

Beyond ServiceNow: How to **govern your entire technology** stack in the age of AI

Welcome! We're glad you're here.

OCTOBER 6, 2026

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Today's discussion

1. Why governance needs to span the technology estate
2. A shared operating model with clear decision rights
3. Putting technology intelligence to work in ServiceNow
4. **Two examples:** technology risk and AI governance
5. Your action plan and live Q&A

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

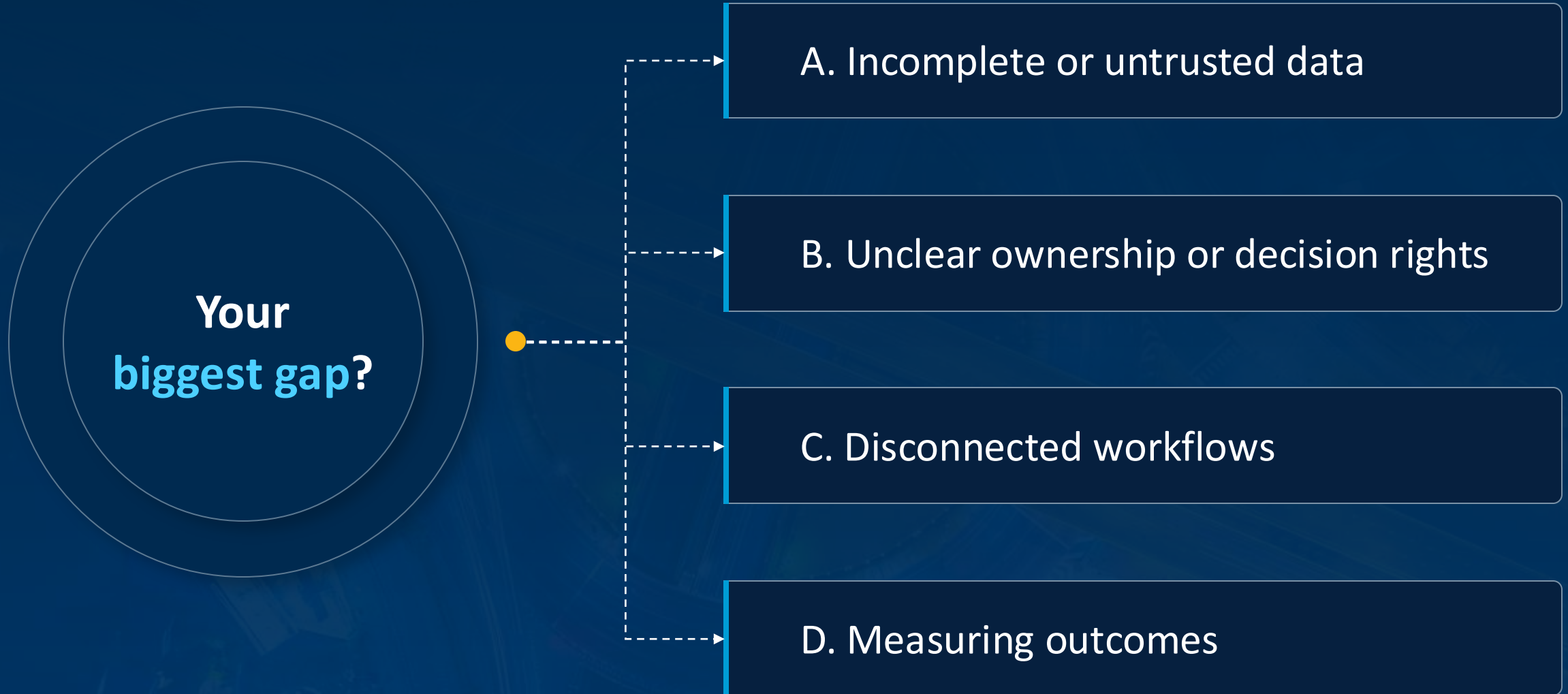
To keep things running smoothly, attendee microphones and cameras are turned off during the session.



**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.

Let's start with your perspective



Managing technology in siloes leads to inefficiencies and waste

AI Spend

30%

Unoptimized
Cloud

27%

Unoptimized
SaaS

25%

Unoptimized IT
Assets

28%

Flexera's 2026 State of AI, State of Cloud and State of ITAM
all show self-reported technology overspend & waste

Shared evidence connects cost, risk and value

License Compliance

Are we compliant across the board?

