

servicenow™

Fact Sheet

Now Platform® Quebec release



The Now Platform is the platform of platforms for 21st century enterprises that helps organizations build the future of IT at speed, proactively manage security, risk and cost, create engaging employee experiences, boost customer loyalty and build connected cross-enterprise workflow apps fast.

With the Now Platform® Quebec release, organizations are even more empowered to deliver digital workflows that connect people, functions and systems to:

- Accelerate innovation
- Increase agility
- Enhance productivity

CREATOR WORKFLOWS - Build Connected Cross-Enterprise Workflow Apps Fast

App Engine

- **App Engine Studio**: Rapidly build high-quality Creator Workflows in an end-to-end, low code experience. Shorten go-live time with best practice app and flow templates.
- **App Engine Templates**: Shorten the time to go live with prebuilt best-practice app and flow templates, so citizen developers don't have to start from scratch building Creator Workflows.
- **Flow Designer enhancements**: Provide UX improvements to further elevate citizen developer experience and enhancements to out-of-the-box flow actions with support for variable set and record producer.
- **Developer enhancements**: Source Control support for Store and ServiceNow® app customizations. Easier script debugging with the new Script Tracer.

IntegrationHub

- **IntegrationHub enhancements**: Use Remote Process Synchronization to manage out-of-the-box framework for complex bi-directional process integration requiring support for ordered delivery, multi-system correlation, and outage recovery.

IT WORKFLOWS - Build the Future of IT at Speed

IT Service Management

- **Workforce Optimization**: Maximize your most valuable resource – your teams. Manage teams effectively with visibility into performance and maximize output using a 360-view of agent work, schedule, skills and training.
- **Process Optimization**: Gain greater visibility on processes that impact business. Gather insights on bottlenecks through visual representation of process flows.

- **Virtual Agent enhancements:** Automatically suggest topics with high deflection potential and proactively intercept and resolve issues raised via other channels. The self-service experience enables end-to-end content including NLU, workflow and integrations.
- **Incident Response Playbooks:** Accelerate incident resolution by automating routine steps in the resolution process. Minimize human errors and relieve service desk agents from repetitive tasks so they can focus on higher priority issues.

IT Operations Management

- **ITOM Predictive AIOps:** Predict issues and minimize negative results by detecting anomalies before impacting the end user while solving problems fast with intelligent recommendations.
- **Site Reliability Operations:** Empower Site Reliability Engineering (SRE) teams with automated service operations workflows. Respond to automated alerts and incidents to resolve issues fast.
- **Machine Learning for Service Mapping:** Simplify service mapping with embedded machine learning and extend visibility of standard and custom applications with multiple approaches.

CMDB

- **CMDB/CSDM Data Synchronization:** Populate CIs automatically with core CSDM data to improve efficiency with background processing of CSDM and CI data. Use Technical Service Offerings (a template) to automatically assign 'Managed By' groups across Technical Services.
- **CMDB/CSDM Lifecycle Field Migration:** Migrate custom data to normalized CSDM format which improves productivity, reduces the risk of errors, and provides a seamless behind the scenes migration.
- **Query Builder Performance Improvements:** Improve productivity and user experience with optimized query processing time that loads in background and allows multitasking.
- **IH-ETL Nested Payload Support:** Ingest nested JSON payloads without scripting. Improve CMDB data integration with reduced complexity and standardized data.
- **Data Foundations:** Reduce mean time to repair with valuable CI data health indicators, minimize service issues with insight on Application and Technical service relationships and utilize the Get Well playbook with free training and workshops.

IT Business Management

- **Alignment Planner Workspace with Roadmap Planning:** Plan, align, and communicate work plans and initiatives to see the impact of proposed investment decisions. Clearly visualize and communicate cross-functional plans.
- **PPM Collaboration:** Sync ServiceNow projects with Microsoft Teams and Slack. Leverage ServiceNow Virtual Agent for PPM to find information.
- **Scenario Planning enhancements:** Simulate multiple investment scenarios to view all your work in one place. Approve the best scenario to achieve organizational objectives with enhanced visibility.
- **SAFe Program Increment (PI) objectives:** Summarize the business and technical goals that a team or Agile Release Train (ART) plans to achieve in an upcoming PI. Track goal achievements to gauge the stability and predictability of teams and ARTs while delivering desired business outcomes.
- **APM to GRC Integration:** Manage risk assessments for applications, reduce workload for increased efficiency, improve team collaboration, and get real-time insights into digital risk posture and business criticality.

