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We are pleased to introduce our new IT release management application, Digital Product Release ("DPR"), now generally available as a part of the Washington release and the latest addition to the ITSM Pro product suite. DPR aims to 1) provide the benefits of release governance while minimizing the headaches governance often brings and 2) provide E2E visibility and traceability into what is released. With DPR, we give IT the tools and controls to empower their product teams, whether centralized or decentralized, to plan and deliver new versions of products consistently. Our customers are in a state of flux when it comes to enterprise governance. It is becoming less common for IT to have a "command-and-control" forceful hand, and we are seeing customers evolve to a more "trust but verify" form of governance. With this shift, customers must adapt to enable their increasingly federated teams to have that "digital contract" with IT to drive resilience and compliance. How does this apply to release management specifically? The traditional method of release management revolves around a project-based way of working - where application features are bundled together and released together as a part of a large release package that is managed and validated by a central release team. This traditional method can lead to inefficiencies, such as arduous governance and repetitive administration, that not only slows down the rate of releases, but also can challenge scalability as products increase in number and complexity. As organizations modernize and adopt more agile and DevOps practices, release management has evolved from this traditional, project-based, way of working to a product-based way of working. Now we are observing: An increasing number of federated, autonomous teams planning, building, testing, and deploying products on a more iterative, frequent basis Central release teams focusing on defining the right guardrails to support/enable product teams to get their work released in a compliant manner While this shift in release has numerous benefits (e.g., faster pace of releases, quicker feedback, enhanced ability to pivot), it also comes with its own set of challenges, such as loss of visibility into what is being released, product teams unaware of what constitutes release readiness, and need to automate manual release validation activities. Enter Digital Product Release. DPR is a release process orchestrator, enabling product teams to plan and deliver new versions of products by providing visibility into the release process and automating the validation of "release readiness" with minimal overhead. The key word here is orchestrator; DPR does NOT encompass capabilities to do the building, testing, or actual deployment of a product - what it does do is tie release phases together as the layer validating when a product is ready to progress from one phase to the next via policy checks. Through the use of release policies (gates to move from one phase to the next) and templates (how release admins can define the release process for teams to follow), DPR will "shift left" the readiness and compliance checks historically done as a part of a change, just before code was moved to production, and instead perform these checks in the relevant release phase they occur in. This will: Reduce the propensity for fire drills when issues are found at the last hour Simplify changes so that they only need to validate DPR has certified a release and only focus on checks that should happen in a change (service availability, critical outages, change freezes, etc.). The core outcomes that DPR will provide are summarized below. Check out this demo overview video to get an understanding of our Washington GA capabilities. Double clicking into some of those key capabilities: Release Policies - automated, data-driven validation checks that leverage data from within ServiceNow and 3rd party tool integrations; they are our automated "gates" that deem when a release is ready to progress from one phase to the next Tasks - manual validation activities that a human must perform across release phases Approval definitions - both static and dynamic approval definitions that can be associated to tasks Release templates - reusable, fit-for-purpose templates (release phases, durations, policies, tasks) for release administrators to define and product teams to use when executing a release Release calendar & readiness targets - experience to define release readiness target (go-no-go) dates and ability to view and modify on a calendar External tool integrations - OOTB DPR will support integrating with many 3rd party planning, orchestration, artifact, testing, and security tools and use that incoming data via the DevOps data model Change requests - once code is validated and ready to move from one environment to the next, change requests can be created directly from DPR and will automatically link product and software version information for traceability Some key planned capabilities post-GA: Management of hierarchical product releases & dependencies Release activity orchestration Enhanced integration with Strategic Portfolio Management (SPM) Migration tools to DPR from Release Management v2 GenAI enhancements We look forward to you trying the application and are excited to see your feedback! To learn more check out these useful links, or post your questions directly on the DPR Community Forum: Forward statement disclaimer: Any statement that is not purely historical is considered a forward-looking statement. Forward-looking statements included in this repository are based on information available to ServiceNow as of the date they are made, and ServiceNow assumes no obligation to update any forward-looking statements. The forward-looking product roadmap does not represent a commitment, guarantee, obligation or promise to deliver any product or feature, or to deliver any product and feature by any particular date and is intended to outline the general development plans. Customers should not rely on this roadmap to make any purchasing decision. ServiceNow (NYSE: NOW) makes the world work better for everyone. Our cloud-based platform and solutions help digitize and unify organizations so that they can find smarter, faster, better ways to make work flow. 