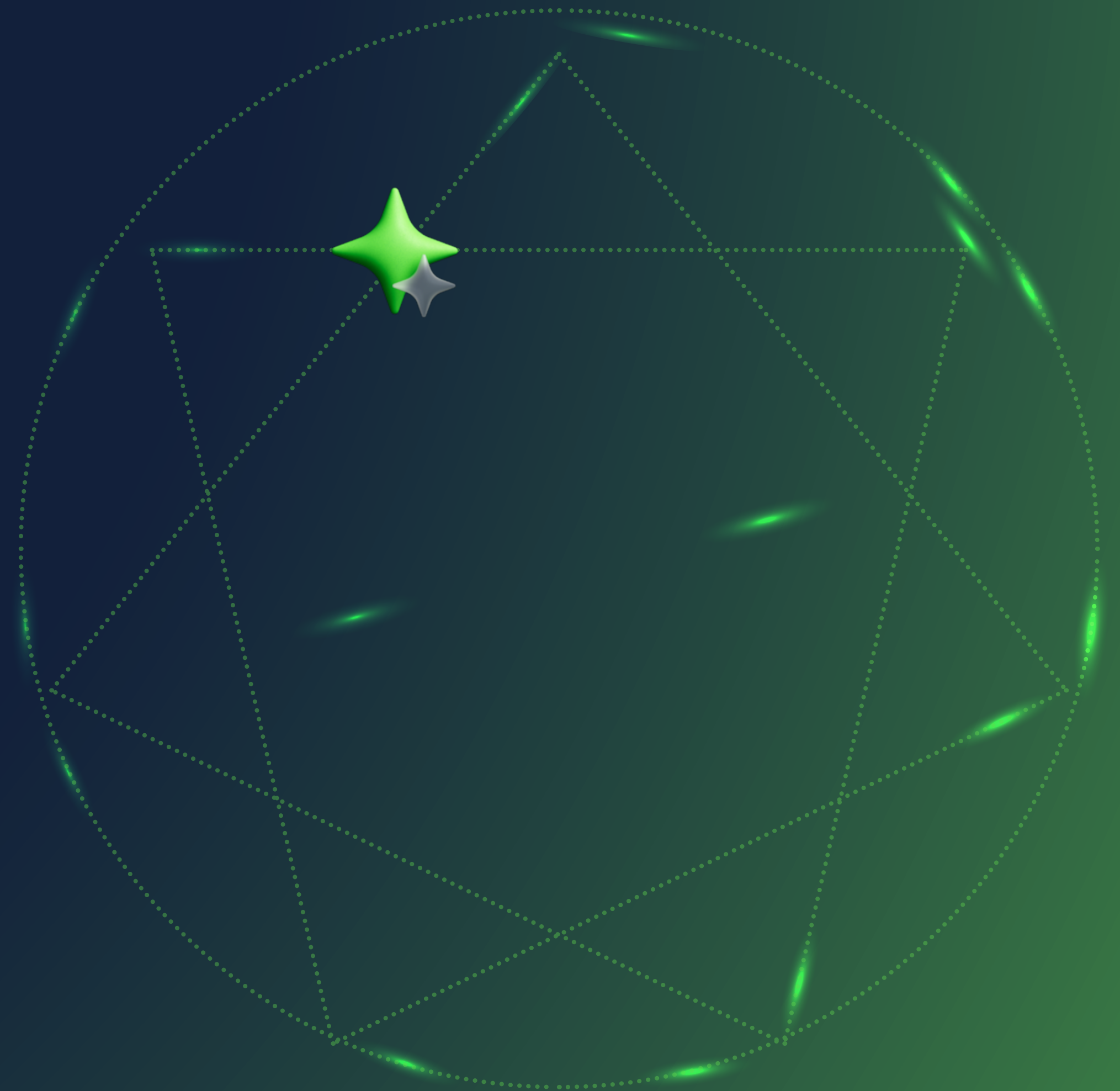# servicenow.

A CIO'S GUIDE TO NAVIGATING THE BOARDROOM

Giving the C-Suite what they want with AI agents

WHAT THE CEO WANTS TO KNOW

CEO

"How do we ensure ServiceNow AI Agents drive real growth?"

I watched the CEO as he leaned forward, intrigued about my three-year digital transformation roadmap.

How do we ensure ServiceNow AI Agents drive real growth, not just internal efficiency? How does it build on what we've already done?

I was ready for it:

What we've proven with ServiceNow in IT is just the beginning. We've created a digital workforce—AI agents that not only automate but intelligently assist. This roadmap extends those agents into revenue-driving areas: sales enablement, customer support, and partner onboarding. We're not just working faster. We're becoming a more intelligent organization, one that makes better decisions in real time.

He nodded. That's when I knew he was in.

