

CONSULTING®
THE PEOPLE • THE PROFESSION • THE LIFESTYLE

Best Small Firms to Work For

14. Pathways Consulting Group

2019

- Pathways' upgrade team



March 10, 2020



ServiceNow's Orlando release: Notable changes

Accolades and Press

- **#14 Best Small Firm to Work for**

Consulting Magazine, 2019

- **Top ITSM Service Providers**

CIO Review, cover story

- **30 Fastest Growing Companies to watch**

CIO Bulletin, 2019

- Founded in 2006
- ServiceNow Partnership since 2012:
 - Overall Partner Status: Elite Partner
 - Sales and Services
 - 38 Delivery/Suite Certs | 26 Sys Admin | 39 Pre-Sales Sales | 26 Sales
 - Over 600 deployments
 - Over 175 years of combined experience
- 50 employees; 43 Solely Dedicated to ServiceNow
- 9.9 average CSAT out of 10
- Headquartered in NJ with offices in Olyphant, PA
- Cover eastern US – Enterprise / Commercial / Med-Sled Accounts
- Leverage ServiceNow recommended approaches
- ITIL expertise and practical ITIL implementation
- Cover the spectrum of ServiceNow applications including ITSM, ITBM, HR, ITOM, CSM, GRC by leveraging the ServiceNow Partner Ecosystem
- Provide Project Implementations, Managed Services and Support, Staffing Services, SME, Platform Road mapping
- Other solutions include:
 - Certify (application certification for Audit)
 - Upgrades
 - Rescue assessments and remediation
- Integration Specialists: Over 50 types of integrations performed

New Release: Orlando

ServiceNow
implemented its
latest release and
will be rolling out
with new products
and features

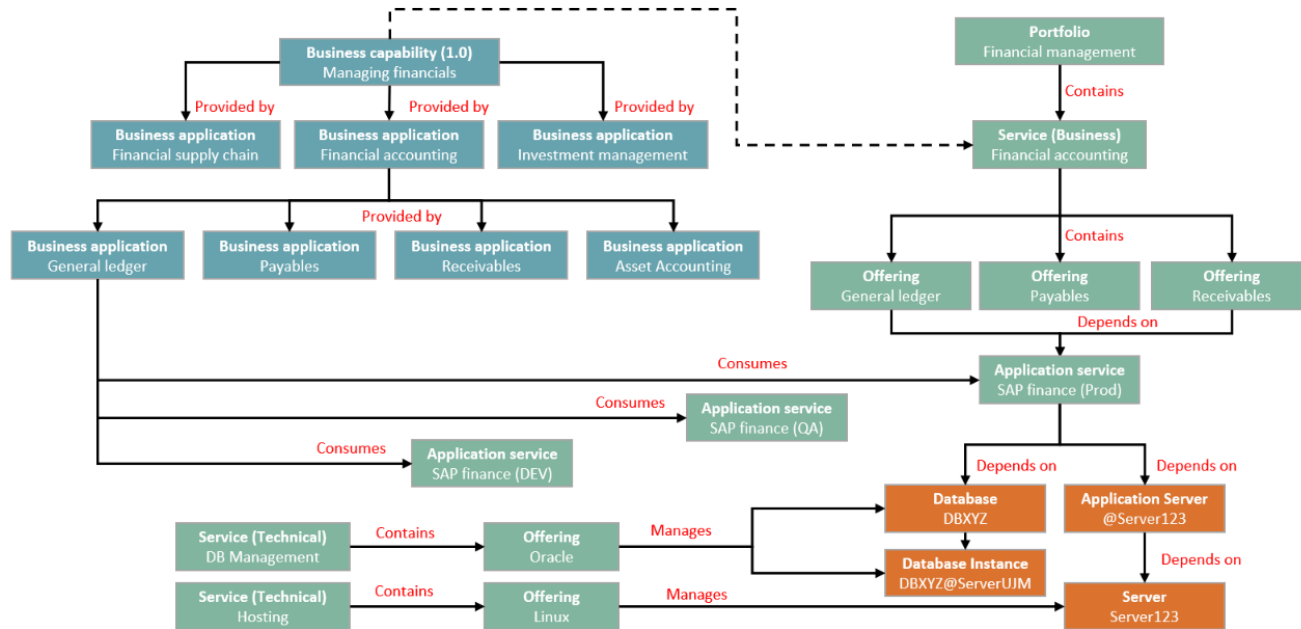
- Quick Links and Disclaimer
- New Products and Features
- Updates to existing Products and Features

Quick Links and Disclaimer

- Orlando Release Notes Documentation Link
 - <https://docs.servicenow.com/bundle/orlando-release-notes>
- As always, please ask questions

New Products and Features: CSDM

• Common Service Data Model



• Environment attribute

- New attribute on the cmdb_ci table
- Value choices are: Prod, Test, or Dev

• Managed by group attribute

- New attribute on the cmdb_ci table
- Value: Reference to group table in ServiceNow
- Use case: Identify the group responsible for managing the CI data

• Internal/External attribute

- New attribute on the cmdb_ci table
- Value: Boolean (True or False)

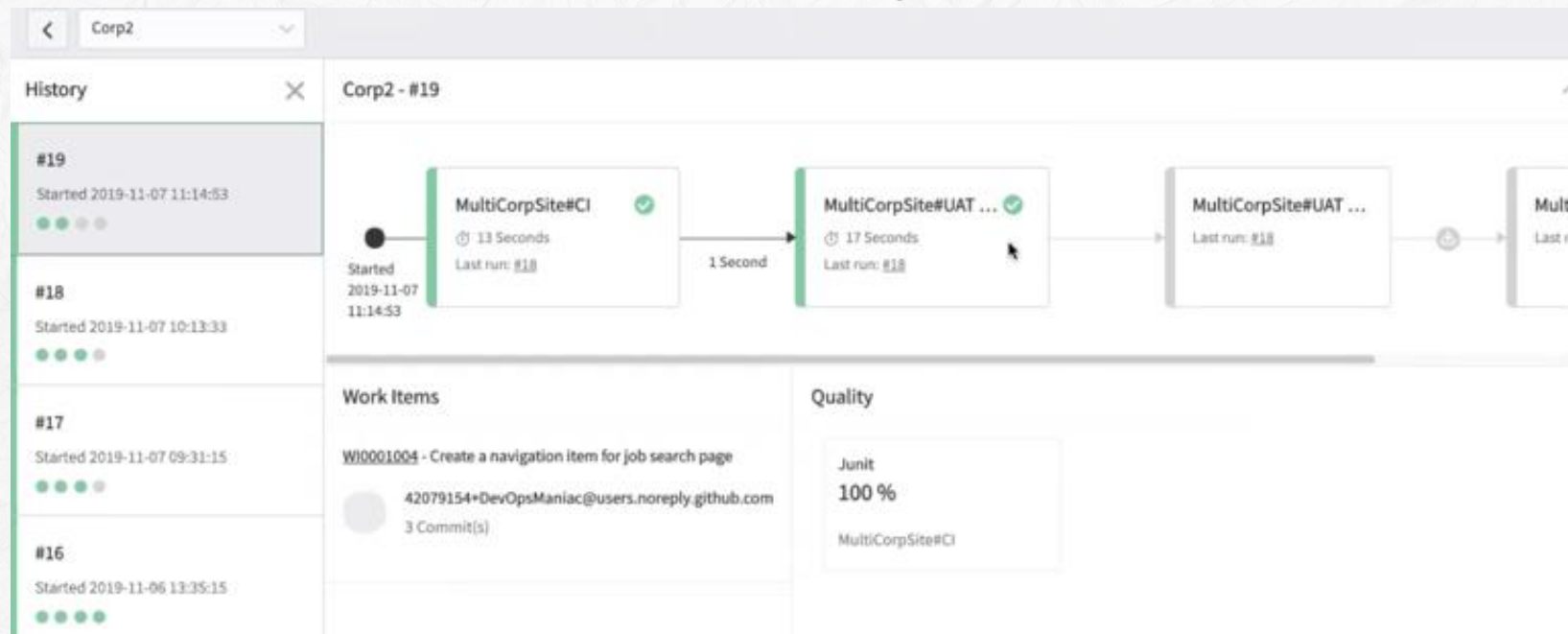
New Products and Features: DevOps

DevOps helps improve collaboration between development and operations. It uses data to automatically create, authorize, and close a change request to go from days to minutes. It provides new insights on developer and operator dashboards to improve collaboration and drive behaviors.

