

Mission Simplified with Low-Code App Dev Automation

1:30 p.m. – 2:05 p.m.



Gregg Aldana
ServiceNow



Steven Lock-Campbell
Department of
Agriculture

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Agenda

How Federal work is changing?

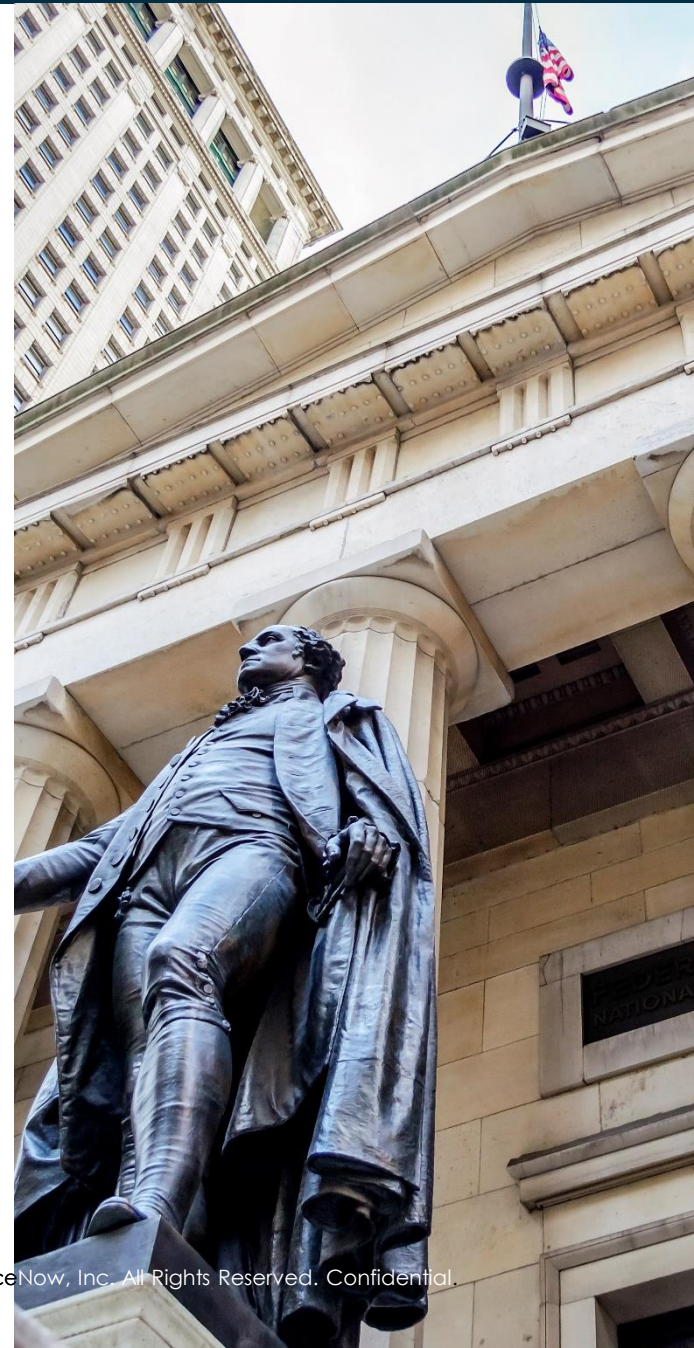
Who we are

Where we started

How we got here

Need for low code and ServiceNow Creator Workflows

Costs and savings



In the new economy, Federal Work has changed

Physical offices
and engagement



Distributed and digitized engagement

Automation is
just for IT



Automation is for everyone

Manual processes
get the job done



Efficiency is everything

People are
the labor force



People are the innovation engine

Digital imperatives to thrive during disruptions

Unprecedented disruption: COVID-19, new ways of working, shocks to supply chain, ESG...

SPEED

Accelerate digital leadership



Automate everything, fast



Transform legacy practices

EFFICIENCY

Improve process efficiency & resilience



Optimize and adapt processes quickly



Augment to unleash human potential; minimize friction

EXPERIENCE

Compete on experience



Inspire the new digital workforce



Delight next-gen customers and employees

What's slowing down digital execution



Shortage of tech skills and talent

Talent shortages in the U.S. have more than **tripled** in the last decade, with **69%** of employers **struggling to fill positions**.

ManpowerGroup

[The Employment Outlook Survey, 2021](#)



Legacy and silos hurting agility

By 2024, most legacy apps will receive some **modernization investment**, with cloud services used by **65%** of the apps to extend functionality or replace inefficient code.

DC FutureScape

[Worldwide Cloud 2021 Predictions](#)



Skyrocketing digital expectations

Employee experience is the **third-highest** key initiative critical to achieving **corporate objectives** and it has become increasingly vital to the success.

