

ServiceNow Orchestration

Benefits

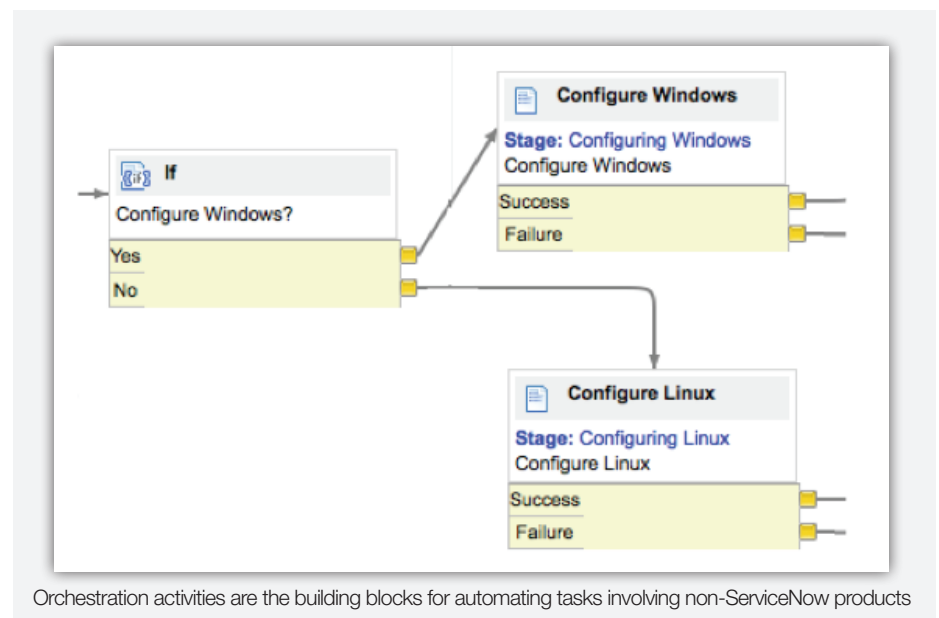
- Increase Efficiency**
 Improve operational IT efficiencies, speed problem resolution, and increase service availability by automating manual, routine, error-prone tasks to produce fast, predictable results.
- Fast Time-to-Value**
 Realize value quickly from ServiceNow Orchestration's SaaS model, intuitive graphical workflow designer, library of pre-built orchestration activities, ready-to-use orchestration applications, and automatic integration with the ServiceNow enterprise IT cloud.
- Grow into Value**
 Expand ServiceNow Orchestration as value is demonstrated – add activity packs, custom activities, and orchestration applications as needed.

The IT Challenge

IT often finds its productivity and value to the enterprise impaired because its time is occupied with many manual, tedious, error-prone tasks that could be automated. Instead of driving innovation, IT is consumed with tasks such as virtual machine provisioning, storage provisioning, employee on/off-boarding, password resets, Active Directory administration, data/file transfers, software installations, storage administration, and server administration. Attempts to automate these kinds of tasks are often piecemeal and uncoordinated – ranging from using a collection of disparate automation products to creating scripts for certain process steps. But these approaches may result in delays and miscommunication, causing IT to ultimately fall back on the “safe” manual method. In the end, the overall lack of coordinated automation prevents IT from realizing its true potential and impedes enterprise agility.

The ServiceNow Solution

ServiceNow Orchestration, an extension of the ServiceNow Service Automation Platform's graphical workflow, enables IT to automate manual tasks involving systems and applications outside the ServiceNow environment. It ensures automation repeatability, security, and compliance and, as a software-as-a-service (SaaS) offering with options for adding various orchestration activities and applications, gives IT the flexibility to grow use as value is demonstrated. Because ServiceNow Orchestration is a familiar extension of ServiceNow's drag-and-drop graphical workflow designer, it leverages the same skill set customers use for automation inside ServiceNow environments. IT can build orchestration workflows by adding various combinations of pre-built orchestration activities for Linux, Unix, Windows, and cloud services and custom orchestration activities. As an extension of the ServiceNow platform, ServiceNow Orchestration leverages all the platform features, interconnected application processes, and single system of record in the ServiceNow enterprise IT cloud. With ServiceNow Orchestration, IT can improve operational IT efficiency, increase enterprise agility, and allocate more time and expertise to providing strategic value to the enterprise.



Software-as-a-Service to Grow into Value

ServiceNow Orchestration runs in the cloud as a SaaS offering, presenting IT with a “grow into value” business proposition. IT can start small and grow its ServiceNow Orchestration subscription as it realizes business value. Automate manual processes such as fulfilling requests and resolving problems to execute the same way every time with extremely fast, predictable results. Reduce request fulfillment times from weeks to minutes with an automated process that embeds all required approvals, notifications, and escalations. Securely empower lower-skilled IT staff to reboot servers or restart services without providing them with root passwords, eliminating the time and cost of escalating to second or third-level technicians. Ensure compliance with the built-in event record, which logs every orchestration action to create an audit trail. ServiceNow Orchestration’s SaaS model gives IT the flexibility to make incremental investments in the product subscription as it delivers value.

