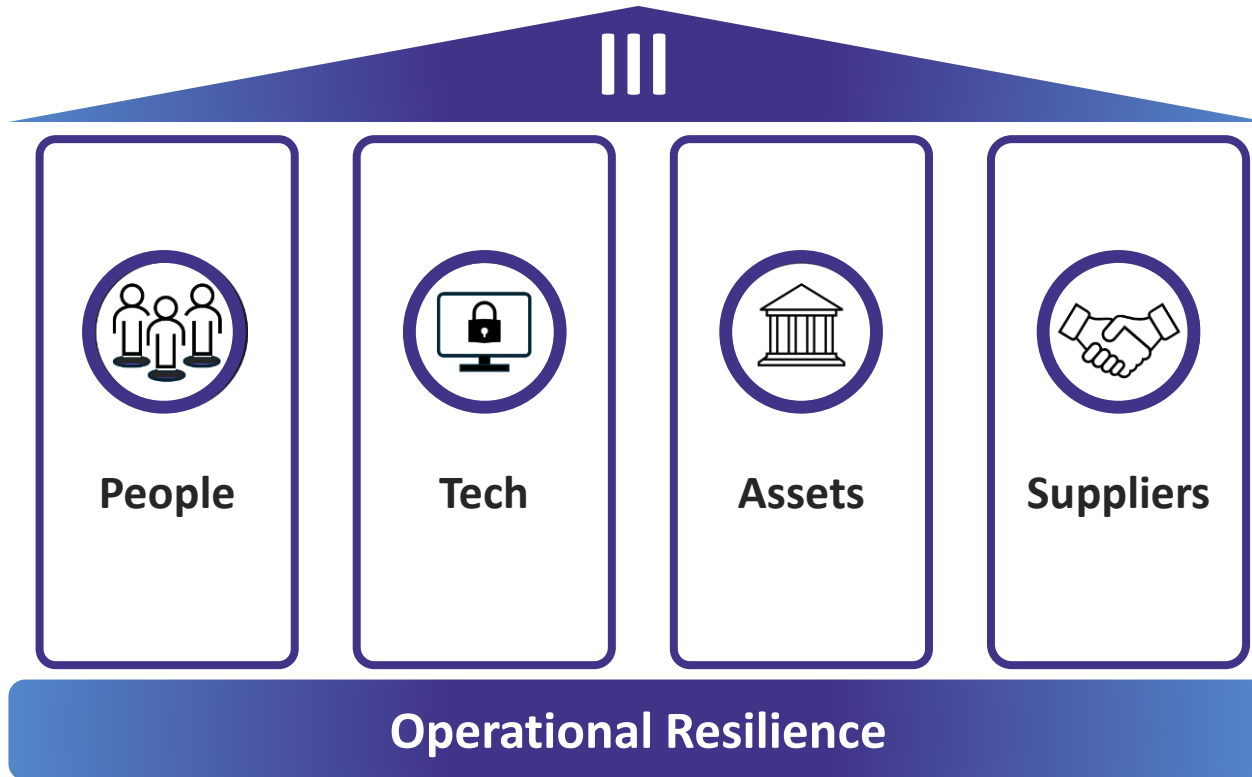


Resilient by Design

Driving excellence across the 4 pillars of operational resilience with ServiceNow

methods 
AN ALTEN COMPANY

III The 4 pillars of operational resilience



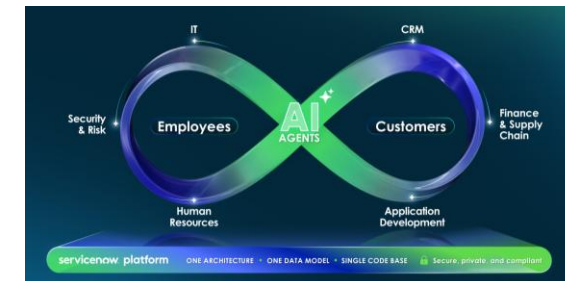
73% believe digital technology drives resilience
59% agree breaking down silos is essential
27% struggle to balance innovation and risk management

Global survey of 1,000 C-suite executives conducted by ServiceNow and ThoughtLab

The Digital Operational Resilience Act (DORA) was enforced from 17th January for the financial sector.

However, resilience is essential for all organisations, regardless of sector, not only to meet and maintain any regulatory requirements, but to drive towards operational excellence.

This e-book demonstrates how organisations can enhance the four pillars of operational resilience with ServiceNow, the AI platform for digital transformation.



Unifying workflows across the pillars

ServiceNow enables efficiency and growth to drive operational resilience, with visibility over data and processes in an organisation, to:



Empower employees with simplified experiences and automating routine tasks that improve productivity.



Provide real-time visibility and management of physical and digital assets through a centralised CMDB.



Enhance incident, change and risk management, reducing system outages and increasing service reliability.



