

Prevent issues before they impact customers, employees, or the business with AI-Powered Service Operations

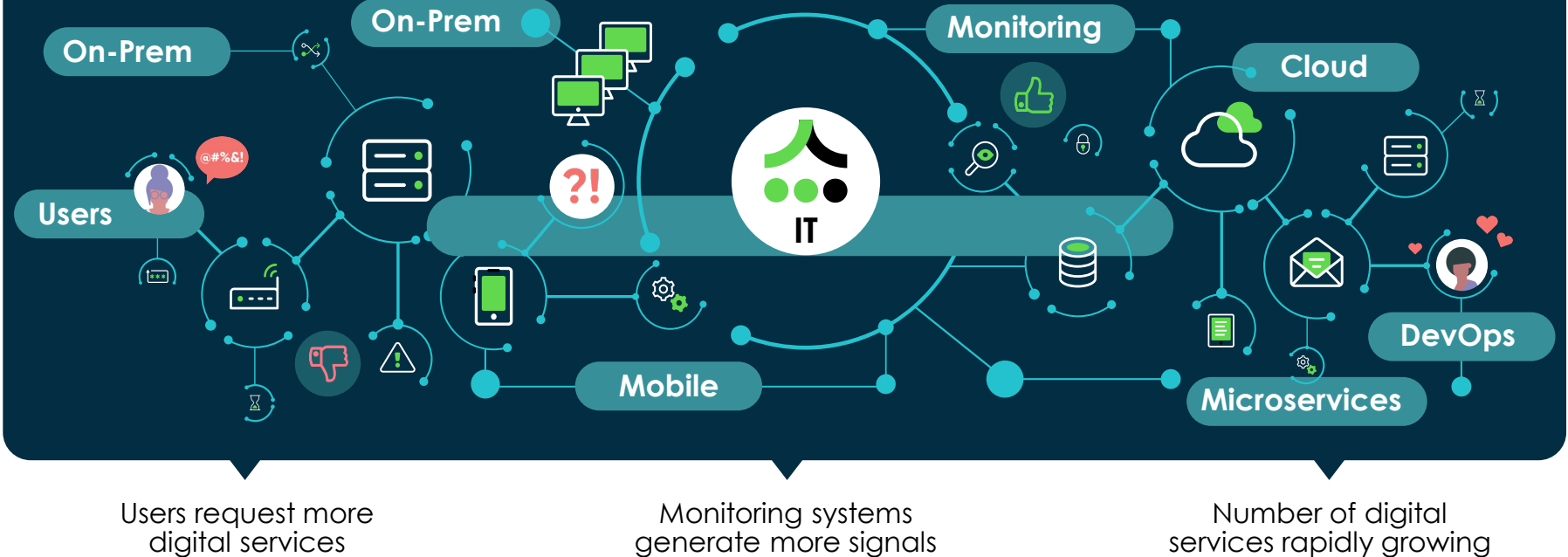
Radical rethinking for IT management

“The exponential acceleration of complexity and federation in IT environments has forced the industry to rethink operations, event management, and the nature of work. Over the next five years, this trend will create opportunities for new kinds of work automation and observability, most of which will in turn require radical rethinking of how we approach the management of technology over time.

Shannon Kalvar, Research, Manager, IT Service Management and Client Virtualization at IDC

Digital disruption

Technology teams can't keep up with the explosion of user-generated and machine-generated incidents and events.



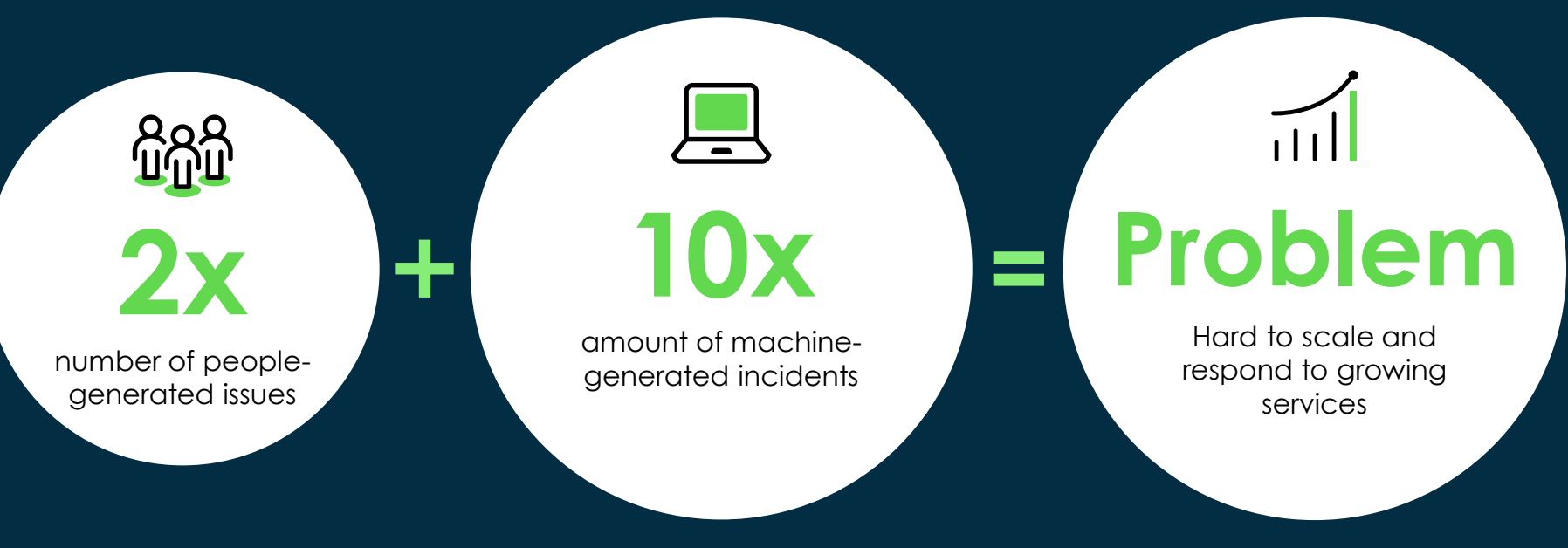
Plus:

