

SERVICENOW PRODUCT OVERVIEW

SERVICENOW APPLICATIONS	
Asset Management	Provides capabilities to track and manage the physical, contractual, and financial aspects of IT assets.
Change Management	Allows repeatable methods and procedures to be used for introducing change into the IT infrastructure by providing capabilities for creating, assessing, approving, and executing changes.
CreateNow Development Suite	Allows Customer to build Custom Applications on top of the Service Automation Platform.
Demand Management	Consolidates IT requests through a service catalog and routes them in a workflow to stakeholders who gather additional information to prioritize investment decisions.
Discovery	Locates physical and virtual servers connected to an enterprise network. When Discovery locates the server, it explores its configuration, status, software, and relationships to other connected servers, and updates Configuration management (CMDB).
Facilities Service Automation	Provides capabilities to manage the service delivery of a facilities department by offering a self-service catalog and assignment of requests based on fulfillment rules.
Field Service Automation	Provides capabilities to create work order records for the repair and service of equipment. Requires IT Service Automation Suite.
HR Service Automation	Provides capabilities to manage the service delivery of a human resource department by offering a self-service catalog and assignment of requests based on fulfillment rules.
Incident Management	Enables Customer to restore normal IT operations by providing capabilities to record, classify, distribute, and manage incidents through to resolution. Includes Performance Analytics limited to 15 KPIs, 1 dashboard and 90 days of data captured by Incident Management.
IT Cost Management	Provides capabilities to track one-time and recurring costs of configuration items used by IT and allocate those costs to business units using allocation rules.
IT Governance, Risk and Compliance (IT GRC)	Provides capabilities to document IT policies and procedures, define and assess risks and controls, audit and test controls, and track remediation tasks.
Notify	Provides the capability to initiate notification from Customer's instance of the subscription service to a supported third party platform for SMS, voice and other communications protocols. Customer is required to separately purchase any third party service required to work with Notify.
Orchestration Activity Packs - Custom	Allows Customer to create discrete custom tasks or activities for use with Orchestration Core. Requires Orchestration Core.
Orchestration Cloud Provisioning Application	Provides the capability to automate the provisioning and management lifecycle of public and private servers. Requires Orchestration Core.
Orchestration Configuration Automation Application	Provides the capability to manage the configuration settings of a physical or virtual server. Requires Orchestration Core. Requires Orchestration Core.
Orchestration Core	Enables orchestration of activities outside Customer's instance of the subscription service.
Orchestration Event Management Application	Collects, processes, and transforms events from third-party sources into actionable alerts. Requires Orchestration Core.
Orchestration Password Reset Application	Provides the capability to reset User's passwords that are stored and pre-authenticated in a credential store outside Customer's instance of the subscription service such as Active Directory and other supported credential stores. Requires Orchestration Core.

Performance Analytics	Provides advanced analytics and time series analysis for key performance indicators (KPIs).
Problem Management	Facilitates the process of identifying the root causes of errors in the IT infrastructure by providing capabilities to record, escalate, and manage problems through to resolution.
Project Portfolio Management	Provides capabilities to plan, organize, and manage IT projects and project portfolios including associated tasks and resources.
Public Catalog	Provides service catalog use in which requests are fulfilled using Request Management or a Custom Application where the persons performing the Requester user type are not Customer's employees or contractors.
Release Management	Facilitates the planning, design, build, configuration, testing, and release of hardware and software into the IT infrastructure.
Request Management	Provides capabilities to approve and fulfill requests for IT goods and services defined and presented in the service catalog.
Resource Management	Provides a view of IT projects and the availability, allocation, and capacity of assigned IT resources.
ServiceWatch	Provides the capability to discover and map business services, creating and maintaining a service-centric CMDB. In addition, ServiceWatch monitors the nodes and relationships between the nodes that make up each service, enabling a view of the performance and availability of each business service.
Software Development Lifecycle (SDLC)	Provides capabilities to manage the software development process in IT projects including enhancement requests, defect prioritization, definition of release content, and tasks.
Vendor Performance Management	Enables Customer to manage, evaluate and compare IT vendors based on predefined criteria.

SERVICE AUTOMATION PLATFORM FEATURES	
Configuration management (CMDB)	Provides capabilities to identify, record, and report on IT configuration items and their relationships.
Business service maps	Graphically displays the configuration items related to a business service, and indicates the status of those configuration items.
Chat	Provides real-time communication capability via instant messaging between Users.
Coaching loops	Provides the capability to monitor and provide feedback on a specific behavior of an individual or group.
Content management system	Provides the ability to create custom interfaces.
Custom application templates	Include tables, modules and other building blocks to assist Customer in creating Custom Applications.
Form designer	Allows creation of forms and tables with visual controls.
Graphical workflow	<p>Provides the capability to automate multi-step processes <u>within</u> Customer's instance of the subscription service. Each workflow can manage a sequence of activities, such as creating records or running scripts, and the condition-based transitions between them.</p> <p>Customer is required to purchase Orchestration Core to orchestrate activities using the</p>

	Graphical Workflow that interact <u>outside</u> Customer's instance of the subscription service.
Knowledge management	Provides role-based tools to create, store, and publish information. Provides mechanisms for version control and approvals of documents in the review process.
Live feed	Provides a place to post and share content.
Mobile	Provides a customizable ServiceNow interface for mobile devices.
On-call scheduling	Enables creation of on-call schedules and escalation rosters.
Reporting	Provides the capability to create and share reports and dashboards.
REST API	Provides the ability to integrate external systems through REST APIs using standard response codes, header information, pagination support and streaming data on requests.
Service catalog	Displays a listing of the goods and services that Customer provides <u>within</u> the enterprise to its employees and contractors.
Service creator	Provides capabilities for building lightweight, custom request-fulfill applications.
Service level management	Establishes and monitors status of service contracts and service level agreements between the organization and its customers or third party service providers.
Skills management	Assigns configured competencies to groups or users.
Survey management	Allows for polling and collection of data including configuration for specific events and/or conditions.
Team development	Allows developers to work in parallel on the same feature or release by providing the capabilities to share code and resolve collisions between ServiceNow development instances.
Time cards	Records time worked on tasks either manually or automatically.
Visual task boards	Enables a Kanban-style workspace for either individual or team-based management of tasks.
Visualizations	Displays interactive 2-D and 3-D visual representations for any logical data relationships within an instance.