



Modernize IT services and operations with AI

Unleashing the next wave of
productivity across your organization

The journey towards greater autonomy is just beginning

Wouldn't it be great if employees could get on with the work you actually hired them to do—and not spend all day reacting to problems? What if they could put all their energy into the big-picture, business-critical initiatives that really contribute to business growth?

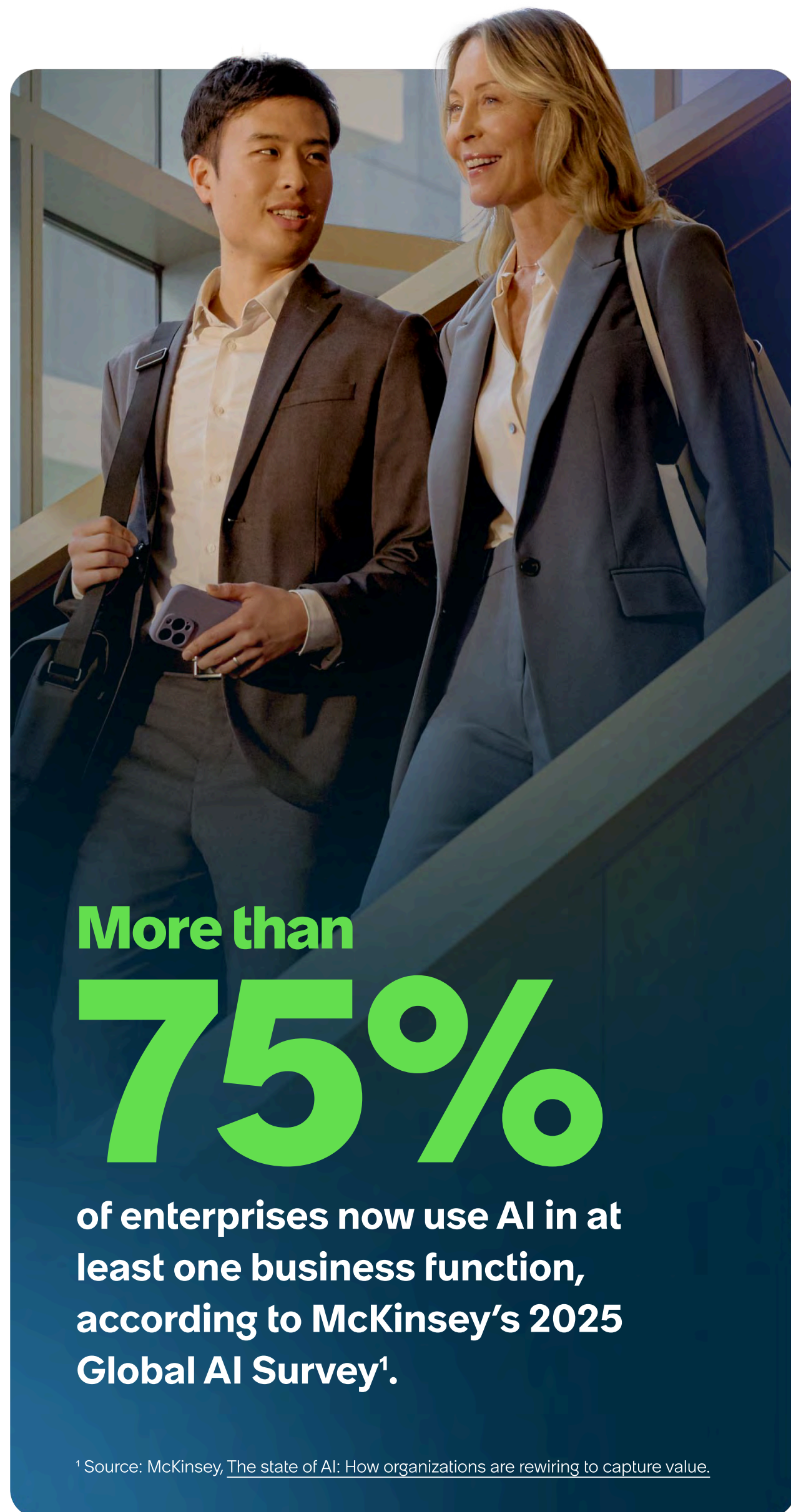
You've already seen that AI is unlocking new efficiencies and creating unimaginable employee and customer experiences. Just look at how generative AI has accelerated productivity by powering content creation, insight generation, and rapid problem solving across every function.

Agentic AI is the next frontier. With AI agents now available across ServiceNow products, employees can offload repetitive tasks and streamline decision-making. It's about building autonomy on your terms, to empower teams to rise to unprecedented levels of innovation and productivity.

