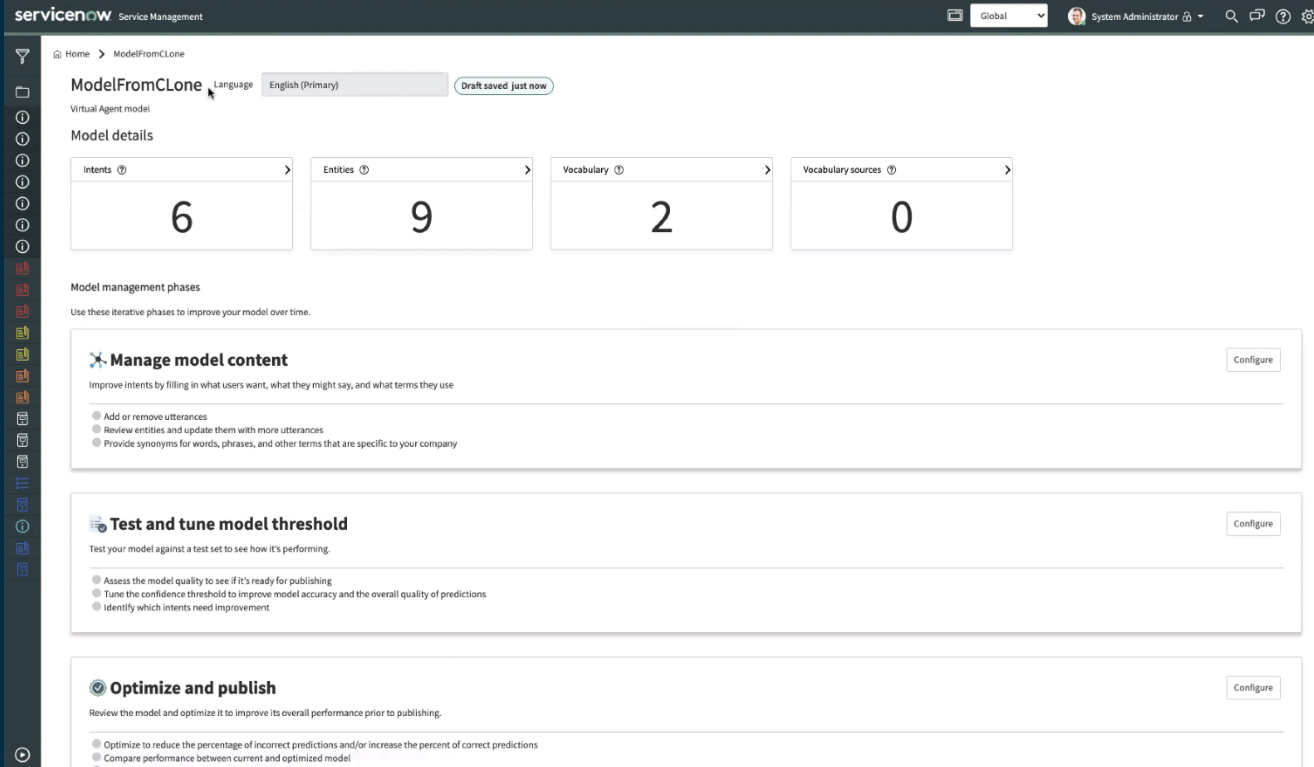
AI Search enhancements



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

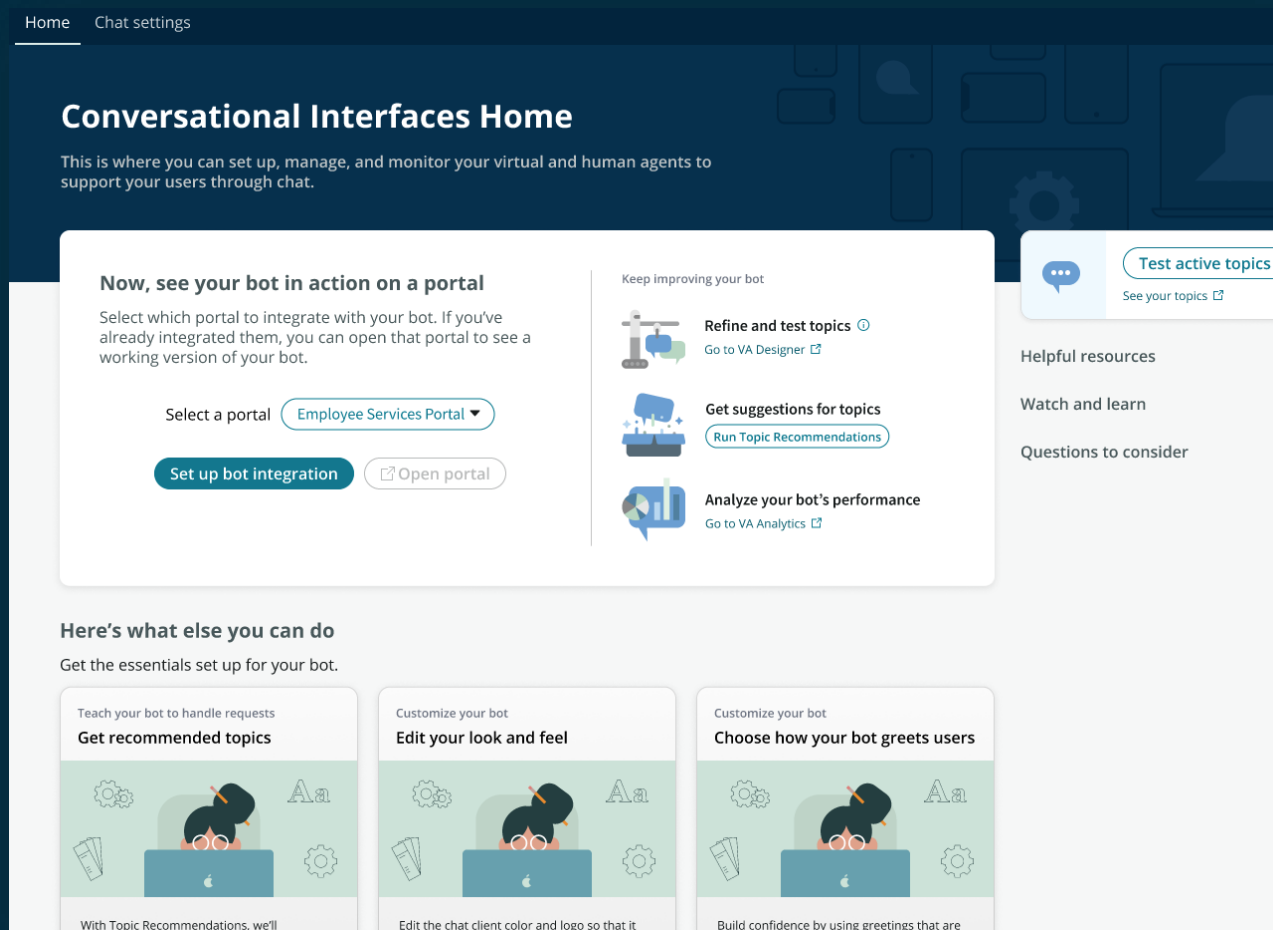
NLU Workbench enhancements



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

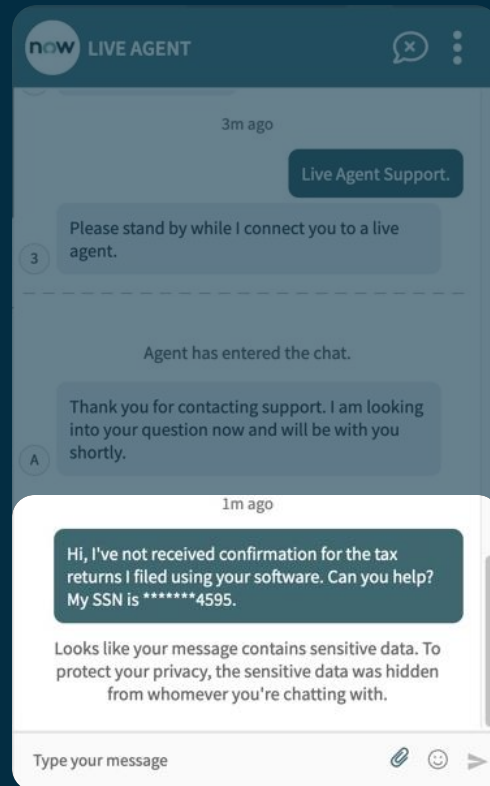
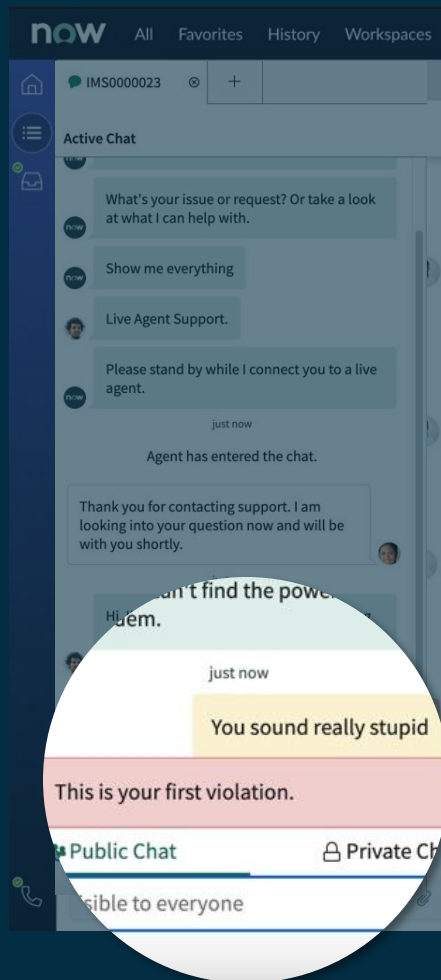
Virtual Agent enhancements



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

Agent Chat enhancements



Better resource agents to give users peace of mind

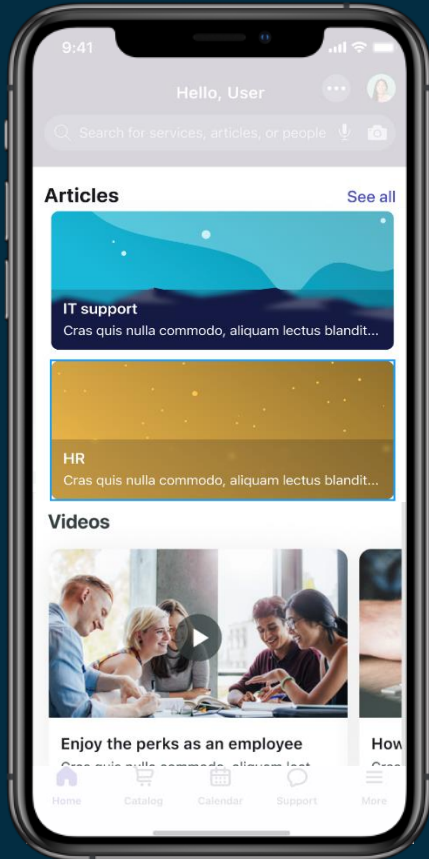
- 1 Universal capacity:** Define and manage an agent's workload across all service channels
- 2 Sensitive data masking:** Transmit sensitive data securely with intelligent masking of your messages
- 3 Profanity filtering:** Configure this feature to your preferences to automatically hide and monitor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

What’s new from Mobile?

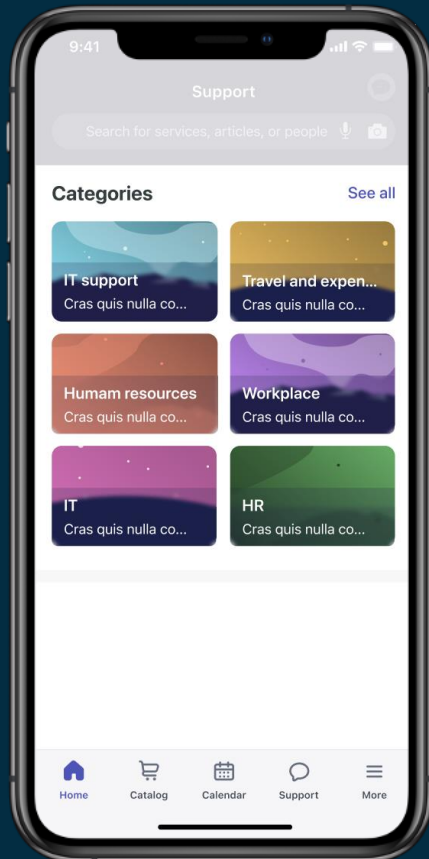
Reasons to upgrade to the San Diego release (At a glance)

Key Features	Description
Mobile UI enhancements	Personalize mobile experiences with a modernized look and feel 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 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 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.

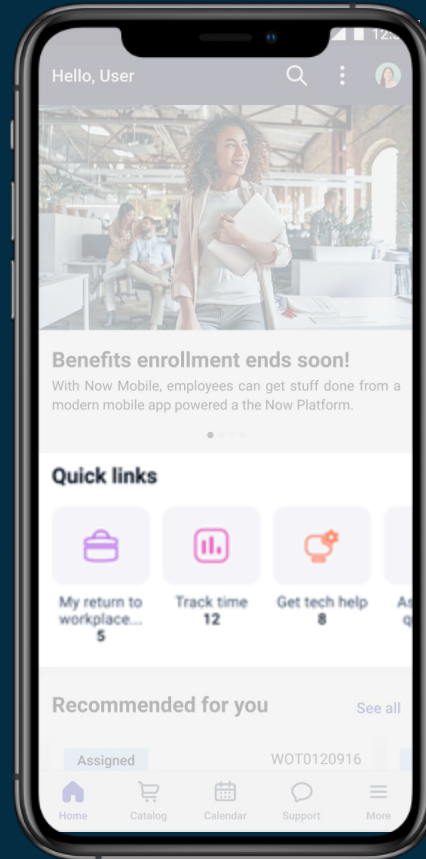
Mobile UI enhancements



Mobile views



Item sections

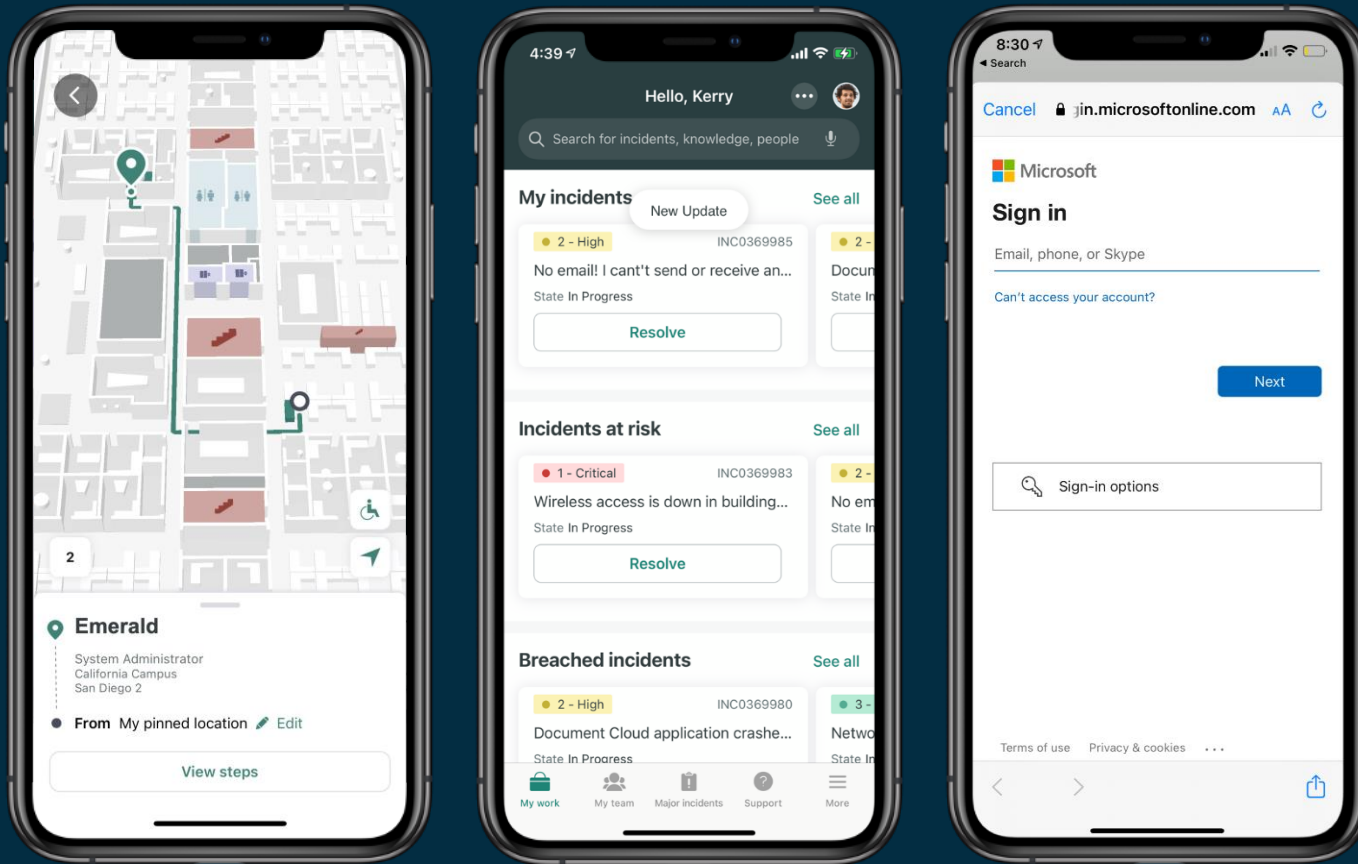


Icon sections

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

Mobile usability enhancements

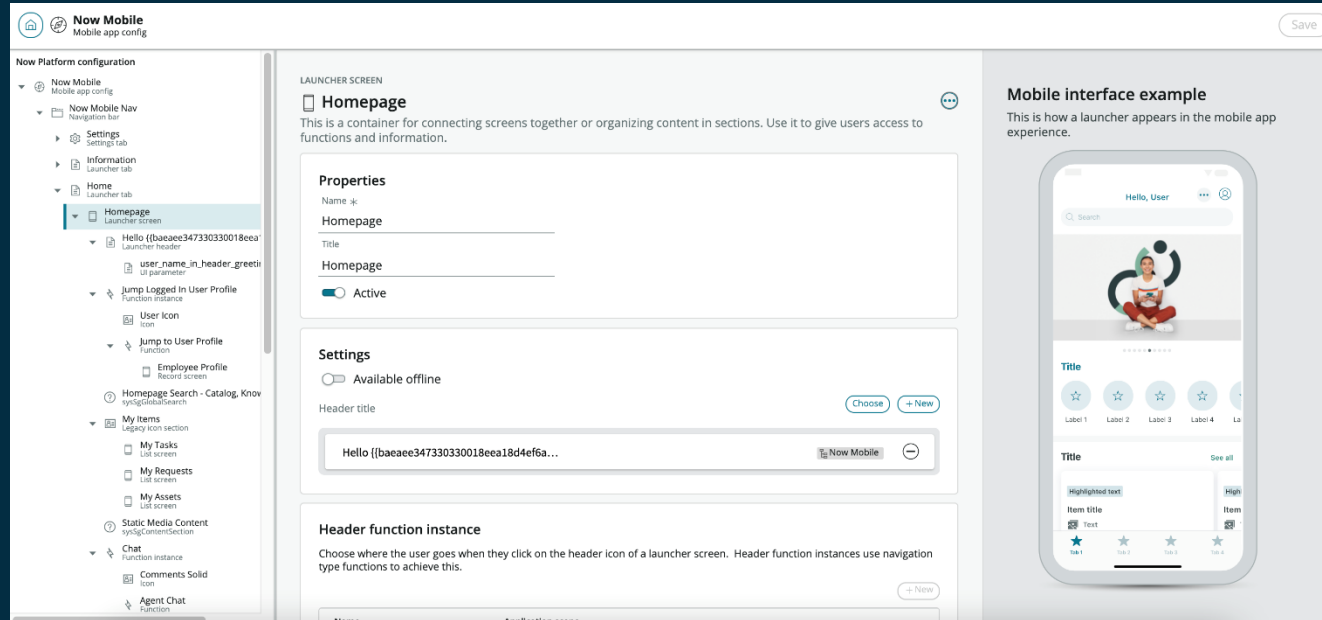


Create engaging everyday experiences with native functionality

- 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.

Mobile App Builder and Mobile Card Builder enhancements



Rapidly build and configure mobile applications

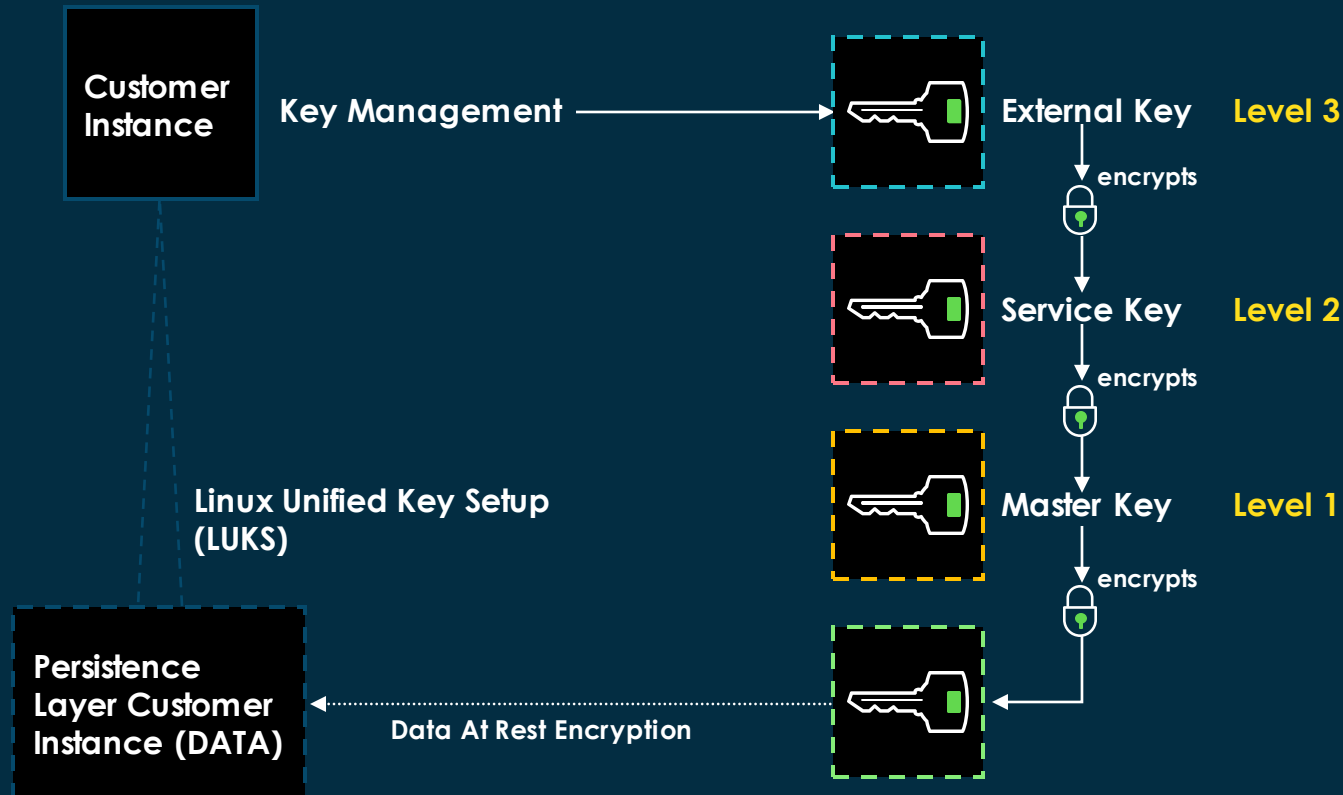
- 1 Build and configure all mobile components in a single, intuitive interface
- 2 Organize and navigate your mobile configuration panels to reduce clicks and confusion
- 3 Receive clear, insightful notifications if errors occur while configuring mobile cards

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 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 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 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.

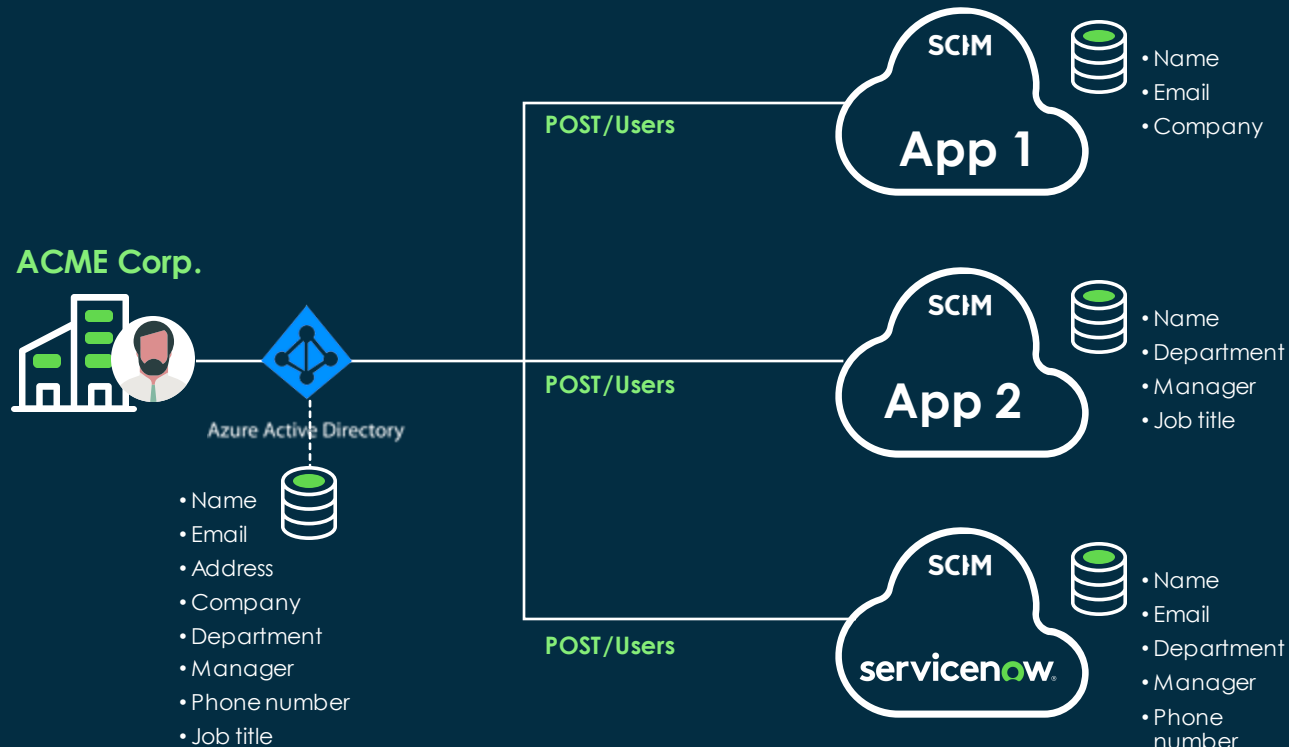
Cloud Encryption



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

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

PCI Configuration Controls Score



Increase customer confidence in their PCI-DSS compliance

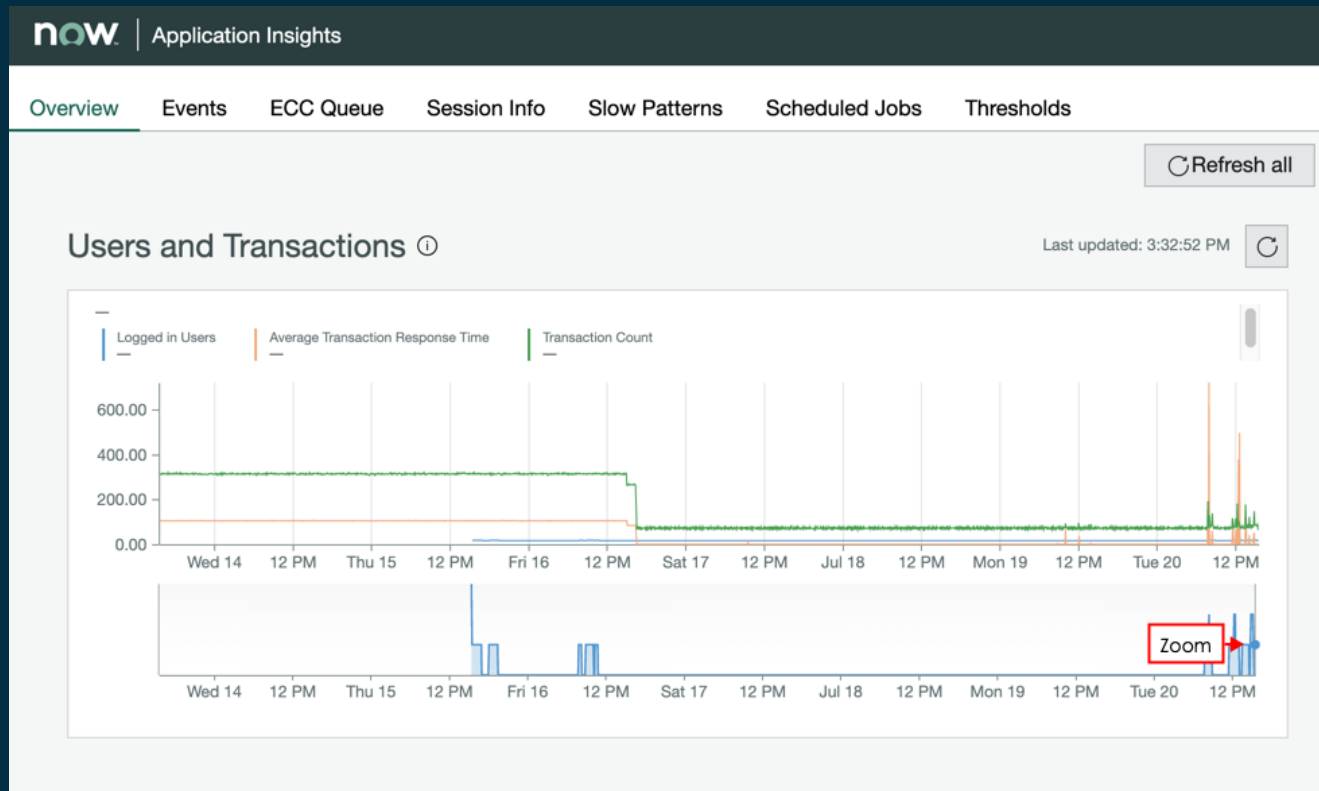
- 1 Track and manage security configurations easily with a simple, intuitive user interface
- 2 Make changes quickly and efficiently in one place while minimizing errors
- 3 Access this premium feature at no additional cost

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 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.

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

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

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 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 UI 16 and workspace record views visually similar. Control component themes at a granular level to support corporate branding. Navigate seamlessly between UI 16 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 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 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 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.

