

SERVICENOW JAKARTA BULLETIN

ServiceNow Modernizes ITSM, Expands Apps, Improves Performance

With its latest “destination,” the Jakarta upgrade, ServiceNow takes an ambitious journey that merits close attention by all its fellow travelers.

As we articulate below, Jakarta makes significant leaps in three important areas: modernized ITSM that embraces the latest developments in data analytics and machine learning; seven new applications that extend the platform’s reach beyond traditional IT service management; and performance enhancements that make the platform easier and more rewarding to use.

Although Acorio recognizes the value in each of these new developments, we understand that they do not have equal significance for all our clients. After identifying the most important changes, we conclude the Bulletin with recommendations relevant to different levels of client ambition and interest.



Smarter ITSM, Broader App Set, Better Performance

1 ServiceNow enhances ITSM with predictive alerts, cloud management, and benchmarking

Jakarta reinforces ServiceNow's core functionality, IT Service Management, in three dimensions: applied analytics, cloud management, and benchmarking.

"Predictive Alerts" move toward increased automation

As its first deep dive into predictive analytics, what ServiceNow calls "Predictive Alerts," the platform now applies a predictive engine that ingests service data and conducts data analyses to identify emerging trends that merit action. Flagged items can automatically create tasks and suggest courses of action; the platform can also be configured to fulfill some of these actions automatically.

Why you should pay attention:

Consider Predictive Alerts as an important step toward applying machine learning to shift the workload from manual labor to automation. We advise a "crawl, walk, run" approach: see what the platform can do, refining configuration and processes over time. As you become more comfortable with Predictive Alerts, you can allow it to assume greater responsibility for the less sensitive areas of Service Management.

Cloud Management takes on a growing sector of service

The key issue: visibility. By augmenting a set of Orchestration Catalog Items with a distinct management area, Jakarta gives cloud services its own set of functions for assigning roles, modeling and defining services, managing allocations, and tracking usage and expenses down to the individual user.

ServiceNow's acquisition of ITapp has allowed it to integrate additional functions of cloud management into the core platform, providing a dashboard for cloud services consumption. A new service model design feature offers a graphical, drag and drop way to design cloud service allocation.

Why you should pay attention:

IT never wants to be blindsided by inquiries on services it cannot see. Jakarta's Cloud Management functionality extends ServiceNow's visibility into a growing area of service responsibility.

Expanded benchmarking

With the previous Istanbul release, ServiceNow invited platform adopters to share their KPI data. With Jakarta, ServiceNow has expanded its reporting capabilities to offer benchmark data to opt-in participants.

Why you should pay attention:

Should you choose to participate, you can improve accountability by comparing your performance data to the broader set of ServiceNow's installed base benchmarks. Even if you cannot upgrade right away, [ServiceNow maintains a KPI library](#), based on customer inputs, that can be applied to your advantage immediately.

2 Seven new applications extend the power of the platform

ServiceNow continues to muscle its way into service arenas beyond IT, empowering customers with new capabilities that do not require new investments in alternative platforms. These new applications include two major developments and five apps of interest:

Major Development:

Software Asset Management

By far the most significant of the six new apps, Software Asset Management is now a distinct application for managing software through their lifecycles, helping users track, manage, and control software licenses throughout the organization.

Its most important feature, software title normalization, reconciles software nomenclature across all versions and releases. Built in MS SCCM Orchestration functionality allows you to easily integrate to automate software installs and removals.

Why you should pay attention:

Audits are never fun, but this functionality allows you to be prepared if/when the next one comes around. Title normalization makes it much easier to get a true picture of usage for appropriate license management. Greater visibility allows you to automate the harvesting and reallocation of unused licenses, and avoid potential penalties from audits of unauthorized software use.

Project Portfolio Management (PPM)

A new service portal, Project Portfolio Management allows you to define inter-project dependences and your own formulas for PPM ranking systems. A new Worker Portal makes it easier to record time worked, and provides better visibility on all current assignments.

Why you should pay attention:

With the new PPM application, you can enjoy many of the most important functions of a PPM platform without having to invest in a standalone PPM solution.



Other Applications of Interest

I. Security Operations

Jakarta's "Trusted Circles" function facilitates collaboration among authorized security personnel in a private, protected platform invisible to prying eyes.

II. GRC Vendor Management

The new release includes a Governance, Risk Management and Compliance module with a dashboard for 3rd-party risk assessment and management.

III. HR Onboarding and Transitions

Enhanced requests and prebuilt workflows standardize HR procedures and accelerate the time-to-productivity for new hires.

IV. CSM Communities

Jakarta expands Istanbul's new CSM powers with a closed social media platform, "Communities," that allow ServiceNow customers to engage each other and share ideas.

V. Financial Reporting

New financial reporting capabilities can now allocate service costs by business unit.

Why you should pay attention:

Take a peek. Although these new applications may not be as robust as some independent standalone solutions, they might just provide the additional functions you need within a platform you already have and understand.

3 Enhanced Performance

Last but certainly not least, ServiceNow has not neglected the core platform. Improvements include:

- Increased speeds of ~37% for forms and ~25% for returned list results.
- Performance analytics through reports that include superior forecasting based on historical consumption.
- A “guided tour designer” that allows you to add step-by-step learning tools to help users access and apply ServiceNow functions.



What works for you?

The relevance of Jakarta's new features/functions will vary depending on your organization's use or engagement of the ServiceNow platform.

Acorio makes the following recommendations for these three tiers of clients:

Good Stewards

If you're content with the current platform and have no need immediate desire to expand functionality, Jakarta's performance enhancements will be most important to you.

R.O.I. Seekers

Looking for short-term results you can measure almost immediately? Then your organization will be most interested in the new Software Asset Management application and Jakarta's new Cloud Management functionality.

Forward-Thinkers

To future-proof your investment and take advantage of long-term innovations, explore the non-ITSM applications in Security, HR, GRC, CSM and Financial Reporting.



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