



servicenow

Platform Capability Snapshot



now ITSM + ITAM + CUSTOM APPS

IT Service Management (ITSM)

- Configuration Management (CMDB)
- Incident Management
- Problem Management
- Change Management
- Release Management

IT Asset Management (ITAM)

- Hardware Asset Management (HAM)
- Software Asset Management (SAM)

Custom Scoped Applications

- Custom scoped ServiceNow applications
- Controlled extensions to core platform
- Role-based security and process automation

Capabilities Developed *Integrated automation, migration, analytics, and secure self-service*

Custom SAM Solution

Automated data integrations to third-party inventory systems for software asset visibility and governance.

Integrated Change Management

Bidirectional REST API integration synchronizing ServiceNow Change Requests with GitLab Work Items.

Self-Service Portals

Record producers and portal experiences that streamline request intake and reduce manual handling.

Workflow Automation & Security

Automated workflows, notifications, and ACL-driven role-based permissions aligned to process needs.

Reporting & Analytics

Custom reporting, dashboards, analytics, and metrics for operational insight and decision support.

Legacy System Migration

ServiceNow import sets and transform maps used to migrate data from legacy systems into platform records.