- Configure pipeline modeling
- Planning, coding, and orchestrating tool integrations
- Change acceleration
- DevOps insight dashboards
- App Pipeline UI View
- Support for common Jenkins plugin features
- User-created integration support
- Quick Start Tests

New Products and Features: DevOps

- Configure pipeline modeling
- Planning, coding, and orchestrating tool integrations
- Change acceleration
- DevOps insight dashboards
- App Pipeline UI View
- Support for common Jenkins plugin features
- User-created integration support
- Quick Start Tests



Updated Products and Features

Performance Analytics

Personalized Visuals

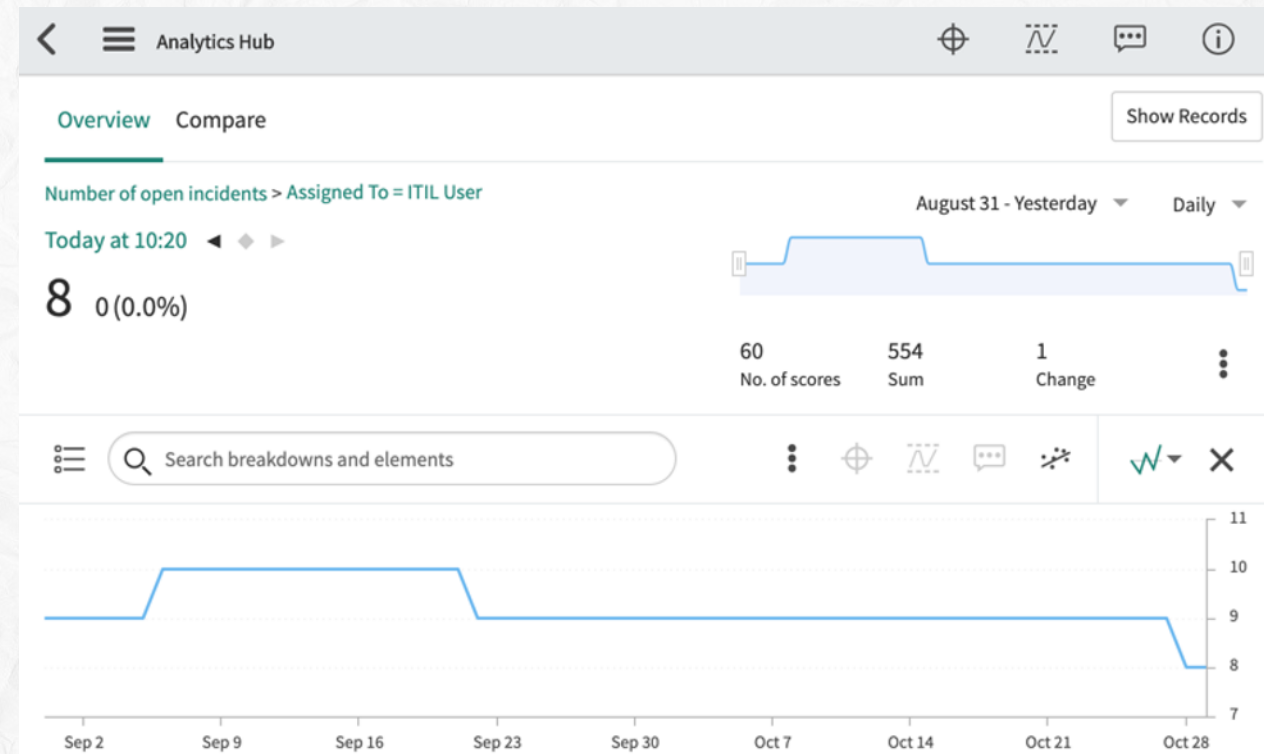
- Configure visuals with dynamic elements to show information that applies only to the person looking at the visual on a dashboard or Workspace canvas.

New logging messages to assist data collection troubleshooting

- When data collection jobs are run, new messages indicate different more informative statuses

Spotlight: Improved handling of missing database view

- New messages walk you through what to do when the database view for a Spotlight group is missing or invalid.



Updated Products and Features

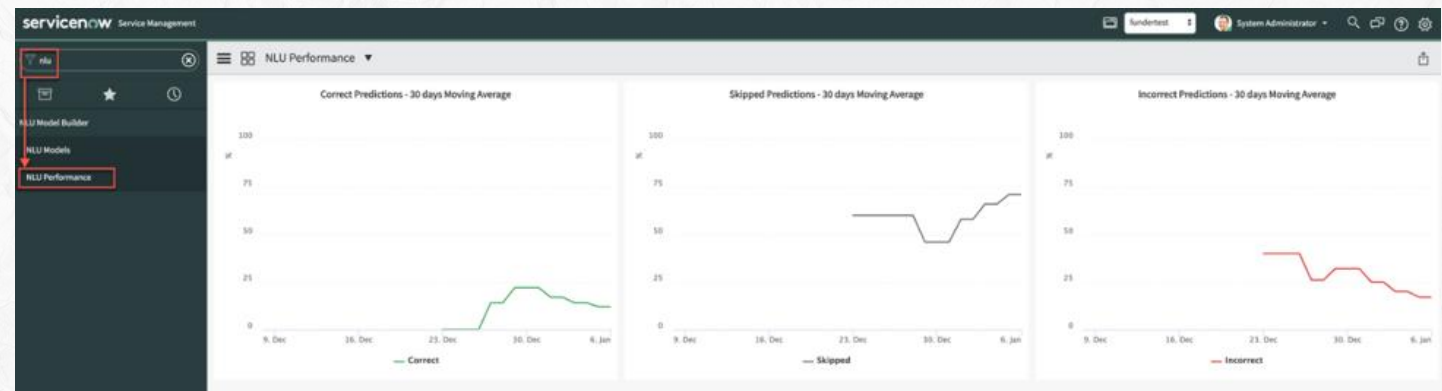
Natural Language Understanding

Clone an NLU model

- Copy an existing NLU model to use its clone as an iterative testbed for creating, importing, and comparing alternate NLU components, predictions, and confidence threshold scores between the clone and the original model.

Reviewing the NLU Performance dashboard

- Gain reporting insights into your NLU usage metrics by monitoring the NLU Performance dashboard's details and confidence scores for correct, skipped, and incorrect predictions over the last 30 days.



