

ServiceNow Overview – Supporting the Intelligence Community

ServiceNow is changing the way Intelligence 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.

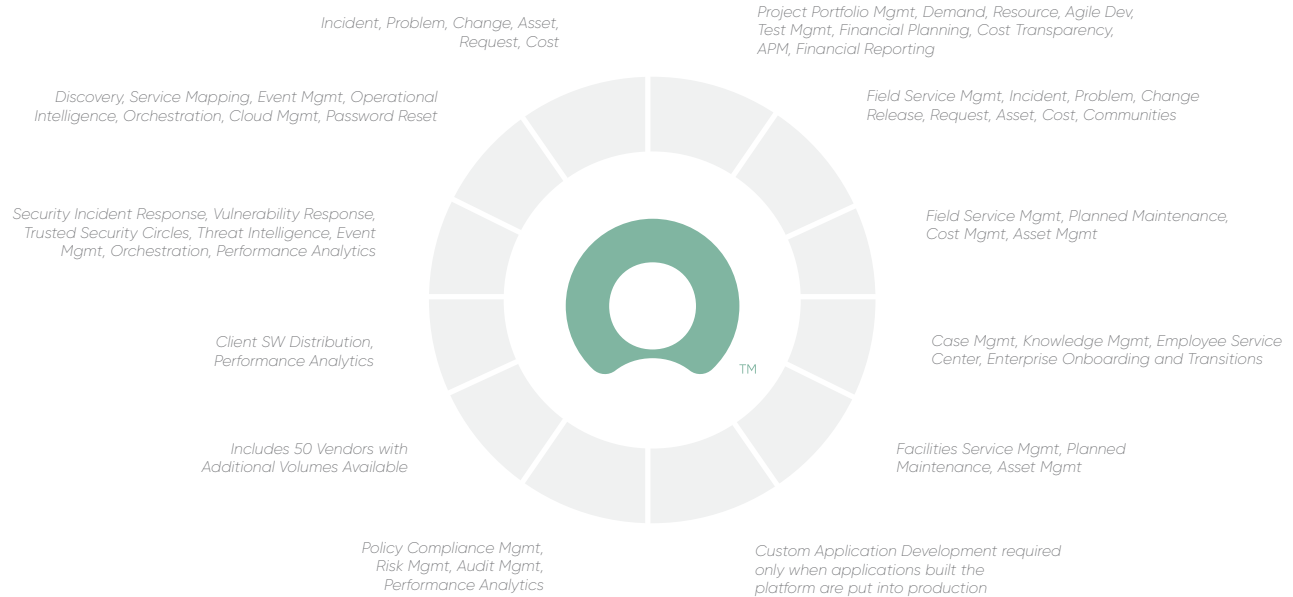
ServiceNow provides a service management and automation platform for every department in the enterprise including IT, cyber operations, human resources, facilities, finance, legal, field service and more. In addition, ServiceNow provides a robust platform for rapid application development supporting both enterprise and mission applications.

Why Defense 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.

ServiceNow Federal - FAST FACTS

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| <ul style="list-style-type: none"> • Accreditation for on Premises Implementations –Army CoN, DADMS #93117, eMASS #526, AF ATO • Used across the DoD/IC in a variety of use cases: <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 • Support for On-premises deployments • Established partner community with a history of supporting the Intelligence Community and extensive experience implementing ServiceNow |
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ServiceNow Service Automation Platform Focus Areas

IT 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.

IT 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 ServiceNow 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 Now Platform Custom Applications 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.

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