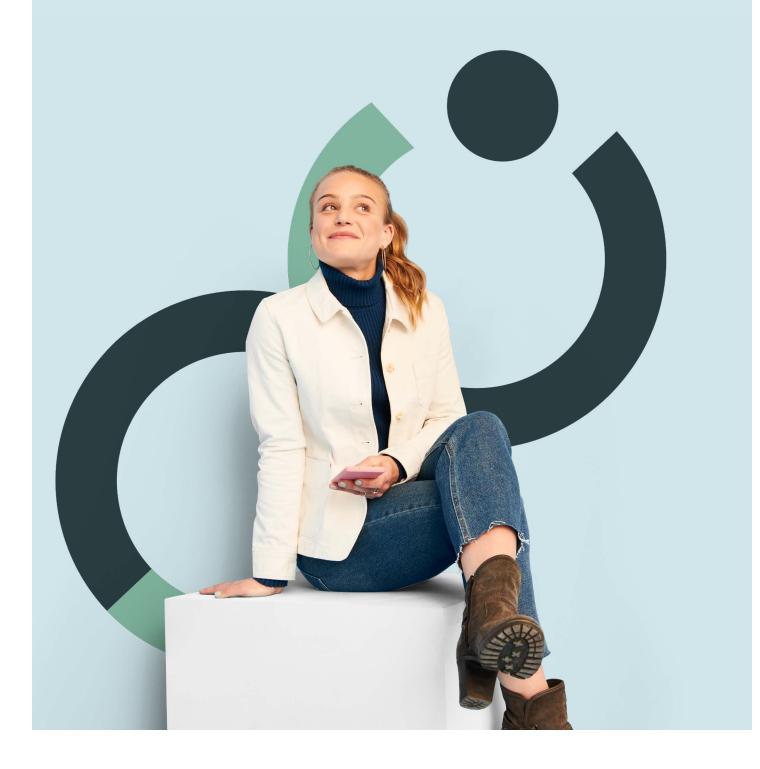# servicenow

Fact Sheet

Now Platform® Paris release

Organizations today need to fuel business agility and resilience to drive growth, strengthen business continuity, and enhance employee productivity. With the Now Platform® Paris release, organizations can optimize IT productivity and cost, drive customer loyalty, deliver employees the right experiences anywhere, and create new workflow apps fast.

Check out new products and enhancements in the Now Platform Paris release below and find more information at servicenow.com/now-platform/latest-release.html

NOW PLATFORM

Core Functionality

• **Playbook Experience:** Visualize business process workflows in a simple task-oriented view. Ensure a consistent, speedy response to commonly encountered situations. Streamline knowledge worker decision-making by showing where a process is in its lifecycle and providing the next best steps.

• **Source Control enhancements:** Enable source control features for global apps. Apply remote changes while preserving app data with delta loading.

• **Email Client:** Send quick messages with templates for common responses. Add files directly from records, without having to download them. Save emails as drafts and come back to them later.

• **OpenID Connect:** Allow users to log in with standard Social accounts and make it easy to administer access with just a few clicks. Provide a more mobile-friendly and secure environment.

• **Now Platform foundation enhancements:** Leverage Instance Data Replication (IDR) to facilitate data exchange between instances. Inspect more page types as part of the Automated Test Framework. Allow external users to register to a ServiceNow app through Service Portal. Publish knowledge articles directly from Microsoft Word via a Flow Designer flow. Extend antivirus scanning features to on-premise cases including self-hosted use cases.

Now Intelligence

• **Analytics Center:** Access the analytics content that matters most via a one-stop shop. Answer questions on the spot with Analytics Q&A. Drill into KPI details for forecasts and breakdowns or automatically surface unexpected behavior with KPI Signals.

• **KPI Signals:** Proactively monitor the stability of processes by automatically surfacing unexpected changes to KPI trending that could impact service delivery.

- **Multi-Language NLU:** Extend the native NLU engine support to include German and French in addition to English. Use a single Virtual Agent conversation topic for all three languages to deliver a seamless, intelligent chatbot experience for global employees and customers.

- **Customer chat Integrations:** Connect live and virtual agents to messaging apps with a new API that enables the creation of a custom adapter.

- **Virtual Agent API (Store Release**):** Deliver a seamless user experience across multiple bots. Connecting Live Agent chat and Virtual Agent to upstream or enterprise chatbots like IBM Watson. Users interact with a single primary bot on the front end, which connects to one or more secondary bots for processing and response retrieval behind the scenes.