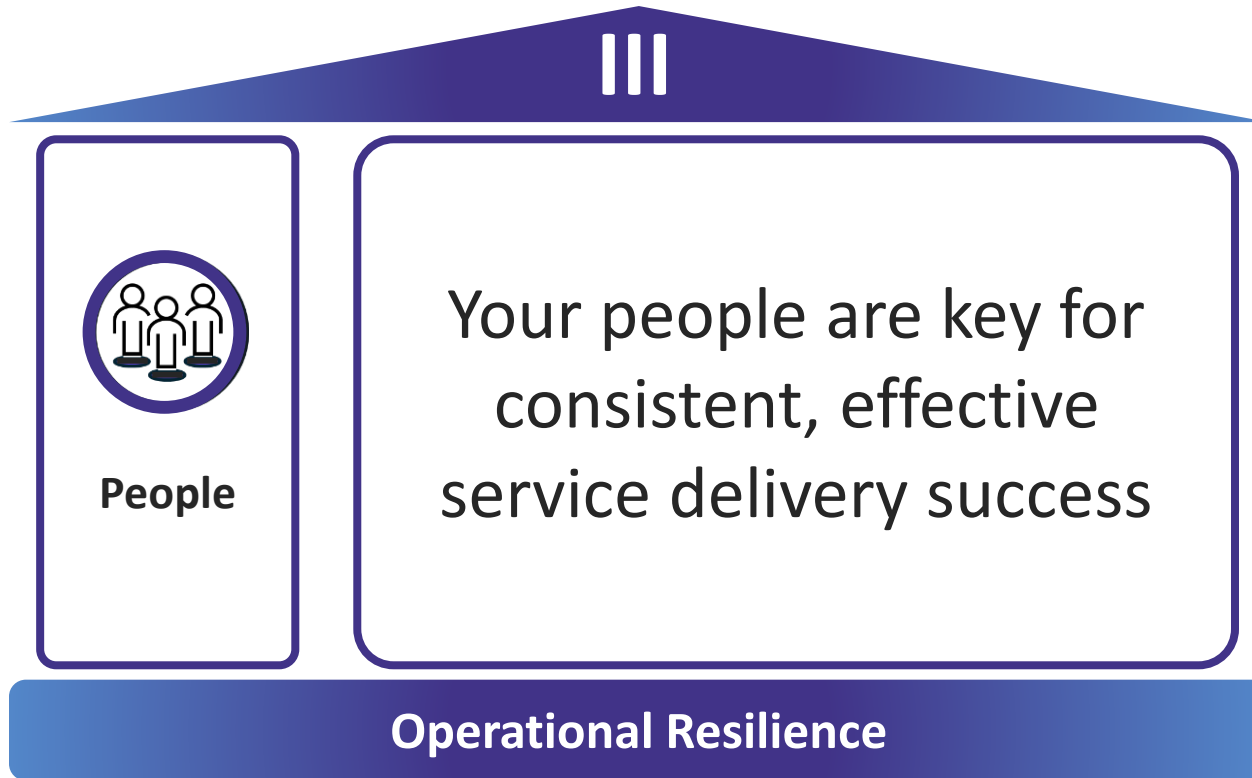
Strengthen third-party risk management, integrate vendor data and ensure supply-chain continuity.



75% of IT leaders are prioritising AI
 50% of IT leaders say AI has had organisational impact
 25% of IT issues proactively prevented

[The Changing Role of IT](#)

Focus on People



Internal resource constraints, caused by attrition, complicate efforts to deliver services efficiently, so increasing staff retention is an important factor in any operational resilience programme.

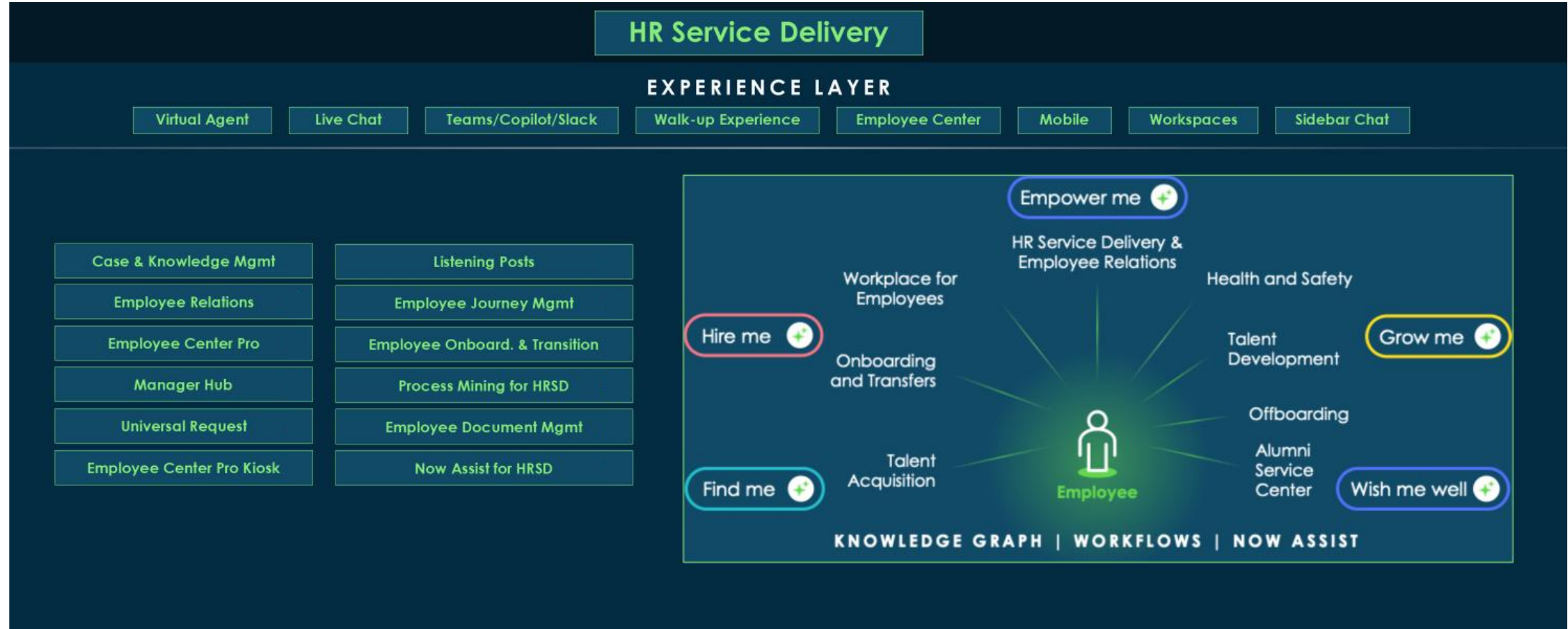
Statistics show that a successful onboarding experience (one that orients new starters to the company, culture, and the information they need to succeed in their position) is a key contributor to employee retention and productivity.