Updated Products and Features

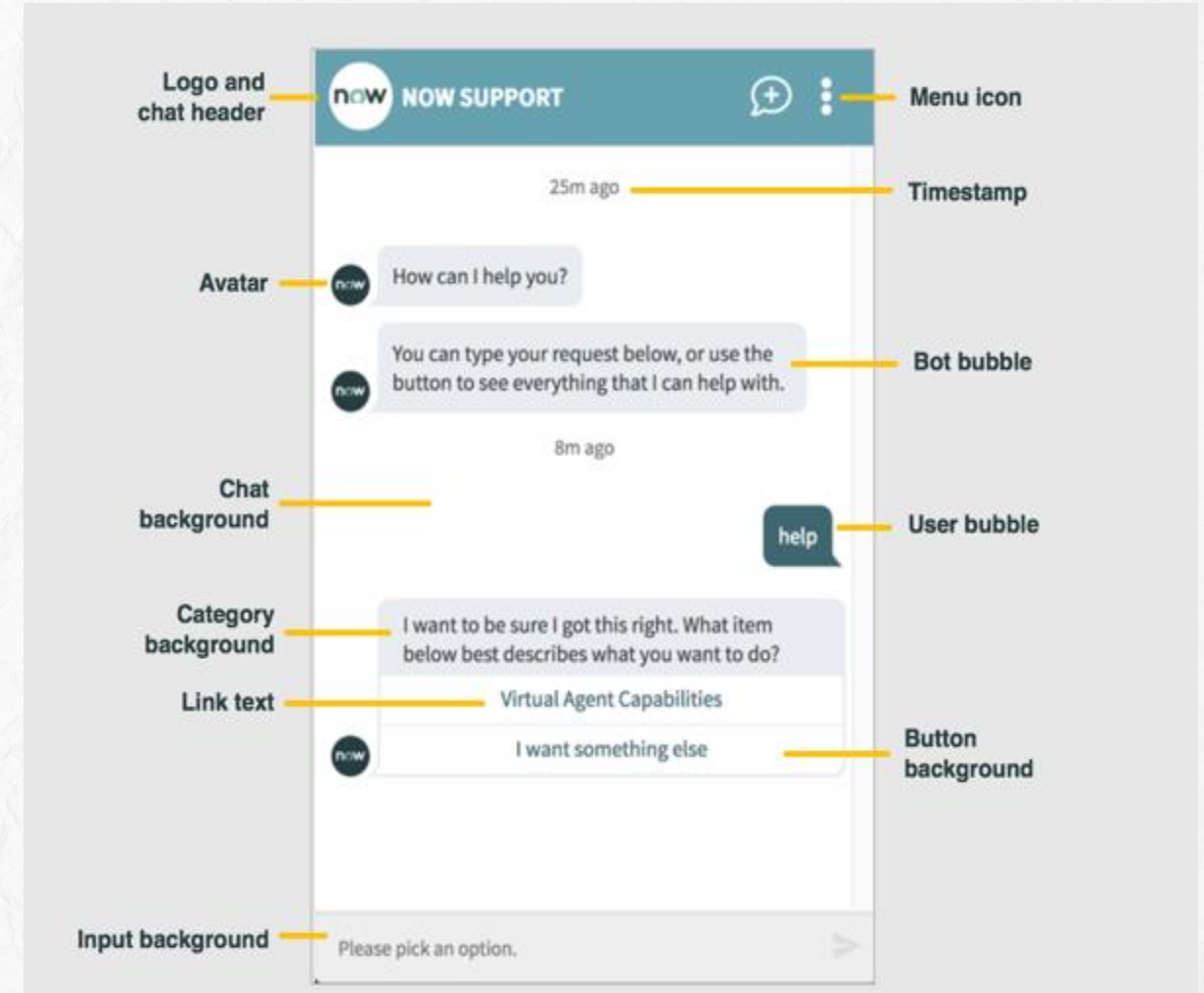
Predictive Intelligence

- Create a custom stopwords list
 - Define your own custom stopwords list for each processing language you apply to your solution. These lists should be specific to your domain or organization to help eliminate common terms, such as ServiceNow, that you don't want the system to use in predictions.
- Using ML APIs for custom usage scenarios
 - Use a new API framework with scriptable REST APIs and extension points to increase the possibility of using machine learning in your workflows and processes.
- International language support for clustering solutions
 - Clustering solutions are now supported in these languages: Brazilian-Portuguese, Dutch, English, French, German, Italian, Japanese, and Spanish. Previously, they were only supported in English.

Updated Products and Features

Virtual Agent

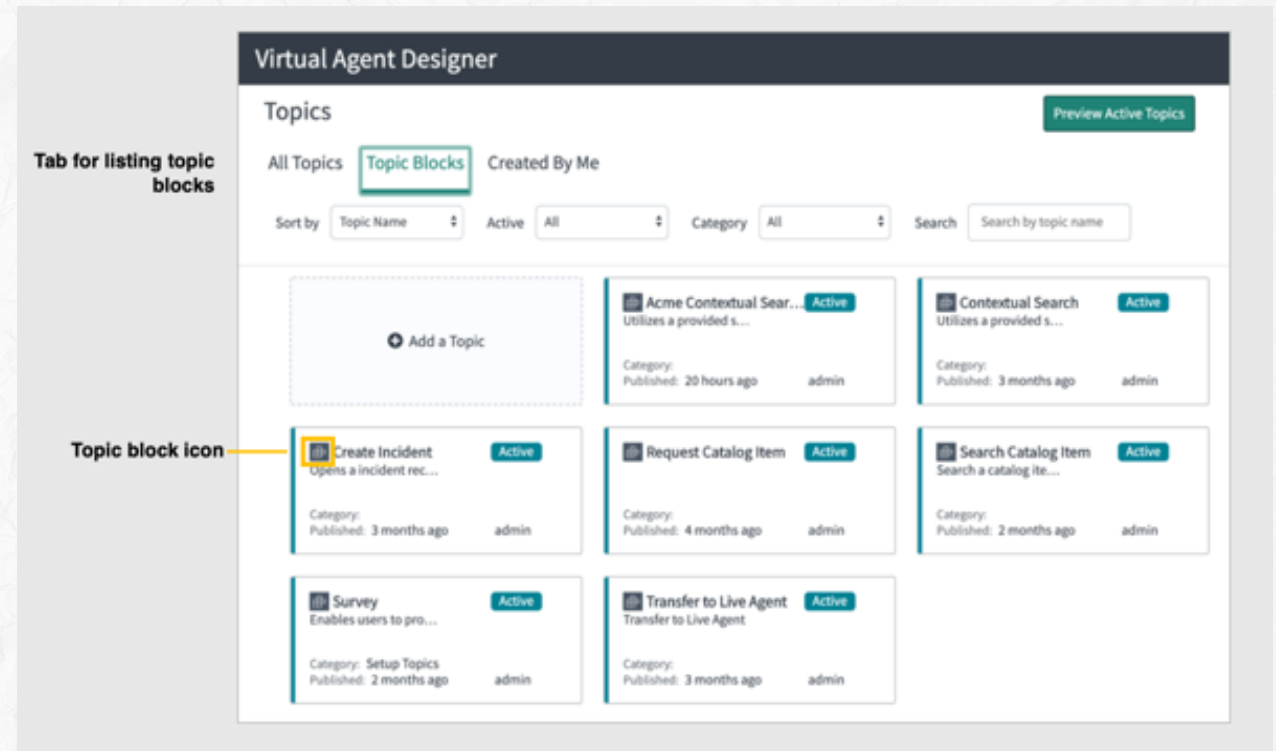
- **Multiple chat branding configurations in a single instance**
 - Customize your chat window with your own company logo and bot avatar, UI color schemes, and customer support contact information. You can create different branding configurations for the various organizations or groups that use your instance. These configurations apply to the web-based chat client only.



Updated Products and Features

Reusable topic blocks

- Create and reuse components called topic blocks to perform common functions in Virtual Agent conversations. Virtual Agent provides pre-built topic blocks for performing live agent transfers and surveys.



Updated Products and Features

- **Customer Service Management**

- Case Management
 - Case Types
 - Customer Project Management
- Proactive Customer Service Operations
 - Proactive Case Flows
 - Outage Tracking
 - Priority of Cases
- Service-aware install base
 - Contracts and entitlements
 - Install base in Agent workspace
- CSM Agent Workspace
 - Response Templates
 - Agent Assist

Updated Products and Features

- **Communities**

- Now able to search for content within a forum
- Search enhancements
 - Now able to filter based on categories
- Disable Comments
 - Able to remove on blog or video posts
- Schedule a blog in a community
- Schedule an event within a community
- Quick start tests
 - Able to verify if enhancements made in a community still work

Updated Products and Features

This announcement is configured to **Display first**.

Community will not be a
Be sure to finish your work before

Release 4.2 party at 4:20
We worked hard to deliver our

Global announcements appear here, in the banner. You can configure an announcement as **Public** — it appears even before a user logs in.

Forum announcements appear in the **Announcements** section of a forum page.

User clicks to show/hide multiple announcements.

User clicks to dismiss the announcement.

You configure:
— User can dismiss — no redisplay
— User can dismiss for current session only
— User cannot dismiss

Title
Summary

Benefits update. Click the link for info.
We have added some helpful services.
[Click here for details](#)

Use the **Click target** setting to configure a link. The **Click target** can be the Service Portal page or a URL that you specify.

Specify the link text ("Click here for details" in this example) using the **Details link text** field.

You can also specify that the **Title** text should be the link.

ACMECORP

What We Sell Support Downloads Contact Us

Forum IPv6

In this SN Support Forum find discussion on issues related to transitioning IP networks to support IPv6. Topics include tunneling, translation, firewalling, DNS and MTU issues for both server and client networks...

Show more

Have a question? Click here

Announcements

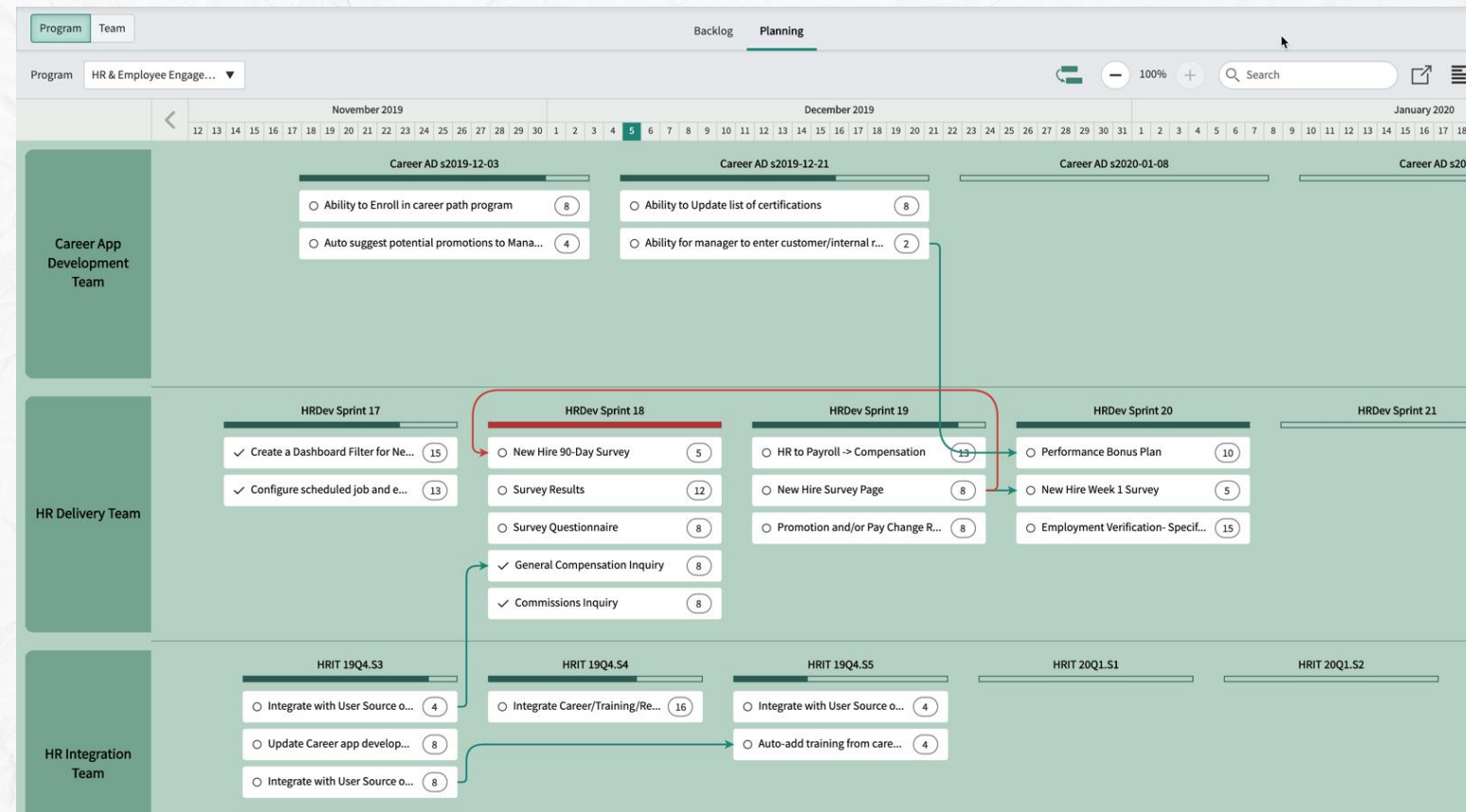
Aileen Mottern is now the forum administrator