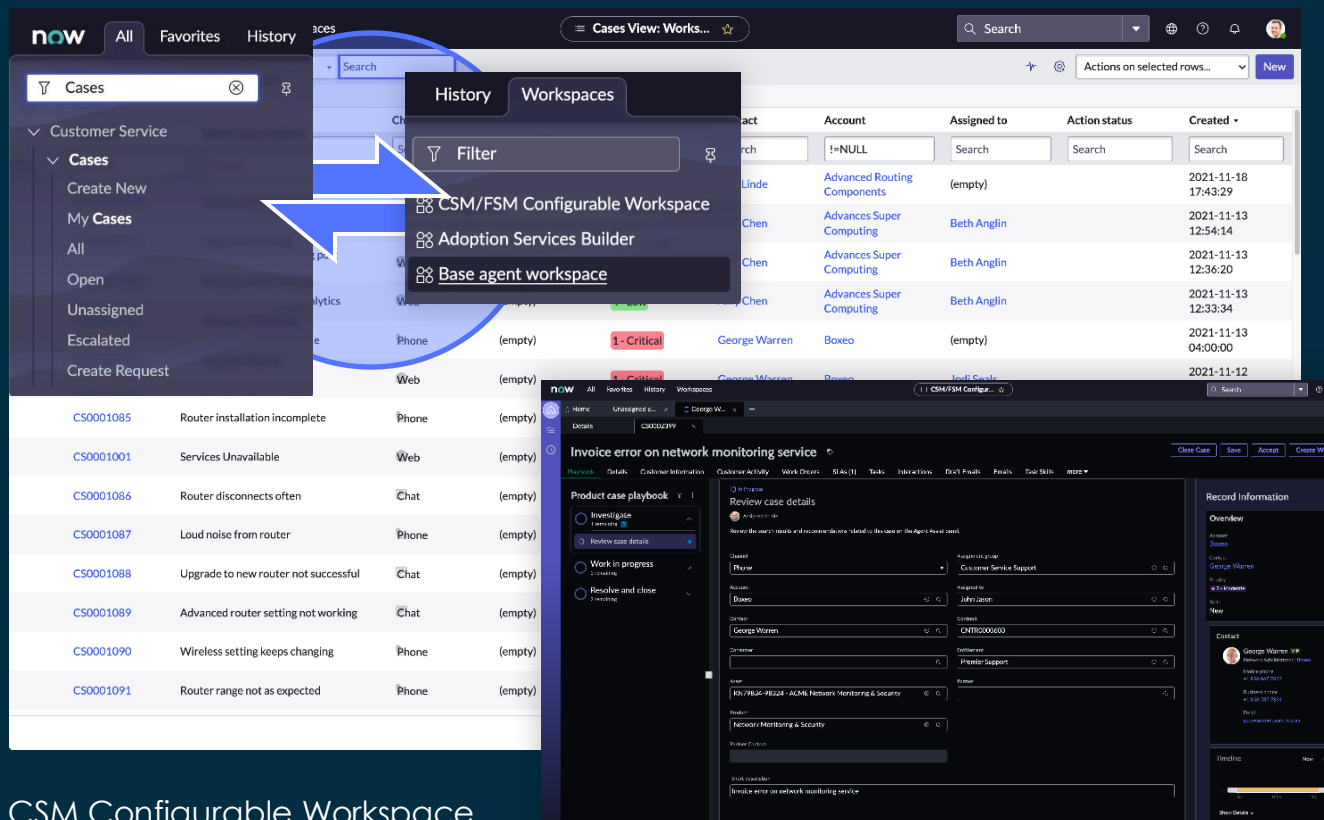
What's new from Customer Service Management?

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 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 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 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 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 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.

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

Order Management

The screenshot displays the ServiceNow 'Order Details' page for order number ORD0001015. The page is titled 'Premium Account Bundle' and shows the following information:

- Account:** Star Tech Services
- Contact:** Alex Star
- Order Date:** 6m ago
- Order Type:** Product
- Contract:** STR002001
- Special Instructions:** Installation scheduled for Dec. 15, 2021
- Non Recurring Charges:** \$200.00
- Monthly Recurring Charges:** \$50.00
- Total Price:** \$4,500.00

The 'Activity' tab is selected, showing a table of order lines:

Number	Product Model
ORDL0001012	Star Tech Services Desktop 512GB Black
ORDL0001013	Star Tech Services Laptop 512GB Black

Below the table, it indicates 'Rows 1 - 2 of 2'.

An inset window shows the 'Order - ORD0001015' form, which includes fields for:

- Number:** ORD0001015
- Account:** Star Tech Services
- Contact:** Alex Star
- Partner Account:**
- Partner Contact:**
- Short Description:** Premium Account Bundle
- State:** In Progress
- Order Type:** Product
- Order Action:** Add
- Order Date:** 2021-11-15 14:02:51

The 'Address' tab is selected, showing shipping and billing information:

- Shipping Location:** 555 W Star St, San Jose CA 94560
- Shipping Street:** 555 W star St
- Shipping City:** San Jose
- Shipping State / Province:** CA
- Shipping Zip / Postal code:** 94560
- Shipping Country:** USA
- Billing Location:** 555 W Star St, San Jose CA 94560
- Billing Street:** 555 W star St
- Billing City:** San Jose
- Billing State / Province:** CA
- Billing Zip / Postal code:** 94560
- Billing Country:** USA

Buttons for 'Update' and 'Delete' are visible at the bottom of the form.

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

Case Management

Next Experience

Language detection

The screenshot displays the ServiceNow Case Management interface. The case title is "Necesito que mi cuenta sea borrada" (I need my account deleted). The case number is CS0001063. The channel is "Web". The account is "Boxeo EMEA". The contact is "Michelle Semmler". The product is "System Administrator". The priority is "4 - Low". The assignment group is "Team Development Code". The assigned to is "System Administrator". The contract is "Entitlement". The partner is "Partner". The short description is "Necesito que mi cuenta sea borrada". A circular overlay with a blue and white gradient is positioned over the "Task Skills" section, displaying the text "Task Skills", "Last refreshed just now.", "Skill", and "Spanish".

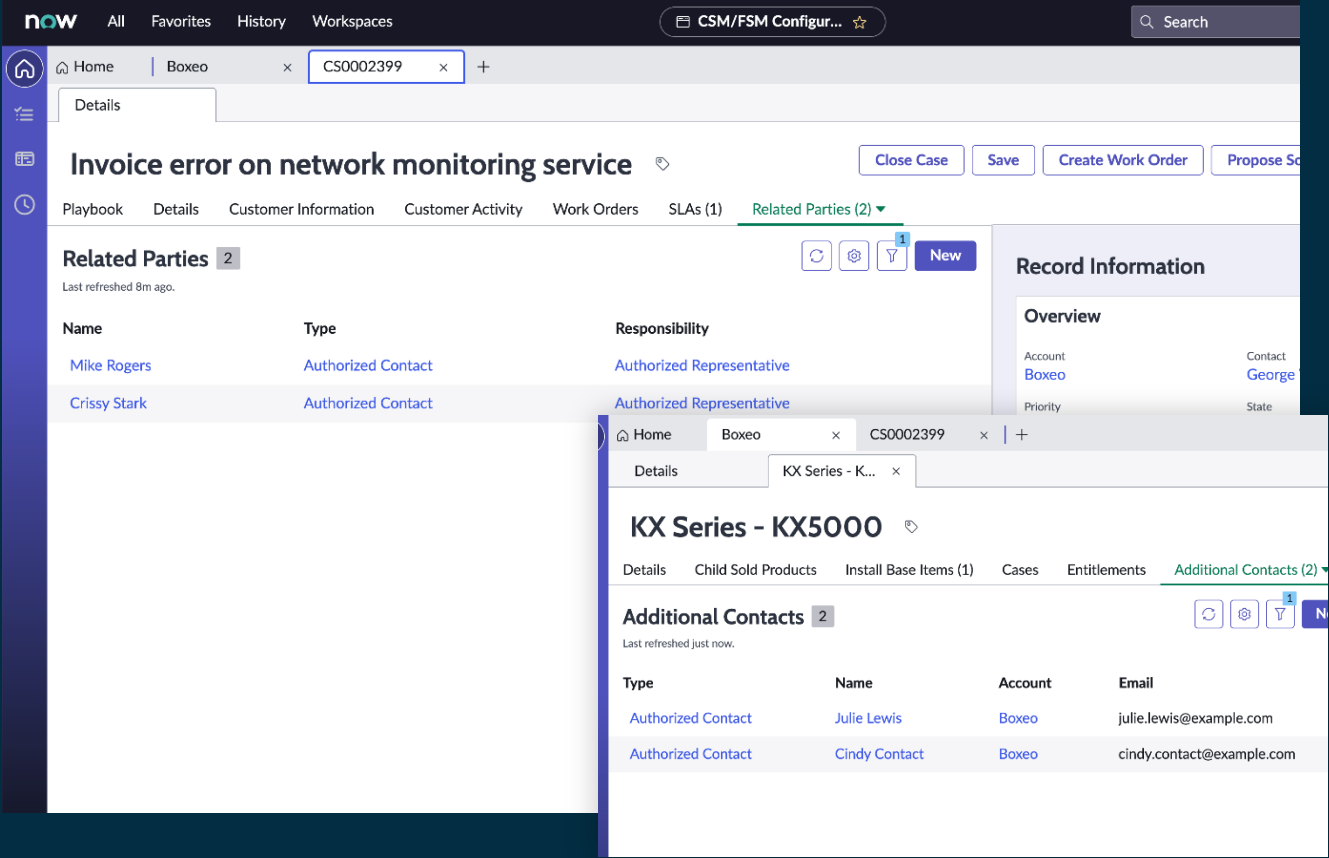
Detect language using AI and resolve cases fast

- 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

Case Management (continued)

Next Experience

Customer access management

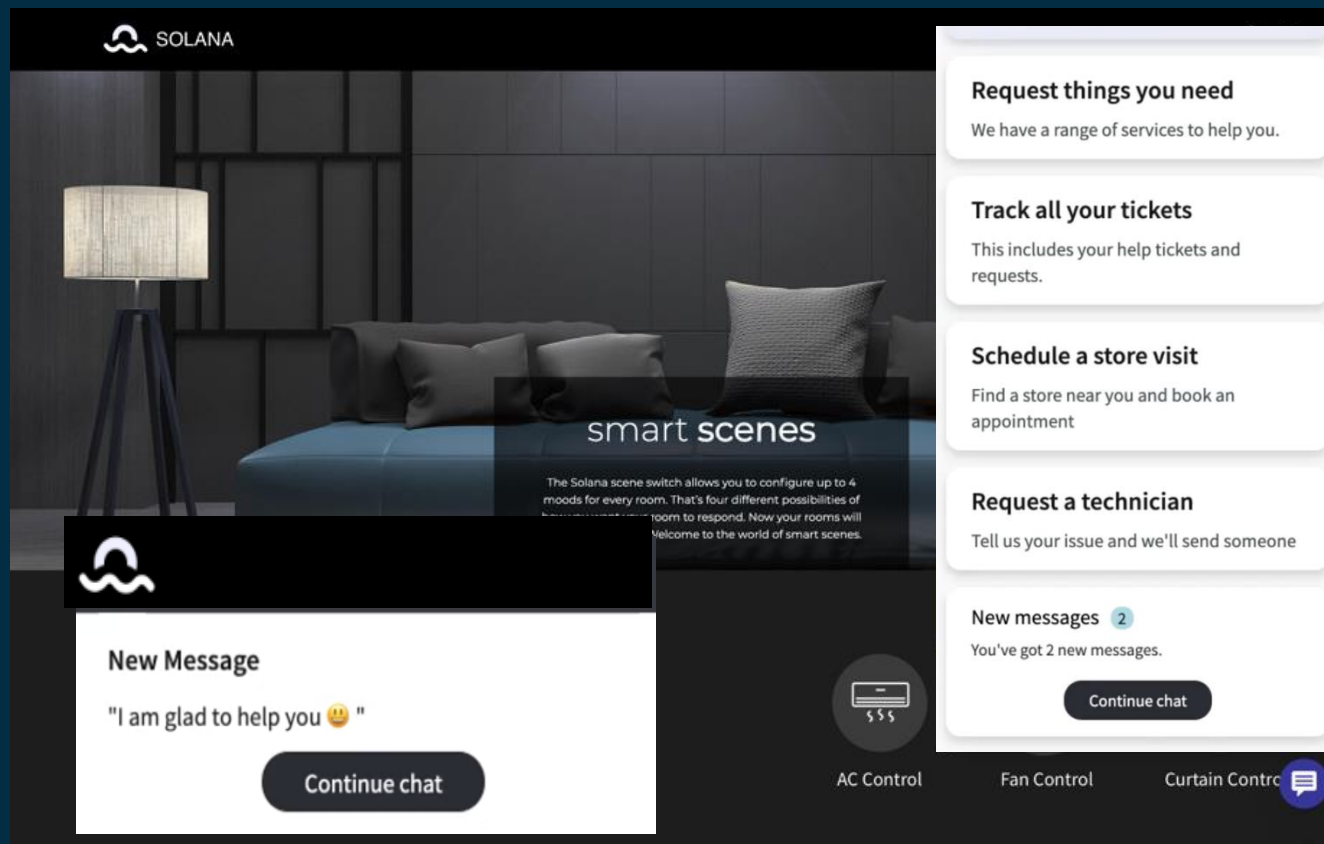


Enable case tracking by related parties to improve CX and efficiency

- 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

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

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	<p>Increase dispatcher efficiency</p> <p>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.</p>
Contractor Management	<p>Improve contractor scheduling</p> <p>Provide visibility into task distribution across contractors using Dispatcher Workspace. Adhere to compliance policies by visualizing capacity commitments.</p>
Dispatcher Workspace	<p>Modernize the user experience with unified navigation</p> <p>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.</p>
Field Service Schedule Optimization	<p>Maximize technician utilization</p> <p>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.</p>

Field Service Multi-Day Task Scheduling

The screenshot displays the ServiceNow Dispatcher Workspace interface. On the left, a list of tasks is shown, including 'Replace sensor on Pulse UPS', 'Router Repair - replace fan', 'HVAC Maintenance', 'Device installation and upgrades', and 'Reallocating devices'. The main area features a calendar view for the week of January 16-22, 2022, for the location America/Los_Angeles. A vertical timeline on the right shows the schedule for NorCal Technicians, including Alex Ray, Alisa Chinoy, Anthony Roy, and Cindy Lisa. Tasks are assigned to specific days and times, such as 'Network setup WOT0010358' on Tuesday and 'Device Upgrade and Maintenance WOT0010359' on Wednesday.

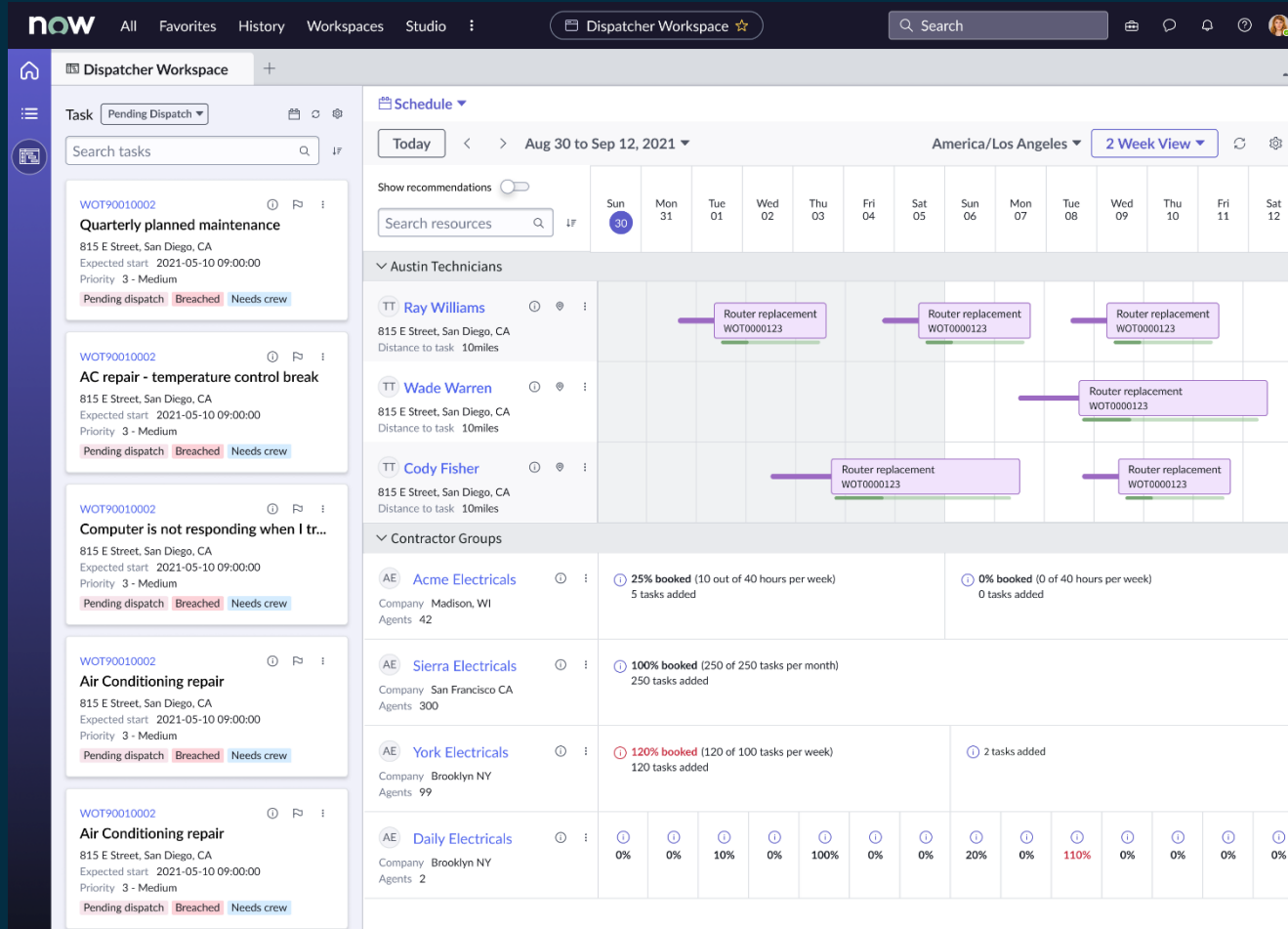
Increase dispatcher efficiency

- 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

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*

Field Service Schedule Optimization

The screenshot displays the ServiceNow interface for configuring an optimization scope. The top navigation bar includes 'now', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main header shows 'Optimization Scope S169' with buttons for 'Update', 'Schedule Now', and 'Delete'. The configuration form includes fields for 'Name' (Daily Schedule), 'Application' (Global), 'Policy' (P169), and 'Active' (checked). The 'Description' field contains 'Runs daily to schedule tasks.' The 'Recurrence' tab is selected, showing 'Optimization Configuration' with a 'Take Snapshot After' date of '2021-11-30 12:24:55' and an 'Optimization Expected After' of 'Hours 8'. The 'Tasks' tab is also visible, showing a filter condition 'State is one of Draft, Pending Dispatch, Scheduled, Assigned' which matches 97 records.

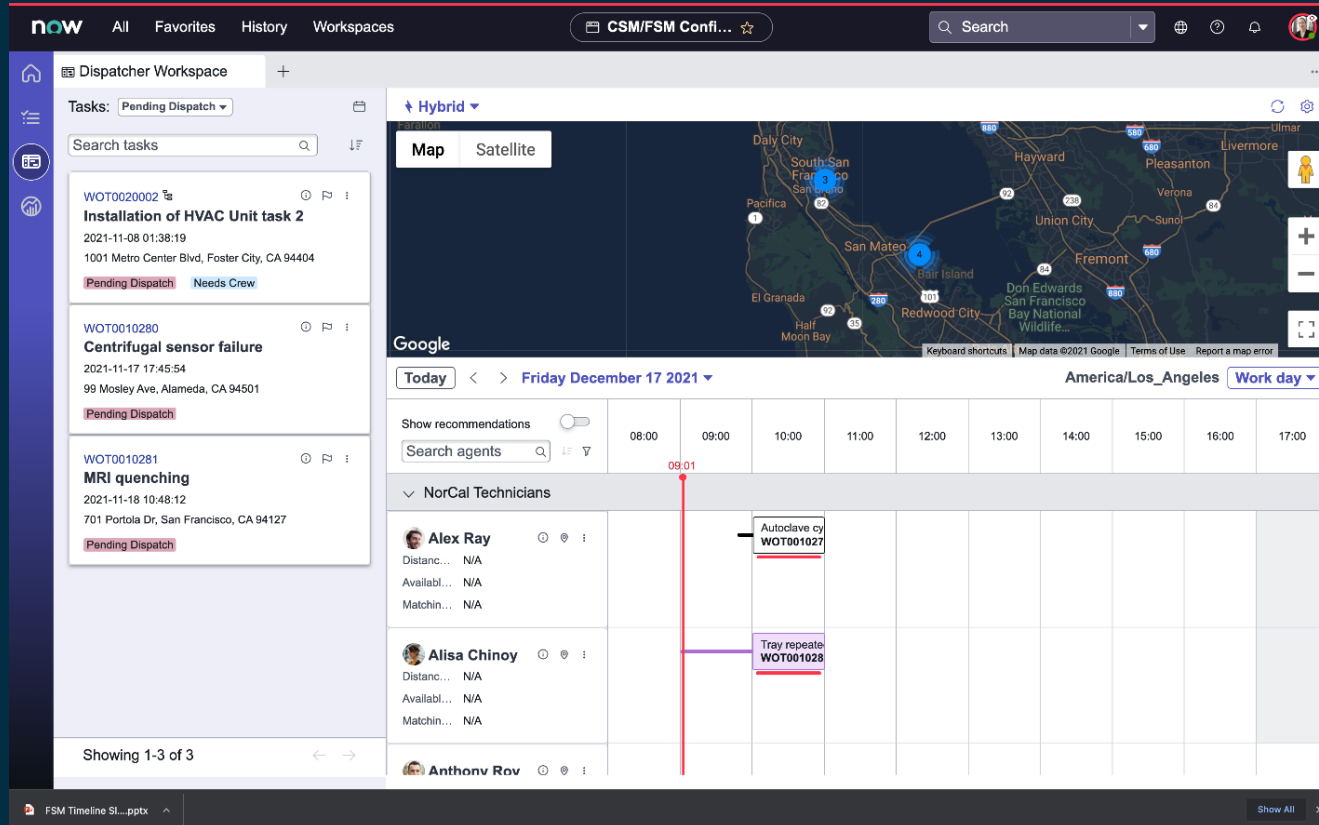
Maximize technician utilization

- 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

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

Dispatcher Workspace (Continued)

Next Experience

Modernized user experience, unified navigation

The image displays three overlapping screenshots of the Dispatcher Workspace interface. The top-left screenshot shows the 'Assignment confirmation' dialog with checkboxes for 'Set to 'Assigned'' and 'Schedule within the agent's working hours only', and tabs for 'Details', 'Route', and 'Skills and parts'. The middle-left screenshot shows the 'Work order task' form with fields for 'Number' (WOT0010083), 'Location' (615 North Bush Street, San Diego, CA), 'Scheduled travel start' (2021-06-02 00:30:23), 'Scheduled start' (2021-06-02 08:00:00), and 'Estimated end' (2021-06-02 09:00:00). The bottom-right screenshot shows the 'Assignment confirmation' dialog with the 'Route' tab selected, displaying a map of San Diego with a blue route line and a red location marker. The map includes labels for various areas like North Park, City Heights, and Encanto. A 'Save' button is visible at the bottom right of the map view.

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

Technology Excellence

IT Service
Management

IT Operations
Management

CMDB

Security
Operations

IT Asset
Management



Now Platform®



Customer Experience



Technology Excellence



Employee Experience



Operating Excellence



Build and Automate



Industries



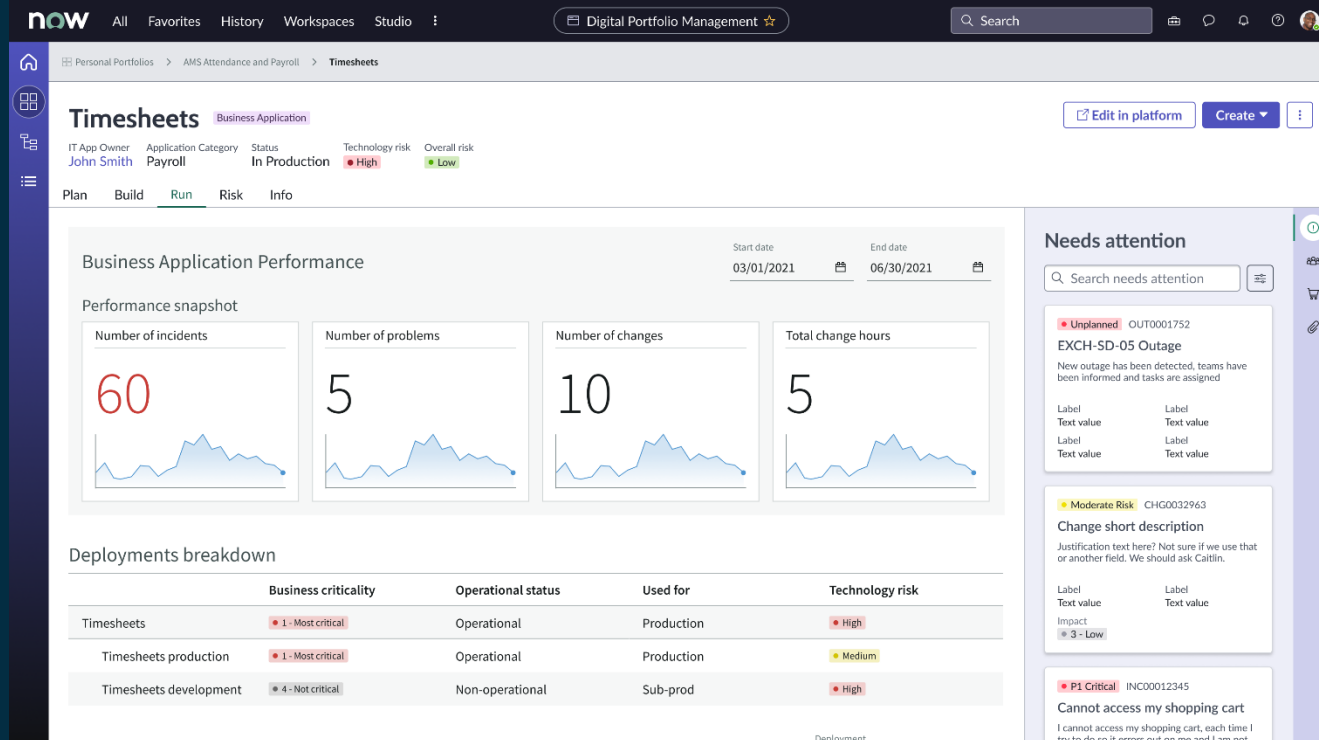
Get Ready to Upgrade

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 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 Further optimize processes with root cause analysis, automation discovery, and conformance check.
Virtual Agent	Give customers world-class conversational AI capabilities 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 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 Connect existing Dev Ops tools and pipelines without needing the full configuration required for automation.