Workplace Insight

[Employee experience is more important than ever](#)

How organizations adapt



Empower more technologies

Lower barriers and fuel collaboration for **all people** to create



Modernize core systems

Remove tech debt; bridge systems and legacy apps on a **modern** platform of action



Simplify tech delivery at scale

Consolidate point tools; **empower** business autonomy while safeguarding standards



Creator Workflows

One common low-code hyperautomation platform

App Engine

- **Low-code, process automation**
 - Accelerate innovation with low code app dev

Automation Engine

Integration, robotic process automation

- Automate tasks and connect ServiceNow to anything

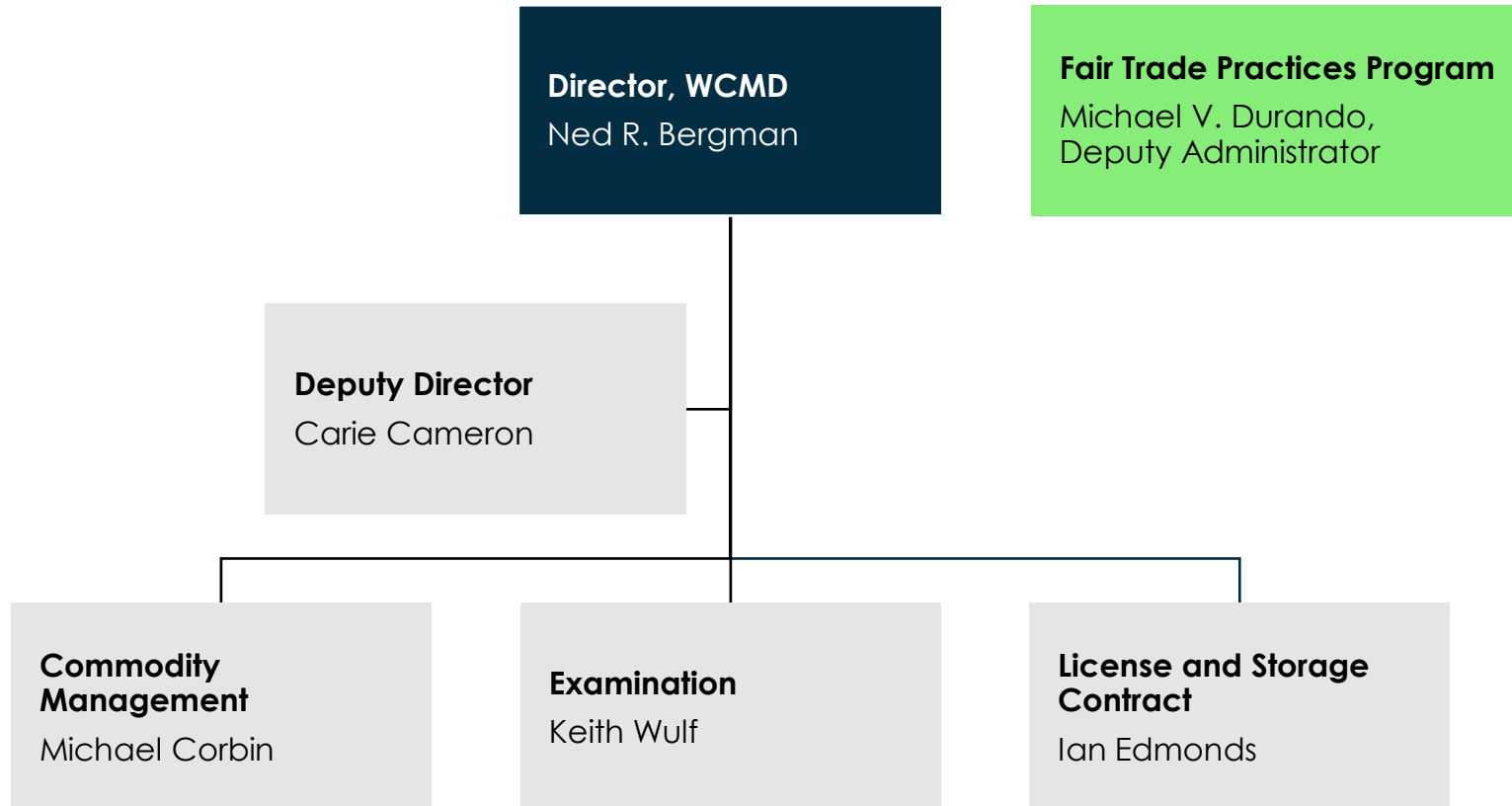


Non-stop innovation

Future-ready digital foundation

- ✓ Build fast; with focus on Experience
- ✓ Connect to anything
- ✓ Automate anything

Organization chart



Warehouse and Commodity Management Division Program Portfolio

- 1 United States Warehouse Act
- 2 Commodity Credit Corporation Storage Agreements
- 3 Economic Adjustment Assistance for Textile Mills
- 4 Special Competitive Provisions for Extra Long Staple Cotton
- 5 Compliance Examination Management
- 6 Commodity Credit Corporation Inventory Acquisition, Management, and Disposal

