ServiceNow® App Engine: Innovate at scale with low-code governance

As digital transformation accelerates, organizations must adapt quickly and compete with strong digital capabilities. Low-code app development is now the leverage point to improve how work gets done. But to scale this low-code effort, governance is critical. That's why ServiceNow® App Engine places governance front and center with turnkey low-code governance on a single platform. App Engine's low-code application platform (LCAP) and tools make it easier than ever to scale, manage, and safeguard app development, enterprisewide.

Streamline low-code DevOps with a repeatable, standards-based approach to app delivery

Successfully growing your low-code practice requires a sound governance framework. From determining who will build apps and entry criteria, to prioritizing requests and implementing testing, app development can seem complicated. But App Engine's native governance capabilities make it easy—helping you seamlessly scale app development while minimizing risk.

Consider a standard low-code project. From the start, App Engine's low-code building blocks make many of the initial technical choices to configure the app—automating routine tasks to reduce the risk of errors. Then, throughout the development process, governance tools guide the user on best next steps while checking their work to ensure it meets quality standards. App Engine infuses automated quality control throughout the app lifecycle, with additional built-in abilities for automated testing, scanning, and source control that serve as a final checkpoint before deployment—ensuring efficient delivery while protecting the platform.

Ensure application quality and safety with technical development guardrails

As app creation and delivery scale beyond IT, a mismanaged low-code approach can lead to app sprawl and shadow IT. Allowing separate business units to develop and launch custom apps without enterprise standards can create data silos, overlapping functionality, and operational inefficiencies. App Engine brings consistency to DevOps with native support for app dev teams to set up enterprisewide development and governing standards. From Instance Scan to Automated Testing Frameworks and Delegated Development, teams have complete visibility and oversight to ensure app quality, while established guardrails protect against risk—driving speed and innovation across the enterprise.

Fuel business agility at scale

Streamline app development and promote operational efficiency by deploying a single low-code application platform that is scalable, reliable and secure.

Grow pro-dev productivity

Reduce the IT backlog by expanding app development beyond IT with low-code capabilities designed for users with any level of coding experience—and protect against risk with built-in governance capabilities.
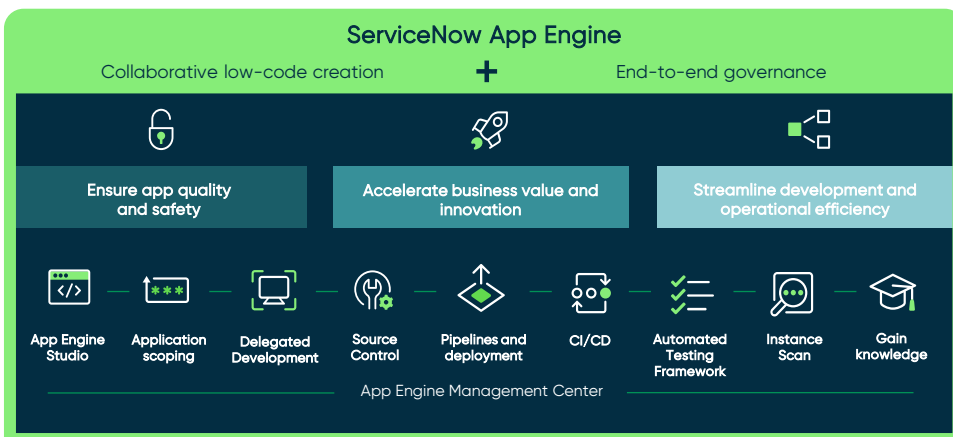
Uphold platform integrity

Reduce the risk of shadow IT and minimize technical debt with easy-to-enforce enterprise standards, delegated development, and fine-grained access control in the low-code environment.

Ensure app quality & safety

Natively enforce app quality considerations throughout the entire low-code dev lifecycle— from ensuring the right skill sets are met for each dev step, to leveraging OOTB battle-tested components for app building— establishing long-term app performance and security.
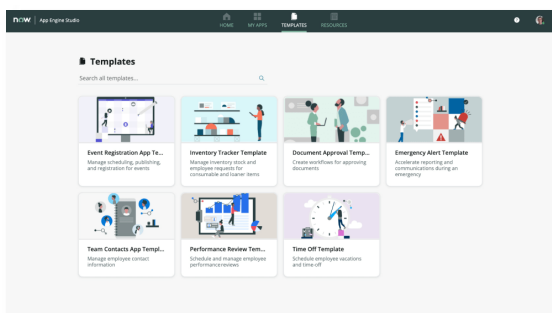
Improve app dev collaboration

Support joint innovation so developers can build better together—creating a sustainable model for building customer-centric apps that conform to IT standards.

ServiceNow App Engine

Collaborative low-code creation + End-to-end governance

Ensure app quality and safety | Accelerate business value and innovation | Streamline development and operational efficiency

App Engine Studio | Application scoping | Delegated Development | Source Control | Pipelines and deployment | CI/CD | Automated Testing Framework | Instance Scan | Gain knowledge

App Engine Management Center

- Pre-built components
- Pre-built templates
- Out-of-the-box features
- Collaboration
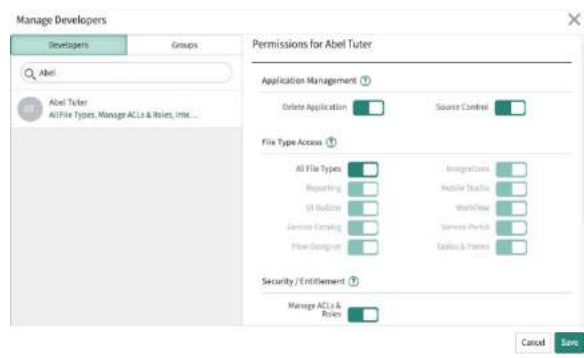- App intake forms
- Release management

Empower developers of all skill levels

With **App Engine Studio,** IT can establish guardrails within the development environment for effective governance and enterprise-class support. By leveraging built-in collaboration tools, app templates, and role-based access, you can empower citizen developers while ensuring application security and best practices. With clear guidance and access control, developers across the organization can develop high-quality apps within pre-established guidelines.