ServiceNow DevOps

- **DevOps Integration for DevSecOps:** Get out-of-the-box integration for security/code quality tools to inform change policies, audits, and insights while leveraging data models and integration framework to connect to other security tools.
- **Integration extensions:** Go broader and deeper with more test tools such as Smartbear, Zephyr, and Tricentis Tosca. Leverage normalized insights to manage different tools such as Azure DevOps, Jenkins, and GitLab to bring a consistent view of separate items.
- **Flexible Change:** Track and easily create and update changes with a simple change registration, without a pause in the pipeline.
- **Onboarding help:** Simply add DevOps teams to the ServiceNow DevOps management ecosystem via CLI and API, enabling service catalog support.

IT WORKFLOWS - Proactively Manage Security, Risk, and Cost

Security Operations*

- **MITRE ATT&CK Framework Support:** Enable Security Analysts with advanced context so Security Teams can prioritize and manage detection/response procedures to reduce attack surface.
- **Application Vulnerability Response:** Gain visibility into risk due to Application Vulnerabilities and improved collaboration. Supported with Veracode DAST and Fortify on Demand DAST/SAST (Beta Q1, 2021).
- **Vulnerability Assignment recommendations:** Help identify the most appropriate remediation, leverage machine learning with vulnerability and asset data, reduce time to identify owners in large environments.
- **CrowdStrike Falcon Sandbox Integration:** Automate Submission of File and URL observables from Security Incidents to CrowdStrike Falcon Sandbox with a one-click view.
- **Secureworks CTP Integration (MSSP):** Automate incident creation from Secureworks incidents/tickets.
- **Vulnerability Response Integration with Tenable:** Leverage standard Vulnerability Response data import and CI reconciliation methods with improved support. All new integration with Tenable.io and Tenable.sc developed and supported by ServiceNow.

Integrated Risk Management*

- **Operational Resilience Management:** Manage resilience in real-time from a dashboard that provides an overview of an organization's critical services technology, facilities, people, and suppliers.
- **Regulatory Change Management:** Ingest regulatory intelligence RSS feeds for visibility and a proactive approach to on-going regulatory change. A dashboard includes events, tasks, and due dates.
- **Continuous Authorization and Monitoring:** Bring systems on-line more quickly by streamlining the RMF process lifecycle. Define an authorization boundary with real-time infrastructure data while automatically assigning baseline controls. Get approval to operate and perform ongoing authorization via continuous monitoring.

IT Asset Management

- **Machine Learning Normalization:** Make sense of unrecognized software, to gain a more complete and accurate record of the software estate. Improve time-to-value by automatically identifying software using machine learning while speeding up content services by delivering mapping rules in real time.
- **Bring Your Own License (AWS, Azure):** Gain visibility of traditional software licenses across your hybrid infrastructure to understand the cost and risk associated with transferring on-premises licenses to the cloud.
- **IBM Publisher Pack:** Reduce risk and optimize costs for Red Hat by tracking license usage on physical hosts, virtual machines, and private/public clouds and discovering optimization opportunities and cost savings for licenses that are applied to clusters.
- **SaaS License Management enhancements:** Gain deep usage and spend analysis for additional SaaS vendors out-of-the-box and trigger reclamation workflows to revoke unused licenses based on predetermined timeframes. Manage subscriptions for SaaS vendors offering products as bundled or suite offerings, rather than as individual licenses for each component included in the suite.
- **Okta Single Sign On for SaaS License Management:** Easily manage licenses and user access for apps in Okta. Analyze usage information for each application at the user level to optimize licenses and reduce costs.
- **Hardware Asset Refresh:** Plan and execute the full asset refresh process with prescriptive, automated workflow to reduce tech debt and operating expenses.

CUSTOMER WORKFLOWS - Connect your customer operations to boost loyalty

Customer Service Management

- **Engagement Messenger:** Extend customer self-service experience to web or mobile web. Deploy quickly with no/low code configuration to empower customers with Virtual Agent, AI Search, chat, cases, and service catalog.
- **Mobile Messaging Channels:** Enable branded, interactive mobile experiences directly in customer messaging apps including Facebook Messenger, WhatsApp (requires a Twilio contract), and LINE.
- **Workforce Optimization:** Manage real-time progress of work done across teams and take action to improve visibility of agent workload, performance, and overall operations.
- **Process Optimization Content Pack for CSM:** Analyze and improve customer service processes using ServiceNow audit log data. Quickly identify bottlenecks, redundancies, and automation opportunities.

- **Contributor User:** Deliver unified support for internal and external customers. Enable employees to request support for self, customer, or location using the case object.
- **CSM Configurable Workspace:** Configure page layouts and components in UI Builder. Provide flexible configuration to suit varied customer requirements.
- **Guided Decision enhancements:** Empower agents to solve complex issues fast by recommending decision trees as next best actions. Nest decision trees to improve reuse.

