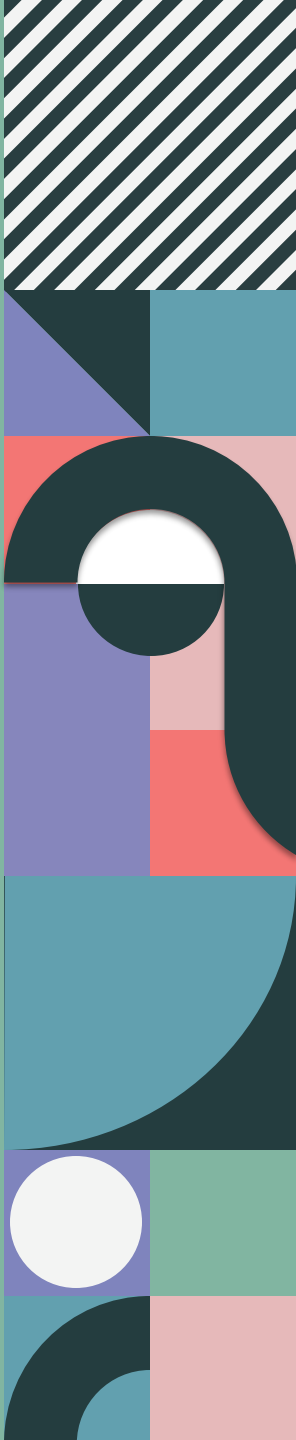


DOI Special Interest Group

5/14/2020



Safe harbor notice for forward-looking statements

This presentation may contain “forward-looking” statements that are based on our beliefs and assumptions and on information currently available to us only as of the date of this presentation. These statements are intended to be covered by the safe harbor provisions contained in the U.S. Private Securities Litigation Reform Act of 1995. Forward-looking statements involve known and unknown risks, uncertainties and other factors that may cause actual results to differ materially from those expected or implied by the forward-looking statements. Further information on these and other factors that could cause or contribute to such differences include, but are not limited to, those discussed in the section titled “Risk Factors,” set forth in our most recent Annual Report on Form 10-K and Quarterly Report on Form 10-Q and in our other Securities and Exchange Commission filings. We cannot guarantee that we will achieve the plans, intentions, or expectations disclosed in our forward-looking statements, and you should not place undue reliance on our forward-looking statements. The information on new products, features, or functionality is intended to outline our general product direction and should not be relied upon in making a purchasing decision, is for informational purposes only and shall not be incorporated into any contract, and is not a commitment, promise, or legal obligation to deliver any material, code or functionality. The development, release, and timing of any features or functionality described for our products remains at our sole discretion. We undertake no obligation, and do not intend, to update the forward-looking statements.

Agenda

Introductions (15min)

Business Continuity (1hr)

ITBM (45min)

GCC Open Forum (45min)

Knowledge20 FAQs (15min)

SIG Objectives

1

Learn

Present new features
Ideas on future topics?

2

Share Cool Stuff

Present your own use cases
& interesting solutions

3

Collaborate

Pain Points
Brainstorm creative solutions

Speaker introduction



Name: Lawrence Abeyta

Title: Director of Innovation

Function: IT Service Delivery

Company: NuAxis Innovations

Experience/expertise: 26 years at all levels of IT Service Delivery

Achievements: Replaced several aging systems with ServiceNow + CMDB; Project & Portfolio Mgt, NOSC Dashboard and alerting tied to ServiceNow, automation of several frequently used services

Current projects: Automation and CX, Application Virtualization/Containerization, Service Delivery Automation, Service Portal
Company bio: NuAxis is a CX-focused IT Operations and Infrastructure company catering exclusively to assisting government agencies achieve their mission.

Speaker introduction



Name: Casey Barela

Title: Senior ServiceNow Engineer

Function: IT Service Delivery

Company: NuAxis Innovations

Experience/expertise: 26 years at all levels of IT Service Delivery

Achievements: Replaced several aging systems with ServiceNow + CMDB; Project & Portfolio Mgt, NOSC Dashboard and alerting tied to ServiceNow, automation of several frequently used services

Current projects: Automation and CX, Application Virtualization/Containerization, Service Delivery Automation, Service Portal
Company bio: NuAxis is a CX-focused IT Operations and Infrastructure company catering exclusively to assisting government agencies achieve their mission.

