

IT Service Management Professional



	ITSM Pro
Product Name	IT Service Management Professional v2
Licenses	228 ITIL Licenses
Incident	✓
Problem	✓
Change	✓
Release	✓
Cost	✓
Asset	✓
Request	✓
Walk-Up Experience	✓
Performance Analytics	✓
Continual Improvement	✓
Predictive Intelligence	✓
Virtual Agent (Chat Bot)	✓
Vendor Manager Workspace	✓
Service Owner Workspace	✓
Dynamic Translation ²	✓
Bundled Custom Tables ³	50



Customer (Public) Service Management Professional



	CSM Pro
Product Name	Customer Service Management Professional v4
Licenses	All 16,000 State employees
Case	✓
Incident	✓
Problem	✓
Change	✓
Release	✓
Cost	✓
Asset	✓
Request	✓
Community	✓
Performance Analytics	✓
Continual Improvement	✓
Predictive Intelligence	✓
Virtual Agent (Chat Bot)	✓
Proactive Customer Service Operations	✓
Omni-Channel Customer Engagement	✓
Proactive Customer Communications	✓
Bundled Custom Tables ³	50

CSM Pro Capabilities

Proactive Customer Service	Virtual Agent	Predictive* Intelligence	Performance Analytics	Continual Improvement
<ul style="list-style-type: none"> Proactively trigger case workflows and notify impacted customers. Reduce resolution Improve visibility for customer service 	<ul style="list-style-type: none"> Build automated conversational workflows Provide accurate and reliable self-service Deliver faster 24x7 responsiveness 	<ul style="list-style-type: none"> Automatically categorize tasks with machine learning Intelligently link similar cases for faster resolution Increase agent productivity 	<ul style="list-style-type: none"> Drive continual service improvement Increase efficiency and reduce costs Align services with business goals 	<ul style="list-style-type: none"> Out-of-the-box integrations Align improvement ideas with goals Track status throughout lifecycle with workbench

Security Operations Professional



	SecOps Pro
Product Name	Security Operations Professional
Licenses	16000 Devices
Security Incident Response	✓
Vulnerability Response	✓
Vulnerability Solution Management	✓
Threat Intelligence	✓
Trusted Security Circles	✓
Event Management for Security Operations	✓
Orchestration Activity Packs	✓
Performance Analytics	✓
Security Operations Efficiency dashboard	✓
Mobile interface	✓
Bundled Custom Tables ³	5

Connect security and IT

Hand off tasks easily with a single platform across IT, security, and the business. Quickly identify, prioritize, and remediate changes that affect security and risk postures.

Prioritize and remediate vulnerabilities and security incidents faster.
Unify data and processes across IT, security, and risk teams.

Integration Hub



	Integration Hub
Product Name	Integration Hub Enterprise
Licenses	6M External Transactions
API Introspection	✓
Data Streaming	✓
Client SW Distribution	✓
PW Reset (12K)	✓
PowerShell	✓
SSH Orchestration	✓
Activity Designer	✓
Activity Packs	✓
JDBC	✓
XML Parser	✓
Rest, SOAP, Open API	✓
Builder, Retry Policy	✓
Remote Tables	✓

Prebuilt integrations Included

IntegrationHub Starter	IntegrationHub Standard	IntegrationHub Professional	IntegrationHub Enterprise
Spokes			
Slack	JIRA	Microsoft Active Directory	Microsoft SCCM for Client Software Distribution
Microsoft Teams	Jenkins	Microsoft Azure Active Directory	DocuSign
Workplace by Facebook	F5 Networks	Box	Salesforce
HipChat	Kubernetes	Okta	Adobe Sign
Slack WebHooks	Docker	Microsoft SharePoint Online	Dynamics 365
Microsoft Teams (Graph API)	Infoblox	Microsoft OneDrive	Coupa
twilio	Twitter	Microsoft Exchange Server	Adobe Experience Platform
Zoom	Azure DevOps Server	Google Drive	Amazon SNS
Cisco Webex	GitHub	Google Dynamic Translation	Amazon IAM
Google Hangouts	GitLab	Microsoft Exchange Online	UiPath
	Ansible	Google Tasks	Amazon S3
	<i>plus all spokes in lower tiers</i>	Google Gmail	First Advantage
		Google Calendar	Microsoft Azure Resource Management
		<i>plus all spokes in lower tiers</i>	Microsoft Azure SQL Database
			<i>plus all spokes in lower tiers</i>

