



# NOW Platform App Engine: 21<sup>st</sup> Century IDEA

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# The Now Platform: PaaS for DSS digital transformation



Now Platform®

IT

Sales

Marketing

HR

Finance

Services



# The 21<sup>st</sup> Century IDEA

The 21<sup>st</sup> Century Integrated Digital Experience Act (IDEA) is a congressional mandate that requires the digitization of forms, standardization of current and future web properties, and reporting on forms and processes which cannot be digitized. The following is a high level overview:

## #Section 3: Website Modernization

- Mandates that web properties be consistent, 508 compliant, mobile ready, and provide a digital experience to users.

## #Section 4: Digitization of Government Services & Forms

- Mandates that agencies digitize paper based or non-digital forms, in person services, and processes.

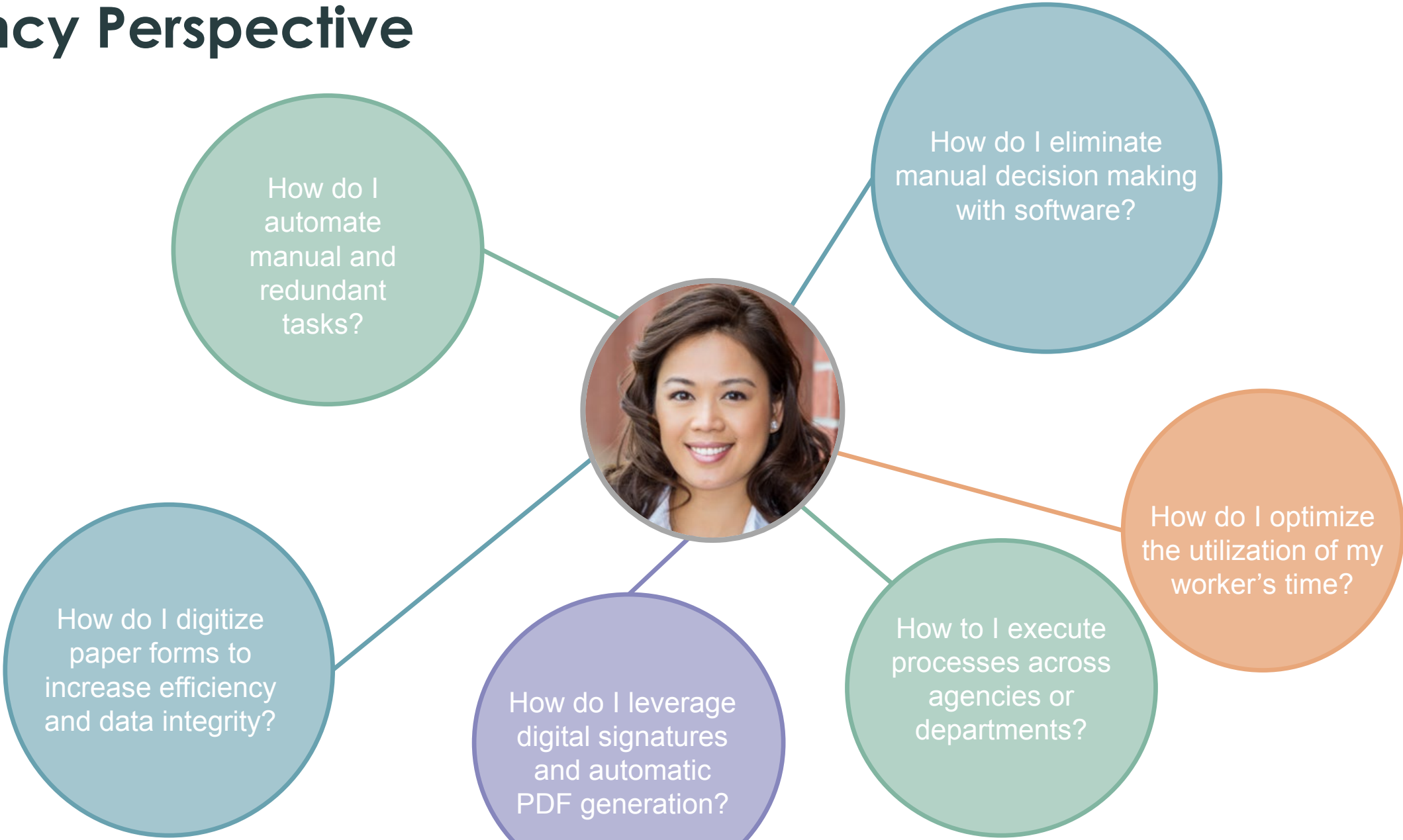
## #Section 5: Electronic Signatures

- Mandates digital signatures on digitized forms and processes where applicable.