Digital Portfolio Management

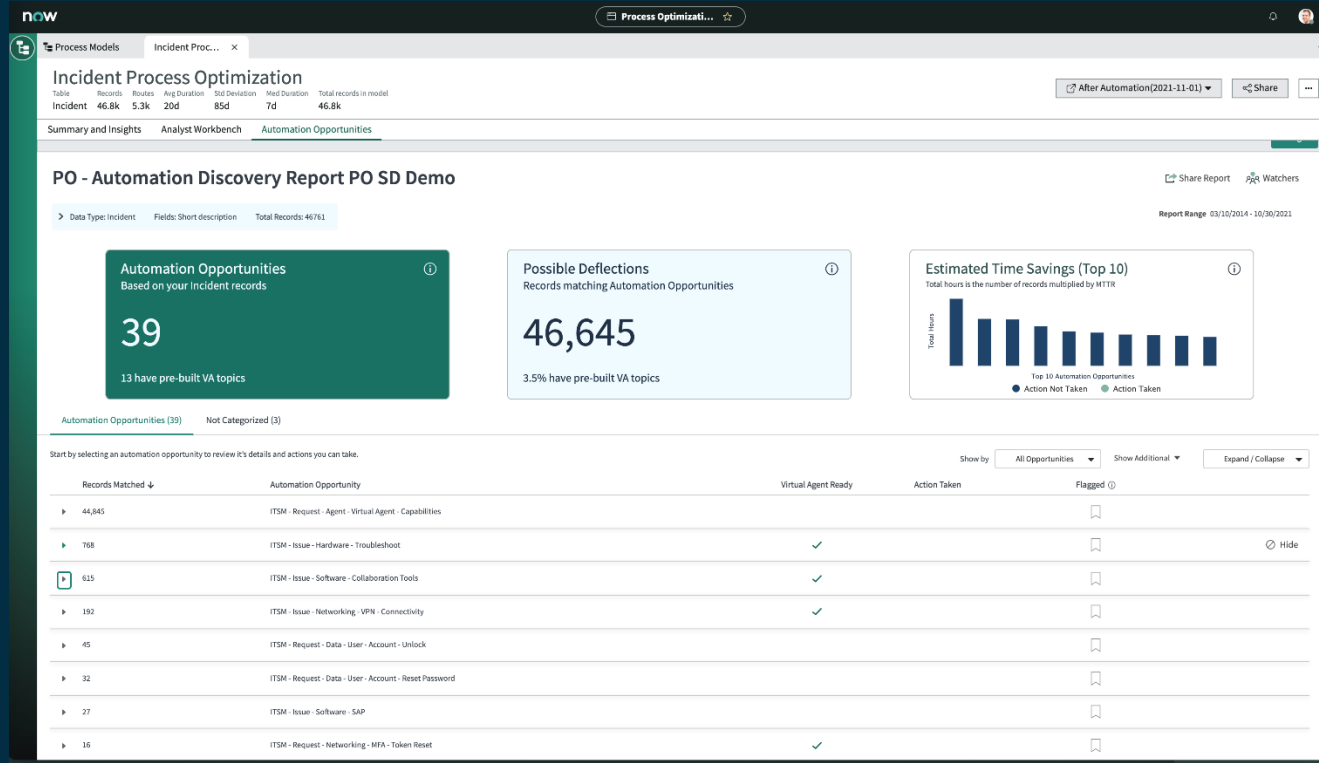


Holistically manage services and apps through their full lifecycle

- 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

Digital Portfolio Management workspace

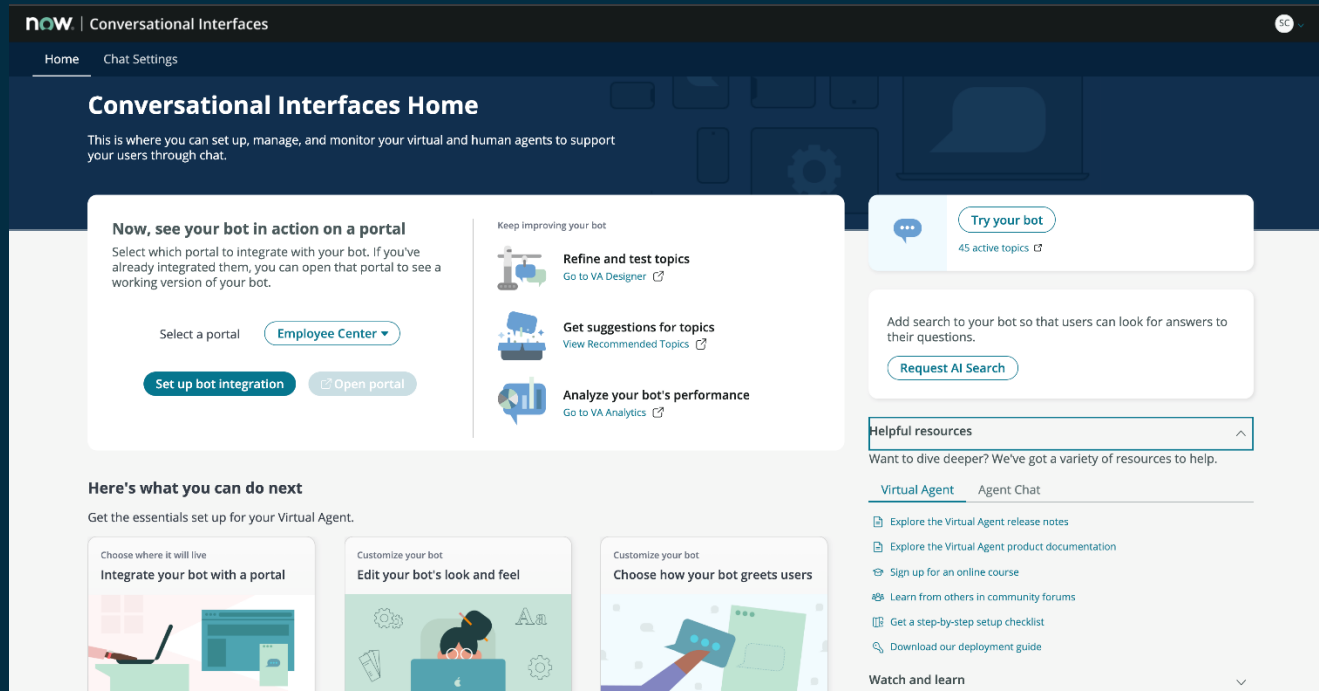
Process Optimization enhancements



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

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)

Walk-up Experience enhancements

servicenow Search My Tasks My Requests Tours

IT

Home > Walk-up visits

Your current walk-up visits

Location: Santa Clara Tech Lounge
Reason: I need something
Appointment type: In-person

Queue position
#1

[Leave queue](#)

Location: San Diego Tech Lounge
Reason: Something is not working
Appointment type: Remote
Appointment Details:
Tue, Oct 19, 2021 09:00 - 10:00 (US/Pacific)
Duration: 1hr

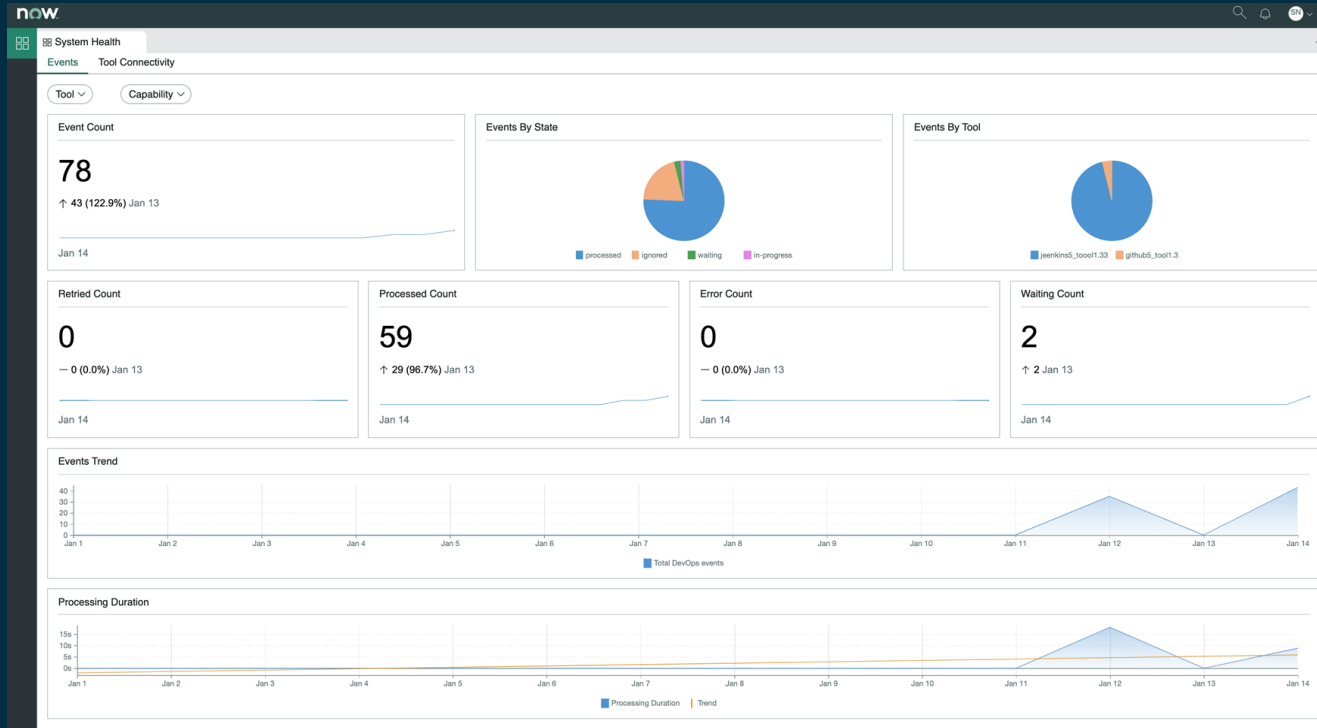
Location: Santa Clara Tech Lounge
Reason: Something is not working
Appointment type: In-person
Appointment Details:
Tue, Oct 19, 2021 09:30 - 10:30 (US/Pacific)
Duration: 1hr

Quick links
[Walk-up: Plan your visit](#)

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

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 Deliver notifications (via email, for example) on a selected schedule, providing an integration health summary

Historical pipeline data importing

 Jira Software

 GitHub

 Jenkins


servicenow®

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)

* Available in the ServiceNow Store. May require an additional fee or premium level package.

Manual change traceability

Add DevOps Data

① Selecting a data type will automatically associate DevOps data like work items, commits and tests with this change request.

Select data type & associations

Verify data associations

Select data type

Data Type: Artifact Version

Select data associations

* Artifact Version: X V 0.1 X V 0.2

Next

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

Service Operations Workspace

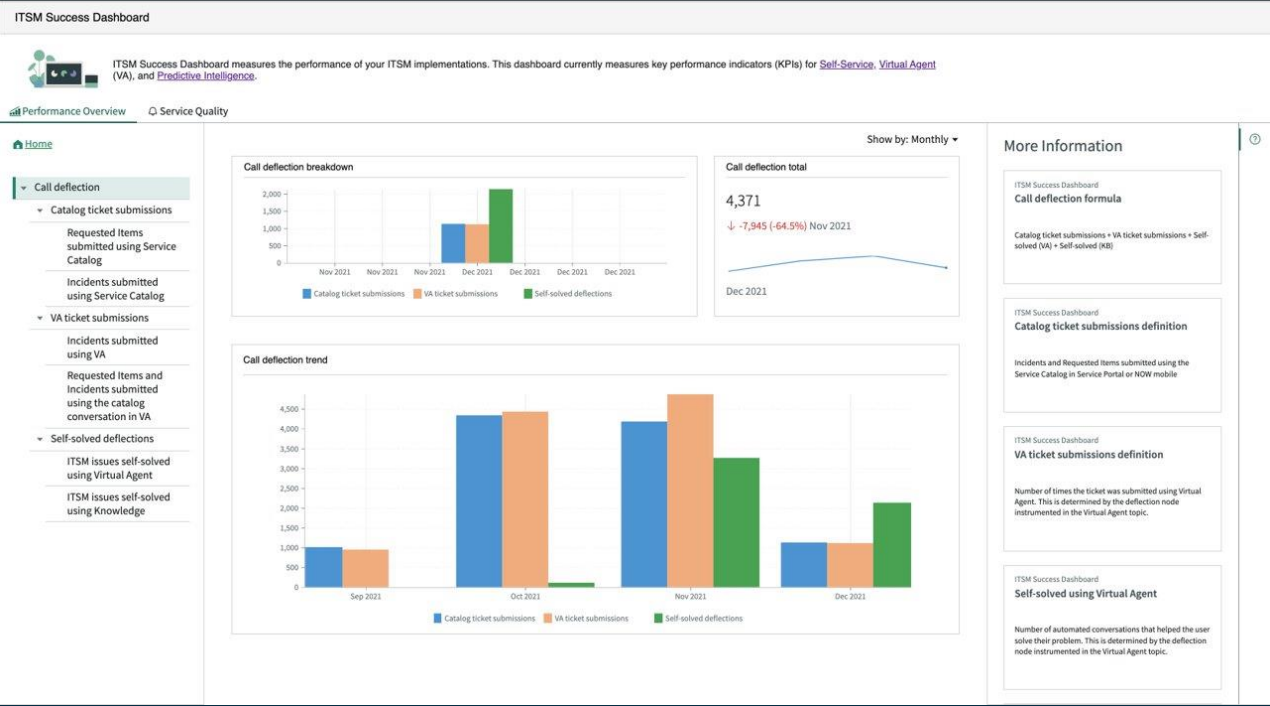
Next Experience

The screenshot displays the Service Operations Workspace interface. At the top, there's a navigation bar with 'now', 'History', 'Service Operations Workspace', and 'Employee Portal'. A search bar is also present. The main header shows the incident title 'P1 The volume of logs with 'Oracle - DB' is above normal' with a 'Resolve in 01h 25 min' timer and buttons for 'Save', 'In progress', and 'Resolve'. Below the header, there are tabs for 'Overview', 'Investigate', 'Related lists', and 'Details'. The 'Overview' tab is active, showing a 'Summary' section with the text 'Rollback change and restore service'. The 'Impact' section shows 'Affected CIs' (OracleDB@V-win-x42-2) and 'Impacted Services' (Windows servers). The 'Cause' section states 'An unauthorized change has been detected on Oracle@V-Win-x42-2'. The 'Remediation actions' section shows 'Susan Spike activated Rollback change request less than an hour ago'. On the right, there's a 'Compose' section for work notes, an 'Incident snapshot' with details like Impact (High), Priority (P1 - High), and Urgency (3 - Medium), and an 'Activity' section showing recent updates.

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 reliability

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

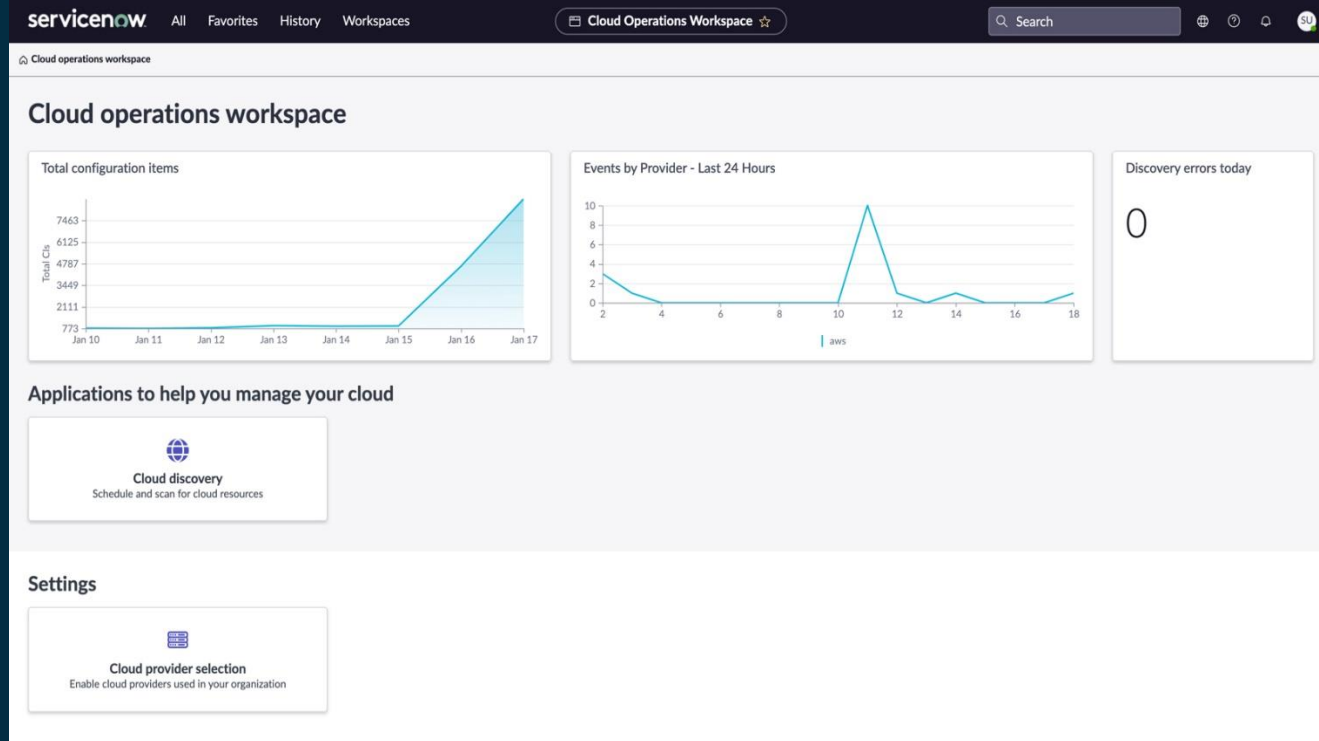
What’s new from IT Operations Management?

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 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 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 ITOM Governance packages common cloud-related tasks in one place, enabling teams to take action and correct course without halting application development and productivity.

Cloud Operations Workspace

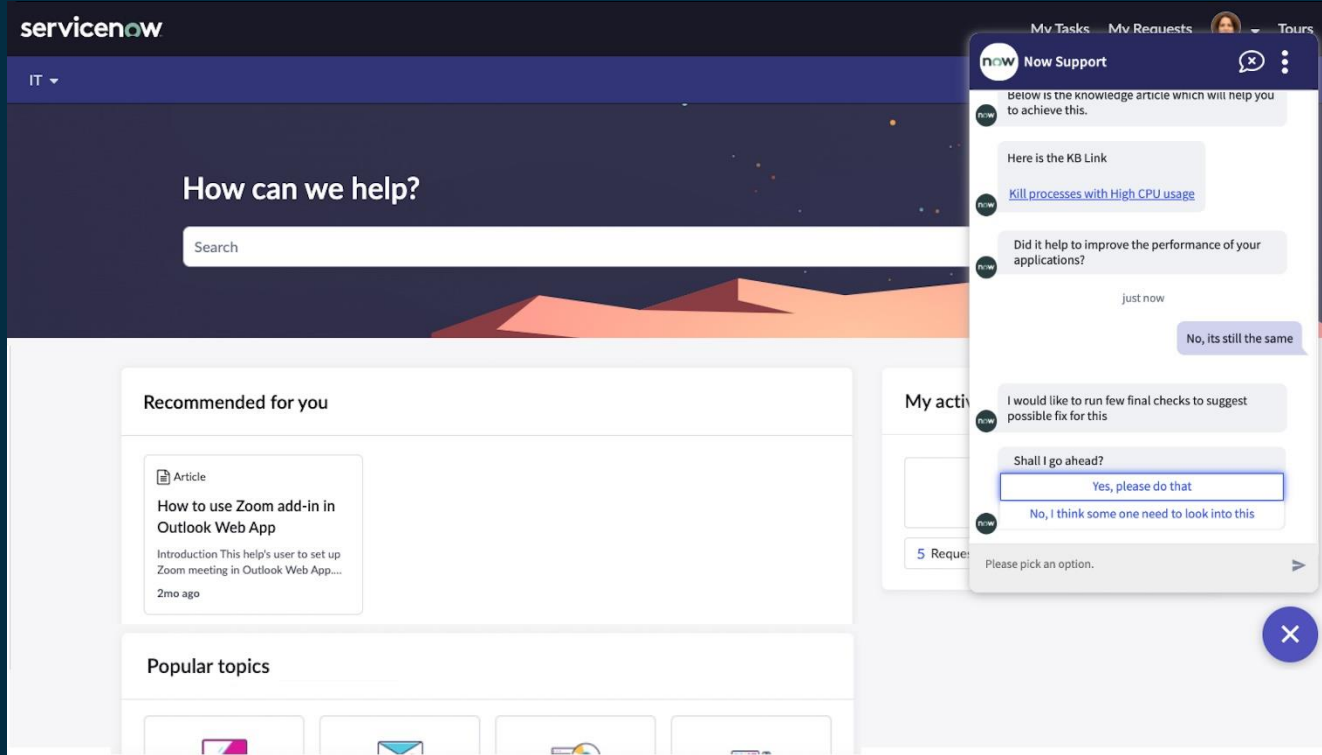
Modernized look and feel, unified navigation



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

Unified Agent Client Collector enhancements

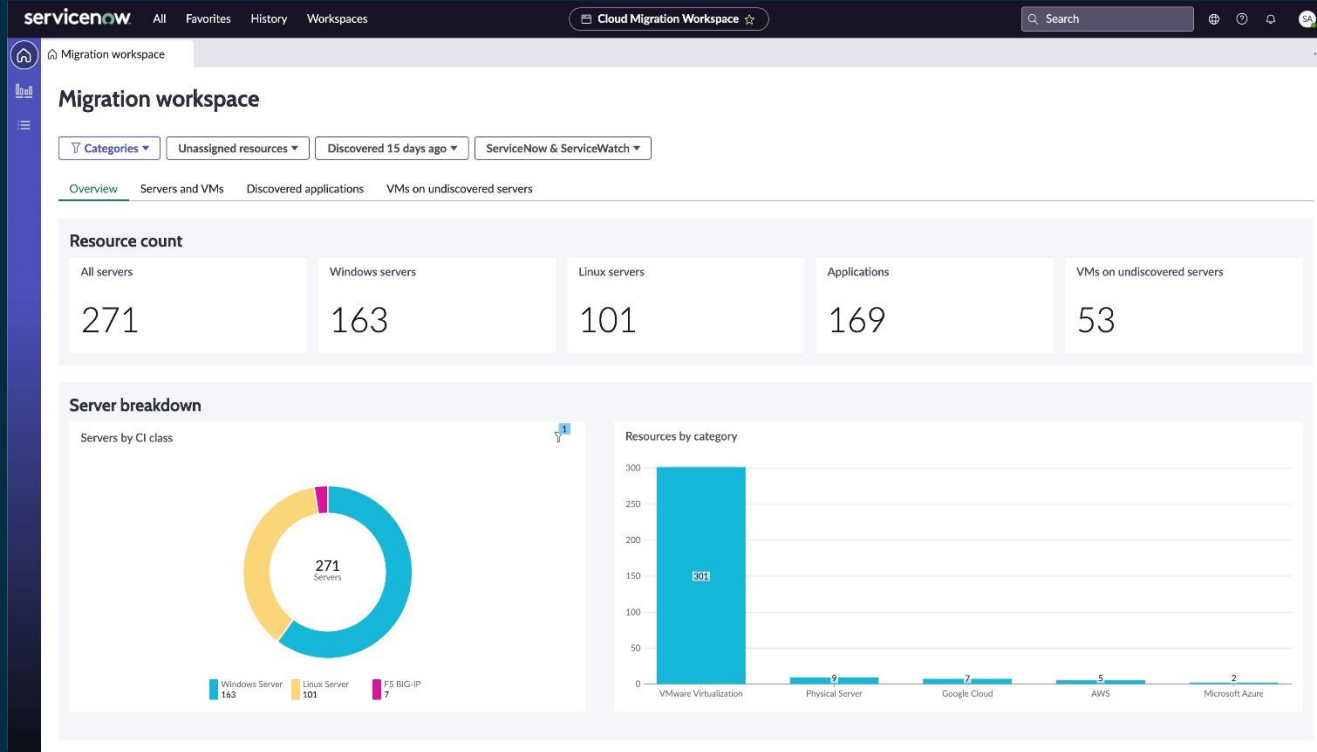


Expand technology visibility with one agent at your fingertips

- 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

ACC for VA Conversations

ITOM Governance



Cloud Migration Assessment

Utilize the full potential of your cloud migration with new workflows

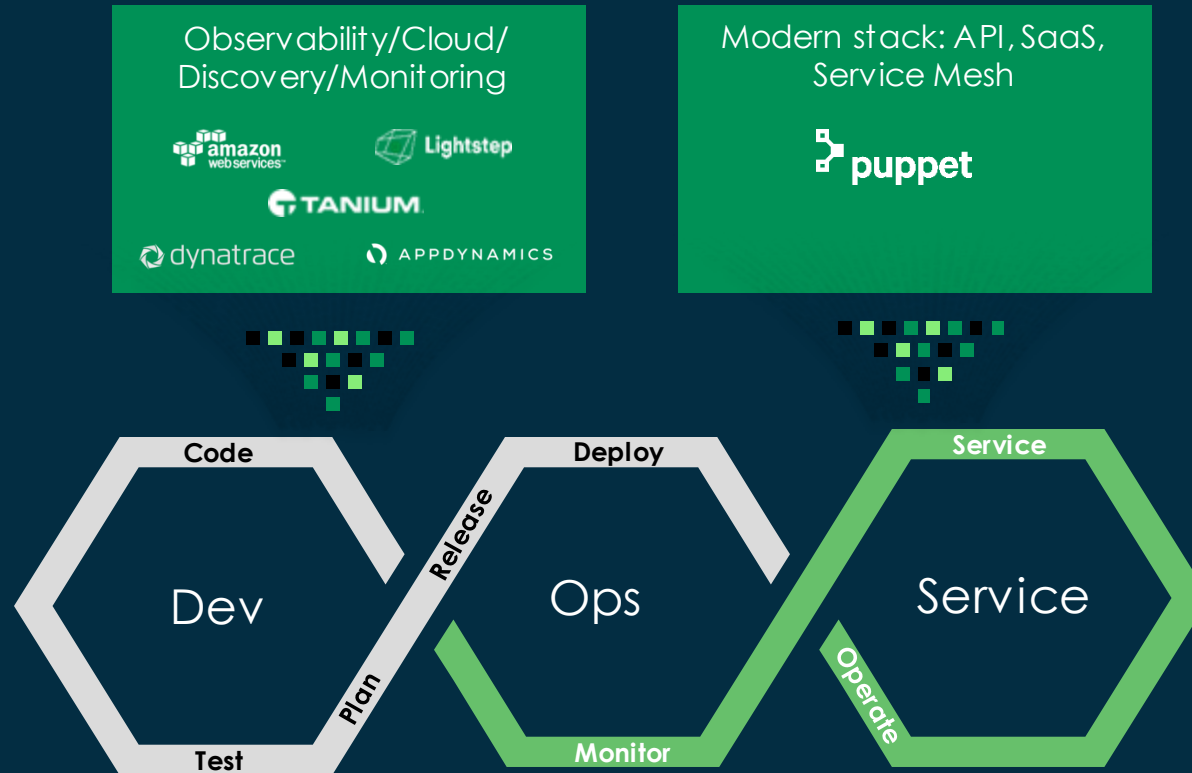
- 1 Increase standardization across cloud resources with policy-based analysis to highlight exceptions
- 2 Alert and remediate the changes in configuration that violate existing policies within minutes
- 3 Migrate on-prem workloads with confidence by creating migration assessment tasks, grouping servers,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

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 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.

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

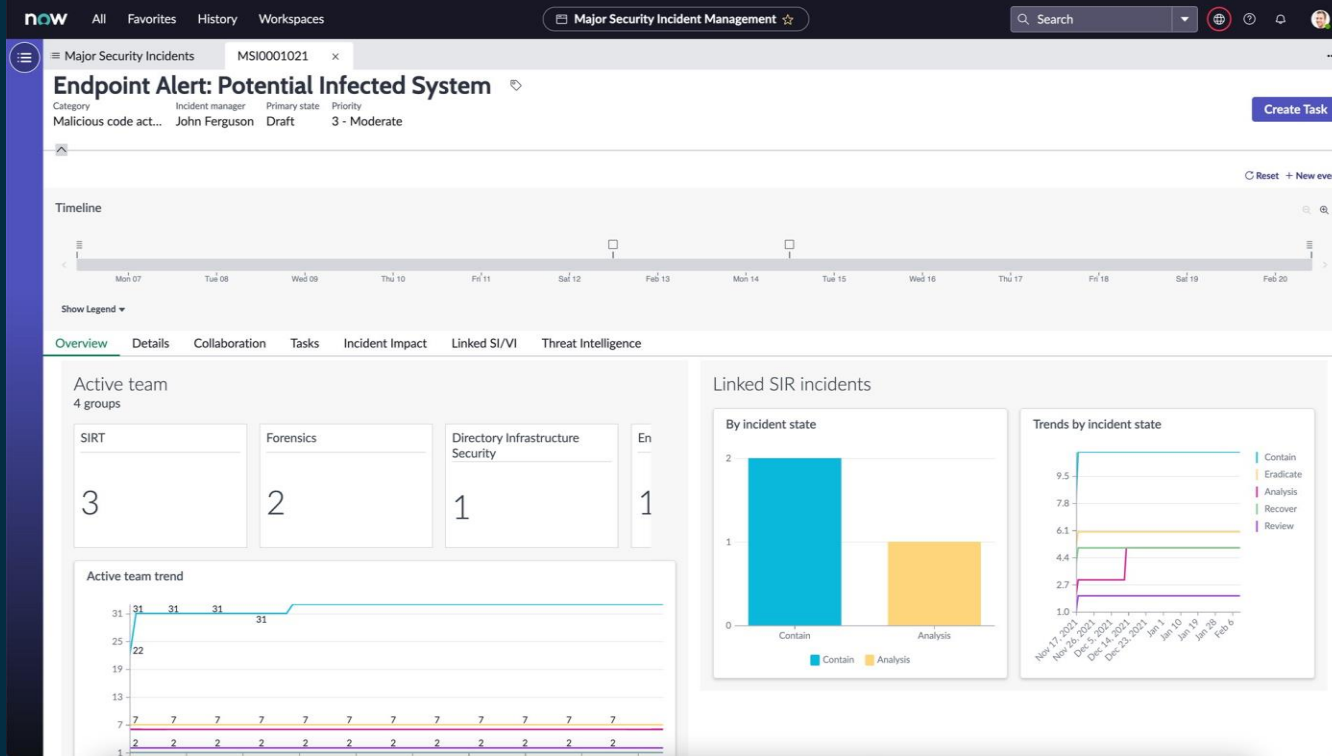
* Available in the ServiceNow Store. May require an additional fee or premium level package.

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 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 Mitigation coverage mapping and associated heatmap views offer Threat Actor to TIP 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 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 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 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 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.

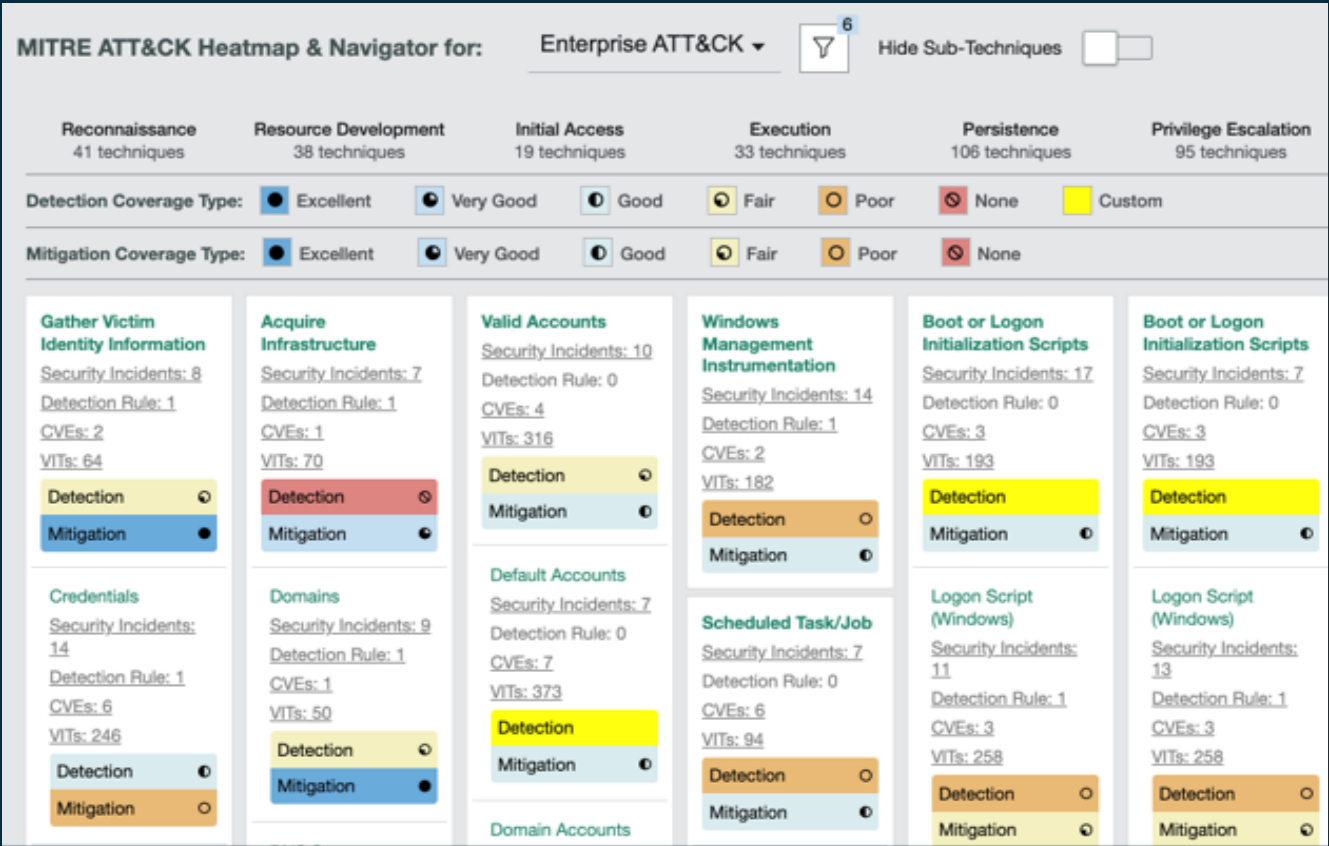
Major Security Incident Management



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

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

* Available in the ServiceNow Store. May require an additional fee or premium level package.

Expanded SIR threat intel and orchestration portfolio

The screenshot displays the MISP Event 7747 interface. A circular callout highlights the following sections:

- Tags (Local)**: Contains the tag `malware_classification`.
- Tags (Global)**: Contains tags `Phishing` and `Ransomware`.
- Galaxies (Local)**: Contains the tag `mitre-attack:Attack Pattern:Archive via Utility - T1560.001`.
- Galaxies (Global)**: Contains the tag `mitre-attack:Attack Pattern:Archive via Utility - T1560.001`.