Develop apps built to scale

App Engine Management Center empowers organizations with the tools they need to scale their low-code development. Submit app ideas, invite others to build together, and hand off to IT for tests and deployments—all in a streamlined environment. The management center brings together many key capabilities to drive an easier and seamless low-code DevOps experience.

Improve app security

With **application scoping,** developers can protect an app, its files, and its data—so one app cannot access the data or code of another app without permission. With a private scope that uniquely identifies each app, developers have complete control to configure which parts of their app can be acted on by other apps.
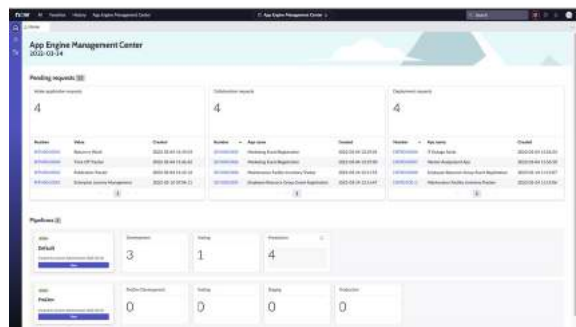

Easily define who has access to what

Maintain governance over developer privileges, app resources, and data access with **Delegated Development**. Specify user and group development permissions, so you can keep projects moving and empower the business, all while minimizing risk.
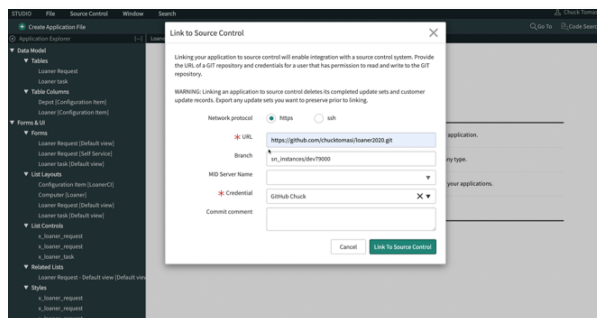

Expand DevOps success

Streamline app development and deployment operations with **Source Control** using a continuous integration and continuous delivery (CI/CD) toolset. Developers can use their favorite source control system to manage changes to an application. Teams can collaborate and easily manage application version control to deploy apps faster.

Drive deployment productivity

Streamline application deployment using the App Engine **Pipelines and Deployments** plugin. Pipelines automate the propagation and installation of your apps from one instance to another. Pipelines are powered by the ServiceNow **CI/CD spoke**, which enables you to automate processes, such as publishing apps to the application repository, installing them on target instances, and running ATF tests and instance scans. You can configure any number of pipelines with any number of instances to support everything from the "straight to production" app to the "mission-critical" ones requiring iteration through multiple pre-production environments.

Ensure app quality

Complete application testing and upgrades faster with **Automated Test Framework (ATF).** Prior to app deployments, IT can easily build test scripts and automate these tests with immediate visibility into test results. Tests can then be used to enforce governance and compliance policies to safeguard enterprise standards. With real-time feedback and automation of manual, resource-intensive app testing tasks, you're able to reduce development risk and remediate custom issues with ease, all while confidently upholding platform integrity.
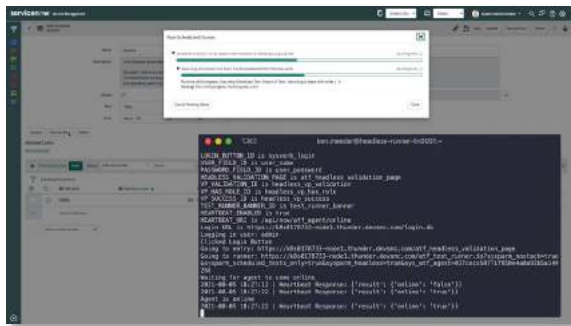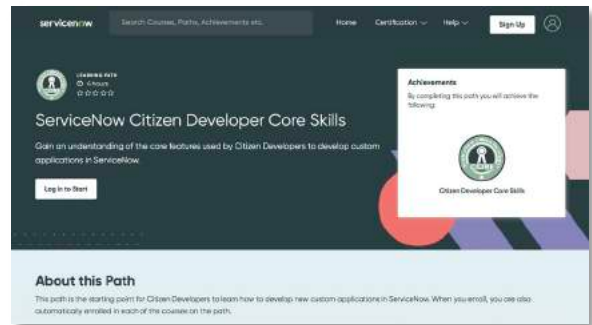
Maintain app health

Enforce application best practices and improve the health of your apps with **Instance Scan**. Detailed data and in-depth analyses allow you to measure the performance, manageability, and usability of your apps—ensuring the correct guardrails are in place and adjusting when necessary. This streamlines your development processes and helps you avoid future configuration issues.

Gain knowledge

On-demand and live courses taught by ServiceNow experts through **Now Learning** prepare developer candidates with the right proficiency levels to confidently build with App Engine—reducing application development risk. Guided training ensures users—especially citizen developers—are knowledgeable about ServiceNow low-code solutions prior to developing on the platform.

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