Best practices for scaling ServiceNow operations without over-engineering or burnout

Welcome! We're glad you're here.

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Today’s discussion

1. The value gap and complexity tax
2. Simplify first, automate second
3. Keep integrations and workflows healthy
4. Trusted data, accountability and AI guardrails
5. Quit & Redirect: protecting team capacity

Meet your speakers



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Housekeeping



We're recording this session!

Don't worry about taking notes, we'll send you the recording and any helpful resources after the webinar.



Mics and cameras off

To keep things running smoothly, attendee microphones and cameras are turned off during the session.



If something sparks an idea, share it in the chat.

Got a question? Pop it into the Q&A tab. That's usually where the good stuff happens.

When your ServiceNow environment grows, the work multiplies

More requests

New workflows, reporting needs and automation ideas arrive from every direction.

More exceptions

One-off fixes, manual approvals and unclear handoffs become permanent operating steps.

Same team

The people maintaining the platform inherit more work without a matching increase in capacity.

The business pays for the complexity we choose to keep.

More capability does not automatically create more value

What Gartner IT Symposium/Xpo 2026 tells us about operational discipline

13%

of **CIOs** report significant or transformational AI value

51%

of **CIOs** expect AI to increase technology total cost of ownership

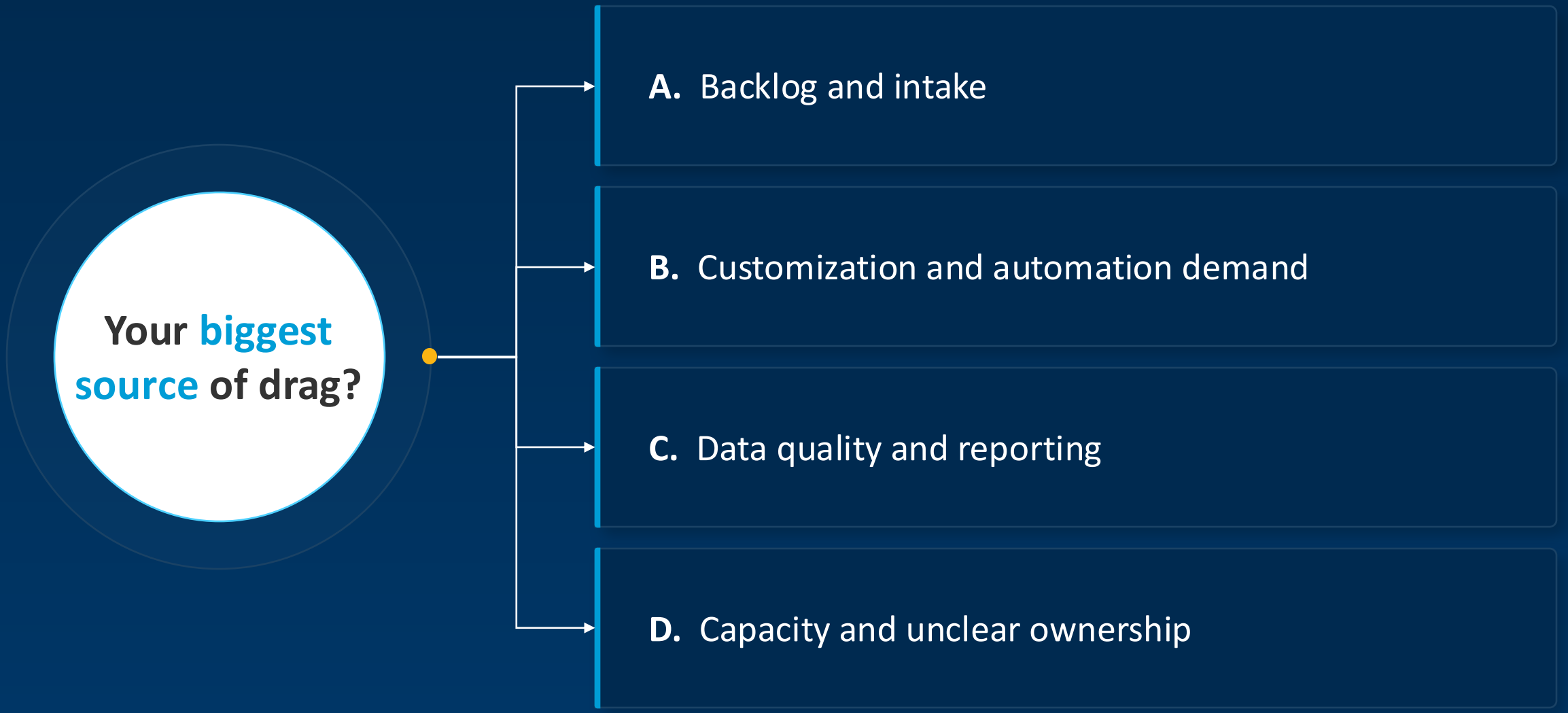
Gartner's message:

Establish value before scaling the work.