Other visible fields in the interface include:

- Event ID: 7747
- UUID: b071547b-0621-448e-aa20-89d868f40f87
- Created date (in MISP): 2022-01-12
- Threat Level: High
- Analysis: Ongoing
- Distribution: Your organisation only
- Published: ☐
- MISP Event Hyperlink: [Link]

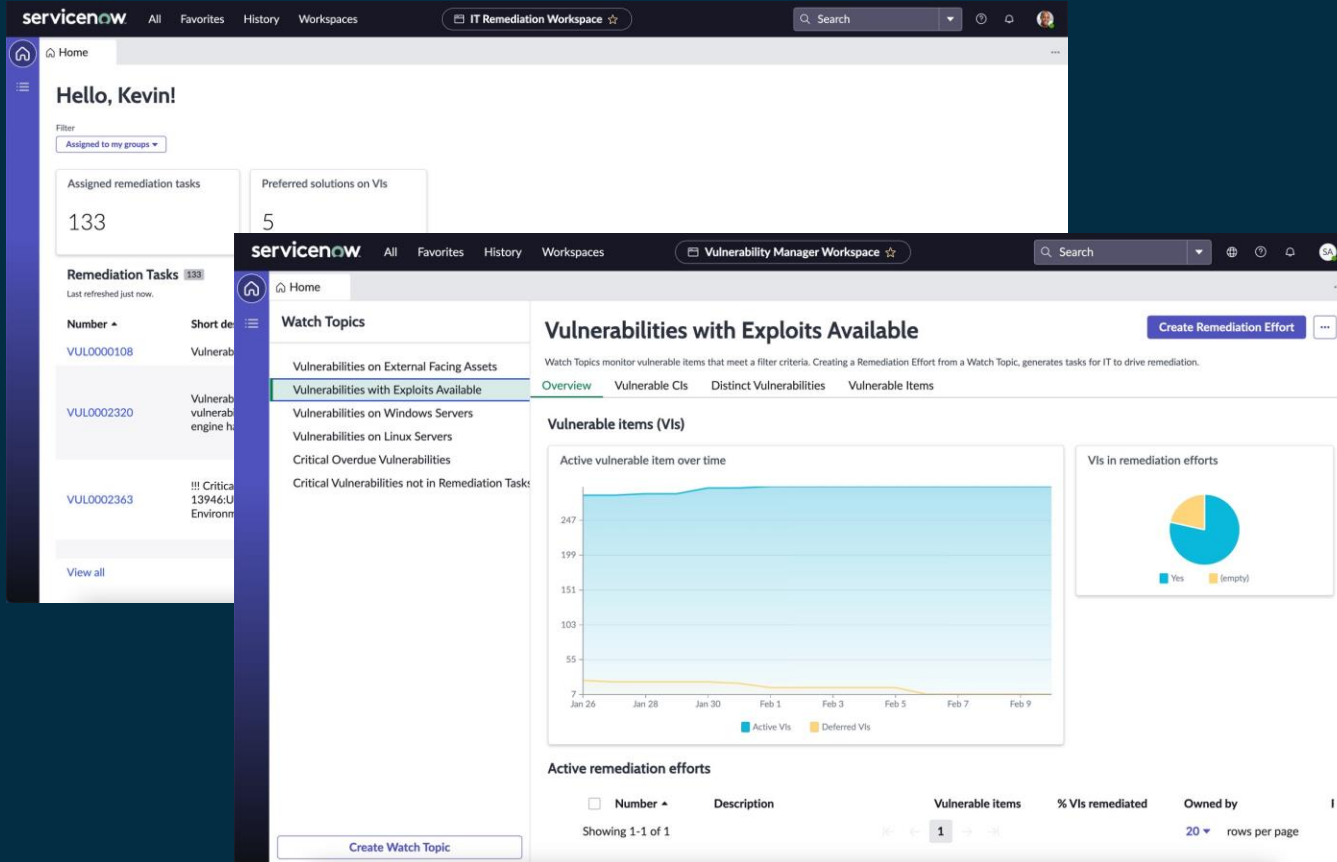
New integrations add threat insights and response capabilities

- 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.

* Available in the ServiceNow Store. May require an additional fee or premium level package.

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

Tenable.io integration for Configuration Compliance

The screenshot shows the ServiceNow interface for configuring the Tenable.io integration. The left sidebar lists four steps: 1. Account Credentials, 2. Asset Import Configuration (highlighted), 3. Plugins Import Configuration, and 4. Vulnerabilities Import Configuration. The main content area is titled 'Integration Configuration: Tenable.io' and contains the 'Asset Import Configuration' section. This section has two tabs: 'Asset Import' and 'CI Lookup Rules'. The 'CI Lookup Rules' tab is active, displaying a table of rules. The table has columns for Name, Lookup method, Source, Source field, Search on table, Search on field, Order, Active, and Reapply. The rules listed are for Mac Address, FQDN, NETBIOS, HOSTNAME, DNS, and IP and Network, all using a 'Script' lookup method and 'Tenable.io' as the source. The 'Order' column shows values 1,000, 1,010, 1,020, 1,025, 1,030, and 1,041 respectively. The 'Active' column is set to 'true' for all rules except 'IP and Network', which is 'false'. The 'Reapply' column is set to 'false' for all rules. A pagination bar at the bottom indicates '1 to 7 of 7'.

Name	Lookup method	Source	Source field	Search on table	Search on field	Order	Active	Reapply
Mac Address	Script	Tenable.io	MAC_ADDRESSES			1,000	true	false
FQDN	Script	Tenable.io	FQDNS			1,010	true	false
NETBIOS	Script	Tenable.io	NETBIOS			1,020	true	false
HOSTNAME	Script	Tenable.io	HOSTNAMES			1,025	true	false
DNS	Script	Tenable.io	FQDNS			1,030	true	false
IP and Network	Script	Tenable.io	IP_ADDRESSES			1,041	false	false

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

* Available in the ServiceNow Store. May require an additional fee or premium level package.

Integrations for pen testing and cloud vulnerabilities

The screenshot shows the ServiceNow interface for an 'Application Vulnerable Item' (AVIT0001001). The form is titled 'Application Vulnerable Item - AVIT0001001' and includes a search bar and navigation tabs (All, Favorites, History, Workspaces). The form is divided into several sections: 'Details' and 'Notes'. The 'Details' section contains fields for 'Number' (AVIT0001001), 'State' (Open), 'Assessment request' (PTREQ0012001), 'Vulnerability' (VULNENT123451), 'Risk rating' (2 - High), 'Impacts any compliance program?' (Yes), 'List of compliance programs impacted' (PII), 'Planned release/fix version', 'Assignment group' (Developer), 'Assigned to', 'Remediation target', 'Created' (2022-01-22 00:49:11), 'Updated' (2022-01-24 22:23:30), 'Opened by' (System Administrator), 'Security team contact' (Jeff Clark), and 'Short description' (VULNENT123451 detected on PEN-TEST-DEMO-APP). The 'Notes' section contains a 'Technical details' field with the text 'Application exposes personal data of other users when attacker modifies the input parameters to provide ID of a user other than logged in user.', an 'Impact' field with the text 'Potential PII data leakage', and a 'Steps to reproduce' field with a list of steps: 'Login as a user into the application.', 'Access the profile page.', 'Observe the GET request being made to fetch profile information', 'https://service-now-pentest-demo/app/profile?user_id=user1', and 'Use the above GET request to change user_id to any other legitimate user id (e.g., user2).'. The 'Steps to reproduce' field also includes a rich text editor toolbar with options for bold, italic, underline, link, unlink, text color, background color, bulleted list, numbered list, and indent.

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

Technology Excellence:

IT Asset Management

Software Asset
Management

Cloud Insights

Hardware Asset
Management

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 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 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 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 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 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 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.

What’s new from Software Asset Management?

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

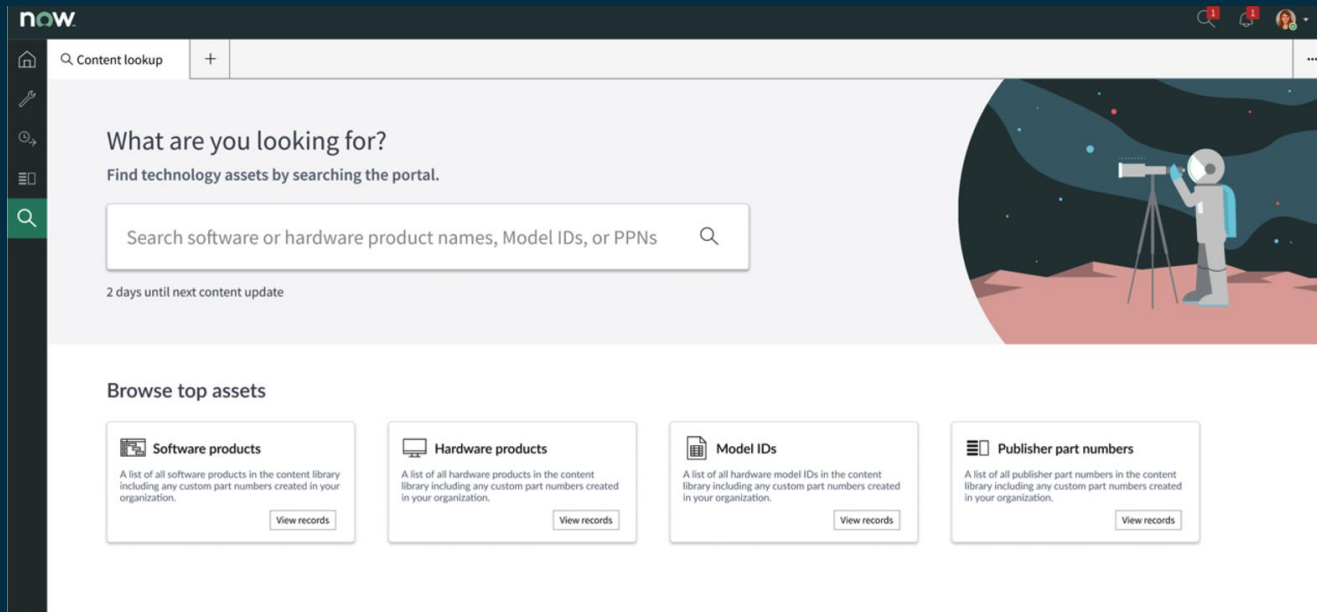
Key Features	Description
Azure BYOL realized savings report	Gain insight into actual savings when shifting licenses to Azure public cloud Gain cost-savings visibility and determine actual savings realized through automatic application of the Azure Hybrid Benefit on virtual machines deployed on Azure.
Custom PPN workflow	Automate the replacement of custom part numbers with Content Service suggestions 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 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 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 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 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.

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 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 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 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 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 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.

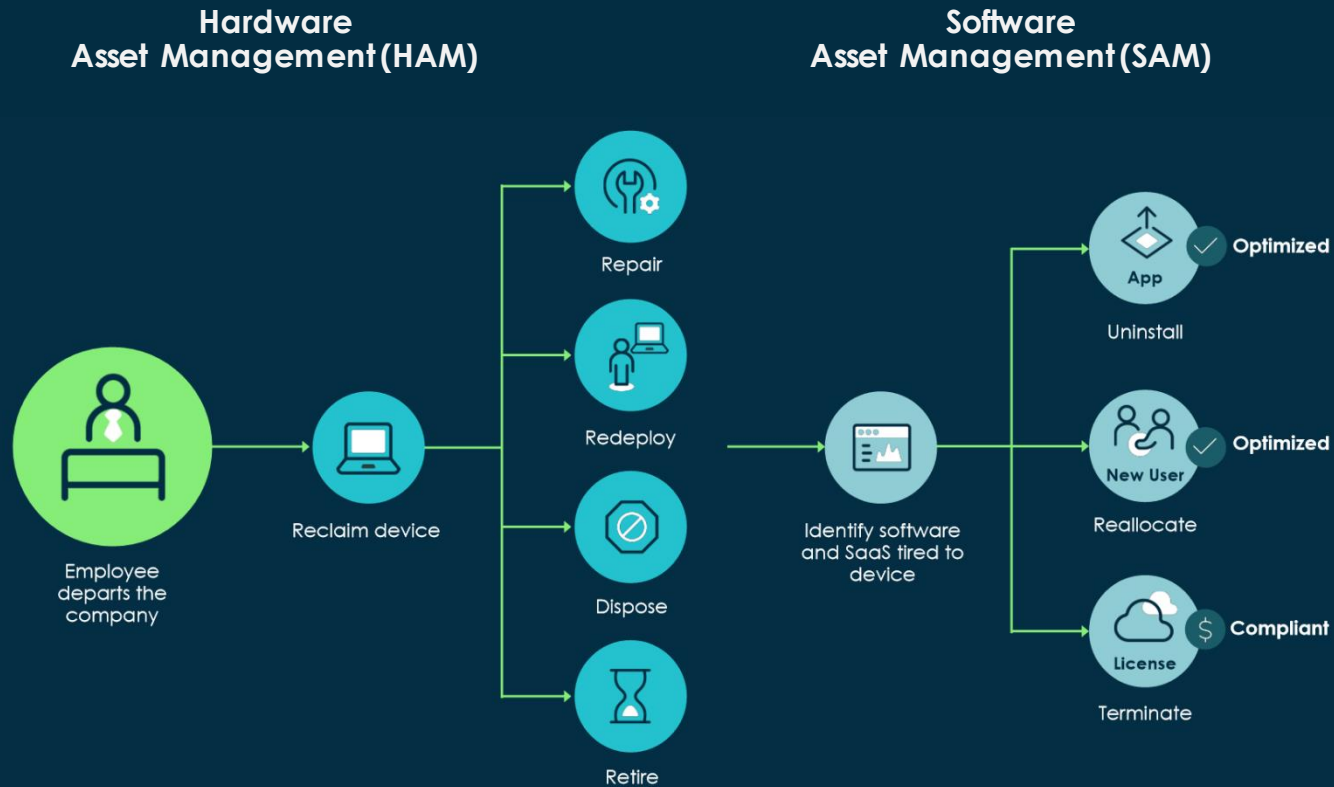
Content Library Portal



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

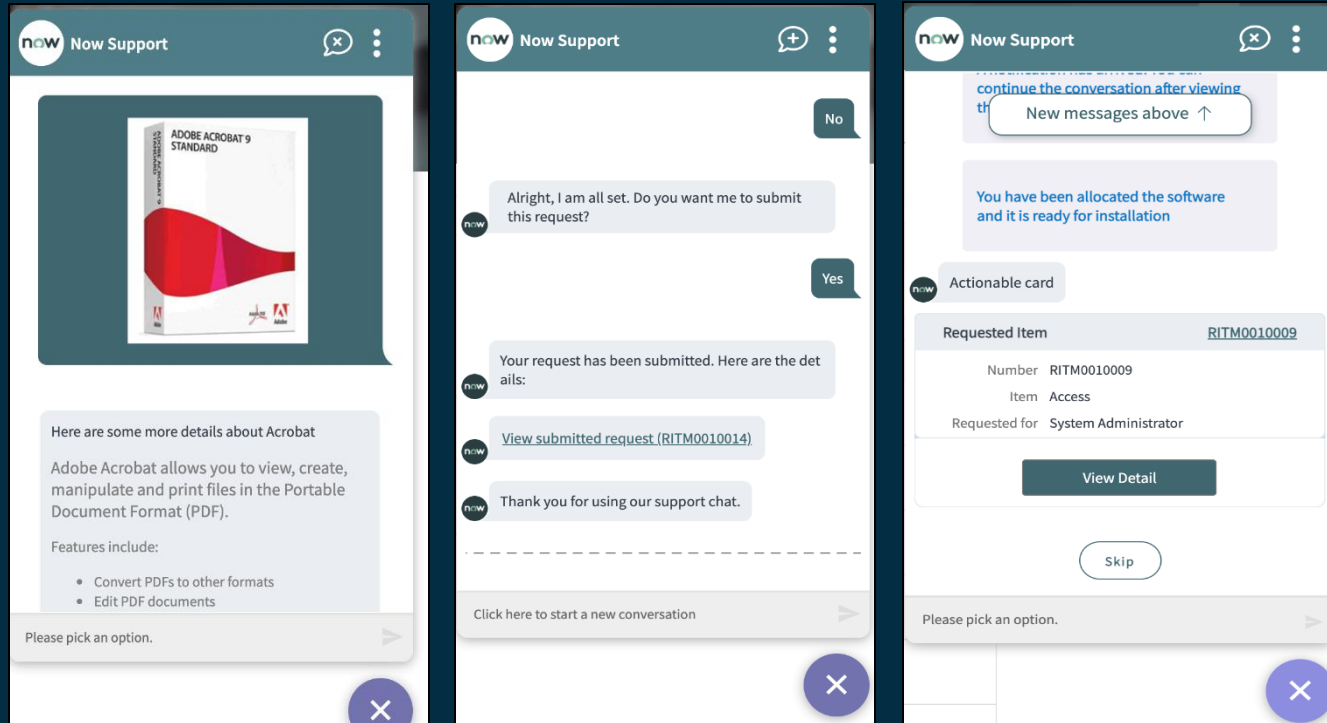
IT Asset Offboarding



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

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

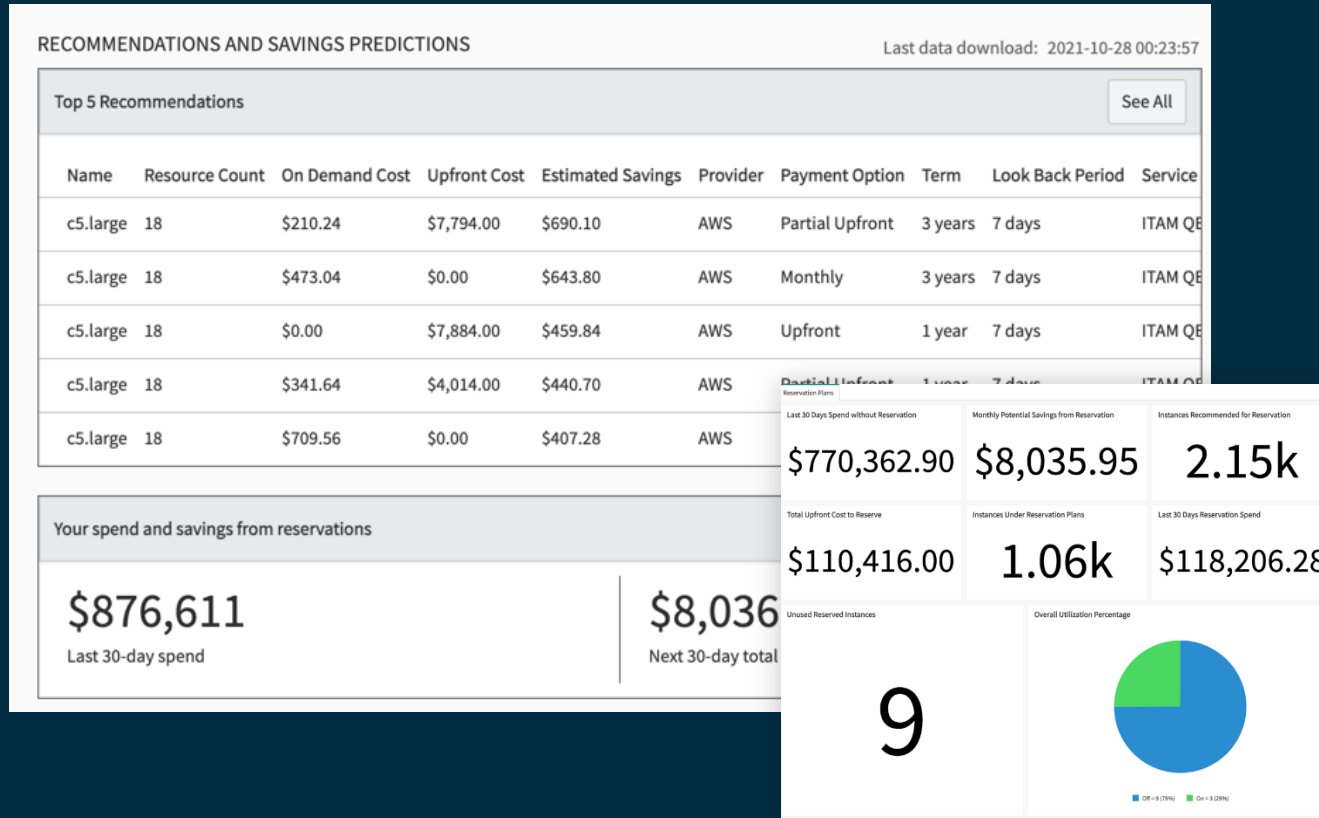
* Available in the ServiceNow Store. May require an additional fee or premium level package.

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 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.

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

* Available in the ServiceNow Store. May require an additional fee or premium level package.

What’s new from Hardware Asset Management?

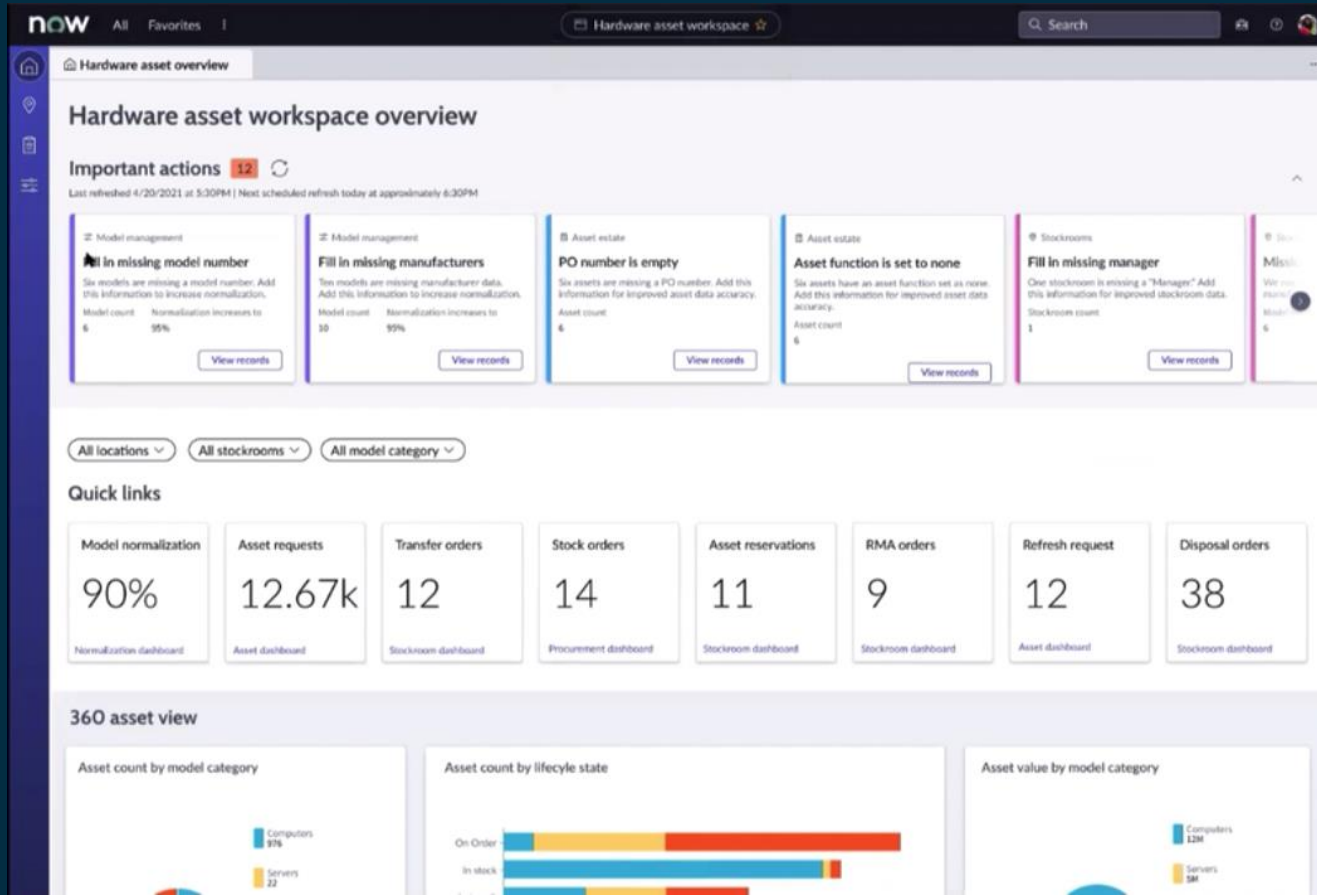
Reasons to upgrade to the San Diego release (At a glance)

Key Features	Description
Hardware Asset Workspace	<p>Drive asset manager productivity with a purpose-built workspace</p> <p>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.</p> <p>The Hardware Asset Workspace includes the following views:</p> <ul style="list-style-type: none">•Hardware Asset Overview•Inventory•Asset Estate•Model Management
IT Asset Offboarding	<p>Streamline the technology offboarding process with a workflow</p> <p>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.</p>

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

Employee Experience

HR Service
Deliv ery

Legal Service
Deliv ery

Procurement
Service
Management

Workplace
Service Deliv ery



Now Platform®



Customer Experience



Technology Excellence



Employee Experience



Operating Excellence



Build and Automate



Industries



Get Ready to Upgrade

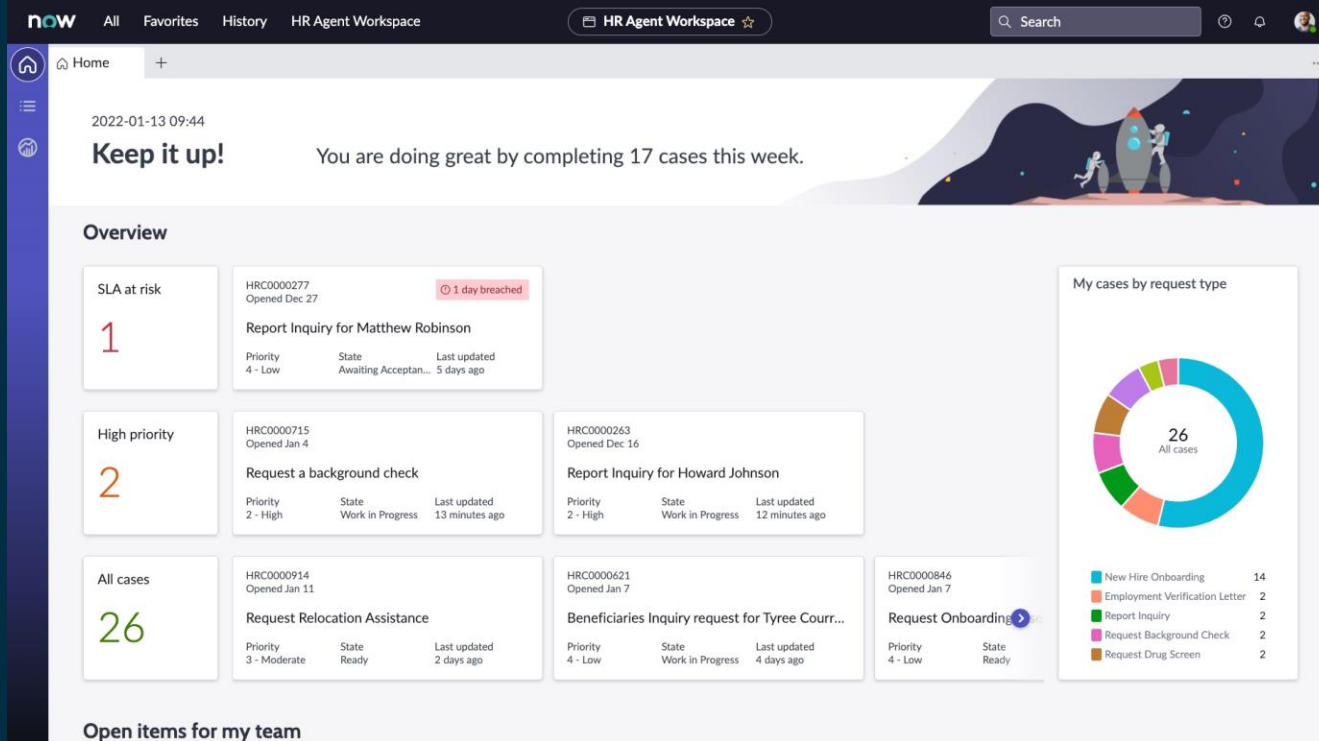
What’s new from HR Service Delivery?

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 Experience increased flexibility and configurability as well as enhanced UI branding with the Next Experience.
Employee Relations	Improved Employee Relations Experience 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 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.