Updated Products and Features

- **ITBM - Agile Development 2.0**
 - [Atlassian Jira Integration for Agile Development](#)
 - [Microsoft Azure DevOps Integration for Agile Development](#)

- **Scrum Programs**

Plan and track the work of multiple teams that work together, either toward a common short-term outcome or on an ongoing basis.



Updated Products and Features

- **ITBM – Application Portfolio Management**
 - **Quick Start tests for ATF**
Available to install as a plugin
 - **GRC Controls now shown on Business Applications**
Appear as a related list on Business Applications
 - **HW/SW lifecycles and risks displayed in the TPM timeline**

Software Models (2)		
● Oracle DB Server 12c R1 Enterprise	High Risk	
● Oracle GlassFish Enterprise Server 3	High Risk	High Risk SW Model Publisher Stage Risk
Hardware Models (2)		
● APC 42U 3100 SP1 NetShelter Rack	High Risk	High Risk HW Model Internal Stage Risk
● Dell Inc. PowerEdge T410		HW Model Internal Aging Risk
Employee Engagement Service USA P...		

Updated Products and Features

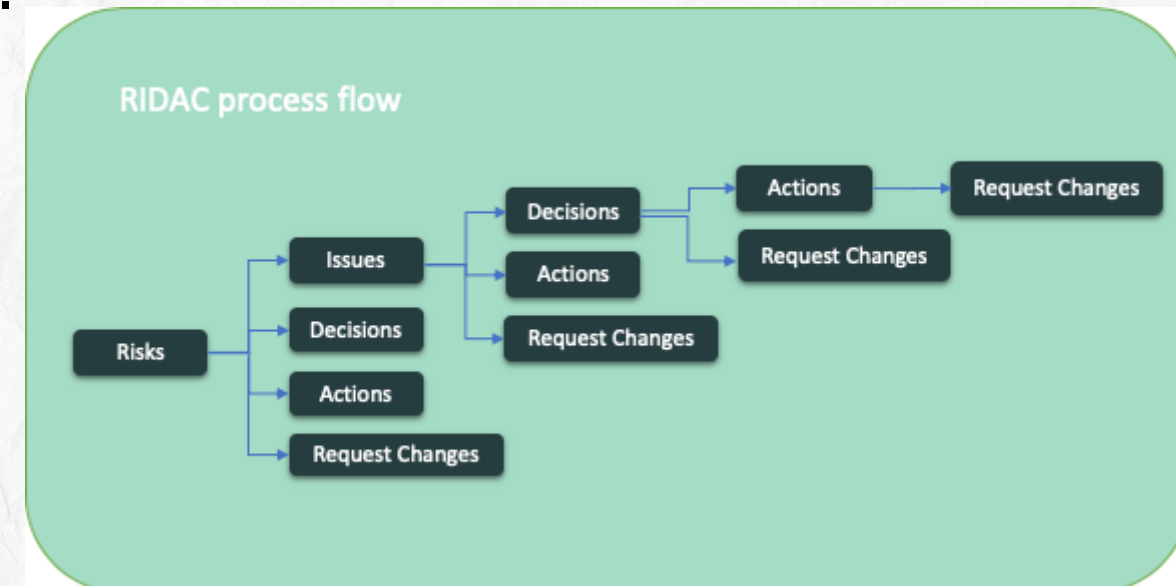
- **ITBM – Project Portfolio Management**

- **RIDAC in Demand and Project**

- Ability to create related records without having to repeatedly manually enter the relevant information.
- Helps you analyze and identify patterns, trends, and probable resolution for planning future projects.
- Enables you to view a consolidated list of all RIDAC records using the **View RIDAC** related link on the Project form.

- **Multicurrency in Project MGMT**

There is Project Currency view, which you can optionally enable to view the multicurrency fields.