- New DevOps teams increase the velocity and impact the quality of services
- More than 550 services available in AWS, Azure, and Google Cloud, each containing thousands of options
- More services continue moving to the cloud
- Services are decentralized from your traditional operations



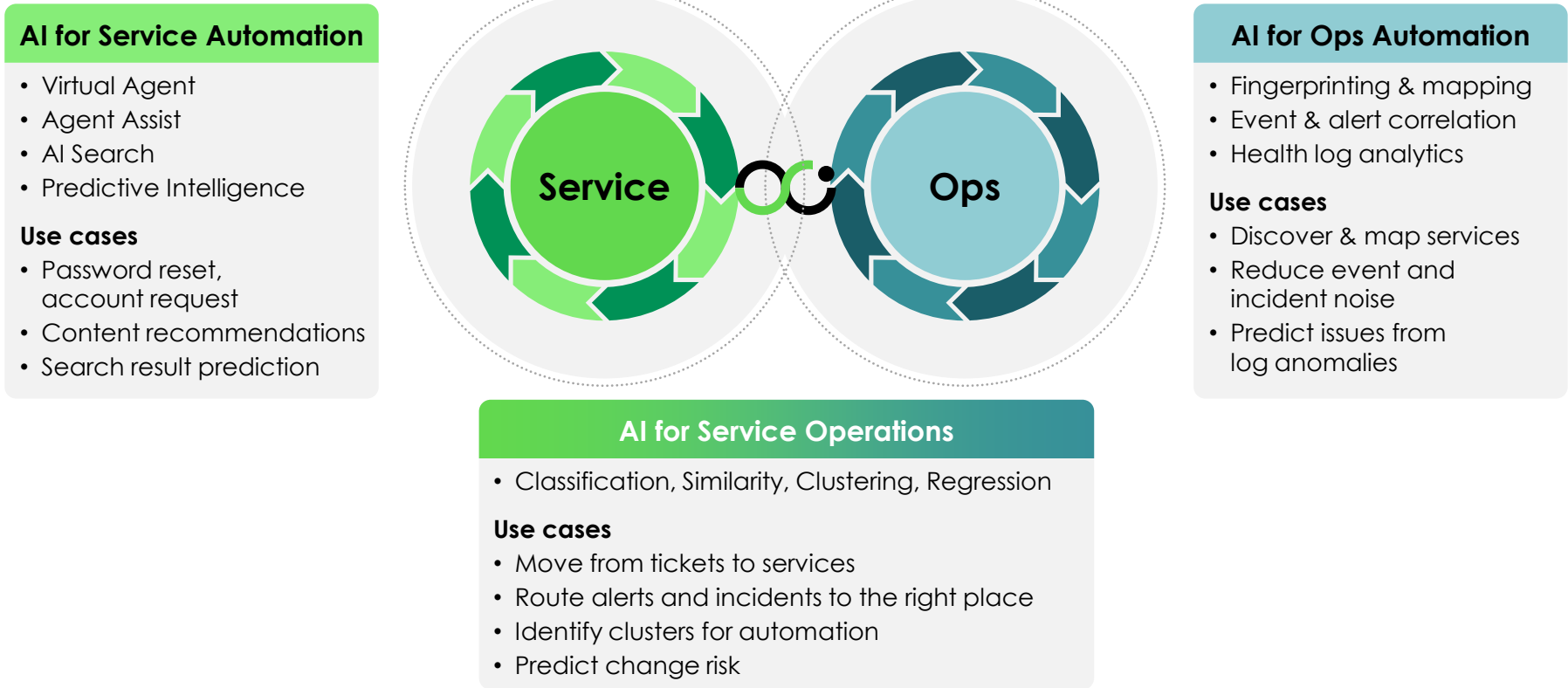
The result?

An explosion of hard-to-manage digital services... and even more incidents.



How do you scale to support customers and employees?

