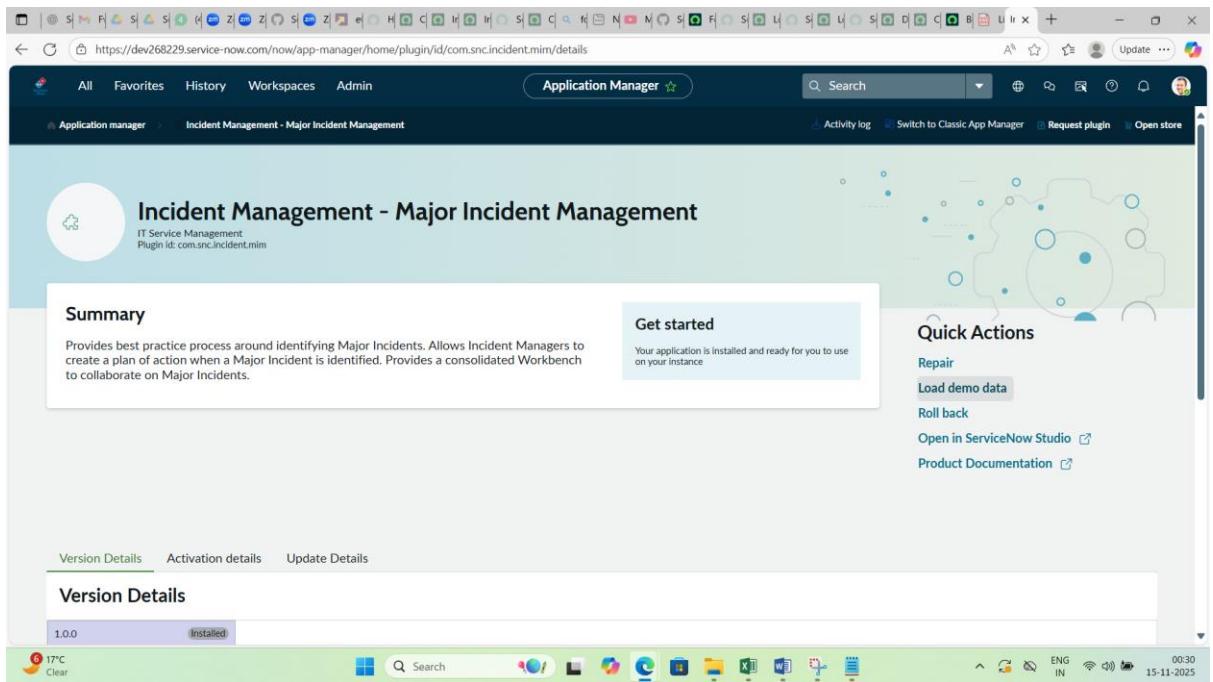
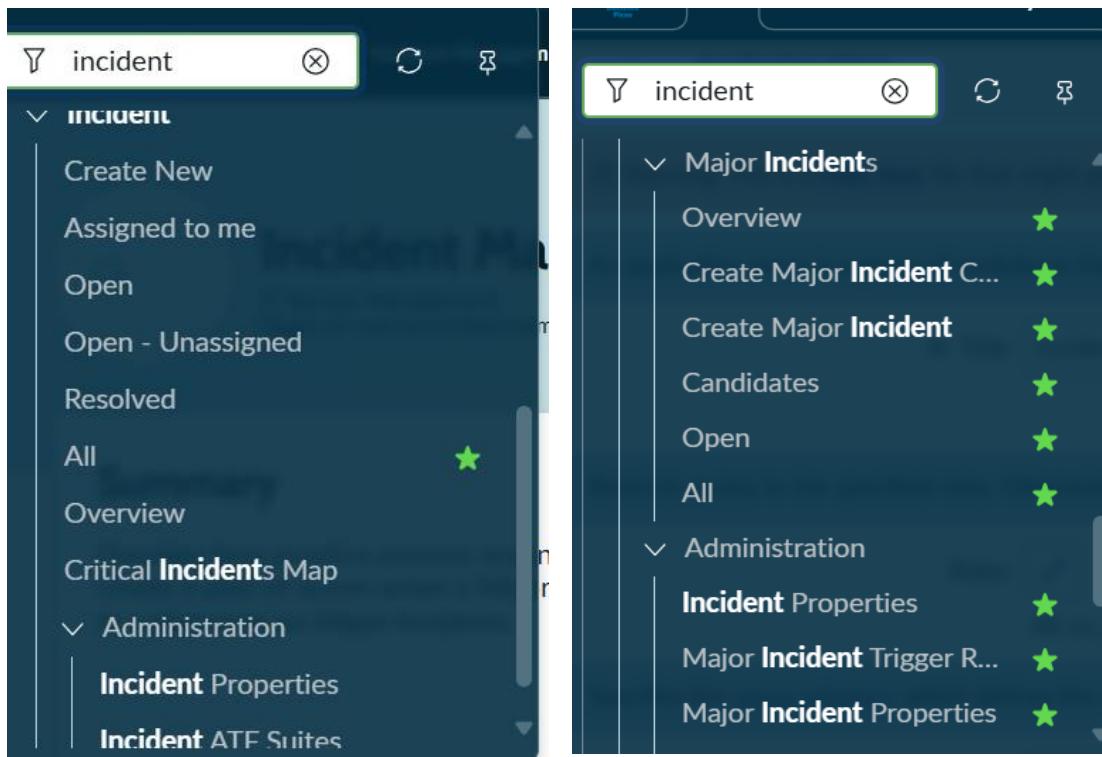