HR Agent Workspace

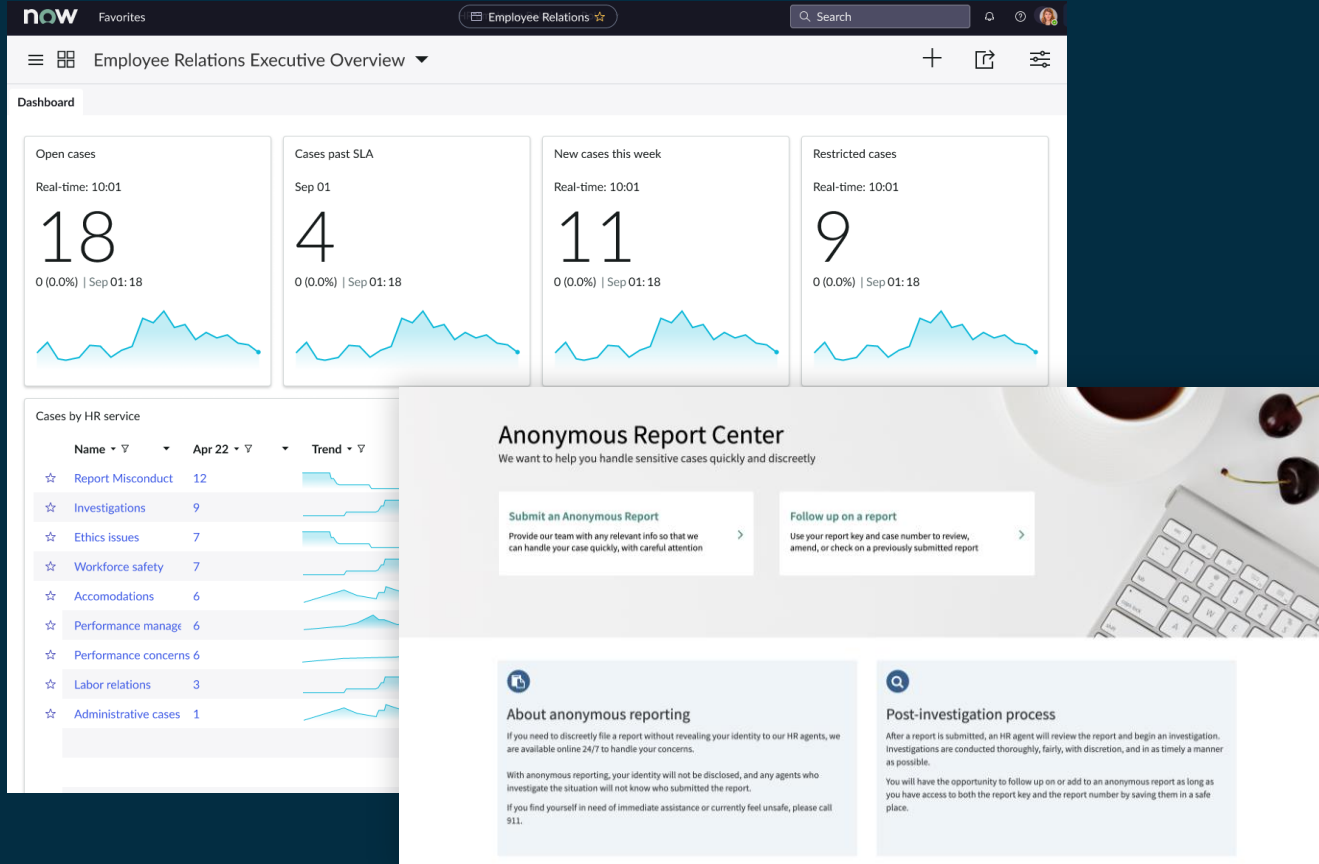
Modernized look and feel, unified navigation



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

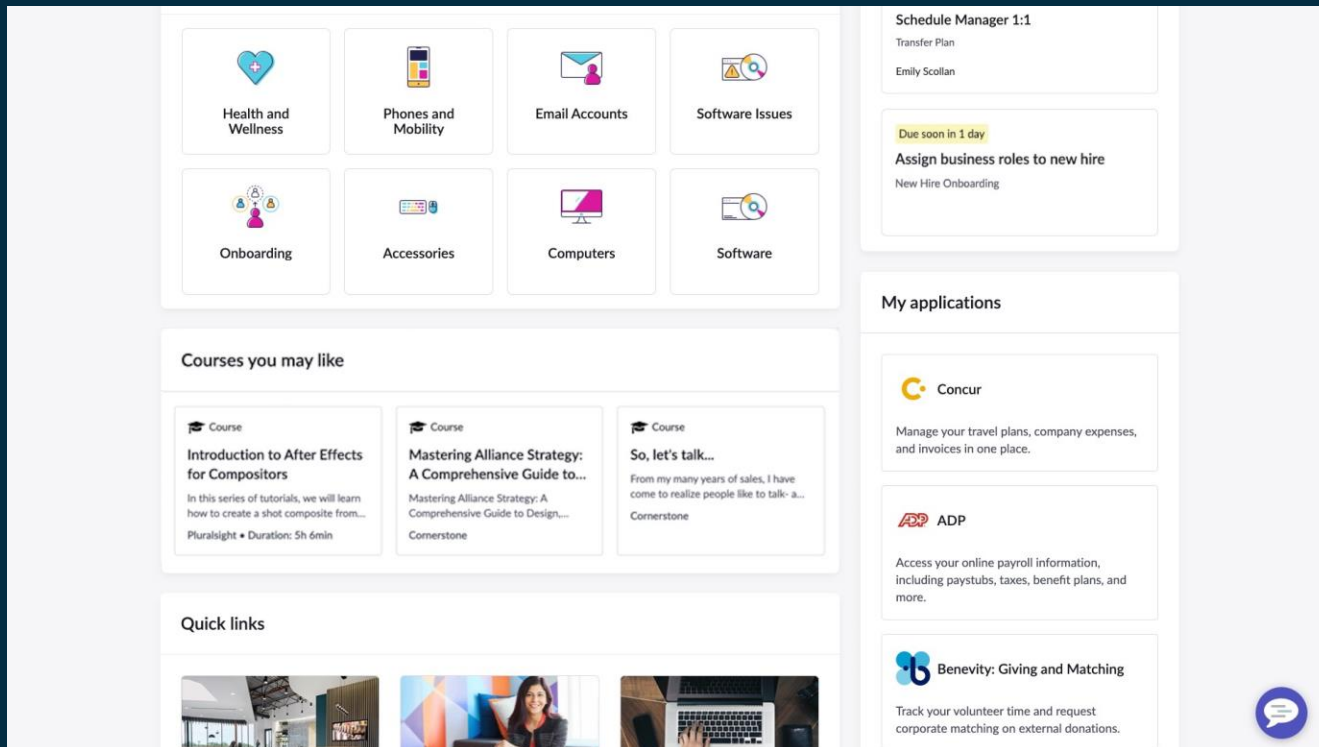
Employee relations



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

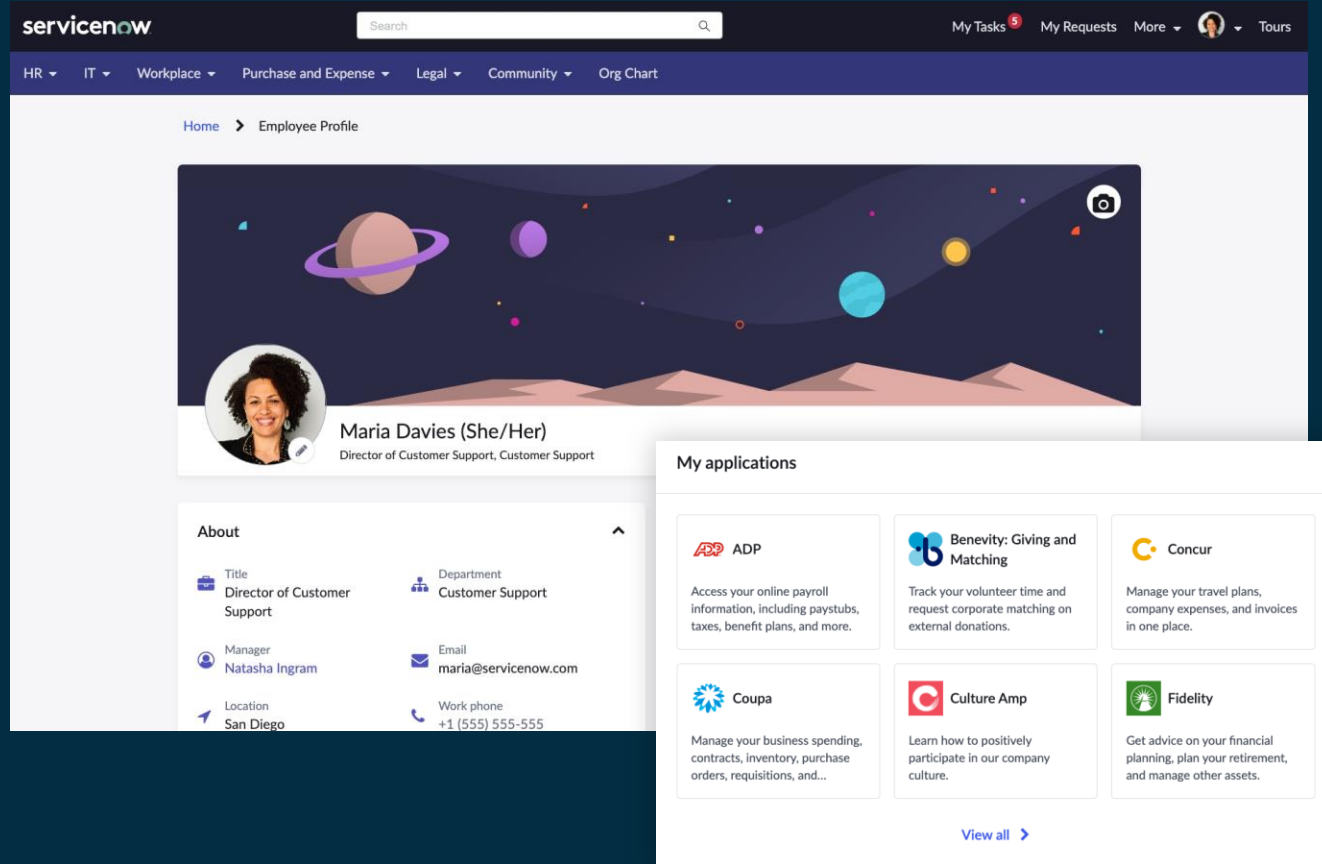
Intelligent experience



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

Employee experience enhancements



Build unique employee experiences

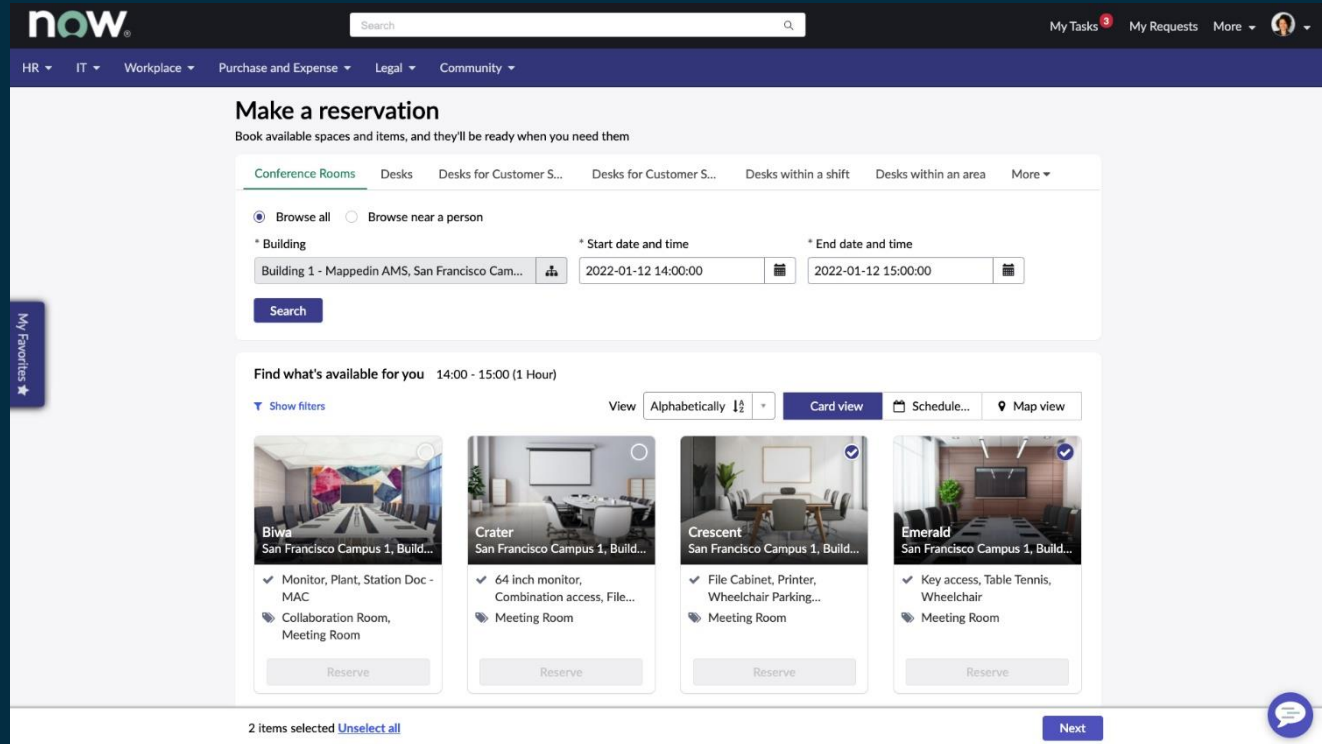
- 1 Enhance curated experiences with customizable topic pages and streamlined content authoring
- 2 Utilize enhanced employee profiles to deliver more personalized employee experiences
- 3 Improve productivity with the ability to put relevant and frequently used apps at the forefront of the experience

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 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 <i>Requires a third-party license agreement with Mappedin</i>	Navigate offices and create reservations using maps 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 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 Enhancements span reservation and mapping experiences, including mobile wayfinding, proximity booking, quick actions once a reservation is created, and single-click proposed room reservations.

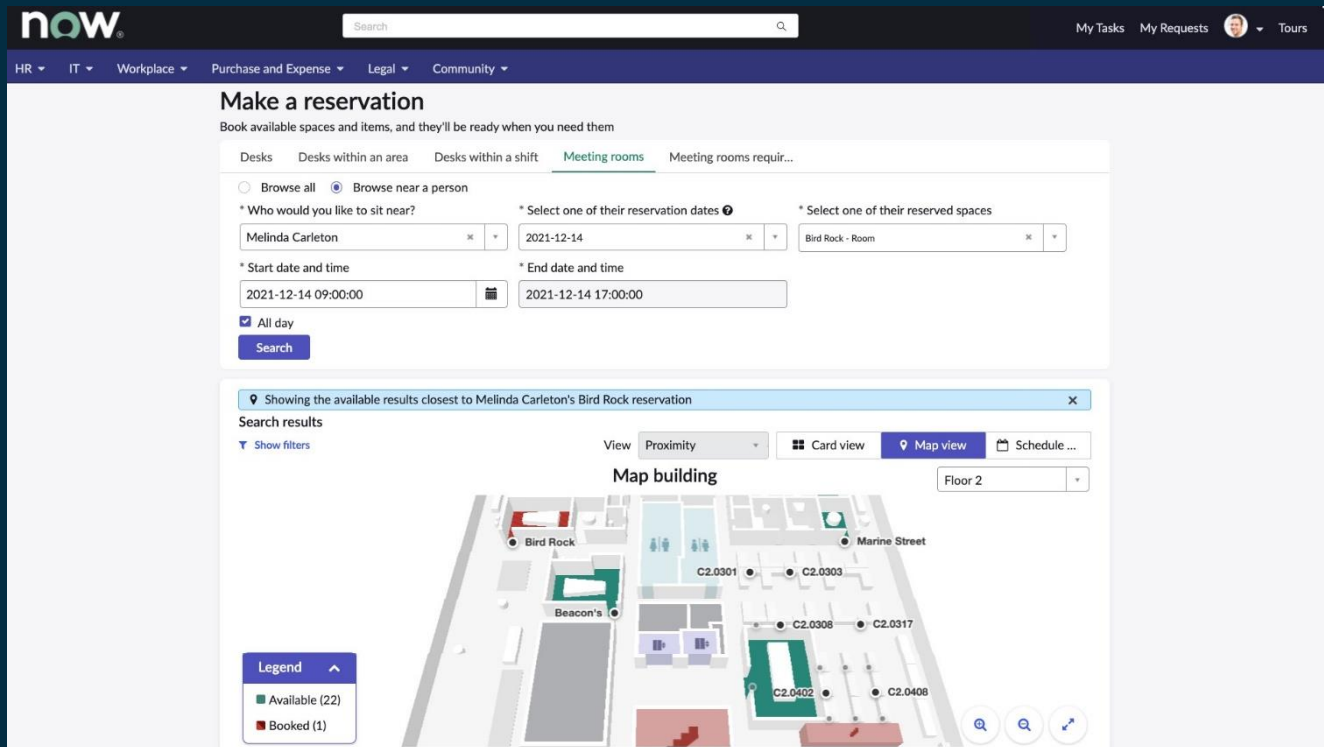
Workplace Reservation Management enhancements



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

Workplace Space Mapping enhancements

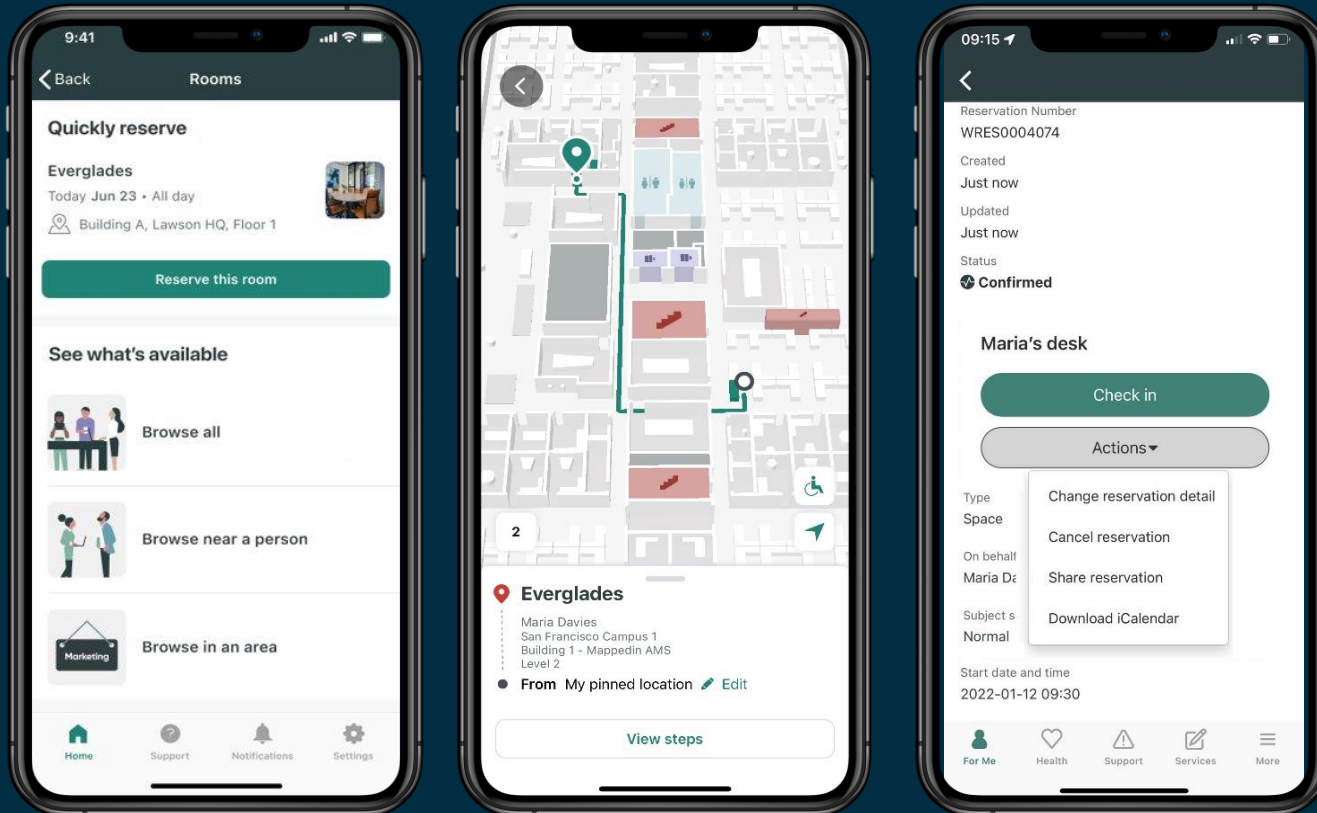


Navigate office space and create reservations using interactive maps

- 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 v.s. booked spaces
- 3 Configure a collapsible map legend (color and text) for an unobstructed view

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

Workplace Service Delivery for mobile enhancements

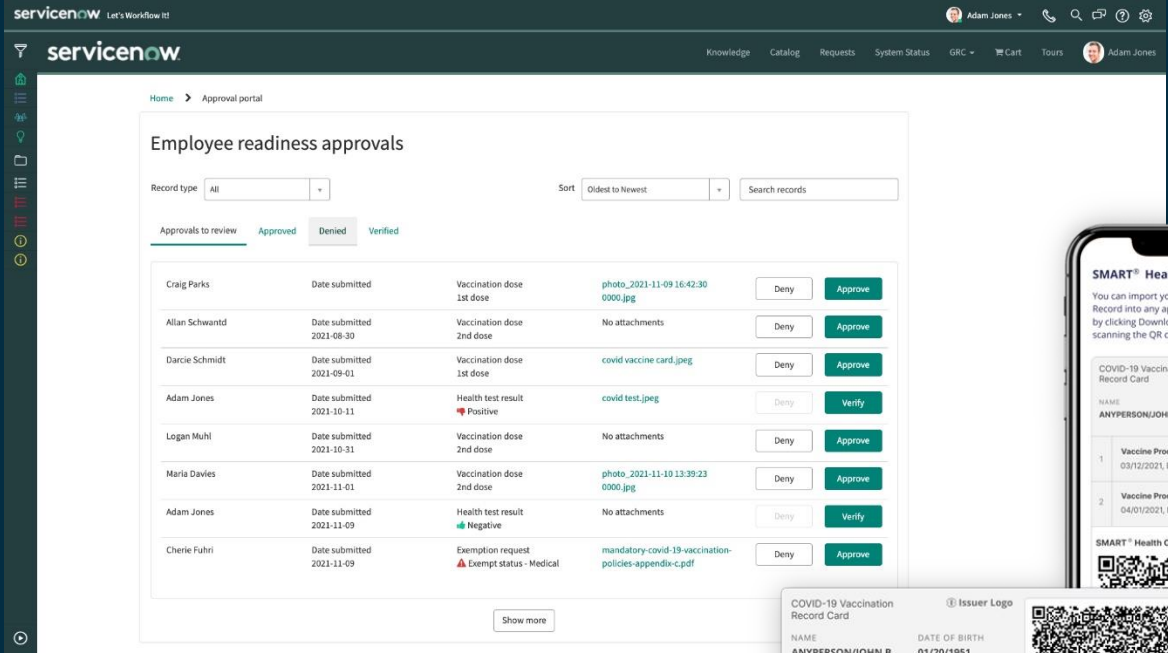


Enable seamless employee workplace experiences on mobile


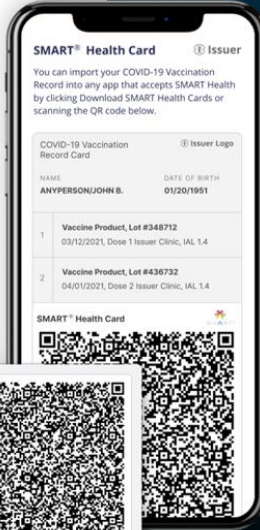
- 1 Provide employees with mobile wayfinding and proximity booking throughout workplace locations
- 2 Access visual floor maps and browse all desks to create a workplace reservation
- 3 Quickly reserve a proposed location, share reservation itinerary, and download calendar event

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

Vaccination Status enhancements



Employee	Date submitted	Vaccination dose	Attachments	Health test result	Actions
Craig Parks	2021-11-09 16:42:30	1st dose	photo_2021-11-09 16:42:30 0000.jpg		Deny Approve
Allan Schwanndt	2021-08-30	2nd dose	No attachments		Deny Approve
Darcie Schmidt	2021-09-01	1st dose	covid vaccine card.jpeg		Deny Approve
Adam Jones	2021-10-11		covid test.jpeg	Positive	Deny Verify
Logan Muhl	2021-10-31	2nd dose	No attachments		Deny Approve
Maria Davies	2021-11-01	2nd dose	photo_2021-11-01 13:39:23 0000.jpg		Deny Approve
Adam Jones	2021-11-09			Negative	Deny Verify
Cherie Fuhri	2021-11-09	Exemption request	mandatory-covid-19-vaccination-policies-appendix-c.pdf	Exempt status - Medical	Deny Approve



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

Simplify the submission and validation of vaccine records

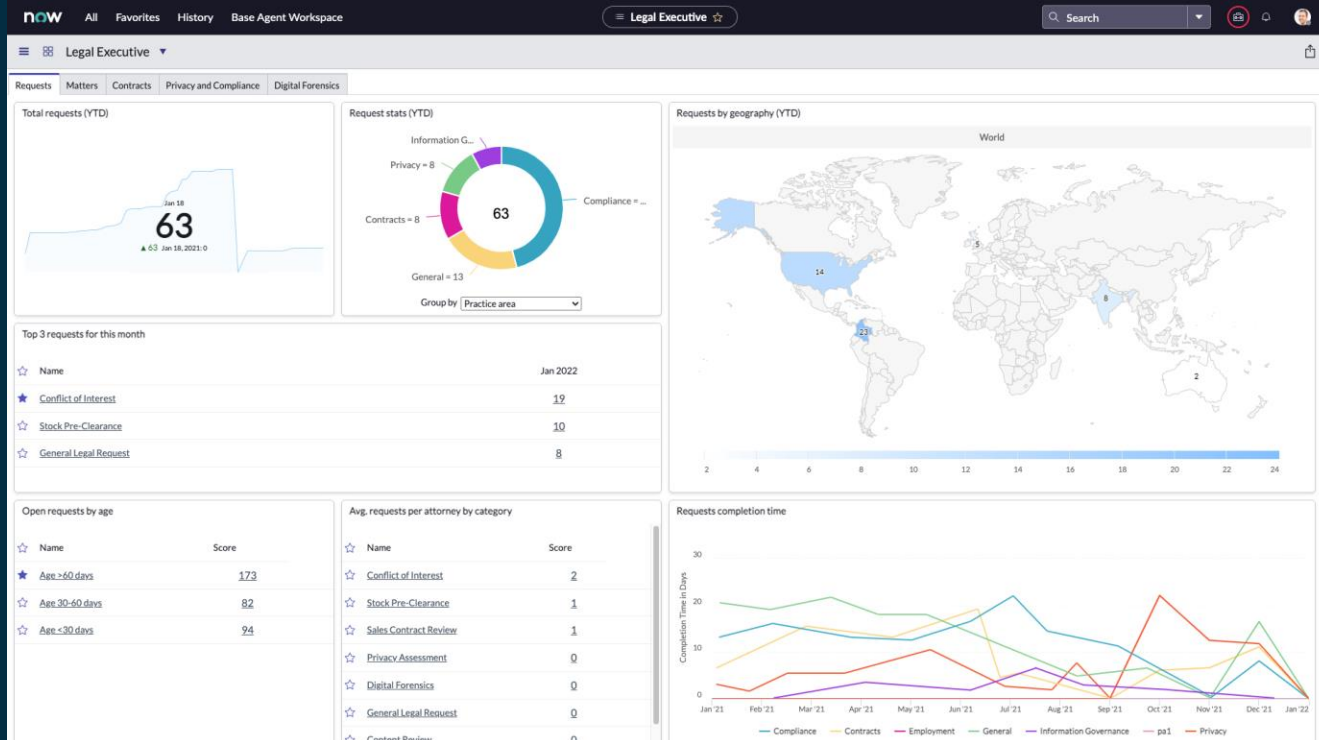
- 1 Access new integration with The Commons Project SMART® Health Card Verifier API to verify vaccine records
- 2 Provide an approval portal for employee vaccine exemptions, reports, and test record submissions
- 3 Manage and track booster shots within the organization and send consent forms by location

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 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 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 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.

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

Simple Contracts enhancements

The screenshot displays the 'Document Template Block Content' configuration page for 'US - Governing Law'. The interface includes fields for Name, Block, Order, Application, and Active status. The 'Applies when' section shows a filter condition: 'Country is United States of America'. The 'Body' section contains a rich text editor with a sample legal clause. A 'Language' dropdown is set to 'English'. A modal window titled 'Integration Type' is overlaid on the bottom right, asking 'What type of Integration would you like to create?' with options for 'Electronic Signature' and 'External Storage'.

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

Legal Counsel Center enhancements

The screenshot displays the 'Legal Counsel Center' interface. On the left, a modal window titled 'Select the person to do this task for you' is open. It contains fields for 'Delegate' (set to 'Abel Tuter'), 'Start date' (2021-11-16), and 'End date' (2021-11-30). Below these are 'Duties' with an 'Add duty' button and a list of duties: 'Conflict of Interest' (Delegates assignments for Conflict of Interest) and 'Stock Preclearance' (Delegates approvals for Stock Preclearance). In the background, the main interface shows a sidebar with 'Lists' and 'My Lists'. The 'Matters' list is selected, showing a table with 3 items:

Number	Name
LM0001001	Test Matter
LM0001003	Contract Negotiation with Acer Inc
LM0001004	Production of evidence related to I...

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

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

Purchase approval clarification

servicenow Categories Suppliers Search

Deliver to: Michael Adams, 2225 Lawson L... Don't see what you need?

Home > My to-dos > PR0001023

To-do Approve \$11,685.00 purchase for Reseller A
1 day left Due date: 2021-12-09 Primary contact: Shirley Ross Number: PR0001023

Activity
Attachments

Approve or reject entire purchase or individual line items

Purchase details

Total amount	Created
\$11,685.00	2021-12-08

Amount requiring approval **\$11,685.00**

Approve selected
Reject selected
Request clarification on selected

Estimated delivery 12/14/2021

<input checked="" type="checkbox"/>	PRL0001043 12.9-inch iPad Pro Wi-Fi 1TB - Sp...	Purchase reason Need to restock the inventory a b...	Total line amount \$6,995.00
View details			

Estimated delivery 12/14/2021

<input type="checkbox"/>	PRL0001042 iPad mini Wi-Fi + Cellular 64GB - ...	Purchase reason Need to restock the inventory a b...	Total line amount \$4,690.00
--------------------------	---	---	---------------------------------

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

Purchase request modification

The screenshot displays the ServiceNow user interface for modifying a purchase request. At the top, the 'servicenow' logo is on the left, and navigation links for 'Categories' and 'Suppliers' are in the center. A search bar is on the right. Below the header, a breadcrumb trail shows 'Home > My purchases > PR0001003'. A modal window titled 'Add' is open in the center, containing the following fields: 'Would you like to:' with a dropdown menu set to 'Browse catalog'; 'Supplier' with the text 'BrightCarbon'; 'Supplier Product *' with the text 'Infographics'; 'Quantity *' with the value '1'; 'Start Date *' with a date picker showing 'YYYY-MM-DD'; and 'End date *' which is empty. At the bottom of the modal are 'Cancel' and 'Add' buttons. The footer of the page includes a 'Procurement policy' link on the left and navigation links for 'My requests', 'My purchases', 'My to-dos', and 'Don't see what you need?' on the right.