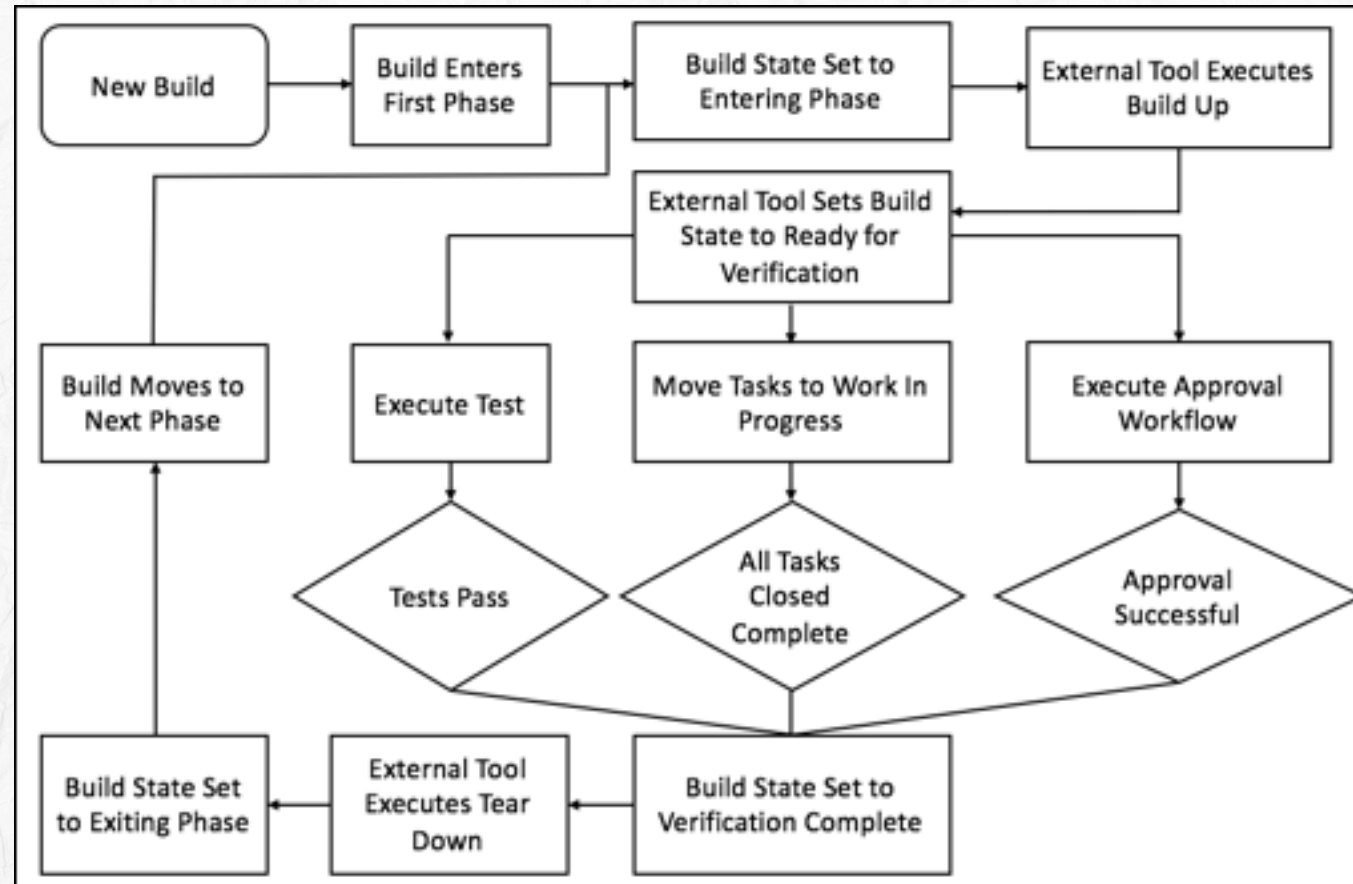


Updated Products and Features

- **ITBM – Enterprise Release Management**

- **No longer available for activation**

You can activate the Release Management plugin instead



Updated Products and Features

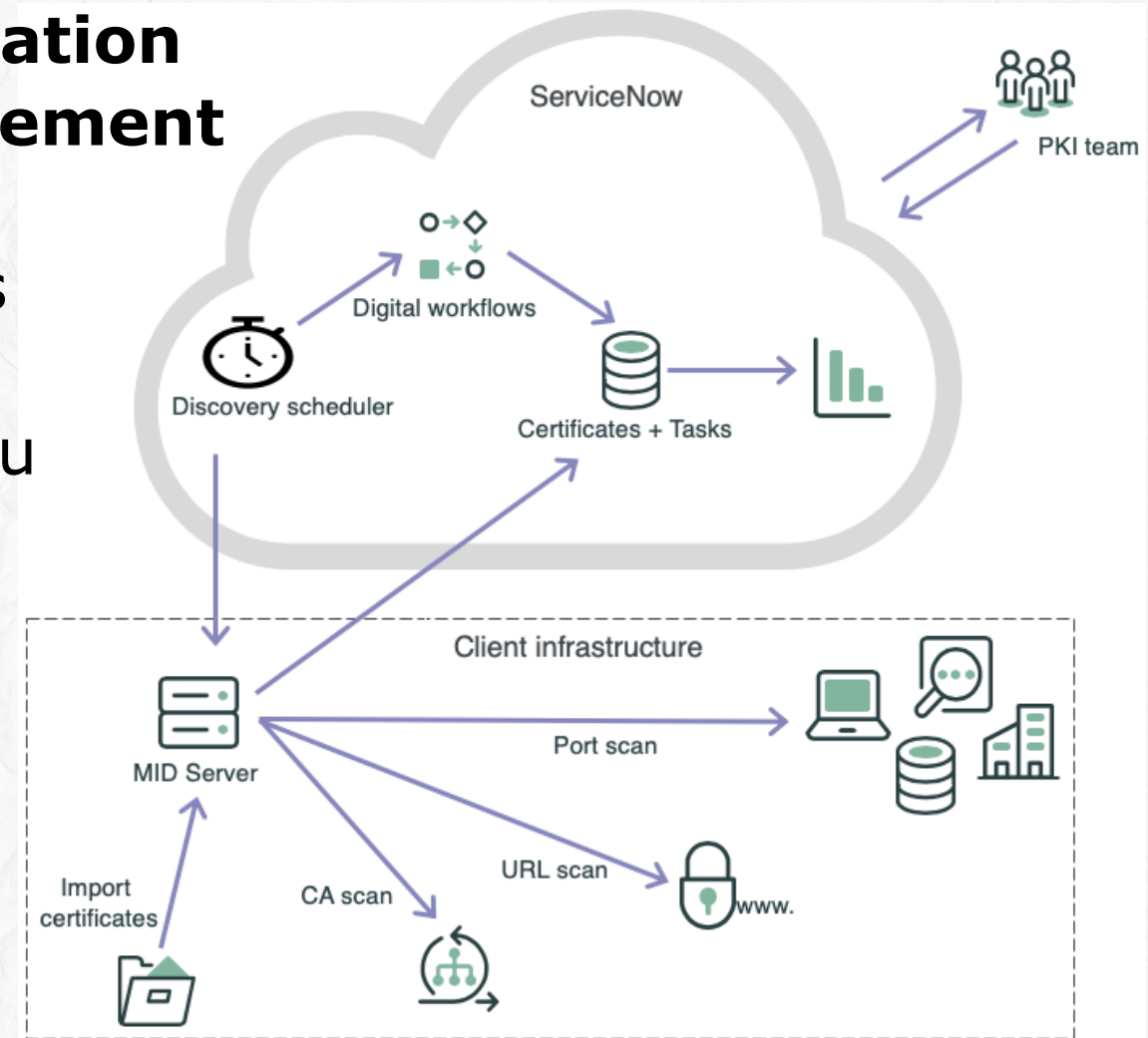
- **ITOM - ITOM Visibility(Discovery & Service Mapping)**

- **Microsoft Just Enough Administration**
- **Certificate Inventory and Management**

Allows Discovery to automatically scan for certificates on specific ports through your existing CI-based Discovery schedules. In addition, you can create new Discovery schedules to scan individual URLs.

- **PowerShell 3.0 – 5.1 Supported**
- **Help the Help Desk Deprecated**
- **WMI Collector Deprecation**

Being replaced with PowerShell on the host machine (MID Server)

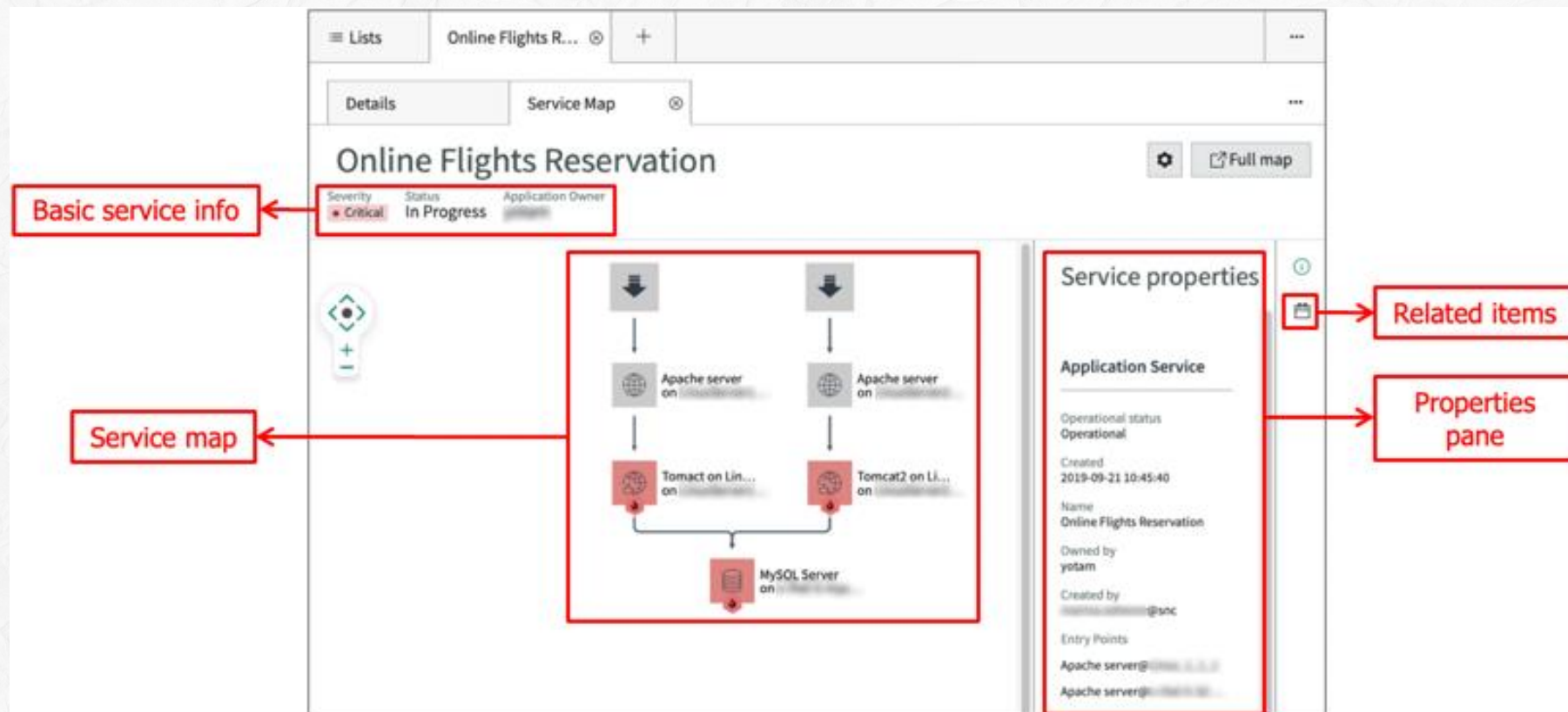


Updated Products and Features

- **ITOM - ITOM Visibility(Discovery & Service Mapping)**

- **Map application services using tags**

If your organization uses tags for asset management, you can use these tags to map application services.