So, it's an exciting time to embrace AI. But most businesses have only scratched the surface.

An AI agent with your goals is transformational. This shift to autonomous IT empowers you to reach milestones once thought impossible. This nirvana state is on the horizon. Imagine: No more outages, no-touch support, no asset issues, no severe breaches, no missed milestones. True success means building an autonomous IT foundation on a single platform that's open, connected and enterprise-ready.

Read this guide to elevate your AI strategy, governance and implementation while balancing innovation with ethical considerations. Discover ServiceNow's Autonomous IT and Security solution—continuously self-learning, self-healing and self-defending.



More than
75%
of enterprises now use AI in at least one business function, according to McKinsey's 2025 Global AI Survey¹.

¹ Source: McKinsey, [The state of AI: How organizations are rewiring to capture value](#).

How this guide is organized

We've structured this guide to take you from strategy to implementation, building your autonomous IT foundation step by step.

- **Building the foundation** Learn the three critical requirements for AI-ready data—because autonomous IT is only as good as the data that powers it. Discover how RaptorDB, Workflow Data Fabric, and data governance turn your data estate from managed to activated.
- **Scaling with Autonomous IT & Security** See how autonomous IT anticipates business demands, reasons through complex scenarios, and heals issues proactively—transforming ITSM, ITOM, and ITAM from reactive to autonomous.
- **Empowering IT Service Agents** Discover how autonomous capabilities boost service agent productivity, deflect routine requests, and deliver 24/7 always-on experiences that employees expect.
- **Enabling IT Operators** Learn how autonomous IT gives operators complete visibility, predicts issues before they impact users, and enables self-healing operations across your entire infrastructure.
- **Aligning strategic work** Explore how Strategic Portfolio Management ensures your autonomous IT initiatives stay aligned with business priorities, delivering value faster with AI-powered insights.
- **Governing with confidence** Understand how AI Control Tower provides centralized visibility and governance across all your AI and autonomous initiatives—whether internally built, third-party sourced, or agent-driven.
- **Serving General Employees** See how autonomous IT extends beyond IT teams to empower every employee with self-service capabilities and intelligent assistance that works autonomously on their behalf.
- **Making smarter decisions** Discover how the ServiceNow AI Platform gives you autonomy on your terms—with AI agents that can run on auto-pilot or under human supervision as needed.
- **Taking action** Access resources to deepen your understanding and begin building your autonomous IT foundation.

Throughout this guide, you'll find real statistics, practical use cases, and proven capabilities—not theoretical concepts. Every section shows you what's possible today on the ServiceNow AI Platform.

It's an exciting time to embrace autonomous IT. Let's show you how.





43%
of organizations are considering adopting agentic AI in the next 12 months².

33%
are piloting their first use cases or have at least one fully functioning use case².

² Source: ServiceNow, [Enterprise AI Maturity Index 2025](#).

Take control of your AI journey

It's no longer a question if you should adopt AI, but how fast you can scale it.

Yet despite the excitement surrounding AI, there's a lack of practical, accurate guidance on how to fully integrate it into the business.

To start with, your organization's charge toward widespread and successful adoption must be led by the technology buying center, and aligned with both business and IT strategy.

So, let's get you in the driver's seat as we show you, in practical terms, how to embed agentic AI and GenAI in the areas that will have maximum impact. We'll take a look at what AI means for IT service agents and IT operating teams, as well as general employees.

And forget the common myth that modernizing your operations with AI is complex and costly. It doesn't have to be.

Modernizing IT service delivery requires more than isolated tools—it demands a complete system that orchestrates AI safely across your operations. ServiceNow is uniquely positioned as the AI control tower for IT because our platform integrates the AI, workflows, and data that power service delivery. We provide the strategy, governance, and visibility layer needed to manage enterprise AI across all IT functions.

So they'll soon be taking care of all your employees' most mundane and repetitive tasks. They'll even do things like IDing and investigating anomalies before they have a chance to turn into full-blown outages—and much more.

AI agents are only as good as your data

Your journey to an autonomous IT future begins with making sure your data is AI-ready. The good news is that your core ServiceNow data in CMDB and CSDM is already AI-ready. But the rest of your enterprise data sits in hundreds of disconnected systems, a patchwork of data lakes, hyperscalers, and ERP, HR, and CRM apps. To tackle this mess and get this data AI-ready, there are three key requirements:

1. A database that keeps up with AI innovation

As agentic AI innovation accelerates and workflows grow in complexity and intelligence, you need the right data infrastructure that goes beyond storage to enable reasoning and decision making. And a growing number of AI agents doing exponentially more work means you need a database that can scale from millions of transactions to billions. RaptorDB is a platform-native AI-ready database not only for powering billions of AI agent transactions but also turbocharges Platform Analytics.