Familiar Workflow Service

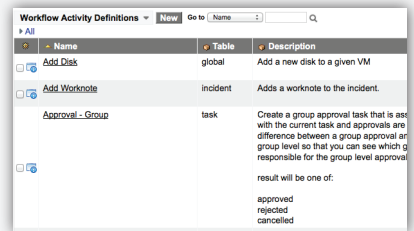
ServiceNow Orchestration is an open, standards-based extension of the ServiceNow platform’s graphical workflow service. It enables IT to build workflows that extend outside of ServiceNow environments to streamline and automate manual tasks performed repeatedly. In most cases, ServiceNow customers already have the experience needed to begin building powerful workflow-driven automation integrated with their IT service management processes. This single workflow service means they do not have to learn one workflow technology for automating ITSM processes and another for automating other processes.

Drag-and-Drop Graphical Workflow Design

ServiceNow Orchestration uses the same intuitive, drag-and-drop graphical workflow designer that is used across all ServiceNow products. Non-programmers can build orchestration workflows by dragging pre-built orchestration activities from the palette onto the workflow canvas and connecting them together. Building an orchestration workflow is like creating a flowchart in Visio, except that this flowchart actually performs the process that has been designed. In addition, processes automated using ServiceNow Orchestration are automatically documented within the workflow definition, making standardized process information available to all IT staff.

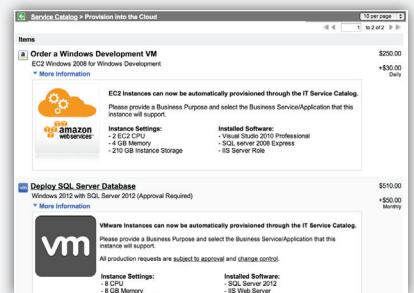
Orchestration Activity Building Blocks

Orchestration activities are the building blocks of orchestration workflows. An activity performs a discrete task as part of a multi-step process. ServiceNow Orchestration includes pre-built activities for web services, Microsoft Active Directory, Microsoft PowerShell, and Secure Shell to interact with systems typically found in enterprise data centers and the cloud. Customers can also add activity packs for VMware vSphere and Amazon EC2 to automate the provisioning, configuration, and management of private and public cloud services. Beyond these pre-built activities, customers can create custom orchestration activities, which may be centrally edited, moved between instances, and reused across multiple automation scenarios. Some automation scenarios are also covered by ServiceNow Orchestration applications such as ServiceNow Cloud Provisioning.



Name	Table	Description
Add Disk	global	Add a new disk to a given VM
Add Worknote	incident	Add a worknote to the incident.
Approval - Group	task	Create a group approval task that is associated with the current task and approvals are difference between a group approval at group level so that you can see which group responsible for the group level approval result will be one of: approved rejected cancelled

Build a library of orchestration activities from a range of pre-built activities or create reusable custom activities



Item	Price
Order a Windows Development VM EC2 Windows 2008 for Windows Development More Information	\$250.00 +\$50.00 Daily
Deploy SQL Server Database Windows 2012 with SQL Server 2012 (Approval Required) More Information	\$510.00 +\$20.00 Monthly

Applications such as ServiceNow Cloud Provisioning provide out-of-the-box automation for specific orchestration scenarios

Orchestration on a Single Platform

Built on the ServiceNow platform, ServiceNow Orchestration automatically leverages all platform capabilities, interconnected processes across all ServiceNow and custom applications, and a single system of record. Create custom orchestration applications using the ServiceNow platform’s easy-to-use, code-less custom development tools. Automate multiple technology stacks on the same platform. Integrate service-centric IT processes with data center automation. Build automatic documentation, audit trails, and process standardization. IT managers can use dashboards to monitor IT projects, keep projects on track, and guide remediation. End users can request services by using their mobile devices to access service catalogs with ServiceNow Orchestration automating behind-the-scenes processes to fulfill those requests in minutes.

servicenow

www.servicenow.com

©2013 ServiceNow, Inc. All rights reserved.

ServiceNow believes information in this publication is accurate as of its publication date. This publication could include technical inaccuracies or typographical errors. The information is subject to change without notice. Changes are periodically added to the information herein; these changes will be incorporated in new additions of the publication. ServiceNow may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time. Reproduction of this publication without prior written permission is forbidden. The information in this publication is provided “as is”. ServiceNow makes no representations or warranties of any kind, with respect to the information in this publication, and specifically disclaims implied warranties of merchantability or fitness for a particular purpose.

ServiceNow is a trademark of ServiceNow, Inc. All other brands, products, service names, trademarks or registered trademarks are used to identify the products or services of their respective owners.