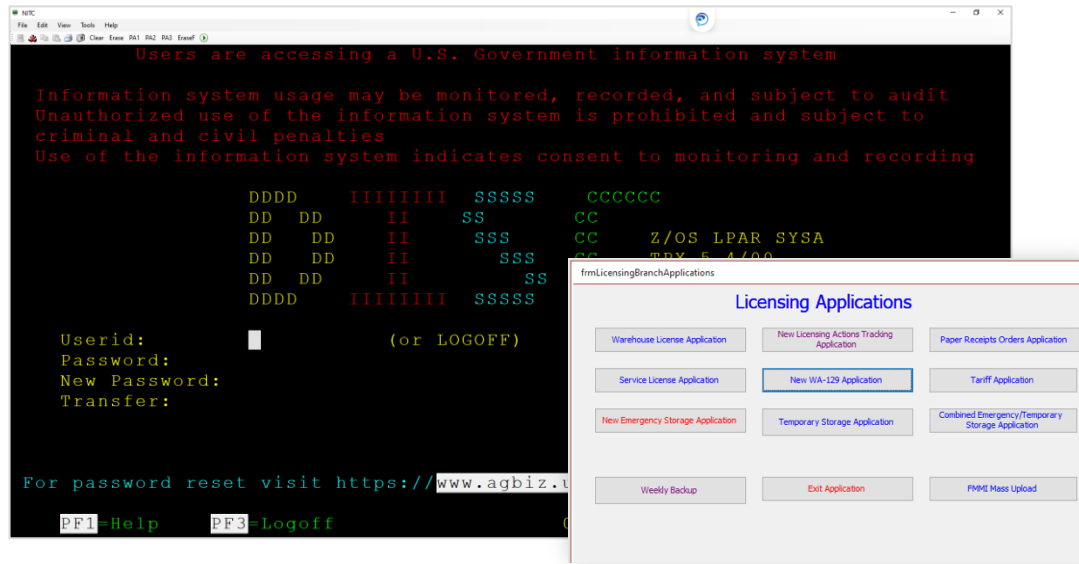
Project Partner



Veracity holds a Customer Satisfaction Score of 5 out of 5 with ServiceNow.