2. Unified business data

To reason and act, AI agents not only need to seamlessly access enterprise data wherever it is, but to also understand its context. Workflow Data Fabric is ServiceNow's integration and semantic layer that connects and contextualizes data across the enterprise to power agentic workflows—it's purpose-built for turning insights into action.

3. Complete data visibility and governance

To unlock the full potential of AI, you need trusted data. But manually managing and searching for the right data doesn't scale in the AI era. With our powerful Data Catalog and data governance capabilities, we turn data chaos into clarity—helping you discover, enrich, and govern your data.

With these three key elements as your foundation, your entire data estate is no longer just managed. It's activated and ready to fuel autonomous IT.

ServiceNow Vault and the platform's data privacy capabilities help organizations identify, protect, and govern sensitive information — ensuring AI innovation happens responsibly, securely, and in the best interests of your team. Tight security doesn't mean sacrificing speed, though, and the RaptorDB Pro data infrastructure is purpose-built to handle the demands and scale that comes with Agentic AI, offering up to 53% improvement in overall transaction times, 27x faster analytics, and up to 3x more transactional throughput

60%

In fact, Gartner® predicts that through 2026, organizations will abandon 60% of AI projects unsupported by AI-ready data³.

63%

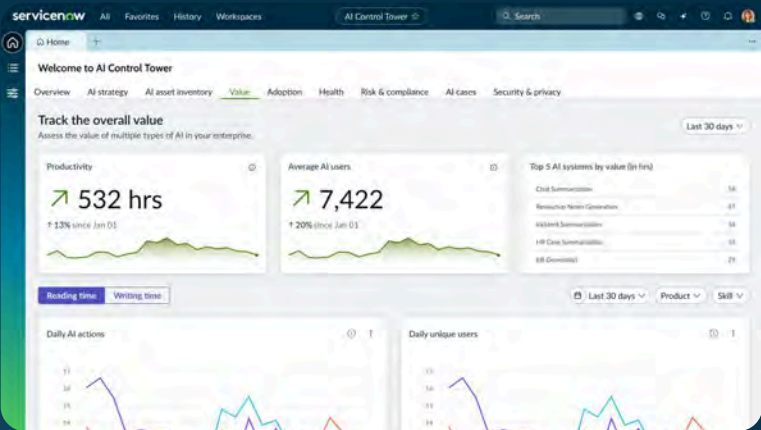
of organizations either do not have or are unsure if they have the right data management practices for AI, according to a survey by Gartner®³.

³ Gartner® Press Release, Lack of AI-Ready Data Puts AI Projects at Risk, February 26, 2025, GARTNER is a trademark of Gartner, Inc. and/or its affiliates.

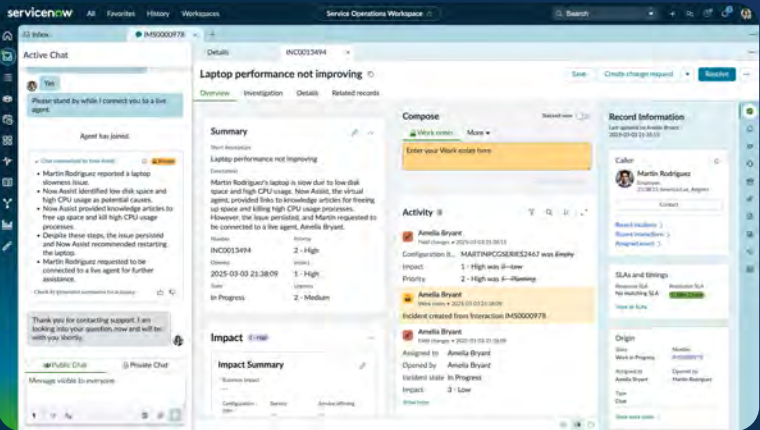
Unlocking exponential value with Autonomous IT & Security