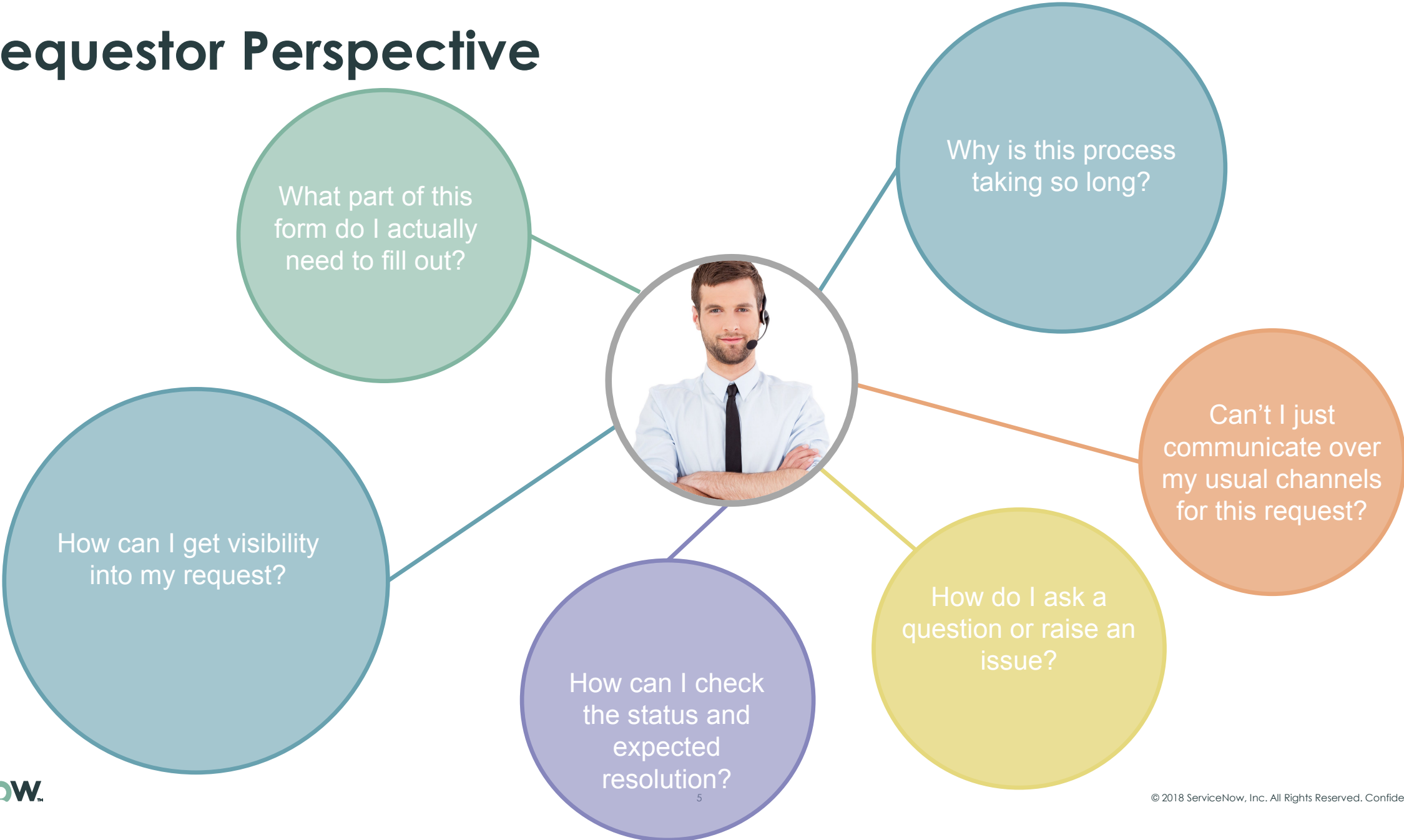
## #Section 6: Experience and Digital Service Delivery

- Mandates a centralized service strategy across agencies.

