

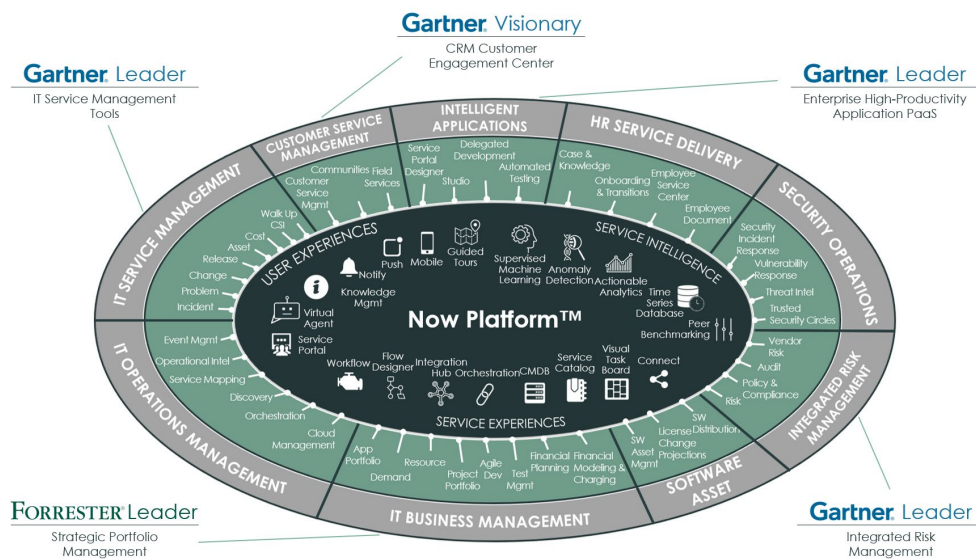
ServiceNow Overview – Supporting the Air Force

ServiceNow is changing the way the Air Force works. By placing a service-oriented lens on the activities, tasks and processes that make up day-to-day work life, we help the Air Force operate faster and be more scalable than ever before. As a company whose origins are in the cloud, ServiceNow provides a service model that defines, structures streamline the delivery of services.

ServiceNow provides a digital workflow and service automation platform for every department within the enterprise, including IT, cyber operations, human resources, project management, facilities, legal, field service and more. In addition, ServiceNow provides a robust platform for rapid application development, supporting both enterprise and mission applications.

Why the Air Force Chose ServiceNow

- Platform built to deliver enterprise services—** Enterprise platform and forms-based workflow engine that creates an enterprise service hub for automating and managing IT and line-of-business service relationships inside and outside the enterprise.
- One source of “truth”—** Enabled by a single platform, a single data model, and a single user interface that everybody consults, interacts with, and reports on.
- Platform for application development—** Professional developers and ‘citizen’ creators can rapidly modify ServiceNow apps, create new apps, and add services to the enterprise service catalog with little to no programming.
- Cloud native platform —** Designed in the cloud, the ServiceNow platform provides a scalable and resilient architecture embodying key cloud tenants.
- Lights-out, zero-touch automation—** Increased efficiency for a wide range of IT disciplines, including cloud and virtualization lifecycle management, change orchestration, infrastructure discovery, and governance—all powered by a single workflow engine.
- Powerful business intelligence and reporting—** Delivers complete visibility into the service performance of IT, including hundreds of crowd-sourced Key Performance Indicators (KPIs), benchmarking, and executive dashboards.
- Highly active user community—** Dedicated peer support engagement programs, such as annual user conferences, local user groups, special interest groups, online forums and blogs, and a crowd-sourced KPI Library facilitate collaboration and knowledge sharing for end users and app creators.



ServiceNow Service Automation Platform Focus Areas

ServiceNow Platform

The ServiceNow Platform is a highly configurable, approachable and extensible cloud-based platform. It has two primary functions – as the foundation for all ServiceNow Applications providing a single code base, single data model and a consolidated workflow engine, as well as a platform to enable rapid application development. The platform approach simplifies the accreditation and continuous security monitoring process, as well as enables seamless upgrades as all applications share the same underlying construct.

Service Management

Pioneered by IT, service management addresses all the service domains of modern enterprises and institutions. Our customers have standardized on ServiceNow to apply the service model to many different use cases. IT, HR, Security, Finance, Facilities, Field Services and other service domains use our model to manage all of the service relationships that make up Air Force environments.

Operations Management

Our operations management solutions consolidate resource data including virtualized and cloud infrastructure environments, into a single system of record. This enables our customers to see how their

resources are performing at all times, automate key processes, and take a service-centric approach to mapping, delivery, and assurance.

Business Management

Our business management solutions extend agencies' visibility so organizations can manage many of their most important investments: people, projects, compliance and vendors. Consolidate business data to effectively understand your costs, utilize your resources, automate the management of projects, ensure regulatory compliance, and manage business relationships. Then, you can devote more resources to transforming the enterprise.

Application Development

Our Now Platform App Engine helps enterprises meet the demand for business and mission applications. With a rich set of pre-built services and templates, the Air Force can quickly build, test and publish applications that can span from a single department to the entire enterprise. And because minimal to no coding is required, almost anyone can build applications for every department in the Air Force, from enterprise back office services to analyst enablement.

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