

AI Readiness Playbook

Your Platform. Your Vision. Multiplied by AI.

The Real Risk Isn't Piloting AI
The real risk is piloting without governance.

Many vendors sell AI experiments. Few turn those experiments into production-grade operations. The danger isn't whether you pilot AI—it's whether pilots become unmaintainable technical debt or uncontrolled shadow AI.

Your ServiceNow program should be where AI is enabled, measured, and owned—not a collection of risky side projects.

Where Are You Today?

Foundation Stage

Core ITSM, HRSD, or CSM is operational, but data is scattered, and customizations are heavy.

Enabled Stage

Standardized modules are in place. You're piloting Now Assist and exploring orchestration.

Autonomous - Ready Stage

Zero-Copy integrations, clean knowledge graphs, and governed AI agents are running in production.



What "AI-Ready" Actually Looks Like

Platform & Architecture

Minimal data duplication - smart integrations.
Low-code automation with Flow Designer.

Quick Win: Zero-Copy integrations connect your data sources in real-time without duplicating logs. This is a low-complexity solution that delivers immediate ROI.

Data & Knowledge

Clear ownership for every dataset.
Graph connecting your institutional knowledge to AI.
Quality metrics: deduplication rates, enrichment coverage, access speed.

Quick Win: Build your Knowledge Graph using ServiceNow's native tools plus structured external data. Low to moderate complexity with high impact.

Governance & Risk Controls

AI Control Tower for policy enforcement and lineage tracking.
Approved prompt library and model logging.
Data masking, PII discovery, residency controls.

Reality Check: Although not native to ServiceNow, governance frameworks can be achieved through custom logging and policy tools. Moderate complexity, but essential for production AI.

Operations & Testing

Test, staging, and production environments with synthetic data.
Rollback playbooks for AI errors or bias.
Dashboards tracking accuracy drift, first-touch resolution, and SLA impact.

Quick Win: ServiceNow supports robust staging environments. Synthetic data testing is **straightforward** with proper setup.

People & Change

AI Governance Council (business, security, data, legal, ServiceNow leads).
Training on prompt engineering and low-code for platform owners.
Adoption targets tied to KPIs: cost-per-case, MTTR, employee experience.

Quick Win: ServiceNow helps you build software and achieve measurable outcomes, supporting the team that makes it happen.

Start Here: Your 90-Day Action Plan

This Quarter

1

Map Your Top 10 Workflows by cost and volume. Identify available datasets.

Owner: Process SME

2

Run a Release Gap Analysis against Vancouver/Washington AI features.

Owner: Platform Lead

3

Add Prompt Logging to one critical automation pilot.

Owner: SRE/AI Ops

4

Create Your AI Governance Charter (including roles, policies, and review cadence).

Owner: CIO/Head of Risk

5

Launch a 2-Week Proof-of-Value with Now Assist for incident triage and response. Measure first-touch resolution and user sentiment.

Owner: Program Lead



Use Cases That Work Today

These are **low-complexity, high-impact** scenarios supported by ServiceNow's Now Assist and Predictive Intelligence:

- **Incident Triage & Classification** — Route tickets to the right team instantly
- **Case Summarization** — Auto-generate case summaries for faster handoffs
- **Self-Service Deflection** — Answer employee questions before they become tickets
- **Text-to-Flow Automation** — Convert natural language requests into workflows

Advanced Scenarios (Higher Effort, Higher Reward)

- **Agentic AI in Production** — Autonomous decision-making requires a strong architecture and monitoring.
- **Explainability & Bias Playbooks** — Custom observability tools ensure fair, transparent AI.
- **Predictive Resource Allocation** — Forecast demand based on historical patterns (data quality critical).

Technical Principles for Success

- **Prefer Zero-Copy access** for real-time reasoning—only persist curated artifacts.
- **Keep customizations modular**—use scoped apps over baseline changes.
- **Route AI through your Knowledge Graph**—trusted sources beat raw LLM outputs.
- **Instrument everything**—prompt inputs, output hashes, confidence scores, action traces.

How Convene Powers Your AI Journey

You Lead. We Deliver. Together, We Win.
Our Partnership Model



You set the vision
revenue recovery, faster
resolutions, better
employee experiences.



We bring the technical
craft, governance
frameworks, and
operational playbooks
to make it sustainable.



Together, we measure
success using the KPIs
that matter most to
your executive
sponsors.

ServiceNow AI Services — Matched to Your Readiness Stage



1. AI Readiness Sprint (2–4 weeks)

You Get: Executive summary, prioritized workflow map (top 10 by impact), architecture gap analysis, and phased roadmap.

Why It Matters: Clarity for investment decisions. Measurable proof-of-value criteria in weeks, not months.



2. Implementation & Integration (4–16 weeks per wave)

You Get: Scoped module delivery (ITSM/HRSD/CSM), Zero-Copy connectors to Snowflake/Databricks, and a curated Knowledge Graph.

Why It Matters: AI-ready data fabric and pre-configured Now Assist scenarios for early wins.



3. Upgrade Factory & Release Acceleration

You Get: Repeatable upgrade pipelines, automated regression testing, and customization rationalization.

Why It Matters: Low-risk path to Vancouver/Washington and the AI features they unlock.



4. Managed AI Operations & Governance

You Get: AI Control Tower setup, model/prompt library management, drift detection, and A/B testing environments.

Why It Matters: Sustained accuracy and compliance without burning out your internal teams.



5. Proof-of-Value & Co-Innovation (8–12 weeks)

You Get: Pilot delivering measurable KPI lift (first-touch resolution, MTTR, cost-per-case), rollout playbook.

Why It Matters: Business case validated. Clear path to scale.

What Each Stakeholder Gets



CIO/CFO:

Time-to-value, cost reduction, risk mitigation—with documented ROI scenarios



Program Lead:

Upgrade plans, runbooks, test harnesses, prioritized backlog



Security/ Compliance:

Data lineage, PII controls, audit-ready governance artifacts



Business Owners:

Service-level improvements and near-term wins tied to operational KPIs

Why Convene?

Certified ServiceNow Partner with deep ITSM, HRSD, and CSM experience.

Nearshore Delivery for speed and cost efficiency.

Production AI & MLOps Expertise in enterprise ServiceNow environments.

Outcome-First Approach — pilots deliver measurable business signals in weeks, not quarters.


The Executive Decision

You're the hero of this story. You define the outcomes. You own the KPIs. We help you make it real.

Start with a 2-week ServiceNow AI Readiness Sprint to generate measurable signals of value—fast.

Let's Start

- **The Offer:** 2-Week ServiceNow AI Readiness Sprint (fixed-scope).
- **The Goal:** Executive briefing, technical roadmap, prioritized pilots, and a 90-day rollout plan.
- **The Ask:** Approve a 2-week kickoff workshop with sponsors from IT, Security, and your ServiceNow program team.

 info@convene-tech.com

 www.convene-tech.com

Let's turn your ServiceNow platform into your strategic AI brain.