ServiceNow Overview – Supporting Government Agencies

ServiceNow is changing the way Governement agencies work. By placing a service-oriented lens on the activities, tasks and processes that make up day-to-day work life, we help the agencies operate faster and be more scalable than ever before. As a company whose origins are in the cloud, ServiceNow provides a service model that defines, structures and automates the flow of work for mission and business applications, removing inefficient or manual processes to streamline the delivery of services.
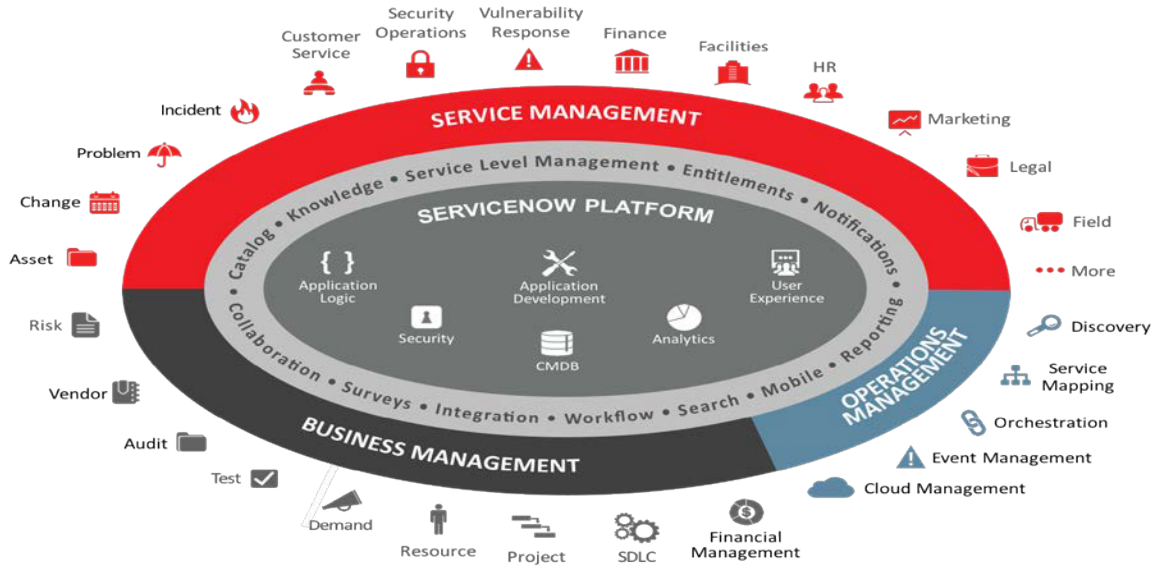
ServiceNow provides a service management and automation platform for every department in the enterprise including IT, cyber operations, human resources, facilities, finance, legal, field service and more. In addition, ServiceNow provides a robust platform for rapid application development supporting both enterprise and mission applications.

Why Government Agencies Choose ServiceNow

- **Platform built to deliver enterprise services**—Enterprise platform and forms-based workflow engine that creates an enterprise service hub for automating and managing IT and line- of-business service relationships inside and outside the enterprise.

- **One source of "truth"**—Enabled by a single platform, a single data model, and a single user interface that everybody consults, interacts with, and reports on.

- **Platform for application development**—Professional developers and 'citizen' creators can rapidly modify ServiceNow apps, create new apps, and add services to the enterprise service catalog with little to no programming.

- **Cloud native platform** —Designed in the cloud, the ServiceNow platform provides a scalable and resilient architecture embodying key cloud tenants.

- **Lights-out, zero-touch automation**—Increased efficiency for a wide range of IT disciplines, including cloud and virtualization lifecycle management, change orchestration, infrastructure discovery, and governance—all powered by a single workflow engine.

- **Powerful business intelligence and reporting**—Delivers complete visibility into the service performance of IT, including hundreds of crowd-sourced Key Performance Indicators (KPIs), benchmarking, and executive dashboards.

- **Highly active user community**—Dedicated peer support engagement programs, such as annual user conferences, local user groups, special interest groups, online forums and blogs, and a crowd-sourced KPI Library facilitate collaboration and knowledge sharing for end users and app creators.

Federal Government - FAST FACTS	

• Accreditation for on Premises Implementations -CoN , DADMS #93117, eMASS #526, AF ATO
• Used across the Government in a variety of use cases:
  • IT Service Catalogue & IT Service Management
  • Cloud Account & Resource Provisioning
  • HR Primary System of Engagement
  • Rapid Application Development
  • Service Mapping, Discovery, & Orchestration
  • Security Operations Management / Response
  • Service Analytics & Intelligence
	• TS/SCI Cleared resources (pre & post sales) providing architecture and implementation support to the IC
	• 24x7x365 United States Based Support Desk
	• FedRAMP Impact Level 2 Cloud
	• Established partner community with a history of supporting the Intelligence Community and extensive experience implementing ServiceNow

ServiceNow Service Automation Platform Focus Areas

Service Management

Pioneered by IT, service management addresses all the service domains of modern enterprises and institutions. Our customers have standardized on ServiceNow to apply the service model to many different use cases. IT, HR, Security, Finance, Facilities, Field Services and other service domains use our model to manage all the service relationships that make up IC agency environments.