- **Predictive Intelligence Workbench:** Guide users without any prerequisite knowledge of ML through implementing and tuning machine learning solutions. Accelerate deployment with automatic training. Visualize the health and performance of models (only available for ITSM in this release).

Now Mobile

- **Mobile app security:** Comply with federal and internal security requirements. ServiceNow mobile apps may be configured for FedRAMP compliance, and have support for Edge Encryption and Domain Separation.

- **Actionable push notifications:** Accelerate response time. Approve or deny requests from your lock screen or Apple Watch. Customize up to 3 actions as options for each notification.

- **Mobile enhancements:** Simplify everyday mobile experiences. Embed dynamic bar and donut charts in mobile dashboards. Quickly find information with new filters for lists and maps. Automatically cache data in the background for offline access.

Integration Hub

- **IntegrationHub enhancements**: Easily connect to multiple accounts of a 3rd party system. Provide a single, scalable integration framework. Manage and configure the spokes on the instance with a Connection Management Dashboard.

IT WORKFLOWS - Optimize IT productivity, cost, and resilience

IT Service Management

- **Predictive Intelligence Workbench:** Deploy machine learning models with a simple step-by-step walkthrough and recommendations without writing a single line of code. Democratize machine learning to drive broader adoption and resolve issues faster.

- **Change Management enhancements:** Accelerate work with automated change approval based on a teams' change success score—higher scores qualify for automatic approvals. Streamline hardware changes with in-record updates. Make scheduling easier with a simplified view of conflicts.

- **Incident Response Playbooks (Limited Access*):** Automate steps in incident resolution with executable playbooks. These playbooks guide incident responders using a simplified, task-oriented view of the workflow.

- **Amazon Connect Integration:** Combine ServiceNow's IT workflows and service desk capabilities with the Amazon Connect contact center service. Organizations can now transform the contact center experience for employees using AI-driven end user interactions with seamless voice and chat capabilities.

IT Business Management

- **Scenario Planning for Project Portfolio Management (PPM):** Simulate multiple investment scenarios. Compare scenarios by looking at cost, benefit, strategic alignment, and team capacity. Select the best scenario and approve selected demand and resources.

- **Resource Change Management:** Reduce the complexity of resource planning with enhancements to the Resource Allocation Workbench. Shift resource plans efficiently when work moves. Substitute people when individuals are no longer available.

- **Microsoft Azure DevOps (ADO) and Atlassian Jira Connectors:** Maintain record integrity and enable teams to align their work on business objectives through bi-directional synchronization between ServiceNow and either Jira or Microsoft Azure DevOps.

- **SAFe & Scrum Program enhancements:** View multiple agile teams in a single view. Manage dependencies across teams and overall team capacity on the Scrum Programs Planning Board.

- **Self-Service Business Application Workflows:** Enable enterprise architects and application owners to on-board new business applications in the CMDB. Decommission or retire applications via self-service to best manage and reduce software spend. Support the Architecture Review Board (ARB) process.

ServiceNow DevOps

- **GitLab Integration:** Integrate with the GitLab Code Repository and GitLab Continuous Integration capability to accelerate team delivery lifecycles. Normalize information and utilize it alongside data from teams using Jenkins and Azure DevOps.

- **Enhanced Insights, Release Tracking, and Change Automation:** Extend Azure DevOps support for more types of Agile/Scrum Boards. Add integration to Release Pipelines.

- **Test Tool Connectivity:** Expand span of control with Test Tool insights that include out-of-the-box integration to common test tools. Provide necessary toolkit and documentation to simplify integration with other test tools.

• **Metrics enhancements:** Extend insights to include resiliency metrics and operational metrics connected to DevOps. Improve metrics around service availability and key measurements like mean time to repair. Take advantage of the extended data, gathered through new integrations.

IT Operations Management

• **Agent Client Collector (¨Store Release):** Includes out of the box monitoring for servers, application servers, and databases and is an alternative to fragmented monitoring tools. Improves IT operations productivity with centralized monitoring and simplified agent configurations. Eliminates the need for fragmented monitoring tools with a unified ServiceNow solution. Works seamlessly with ITOM Health to deliver added value and to eliminate integration effort.

• **Firewall and Inventory Audit Application:** Help support business security with an automated audit framework for firewall policies that leverages CMDB data. Increase productivity through automated change request creation and fulfillment.

• **Application Fingerprinting for Service Mapping:** Leverage machine learning (ML) to programmatically identify and classify application patterns used with Service Mapping. Provide ML-based recommendations to dynamically create a pattern for complex application signatures, including custom applications.