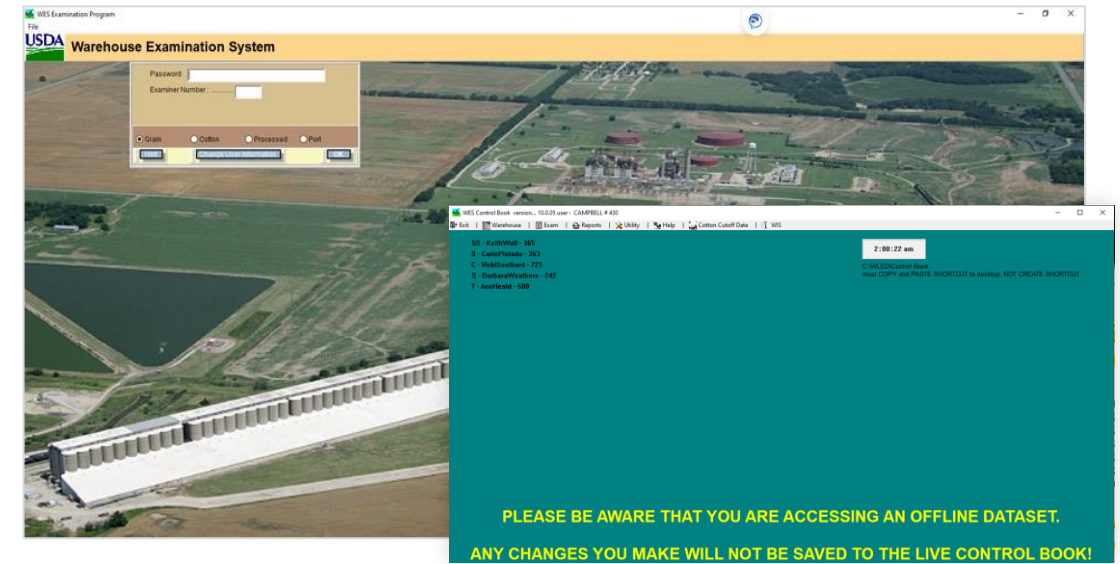
Where we started

USWA Licensing, Storage Contracts and Financial Review



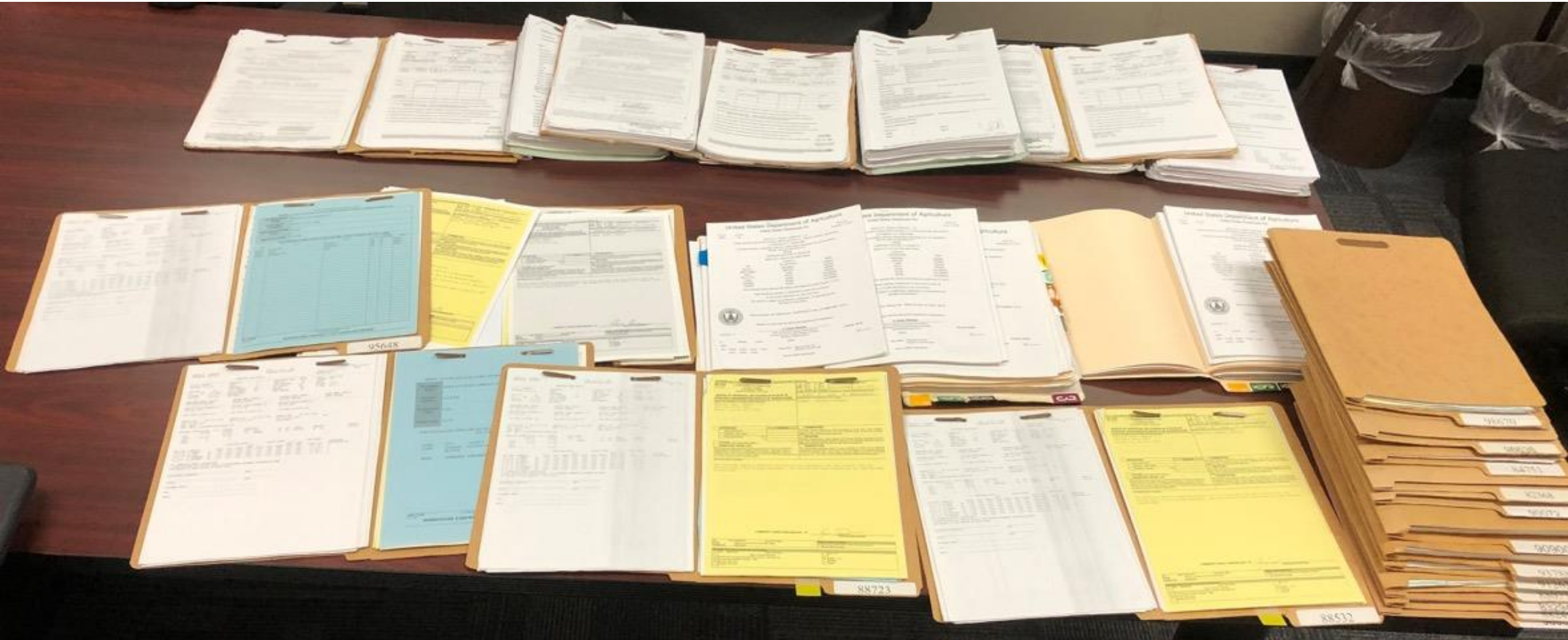
- COBOL Mainframe to Production in 1984
- Replacement estimate \$130m (2015)
- MS Access as Shadow-IT
- Limited availability and accessibility

Warehouse Examinations

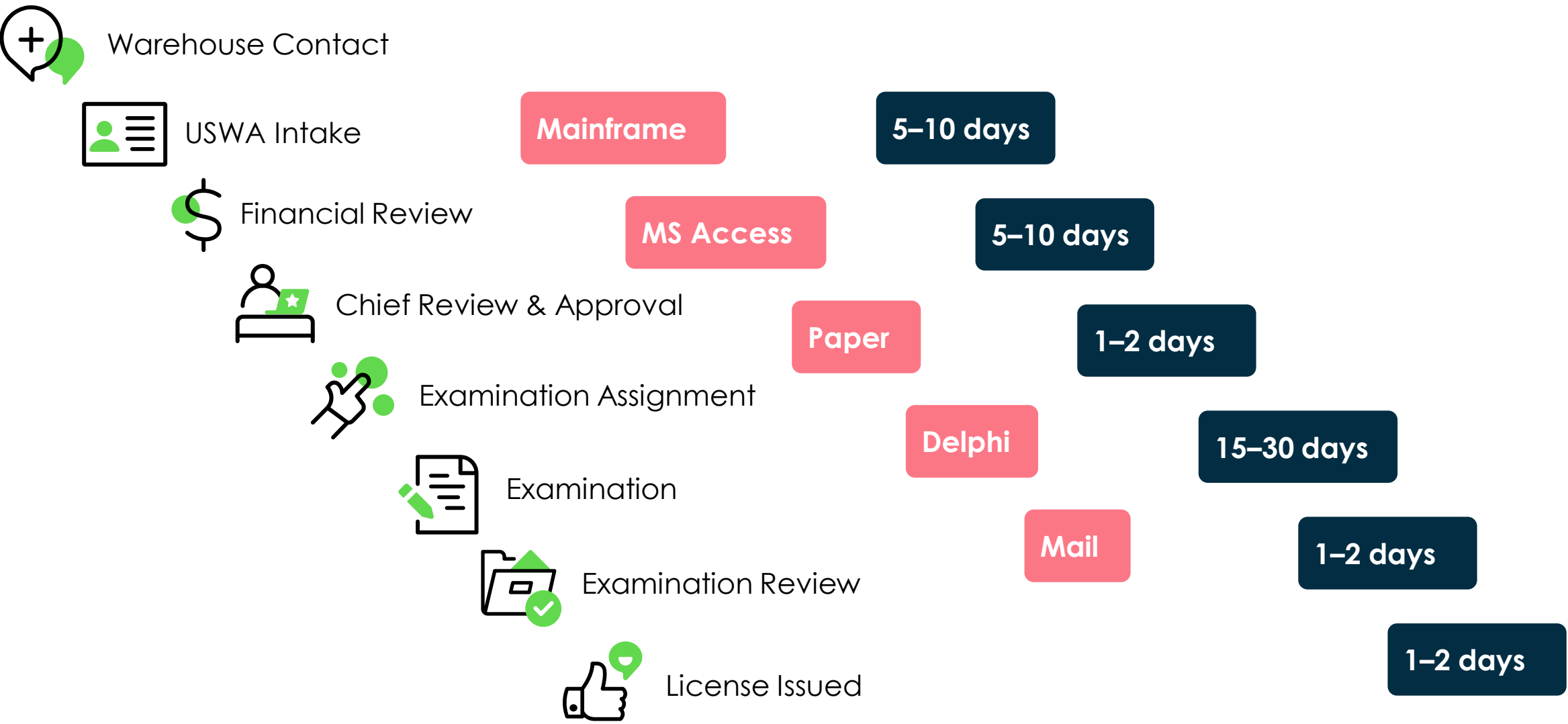


- HQ: Database on Shared Network Drive
- Field: Distributed Databases
- High security risk
- Heavy reliance on Mail