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

Delivery address validation

Deliver to somewhere else

Recipient*
Shirley Ross

Country*
Select country

Street*
Green
9800 Mount Pyramid Ct, Greenwood Village, Colorado 55555
9800 Mount Pyramid Ct, Greenwood Village, CO 80112

City*

State / Province*

Zip / Postal Code*

☐ Save this address for future use

Back Cancel Use this location

Delivery location

- Shirley Ross
2225 Lawson Ln, Santa Clara (H)
- Shirley Ross
9800 Mount Pyramid Ct, Greens
- Shirley Ross
2225 Lawson Ln, Santa Clara (H)
- Shirley Ross
15725 Dallas Pkwy #256, Addis
- Shirley Ross
1800 Wazee St #356, Denver 55

Deliver to another address
Deliver to multiple locations

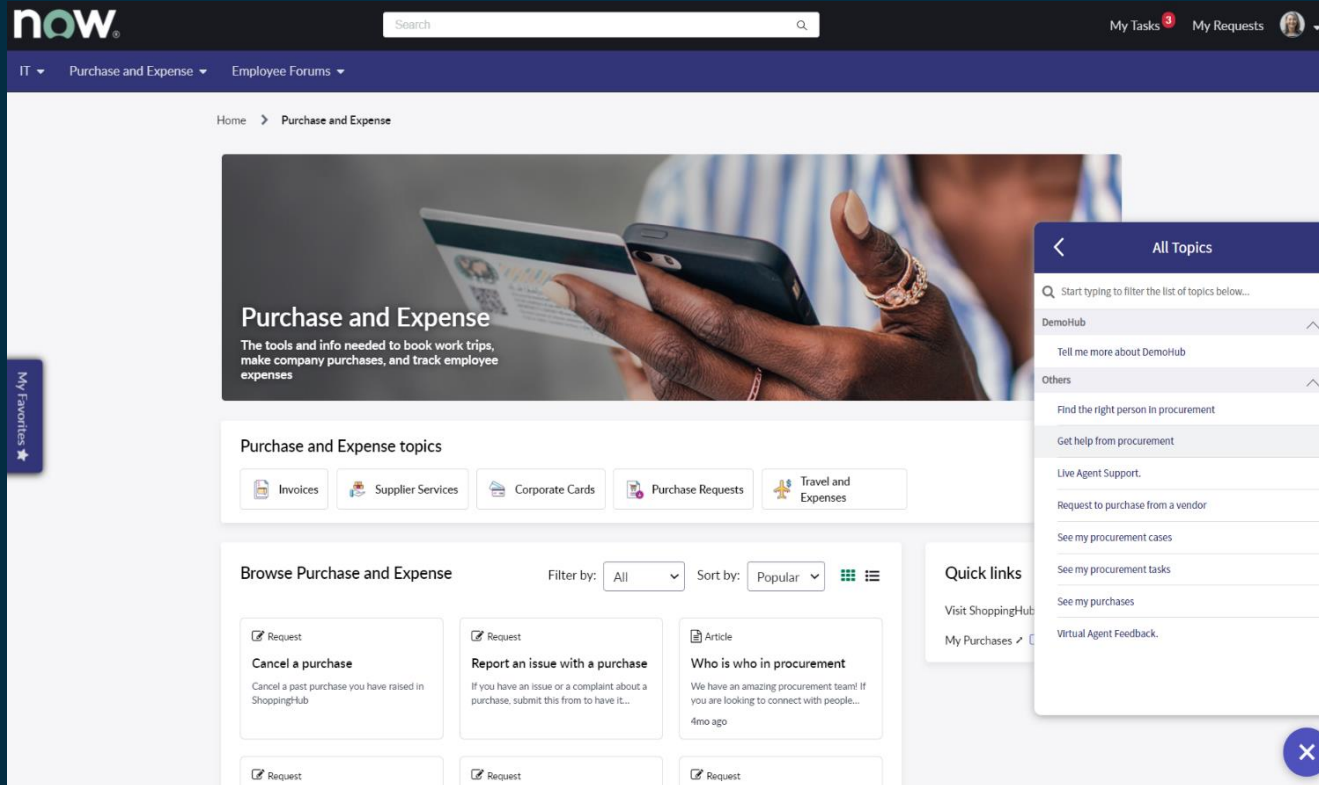
Summary (5)

Subtotal	\$4,495.00
Est. shipping	\$0.00
Est. tax	Undetermined
Est. total	\$4,495.00

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

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

Operating Excellence

Strategic Portfolio
Management

Environmental,
Social, and
Governance

Integrated Risk
Management



Now Platform®



Customer Experience



Technology Excellence



Employee Experience



Operating Excellence



Build and Automate



Industries



Get Ready to Upgrade

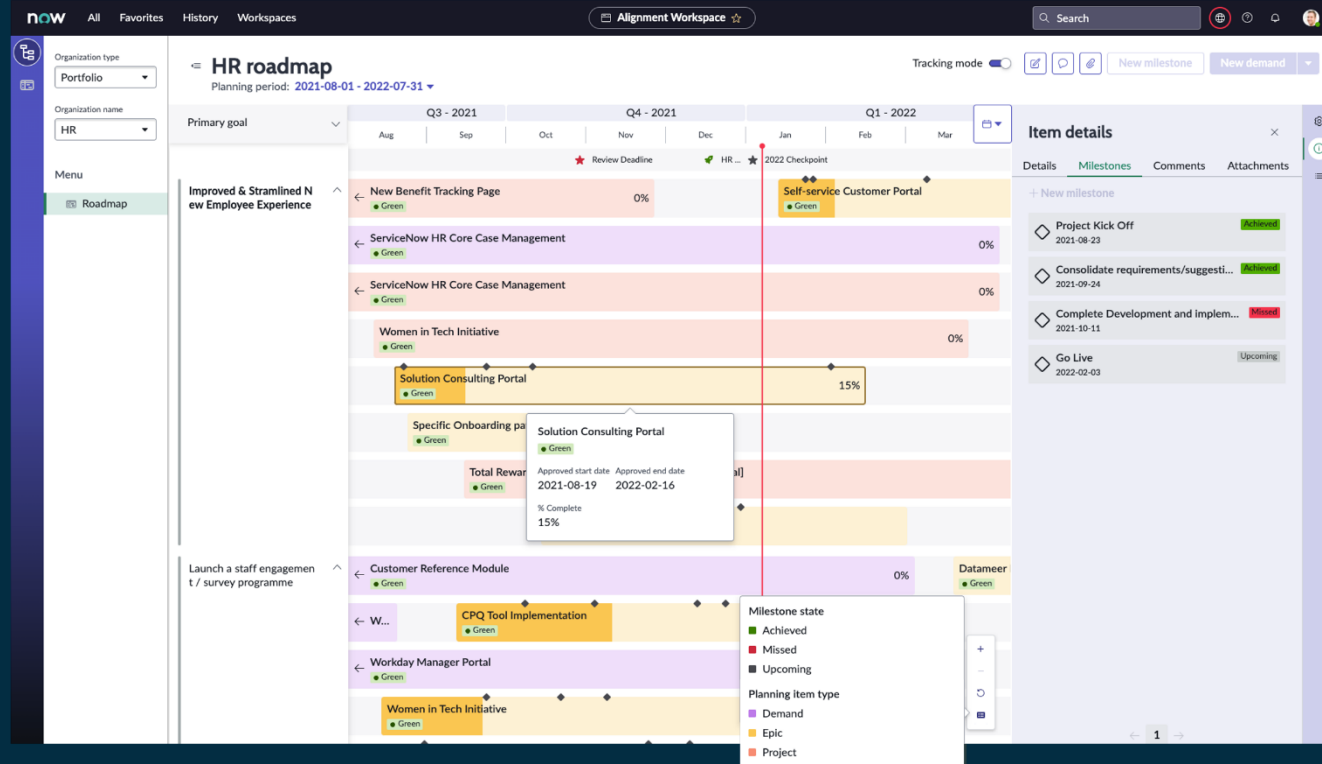
What's new from Strategic Portfolio Management?

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

Key Features	Description
Alignment Planner Workspace enhancements	Maximize outcome with enhanced planning & tracking Milestones: Create and track milestones at the work item level for projects, demands, and epics to better focus on strategic outcomes. SAFe Template: Improve program increment planning. ADO integration: Scale agile planning and connect roadmaps to teams executing in ADO.
Project Workspace	Drive project managers' productivity with a purpose-built workspace 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 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 Enable resource managers with better useability and control—with planning and allocating resources.
CMDB Alignment	Enhance visibility for all products Enable portfolio managers to track all work throughout the lifecycle.

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 Dev Ops

Digital Portfolio Management

The screenshot displays the 'Linux OS upgrades' workspace in the ServiceNow Digital Portfolio Management interface. The top navigation bar includes 'now', 'All', 'Favorites', 'History', and 'Workspaces'. The main content area is divided into several sections:

- Planning roadmap:** 39 items in roadmap. A button 'View roadmap' is present.
- Backlog:** 39 items in backlog. A button 'View backlog' is present.
- Summary:** Four key metrics are shown:
 - Total Ideas: 13
 - Approved demands: 2
 - Projects starting in the next 30 days: 13
 - New improvement initiatives: 1
- All demands:** A table listing various demands with columns for Short description, State, Planning organization, Planning hierarchy, Updated, and Percent complete.

Short description	State	Planning organization	Planning hierarchy	Updated	Percent complete
Quarterly service mgmt review report	Draft	DPM Planning Portfolio	Portfolio Overview	2021-12-22 12:00:36	0
Implement self service portal	Completed	DPM Planning Portfolio	Portfolio Overview	2021-12-23 12:01:04	0
Implement self service portal	Submitted	DPM Planning Portfolio	Portfolio Overview	2021-12-25 12:00:25	0
Implement self service portal	Draft	DPM Planning Portfolio	Portfolio Overview	2021-12-26 12:00:19	0
Quarterly service mgmt review report	Completed	DPM Planning Portfolio	Portfolio Overview	2021-12-31 12:00:17	0
- Needs attention:** A section highlighting critical items. Two items are listed:
 - P1 Critical INC0011161:** Linux OS upgrades is out of date. State: New. Configuration item: Linux OS upgrades.
 - P1 Critical INC0011033:** Linux OS upgrades is not functioning as intended. State: Resolved. Configuration item: Linux OS upgrades.

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

Digital Portfolio Management Workspace

Resource Management

nowAllFavoritesHistoryWorkspacesAllocation Workbench

Search

Allocation workbench Analyst Group

From 2021-07-01 To 2021-12-31 Go New Plan

Search by group Analysts

P R C A E Week Month Hours

Resource name	Planned	State	Planned	Conf(A)loc	Planned	Conf(A)loc	Planned	Conf(A)loc	Planned	Conf(A)loc	Planned	Conf(A)loc	Planned	Conf(A)loc	Planned	Conf(A)loc	Total
180 & 360 Feedback																	
▶ [G] Analysts 1 FTE Allocated			176	176	40	40											824
▶ [U] Troy Mcooy (Team Member) 0.5 FTE Allocated			92	92	16	16											412
▶ Acme Workday to Payroll Autom...																	
▶ Annual Comp Application																	
▶ CPQ Tool Implementation																	
▶ Create Sales Manager Dashboar...																	
▶ greyHR Integration with Workday																	

Search by group Simple Advanced Analysts Select a role Select a user Search

Allocate

Mar 2021 - Aug 2021

Add Previous 3 Months 6 Months Add Next Custom Date Range

1 Row(s) selected

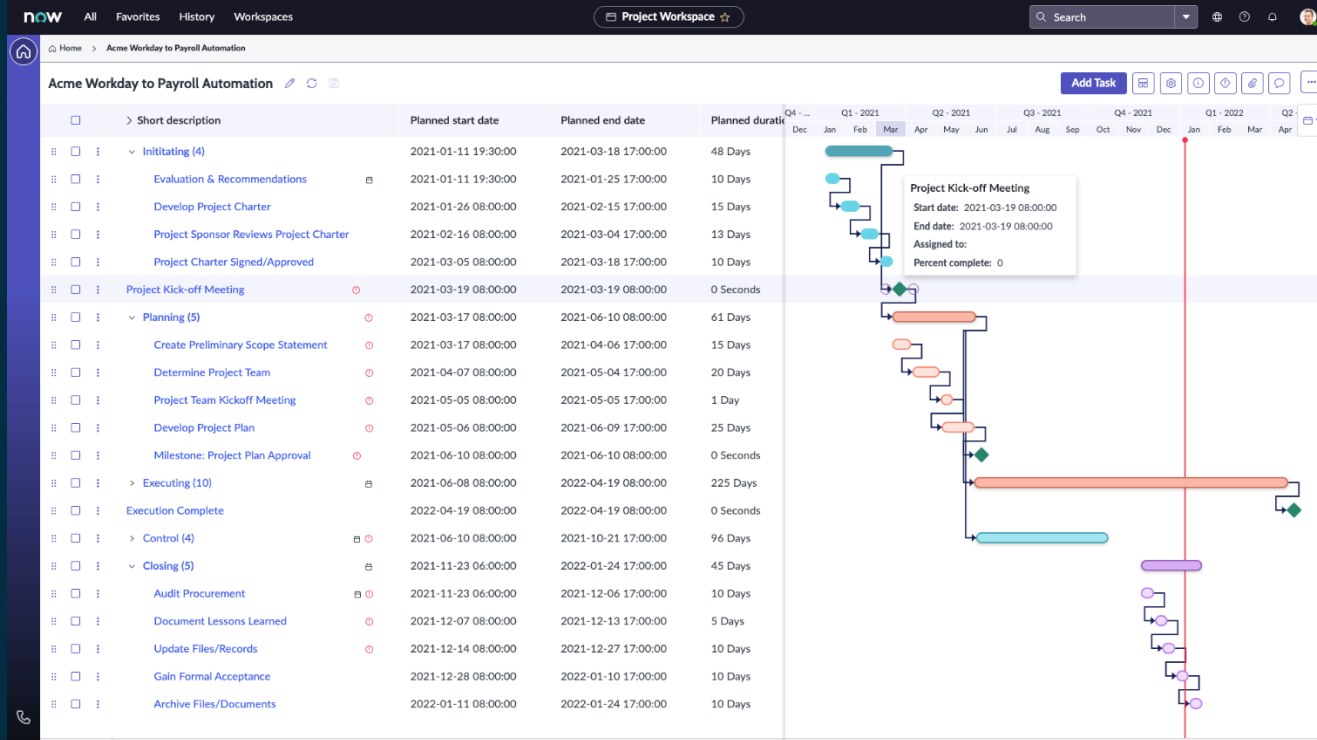
Group → User → Task	Confirmed	Allocated	Availability	Confirmed	Allocated	Availability	Confirmed	Allocated	Availability	Confirmed	Allocated	Availability	Confirmed	Allocated	Availability
▶ Analysts	0	1,421	235	0	1,546	38	0	1,439	73	48					
▶ Adela Cervantes (SAFE Portfolio Manager)		106	78		100	76		91	77	5					-188
▶ Alejandra Prenatt		290	-106		275	-99		259	-91	5			267		-96
▶ Alejandro Mascall		192	-8		274	-98		255	-87	5			434		-263
▶ Alene Rabeck		149	35		168	8		154	14	5			161		10
▶ Peter N. Allocate		175	9		168	8		154	14	5			161		10
▶ Scott W. View User		105	79		98	78		87	81	5			91		80
▶ Tom Dunge Update Capacity		105	79		98	78		87	81	5			90		81
▶ Tony P.		106	78		99	77		90	78	5			91		80
▶ Troy Mcooy (Team Member)		193	-9		266	-90		262	-94	8			337		-169

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

Project Workspace

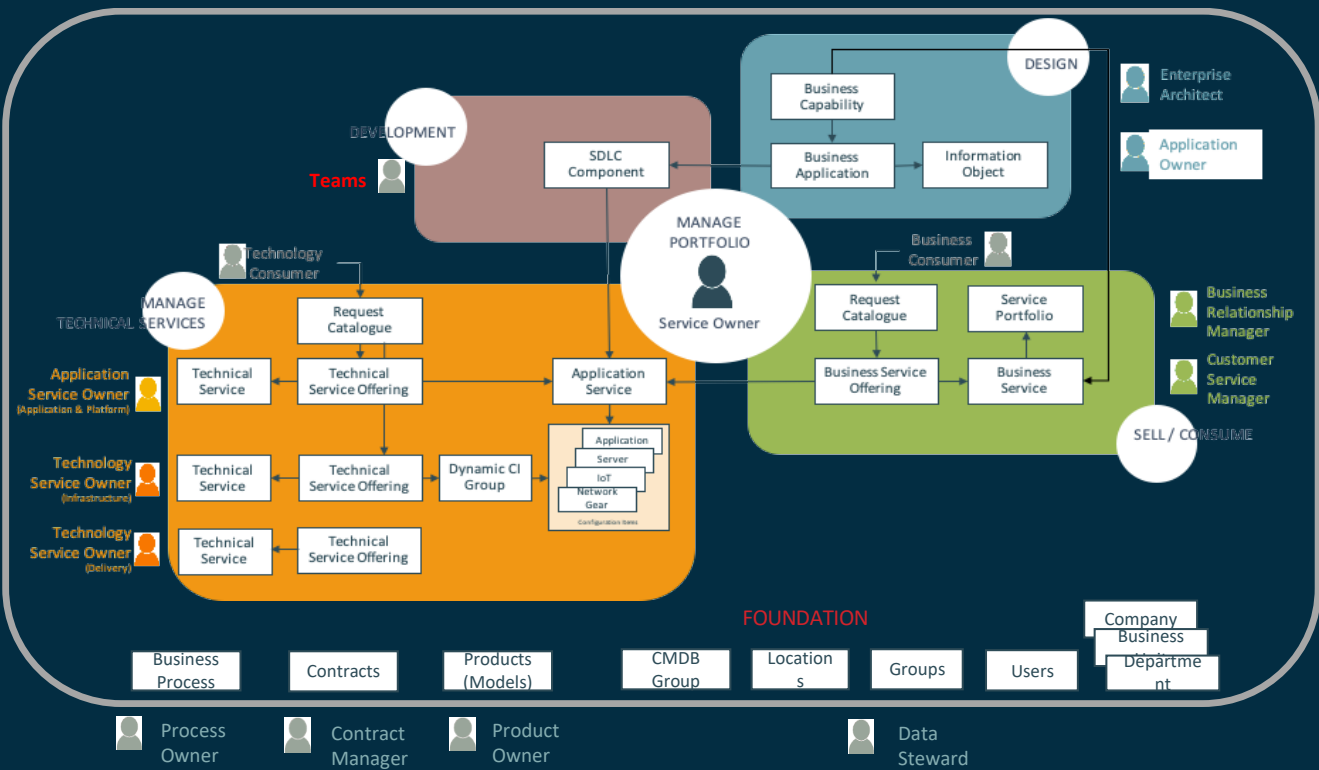
Modernized look and feel, unified navigation



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

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

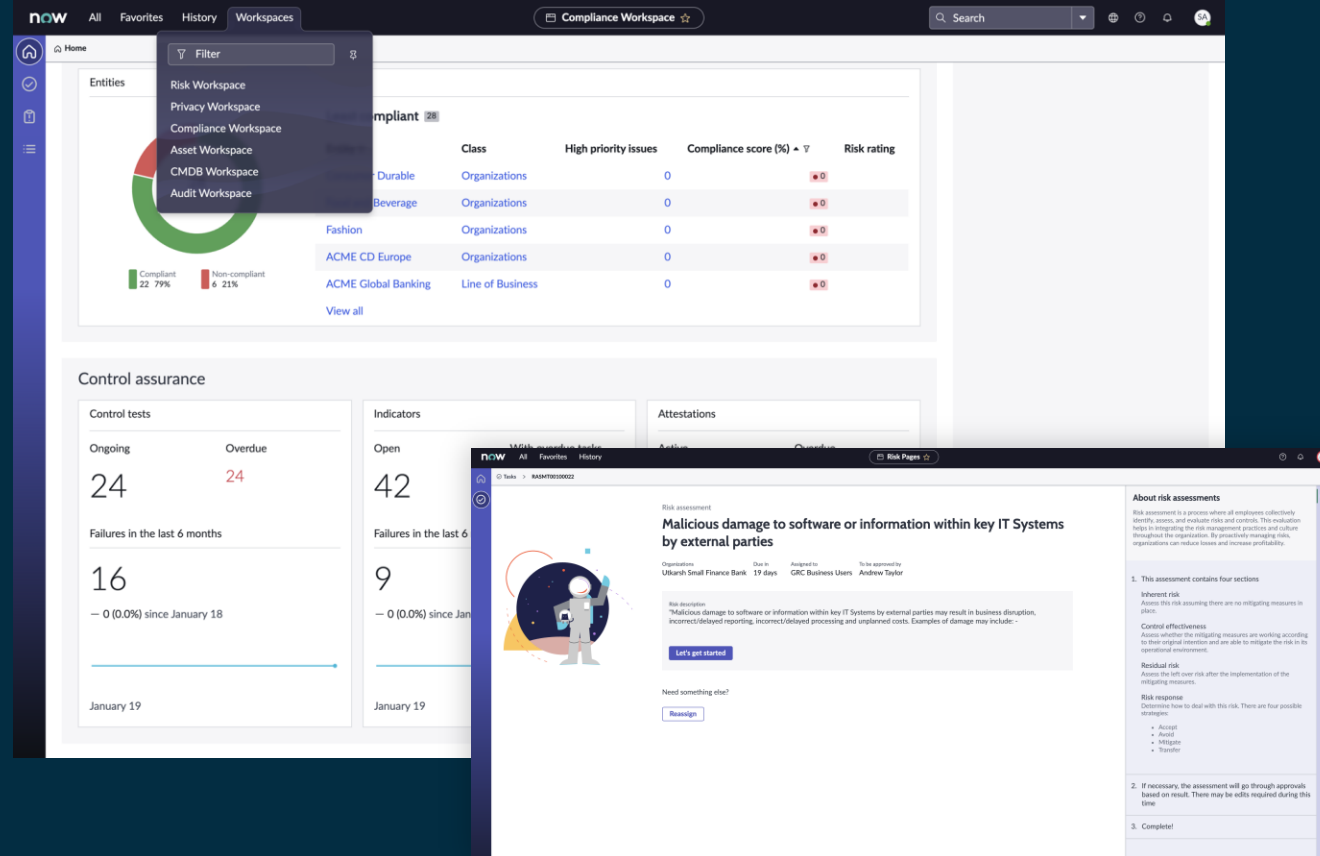
What’s new from Integrated Risk Management?

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

Key Features	Description
Risk and Compliance Workspaces	Modernized look and feel, unified navigation 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 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 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.

Risk and compliance workspaces

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

Intelligence feeds for Vendor Risk Management

Vendor summary

Vendors scorecard

Risk rating
1 - Very High
Scoring rule: Strategic Partner Rule

Component	Risk rating	Weight
Subsidiaries	(empty)	10
Vendor Risk Assessments	1 - Very High	45
Engagements	1 - Very High	45
External Monitoring	3 - Moderate	10

Risk areas

Vendor risk area	Risk rating	Weight
Financial Risk	2 - High	35
Security Risk	2 - High	50
Environmental Risk	2 - High	5
Financial Risk	3 - Moderate	25
Security Risk	3 - Moderate	10

Tracking

Assessments		Issues		Tasks	
Open	Overdue	Open	Overdue	Open	Overdue
1	0	1	1	2	2

Vendor overview

FAULTLINE ENERGY

Website: www.faultlineenergy.com

Industry: Energy

Vendor type: Services

Vendor tier: 2 - High

Vendor manager: System Administrator

Business owner: Patrik Johnsson, John Mottern, Aparna Ganti

Total Cost of Contracts: \$0.00

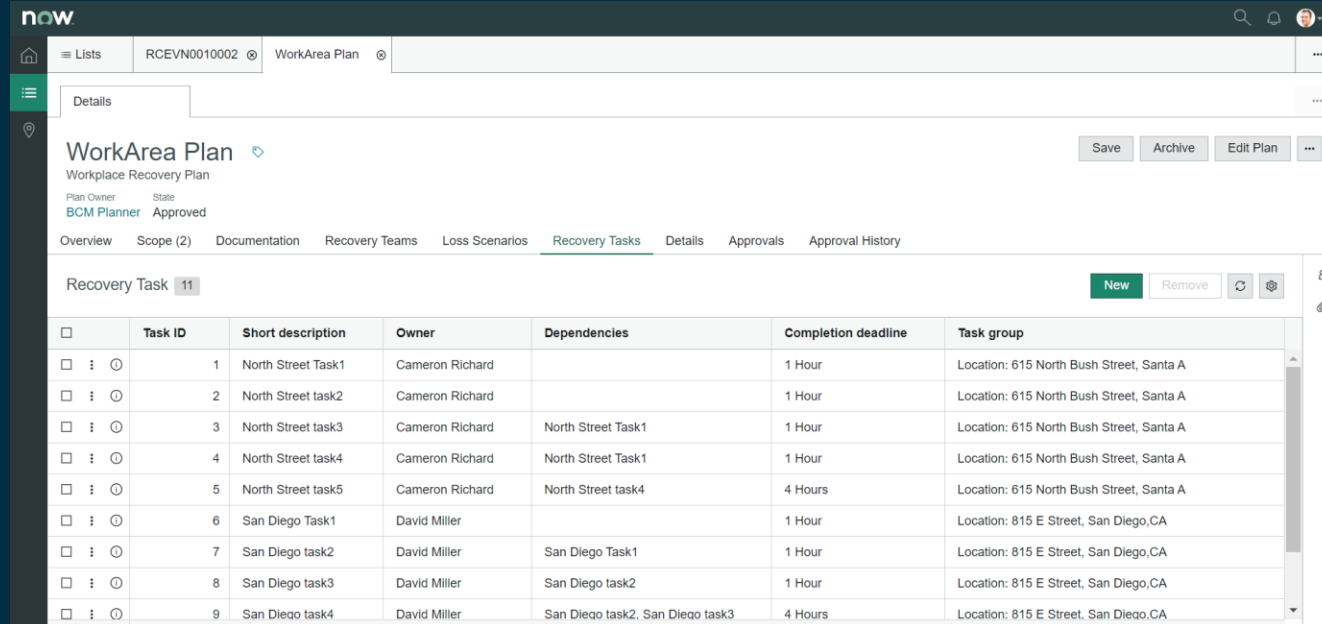
Address: 6230 Stoneridge Mall Road, Pleasanton, CA, 94588

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

Vendor Risk Management Workspace

Business Continuity Management recovery tasks and approval configuration



	Task ID	Short description	Owner	Dependencies	Completion deadline	Task group
<input type="checkbox"/>	1	North Street Task1	Cameron Richard		1 Hour	Location: 615 North Bush Street, Santa A
<input type="checkbox"/>	2	North Street task2	Cameron Richard		1 Hour	Location: 615 North Bush Street, Santa A
<input type="checkbox"/>	3	North Street task3	Cameron Richard	North Street Task1	1 Hour	Location: 615 North Bush Street, Santa A
<input type="checkbox"/>	4	North Street task4	Cameron Richard	North Street Task1	1 Hour	Location: 615 North Bush Street, Santa A
<input type="checkbox"/>	5	North Street task5	Cameron Richard	North Street task4	4 Hours	Location: 615 North Bush Street, Santa A
<input type="checkbox"/>	6	San Diego Task1	David Miller		1 Hour	Location: 815 E Street, San Diego, CA
<input type="checkbox"/>	7	San Diego task2	David Miller	San Diego Task1	1 Hour	Location: 815 E Street, San Diego, CA
<input type="checkbox"/>	8	San Diego task3	David Miller	San Diego task2	1 Hour	Location: 815 E Street, San Diego, CA
<input type="checkbox"/>	9	San Diego task4	David Miller	San Diego task2, San Diego task3	4 Hours	Location: 815 E Street, San Diego, CA

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

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

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

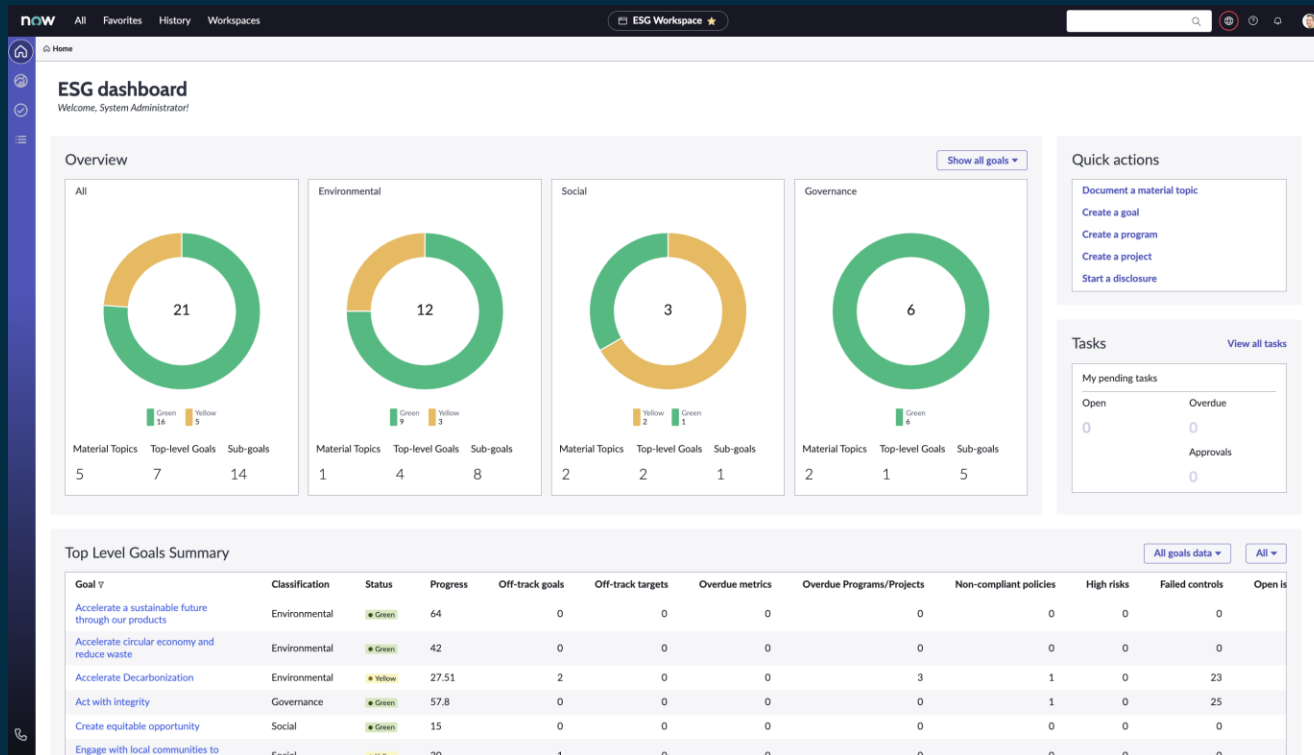
Key Features	Description
ESG Management with third-party integrations (formerly known as “ESG Management and Reporting”)	Establish or elevate your ESG reporting program Streamline ESG reporting to efficiently meet investor, customer, and regulatory requirements, and gain trust with employees and other 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 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 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.

Now Platform capabilities



¹ Illustrative examples

ESGM with Carbon Accounting integration



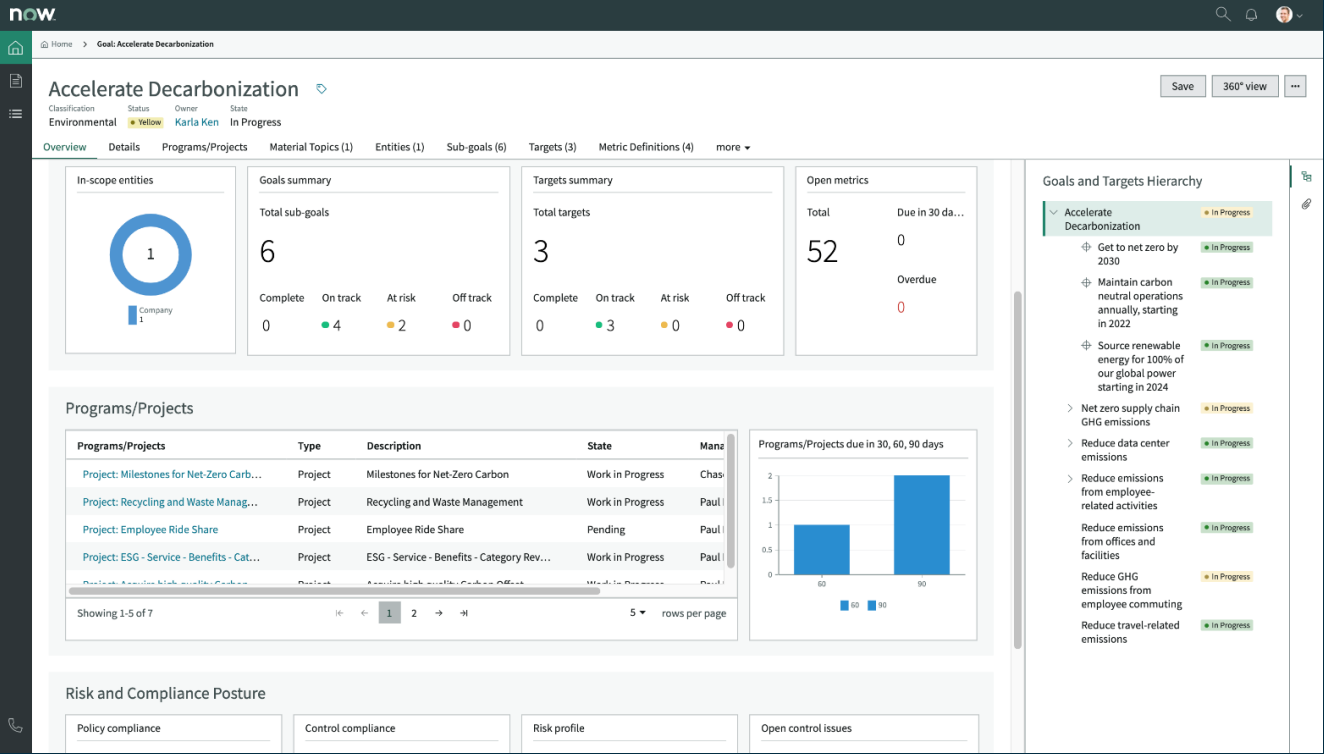
*GRI = Global Reporting Initiative, **SASB = Sustainability Accounting Standards Board

†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†

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.