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Explore our latest gallery of Editors' Picks.Browse Editors' FavoritesExperience AI-Powered Creativity Almost every business is implementing ServiceNow since it connects effectively with its services and third-party apps. ServiceNow has established a reputation as one of the premier platforms and integration solutions for workflows. Moreover, it enables organizations to create bespoke plug-ins to satisfy their specific business requirements. In this blog article, we will explore ServiceNow integration, the perks of integration, and the various kinds of ServiceNow integrations. ServiceNow Integration: Table Of Content What is ServiceNow Integration? Since ServiceNow's plug-ins are so customizable, it has become one of the most popular cloud platforms. ServiceNow recently announced and offered free community applications in reply to the COVID-19 pandemic in order to enable enterprises globally better manage the crucial emergency response procedures necessary during the pandemic. Users of ServiceNow may make use of a large number of third-party connectors. Businesses may benefit from ServiceNow integration services because they make it simple for them to implement rapid and effective system integrations. Using these integrations, the firm will be able to further expand the system's capabilities while also delivering a number of services aimed at enhancing functionality and making excellent use of the infrastructure. ServiceNow also provides interfaces with third-party apps, as well as setup for plug-ins that are used by the company. Do you want to build your career in ServiceNow, then Visit Mindmajix - a global online training platform: "ServiceNow Online Training" This course will help you to achieve excellence in this domain Why ServiceNow Integration? The primary purpose of ServiceNow integrations is not to move data or users away from their original source systems. The objective is to make it easier for the user to execute their day-to-day duties by streamlining the procedure. Integrations can assist users in pulling data from a source system and displaying it in ServiceNow, interacting with the system all through the workflow, and pushing data back to the original system after the task is completed. The integration of ServiceNow minimizes the amount of time spent on laborious and repetitive processes, resulting in an improvement in productivity. ServiceNow integration with your company operations may help you enhance your processes in the following ways: ServiceNow provides a single platform that can be used by many departments within a business to track progress and liabilities on projects. Rather than using email and excel to do tasks that are less efficient, the platform uses tools to connect diverse processes and route requests. Organizations may track development and performance with the use of this platform, and they can deliver insights to workers and consumers as a result. It is useful to discuss the status of each operation and activity to senior management through the use of ServiceNow, which is a central platform. ServiceNow is scalable, meaning it can accommodate enterprises of any size. The platform includes a variety of pre-built apps, such as ITSM, ITOM, ITBM, GRC, and many more, that allow users to increase productivity without the need for extra development work. Using data analytics and reporting tools, organizations may get insights into key performance indicators such as problem resolution and service level agreements, and then act on those observations. With ServiceNow's reporting and analysis tools, it's possible to see patterns and identify problems before they get out of hand. The integration of ServiceNow will provide more visibility into the value stream of software development. You'll have a better understanding of the procedures and actions that occur between the time your support team receives an issue or problem ticket and the time it is fixed and then pushed out by your project team. It will aid you in optimizing your workflows and identifying bottlenecks so that they may be streamlined and expedited in the release of your patches and additions as a result of this end-to-end transparency. IT and business teams can interact more quickly and intelligently when there is visibility and traceability. By keeping the client at the center of all company choices, sound business judgments will be made. ServiceNow integration enables development and customer support teams to cooperate more effectively and on client requirements, resulting in speedier resolution of issues and delighted customers. Let's take a look at the integrations best suited for companies with existing implementations. 1. Integration with Jira Jira has grown in popularity as a platform for collaboration among software development teams. It enables developers to conveniently manage projects, problems, and workflows. Numerous firms currently make use of this collaborative tool. ServiceNow's interface with Jira facilitates the simplification of these operations. Teams can integrate ServiceNow and Jira to improve communication across departments, automate procedures, and manage issues. 2. Integration with Azure Microsoft's Azure is not a new concept to us. This cloud-based infrastructure as a service (IaaS) offering enables customers to develop, deploy, and administer specified applications. Azure integration has been shown to significantly enhance overall IT administration and event management. Azure Integration with ServiceNow transforms Azure into a data source, enabling the linked platform to retrieve event data. 3. Integration with Splunk Splunk is frequently used by businesses to analyze large amounts of data in order to uncover trends, collect metrics, and discover issues. Kingston now features a Splunk interface, which enhances incident transparency and analysis even more. When linked with ServiceNow, Splunk adds another layer of protection to current technology's security processes. 