✦ How AI agents help CEOs:

Driving increased value and competitiveness

How do AI agents integrate with ServiceNow solutions to help CEOs achieve their business goals?
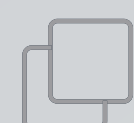
How AI agents help CEOs:

Driving increased value and competitiveness

Here's how:

- Align strategic investments and innovation to deliver the best customer experiences by automating planning to business goals and surfacing strategic insights and outcomes with **Strategic Portfolio Management**

- Enable real-time, AI-powered dashboards that show how every process and task contributes to business KPIs, with **Workflow Data Fabric**

- Deliver self-healing AIOps for zero outages and faster, AI-assisted issue resolution for business continuity, with **ITSM** and **ITOM**

"How are AI agents helping us accelerate strategy and stay competitive?"

AI agents help our teams deliver on strategy faster by automating the intake, alignment, and delivery tracking of strategic initiatives.

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CTO

WHAT THE CTO WANTS TO KNOW

"Are these AI agents truly scalable across the enterprise?"

Unsurprisingly, the CTO went straight into architecture, asking:

Are these AI agents truly scalable across the enterprise? What's under the hood?

I opened the tech strategy slide and explained:

The AI agent architecture is API-first and modular, built to plug into any business function. We're extending ServiceNow workflows where it makes sense, but the orchestration layer is cloud-native, containerized, and built on open standards. Think of it like a 'digital muscle.' The more places we activate it, the stronger the system becomes.

He looked satisfied knowing that we've planned for velocity and control.

✦ **How AI agents help CTOs:**

Driving tech value and reducing risk

How do AI agents integrate with ServiceNow solutions to help CTOs achieve their business goals?

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How AI agents help CTOs:

Driving tech value and reducing risk

Here's how:

- Automatically remediate incidents across hybrid environments, reduce asset risk, and ensure systems stay compliant and efficient, with **ITOM** and **ITAM**

- Ensure orchestration across systems, data layers, and endpoints without manual intervention, with **Workflow Data Fabric**

- Govern AI deployment while suggesting and modeling future-state architectures and applications, with **App Development** and **Enterprise Architecture**

"Can our infrastructure scale with AI agents— and is it secure?"

AI agents ensure stability today and flexibility tomorrow, by managing complexity across infrastructure, technology architecture and assets.

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COO

WHAT THE COO WANTS TO KNOW

"How will we measure success as we expand?"

I know how much the COO loves to hear about KPIs and metrics, so I was ready for her question.

How will we measure success as we expand?

I started my answer by reiterating some things we'd already achieved.

If we take a look at IT, we've seen a 35% reduction in ticket resolution time and 25% fewer escalations using AI agents. But our roadmap tracks ROI across all domains—things like time-to-resolution, SLA adherence, cost-per-transaction, and employee satisfaction. Each AI agent will be tied to tangible business outcomes. With IT Asset Management, we're able to get a holistic look at business strategy for the year and beyond and plan better.

With the numbers all going in the right direction, I knew I had the COO's support.

✦ **How AI agents help COOs:**

Cutting downtime while driving scale

How do AI agents integrate with ServiceNow solutions to help COOs achieve their business goals?

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How AI agents help COOs:

Cutting downtime while driving scale

Here's how:

- Proactively detect, resolve, and communicate issues across systems and departments, with **ITOM, ITSM,** and **CRM**

- Gain central visibility and orchestration of autonomous responses, with **AI Agent Orchestrator**

- Monitor and resolve shop floor disruptions across digital and physical systems with **Operational Technology Management**

"Can AI agents actually reduce incidents and improve performance?"

AI agents reduce response time and manual escalations—cutting downtime, improving consistency, and driving scale.

WHAT THE CISO WANTS TO KNOW

CISO

"How are we managing risk?"

The CISO, as expected, zeroed in on the one thing keeping everyone up at night.

These AI agents may be powerful, but what guardrails do we have in place? We can't automate ourselves into a security breach.

I reassured her with a breakdown of our AI governance:

Every AI agent operates with Role-Based Access Control [RBAC], encrypted inputs/outputs, and full activity logging. We're integrating governance into ServiceNow's native risk workflows. And we're deploying AI monitoring tools that flag drift, bias, or anomalous behavior in real time. This isn't an experiment, everything's already been well thought out and proven.

As I explained this, I could sense the CISO easing back into her chair.

✦ **How AI agents help CISOs:**

Improving security and risk posture

How do AI agents integrate with ServiceNow solutions to help CISOs achieve their business goals?

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✦ How AI agents help CISOs:

### Improving security and risk posture

Here's how:

- Monitor, detect, and respond to security anomalies across infrastructure and services—autonomously correlating insights and resolving threats where appropriate and escalating where necessary—with **ITOM, OTM, SecOps,** and **ITSM**

- Unify data and signals from across IT and security domains, providing full visibility into risk events and their business impact, with **Workflow Data Fabric**

- Track risk posture across programs and architecture, helping security leaders anticipate and mitigate threats linked to strategic initiatives, with **SPM** and **Enterprise Architecture**

"How are AI agents improving our threat response and reducing security risk—without increasing exposure or complexity?"