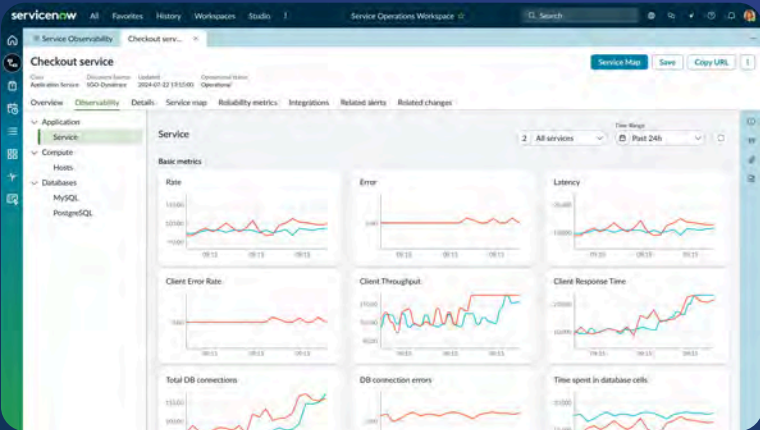
The important thing to remember is that Autonomous IT & Security is a journey, a series of steps that compound into transformative outcomes. Each autonomous workflow addition contributes unique capabilities that, when combined, can create an IT environment that anticipates, adapts, and accelerates business value. Through this, outcomes and goals once thought impossible are suddenly within your grasp. Autonomous IT & Security brings together several ServiceNow products to deliver comprehensive capabilities and compounding value.



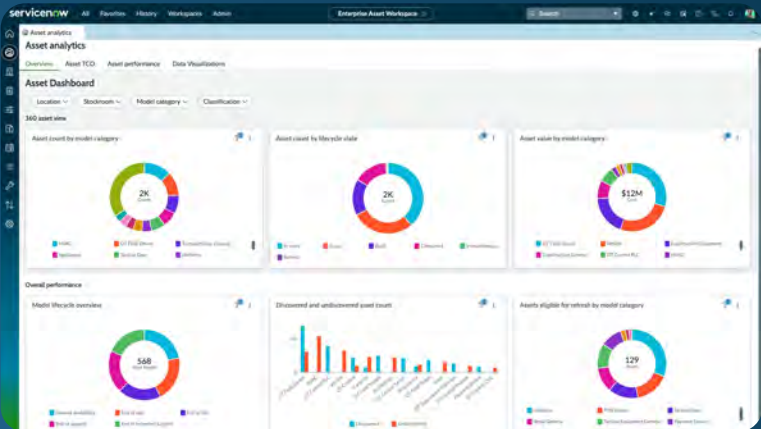
AI Control Tower
Manage and govern all AI models and assets across your enterprise from a central hub.



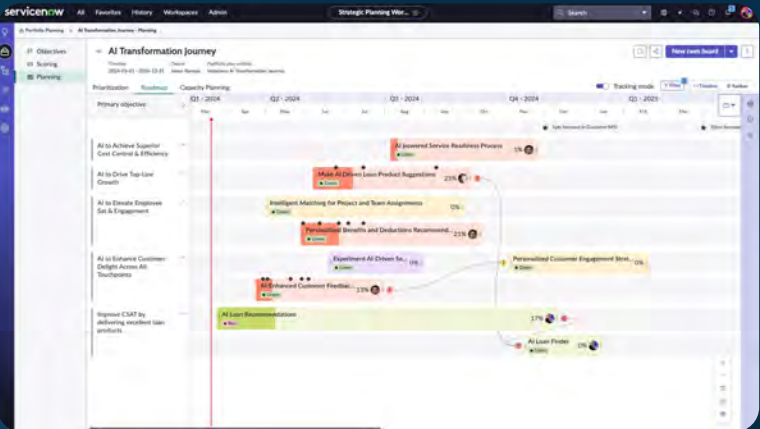
IT Service Management
Transform the impact and delivery of IT with resilient, productivity boosting services.



IT Operations Management
Use AIOps, insights, and automation to drive efficiency and performance within an organization's processes.



IT Asset Management
Automate the software, hardware, and cloud asset lifecycle to cut costs and risks.



Strategic Portfolio Management
Align your organization on a single platform to deliver the outcomes that matter.



Enterprise Architecture
Gain data-driven insights to assess, monitor, and align your portfolio to your business capabilities.



65%
of organizations
will leverage AI

to bring immediate employee and business value with AI-driven technology assistants, advisors, and agents enabling improved decisions by late 2026, according to IDC⁴.

⁴ IDC, IDC [Futurescape](#).

Scale faster with autonomous IT

Rapidly advancing technology and shifting consumer demands mean a modernized and self-managing approach to IT is needed now more than ever. Autonomous IT not only anticipates business demands, but also reasons, predicts, and heals issues with the help of AI agents.

AI agents continuously learn, reason, and act to keep systems running smoothly as a trusted advisor to humans. This enables IT teams and leaders to channel more energy towards value-added tasks like innovation and strategy, while moving from reactive operations to a new era of intelligent, proactive, autonomous IT.

AI agents are the key to unlocking new business value, empowering companies to proactively resolve challenges at a speed and scale that matches the demands of modern business. They streamline IT service management, optimize operations, and manage assets autonomously, ensuring full control and governance.

