# servicenow.

To: ServiceNow Asset Management Ecosystem Partners
Re: Global Data Synchronization Network Enrollment

January 12, 2023

In our efforts to build a world-class, cloud-based enterprise asset management solution, ServiceNow is seeking to provide the users of our asset management solution access to accurate and up to date asset model information.

In order to streamline the process by which we acquire the most accurate and reliable product model data to store in our asset management content library, we are asking vendors in our enterprise asset ecosystem to engage and subscribe with a certified GDSN Data Pool to provide product attribute data. We have subscribed to 1WorldSync as our organization's Data Pool provider to receive product attributes from manufacturers like yourself.

We believe using this universally supported GS1 system standard provides the most efficient path to sharing accurate and reliable product model data, specifications, model lifecycles, and images with us, which in turn will enable our common customers to better manage the full lifecycle of their enterprise assets.

We are requesting that you share all required product model attributes with us via the GDSN.

Please visit this ServiceNow partner resource page (https://1worldsync.com/servicenow) to find the following:

- **Attributes Guide** listing all required product model attributes.
- **Implementation Guide** describing process and requirements.

Please take the following required steps as soon as possible:

1) If you are not a current subscriber of a GDSN certified Data Pool, get started by contacting 1WorldSync at + 1.866.280.4013, or businessdevelopment@1worldsync.com.

2) If you are a current subscriber of a GDSN certified Data Pool, please complete these steps as soon as possible:
   a. **Complete the ServiceNow Trading Partner Form** available at the resource page above including the GLN (Global Location Number) for your products.
   b. **Review the ServiceNow data sync Implementation Guide** on how to synchronize your item information with ServiceNow found under the resource page link above.
   c. Upon sending us the Trading Partner Form submission, you will receive an email from our team confirming that your GLN subscription has been completed, along with the product list of those to publish to our GLN via GDSN.
   d. Once you receive this email confirmation, please begin synchronizing your product with us as soon as possible to **GLN 0860009591400**

      **Important Note:** We are asking as a minimum requirement to provide us with product model name, model number and/or part number, short product description, full description, image, physical specifications (dimensions, weight, volume, power, etc.), and model lifecycle dates (generally available, end of sale, end of support, end of life).

The success of this initiative is critical to our common customers who have deployed your products and are now using SerivceNow to track the health and utilization of these assets. We look forward to collaborating with your organization to  reach our objective. If you have questions regarding compliance with this initiative or questions regarding data synchronization can be  directed to our GDS partner, 1WorldSync at +1.866.280.4013 or businessdevelopment@1worldsync.com.


Sincerely,

*Khaled Nassoura,*
*ServiceNow*
*Enterprise Asset Management Product Head*