Field Service Management

- **Dispatcher Workspace:** Improve the dispatcher experience with a modern user interface. Dispatch more rapidly with all vital data displayed in a single configurable screen.
- **Field Service Capacity and Reservations Management:** Define capacity and task types of internal or external groups. Schedule work automatically based on defined capacity.
- **Predictive Intelligence:** Use Machine Learning to discover trends and issues with work order clustering. Identify similar work orders or relevant knowledge articles to resolve issues quickly.
- **Offline Knowledge Articles on Mobile:** Access information from remote locations. See knowledge articles in a native mobile format. View attachments such as images and videos.

Connected Operations*

- **IoT Bridge scale enhancements:** Bring together siloed data from multiple IoT devices at increased scale. Create digital twins of assets to get up-to-date data on each one.
- **Digital Twin Dashboard Configurability:** Configure your view of key equipment to monitor and detect issues at-a-glance. Focus the dashboard on critical attributes to streamline issue detection and remediation.

EMPLOYEE WORKFLOWS - Create Connected & Engaging Experiences for Your Employees

HR Service Delivery

- **Universal Request:** Deliver a unified service experience for employees across all departments, and enable agents to collaborate, transfer tickets, and manage cross-departmental SLAs in a single place.
- **Listening Posts:** Capture employee feedback immediately to leverage employee insights and take action.

- **Journey Accelerator^{*}**: Help managers be more effective. Create personalized plans for employees to accelerate productivity. Provide managers with a foundation to streamline employee workflows and assign mentors at stages of employee journey.
- **Employee Experience Packs: Offboarding^{*}**: Guide employee and teams through the offboarding process. Support employees from resignation and involuntary terminations through transition to alumni.
- **Connect Your HR Apps^{*}**: Leverage pre-built integrations to help your organization quickly connect and deliver seamless experiences across Workday, Cornerstone, Workplace from Facebook, Microsoft SharePoint, and Microsoft Teams, which results in a better experience for employees and higher productivity for agents, who spend less time updating tasks across multiple systems.
- **Mobile Agent for HR Service Delivery^{*}**: Resolve employee cases from anywhere, with a tap, swipe, or a click.
- **Campaign Enhancements^{*}**: Plan, create, and execute campaigns across teams. Test and preview campaigns before publishing.
- **Employee Relations Dashboard^{*}**: Get a comprehensive view of employee relations cases from one place. Track the effectiveness of how ER cases perform against SLAs.
- **Microsoft Teams integration^{*}**: Enable employees to open, track, and respond to service updates all without leaving Teams through conversations with a live or virtual agent, embedded employee portal, and actionable notifications. Enable HR agents to seamlessly continue and resolve cases in-context between ServiceNow and Microsoft Teams.

Legal Service Delivery^{*}

- **Digital Forensics^{*}**: Enable efficient process for managing eDiscovery and forensics requests, and streamlining custodian workflows.
- **Simple Contracts^{*}**: Provide self-service template contracts for NDAs and common agreements with e-signature support from DocuSign and Adobe Sign, in addition to document storage with Box.

Safe Workplace suite^{*}

- **Workforce Readiness^{*}**: Personalize return to workplace experiences for your workforce with Employee Travel Safety, Employee Readiness Surveys, and Employee Health Screening apps
- **Workplace Readiness^{*}**: Safely open the workplace with introduction of a Safe Workplace Dashboard, Workplace Safety Management, and Workplace PPE Inventory apps.
- **Vaccination Status^{*}**: Track employee vaccinations to help with workforce planning and workplace readiness assessments.

Workplace Service Delivery*

- **Space Mapping:** Provide an interactive floor map and wayfinding experience with partner, MappedIn. Allows the employee to easily make desk, workspace and conference room reservations in real time.
- **Workplace Calendar Synchronization:** Synchronize workplace room reservations with Microsoft Exchange, for real-time visibility and preventing booking of already reserved resources.
- **Case Management:** Create a new case from any device with virtual agent to help track employee cases and view steps to resolution.
- **Visitor Management:** Register visitors with virtual agent from mobile and desktop. Manage visitor arrivals and prepare badges and access.
- **Space Management:** Track, measure and define workspaces based on their highest usability need in order to optimize floor plans, room usage and real estate for the best management of space.

Procurement Service Management*

- **Shopping Hub:** Help employees purchase what they need with ecommerce-grade usability. View and complete shopper to-dos and resolve overdue tasks via Now Mobile.
- **Purchase and Receipt Automation:** Break down silos across work teams (from sourcing to payment) to drive efficiency across teams and technology. Workflow sourcing and procurement tasks to improve productivity and refocus on strategic work.
- **Procurement Service Delivery:** Create, configure, and manage employee requests related to their corporate spending. Give employees a single place to seek assistance and information relating to all their procurement needs.
- **Better Together with IT and Employee Workflows:** Streamline hardware and software asset purchasing. Embed risk assessment into sourcing and purchasing workflows.