ServiceNow is set to meet the moment and allow agents to take intelligent, context-aware autonomous action.



How autonomous IT & security amplifies human ingenuity

Autonomous IT & Security represents a real shift in how the work gets done. Think of it as an engine humming beneath the surface, making IT smarter, safer, and faster without demanding the spotlight. In this world, AI isn't replacing people; it's woven into the fabric of everyday work, amplifying human effort.

Start today. Automate remediation for common incidents, add predictive intelligence to your monitoring, and tighten governance. These steps are the first leaps toward a world where IT runs itself, and security is proactive, not reactive.

Why now? Because complexity is growing faster than humans can keep up. AI becomes the silent partner that scales with that complexity, compounding improvements with every interaction. It's part of the job—always learning, always optimizing.

According to ServiceNow's 2025 Enterprise AI Maturity Index, only 44% of organizations have formalized governance policies, down from last year. As job postings increasingly emphasize like "observability" and "AI ethics," one thing is clear: the future demands more AI governance, ROI and control, and Autonomous IT & Security brings this future state into sharper focus.

What can it do?



Predicts problems before they happen.



Fixes issues automatically, without waiting for a ticket.



Keeps compliance continuous, not a quarterly scramble.



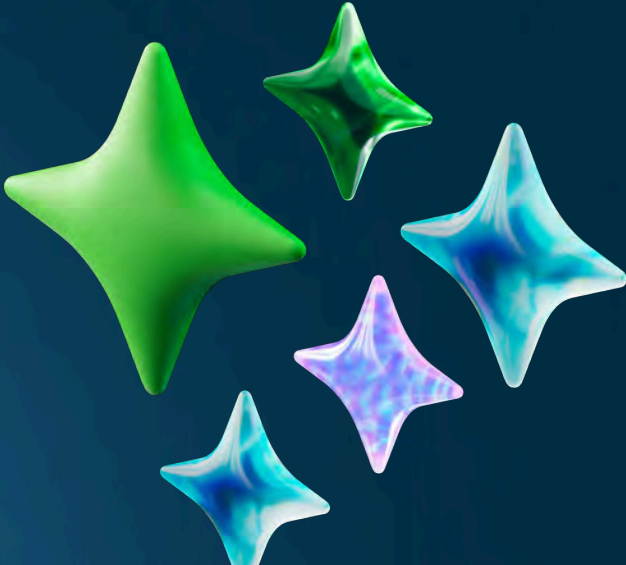
Manages assets dynamically, so nothing falls through the cracks.



Adapts security in real time, like a living shield.



Orchestrates workflows so teams move like a symphony, not in chaos.



Put AI to work for IT service agents

With rising expectations and no efficient way to manage employee requests, data, and IT staff, IT service agents are lacking in number and struggling to keep pace. There’s too much data, too much complexity, too few resources, and too little time.

Organizations simply cannot afford to ignore the problem of services that aren’t delivering the desired experience and results. Without an efficient way to manage employee requests, data, and IT staff, an organization’s service/support function will struggle to keep pace with business goals.

Enter autonomous service management with Autonomous IT & Security. It boosts employee engagement and retention by letting teams focus on more satisfying, less repetitive tasks while also promoting contextual, real-time interactions.



GenAI powers automated and conversational chatbots to understand natural language queries, so easily resolvable requests are deflected away from service agents. AI agents take it even further by acting autonomously on your behalf. And they solve challenges not only in IT, but across customer service, HR, and beyond, so that IT teams have more time to focus on more complex, value adding goals.

Autonomous IT & Security helps IT service agents to:



Separate incidents from service requests to reduce, and perhaps even eliminate, the pain of IT services fire drills caused by overlooked high-priority issues.



Make better use of service delivery data, providing greater insight into operational performance and enabling organizations to align IT services with wider, strategic business goals.



Deliver anywhere, anytime IT services, which enable an accelerated resolution timeline through use cases such as automated summaries of customer cases that help service agents quickly get back to being productive.



Provide employees with 24/7 self-service options, which lighten workloads, reduce total cost of ownership, and enable service teams to prioritize issues that require immediate attention.

Empower your IT service agents

ServiceNow IT Service Management (ITSM) is a modern, cloud-based, silo-busting solution. It equips IT service agents with native AI, ML, GenAI, and agentic AI capabilities to accelerate core processes, quickly restore service outages, and give employees the incredible experiences they deserve.



By delivering more resilient IT services on a single cloud platform, enterprises can replace legacy on-premises IT tools and consolidate to a single system of engagement, without breaking the bank.