• **Event Management and Alert Intelligence enhancements:** Help reduce outages and mean time to repair with NLP based grouped alert correlation and probable root cause analysis that shows multiple root causes. Improve workflow efficiency through Agent Workspace UI/UX improvement.

CMDB

• **Multisource CMDB:** Maintain a healthier CMDB by providing greater CI detail. Improve CMDB data quality and help reduce mean time to repair by avoiding duplicate CIs and fixing real-time data quality issues.

• **Service Graph Connectors:** Increase CMDB data quality as data sources from SCCM, JAMF, Extrahop, Solarwinds, Intune, Bigfix, Istio, DataDog are ingested into the CMDB via a Robust Transform Engine. (Available as part of ITOM Visibility)

• **Application Services Creation Setup:** Help reduce outages and mean time to repair through better visibility into your application services. Reduce complexity with a unified UI and a guided Applications Service setup.

• **Application Service-enhanced Query Builder:** Visually construct queries without any scripting. Traverse all relationships in an Application Service and apply queries against relevant elements. Combine querying against non-CMDB data, such as Changes, Incidents, and Tasks.

IT Asset Management

- **Hardware Asset Management (HAM):** Automate the IT asset lifecycle by tracking the financial, contractual, and inventory details of hardware and devices (including non-IT assets). Handle asset requests with an intuitive workflow to obtain approvals, issue chargebacks, and provision services.

- **Cloud Spend Dashboard:** Aggregate Software Asset Management (SAM) and Cloud Insights for a consolidated view of cloud consumption (SaaS, IaaS, PaaS). Optimize clouds to reduce costs, power down idle computing resources, and reclaim inactive SaaS users.

- **SaaS License Management enhancements:** Gain usage and login data for all single sign-on (SSO) apps inside Azure AD. Enable access data for multiple applications with a single password. Monitor user access to applications and analyze usage information for each application at the user level.

- **Software Asset Connections:** Leverage any existing discovery tool with an API to populate software data. With the ability to consume data from sources already in place, get to value outcomes faster, maintain CMDB accuracy, and further reduce costs.

- **Managed Service Provider Support:** Manage SAM services for customers on a multi-tenant instance. Provide domain separation for data installs, Software/Hardware models, software usage, and integrations such as SCCM, ILMT, SaaS Integrations, etc.

Security Operations

- **Application Vulnerability Management:** Ensure resiliency in case of application vulnerability. Provide visibility into vulnerabilities across applications and infrastructure and drive an orchestrated response for faster remediation.

- **Critical Use-Case Playbook Library:** Provide Playbook actions that are out of the box, repeatable, and automated, reducing analyst overhead on recurring response procedures (Ex: Rolling up Affected Users). Ensure quality and consistency of analyst response. This action library enables automation of tasks for accelerated incident response to ensure resiliency of the business.

- **Vulnerability and Assignment Recommendations:** Leverage machine learning with vulnerability and asset data to drive ownership predictions. Intelligently identify the most appropriate remediation teams for each vulnerability and auto-learn from ongoing assignment selections.

- **Predictive Intelligence for User-Reported Phishing:** Automate triage and prioritization of user-reported phishing attacks. Use predictive analysis of user-reported phishing emails to determine if they are a real attack. Help prioritize incidents more accurately and faster.

• **Microsoft Azure Sentinel Integration:** Automate incident creation from integration with multiple Microsoft Security Technologies (Azure Sentinel, Defender ATP, Azure Security Center) with bidirectional communication, filtering, and event aggregation, with ServiceNow Security Incident Response.

Governance, Risk, and Compliance

• **Vendor Engagements:** Navigate multiple levels of an organization's hierarchy to accurately assess risk in complex organizations. Create and assess engagements for any vendor or subsidiary in the hierarchy, as well as roll-up and aggregate risk scores to the highest level.

• **Business Continuity Management (BCM) (¨Store Release):** Ensure resilience for critical business operations with core BCM functionality including: Business Impact Assessment, Continuity Planning, Plan Exercises, and Crisis Management. Identify risk, prioritize criticality, determine recovery time objectives (RTO) and create actionable recovery plans.

• **Risk Assessment Scoring:** Drive risk-informed decisions through automation. Assess the risk of any object (ex. change management request, location, regulation) and automate the collection of responses to risk assessments.

• **Cross-functional Integrations:** Achieve better compliance and Risk Management across the enterprise. Report risk events from within Security Incident Response, Major Incident Management, HR Service Delivery and Customer Service Management.