BYOL

(SQL Server, Windows Server)

On-prem apps

(SQL Server, Windows Server)

SaaS apps

(Microsoft 365, etc.)

AI applications and assistants

Vendor Renewal

How can we negotiate better across our publishers?

IaaS

(Azure)

BYOL and PAYG

(SQL Server, Windows Server)

On-prem apps

(SQL Server, Windows Server)

SaaS apps

(Microsoft 365)

AI applications and assistants

Reducing Technology Risk

Where is there risk in our environment and how are we addressing?

Obsolete Software

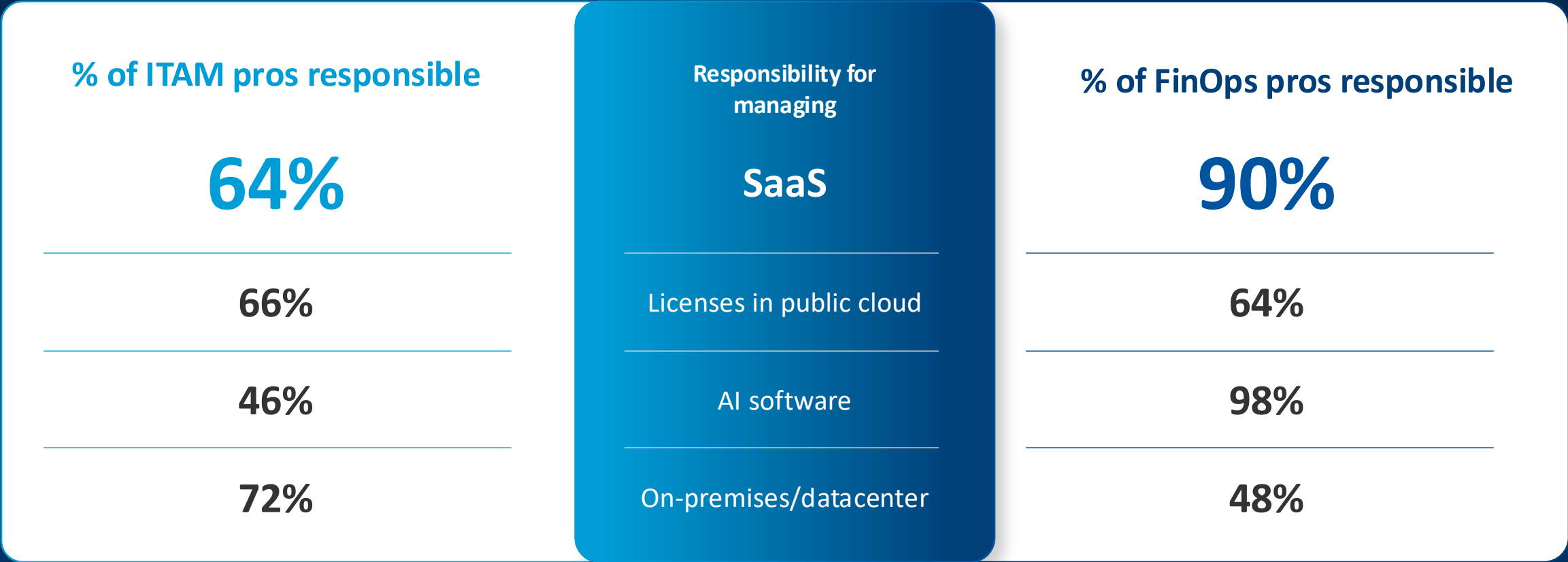
Vulnerable Software

Version control

Shadow SaaS/AI

Redundant apps

But who owns that mission? ITAM and FinOps are both taking on more



Distributed governance without accountability leads to chaos.

Sources: ITAM = Flexera State of ITAM 2026 Report, 2026; FinOps = State of FinOps 2026 Report

Governance is becoming a shared operating model

Broader scope

FinOps now spans **SaaS**, licensing, AI and data center, alongside cloud.

Adjacent disciplines

ITAM/SAM supports compliance and governance. **ITSM** supports policies and processes.