Updated Products and Features

- **ITOM - ITOM Optimization(Cloud Insights/Mgmt)**

- **Domain Separation Level 1 Supported**

Cloud Management now has Data only domain separation support

- **Rollback on Failed Rightsizing Attempts**

The Rightsizing feature analyzes resource usage to recommend better sizes for resources that are wasting money by being over-provisioned or underused.

Navigation: < Rightsizing | Executions | Rightsizing Analytics | Settings

Tabs: Overview | Recommendations | Jobs

FILTERS

Service account: Billing 8847880 ▼

Billing 8847880 ✕

Confidence level: High ▼

Low ✕ | High ✕

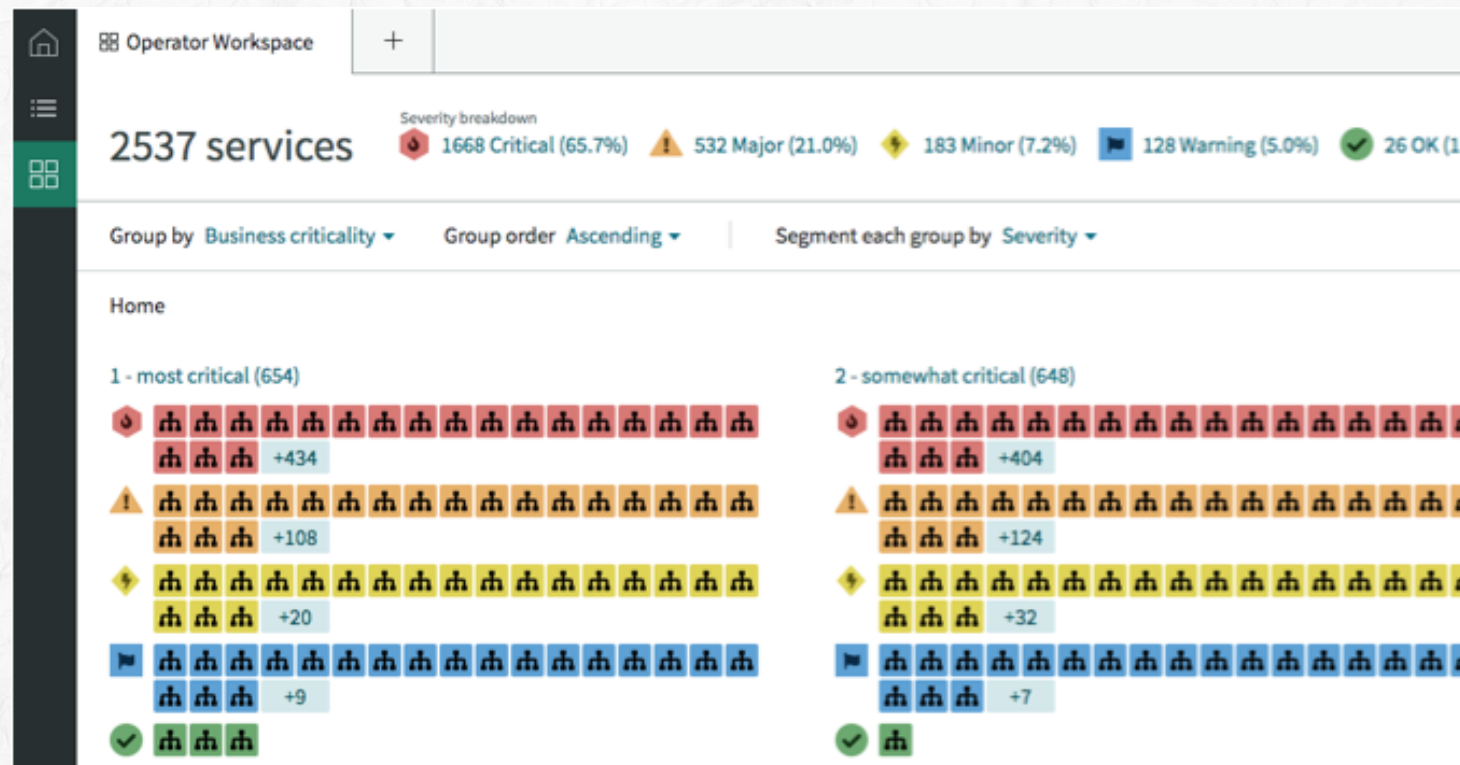
RECOMMENDATIONS AND SAVINGS PREDICTIONS Last data download: 2020-11-06 00:12:13

Top 5 Recommendations See All

Configuration Item	Current Size	Recommended Size	Monthly Savings	Provider	Service Account	Owner	Confidence
d-00459523309877	t3.2xlarge	t3.xlarge	\$171.15	AWS	Billing 8847880		High
d-0009490459223	t2.xlarge	t3.large	\$136.05	AWS	Billing 8847880		Low
d-08923423491092	t3.xlarge	t3.large	\$100.44	AWS	Billing 8847880		High
d-9992310902-023	t3.xlarge	t3.large	\$85.58	AWS	Billing 8847880		High
d-0892340891092	t2.large	t3.medium	\$71.59	AWS	Billing 8847880		Low

Updated Products and Features

- **ITOM – ITOM Health(Event Management)**
 - **Operator Workspace**
Replaces the legacy Dashboard and Alert Console
 - **No Changes to Operational Intelligence**

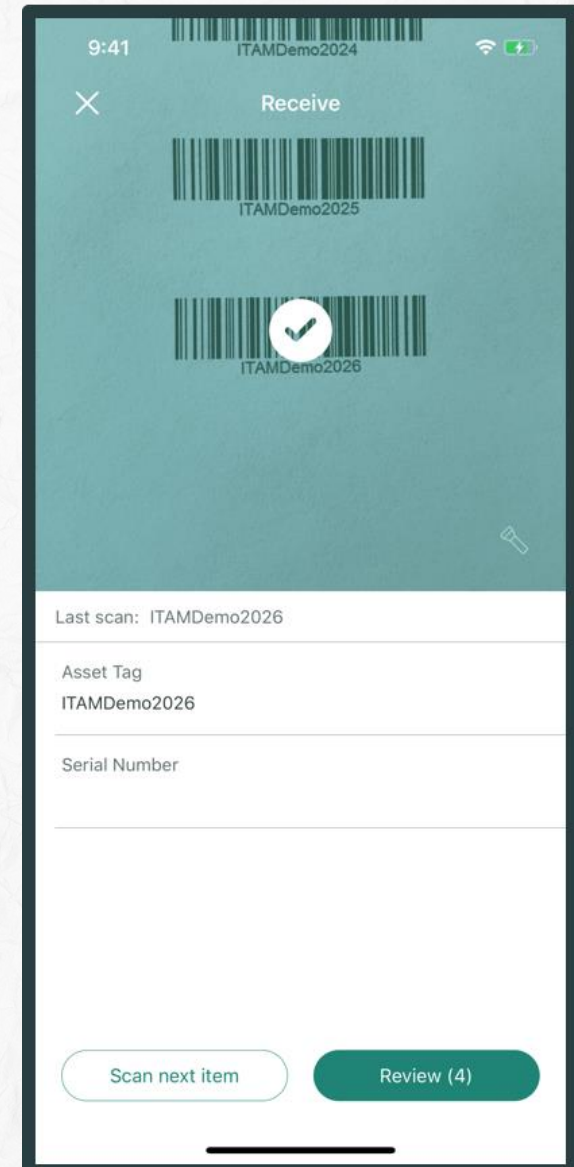


Updated Products and Features

- **ITSM – Asset Management**
 - **Mobile Multi-Scan Asset Receiving**

Scan and receive multiple assets into your inventory and upload them into the Now Platform in a single batch.
 - **Bundled Models**

For example, a laptop, printer, keyboard, and mouse can be combined into a single bundled model.



Updated Products and Features

- **ITSM – Change Management**
 - **New Conflict Property to Handle Scheduled Time**

Handle contiguous change requests that have overlapping schedules that could result in conflicts
 - **Enhanced ITSM Agent Workspace for CHG Management**
- **ITSM – Incident Management**
 - **Agent Affinity for Incident Management**

Route incidents to agents based on historical affinity with the affinity rule Incident affinity based on Caller
- **ITSM – Walk-up Experience**
 - **Badge Reader Integration for Walk-up Experience**

Check into an onsite queue by scanning your employee badge

Updated Products and Features

- **ITSM – Additional Enhancements**
 - **Flow Designer now Available for SLAs**
 - **Service Desk Call plugin Now Requires a Subscription**
 - **Note a Knowledge Gap from an INC in Agent WrkSpc**
- **Service Owner Workspace has Portfolio Optimization**
 - Roll up performance and estimated spend to the portfolio level
 - View cost drivers within the portfolio taxonomy structure
 - Gain insight into the overall value of a service portfolio by viewing its performance and estimated spend.