CUSTOMER WORKFLOWS - Drive customer loyalty with connected digital workflows

Customer Service Management

• **Playbooks for Customer Service Management:** Standardize and automate complex customer service processes that span siloed teams and systems. Guide agents through the steps to resolution, enable them to create tasks for other teams. Empower agents to monitor the progress of middle office teams.

• **Guided Decisions:** Dynamically guide agents to resolve complex cases along the optimal resolution path, allowing agents to scale for unplanned volumes.

• **Messaging:** Engage in on-going conversations spanning cases, topics, and requests. Support both customer-initiated SMS and agent-initiated SMS conversations to engage with customers on their preferred channel.

• **Customer Central:** Provide a centralized view of customer activities and customer history in a workspace optimized for supporting customer interactions. Include customer conversations across cases and channels. Incorporate data from different sources to provide a single pane of relevant customer data.

- **Industry Data Models:** Flexibly model data to support industry verticals. Extend data model to support households and business locations with relevant data security. Define relationships between consumers, households, accounts, contacts, business locations, and third-party providers.

- **Walk-up Experience for Customer Service:** Service in-person customers more efficiently with online check-in for walk-ups or future appointments. Show queue position and wait time on the heads-up display.

- **Knowledge Authoring with Microsoft** Word Outline: Create and edit articles with Microsoft 365 Word for an integrated knowledge authoring experience. Leverage native comment and collaboration functionality to shorten the learning curve for knowledge authors.

Field Service Management

- **Field Service Contractor Management:** Manage and track work done by 3rd parties. Assign tasks to external service providers. Enable contractor managers to view and reassign tasks in the Contractor Portal. Provide an interface for contractor technicians to track work progress.

- **Last Mile Customer Experience:** Help reduce customer calls with real-time technician location on a map. Notify customers with status updates about their work order via SMS.

- **Mobile enhancements:** Schedule automatic downloads for better offline access. Pause and resume work; log expenses, mileage, or incidentals. See more customer data, like accounts, assets, and cases.

Connected Operations (**Store Release)

- **Operations Incident:** View asset status across multiple locations in Operations Workspace. Leverage digital workflows for incident investigation, triage, and remediation based on IoT data. Take action across departments by creating IT service requests, customer service cases, or field service work orders.

- **IoT Rule Engine:** Specify when IoT data triggers an event without writing code. Layer in business context from the ServiceNow CMDB to create IoT Events or trigger workflows.

- **IoT Bridge:** Provide IoT device connectivity and data ingest capabilities for connected devices. Join IoT data to ServiceNow digital workflows to create IoT events and incidents.

EMPLOYEE WORKFLOWS - Deliver your employees the right experience anywhere

HR Service Delivery

• **HR Agent Workspace:** Guide employees through case fulfillment with AI-assisted recommendations. Standardize case fulfillment activities with the HR Playbook Experience. Provide a centralized hub for HR agents to manage their case status, SLAs, announcements, and relevant news. Improve productivity for HR and shared services teams, while improving the service experience for employees.

• **Now Intelligence for HR Service Delivery:** Provide a smarter way to workflow with embedded machine learning and predictive intelligence. Route cases and surface related articles to the right person, leading to faster issue resolution. Utilize the virtual agent with natural language understanding to resolve and deflect cases quickly.

• **Campaign Builder:** Enhance and simplify the authoring experience for business users to create targeted communications and campaigns. Schedule content with a drag and drop UI to deliver information more easily.

• **Employee Relations:** Provide HR professionals with a secure way to manage sensitive issues and cases submitted by employees. Provide employees with a standard, consistent way to resolve complex and challenging issues at work.

• **Onboarding enhancements:** Enable HR to be more agile by rescinding activity sets within the Lifecycle Events Builder. Simplify new hire provisioning with Azure and Active Directory integrations.

• **Mobile enhancements:** Provide managers with visibility of new hire tasks on mobile. Deliver new types of content such as videos. Configure for privacy and security requirements of Federal customers with FedRAMP compliance.

• **Document Templates; Advanced Forms:** Digitize and streamline paper-based processes by enabling an organization to generate, complete, and e-sign editable PDFs. Support Federal mandated policies for more transparency in federal hiring practices and additional compliance requirements.

Legal Service Delivery (**New Store Release in cGTM)

• **Legal Counsel Center:** Consolidate requests with a single-entry view of incoming demand for legal operations. Automatically categorize and assign legal requests without digging through emails and spreadsheets. Work on multiple requests and legal matters concurrently.