Distributed execution

Central teams establish standards and enable domain teams to carry out the work.

A shared operating model gives each team clear decisions and accountability.

Sources: FinOps Foundation, State of FinOps 2026. Findings paraphrased.

Strategic goals

M&A: Need to stay compliant, rationalize technologies and contracts and remove tech debt/risk

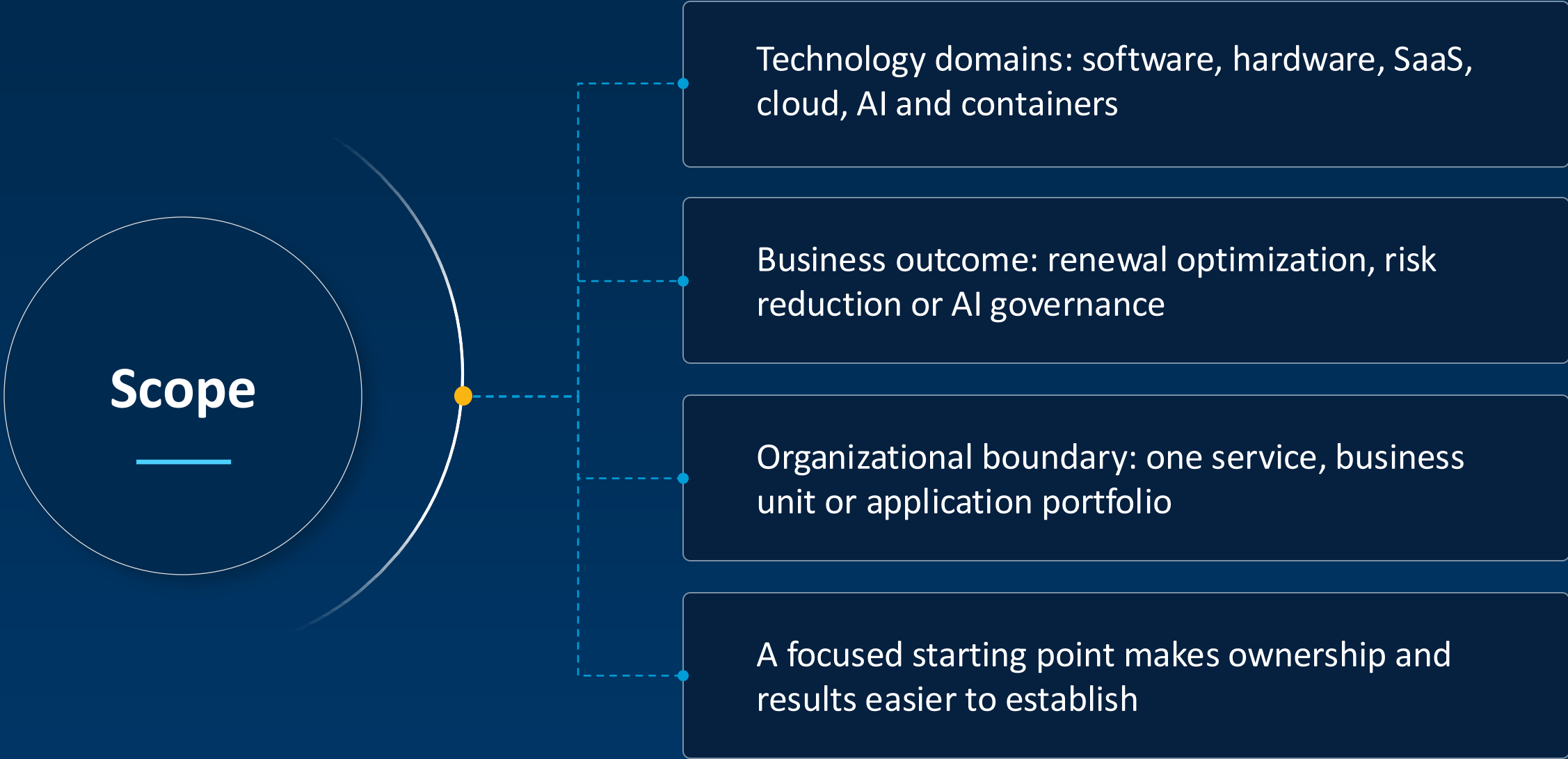
Audit readiness: demonstrate effective technology controls and maintain supporting evidence

Strategic initiative to cut costs to fund investments in AI or improve operating margins

Focus on security due to recent cyber threats in the industry/recent breach

AI model of choice,
how could the ITAM
team help our
organization achieve
their **2027** strategic
objectives?