# Agency Perspective



# Requestor Perspective



# Digitize DD Form 2875

SYSTEM AUTHORIZATION ACCESS REQUEST (SAAR)		
<b>PRIVACY ACT STATEMENT</b>		
<b>AUTHORITY:</b> Executive Order 10450, 9397; and Public Law 99-474, the Computer Fraud and Abuse Act. <b>PRINCIPAL PURPOSE:</b> To record names, signatures, and other identifiers for the purpose of validating the trustworthiness of individuals requesting access to Department of Defense (DoD) systems and information. NOTE: Records may be maintained in both electronic and/or paper form. <b>ROUTINE USES:</b> None. <b>DISCLOSURE:</b> Disclosure of this information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of this request.		
<b>TYPE OF REQUEST</b> <input checked="" type="checkbox"/> INITIAL <input type="checkbox"/> MODIFICATION <input type="checkbox"/> DEACTIVATE <input type="checkbox"/> USER ID		<b>DATE (YYYYMMDD)</b> 20110107
<b>SYSTEM NAME (Platform or Applications)</b> Defense Civilian Personnel Data System (DCPDS)		<b>LOCATION (Physical Location of System)</b> NGB-San Antonio, TX
<b>PART I (To be completed by Requestor)</b>		
1. NAME (Last, First, Middle Initial)	2. ORGANIZATION	
3. OFFICE SYMBOL/DEPARTMENT	4. PHONE (DSN or Commercial)	
5. OFFICIAL E-MAIL ADDRESS	6. JOB TITLE AND GRADE/RANK	
7. OFFICIAL MAILING ADDRESS	8. CITIZENSHIP <input type="checkbox"/> US <input type="checkbox"/> FN <input type="checkbox"/> OTHER	9. DESIGNATION OF PERSON <input checked="" type="checkbox"/> MILITARY <input type="checkbox"/> CIVILIAN <input type="checkbox"/> CONTRACTOR
10. IA TRAINING AND AWARENESS CERTIFICATION REQUIREMENTS (Complete as required for user or functional level access.) <input type="checkbox"/> I have completed Annual Information Awareness Training.      DATE (YYYYMMDD)		
11. USER SIGNATURE	12. DATE (YYYYMMDD)	
<b>PART II - ENDORSEMENT OF ACCESS BY INFORMATION OWNER, USER SUPERVISOR OR GOVERNMENT SPONSOR (If individual is a contractor - provide company name, contract number, and date of contract expiration in Block 16.)</b>		
13. JUSTIFICATION FOR ACCESS Defense Civilian Personnel Data System (DCPDS) Supervisor/Manager permission responsibility to input and coordinate electronic Request for Personnel Actions (RPAs) in DCPDS.		
14. TYPE OF ACCESS REQUIRED: <input checked="" type="checkbox"/> AUTHORIZED <input type="checkbox"/> PRIVILEGED		
15. USER REQUIRES ACCESS TO: <input checked="" type="checkbox"/> UNCLASSIFIED <input type="checkbox"/> CLASSIFIED (Specify category) <input type="checkbox"/> OTHER		
16. VERIFICATION OF NEED TO KNOW I certify that this user requires access as requested. <input checked="" type="checkbox"/>	16a. ACCESS EXPIRATION DATE (Contractors must specify Company Name, Contract Number, Expiration Date. Use Block 27 if needed.)	
17. SUPERVISOR'S NAME (Print Name)	18. SUPERVISOR'S SIGNATURE	19. DATE (YYYYMMDD)

System Authorization Access Request (SAAR)

Disclosure of this information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of this request.

**Part I**

\*Select the Type of Request

\*Designation of Person

\*Enter the System Name (Platform or Applications)

\*What is your citizenship?