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

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 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 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 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 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.

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 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 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 Client Software Distribution 2.0 adds support for Apple endpoints and more Windows endpoints powered by new Jamf and MSFT Endpoint Manager spokes.

Decision Builder

now

Decision Builder

Application: Service Catalog Management

Properties

Close

Save

Cancel

<

Priority Matrix

Inputs

Add

Label	Type	Mandatory
Value	Choice	<div>5 Choices</div>
Impact	Choice	<div>5 Choices</div>

Add an input

Decision table

Conditions

Results

	Value	Impact	Priority
	value	impact	priority (x_imp, req, req1021, priority)
1	High	Enterprise	Priority: Priority 1
2	High	Region / Market	Priority: Priority 1
3	High	Department / Function	Priority: Priority 2
4	Moderate	Enterprise	Priority: Priority 1
5	Moderate	Region / Market	Priority: Priority 2
6	Moderate	Department / Function	Priority: Priority 2
7	Low	Enterprise	Priority: Priority 3
8	Low	Region / Market	Priority: Priority 3
9	Low	Department / Function	Priority: Priority 4

Add new decision row

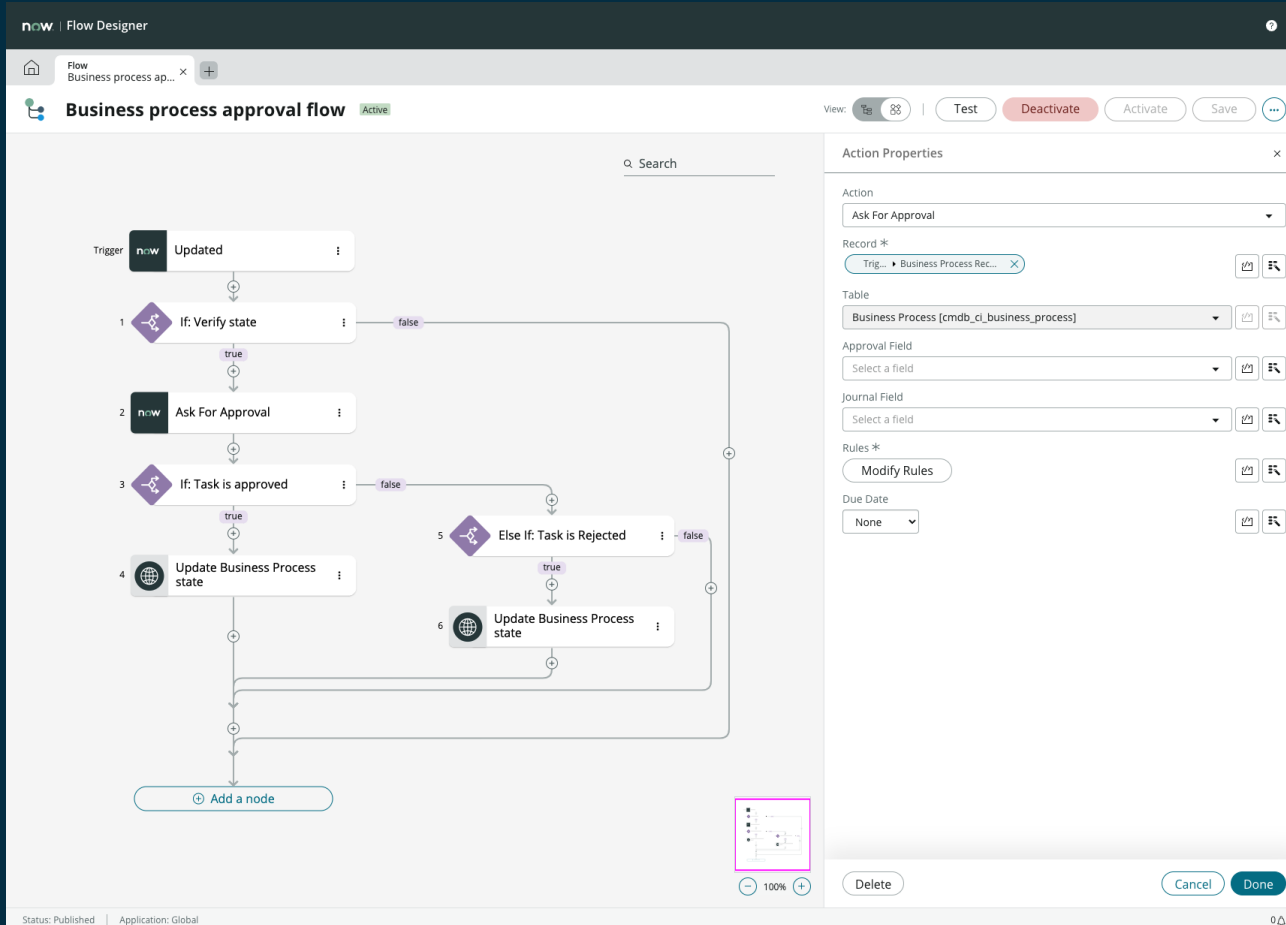
Showing 1-9 of 14

Show more

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

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

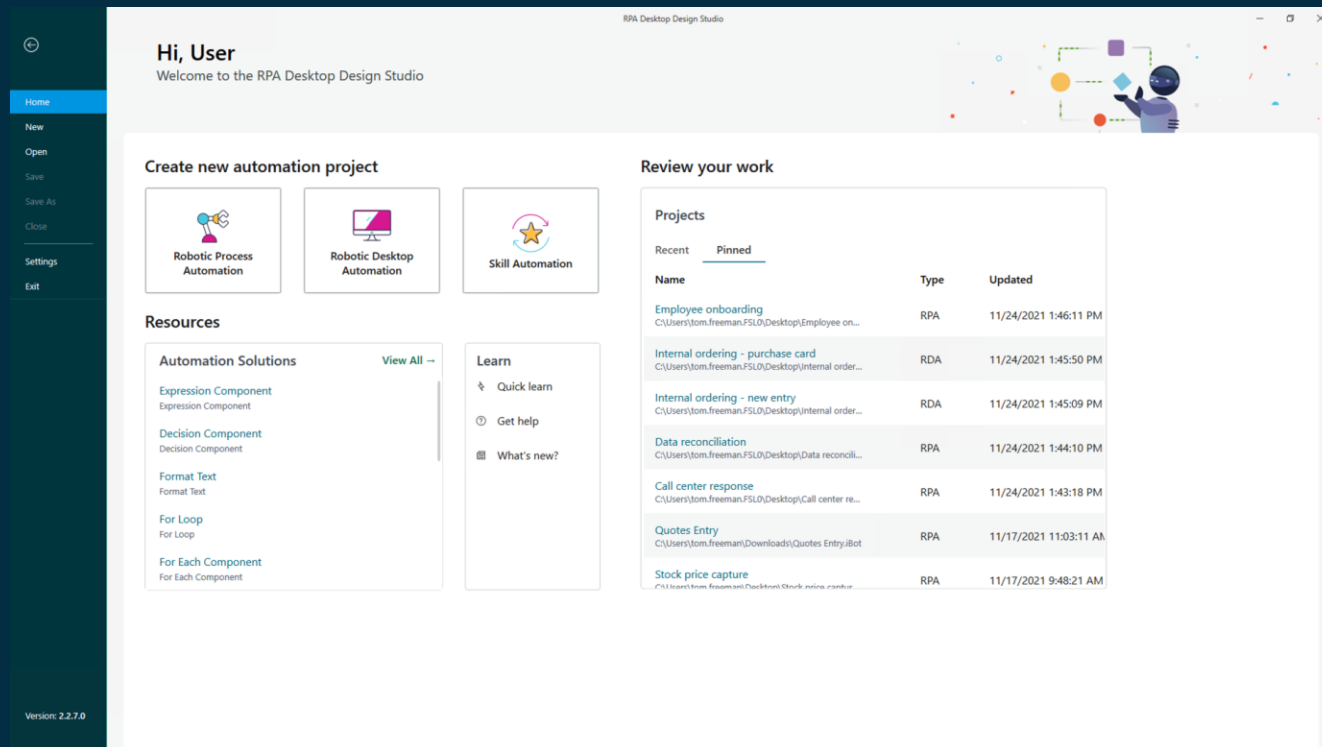
Ad hoc Playbook activities

The screenshot displays the ServiceNow Incident Response Demo interface. At the top, the incident ID is INC0010003. The main title is 'The email server isn't responding'. Below this, there are tabs for 'Details', 'Playbook', 'Task SLAs', 'Affected CIs', 'Impacted Services/CIs', 'Child Incidents', and 'Outages'. The 'Playbook' tab is active, showing a 'Resolve' stage with three pending activities: 'Show Knowledge Article', 'Create Incident Task', and 'Communicate resolution'. Each activity has a 'Please wait while Playbook progresses.' message. There are buttons to 'Add activity here' and 'Cancel add activity'. On the right, the 'Agent Assist' section shows a search bar and a list of catalog items: 'New Email Account', 'Reboot Windows Server', 'Server Tuning', and 'Application Server (Standard)'. The left sidebar shows the incident response process flow: Identification (3 remaining), Logging (3 remaining), Resolve (3 remaining), and Closure (2 remaining).

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

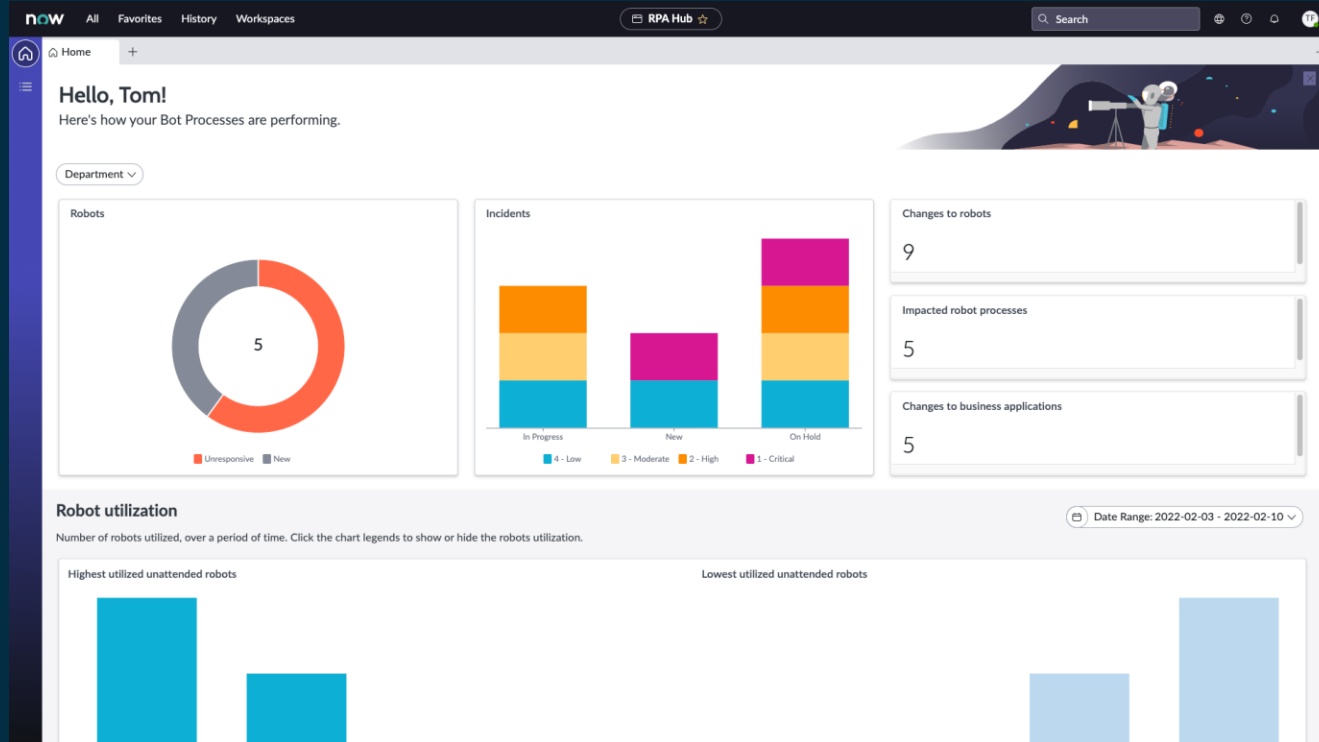
Automation Engine



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

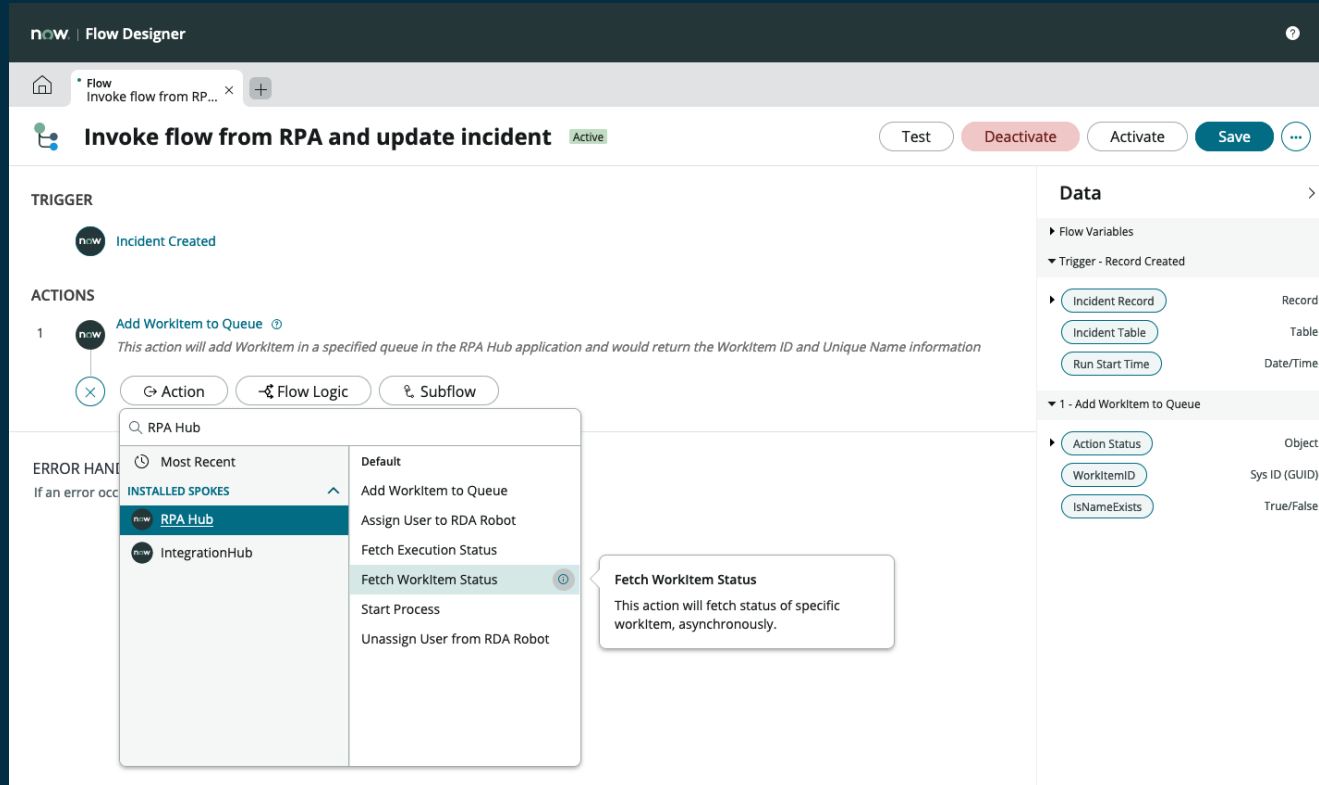
RPA Hub



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

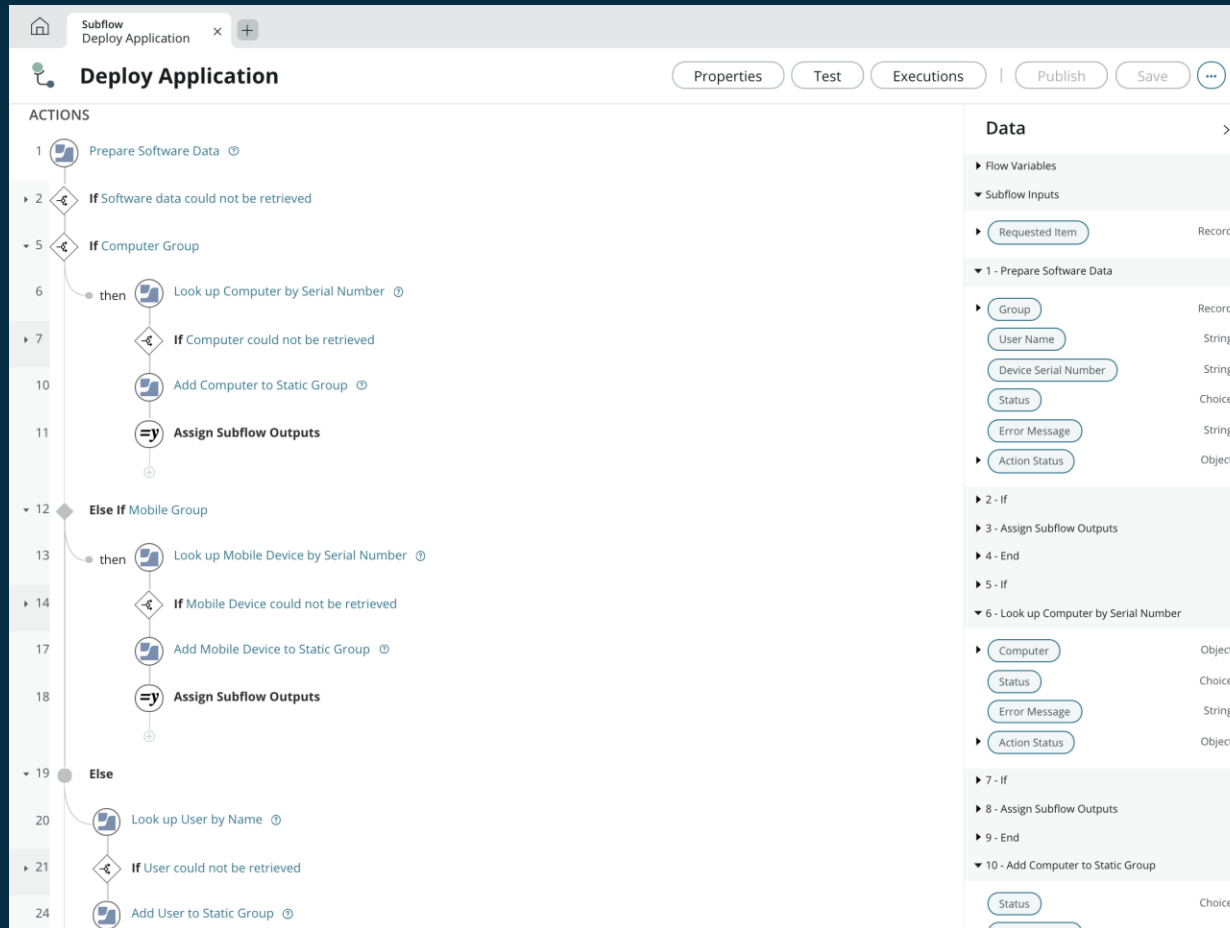
RPA Hub Spoke



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

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

Industries

Financial Services

Telecommunications

Manufacturing

Technology



Now Platform®



Customer Experience



Technology Excellence



Employee Experience



Operating Excellence



Build and Automate



Industries



Get Ready to Upgrade

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 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 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 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.

Personal and Commercial Lines Servicing

The screenshot displays the ServiceNow Insurance Agent Workspace interface. The top navigation bar includes 'now', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main workspace is titled 'Insurance Agent Workspace' and shows a list of tabs for 'Julie Lewis', 'Steve Rogers', and 'IPP0010009'. The 'Details' tab is active, showing the 'Change Coverages' process. The process is divided into three main sections: 'Enter policy information', 'Record Information', and 'Timeline'. The 'Enter policy information' section includes fields for 'Number' (IPP0010009), 'State' (New), 'Consumer' (Steve Rogers), 'Policy service' (Change coverages), 'Insurance policy' (Auto policy (****7853)), and 'Effective date' (11/05/2021). A 'Mark complete' button is visible. The 'Record Information' section shows an 'Overview' card with 'Priority: High' and 'State: New', and a 'Consumer' card for Steve Rogers with contact details. The 'Timeline' section shows a progress bar from '1hr' to 'now'.

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

Complaint Management

Next Experience

The screenshot displays the ServiceNow Complaint Management interface. The top navigation bar includes 'now', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main header shows 'List' and 'COMS0001002'. The left sidebar lists 'Complaint service' with sub-items: 'Customer intake' (1 remaining), 'Complaint details' (selected), 'Review and response' (3 remaining), 'Quality control', 'Customer outcome', 'Findings and learnings' (1 remaining), and 'Findings and learnings'. The main content area is titled 'Claim number 398274932 was not handled properl...' and includes buttons for 'Assign to me', 'Update', and '...'. The 'Complaint details' section shows fields for 'Number' (COMS0001002), 'Channel' (Web), 'Customer *' (Rachel Barker), 'Location' (San Diego, CA), 'Type *' (Product related), 'Category' (Claims), 'Account *' (Auto Policy - 2234), and 'Subcategory' (-- None --). The 'Short description *' field contains 'Claim number 398274932 was not handled properly by the adjuster'. The 'Complaint summary *' field contains 'The adjuster rejected reimbursement unfairly for our auto claim.' The right sidebar shows 'Record Information' with an 'Overview' section containing 'State: New', 'Customer: Rachel Barker', 'Account: Auto Policy - 2234', 'Category: Claims', and 'Legal impact: No'. The 'Customer' section shows 'RB Rachel Barker' with fields for 'Name', 'Mobile phone', and 'Email' (rachel.barker@example.com).

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

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 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 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 Improve employee productivity with role-based views of key client information. Initiate client account requests quickly and easily. Securely integrate core systems with out-of-the-box remote tables.

Deposit Operations

The screenshot shows the ServiceNow interface for adding a new standing order. The top navigation bar includes 'now', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main header shows 'DEP0001010' and 'CSM/FSM Configur...'. The left sidebar lists 'Add standing order' with sub-items: 'Initiate and Review' (2 remaining), 'Add standing order' (selected), 'Submit application', 'Operating instructions' (1 remaining), 'Authorize request' (1 remaining), and 'Fulfil and close' (1 remaining). The main form area is titled 'Add standing order' and includes fields for 'Deposit account *' (CA-CAA-3447), 'Fund transfer type *' (-- None --), 'Amount *' (USD (\$) 0), 'Beneficiary name *', 'Frequency *' (-- None --), 'Beneficiary account number *', 'Occurrences *', 'Beneficiary routing number *', 'Start date *' (YYYY-MM-DD), and 'Purpose'. A right sidebar shows 'New' and 'Consumer' information for 'Anu Raj' (Name, Email, Mobile phone) and a 'Timeline' section with a progress bar and 'Show Details' button.

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*

Client Lifecycle Operations

The screenshot displays the ServiceNow interface for a 'Request for notification of death'. The top navigation bar includes 'now', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main header shows 'List CLO0001001' and 'Details'. The form is titled 'Request for notification of death' and includes tabs for 'Playbook', 'Details', 'Customer Information', 'Task SLAs (1)', 'Tasks', 'Emails', 'Inbound Documents (2)', and 'Financial Accounts (6)'. The 'Details' tab is active, showing a 'Notice of death' section with a list of tasks: 'Enter death notification details', 'Collect inbound documents', 'Submit application', 'Verify documents', 'Release funds and fr...', and 'Fulfil and close'. The 'Enter death notification details' task is selected. The form fields include: 'Is notified a customer?' (Yes), 'Select customer' (Fiona Clarke), 'Relationship' (Next of Kin), 'Remarks' (Son of Fiona), 'Deceased customer details' (Date of birth: 1953-06-09, Date of funeral: 2021-11-14, Date of death: 2021-10-31, Is there a will? Yes, Total asset value: USD (\$) 0), and 'Record Information' (Overview, Customer, Timeline).

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

Core capabilities

The screenshot displays the ServiceNow Customer Central interface. The top navigation bar includes 'now', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main content area is divided into several sections:

- Customer summary:** Displays customer information for Steve Rogers, including contact details, address, and a 'Households' table listing related accounts.
- Financial accounts:** Shows deposit and credit overviews with balance information and progress indicators.
- Dynamic Service Selector:** A modal window for creating a new record, featuring a 'Condition' field with a dropdown menu and a 'Submit' button.

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

Industries:

Manufacturing

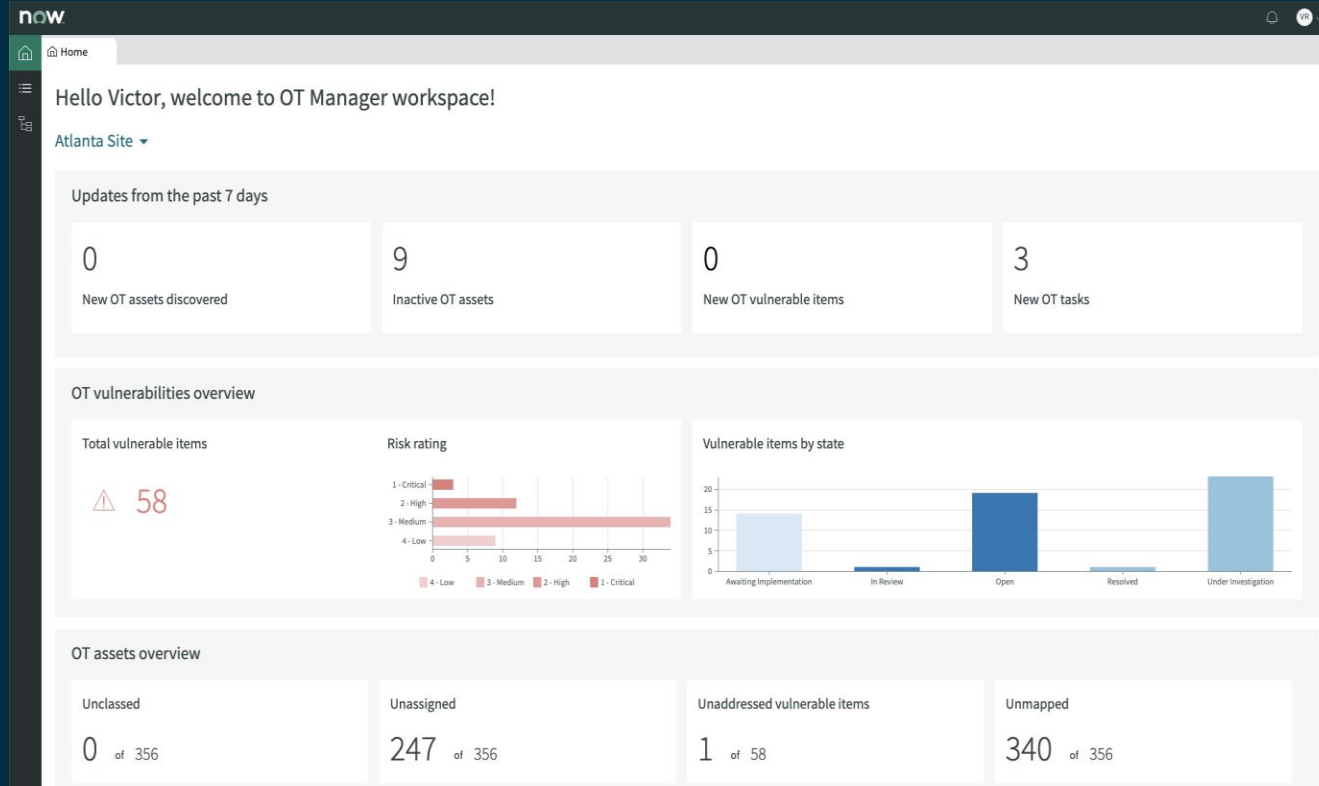
Operational Technology (OT) Management | Manufacturing Connected Workforce

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 <ul style="list-style-type: none">• Monitor all systems and ecosystem of partners effectively to create a single view of related OT asset vulnerabilities.• Assess, prioritize, and act quickly on OT vulnerabilities and their impacts based on calculated risk scoring.• 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 <ul style="list-style-type: none">• Accelerate incident resolution with built-in machine learning and contextual help to eliminate bottlenecks.• Guide intelligent routing and collaboration to boost productivity, restore services, and enable efficient routine maintenance.• Take control of change management while minimizing disruptions, risks, and costs.

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

OT Service Management

The screenshot displays the ServiceNow interface for an OT Incident. The top navigation bar shows the 'List' view for 'WINSV-SD-435' and 'INC0010046'. The main header indicates the incident title 'PLC1 is down' with a priority of '5 - Planning', state of 'New', and category of 'Inquiry / Help'. The left sidebar lists various tabs: Details, Task SLAs, Impacted OT Assets (1), Impacted Equipment Model ..., and Child Incidents. The main content area is divided into two sections: 'Details' and 'Compose'. The 'Details' section on the left contains fields for Number (INC0010046), Contact type (None), Caller (Joe Employee), State (New), Category (Inquiry / Help), Impact (3 - Low), Subcategory (3 - Low), Service (5 - Planning), Configuration item (ot_demo_data_cmdb_ci_ot_plc_1), Site (Atlanta Site), and Short description (PLC1 is down). The 'Compose' section on the right allows for adding comments or work notes, with a 'Post Comments' button. Below the compose section is an 'Activity' feed showing a recent update by 'Service-now: Johnny Zhu [maint,admin...]' regarding the configuration item and its state changes.

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

Industries

Telecommunications

Order Management for
Telecom

Telecommunications
Service Management
(TSM)

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 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 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 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 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.