Scope



```
graph LR; S((Scope)) -.-> T[Technology domains: software, hardware, SaaS, cloud, AI and containers]; S -.-> B[Business outcome: renewal optimization, risk reduction or AI governance]; S -.-> O[Organizational boundary: one service, business unit or application portfolio]; S -.-> F[A focused starting point makes ownership and results easier to establish];
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Technology domains: software, hardware, SaaS, cloud, AI and containers

Business outcome: renewal optimization, risk reduction or AI governance

Organizational boundary: one service, business unit or application portfolio

A focused starting point makes ownership and results easier to establish

Clarity on ownership makes governance actionable

Desktop

Datacenter

Cloud

SaaS

AI

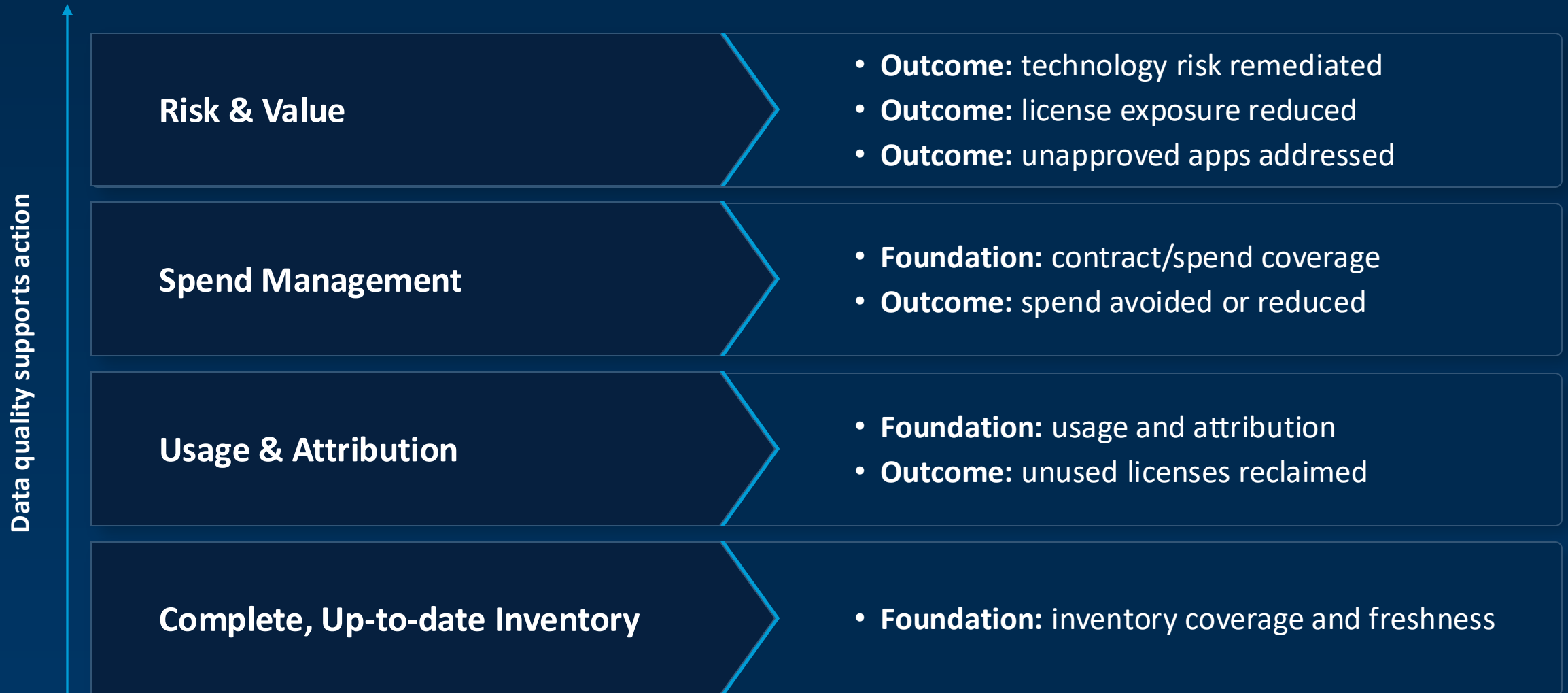
What is the outcome, and which technology domains are in scope?

Who can approve spend, accept risk, approve exceptions and take action?

What evidence supports the decision, and which ServiceNow workflow executes it?

How will we measure the outcome, time to action and overdue work?

Data quality and business outcomes



Time to action: signal to decision, assigned work and verified completion

Shared **outcomes** across teams

Agree the outcome, decision
owner and completion SLA



Example: Reduce Technology Risk

Scenario

CISO asks where
obsolete or vulnerable
technology puts
critical services at risk.

Goal

Reduce exposure from obsolete or vulnerable technology

Measured by

Obsolete or vulnerable assets remediated
Time from finding to closure

Risk if unmanaged

Service disruption, audit exposure and remediation cost

Key questions