4. Integration of McAfee McAfee Enterprise Security Manager is a well-known solution for monitoring and protecting the actions of systems, applications, networks, and databases. ServiceNow integrates with McAfee ESM in two ways: email parsing and issue augmentation. The combination of these two products provides you with pertinent sighting information for occurrences via the ServiceNow platform in real-time. 5. Integration with LDAP The Lightweight Directory Access Protocol (LDAP) is the primary repository for user information that companies may access via single sign-on. With the connection of LDAP and ServiceNow, customers can sign in at once and automate administrative duties simply. 6. Integration of Security Operations The security operations integration can help expedite the process of connecting ServiceNow with external cybersecurity platforms. This connection enables businesses to discover, resolve, and evaluate cybersecurity issues. It enables faster response to major issues and reduces business-critical system threats. 7. Integration with Salesforce The Salesforce interface with ServiceNow provides further insight and connectivity to CSM data. This connectivity is bidirectional, which means that businesses may connect ServiceNow to their current Salesforce instances, customers, organizations, and prospects. Moreover, users may take inputs from the ServiceNow portal into Salesforce. [Also, read Salesforce vs ServiceNow] 8. Integration of Human Resource Management Systems ServiceNow's HR Service Delivery solutions feature a few standard connections with other management systems. Implementing a seamless integration between your existing management system and the ServiceNow platform provides total automation and centralization of all HR functions, including absence and personnel data management. 9Integration of Communication ServiceNow's Kingston release provides a more advanced option for automating online chat, phone calls, and email. It facilitates the connection of standard customer communication platforms, allowing customer care personnel to acquire information and respond more promptly to consumer requests. Additionally, it integrates with the services of Outlook and Google Calendar as well as the ServiceNow phone system. Types of ServiceNow Integrations 1. Event Management Integration Security Incident Response capabilities have been added to the Event Management application. An Event Management support plug-in for Security Incident Response inundated regions of information security with data parsed from events in the system. 2. Import set API Integration To the extent that Event Management may be used to induce security-related occurrences, the Security Incident Response software supports an Import Set API for directly producing security incidents. 3. Lookup Source Integration Users can transmit data to distant lookup sources to ensure if it is harmful. Typically, the information is an IP address, URL, file, or hash of a file. 4. Threat Source Integration Threat Sources enables the import of data from a variety of threat intelligence directories. This data is subsequently loaded into the platform's various Measures of Reconciliation tables. An easy-to-use single-column blocklist may be added by just entering the URL of an existing entry. Custom integration can be supplied to access a URL and parse the result for more sophisticated data sets. Checkout Servicenow Interview Questions and Answers 5. Data Integration Vulnerability data integrations are used to obtain sensitive or classified data from third-party vulnerability management solutions. These integrations are anticipated to result in the generation of vulnerabilities and susceptible objects. This integration helps third-party vulnerability scanners to operate freely within the instance, with the assumption that security issues will be addressed and monitored. 6. Scanner Invocation Integration Vulnerability Scanner Invocation is a simple integration point that enables the instance to do vulnerability checks. An asynchronous request is sent to a third-party penetration test to plan a scan for configuration management or IP addresses. Conclusion By integrating with ServiceNow, companies are able to make use of their current applications, processes, and investments rather than having to spend extra money on new services, staff development, and the time-consuming process of data transmission. Businesses may integrate data from their existing software into ServiceNow apps and export data to their existing software. ServiceNow integration provides complete orchestration and management of all resources, both within and outside the application. Check out these short, 5-10 minute videos to help you get up and running with DPR. These videos are designed to increase your knowledge of the product and guide you through your implementation, so you can quickly achieve first value. Video Description DPR Customer Adoption Journey (~6 min) Understand the end-to-end adoption journey we recommend customers take when deploying DPR DPR setup / config: Activating release policies (~6 min) Defining approval definitions (~4 min) Creating a release template (~8 min) Take the initial setup steps for DPR by activating release policies, defining approval definitions, and creating release templates Connecting with external tools - ADO (~7 min) Understand how to connect external tools to your ServiceNow instance and start importing data (using ADO as the example tool) Release planning (~11 min) Achieve value at the first stage in the DPR maturity lifecycle - Learn how to plan for and create a release by defining products, versions, and features. Release execution (coming soon!) Understand how to execute a release and track release progress DPR and Change Management (~6 min) Learn how to link your release and change processes together and start creating changes using DPR, both manually and automatically If you have any questions or are interested in learning more, please engage with us on the DPR Community forum and check out the following additional resources: