# State of Montana Entitlements

| IT Service Management | IT Operations Management | SW Asset Management | Security Operations | Customer Service | Governance, Risk & Compliance | IT Business Management | Analytics & Intelligence | Now Platform App Engine |
|---|---|---|---|---|---|---|---|---|
| Incident | Discovery | Software Asset Management | Security Incident | Customer Case & Knowledge | Policy & Compliance | Project Portfolio | Performance Analytics | ServiceNow Studio |
| Problem | Service Mapping | Publisher Packs | Vulnerability Response | Customer Service Portal | Risk Management | Demand | Virtual Agent | Delegated Development |
| Change | Event Management | SaaS Licensing | Threat Intelligence | Communities | Advanced Risk Management | Resource | Predictive Intelligence | Service Portal Configurator |
| Request Fulfillment | Operational Intelligence | Software Spend Detection | Trusted Security Circles | Targeted Communities | Audit Management | Innovation | Natural Language Understanding | |
| Hardware Asset Management | Cloud Management | Normalization & Content | Configuration Compliance | Continual Improvement | Vendor Risk Management | Agile Development | | |
| Vendor Performance | Cloud Insights | Client Software Distribution | Mobile Experience for SecOps | Proactive Operations | Mobile experience for GRC | APM | | |
| | | | | Major Issue Resolution | | Financial Planning | | |
| | | | | Customer Project Management | | Test Management | | |
| | | | | | | SAFe | | |
| | | | | | | Enterprise Release Management | | |

## Now Platform Capabilities

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Virtual Agent | Notifications | Flow Designer | Reporting & Dashboard | Service Level Management | Knowledge Management | Service Catalog | Service Portal | CMDB | Assessments & Survey Management |
| IntegrationHub | Agent Workspace | Automated Test Framework | Remote Tables | Web Services (API) | Predictive Intelligence (Machine Learning) | Data Certification | Decision Tables | Advanced Work Assignment | Skill Management |

## Legend

| Owned - Implemented | Owned – In Development | Owned - Not Implemented | Not Owned |
|---|---|---|---|