



# Washington DC Manufacturing

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# Manufacturing

Use ServiceNow® for Manufacturing to help your organization streamline operations, boost productivity, and maximize your uptime on the production floor through digital workflows.

ServiceNow Manufacturing provides a single, end-to-end connectivity unified management platform. This suite of products enhances both the customer and supplier relationship via information sharing and access to crucial data in real-time.

## Benefits in Core Operations and empowering Factory Workers



### Operational Technology

Contextualize and safeguard your Operational Technology systems, connect to digital workflows, and respond quickly to threats.



### Core Operations

Streamline and digitize standard operating procedures (SOPs) and enable shared knowledge and collaboration across the enterprise.



### Factory Workers

Empower the workforce with digital tools and knowledge to adapt, collaborate, and excel in fast-changing conditions.

## Manufacturing using Operational Technology

Manufacturing using Operational Technology (OT) extends the platform across to OT to help manufacturers understand system relationships and dependencies, reduce risks, avoid downtime, and more.

Manufacturing using Operational Technology focuses on the following pillars:

- **Visibility:** The Operational Technology Manager and Industrial Process Manager applications enable you to minimize blind spots with a unified view across IT and OT, and proactively understand relationships and dependencies between systems.
- **Security and governance:** The Operational Technology Vulnerability Response application enables reduction of risk, and streamlining compliance efforts with pre-built, proactive, and reactive security workflows to keep cyber incidents from occurring on those plant floor assets.
- **Incident management:** The Operational Technology Incident Management application enables you to avoid downtime and improve response and recovery with workflows and change management processes designed for OT systems.
- **The Operational Technology Change Management application** enables you to implement changes to OT assets and production processes.

## Maximize uptime and build operational resilience with ServiceNow Operational Technology Management

Before industry Operational Technology, manufacturers depended on manual processes and legacy knowledge to maintain their Operational Technology environments. As a result, these manufacturers found it challenging to get a complete view of their environments and to efficiently secure, monitor, and manage it all. With ServiceNow Operational Technology Management, your organization can get a complete and contextual view of your Operational Technology systems so that they can be kept secure, running, and connected

to production processes and digital workflows. Operational Technology Management enables your organization to assess, prioritize, and respond to events and threats.

Equipment model dependency view

now

All Favorites History Workspaces Admin

Manufacturing Workspace

Search

Equipment model

Equipment model view for East London

Create new entity

View Hierarchy

East London

Manufacturing Area

Assembly Line

Cutting Line

Finishing Line

Packaging Area

Packaging Line 1

Packaging Line 2

Palletizer

Storage Area

Room A

Room B

Shipping

Assembly Line

Details Upstream Process (2) Downstream Process (1) Child Entities OT Assets (4) Vulnerable Items (13) Remediation Tasks (2)

View hierarchy View process Save Delete

OT Assets 4

Last refreshed just now.

<input type="checkbox"/>	Name	OT asset type	IP Address	Manufacturer	Model number	Description	Purdue level
	Leica Edison Panel ICT PCBA	PLC		ROCKWELL AUTOMATION	ABC	Door Assembly PLC	1
	sensor 1	Industrial Sensor		ROCKWELL AUTOMATION			0
	IIS-NY-6416	Historian	26.121.184.44	FISHER CONTROLS	F-1112	Historian	3
	Computer1	(empty)		DELL	Inspiron 15	plant laptop	3.5

+

+

+

Add

Remove

By using a digital map, your organization can gain greater visibility of the manufacturing operations processes, systems, and relationships. With this map, you can manage and assess potential production impacts easier and faster.

	<p>Improve visibility</p> <p>Get a complete and contextual view of your Operational Technology systems, so that you can keep your systems secure and running.</p>
	<p>Digital workflows</p> <p>Connect your Operational Technology systems to production processes and digital workflows.</p>
	<p>Vulnerability management</p> <p>See everything in one place, so that you can assess, prioritize, and respond to events and threats.</p>

View and download the full [infocard](#) for a highlight of Manufacturing features.

Enterprise Asset Management



Enterprise Asset Management is a business application that manages the entire life cycle of your enterprise connected and non connected assets. The Enterprise Asset Management application provides a comprehensive and end to end solution for maintaining your assets, minimizing costly downtime, and maximizing the asset usable life.

For more information about Enterprise Asset Management, see [Enterprise Asset Management](#).

Unlock efficiency and resiliency across your factory floor with ServiceNow Manufacturing Connected Workforce

As a manufacturer, you must scale your hiring process so that you can hire the best candidates in the most efficient way and provide your existing workers with the skills that they need to do their jobs effectively. As your employees retire or quit, you must improve the consistency and efficiency of your processes or risk increasing the potential for human error and safety concerns. With the ServiceNow Manufacturing Connected Workforce

application, you can give your employees a more intuitive way to get their work done. For example, your employees can start each day with the tools, information, and insights that they need and can find all in one place. You can accelerate the modernization of your operations and lay the proper groundwork for the future with the ServiceNow Manufacturing Connected Workforce application. Through low-code and no-code applications, your organization can build the applications that fit your unique needs and improve your manufacturing processes, such as incident management and asset inventory.

	<p>Establishing a solid foundation to digitize operations</p> <p>Create a map of production processes, systems, and dependencies across facilities to visualize the entire manufacturing ecosystem in one place.</p>
	<p>Retaining critical knowledge</p> <p>Capture your employees' knowledge and standardize work processes in a digital knowledge center so that one person's departure doesn't lead to production problems.</p>

## Equip your workforce

Build low-code and no-code applications so that your employees can do collaborative monitoring, extended troubleshooting, problem-solving, and in-depth situational analysis.

Read the [solution brief](#) for details.

## Get started

- Work with an implementation specialist to streamline your manufacturing setup process. To learn more, see the [Customer Success Center](#).
- Join ServiceNow [Manufacturing Special Interest Group](#) to share knowledge, collaborate, and network with peers around the globe who are addressing the same industry challenges and opportunities.
- Watch features demonstrated via [DemoNow](#).
- For information on how to request and set up Operational Technology, see
  - [Configuring the Operational Technology Manager](#)
  - [Configuring the Industrial Process Manager](#)
  - [Configuring Operational Technology Vulnerability Response](#)
  - [Configuring Operational Technology Incident Management](#)
  - [Configuring Operational Technology Change Management](#)

## Products

- [Operational Technology Manager](#)
- [Industrial Process Manager](#)
- [Operational Technology Vulnerability Response](#)
- [Operational Technology Incident Management](#)
- [Operational Technology Change Management](#)