With ServiceNow ITSM, your enterprise can:

- **Boost IT service agent productivity** with fast, platform-native AI resolutions
- **Harness shared data and analytics** with automated workflows
- **Provide amazing experiences** with always-available IT services

Now Assist for ITSM

Accelerate IT Service productivity with GenAI experiences. Provide agents with in-context, intelligent assists at key inflection points across their day-to-day work. Create engaging, dynamic self-service experiences for employees to get answers not articles.

AI Agents for ITSM

Reduce time-intensive, repetitive tasks and enhance operations with real-time communication during incidents. ServiceNow AI Agents for ITSM are a skilled, interactive digital workforce built natively in the ServiceNow AI Platform. Designed to reason, adapt, and work alongside your IT teams, ServiceNow ITSM AI Agents can connect to any data source and workflow to autonomously solve even complex IT challenges.

Put AI to work for IT operators

Without complete visibility into digital services, IT operators face a near-impossible task of getting to the root cause of service issues, knowing which services are affected, and why. When IT operators are notified of an outage, they need instant access to the right information fast to solve.

With full visibility, organizations can eliminate silos and streamline processes. They can help IT operations employees gain added clarity on the relationships and dependencies between all IT resources.

However, IT operators need more than just visibility. They also need a better understanding of the overall health of their entire infrastructure. AI agents help in two ways. First, they do the heaviest task of identifying services that need to be mapped based on the network patterns. Then they calculate the blast radius, so you know the impact on critical services. IT operators save time figuring out the cause of the problem aided by AI, resolving critical service issues.

GenAI and agentic AI workflows make it easy for operators to find complex information about infrastructure changes and configurations.

For example, by using GenAI and agentic AI in your operations, you can produce summarized results in the CMDB, speed up service mapping, and correlate monitoring data to indicate service criticality.

Through this common data foundation, leveraging service and knowledge graph capabilities, IT operators can break down silos with IT service agents. Ultimately, they can work together as one to drive optimized, responsive, and always-on experiences.

With increased visibility and understanding of the organization's whole IT infrastructure, operators can use AI to:



Prevent change-related service outages by factoring service impact into risk assessment and change-approval decisions.



Manage cloud costs by understanding which cloud resources support mission-critical digital services and which deliver little or no business value.



Prioritize risks such as security vulnerabilities and vendor issues, mapping these risks to specific services so operators know what to focus on first.



Keeping business continuity plans up to date with accurate, real-time service and infrastructure data.



Predict issues and start self-healing by working with third-party monitoring AI agents, correlating real-time data with other alerts to develop root cause theories. Using AIOps Learning Enhanced Automation Playbooks, teams can generate resolution steps and remediate issues using Large Language Models.

Keep IT operations running 24/7

Using ServiceNow IT Operations Management (ITOM), IT teams possess full control over resources, both on premises and in the cloud.

When ITOM is paired with ServiceNow ITSM, enterprises can improve overall IT maturity, transforming from reactive and responsive to proactive and self-healing.

IT operators can automate and optimize technology service operations on a single platform. They'll unlock development, innovation, and resilient, cost-effective services—even in hybrid or multicloud environments—while delivering extraordinary employee and customer experiences and productivity with:

- **Visibility:** ServiceNow ITOM Visibility discovers your end-to-end IT and cloud infrastructure, security certificates, and tags and automatically maps them to your digital services, creating a complete, accurate, and up-to-date record.
- **Service mapping:** Building on your discovered infrastructure data, ServiceNow Service Mapping automatically creates end-to-end maps of your application and technical services, using ML and cloud-based tagging.
- **Predictive AIOps:** ServiceNow ITOM AIOps uses powerful automated workflows and AI agents to predict issues before they impact users, correlating the growing number of noisy signals and remediating issues faster with GenAI-generated playbooks.

Keep all work on track with strategic portfolio management

A more modern approach to AI and IT operations can only happen with an effective strategy. As a key component of the autonomous journey, ServiceNow Strategic Portfolio Management (SPM) is essential for ensuring that the capacity and time unlocked by advanced automation are channeled into the most valuable initiatives.

SPM agents can proactively align resources, monitor progress, and orchestrate delivery, so every gain from automation translates directly into strategic business outcomes and work stays on track, even if the track changes.

You can:

- **Automate email** project summaries for enhanced communication and efficiency.
- **Transform raw data** into actionable insights with Agile Story Generation.
- **Empower stakeholders** to enter demand requirements using an intuitive interface.
- **Condense lengthy**, cryptic enhancement requests into easily understandable product feedback summaries.
- **Track and report tasks** in real time with Project Task Monitoring.
- **Empower product managers and teams** with clear, actionable product feedback integrated into strategic planning workflows—leveraging GenAI to quickly synthesize input, prioritize effectively, and ensure high-value insights are captured without draining resources.
- **Help managers** stay ahead of their project execution, giving them alerts if any critical tasks get off track, with assistance from AI Agents.