Speaker introduction



Name: Eric Riemer

Title: ServiceNow Administrator

Function: IT Service Delivery

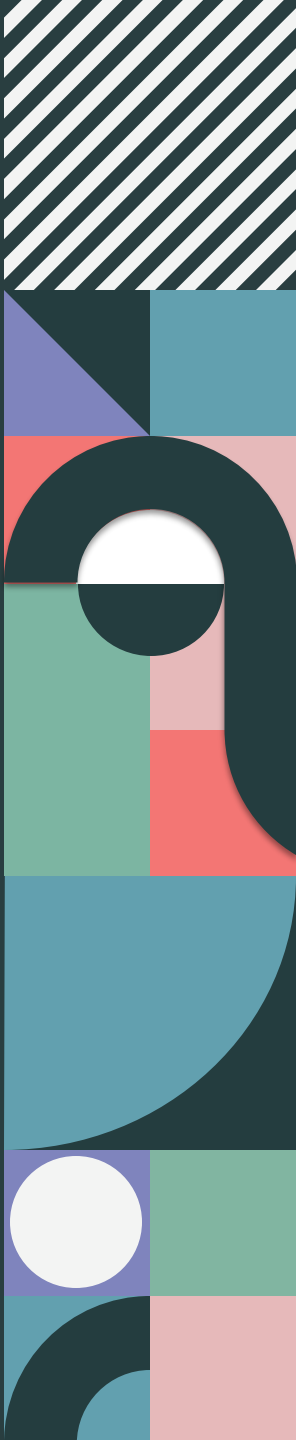
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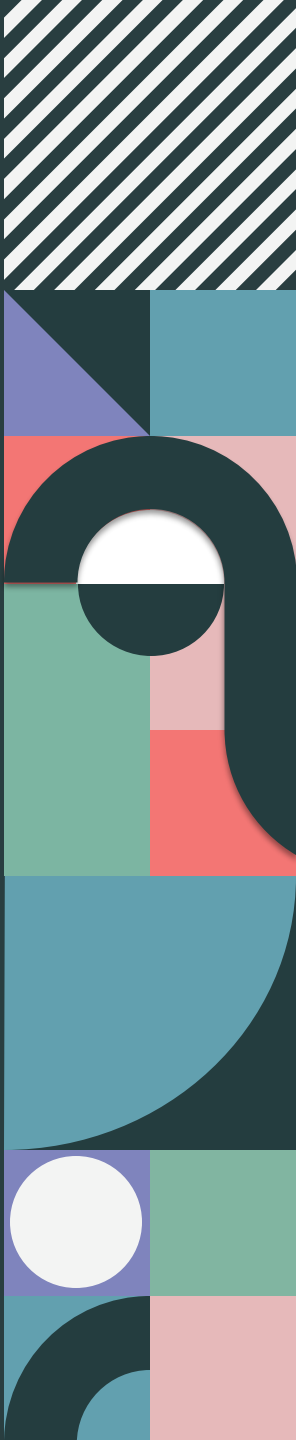
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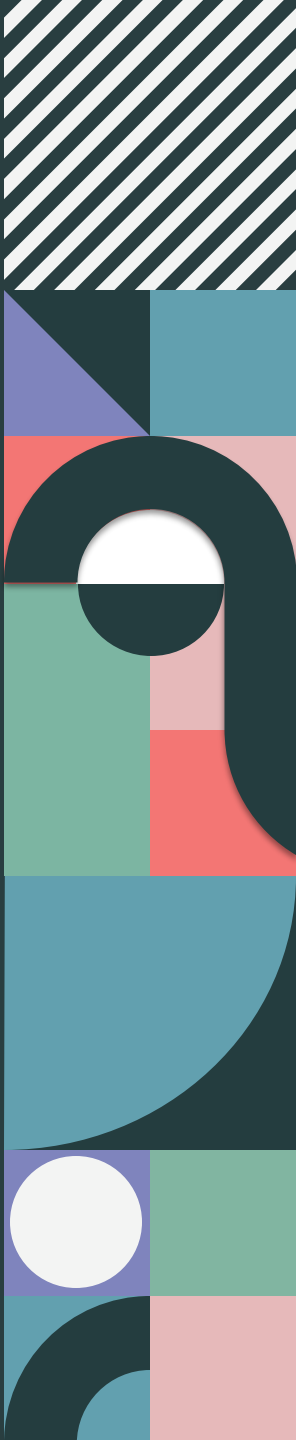
Business Continuity Demo



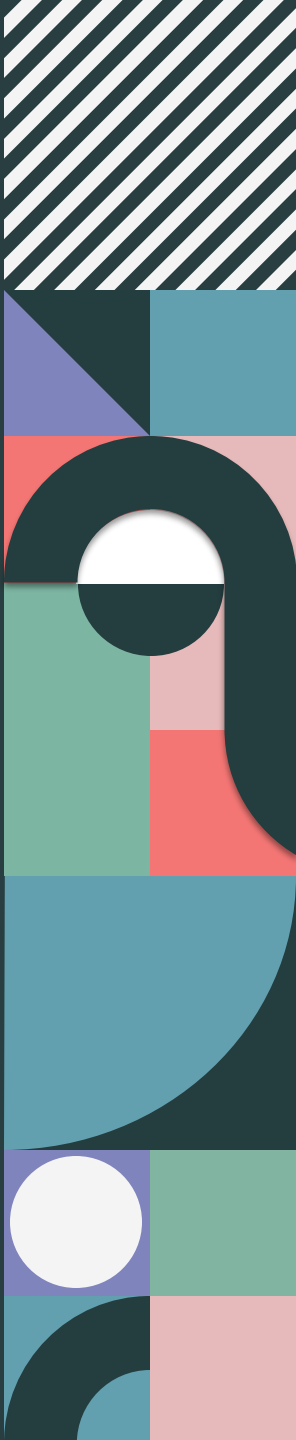
ITBM Demo



GCC Open Forum



Knowledge20 FAQs



Questions?



Thank you

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