\*Enter your email address

\*Please select the type of validation you are providing for citizenship

What is your role

\*Please provide the document number and upload the image

I certify I have completed Annual Information Awareness Training

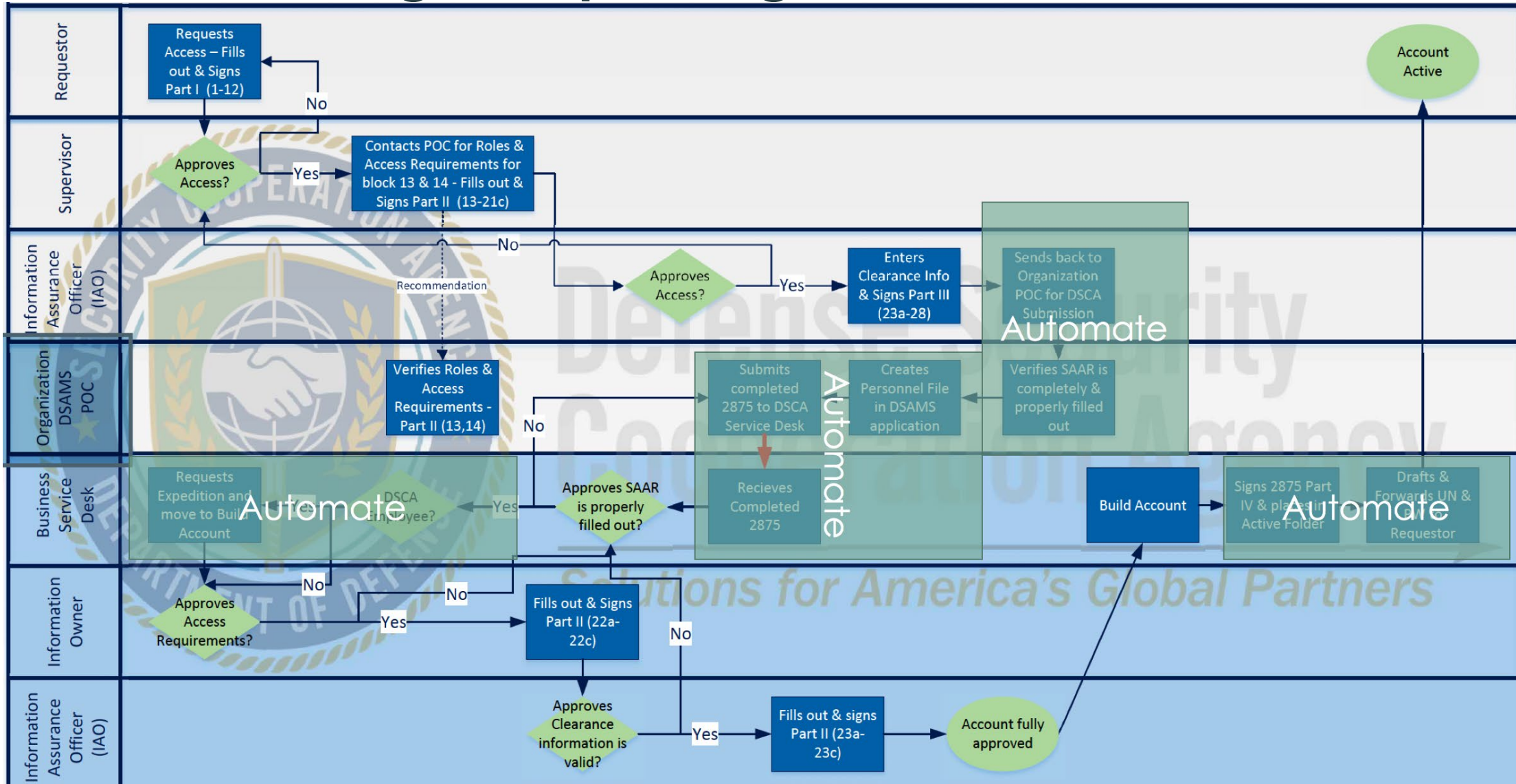
Add attachments

Submit

- Required information
- Select the Type of Request
  - Enter the System Name (Platform or Applicati...
  - Enter your email address



# Automating & Improving the SAAR Process



# Automated SAAR Process in Flow Designer

**servicenow Flow Designer**

SAAR Process

FLOW SAAR Process

Status: Published Application: Global Properties Test Executions Save Activate Deactivate