AI-Powered Service Operations with Predictive AIOps—only on the Now Platform®



For user-generated incidents:

- Virtual agents to handle common service requests and reduce incident volume
- Intelligent routing to send critical incidents to the right agents
- Traceability and root cause analysis for code and configuration changes for DevOps

For machine-generated incidents:

- Correlation and clustering of useful data to find anomalous indicators
- Problem identification and root cause analysis for faster remediation
- Log analysis to predict issues that may be anticipated as well as unknown issues and blind spots
- Pre-built playbooks to automate resolution

Why it works at ServiceNow:

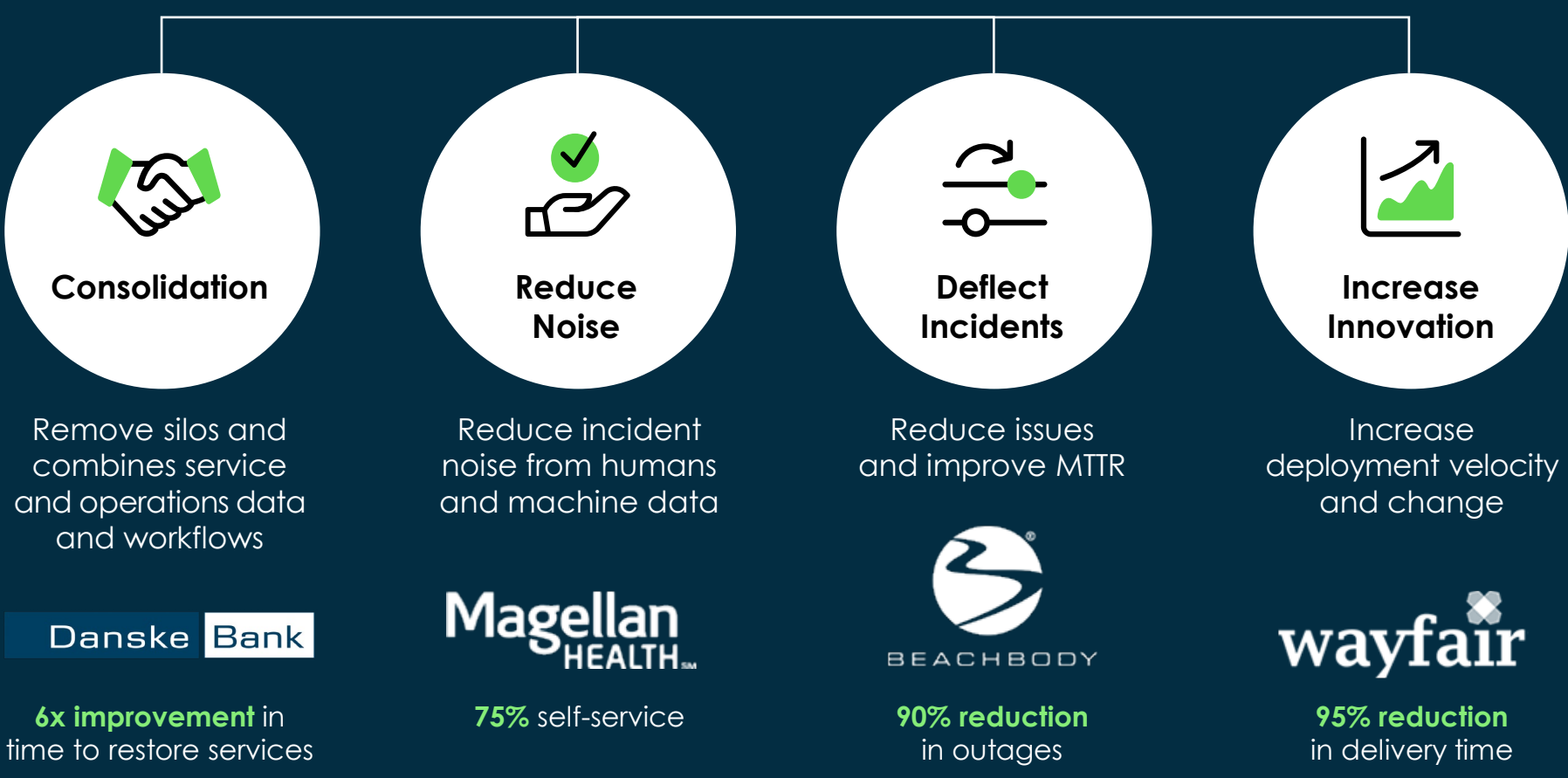
- One data model
- AI capabilities
- Built-in machine learning

The need to accelerate and expand automation

“Executives will accelerate their use of automation with event management tools (and related processes) across IT teams, utilizing integration to drive service transparency. We expect executives will systematically expand their event automation technologies (runbooks, chatbots, automation solutions, event management, etc.) using AI/machine learning (ML) capabilities (i.e, behavior-based pattern matching, NLP, log analysis, learning-based systems) and increase the sophistication (and trust) of automated actions that are aware of real-time situations.

Stephen Elliot, Program Vice President, Management Software and DevOps, IDC

Outcomes of AI-Powered Service Operations with ServiceNow



How to get started



Learn more

[Ebook: Harness AIOps to improve predictability and real-time decision-making](#)

[Ebook: Deliver uninterrupted digital services at speed with predictive AIOps](#)