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NOW Platform App Engine: 21st Century IDEA

Updated: June 2019

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The Now Platform: PaaS for DSS digital transformation







The 21st Century IDEA

The 21st 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

How do I automate manual and redundant tasks? How do I eliminate manual decision making with software?

How do I digitize paper forms to increase efficiency and data integrity?

How do I leverage digital signatures and automatic PDF generation?

How to I execute processes across agencies or departments?

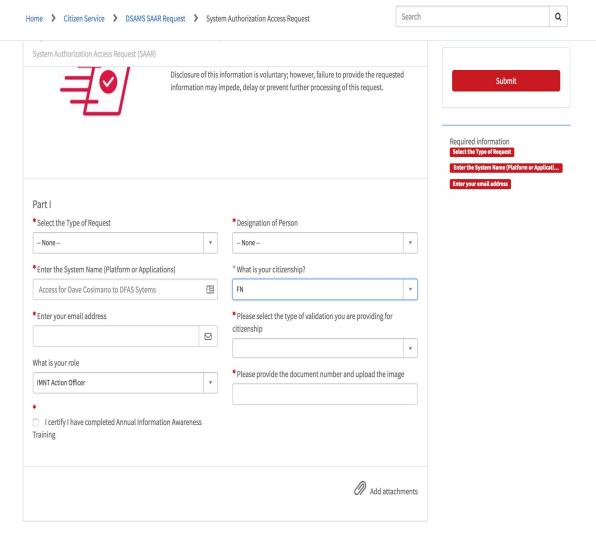
How do I optimize the utilization of my worker's time?



Requestor Perspective Why is this process taking so long? for this request? How can I get visibility into my request? How can I check the status and expected resolution? now. © 2018 ServiceNow, Inc. All Rights Reserved. Confidential.