Source: Gartner 2027 CIO & Technology Executive Agenda (survey n=2,002), Oct. 19, 2026.

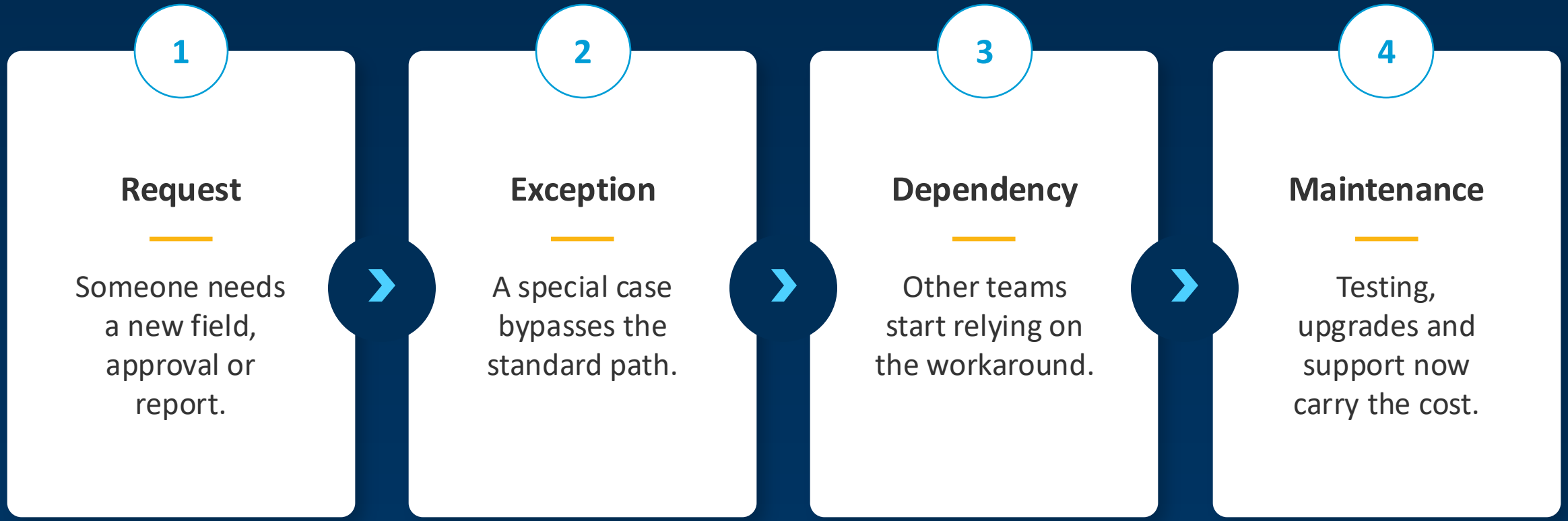
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Live poll: Where is your team feeling the most strain?



The hidden cost is not the build. It is what comes after.

A small workaround can become a permanent obligation.



Evaluate the cost of owning a change, not just delivering it.

Essential controls protect the business. Excess creates drag.

Keep / Strengthen

- Regulatory and security controls
- Accountable decision rights
- Reliable data and auditability
- Clear exception and recovery paths

Challenge / Remove

- Duplicate approvals and reports
- Fields nobody uses to decide
- Permanent one-off exceptions
- Customization with no measured value

Before you automate: reduce the process to what matters.

ServiceNow AI Workflow Factory promotes continuous improvement, but humans still choose what deserves to change.

01	02	03	04
Eliminate	**Simplify**	**Standardize**	**Automate**
Does this step need to exist?	Can we reduce handoffs or fields?	Can one repeatable path cover most cases?	Can trusted signals trigger safe action?

Automating unnecessary work only makes unnecessary work happen faster.

Source: ServiceNow AI Workflow Factory announcement, Oct. 6, 2026; Process Mining guidance.

A 60-second test for every new request

1. What measurable outcome changes?
2. Who will operate it after go-live?
3. Do we already own a simpler capability?
4. What will we stop to make capacity?

Three valid decisions

- **Build**
- **Simplify**
- **Decline**

Five gates to automation readiness

If any gate is weak, design the workflow before scaling execution.

01.	Trigger	Is the starting signal unambiguous?
02.	Owner	Who is accountable for the result?
03.	Data	Are the inputs current and trustworthy?
04.	Decision	Is the action repeatable and governed?
05.	Recovery	What happens when it fails or is wrong?

Automation is a capacity strategy, not a technology achievement.

Example: Take the manual chase out of lifecycle remediation

BEFORE	AFTER
Manual and fragmented	**Governed and repeatable**
Different names for the same hardware	Normalized hardware and lifecycle data
Analysts research lifecycle dates	Agreed service-risk priority thresholds
Service impact and owners unclear	Clear owner and exception policy
Email chasing and spreadsheet updates	ServiceNow routes approved work
No reliable closure measure	Closure is verified, not assumed

Illustrative operating model; specific data mapping and workflows depend on configuration.