Natively integrate ServiceNow with anything

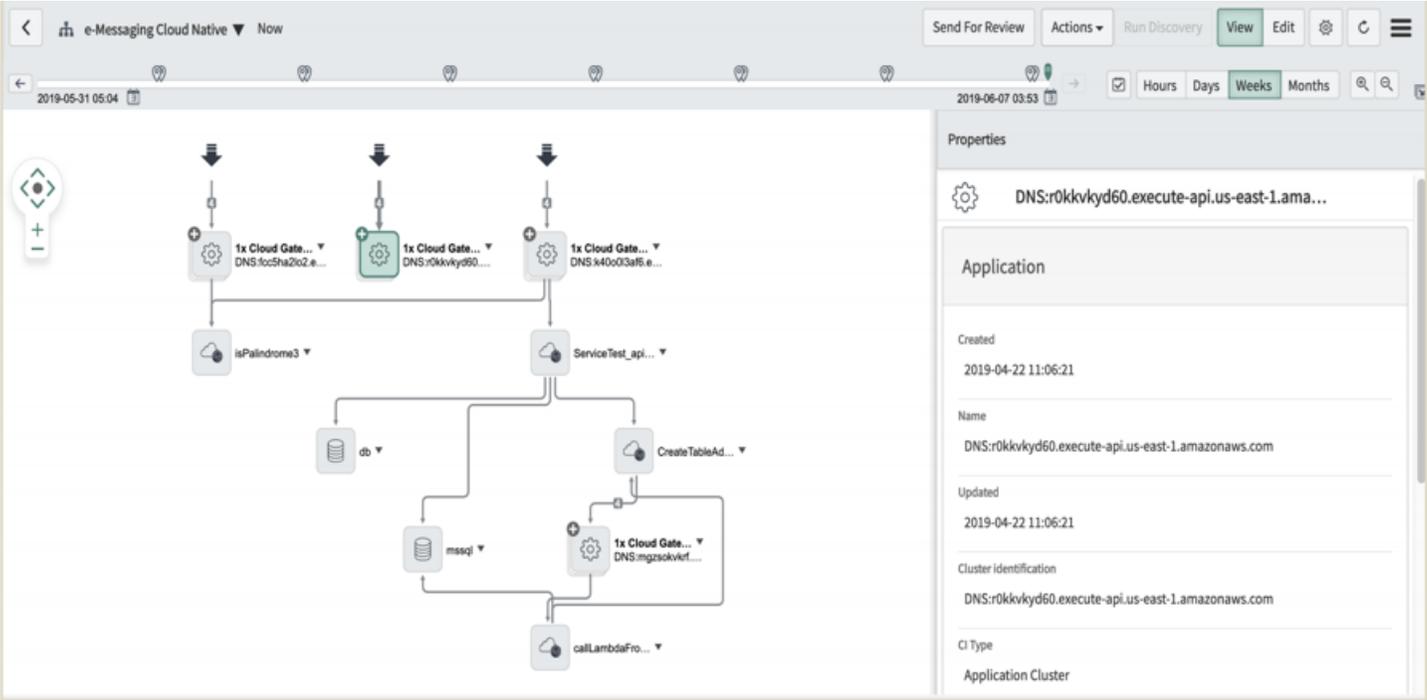
Digital transformation is driven by digital workflows that involve a few strategic platforms and many diverse apps and data. With IntegrationHub you can transform any process – from simple productivity to complex transformation – involving any 3rd party service – into a digital workflow in Flow Designer.



IT Operations Management

ITOM Visibility's Service Mapping feature provides IT with visibility into the IT infrastructure that makes up services. It creates accurate service maps, using patterns, tag-based mapping, traffic-based discovery, and even data ingestion from existing tools. All this data resides in ServiceNow® Configuration Management Database (CMDB) to show the mix of applications, IT components, and cloud services that support a service and how they are related. It guides users through the process of mapping multiple services in parallel and refining service maps, delivering IT service visibility faster than manual approaches. Service Mapping also automatically updates maps as changes occur across IT applications, infrastructure, and cloud services.

	ITOM
Product Name	ITOM Operator Professional
Licenses	3500 Units
Event Mapping	✓
Operational Intelligence	✓
Discovery	✓
Service Mapping	✓
Bundled Custom Tables ³	5



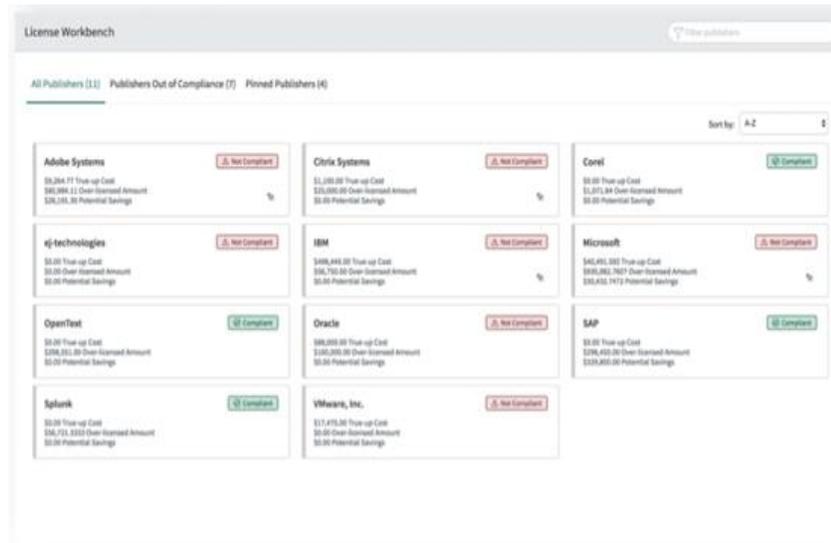


Software Asset Management

	SAM
Product Name	Software Asset Management Pro
Licenses	16,000 Devices
Software Vulnerability	✓
SaaS License Connections	✓
SaaS License Management	✓
Engineering License Manager	✓
Software License Mgmt	✓
Software Discovery	✓
Normalization	✓
Reconciliation	✓
Publisher Packs Included	✓

License workbench

Prioritize and take action on compliance and cost visualizations for your long list of publishers.



Software Spend Detection

Solve shadow IT by uncovering rogue spending by geo, cost center, vendor, product, and people.