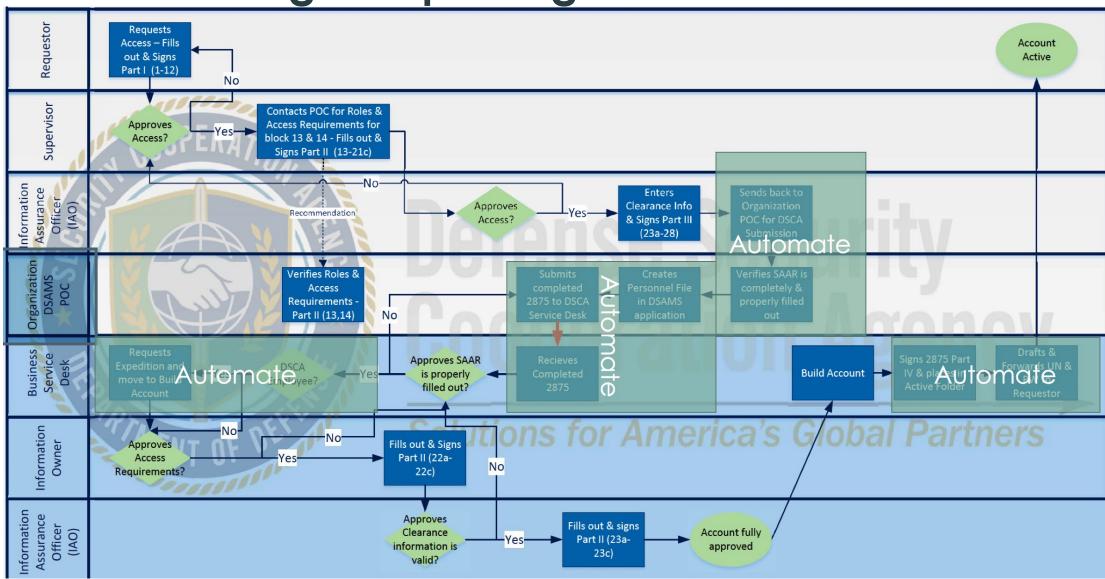
Digitize DD Form 2875

INTHORITY: Executive Order 10450, 9397; and Public Law 99474, the Computer Fraud and Abuse Act. 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. None. Disclosure of this information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of this request. PEP OF REQUEST INITIAL MODIFICATION DEACTIVATE USER ID DATE (YYYYMMDD) 20110107 SYSTEM NAME (Palfortor or Applications) Defense Civilian Personnel Data System (DCPDS) ARTI (To be completed by Requestor) NAME (Last, First, Middle Initial) OFFICE SYMBOL/DEPARTMENT 4. PHONE (DSN or Commercial) OFFICIAL E-MAIL ADDRESS 6. JOB TITLE AND GRADE/RANK OFFICIAL MAILING ADDRESS 8. CITIZENSHIP USER ID OTHER OTHER OTHER OTHER OTHER OFFICIAL MAILING AND AWARENESS CERTIFICATION REQUIREMENTS (Complete as required for user or functional level access.) I have completed Annual Information Awareness Training. DATE (YYYYMMDD) ARTI II - ENDORSEMENT OF ACCESS BY INFORMATION OWNER, USER SUPERVISOR OR GOVERNMENT SPONSOR (If Individual is a antiractor - provide company name, contract number, and date of contract expiration in Block 16.) B. USER SIGNATURE 12. DATE (YYYYMMDD) ARTI II - ENDORSEMENT OF ACCESS BY INFORMATION OWNER, USER SUPERVISOR OR GOVERNMENT SPONSOR (If Individual is a antiractor - provide company name, contract number, and date of contract expiration in Block 16.) B. USER SIGNATURE 15. LYPPE OF ACCESS REQUIRED:	SYSTEM AUTHORIZATION ACCESS REQUEST (SAAR)							
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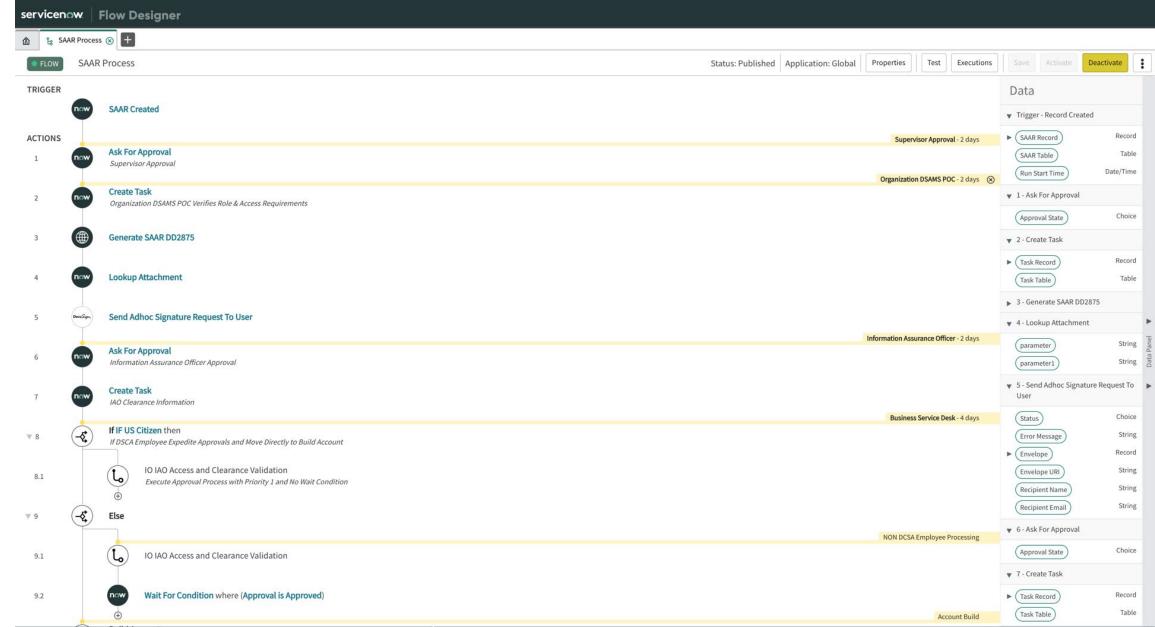


Automating & Improving the SAAR Process





Automated SAAR Process in Flow Designer



Storyboard – Form Digitization & Process Automation



SAAR RequestorRequestor visits self service portal, searches knowledge content, and submits a SAAR request.



Al Assigns and Prioritizes Request

Machine Learning intelligently routes and prioritizes incoming SAAR request.



Supervisor

The supervisor reviews and approves the request, and enters justification details.



Organization POC

The relevant organization supporting the system which access was requested for reviews and approves the request.



Supporting Actors

The system spawns the appropriate child cases for approval, account provisioning, etc.



Requestor Signature

Management reviews high level reporting metrics on real time SAAR request status and processing.



Digital Signature

The system directly integrates with DocuSign and prompts the requestor for a digital signature.



DD2875 Generated

The system automatically fills out the DD2875 SAAR request form and attaches it to the case.



Child cases

Child cases allow for different SLAs, workflows, and provide reporting insight across departments.



Management

Management reviews real time dashboards and reporting on the current state of SAAR Requests.



Account Provisioned

Workflows automate account provisioning.



SAAR Completed

Child cases are completed and the requestor is notified.



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...