

Appendix U – List of Service Now Modules

The list of ServiceNow modules in use in ITS production instance.

- ❖ Incident Management
- ❖ Change Management
- ❖ Problem Management
- ❖ Release Management
- ❖ Project Management
- ❖ Service Catalog/Request
- ❖ Knowledge Management
- ❖ Configuration Management Database
- ❖ HR Management
- ❖ Time Management
- ❖ SLA Management