



AutoDoc Datasheet

Seamless documentation for all eventualities



Overview

ServiceNow's endless cloud computing capabilities has propelled its rapid adoption as the enterprise platform of choice. However, this creates the significant challenge of creating and maintaining accurate and up-to-date documentation for every evolving process and project.

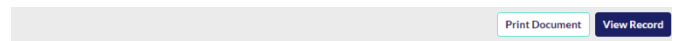
The manual effort that underpins the documentation process is exacerbated by ServiceNow's ever changing UI's and family versions. Echoing the reality that documentation quickly becomes redundant and incompatible with the Now Platform.

Organizations of all sizes also face the additional burden of ensuring compliance-ready audit trails and robust process documentation. AutomatePro's AutoDoc solution addresses this critical need by automating documentation creation and maintenance throughout the DevOps lifecycle.

With a single click, AutoDoc generates user guides with embedded screenshots and knowledge-based articles, significantly reducing manual effort and ensuring consistent information across teams.

"The first time I generated a User Guide, in mere minutes, I stared at the screen in disbelief. The results were better than anything we had previously, with detailed step-by-step

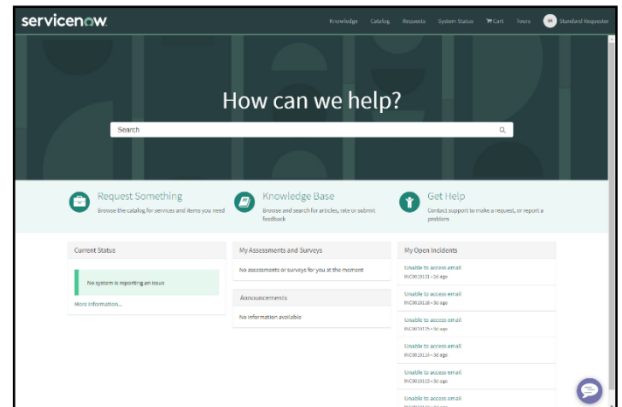
instructions and screenshots. It literally felt like magic to realise that the hated task of producing documentation would plague me no more". Senior Manager, Soci t  Generale



Navigate to Get Help

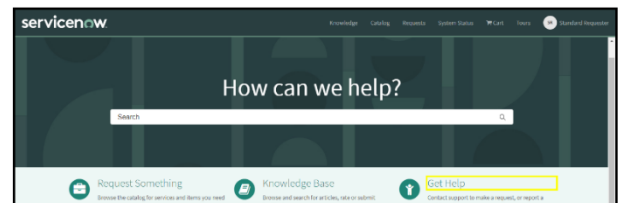
Firstly, we will need to navigate to the relevant section of the Service Portal. The 'Get Help' section will allow you to get support for IT issues that you or your colleagues are experiencing.

1. Navigate to the Service Portal



2. Click the 'Get Help' portal navigation tile.

This will show all of the items you can submit to get support.





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The AutomatePro Advantage

Rapid creation & maintenance

Effortlessly build and maintain templates for all documentation types with pre-defined styling and formatting tailored to satisfy audiences across development, end-user and compliance teams. Easily generate multiple documents from a single data source at the click of a button and maintain with regular regression suites. AutoDoc minimizes human error, inconsistencies leading to improved risk management and quality.

Knowledge sharing

Streamline the distribution of up-to-date PDFs, knowledge-based articles and other formats, and ensure everyone has access to the latest version with in-build version control. AutoDoc facilitates efficient handovers and signoffs between teams and supports real-time progress tracking across sprints and project delivery milestones.

Simplified document creation

User acceptance testing at family upgrade, patch and delivery milestones erodes business user time and enthusiasm. Generating the latest process documents, from a regularly running regression suite seeing exactly what end-users see, allows UAT to be reduced to a document review process.

Enabling business stakeholders to immediately and easily check the process they know and need instantaneously and allow them to complete UAT there or accelerate any explor-

atory testing needs. In turn, upgrade timeline are diminished and the burden on platform and business teams are heavily reduced.

Compliance-ready

Heavily regulated organizations are required to produce documentation for relevant regulatory compliance (e.g., DORA, GxP). Typically, these require version-controlled documents filled with appropriately named screenshots and process steps that are tracked over time, providing one single source of the truth for compliance efforts. AutoDoc links with ServiceNow's e-signature approvals process to provide a seamless compliance snapshot.

DevOps & CI/CD ready

AutomatePro provides full value stream management and documentation is one critical link in that chain. The ability to trace requirements through delivery and ultimately to end-user documentation improves performance, reliability a security across the entire user-group. Ultimately, this increases user satisfaction and positively impacts on the promised return on investment for ServiceNow.