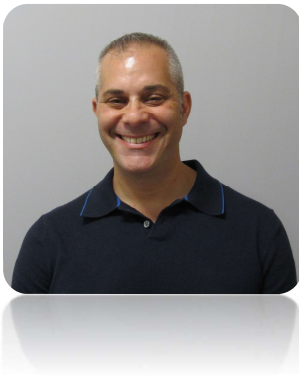# BIOGRAPHY

Jonathan Alboum is the Principal Digital Strategist for the Federal Government at ServiceNow. In this role, Jonathan works with federal agencies to deliver digital workflows that create great experiences and unlock productivity.

Before joining ServiceNow, Jonathan was the Public Sector CTO for Veritas Technologies.

In addition, he has held a variety of senior executive positions in the federal government. His Federal government tenure includes serving as the Chief Information Officer for the U.S. Department of Agriculture, where he led the development of USDA's IT Modernization strategy, including Cloud computing, network modernization, and enhanced information security protections for a $3 billion annual technology spend. In addition, he served as a leader in USDA's Acquisition community, supporting the oversight, assessment, and strategic planning of an acquisition portfolio of more than 70,000 awards, worth $6 billion annually.

Jonathan also worked at GSA as the Associate CIO for Enterprise Governance and Planning and led the creation of GSA's consolidated IT organization. He began his federal career at the USDA Food and Nutrition Service (FNS), where he served as Deputy CIO and CIO. Before government, Jonathan worked as a management consultant for both PricewaterhouseCoopers and Ventera Corporation.

He earned a MS in the Management of Information Technology from the University of Virginia's McIntire School of Commerce and a BS in Systems Engineering from the University of Virginia's School of Engineering and Applied Science.

About Servicenow

ServiceNow, Inc. is a cloud computing company headquartered in Santa Clara, California. It was founded in 2003 by Fred Luddy, the previous CTO of software companies Peregrine Systems and Remedy Corporation. ServiceNow is listed on the New York Stock Exchange and is a constituent of the Russell 3000 index.

ServiceNow offers everything-as-a-service cloud computing, including platform-as-a-service (PaaS) enterprise service management software for human resources, law, facilities management, finance, marketing, and field operations. ServiceNow specializes in ITSM applications and provides forms-based workflow application development. ServiceNow has integration options for platforms such as Salesforce, JIRA, SharePoint, and BMC Remedy Action Request System. The company is the fastest growing enterprise software company in the country, with 1000+ partners, 16 data centers worldwide and 290+ apps in the ServiceNow store. With 5600 employees, it has 73 global presence with operations in North America, South America, Asia, Europe and Africa. 814 of the Forbes Global 2000 companies are ServiceNow customers, with 97.7% customer's renewal rate.