

servicenow | New York release Highlights

HAFSA ALEEM

NEW YORK RELEASE HIGHLIGHTS

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Contents

- 1. Dynamic Translation
- 2. Guided Application Creator
- 3. ITOM Visibility and ITOM Health
- 4. Investment Funding
- 5. Instance Data Replication
- 6. Mobile Onboarding App
- 7. Now Mobile App
- 8. Vendor Manager Workspace
- 9. Conclusion

Dynamic Translation

ServiceNow[®] Dynamic Translation is a new feature in the New York release. For a seamless localization experience, you can use translation service providers and enable the translation of dynamically generated text, such as user-entered text on various forms.



Dynamic Translation



With <u>Dynamic Translation</u> you can translate dynamically generated text, such as userentered text on various forms, for a seamless, localized experience.



The feature maping



Dynamic translation on forms



IntegrationHub spoke for dynamic translation



Translation configuration



Dynamic translation APIs



Dynamic Translation requires the Professional subscription of any application supported by ServiceNow.

Guided Application Creator

With the <u>Guided Application Creator</u> feature, you can set up an application and use it right away. In addition, developers can add more functions at a later time. While Guided Application Creator doesn't capture the entire process of creating an application, after the initial setup you can further develop it using Studio, Flow Designer, and Team Development.

The feature includes:

Create an application record

Define roles

Designate data tables

Design an application for different user experiences

Allow global application development

Optionally activate the legacy application creator

The Guided
Application Creator
Now Platform feature
is active by default.

ITOM Visibility and ITOM Health

These are part of the IT Operations Management module which enhances your organization's visibility into its infrastructure and services, prevents service outages, and maximizes operational agility. ITOM Visibility consists of the Discovery and Service Mapping products, and ITOM Health unites the existing Event Management and Operational Intelligence applications.



Activating ITOM Visibility requires a separate subscription and ServiceNow personnel to activate the Discovery and Service Mapping plugins. When you activate the Discovery plugin the subscription plugin is automatically activated. For ITOM Health, when you activate the Event Management and Operational Intelligence plugins the subscription plugin is automatically activated.

Investment Funding

Use the Investment Funding application to efficiently plan and manage investments. You can allocate funds to an investment and request funds from one or more funding sources.



Top-down and bottom-up funding



Continuous funding



Integration with Project Portfolio Management (PPM)



Domain Separation



You can activate the new Investment Funding plugin if you have the admin role. Activating the Investment Funding for PPM plugin will integrate Investment Funding with PPM.

Instance Data Replication

With the new <u>Instance Data Replication</u> application you can copy data made on one instance (the producer) to one or more other instances (the consumers). Replicate producer data into tables of the same name or into entirely different tables on consumer instances. You can even modify the data during replication or keep it as is. However, you shouldn't use IDR to clone instances as it does not replicate metadata and many user tables.



AUTOMATIC REPLICATION OF DATA ONTO ONE OR MORE OTHER INSTANCES



TRANSFORM REPLICATION DATA



TRIGGER WORKFLOWS
AFTER REPLICATIONS



BI-DIRECTIONAL REPLICATION



ACTIVATING IDR REQUIRES A SEPARATE SUBSCRIPTION AND ACTIVATION BY SERVICENOW PERSONNEL.

Mobile Onboarding App

By using the <u>Mobile Onboarding app</u> your organization can give its new hires an end-to-end guided experience on what they need to do. Enable new hires to complete onboarding to-dos from anywhere, ask questions related to onboarding, and view relevant content at different stages of the onboarding process. You can give hiring managers visibility into their new hire's onboarding progress and new hires access to key contacts. Anyone can download the app from the Apple App Store or Google Play Store.



Complete onboarding to-dos



Ability to ask questions



Relevant content to the onboarding process



When you activate Enterprise Onboarding and Activations, Mobile Onboarding will be automatically activated.

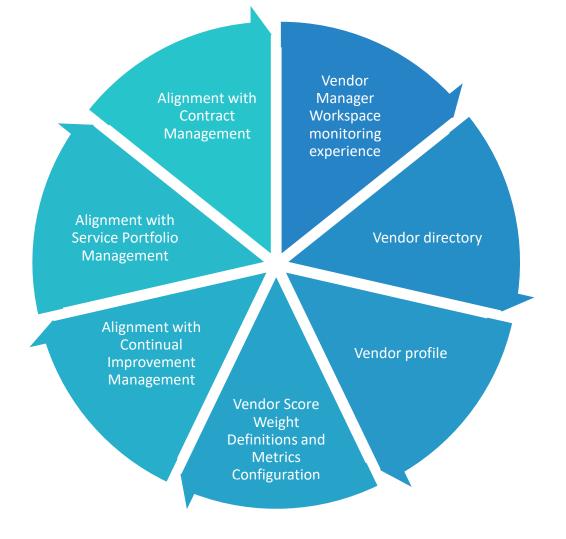
Now Mobile App

Employees can use the <u>Now Mobile app</u> to perform a number of tasks including, but not limited to, submitting incidents and requests, managing tasks, and accessing company resources from anywhere.

The application includes: Request help View and complete tasks **View Assets** Track the status of a report View resources

The Now Mobile application is active by default in new instances. However, you can activate the Mobile Employee Experience

Native Application when upgrading from a previous release.



Vendor Manager Workspace

With <u>Vendor Manager Workspace</u>, vendor managers can manage and monitor vendor performance, information, and data in a single destination via an integrated and graphically intuitive user experience. Users with the admin role have additional capabilities that include configuring vendor score weight and metrics and adding and defining vendors.

Conclusion

If all the new features and applications alone aren't enough to appeal to you, then here's a list of all the products with new and updated features: Analytics, Intelligence, and Reporting **Customer Service Management** IT Business Management **IT Operations Management** IT Service Management ServiceNow Now Platform App Engine Service Management **Security Operations**