Updated Products and Features

- **Mobile Platform**

- **Mobile Branding**

- Customize mobile apps with your unique company identity by requesting branded versions of ServiceNow apps.
 - Use mobile themes to change the color scheme of your mobile applications. The colors for elements such as headers, links, buttons, and icons can be controlled using themes.

- **Dashboards for mobile**

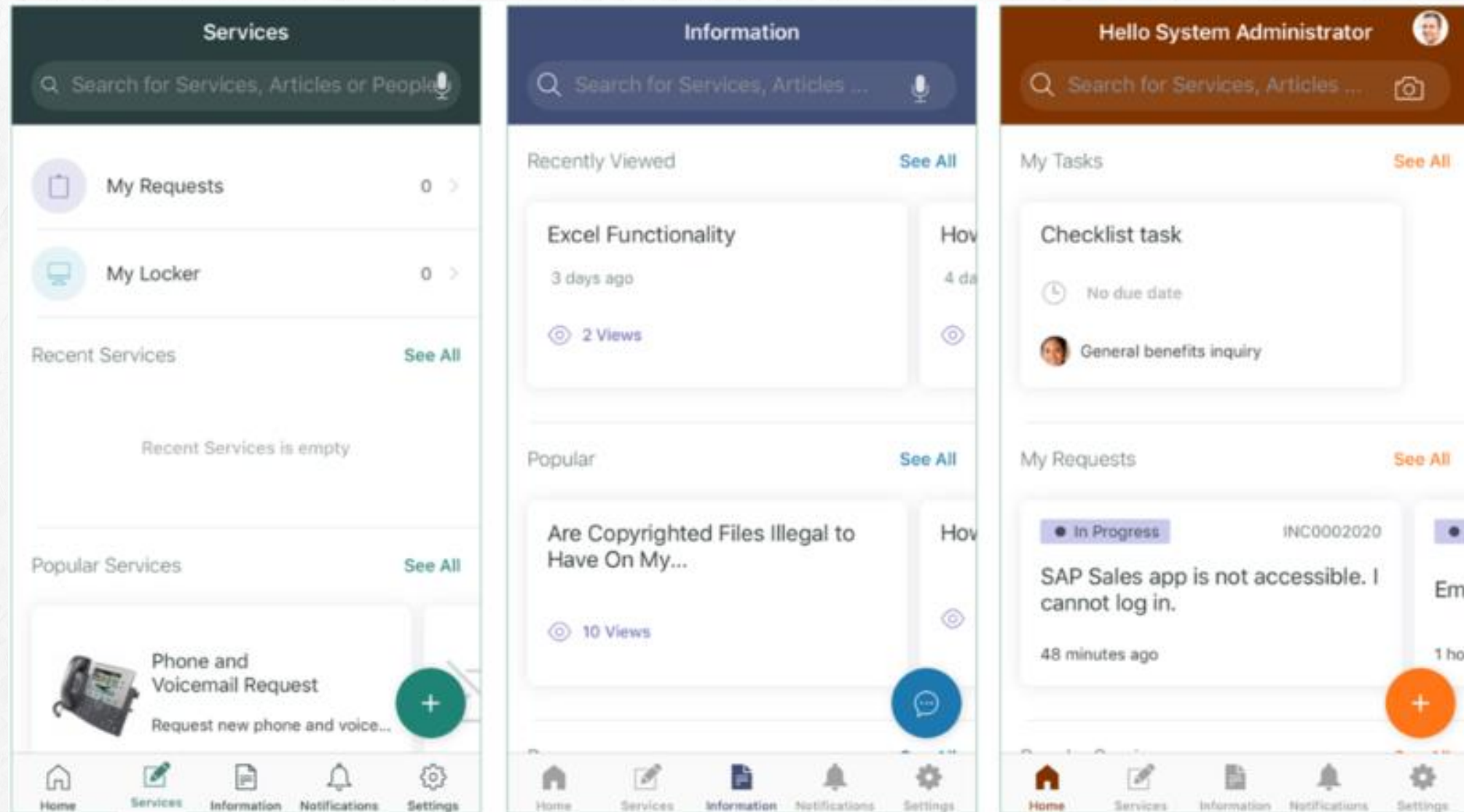
- Use a mobile dashboard to display data in graphical format. Adding reports and Performance Analytics widgets helps users more easily identify trends and turning points through indicator scores and visual representation.

- **Mobile Photo Search**

- Configure photo search to give your users the ability to perform image-based searches using the objects around them.



Updated Products and Features



Updated Products and Features

- **Now Platform Administration**

- **Authentication**

- Enable Password policy controls for local authentication
 - Remember browser for Multi-Factor Authentication

- **Currency Administration**

- Setup FX Currency fields *per table*

- **Dynamic Translation**

- Translate comments and worknotes in the Activity Stream on forms based on user's preferred language

- **Platform Security**

- User Session Management to manage user sessions

Updated Products and Features

- **Now Platform Administration**

- **Import and Export**

- REST (IntegrationHub) type data source
 - Import data into the ServiceNow® Import Sets table using the REST type data source through the IntegrationHub. You can specify pagination to reduce processing overhead.
 - Robust Import Set Transformers
 - Use robust import set transformers instead of transform maps if you want to extract, transform, and load data to one or more target tables. Use ETL definitions to map source table columns to target table columns and to define operations and processing instructions.

- **Time Configuration**

- Control the time zone in which a scheduled job should run

Updated Products and Features

- **Now Platform Administration - Continued**

- **Search Administration**

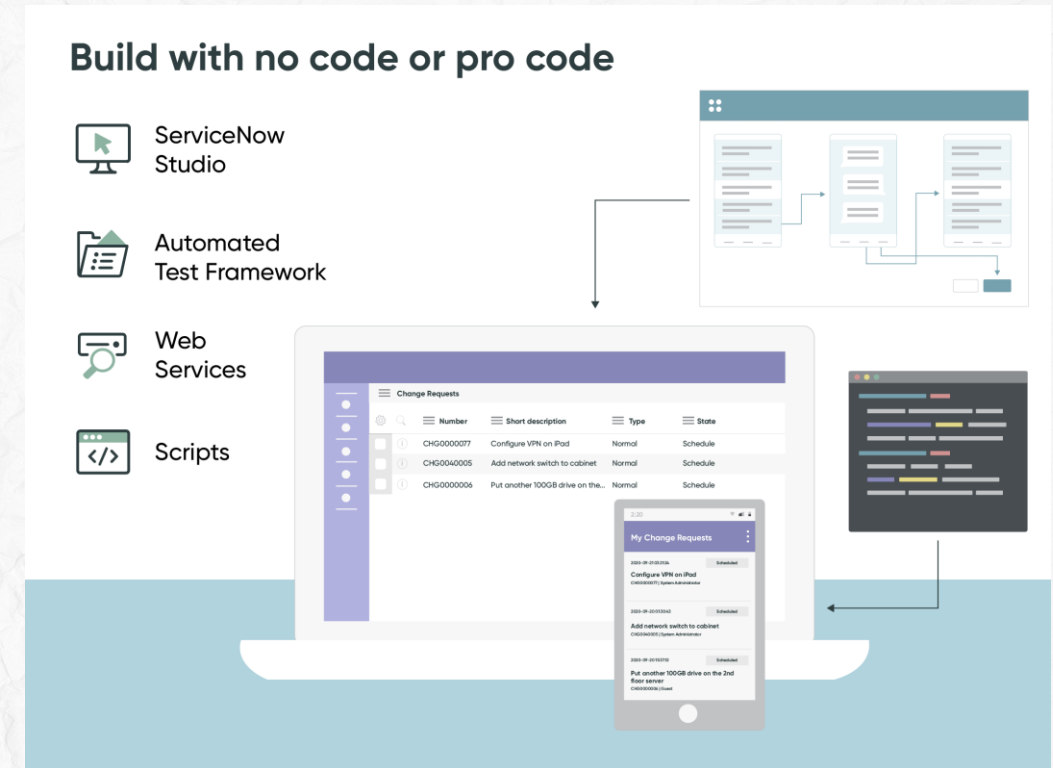
- Domain separation support for search suggestions
 - Separate search suggestions by domain so that users in one domain can't see suggestions from other domains. Domain separation does not apply to cold start scripts that you can execute to seed initial search suggestions.
- Search across multiple tables
 - Index and search across multiple tables using the new V4 indexing format. Zing uses the BM25 algorithm to calculate the relevancy scores for the search results of all tables that are indexed in the V4 format. A higher relevancy score means that the search result ranks higher in the list of returned results.

- **System Clone**

- Clone Profile
 - Enables you to create a clone profile which stores a predefined target and clone options. The clone profile streamlines the requesting a clone process by automatically populating your clone request with your selected profile settings.