**TRIGGER**

- SAAR Created

**ACTIONS**

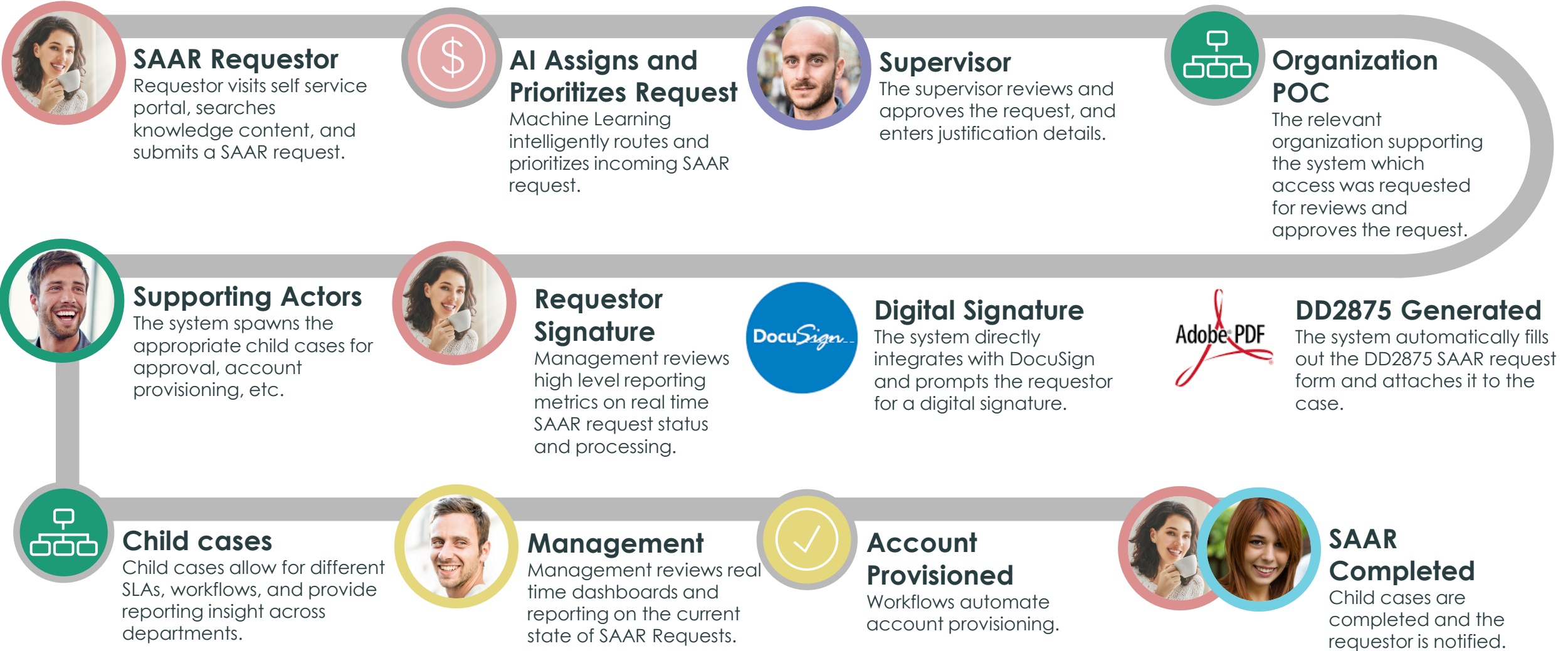
1. Ask For Approval (Supervisor Approval) - Supervisor Approval - 2 days
2. Create Task (Organization DSAMS POC Verifies Role & Access Requirements) - Organization DSAMS POC - 2 days
3. Generate SAAR DD2875
4. Lookup Attachment
5. Send Adhoc Signature Request To User
6. Ask For Approval (Information Assurance Officer Approval) - Information Assurance Officer - 2 days
7. Create Task (IAO Clearance Information)
8. If IF US Citizen then (If DSCA Employee Expedite Approvals and Move Directly to Build Account) - Business Service Desk - 4 days
  - 8.1. IO IAO Access and Clearance Validation (Execute Approval Process with Priority 1 and No Wait Condition)
  - 9. Else
    - 9.1. IO IAO Access and Clearance Validation
    - 9.2. Wait For Condition where (Approval is Approved) - Account Build

**Data**

- Trigger - Record Created
  - SAAR Record (Record)
  - SAAR Table (Table)
  - Run Start Time (Date/Time)
- 1 - Ask For Approval
  - Approval State (Choice)
- 2 - Create Task
  - Task Record (Record)
  - Task Table (Table)
- 3 - Generate SAAR DD2875
- 4 - Lookup Attachment
- 5 - Send Adhoc Signature Request To User
  - Status (Choice)
  - Error Message (String)
  - Envelope (Record)
    - Envelope URI (String)
    - Recipient Name (String)
    - Recipient Email (String)
- 6 - Ask For Approval
  - Approval State (Choice)
- 7 - Create Task
  - Task Record (Record)
  - Task Table (Table)



# Storyboard – Form Digitization & Process Automation



# After the Demo: Key Takeaways

## Effortless Engagement

Citizens and Constituents expect interactions with the federal government to be as seamless as their everyday interactions with commercial enterprises.

Digital Transformation must take into account both the requestor and the fulfiller experiences and provide a commercial grade experience.



## Intelligent Automation

Manual processes and decision points should be automated using a configuration based, model driven digital workflow solution.

Machine Learning and Virtual Agents increase process efficiencies and allow for automated interactions.



## Real Time Visibility

Visibility and transparency should be delivered with real time data, analytics, and dashboards that can be configured by end users.

Reporting and Analytics drive process improvement and real time insights into current systems.

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**Thank you...**