NOW PLATFORM – The Platform for Digital Business

- **UI Builder:** Customize and personalize the Now Experience by designing configurable Workspaces and portals. Supports domain separated environments with WYSIWYG design with reusable components.
- **Platform Encryption:** Customize and manage server-side encryption at the field level to increase platform security with better access control.

Now Intelligence

- **AI Search:** Get actionable, intelligent, and personalized search results, powered by AI. Configure once, use across different interactions.
- **Process Optimization:** Mine process flows to identify areas for improvement while tracking the business value of these advancements.
- **Workforce Optimization:** Manage agent productivity and team performance while getting real-time views of queues and agent activity.
- **Virtual Agent enhancements:** Easily set up and deploy chatbots on the topics that work best for your business. Intercept and resolve issues – no matter where they are submitted – before they become problems.
- **NLU Workbench:** Build and manage NLU models across apps and deploy in up to sixteen languages.
- **Regression Framework:** Predict numeric inputs or ranges with machine learning to set user expectations and improve planning.
- **Natural Language Query:** Ask questions and get answers in the form of lists, values, and charts.
- **Performance Analytics enhancements:** Flexibility to improve and configure dashboards with calendar support.
- **Reporting enhancements:** Tailor reporting with multiple formatting options that includes calculations and robust dynamic design.

MOBILE

- **Mobile enhancements:** Utilize AI search, deeplinking, and card actions to enrich mobile experiences with consumer grade capabilities.
- **Mobile Agent enhancements:** Access critical Knowledge articles anywhere and as well as favorite and bookmark mobile screens for quicker access.
- **Mobile Developer Tool enhancements:** Easily create cards and templates via an intuitive designer as well as enable admins to impersonate mobile privileges of a specific user.

INDUSTRIES – Industry-focused solutions to help solve specific business issues

Financial Services Operations*

- **Financial Services Loan Operations:** Deliver out-of-the-box workflows that support personal and business loan servicing. Expedite the loan servicing process and give customers visibility into status and outcomes of their request.
- **Financial Services Payment Operations 2.0:** Attach multiple payment inquiries to a single case to improve agent experience. Support payments made to/from businesses.

- **Business Banking Data Model:** Extend the existing financial services data model to support personal and business/commercial lines of business to help provide standardized objects and attributes across eco-system.
- **Performance Analytics:** Make better decisions more rapidly with insight into current patterns and trends. Provide secure, simple access to key performance indicators and metrics that banks can use to proactively optimize business services.
- **Financial Services Document Management:** Track and execute customer documents all-in-one place and remove redundancy in document submission process
- **Business Service Mapping:** Map service definitions and business services to the IT infrastructure that support them.

Telecommunications

Telecommunications Service Management*

- **Product Catalog Management Core:** Deliver data model that captures product specs and characteristics for the product catalog.
- **Order Management for Telecommunications:** Provide a data model to capture simple and composite product orders that enables order orchestration and decomposition.
- **Multisite Offering:** Manage order fulfillment based on location. Provide an enriched data model to support site-based ordering.
- **Change Orders:** Provide the ability to process change orders. Update sold product and installed base data to improve customer interactions.
- **Telecommunications Product Ordering Open API:** Enable standardized bi-directional integrations between external product ordering systems and ServiceNow.
- **Core Data Model:** Extend CI Classes to support Edge, Port, Controller, and Circuit resources. Provide pre-defined objects and attributes relevant to these classes to deliver out-of-box functionality, allowing more rapid time to value.

Telecommunications Network Performance Management

- **Telecommunications Alarm Management Open API:** Seamlessly connect to the external network monitoring systems with standardized APIs specified by TM Forum.

UPGRADE PROGRAMS - Upgrade to the Now Platform Quebec release today

Success Experts and Offerings: Achieve upgrade goals faster with prescriptive and technical guidance from Success Experts

- **Jumpstart Your Upgrade:** Access remote experts across two upgrade coaching sessions. Get best practices, personalized release notes, tactical guidance, and a temporary pre-upgraded instance.
- **Configuration Review:** Get 1.5-hour remote session with a ServiceNow certified professional. Review key findings, insights and recommendations based on the Instance Scan report.
- **Upgrade Deployment Service:** Leverage experts ready to help you throughout the execution of your upgrades, including a guided tour of the latest release. Simplify your upgrades with technical guidance on available platform tools and capabilities.
- **Support Account Manager:** Get a single point of contact for upgrade support operations, and escalated issues. Offers proactive guidance to ensure optimal instance performance.
- **Remote Administration:** Work remotely with upgrade technical experts with pre-purchased service hours. Get technical help for every stage of the upgrade process, from cloning, testing and remediation, to scheduling production upgrades.

Check out the new [Quebec release upgrade kit](#) available by general availability, March 2021.

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



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