Gain full visibility with AI Control Tower

The world of AI is moving incredibly fast. Despite valiant efforts to make the most of these transformative technologies, it can be easy for organizations to get caught in the chaos.

Adding AI agents into the mix holds the potential to supercharge productivity, but it also means leaders are tasked with managing a new and complex digital workforce with robust oversight, security, and autonomy.

You can't effectively modernize IT without first simplifying the processes that drive them. To see the best return on AI investments, organizations should centralize their operations to manage, track, and govern agentic workflows and solutions on a single AI platform.

ServiceNow's AI Control Tower acts as the orchestrator of Autonomous IT & Security, harmonizing systems as you advance toward an autonomous enterprise. It ensures every process stays visible, usable, and compliant while automation gets to work in the background. From predictive insights to governance checks, AI Control Tower gives leaders confidence that IT is not just running safely, but actually chipping away at business' biggest goals.

And it doesn't stop there. ServiceNow Vault locks down sensitive data with enterprise-grade security, so trust is built into every transaction. Meanwhile, Workflow Data Fabric and RaptorDB prepare your data for all that AI. Clean, contextual, and ready for action. This means autonomous AI agents aren't just working fast; they're working smart, fueled by the most accurate and relevant information to move your business forward.

AI Control Tower works with any AI, whether internally built, third-party sourced, or agent-driven.

[Find out more about AI Control Tower here](#)

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Put AI to work for general employees

With more autonomy and freedom than ever, the modern employee is often eager to quickly fix work-related issues on their own. However, the answers aren't always easy to find or readily available at the right time. This causes significant frustration, especially when employees are forced to navigate company portals or apps they might not understand.

Facing these hurdles, employees rightfully turn to service agents for assistance. However, agents are already dealing with substantial workloads, and employees are often left waiting days or even weeks for their requests to be addressed. This invariably impacts the final customer experience.

Eliminating the backlog of repetitive and routine requests can be solved with ease through intelligent automation and ready access to the right information.

Using AI and ML, many organizations are creating self-service portals that provide unified, always-on services for employees.

GenAI and AI help enhance employee portals further with the power of virtual agents, which enable instant resolution to common requests such as password resets, ordering new equipment, paycheck issues, and live service-outage updates.

At the same time, AI agents can help employees solve business problems autonomously, empowering them with a skilled digital workforce that gives them time to focus on more strategic work.

Autonomous IT & Security helps businesses...



Predict and prevent disruptions with AI-driven insights and automated remediation.



Strengthen security and compliance through continuous monitoring and adaptive controls.



Optimize resources and reduce costs by automating asset management and eliminating waste.



Accelerate innovation and delivery with orchestrated workflows and real-time portfolio visibility.

Increase employee efficiency and productivity with AI agents

ServiceNow AI Agents tap into a knowledge base informed by both service and operations, so employees can easily request common services whenever they need them. Both routine tasks and more complex, multi-step challenges can be handled quickly and autonomously without live agent intervention.