Enhanced Order Capture

now All Favorites History CSM/FSM Configurable Workspace CSM/FSM Configur... ☆ Search

Details

New Product Order

Account: Funco Intl Contact: Sally Thomas

1 Create Order 2 Select Products 3 Configure Products 4 Review Order

Order Line Items (16)

- Denver
 - SD-WAN Service Package
 - SD-WAN Edge Device
 - SD-WAN Controller
 - Mobile Plan Missing Info
- Kirkland
 - SD-WAN Service Package
 - Mobile Plan Missing Info
- La Jolla
 - SD-WAN Service Package
 - Mobile Plan Missing Info
- Santa Clara
 - SD-WAN Service Package
 - Mobile Plan Missing Info

Order Line Item

Number: ORDL0001037 Location: Denver

Product Offering: Premium SD-WAN Offering Product Specification: SD-WAN Edge Device

Ordered Quantity: 1

Pricing

Monthly Recurring Charges Per Unit: USD (\$0) Total Price: USD (\$0)

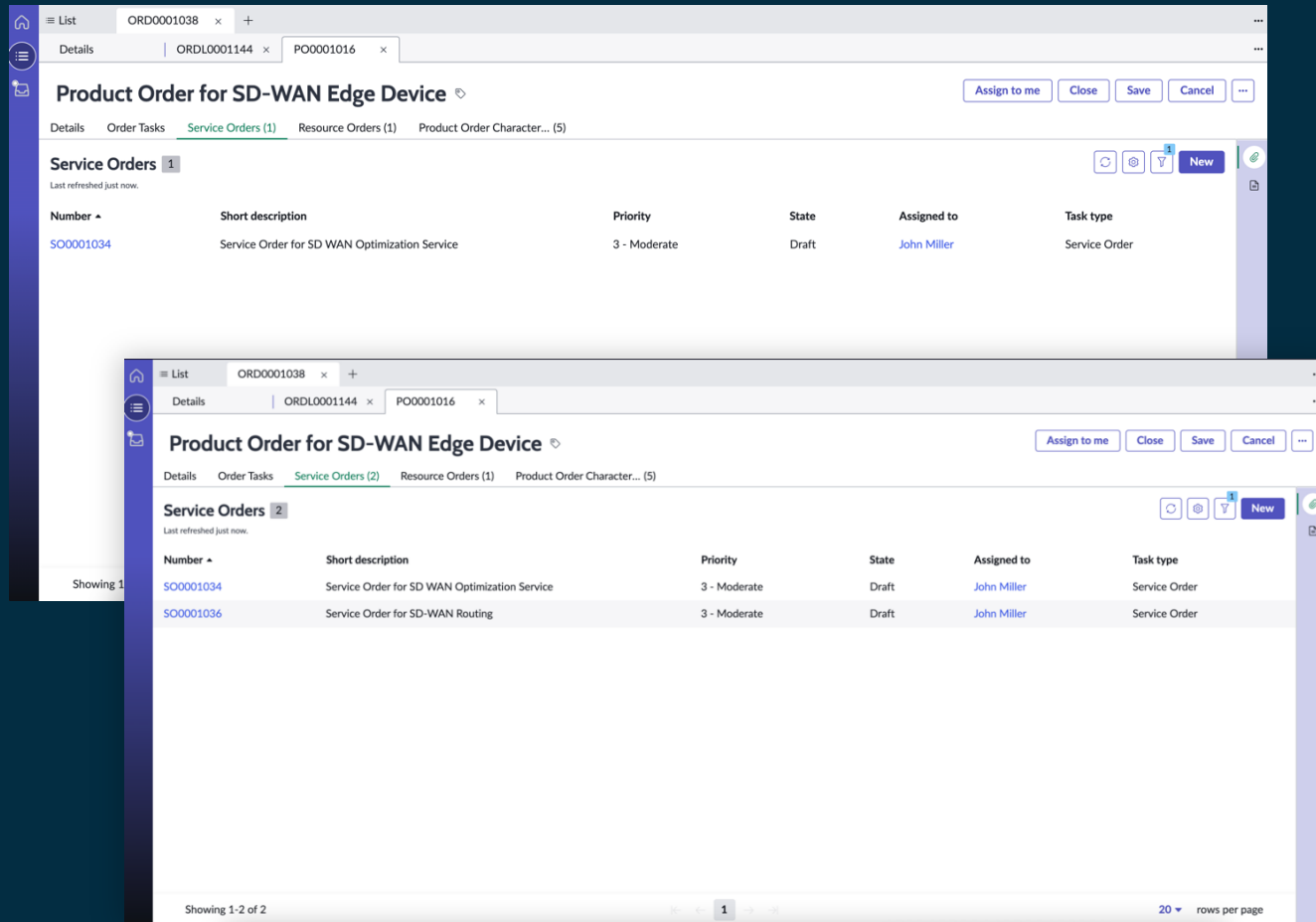
Non Recurring Charges Per Unit: USD (\$0)

Previous Next Save Review Order

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

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

Quantity-based order decomposition

The screenshot displays the ServiceNow interface for an Order Line Item. The top navigation bar shows the 'List' view with tabs for 'ORD0001038' and 'ORD0001144'. The main form is titled 'ORD0001144' and includes tabs for 'Details', 'Order Characteristics (10)', 'Order Line Item Contacts', 'Product Orders (1)', and 'Order Tasks (4)'. The 'Details' tab is active, showing fields for 'Number' (ORD0001144), 'Order Type' (Product), 'Order #' (ORD0001038), 'State' (In Progress), 'Parent Line Item' (ORD0001142), 'Ordered Quantity' (4), 'Product Offering' (SD-WAN Gold Plan), 'Location' (Santa Clara), 'Product Specification' (SD-WAN Edge Device), 'Version' (1), and 'Revision Operation' (None). On the right side, there is a 'Compose' section with a 'Comments' tab and a 'Work notes (Private)' tab. Below this is an 'Activity' section showing a list of system and user activities, including 'System' (Field changes), 'Maint' (Field changes), and 'System Administrator' (Field changes).

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

Product Order API enhancements

The screenshot displays the 'Scripted REST Resource' configuration page in ServiceNow. It shows two resources for the 'Product Order Open API' application.

Resource 1: Patch Order

- API definition:** Product Order Open API
- Name:** Patch Order
- Application:** Order Management for Telecommunications and I
- Active:** ☒
- Request routing:** The route configuration specifies the 'HTTP method' and 'Relative path'. These fields determine how HTTP clients access this resource. The relative path identifies the sub-path to this resource relative to the base API path. The relative URI can contain path parameters such as /abc/{id}. The requesting client specifies the id value, available to the script at runtime via the: [Request API](#).
[More info](#)
- HTTP method:** PATCH
- Relative path:** /{id}
- Resource path:** /api/sn_ind_tmt_orm/productorder/{id}
- Implement the resource:** Access request details including URI path parameters, query parameters, headers, and the request body using the: [Request API](#). Configure the response including setting the HTTP status code, response body, and any response headers using the: [Response API](#).
[More info](#)

Resource 2: Cancel Order

- API definition:** Cancel Product Order
- Name:** Cancel Order
- Application:** Order Management for Telecommunications and I
- Active:** ☒
- Request routing:** The route configuration specifies the 'HTTP method' and 'Relative path'. These fields determine how HTTP clients access this resource. The relative path identifies the sub-path to this resource relative to the base API path. The relative URI can contain path parameters such as /abc/{id}. The requesting client specifies the id value, available to the script at runtime via the: [Request API](#).
[More info](#)
- HTTP method:** POST
- Relative path:** /
- Resource path:** /api/sn_ind_tmt_orm/cancelproductorder
- Implement the resource:** Access request details including URI path parameters, query parameters, headers, and the request body using the: [Request API](#). Configure the response including setting the HTTP status code, response body, and any response headers using the: [Response API](#).
[More info](#)

Script

```
1- (function process (/RESTAPIRequest/ request, /RESTAPIResponse/ response) {
2-   var tsOpenAPIUtil = new sn_ind_tsm_core.TSOpenAPIUtil();
3-   response.setContentType(TNFOOrderAPIConstants.CONTENT_TYPE);
4-   try {
5-     var tnProductOrderCancelAPIUtil = new TNProductOrderCancelAPIUtil();
6-     var apiResponse = tnProductOrderCancelAPIUtil.processRequest(request.body.data);
7-     response.setStatus(apiResponse.status);
8-     return tsOpenAPIUtil.responseBuilder(response, apiResponse.details);
9-   } catch (ex) {
10-    response.setStatus(sn_ind_tsm_core.Constants.STATUS_CODES.ERROR);
11-    var apiCoreUtil = new sn_ind_tsm_core.APICoreUtil();
12-    var errorObj = apiCoreUtil.getErrorObj(sn_ind_tsm_core.Constants.ERROR_CODES.INTERNAL_ERROR, TNFOOrderAPIConstants.MESSAGES.CANCEL_ERROR,
13-    TNFOOrderAPIConstants.MESSAGES.CANCEL_ERROR);
14-    var details = {};
15-    details.push(apiCoreUtil.getErrorDetailsObj(ex.message + '', ''));
16-    errorObj.details = details;
17-    return tsOpenAPIUtil.responseBuilder(response, errorObj);
18-  }
19-})(request, response);
```

Protection policy: --None--

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

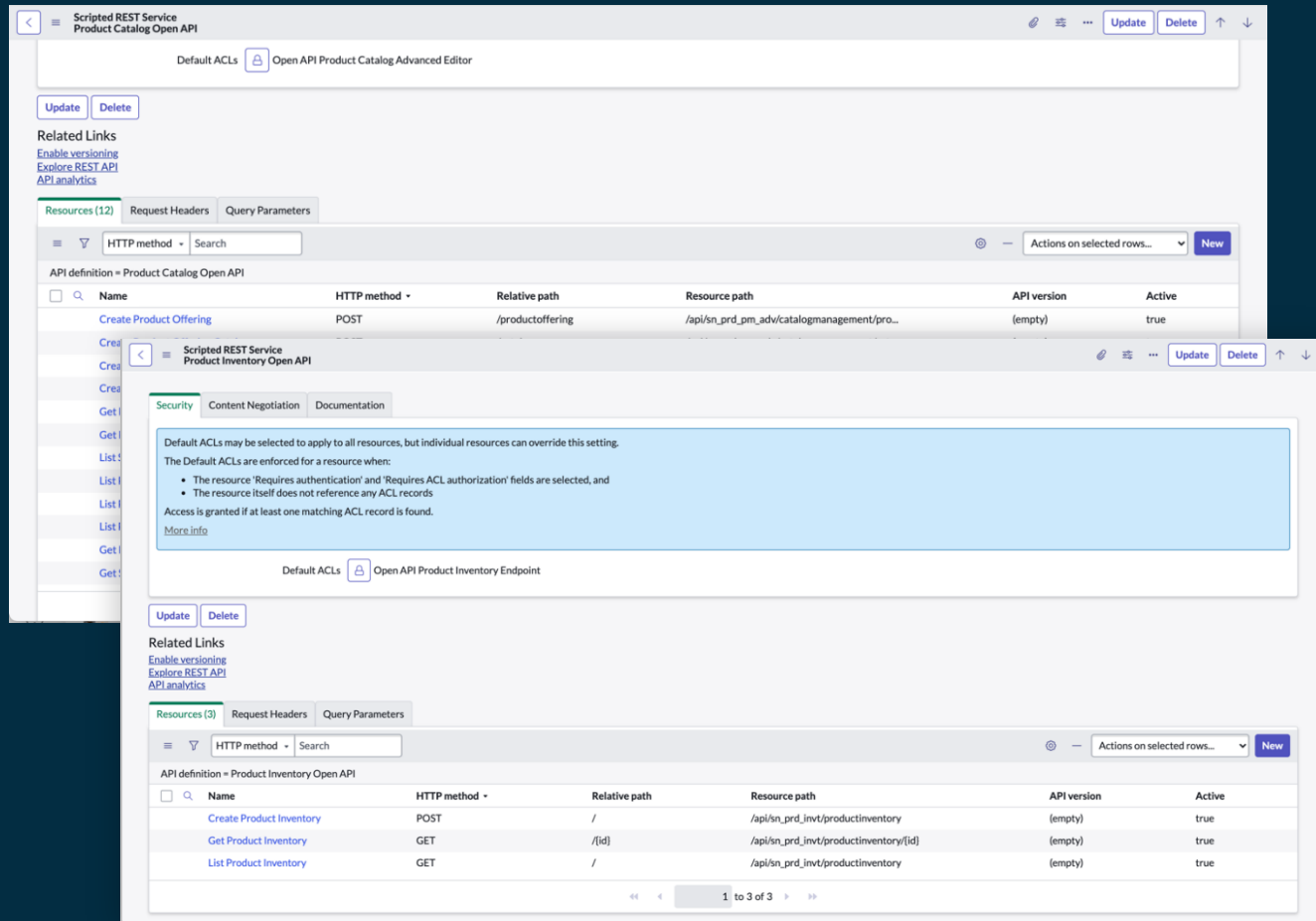
Give agents the ability to cancel in-flight orders

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 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 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..

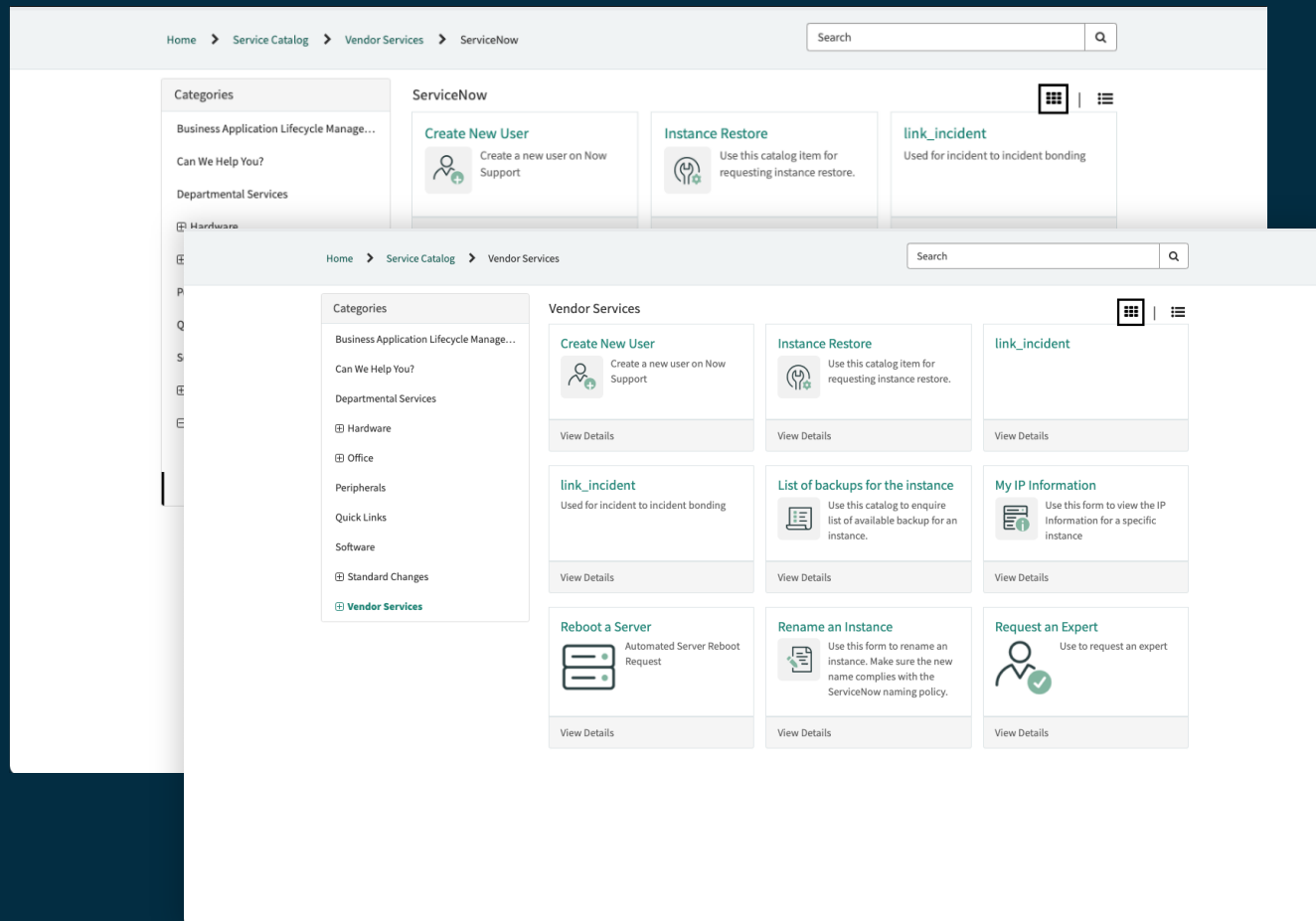
New TM Forum Open APIs



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)

Streamlined application publishing



Accelerate time to value when delivering new applications

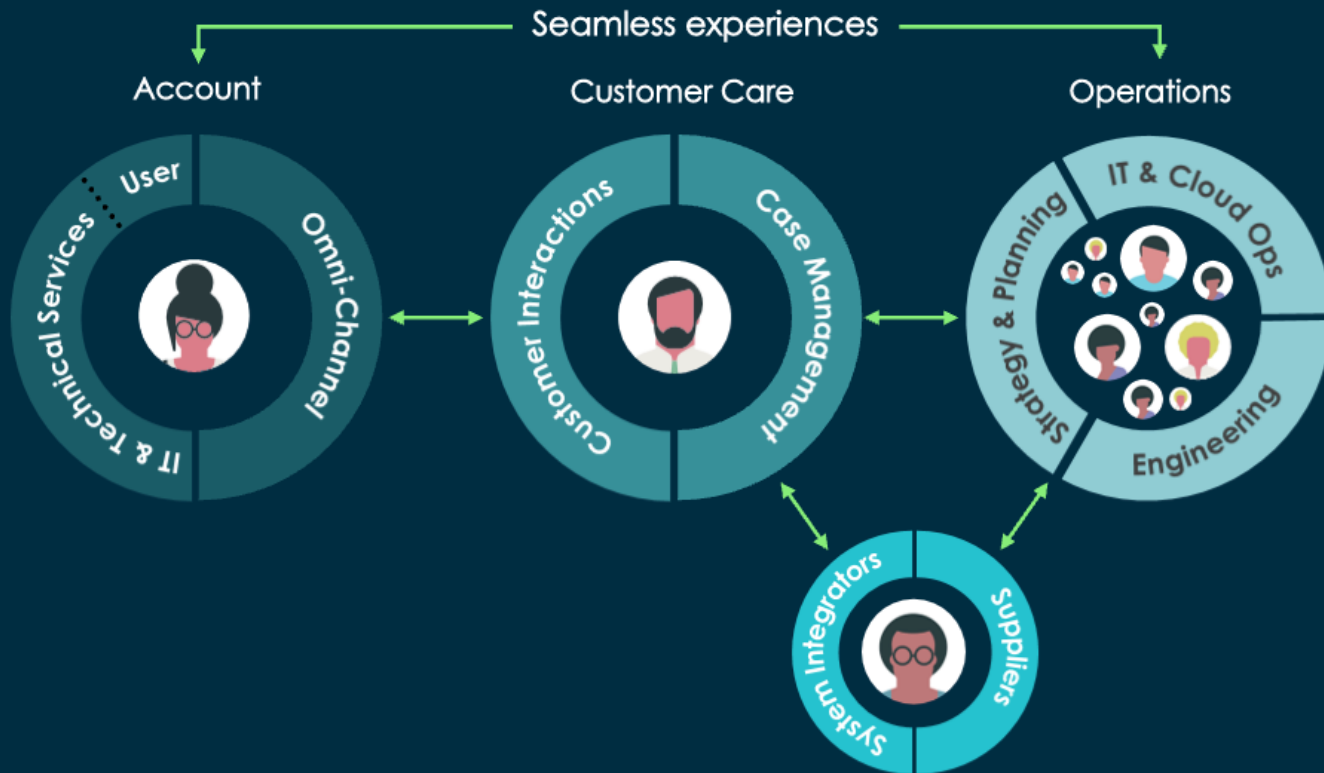
- 1 Save time by distributing catalog content to an Enterprise customer via Service Bridge (formerly called eBonding)
- 2 Improve efficiency by automating the application acceptance process
- 3 Increase flexibility by removing the need to certify new or updated services via the ServiceNow Technology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

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

Industries: Technology Industry

Technology Provider Service Management

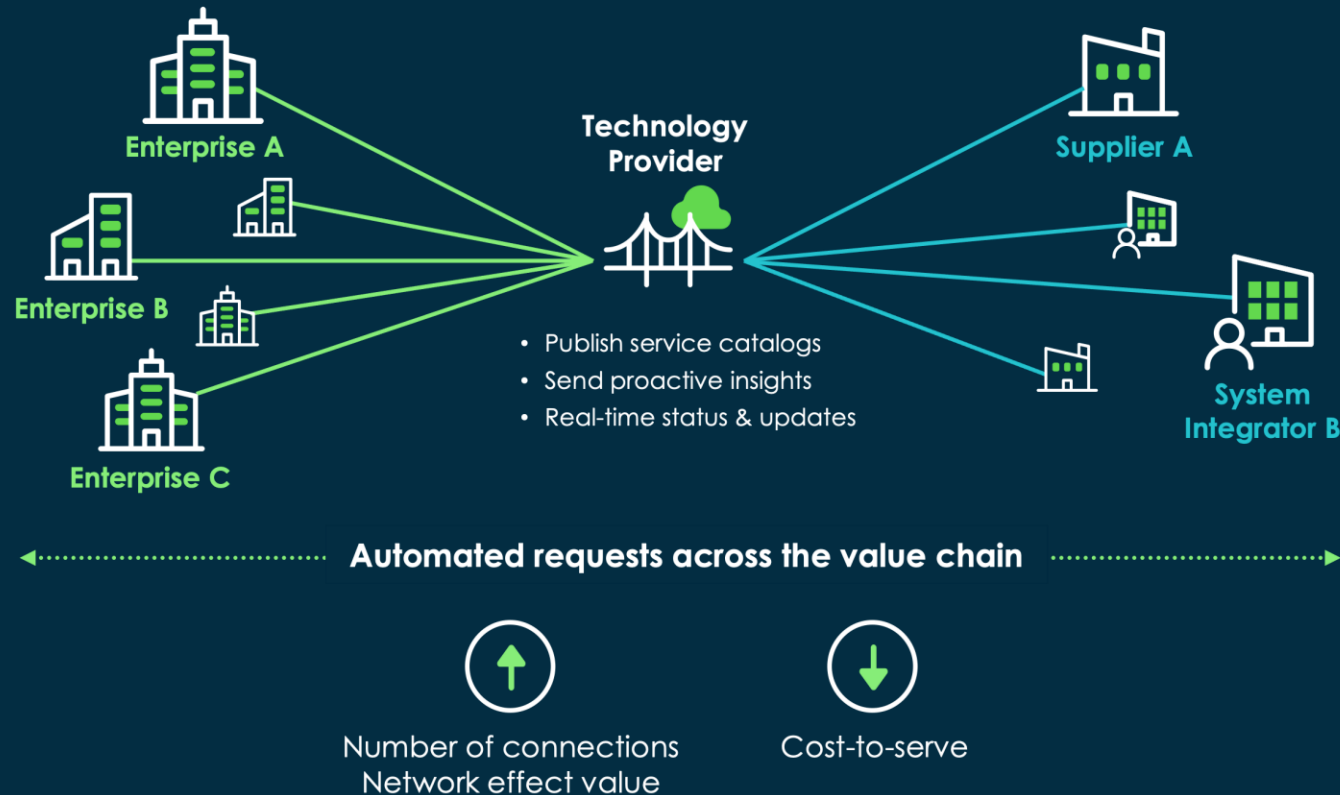
Industry data model



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

Service Bridge



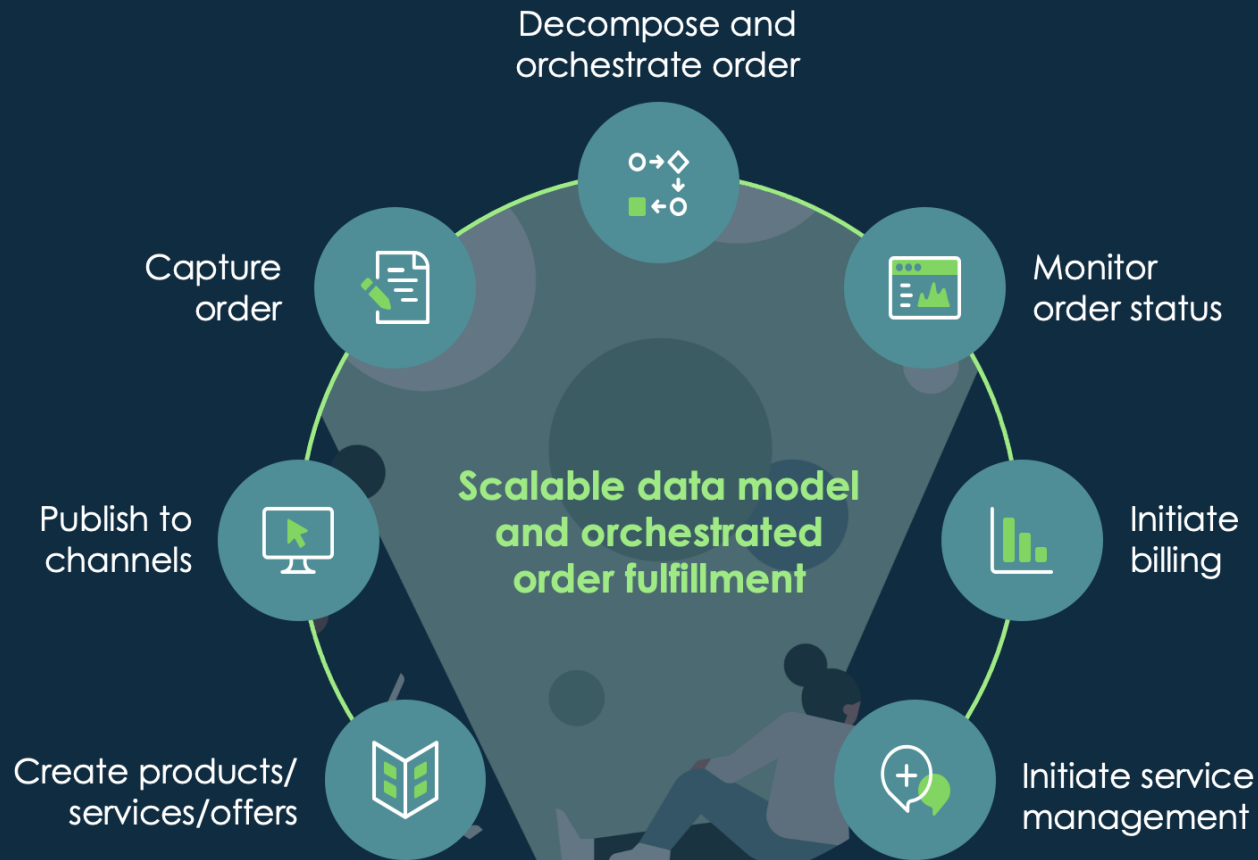
Connect buying, support and service experiences in minutes

- 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

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

Product Catalog and publishing with Service Bridge

Product:
SD WAN Package

Product:
SD WAN Controller

Product:
SD WAN Edge

⋮

Service:
SD WAN Routing

Resource:
Routing and Config

Service:
Optimization Service

Resource:
DeDup & Compression

⋮

Configure product, prices,
and services

12:10 7

< Activate SD WAN Device

Activate SD WAN Device

Activate SD WAN Device

Product
SD WAN Enterprise

CPE ID

Activation Date

Add attachments

Submit

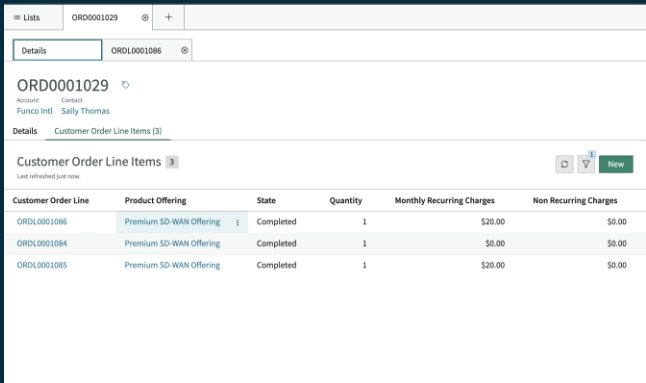
Services Information For Me Notifications Settings

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

Order visibility and proactive care



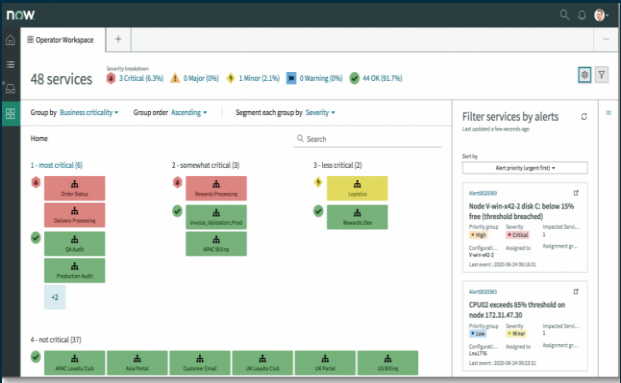
ORD0001029

Details

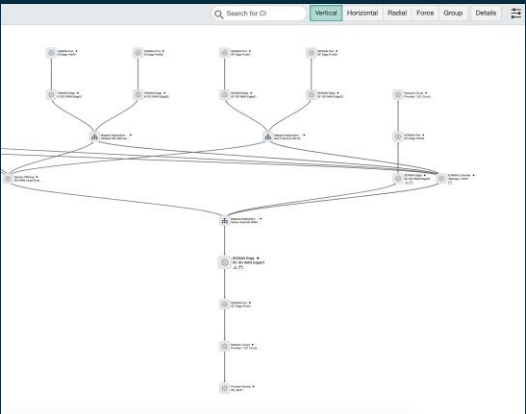
Customer Order Line Items (3)

Customer Order Line	Product Offering	State	Quantity	Monthly Recurring Charges	Non Recurring Charges
ORDL0001086	Premium SD-WAN Offering	Completed	1	\$20.00	\$0.00
ORDL0001084	Premium SD-WAN Offering	Completed	1	\$0.00	\$0.00
ORDL0001085	Premium SD-WAN Offering	Completed	1	\$20.00	\$0.00

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

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

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.

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)

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



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](#).

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.


Upgrades and Patching community


Be sure to subscribe!

 Forum

Upgrades and Patching

Welcome to the Community! This forum is intended to serve as a one-stop, resource site for all things related to Patching & Upgrades.





Schedule your upgrade today

[Log in to Now Support here](#)

Patching

Learn about the patching program, managing your patches, FAQ, etc.

[View more](#)

Upgrade Easily

Download the Upgrade Kit and access resources to simplify your upgrade.

[View more](#)

Now Create

Get step-by-step guidance to upgrade your instance.

[Learn more](#)

Ask the Community

External Customers

For specific questions regarding your instance patching or upgrade, please submit via your Program Record. For general questions, please post to the Community.

Internal Instance Owners

For specific questions regarding your instance patching, please email the internal Patching & Upgrades alias. For general questions, please post to the Community.

Leaderboard

Upgrades and Patching

[Monthly](#) [All-Time](#)

1

y

yyoussef

10 Points

1

B

BhupeshG

10 Points

1

S

Sebastiaan de Vlaam

10 Points

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](#).

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](#)

Thank you