• **Legal Self-Service:** Ask questions and get answers for legal questions with a self-service portal. Automate responses for common legal requests with virtual agents. Configure and deploy out-of-the-box or company-specific workflows for any legal scenario.

• **Legal Matter Management:** Track, prioritize, and fulfill on-going legal affairs that require multiple tasks, phases, and milestones. Easily configure templates to match your most common legal procedures and policies.

- **Legal Reporting and Dashboards:** Anticipate legal service demand and drive continual improvement with real-time reporting and dashboards for at-a-glance insight into service performance and trends. Identify employee request trends to extend self-service legal workflows.

- **Legal Service Delivery Packs:** Jumpstart deployment of Legal Service Delivery with a packaged set of out-of-the-box workflows for the most common legal requests. Enable faster time-to-value with industry best practice workflows.

APP ENGINE - Create new workflow apps fast when you need them most

- **Process Automation Designer:** Build and manage multiple complex workflows with no-code playbooks. Enable business process owners to easily create, manage and view cross-enterprise workflows in a single end-to-end process.

- **Flow Designer enhancements:** Enable greater flow customizations and enhanced catalog support, including multi-row data from catalog items. Automate more by allowing users to run flows they wouldn't normally have access to with persona-based access.

INDUSTRIES – Industry-focused solutions to solve specific business issues

With Financial Services Management, Telecommunications Service Management, and Telecommunications Network Performance Management we are providing industry-focused solutions that give customers a jump-start on solving common business issues based on our understanding of industry challenges and best practices.

ServiceNow Financial Services Operations

Financial Service Operations uses one front-to-back platform to improve resiliency, efficiency, and experiences.

- **Financial Services Data Model:** Leverage a tailored out-of-box data model specific to Financial Services. Provide standardized configuration across the ecosystem.

- **Card Operations:** Tailored workflows to support card operations. Support credit card New Credit Card Request, Change Credit Limit Request, Declined Credit Card, Lost/Stolen Credit Card, and Block Card workflows delivered out-of-the-box. Automate processes that span across multiple teams to provide fast responses to card inquiries.

- **Payment Operations:** Manage claims and refunds. Automate collecting payment inquiries from customers and 3rd-party banks. Give customers visibility into claim status and outcomes.

ServiceNow Telecommunications Service Management

Telecommunications Service Management elevates telecom service and operations by connecting the customer and the network on one native cloud platform.

• **eBonding for Telecommunications:** Connect the ServiceNow instances of Communications Service Providers with their B2B and wholesale customers. Allow customers to request services from their own instance. Help lower call volumes and operational costs.

• **Network Initiated Workflows:** Deliver best practice workflows for common SD-WAN incidents and service changes. Reduce service outages and SLA penalties by detecting and resolving issues early.

ServiceNow Telecommunications Network Performance Management

• Improve service availability by proactively eliminating service outages and resolve critical issues by triggering Telecom processes and automated remediation options. Accelerate issue resolution with relevant, contextual change, problem, and incident data.

UPGRADE PROGRAMS

Get ready to upgrade to the Now Platform Paris release

Ready to upgrade? So are we! We are going to make it easy for you to skill up, become an internal champion, and help your company upgrade so you can access all the exciting new innovations that can fuel business agility and resilience.

Check out the new Paris release upgrade kit on the Upgrade Easily page to

• Get a slide-by-slide view of the latest features and capabilities to easily champion the new release

• Get a complete playlist of demos, videos, blogs, and product links

• Get pro tips on upgrade best practices and resources

We also are excited to showcase new and enhances capabilities that can simplify your upgrades.

• **Upgrades Center:** Preview and assess impact prior to an upgrade. Review changes and planned resources for the upgrades. Manage skips, assign tasks, and track progress with a Visual Task Board.

• **Automated Test Framework enhancements:** Improve test building experience with new Versioning and Indexing for Custom UI step category. Broaden the scope of supported pages with Feature and Landing module enhancements. Test faster and smarter with over Quick Start tests.

• **Redesigned release notes:** Expedite upgrade preparation process with simplified access to information. Customize release notes based on a customer's upgrade path.

Join the Upgrade Advantage community to get the latest information, access community experts, stay updated, and share your upgrade experiences.

* Limited Access: Capabilities identified as Limited Access are not generally available but are fully tested and supported. They are only provided to a limited number of pre-selected customers for evaluation. Limited Access capabilities may be generally available in the next Now Platform release.

** Store Release: Capabilities identified as Store Release are available for download as part of the ServiceNow Store. These capabilities will be included as part of a future release.

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