

A large aircraft carrier is shown at sea, viewed from an elevated perspective. The deck is filled with numerous fighter jets, and the ship's superstructure is visible against a clear blue sky.

# Enable Rapid App Development for Citizen Developers in the US Navy



ServiceNow has been singularly focused on building the market leading no-code/low-code platform for digital transformation with the ability to deliver capabilities in days and weeks, not months and years. All of our SaaS applications have been built and run on one shared platform, the Now Platform, with a common set of services and data model.

A growing initiative with our customers is to reduce the workload on IT by empowering “citizen developers” or “sailor developers” to contribute. These no-code developers can be part of any organization inside the Navy, including leadership, program offices and users. With advanced modern tools the full spectrum of no-code to pro-code mission apps can be built to support the end goal of the Navy to innovate and adapt to threats to our sea power. The Now Platform is the ideal delivery mechanism for our warfighter.

## APP ENGINE

App Engine on the Now Platform is designed for agile and continual development and allow the Navy's mission programs and software factories to deliver new capabilities with continual enhancements over time. Building teams of professional developers supported by citizen developers who leverage our no-code/low-code tools will provide better outcomes and increased productivity. We also improve the usability and experience for the sailor with access to modern and mobile apps impacting readiness and modernizing business operations. We quickly deliver pre-defined sets of capabilities with the proper governance and control while embedding security in each step of the process.

The Navy Strategic Plan refers to continuous innovation paired with adaptability to accelerated digital transformation. The Now Platform is uniquely positioned to deliver, deploy and drive a path to rapid innovation and adaptability while never compromising on security.

## CHALLENGES

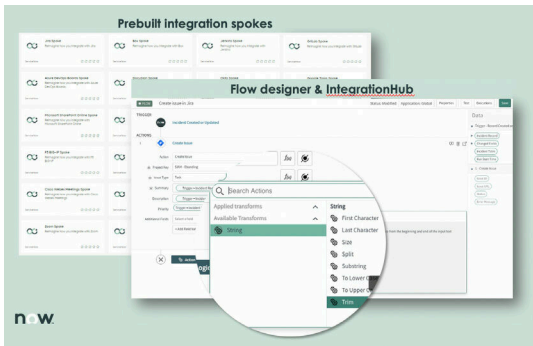
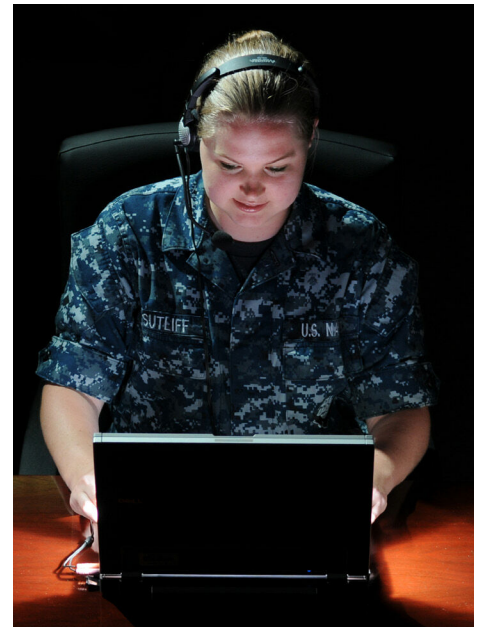
The challenges we face with COVID-19 are a critical example of how we must innovate while adapting. This requires a change in culture and mindset. Organizations must rid themselves from nostalgic practices and outdated methods that are restraining effectiveness. The Navy's leaders need to be able to drive cultural change as part of our transformation agenda. The COVID-19 pandemic forced most organizations to completely mobilize their workforce and some found their digital transformation efforts were not mature enough for the shift. Disruption to supply chains, forced closures, and remote service delivery needed to be tracked, evaluated and adjusted to meet the moment. It's safe to say shifting an entire organization to work remotely wasn't recognized as a priority on many transformation agendas. Most were focused on innovation through reinventing of the business models. In these challenging times, every enterprise is taking inventory, comparing themselves to their peers, and trying to discern the best practices that they need to adopt in the future. The new priorities center around lowering operating costs and supporting key



## CASE STUDY

One example of effectiveness of the Now Platform was in the City of Los Angeles, comprised of about 4 million people. At the onset of the COVID-19 pandemic, testing was a priority, and government officials wanted to swiftly set up drive-thru testing sites to handle the growing number of requests in a safe environment. The first concern was around scheduling, and the easiest option was to set up a consumer-grade event scheduling tool. However, city staff quickly realized that wouldn't be sufficient and opted for an experience they could build fast and deliver faster with ServiceNow. Instead of just making sure cars came at a regular cadence, they were able to manage the entire test site process through the Now Platform. Scheduling, tracking tests, and performance analytics were now consolidated around one system, allowing them to see trends and bottlenecks, resolve them, and optimize their testing capacity.

Working with Cask, a leading ServiceNow business partner, the City was able to automate the end-to-end process within a custom application that they were able to build, from prototype to production, in just 48 hours. With speed and agility, over 50,000 residents were able to schedule their own testing during the first two weeks of the service being offered. The success led to the expansion of drive-thru testing across the county, with 25 new locations opening up using the same application.



## INTEGRATIONHUB

One of our biggest differentiators is the ServiceNow IntegrationHub which is a solution embedded in the Now Platform with the ability to provide no-code integrations to other systems of record. The IntegrationHub provides "spokes" or pre-built integrations to a variety of systems and can quickly build new ones that are not out-of-the-box. This allows us to help the Navy achieve the vision of a fully integrated naval force structure. The IntegrationHub connects to other enterprise systems for a common view of the Navy's data and App Engine enables workflows across functional silos eliminating manual processes and reliance on email and spreadsheets to share data. Automation of workflows across IT silos is a powerful productivity booster. We call this a "platform of platforms" approach.

## SERVICENOW AND THE NAVY

The Navy is also bringing the physical and digital worlds together to tackle some of the toughest IT challenges faced today. Beyond smart phones and laptops, the Navy is now specializing in things that are connected through smart devices to support the mission. Everything from drones or to the Navy themselves will be connected and all must work together efficiently to keep our Navy safe. It's clear that there is a need for a modern digital platform that connects devices via all digital channels and delivers capabilities in days, not years.