Operations Management

Our operations management solutions consolidate resource data including virtualized and cloud infrastructure environments, into a single system of record. This enables you to see how your resources are performing at all times, automate key processes, and take a service-centric approach to mapping, delivery, and assurance.

Business Management

Our business management solutions extend your visibility so you can manage many of your most important investments: people, projects, compliance and vendors. Consolidate business data to effectively understand your costs, utilize your resources, automate the management of projects, ensure regulatory compliance, and manage business relationships. Then, you can devote more resources to transforming the enterprise.

ServiceNow Platform

Our Service Automation Platform is a highly configurable, approachable and extensible cloud based platform. All ServiceNow applications, as well as custom applications created by ServiceNow customers and partners, are built to run on both cloud (C2S) and private infrastructure (AUEs).

Application Development

Our Platform Runtime Suite helps you meet the demand for business and mission applications. With a rich set of pre-built services and templates, you can quickly build, test and publish applications that can span from a single department to your entire enterprise. And because minimal to no coding is required, almost anyone can build applications for every department in an IC agency from enterprise back office services to analyst enablement.

CONTACT INFORMATION

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servicenow

ServiceNow Portfolio

ServiceNow Commercial Portfolio - Kingston

	User-Based Subscriptions
	Non-User Based Subscriptions
	Add-On Subscription Service
	ServiceNow Platform

Performance Analytics - All Subscription Products or By Individual Suite / Application

Edge Encryption

Notify

Now Platform Custom Apps Per App

IT Service Mgmt
Incident
Problem
Change
Release
Request
Asset
Cost

HR Service Delivery Standard
Case and Knowledge Mgmt

HR Service Delivery Professional
Employee Service Center
Case and Knowledge Mgmt

HR Service Delivery Enterprise
Enterprise Onboarding & Transitions,
Employee Service Center
Case and Knowledge Mgmt

Enterprise Onboarding & Transitions
Employee Service Center
Enterprise Onboarding & Transitions,
Basic Case Mgmt

Customer Service Mgmt v2
Customer Service
Field Service
Incident
Problem
Change
Release
Request
Asset
Cost
Communities

Field Service
Field Service
Cost Mgmt,
Planned Maintenance,
Asset Mgmt

Facilities
Facilities, Asset Mgmt,
Planned Maintenance

IT Business Mgmt Worker
Cost Mgmt, Demand,
Financial Charging, Resource,
Project Portfolio,
Agile, Test, Cost
[Limited Access]

Planner
Cost Mgmt, Demand,
Financial Charging, Resource,
Project Portfolio,
Agile, Test, Cost, Financial
Planning, Application Portfolio
Management, Financial Modeling
[Mixed Access]

Analyst
Cost Mgmt, Demand,
Financial Charging, Resource,
Project Portfolio,
Agile, Test, Cost, Financial
Planning, Application Portfolio
Management, Financial
Modeling

GRC Standard
Policy and Compliance

GRC Professional
Policy and Compliance
Risk
PA for GRC

GRC Enterprise
Policy and Compliance
Risk
Audit
PA for GRC

Vendor Risk Mgmt

Software Asset Mgmt
Software Asset Mgmt,
Client Software Distribution,
PA (includes Publisher packs)

Configuration Compliance

Agent Intelligence

MetricBase

SecOps Standard-SIR
Security Incident Response
Trusted Security Circles

SecOps Standard-VR
Vulnerability Response

SecOps Professional
Security Incident Response
Vulnerability Response
Trusted Security Circles
Event for SecOps
PA for SecOps

SecOps Enterprise
Security Incident Response
Vulnerability Response
Threat Intelligence
Configuration Compliance
Trusted Security Circles - Advanced
Event for SecOps
PA for SecOps
SecOps Orchestration
Activity Packs

ITOM Standard
Discovery, Event

ITOM Professional
Discovery, Event, Operational Intelligence,
Orchestration

ITOM Enterprise
Discovery, Event, Operational Intelligence,
Orchestration, Cloud Mgmt, Service Mapping

Discovery | **Event**

Operational Intelligence

Cloud Management

Service Mapping

Orchestration Core
Activity Designer, Activity Packs, Password Reset,
Client Software Distribution, IntegrationHub

Now Platform Custom Apps Unlimited

IT Service Mgmt w/ PA
Incident
Problem
Change
Release
Request
Asset
Cost
PA

Platform - Assessments, Automated Testing Framework, Business Service Maps, Chat, Coaching Loops, Configuration Management Database (CMDB), Connect, Content Management System, Delegated Development, Flow Designer, Form Designer, Google Maps, Knowledge Management, Live Feed, Mobile, OpenFrame, Reporting, Script Debugger, Service Catalog, Service Creator, Service Level Management, Service Portal Designer, Skills Management, Studio, Subscription Management, Survey Management, Time Cards, Visual Task Boards, Visualizations, Web Services, Workflow

Cloud Infrastructure - Single-tenant / Multi-instance, Mirrored datacenters, 99.8% Availability, ISO 27001, ISO 27018, SSAE 16 SOC 1 Type 2, SSAE 16 SOC 2 Type 2, FedRAMP Moderate JAB P-ATO, US DOD Level 2, 24x7 Support