Paper-heavy processes



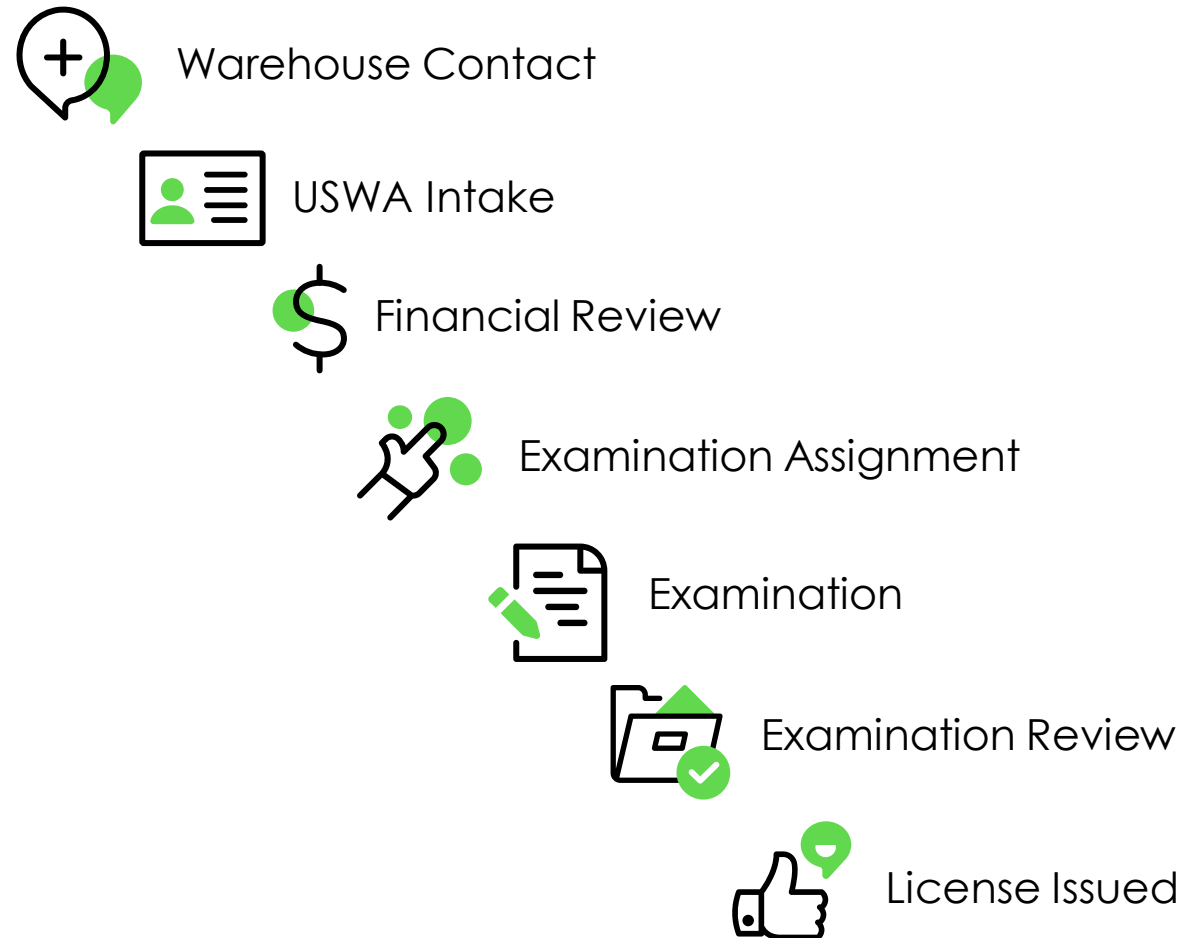
Legacy flow



Roadmap

Phase 1	Phase 2	Phase 3	Phase 4
Platform Foundation <ul style="list-style-type: none">• Control Book (HQ)• Exams (Field)• Admin Functions• End User Guides and Guided Tours	Cotton Programs <ul style="list-style-type: none">• EAATM• ELS	Licensing <ul style="list-style-type: none">• USWA Licenses• Service Licenses• Financial Review• Assurance and Bonding• Emergency Storage Integrations <ul style="list-style-type: none">• Electronic Provider• Finance• Data Lake• Box	Time and Expense and O&M <ul style="list-style-type: none">• Examiner Time Tracking• Expense Tracking• Comprehensive Training• Instance Migration• Performance Reporting

Current flow



License Action

<

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License Action
LICA0001083

Update

Cancel Action

Complete Action

Number	LICA0001083	Status	In Progress
* Request Type	Original	Assigned To	STEVEN CAMPBELL
Follow up Date	04-12-2022	Date Assigned	02-11-2022
Follow-On License Action		License Action Determination	-- None --

License, Business Entity and Warehouse

License	3-10215
* Business Entity	Demo Company, Inc.
Warehouse	Demo Warehouse

Documents

Financial Statements	Yes	WA-50	Yes
Operating Agreement/By-Laws	N/A	WA51-2 Received	Yes
Articles of Incorporation/Organization	Yes		

Warehouse Receipt Order	No	WA-70	Yes
License Agreement Sent	-- None --	WA-90	N/A
License Agreement Received	-- None --	WA-91	-- None --

Fees, Lease and Tariffs

Lease Received	N/A	Tariff Received	Yes
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Examination Request

Examination Request	EXMR0002017
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Examination Request

< ☰ Examination Request
EXMR0002017

Update Save Start Financial Review

Enter Examination Request details and press Update to return to the License Action.

