ServiceNow Product Overview

Effective Date: August 10, 2015

ServiceNow Applications	
Activity Packs	A collection of related workflow activities that allow Orchestration Core to connect to, and automate work with, external systems. Included in Orchestration Core and Cloud Provisioning.
Asset Management	Provides capabilities to track and manage the physical, contractual, and financial aspects of 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.
Cloud Provisioning	Provides the capability to automate the provisioning and management lifecycle of public and private servers. Requires Orchestration Core.
Configuration Automation	Provides the capability to manage the configuration settings of a physical or virtual server. Included in Orchestration Core.
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 devices connected to an enterprise network. When Discovery locates the device, it explores its configuration, status, software, and relationships to other connected devices, and updates Configuration management (CMDB).
Event Management	Aggregates events from monitoring tools used by Customer in its infrastructure, de-duplicates and correlates inputs from such events to CMDB, and provides the ability to filter and prioritize events to create incidents for remediation.
Facilities Service Management	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 Management	Provides capabilities to create work order records for the repair and service of equipment. Requires Asset Management.
Finance Service Management	Enables the finance department to define its services and fulfill requests through workflow capabilities and knowledge management, and provides visibility into resource utilization and service delivery performance through dashboards.

HR Service Management	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.
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.
Financial Management	Provides insight into spend for CIO's seeking to align investment to business goals. Users can classify general ledger records, define a reporting structure, define allocation rules and view summary reports.
Governance, Risk and Compliance (GRC)	Provides capabilities to document policies and procedures, define and assess risks and controls, audit and test controls, and track remediation tasks.
Legal Service Management	Enables the legal department to define its services and fulfill requests through workflow capabilities and knowledge management, and provides visibility into resource utilization and service delivery performance through dashboards.
Marketing Service Management	Enables the marketing department to define its services and fulfill requests through workflow capabilities and knowledge management, and provides visibility into resource utilization and service delivery performance through dashboards.
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 Core	Enables orchestration of activities outside Customer's instance of the subscription service. Allows Customer to automate discrete tasks or processes that interact with external systems or services. Includes Activity Packs, Configuration Automation and Password Reset.
Password Reset	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. Included in 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 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 goods and services defined and presented in the service catalog.
Resource Management	Provides a view of projects and the availability, allocation, and capacity of assigned 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 projects including enhancement requests, defect prioritization, definition of release content, and tasks.
Test Management	Test Management provides a user acceptance testing framework to help project teams and business users align on project deliverables, and provides visibility into the status of the project testing when used in conjunction with Project Portfolio Management (PPM) and Software Development Life Cycle (SDLC). PPM and SDLC are separately authorized.
Vendor Performance Management	Enables Customer to manage, evaluate and compare 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.
Form Designer	Allows creation of forms and tables with visual controls.

Google Maps	ServiceNow may make Google Maps available for use with the subscription service. If Customer uses Google Maps, Customer agrees to the following terms: (i) Customer shall limit its use to 60,000 map views on an annual basis and additional use shall be purchased from Google subject to Google's terms and conditions, to which ServiceNow is not a party; (ii) Customer agrees, and shall cause its end users to agree, to Google's Maps Terms (http://maps.google.com/help/terms_maps.html or a successor URL as provided by Google), the Legal Notices (http://www.maps.google.com/help/legalnotices_maps.html or a successor URL as provided by Google), and the Acceptable Use Policy (http://www.google.com/enterprise/earthmaps/legal/us/maps_AUP.html or a successor URL as provided by Google); and (iii) Customer agrees that Google may use Customer Data in accordance with its Privacy Policy and that Google may provide its maps services to Customer. Google Maps may not be available to Customer due to location availability and may not be available during Customer's entire subscription term. ServiceNow support and warranty do not apply.
Graphical Workflow	Provides the capability to automate multi-step processes within 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. Customer is required to purchase Orchestration Core to orchestrate activities using the Graphical Workflow that interact outside 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 respond codes, header information, pagination support and streaming data on requests.
Service Catalog	Displays a listing of the goods and services that Customer provides within 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.
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.