From lifecycle signal to verified action

One connected flow, with fewer manual handoffs and a clear result.

01
Normalize
Trusted model and lifecycle context

02
Prioritize
Critical service and threshold

03
Assign
Named owner and due date

04
Execute
Governed task or change

05
Verify
Close the risk or record exception

flexera | Technology intelligence

servicenow | Governed workflows and action

Example architecture, not an out-of-the-box automation promise.

Going live is a milestone. Staying healthy is the operating model.

Treat integration and workflow health as ongoing services, not finished projects.

Project mentality	Sustainable operations
Build the connector	Agree data contracts and owners
Validate an initial import	Monitor freshness, mapping and job health
Declare go-live complete	Detect drift and exceptions early
Respond when someone reports an issue	Intervene by exception; verify outcomes

Exception-based operations recover capacity and protect value after deployment.

Source: Flexera One ServiceNow App Configuration Best Practices (monitor jobs, IRE and data quality).

Trusted input means more than a populated CMDB

AI models and systems are now CSDM-aligned CIs, with lifecycle state: ownership and data quality matter even more.

Identity
Can we reliably tell which technology it is?

Context
Do we know lifecycle, risk and service impact?

Freshness
Is this current enough for the decision?

Authority
Who owns the field and resolves conflicts?

Flexera One ServiceNow app uses IRE; field authority and mapping depend on customer configuration.

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Flexera strengthens technology evidence.

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ServiceNow connects that evidence to decisions and work.

Scale the workflow by removing ambiguity at every handoff

Process owner	Data owner	Platform owner	Service owner	Operations
Defines the path, decisions and exception policy	Sets quality, freshness and field authority	Protects platform design, supportability and controls	Sets business impact, priority and acceptance	Executes, escalates and confirms completion

One accountable decision owner. | One clear next action. | One definition of done.

Reporting should lead to action, not another meeting

Visibility	Insight	Action
What is happening?	**What requires attention?**	**What changes next?**
A list of aging lifecycle findings	Critical service exposure, stale ownership, overdue items	Assigned remediation, due date and verified closure

If no decision or follow-up changes, ask why the report exists.

A small scorecard that tells you if operations are healthier

Baseline the measures, then look for evidence of less friction.

Manual touches	How often do people intervene?
Cycle time	How long from signal to closure?
Exceptions	How many cases leave the standard path?
Automation health	How often does the workflow succeed?
Capacity / WIP	How much active work can teams sustain?

Good metrics show the cost of running work and the results of changing it.

Autonomous agents change the operating burden

More autonomy means stronger responsibility for data, permissions, costs and recovery.

Trust	Which evidence may the agent rely on?
Authority	Can it recommend, approve or execute?
Control	Who sets policy, cost and risk limits?
Recovery	Who intervenes, overrides and verifies?

Source: ServiceNow announcements Oct. 15 and Oct. 21, 2026. Q4 planned ≠ generally available.

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OCT 2026

Super Intelligence Control Tower

AI Passport | runtime authority
AI Cost Mgmt | spend to value
Arc | long-running agents

Govern agents across systems.
Do not automate broken decisions.

Protect capacity: fund new priorities by retiring old obligations

Control intake

Decide what is truly critical before work enters the queue.

Limit work in progress

Make trade-offs explicit before taking on more demand.

Quit & Redirect

Retire low-value workflows, AI efforts and reports, including those in production.

Budget for upkeep

Make support, monitoring, testing and exceptions visible.

Gartner: only 17% of CIOs have rules to stop low-value AI initiatives already in production.

Source: Gartner 2027 CIO & Technology Executive Agenda, Oct. 19, 2026.

Your 30-day sustainable scale challenge

Choose one workflow. Improve it. Measure the difference.



Measure

Baseline manual touches, cycle time, exception rate and effort.

Simplify

Remove steps; confirm the decision, data and operational owner.

Improve

Fix or automate one friction point, with safe exceptions.

Compare

Measure again; expand, refine or stop based on results.

Success means capacity recovered, fewer interventions and faster verified outcomes.

Want to join the conversation?

You've been listening to us for the past one year.

We want you to join the conversation live and share your perspective.

We're looking for customers who'd be open to sharing how ServiceNow and Flexera coexist in their environment, and how trusted technology data helps them get more value from their ServiceNow workflows.

Share what's working, discuss common challenges and learn from other organizations navigating the same questions.

Interested?



Let us know in the chat

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Q&A

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Thank you

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About Flexera

Flexera helps organizations understand and maximize the value of their technology, including the rising costs and risks introduced by AI, saving billions of dollars in wasted spend. Our Flexera One platform connects the dots between what technology you have, how it is used, what it costs, and where it creates risk, helping teams take control of the increasingly complex IT estate across cloud, SaaS and on-premises. We are leading the way to unify IT asset management, FinOps and SaaS management with high fidelity data from Technopedia, our proprietary reference library of technology asset data, and intelligent automation fueled by AI. That's why thousands of global organizations rely on the Flexera One platform and Technopedia. Learn more at **flexera.com**

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