Updated Products and Features

- **Now Platform App Engine**
 - **Automated Test Framework**
 - Email Category
 - Use Automated Test Framework (ATF) to test email notifications, outbound email flows, and inbound email responses.
 - Validate Outbound Email
 - Verify that a certain outbound email exists by searching for it in the Email [sys_email] table.
 - **Service Now Studio**
 - MID Support Server
 - Use an existing MID Server to connect to a source control repository. Link your application to or import it from Source Control via an existing MID Server.



Updated Products and Features

- **Security Operations**

- **Security Incident Response**

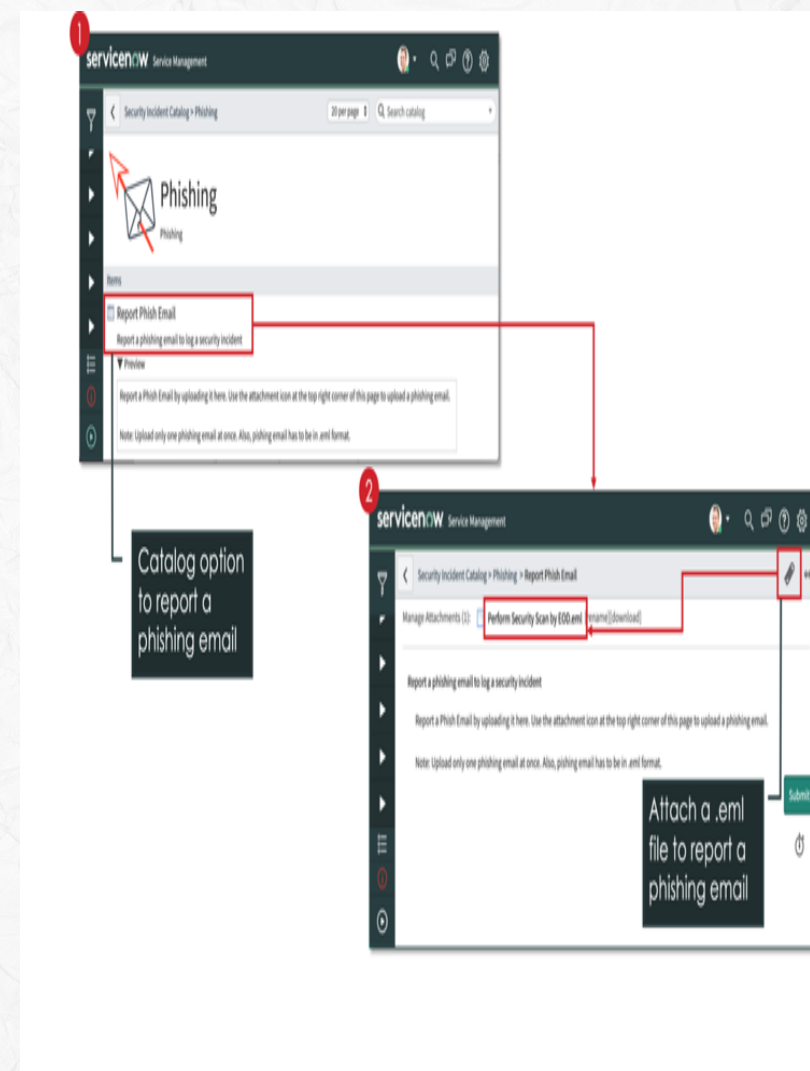
- Enhancements to User Reported Phishing
 - Extract email headers from .eml attachments or the body of the email.
 - Display email headers in a related list in the security incident record.
- Splunk Enterprise Security Event
 - Provides the ability to ingest Splunk notable events to create security incidents.

- **Vulnerability Response**

- Enhanced Change Management
- Software exposure using ITAM

- **Configuration Compliance**

- Configuration Compliance Assignment Rules
- Configuration Compliance Test Result Groups



Updated Products and Features

- **Software Asset Management**

- **SaaS License Connections**

- Use SaaS License Connections to connect with SaaS applications that don't have base system integrations in SaaS License Management.
 - The low-code framework applies ServiceNow® IntegrationHub and ServiceNow® Flow Designer to connect with a SaaS provider's API endpoints.

- **Manage licenses for Cisco Webex Meetings and Atlassian Jira Software**

- Use the ServiceNow SaaS License Management application to connect with the Cisco Webex Meetings and Atlassian Jira Software applications.
 - Get visibility into all your active licenses, monitor license usage, and reclaim unused licenses.

- **Reserve Microsoft Office 365 licenses**

- Manage Microsoft Office 365 reserved licenses to accurately calculate annual true-up cost.
 - Create reserve entitlements from existing Microsoft Office 365 subscription entitlements.

Updated Products and Features

- **Software Asset Management - Continued**
 - **Oracle Verified Vendor Tool**
 - Use ServiceNow Discovery with Software Asset Management to discover and report information related to Oracle database servers.
 - Discovery with Software Asset Management is now an Oracle Verified Vendor Tool.
 - **Manage licenses for complex software suites**
 - Take advantage of simplified licensing and lower license cost offered by vendors on complex software suites such as the Microsoft Core Infrastructure Server (CIS) Suite.
 - The CIS suite includes the Microsoft Windows Server software as well as the System Center suite, which includes Configuration Manager, Operations Manager, and other titles.



Updated Products and Features

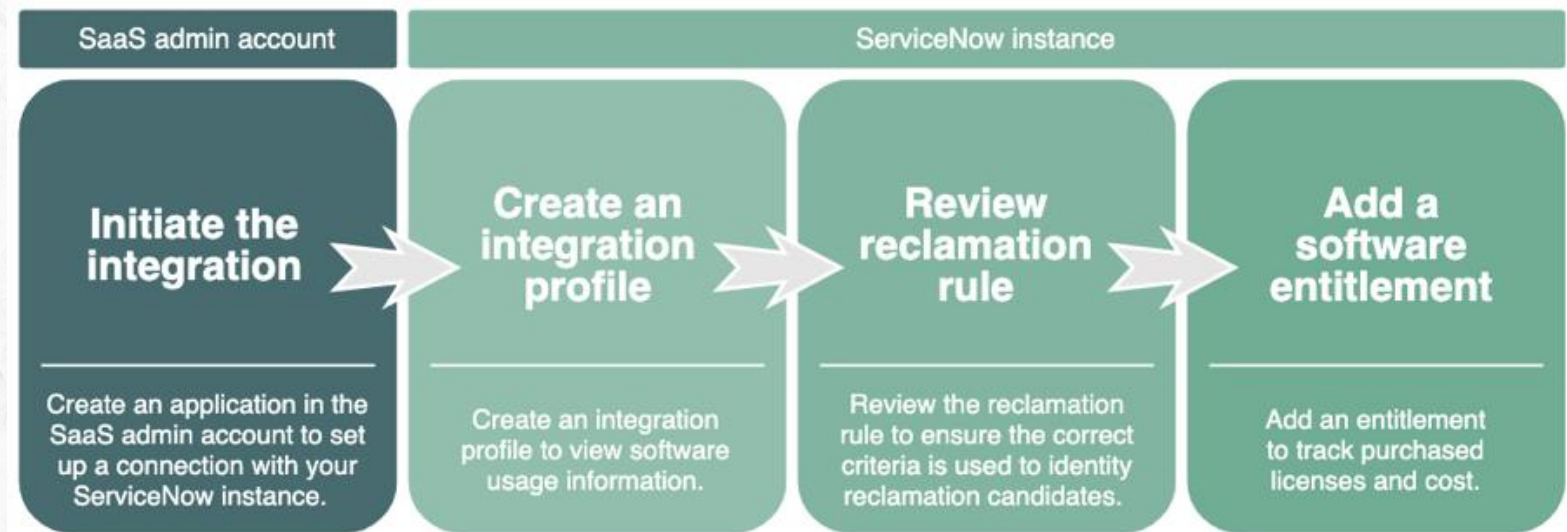
Software Asset Management - Continued

Oracle Verified Vendor Tool

- Use ServiceNow Discovery with Software Asset Management to discover and report information related to Oracle database servers.
- Discovery with Software Asset Management is now an Oracle Verified Vendor Tool.

Manage licenses for complex software suites

- Take advantage of simplified licensing and lower license cost offered by vendors on complex software suites such as the Microsoft Core Infrastructure Server (CIS) Suite.
- The CIS suite includes the Microsoft Windows Server software as well as the System Center suite, which includes Configuration Manager, Operations Manager, and other titles.



Updated Products and Features

- **Enterprise Release Management**
 - The Enterprise Release Management plugin (com.snc.enterprise_release_management) is no longer available for activation.
- **Facilities Service Management**
 - The Facilities Service Management plugin (com.snc.facilities_service_automation) is no longer available for activation.
 - The other plugins that are no longer available for activation are:
 - Facilities Service Management CMS Portal
 - Facilities Service Management Mobile



We Listen.
We Care.
We Execute.



pathwayscg.com

Pathways
Consulting Group | **PCG**