servicenow

Predict and prevent service issues and automate remediation with ServiceNow® Predictive AIOps

35%
of P1 incidents prevented[1]

98%
Reduction in event noise[2]

50%
reduction in MTTR[2]

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 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.

Users request more digital services

Monitoring systems generate more signals

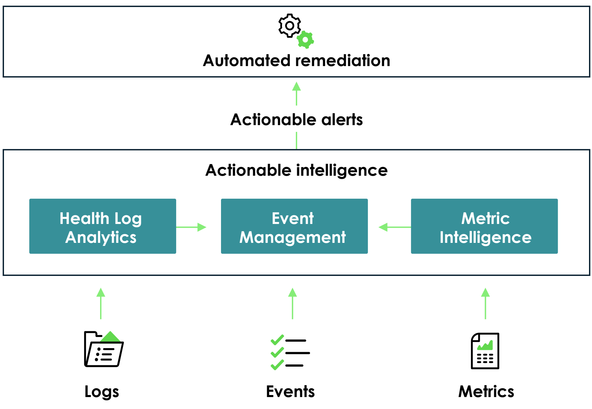
Number of digital services rapidly growing

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 and fix them faster when they 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?

Logs

Health Log Analytics uses unsupervised machine learning to predict service issues before they happen. It identifies normal operating 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.

Metrics

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.

Events

Event Management processes alerts from Health Log Analytics and Metric Intelligence, as well as events from other monitoring tools. It normalizes, duplicates, and correlates these events using AI-based analysis and other techniques 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.

Get started with ServiceNow Predictive AIOps in just a few weeks

Predict
Health Log Analytics

2 weeks

Predict critical outages with Health Log Analytics

Perform fast root cause analysis

Prevent
Event Management and ITOM Visibility

4 weeks

Correlate alerts and events to slash event noise and pinpoint service issues

Then add service context with ITOM Visibility

Automate
Flow Designer and Integration Hub

8 weeks

Create automated remediation workflows for self-healing

Integrate with ITSM to add operational context such as changes and to automate incident response workflows

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 Now

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

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