AI agents help us stay ahead of threats by continuously scanning for anomalies, filtering noise, and triggering secure, governed responses—reducing exposure, not increasing it.
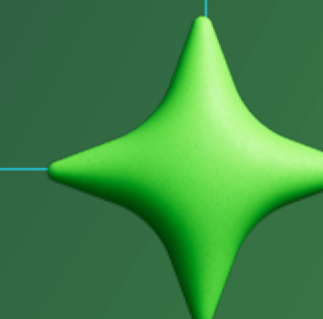
CEA

WHAT THE CEA WANTS TO KNOW

"How do AI agents support our EA roadmap and reduce complexity?"

The Chief Enterprise Architect looked through my architectural diagrams with sharp precision.

You've shown how you're solving today's problems, but is this ecosystem adaptable for things we haven't even planned for yet?

I smiled. I loved his question, and I loved the answer I had for him:

We're designing this with inter-operability at the core. AI agents access federated data via our mesh strategy and act using event-driven patterns. We're using ServiceNow as a stabilizing backbone, but all our AI agents are built with reusable frameworks that align with enterprise standards. No lock-in. No rework

He raised an eyebrow, clearly impressed by knowing that we're building for resilience, not just results.

✦ **How AI agents help CEAs:**

Improving control over AI

How do AI agents integrate with ServiceNow solutions to help CEAs achieve their business goals?

How AI agents help CEAs:

Improving control over AI

Here's how:

- Modernize, integrate, govern, and secure the tech stack while managing app lifecycle and risk, with **Enterprise Architecture**

- Seamlessly manage all native or third-party AI agents from a single control tower, by uniting AI agents and data across multiple workflows within one platform, with **AI Agent Orchestrator**

- Assess, monitor, and align your application portfolio to strategy to accelerate value delivery, with **Enterprise Architecture**

"How do AI agents support our digital transformation roadmap?"

With a unified platform architecture, data model, and agentic framework, AI agents have real-time access to enterprise data from any source. They have all the rich business context to make smart decisions fast.

CFO

WHAT THE CFO WANTS TO KNOW

"Where else will you deploy AI agents?"

The CFO had a crucial question about my plan.

So, where else are you looking to deploy AI agents, and how could they contribute to cost savings and efficiency gains?

But it was easy to answer, since it's a big part of my digital transformation roadmap.

We're eyeing HR, Finance, and Procurement next. These are high-volume, rules-based domains, perfect for AI agent augmentation. And then Customer Experience, Marketing, Supply Chain, and even Legal won't be far behind. Anywhere there's data and a decision, an AI agent can help.

The CFO smiled, happy with my answer. He was even happier when I reminded him that he can have his own team of AI agents.

✦ **How AI agents help CFOs:**

Driving measurable business outcomes

How do AI agents integrate with ServiceNow solutions to help CFOs achieve their business goals?

How AI agents help CFOs:

Driving measurable business outcomes

Here's how:

- Track efficiency gains and cost savings across projects and assets, with **SPM, ITAM,** and **ITOM**

- Deliver real-time visibility into outcomes, risk posture, and savings, with **CIO Dashboard** and **AI Agent Orchestrator**

- Avoid duplicated spending and rationalize portfolios, with **App Development** and **Enterprise Architecture**

"Where's the ROI? How are AI agents saving us money or mitigating risk?"

AI agents show us exactly where we're saving—and where we're exposed—so we can make smarter investments.

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CHRO

WHAT THE CHRO WANTS TO KNOW

"How are we supporting our people?"

The CHRO, as always, had the welfare of our people close to her heart.

> It looks like you plan to scale automation quickly. But what's the plan for the people side of this story?

A fair—and important—point.

> We're launching a 'Digital Colleague' enablement track alongside the tech rollout. Every business function will have change champions, and employees will co-design AI agent interfaces. And we're building reskilling pathways focused on working with AI. AI agents handle the repetitive tasks so people can focus on the more rewarding work that drives business value.

She smiled, understanding that we're leading with empathy, not just efficiency.

✦ How AI agents help CHROs:

Delivering personalized experiences

How do AI agents integrate with ServiceNow solutions to help CHROs achieve their business goals?

How AI agents help CHROs:

Delivering personalized experiences

Here's how:

- Streamline service delivery, reduce wait times, and personalize support, with **ITSM** and **HRSD**

- Deliver AI-driven insights from employee experience signals from any data source with **Workflow Data Fabric**

- Evaluate change impact analysis and plan rollouts effectively, with **SPM**

"How are AI agents helping people work better—not just faster?"

AI agents give every employee a smarter experience—helping them get what they need, when they need it, without waiting.

![servicenow]

FINAL THOUGHTS

The board meeting was a success.

I knew my business transformation roadmap would be a hit, thanks to ServiceNow AI Agents.

See how you can drive efficiency and growth with AI agents, by speaking to an expert at ServiceNow.

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About ServiceNow

ServiceNow (NYSE: NOW) makes the world work better for everyone. We also aim to make the world better, period. As an organization, we're committed to building a healthier future by championing a net-zero carbon environment, making the workplace more equitable for all, and acting with integrity in everything we do.

Our cloud-based platform and solutions help digitize and unify organizations so that they can find smarter, faster, better ways to make work flow. So emfployees and customers can be more connected, more innovative, and more agile. And we can all create the future we imagine. The world works with ServiceNow™. For more information, visit: http://www.servicenow.com.