U.S. DEPARTMENT OF AGRICULTURE
Agricultural Marketing Service
Request for Examination/Financial Review

* Request Date02-11-2022

Request StatusNew

NumberEXMR0002017

Warehouse Operator and Operation Location

* Business EntityDemo Company, Inc.

* Request TypeWarehouse Exam

Storage Agreement Type

Storage Agreement

Successor Agreement

Warehouse Code8-5578

Warehouse Location1400 Independence Avenue, Washington, DC, DC, 20250

License TypeFederal

* License3-10215

Routing

To Financial Review

To Examinations

* Request Examination TypeOriginal

Priority Request

Remarks

Remarks from Exam RequestCreated from License Action LICA0001083

Financial Review

Financial Review

FNRV0001072

Number	FNRV0001072	Status	Complete
Business Entity	Demo Company, Inc.		
Examination Request	EXMR0002017	Review Date	02-11-2022
Financial Analysis		Auditor	STEVEN CAMPBELL
		Financial Statements Date	12-31-2021

Outcomes

Meets Minimum ?

☒

Remarks from Exam Request

Created from License Action LICA0001083

States of Operation

DC

Comments

Activity

Activities: 3

SC STEVEN CAMPBELL

Field changes • 02-11-2022 11:56:13 just now

Status Complete was Open

SC STEVEN CAMPBELL

Field changes • 02-11-2022 11:56:08 just now

Financial Statements Date 12-31-2021

Meets Minimum ? true was false

Examination

Examination EXM0021019 Created Successfully.

Warehouse Examination Detail

Number

EXM0021019

Examination Authority

USWA

License

3-10215

Examination Source

* Business Entity

Demo Company, Inc.