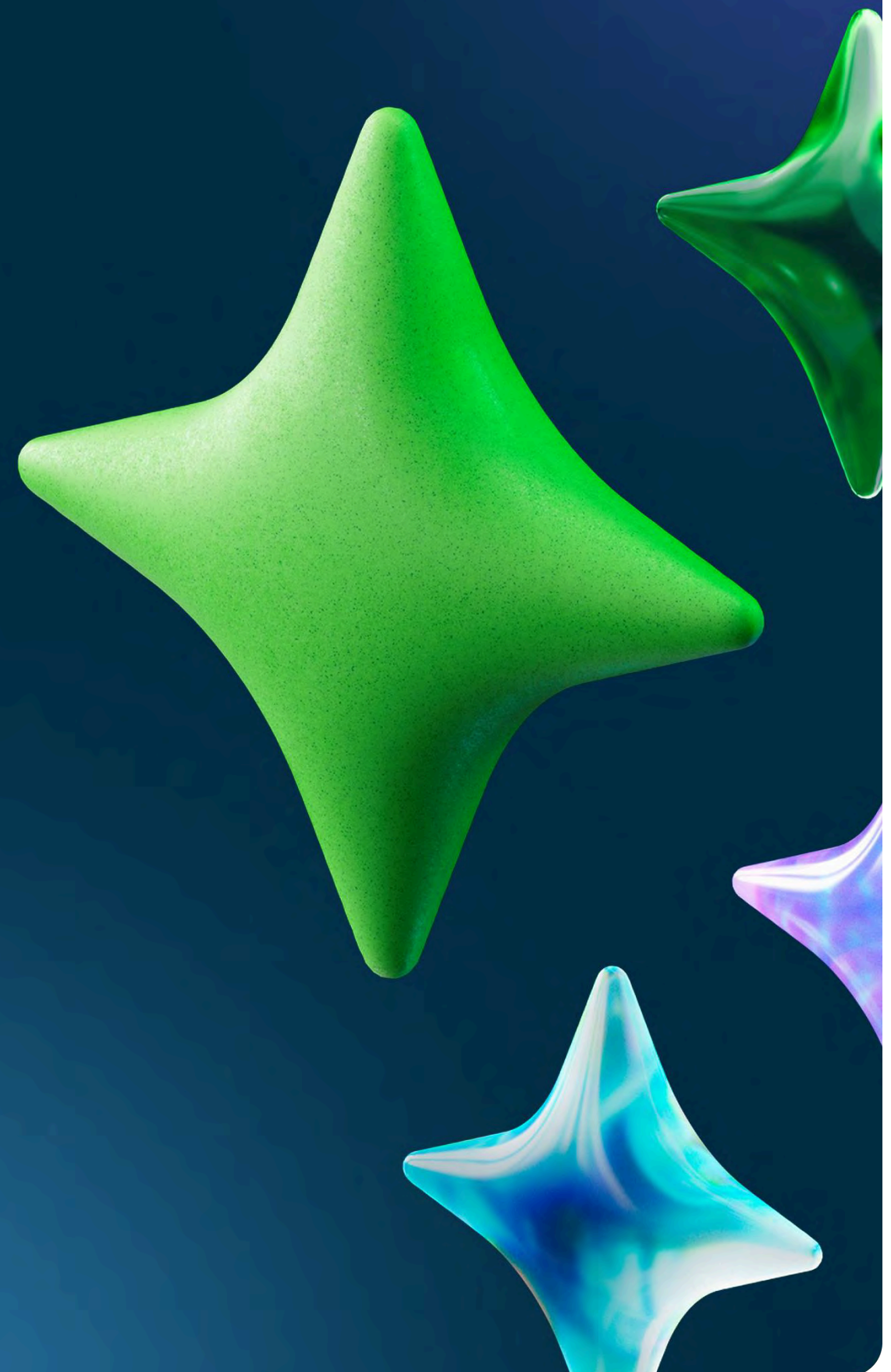
It's IT that thinks, fixes, and secures before you even know there's a problem, enabling you to provide general employees with 24/7 self-service to quickly answer and address concerns, while freeing IT staff to work on more meaningful tasks and strategic goals.

The result is greater scalability and smarter resource spend.

ServiceNow AI Agents:

- Autonomously take action on your behalf, with your oversight
- Can be seamlessly embedded within any workflow
- Have real-time access to enterprise data from any source

AI Agents handle both routine tasks and complex challenges quickly and autonomously



IT that thinks ahead while you move the business forward

Autonomous IT & Security is where autonomy meets assurance on the ServiceNow AI Platform. It's a practical leap forward for business leaders, and world in which AI isn't a headline or a hindrance but a habit, elevating how work gets done and keeping the business safe. Predictive intelligence, automated remediation, and adaptive security work together behind the scenes, so teams aren't stuck relying on manual processes or endless email threads to track work.

Instead, every action is recorded, visible, and aligned in a unified system of record. Governance and compliance are built in, with continuous monitoring and integrated workflows ensuring that data privacy and regulatory standards can always be met.

ServiceNow's own autonomous IT service desk shows what's possible:

80% of requests resolved with zero human touch, a 47% reduction in incident volume, and a 54% drop in manual work. With AI agents self-detecting and resolving issues before they escalate, organizations see dramatic reductions in manual intervention and incident volume.



Learn more about the unique ways you can use automation and AI across your organization to improve efficiency and productivity.

servicenow

ServiceNow (NYSE: NOW) is the AI control tower for business reinvention. The ServiceNow AI Platform integrates with any cloud, any model, and any data source to orchestrate how work flows across the enterprise. By unifying legacy systems, departmental tools, cloud applications, and AI agents, ServiceNow provides a single pane of glass that connects intelligence to execution across every corner of business. With more than 75 billion workflows running on the platform each year, ServiceNow helps organizations turn fragmented operations into coordinated, autonomous workflows that deliver measurable results. Learn how ServiceNow puts AI to work for people at www.servicenow.com

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