An explosion of digital services is overwhelming IT Operations

Today, digital services are mission-critical. They power customer experiences, connect employees, automate processes, unlock business insights, and more. Keeping them up and running is a job one for IT operations. But as the number of digital services continues to explode, IT operations teams are drowning in a tidal wave of events, logs, and metrics. Just detecting and diagnosing service issues is becoming a losing battle—and predicting and preventing service issues is often just a dream.

How do you stop digital service issues in their tracks? With ServiceNow® Predictive AIOps.

ServiceNow® Predictive AIOps uses the power of artificial intelligence and automation to predict service issues, pinpoint the root cause, and automate remediation. It replaces a tidal wave of events, logs, and metrics with a trickle of actionable alerts, helping you to prevent service issues before they even happen.

And unlike traditional AIOps tools, which only deal with known failure scenarios, Predictive AIOps uses advanced machine learning to tell you what you don’t know, uncovering complex, unforeseen issues that can lead to future service outages and impairments. The result? Better service quality and no more data overload.

How does ServiceNow® Predictive AIOps work?

Health Log Analytics uses unsupervised machine learning to predict service issues before they happen. It analyzes not only a single piece of data, such as a performance metric, but also identifies patterns in logs and other operational records, including distributed patterns that span multiple applications and infrastructure components. It then raises an actionable alert when it detects a significant antipattern indicating abnormal behavior, associating the alert with the corresponding application service.

Metric Intelligence collects metrics from embedded agents, using machine learning to model normal metric behavior and set adaptive thresholds. It raises alerts when a threshold is crossed, scoring anomalies based on their duration and degree of deviation from normal behavior. It also provides heat maps, dashboards, and other tools to visualize and analyze metric data.

Event Management correlates alerts and events to slash event noise and pinpoint service issues. Then it adds service context with ITOM Visibility to generate a small number of actionable alerts against services and infrastructure components. It also carries out automated root cause analysis, and lets you trigger automated remediation workflows when known issues occur.

To find out more about ServiceNow Predictive AIOps, visit https://www.servicenow.com/products/predictive-aiops.html or talk to your ServiceNow account representative.

Get started with ServiceNow Predictive AIOps in just a few weeks

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<td>2 weeks</td>
<td>Predictive analytics with health status visualizations</td>
<td>Prevent alert and events to remain zero down time and zero service issues</td>
<td>Flow Designer and Integration Hub</td>
<td>Create fully automated remediation workflows that self-heal by integrating with third-party remediation tools to make changes and automate actions</td>
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1. P1 incidents as defined by customers. An average of incident reduction (with P1 designation) from customers in different industries including banking, manufacturing, packaged goods, technology and more.
2. Now on prem

35% of P1 incidents prevented
98% reduction in event noise
50% reduction in MTTR