* Warehouse

Demo Warehouse

* Exam Type

Original

Examination Request

EXMR0002017

* Warehouse Code

8-5578

* Commodity

G - GRAIN

Status and Progress

Examination Status

New

Cut-Off Date

Cut-Off Time

Assigner

Begin Date/Time

End Date/Time

Assigned Date

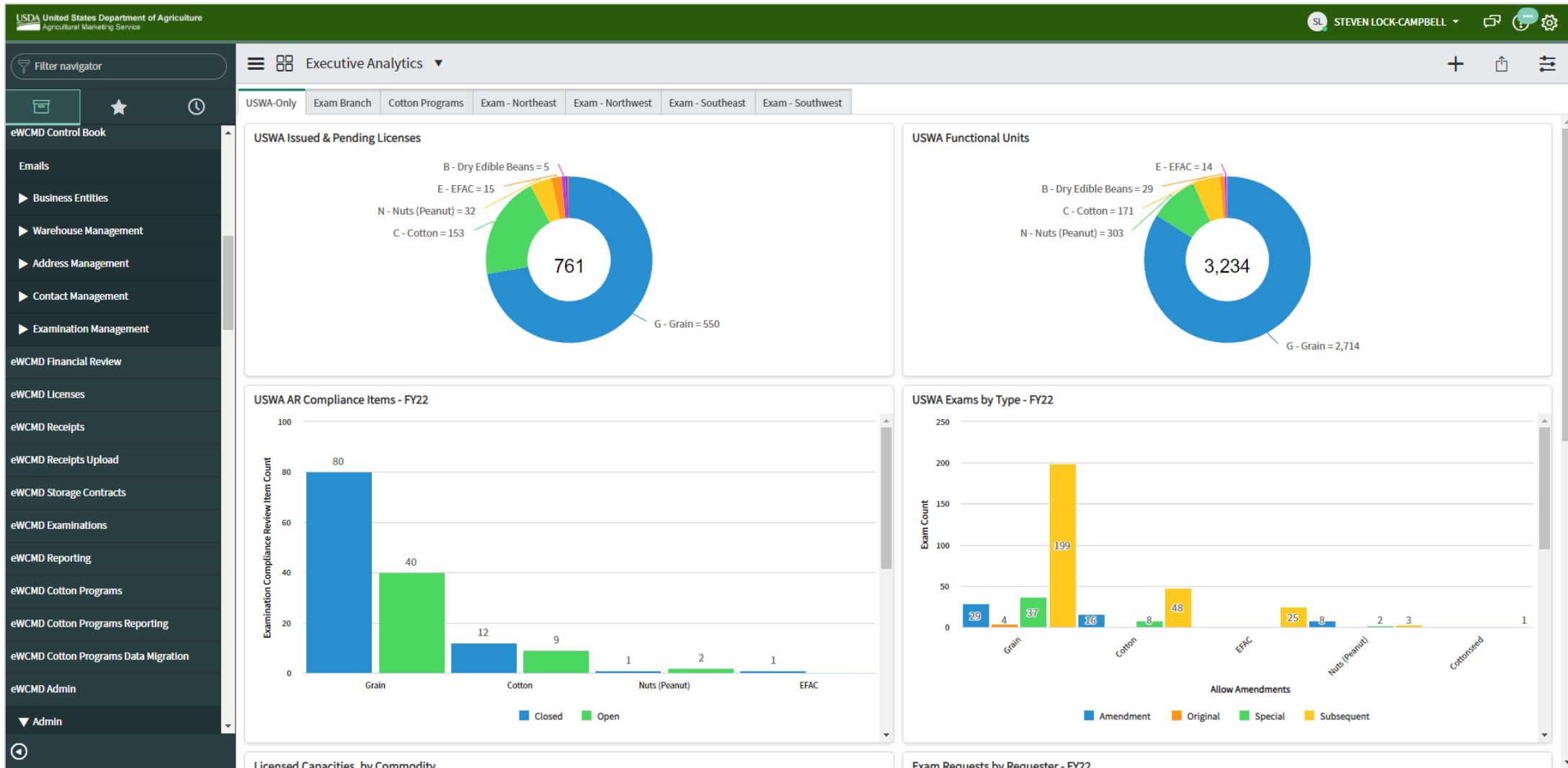
Exam Hours

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Management Insights



Low code solves need for speed

Make digital transformation easy and intuitive using App Engine

Increase LOB and IT's velocity to deliver new apps and workflow

Expand beyond traditional IT and enable citizen development

500M

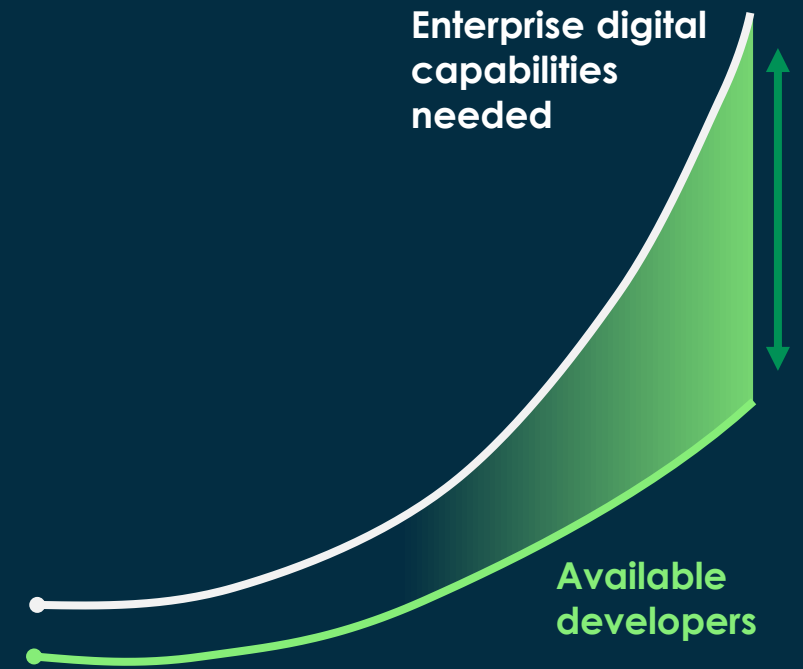
New business apps in the next 5 years

1.4M

Shortage of software developers in 2022

70%

Of all app dev activity by 2024 will be on low-code platforms



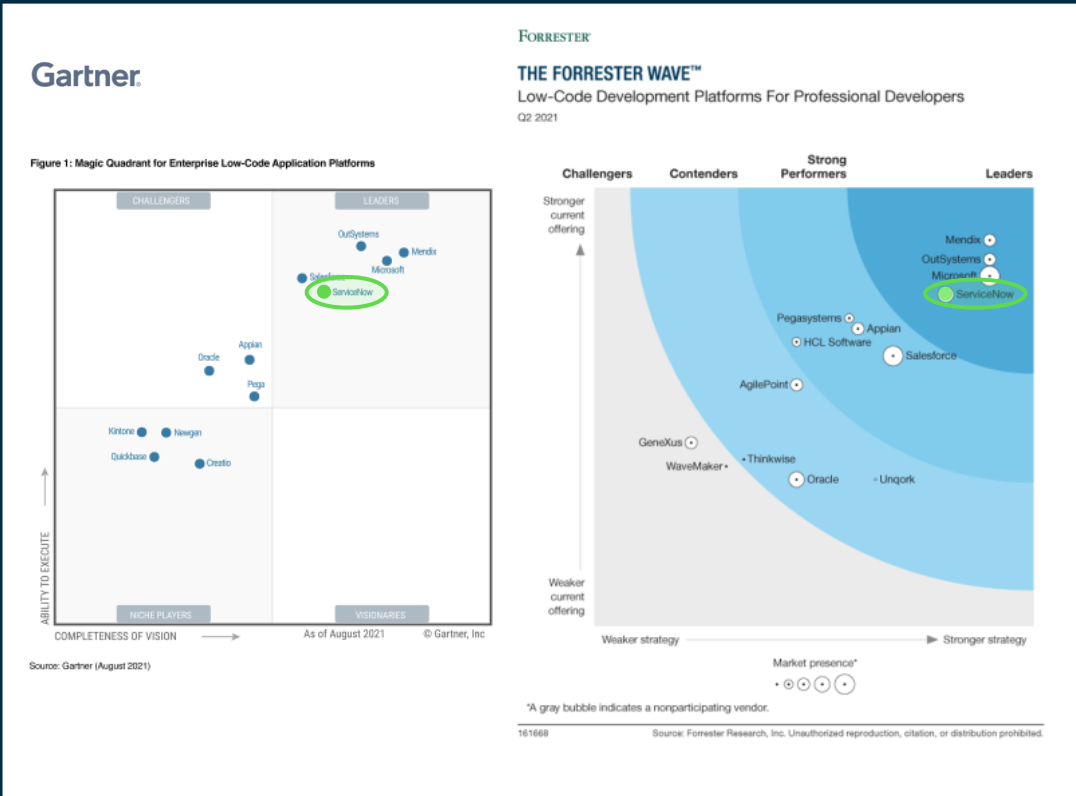
We are a low-code platform leader

Gartner and Forrester rank ServiceNow's App Engine as a leader

Low-Code Application Development