Plugins –

- ➔ Plugin is a module in an application and it is a specific functionality added to an application.
- ➔ Every organization need different features, so we customize and modularize it so that they add plugins which they need



- ➔ All → plugins → search for incident management → click on Incident management(family plugins) → Install → click on load demo data → click view details



→ Jira is the tool we use to do SDLC. Jira identify the stories, epics, capacity management which are there in agile methodologies.

Agile Development 2.0
Strategic Portfolio Management
Plugin id: com.snc.sdlc.agile.2.0

Summary
The Agile Development 2.0 plugin provides enhanced functionality on top of Agile Development. If you already have a customized version of Agile Development, delete the customizations before activating Agile Development 2.0 to ensure that all features work properly. Please refer to the documentation for detailed steps to delete the customizations.
[Show more](#)

Get started
Your application is installed and ready for you to use on your instance

Quick Actions
[Repair](#) [Load demo data](#)

Version Details	Activation details	Update Details
Version Details 1.0.0 Installed		

→ All→plugins→search for agile development→agile development 2.0→Install→click on load demo data→click view details Install
→ Plugin id is for the system to identify which plugin based on the plugin id

The screenshot shows the ServiceNow Application Manager interface. At the top, there's a navigation bar with links for All, Favorites, History, Workspaces, Admin, Application manager, Incident Management - Major Incident Management, Activity log, Switch to Classic App Manager, Request plugin, and Open store. Below the navigation is a search bar and a 'Get started' message indicating the application is installed and ready for use.

Incident Management - Major Incident Management

Summary
Provides best practice process around identifying Major Incidents. Allows Incident Managers to create a plan of action when a Major Incident is identified. Provides a consolidated Workbench to collaborate on Major Incidents.

Get started
Your application is installed and ready for you to use on your instance.

Quick Actions
Repair, Load demo data, Roll back, Open in ServiceNow Studio, Product Documentation.

Version Details (selected), Activation details, Update Details.

Version Details
1.0.0 (Installed).

At the bottom, there's a Windows taskbar showing the date and time (15-11-2025, 00:30), system icons, and a weather widget (17°C Clear).

- If we forget to load demo data, we can again open major incident management and load demo data
- Roll back will uninstall the plugin

The screenshot shows the ServiceNow Application Manager interface with a search query 'i18n' entered in the search bar. The results are displayed under the heading 'Store applications (1)'. A single result is shown: 'Profanity filter for agent chat ServiceNow'.

Application Manager
Install, update, and manage licensed applications and plugins for your instance.

Search your licensed applications and plugins (i18n)

Available for you (26), **Updates**, **Installed (1)**

Showing results for 'i18n'. If the application and plugin is not listed below try syncing with store. Last sync with store Nov 09, 2025 06:57 PM. Sync now, Sort: Recently released.

Filters (Listings: Applications, Plugins, Free Trials, Products)

Store applications (1)
Applications created by ServiceNow and third-party sources, including free trial products available for sub-prod instances only.

Profanity filter for agent chat ServiceNow
Prevents agents from sending messages that include

At the bottom, there's a Windows taskbar showing the date and time (15-11-2025, 01:02), system icons, and a weather widget (17°C Clear).

- To use new language, i18n which is internationalisation and between i and n we have 18 letters.