- How does technology intelligence link to the CI, owner and service?
- Which ServiceNow workflow routes the work?
- Who decides and executes, and what is the deadline?
- How do we verify risk reduction after remediation?

Example: AI Governance

Scenario

AI applications, models and agents are spreading across the business faster than governance can keep up.

Goal

Know what AI is used, who owns it and whether it is approved

Measured by

% with owner, approval and lifecycle state
Unapproved AI use and time to resolve exceptions

Risk if unmanaged

Uncontrolled spend, sensitive data exposure and unresolved risk

Key questions

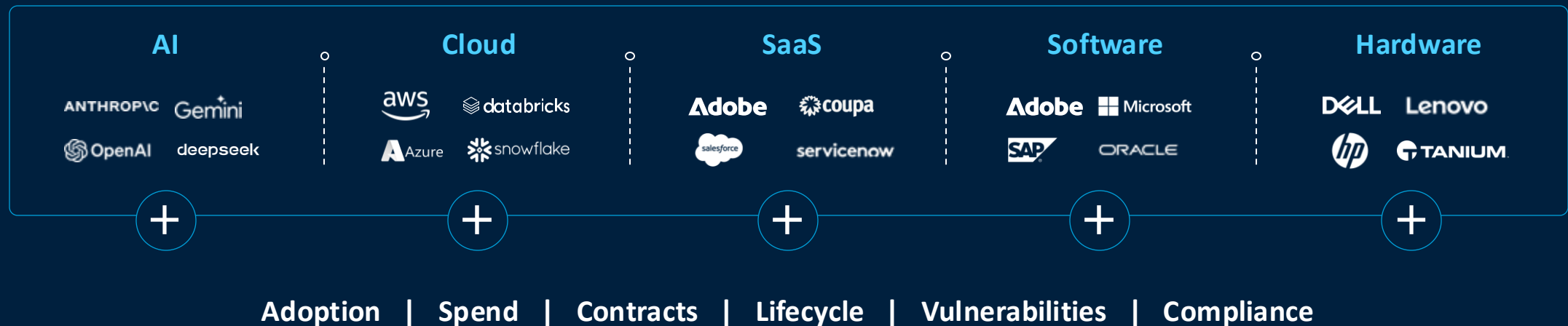
- Who approves AI use and accepts the risk?
- Where do we capture usage, cost and data access?
- Who reviews changes to the model or provider?
- How does a policy exception become a ServiceNow task, with an owner and a resolution deadline?

A shared technology intelligence foundation

Shared evidence for ServiceNow workflows



Trusted context across technology categories



Your action plan

One outcome, with
clear ownership
through to completion

1. Outcome

Choose one business result: a safer service, a stronger renewal or approved AI use.

2. Decision rights

Name who decides, who executes, who accepts risk and when work must finish.

3. Evidence

Agree the inventory, usage, spend, contract and lifecycle data the decision needs.

4. ServiceNow workflow

Route work to the owner, apply approval rules and verify the result.

Flexera technology intelligence



ServiceNow workflows



Measurable outcomes

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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