Digital Process Automation (DPA)

Enterprise Service Management (ESM)



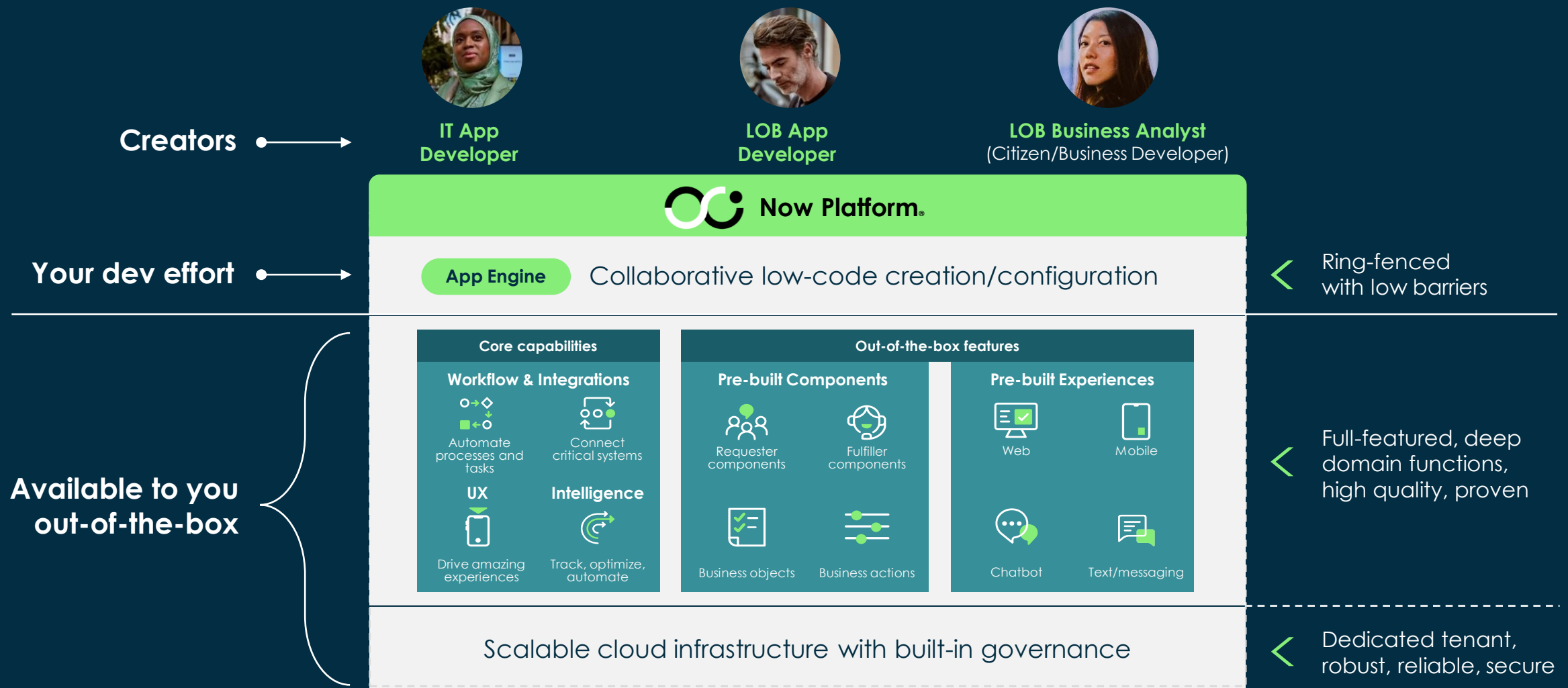
Whatever businesses are facing, let's workflow it

The Now Platform® is the “platform of platforms” for digital workflows

Connect people, functions, and systems to drive innovation, increase business agility, and unlock productivity



Any developer, any app, one platform



Costs and savings

ServiceNow App
Engine licenses

5%

of mainframe
hosting charges

Payback period

4

years

Costs outside Payback calculations

- 1 Paper
- 2 Postage
- 3 Ink
- 4 Filing time
- 5 Risk of data loss
- 6 Rent



“

I am very proud to be associated with you and this effort—a real shining light of success in government, partnering with highly capable talent from the private sector.

Well done!

—Michael V. Durando, Deputy Administrator, Fair Trade Practices Program
Agricultural Marketing Service, United States Department of Agriculture

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