ServiceNow's AI platform enables organisations to improve onboarding processes and maturity, strengthening commitment early on, reducing turnover and building long-term loyalty.

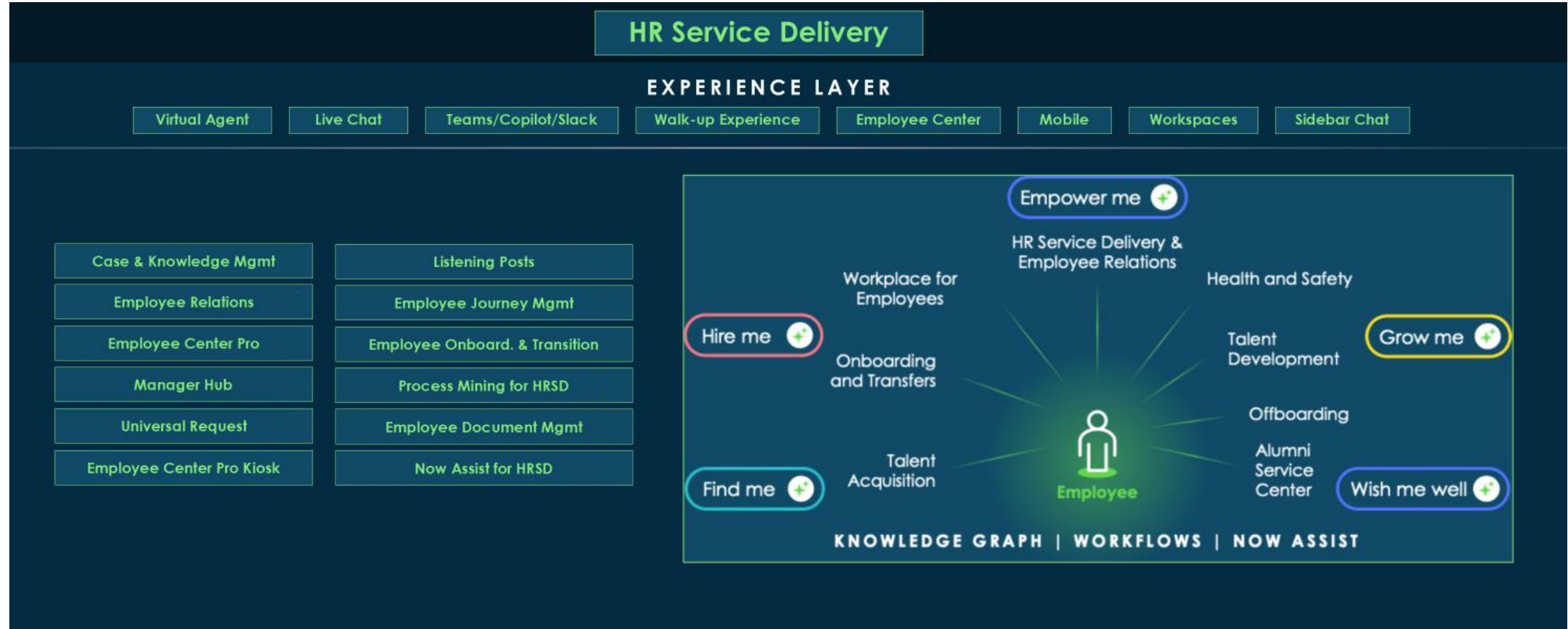
74% of HR innovators believe digitised experiences are key
24% of employees leave due to unsatisfactory systems
10% increase in customer loyalty due to employee satisfaction

[Improving Employee Experience with ServiceNow](#)

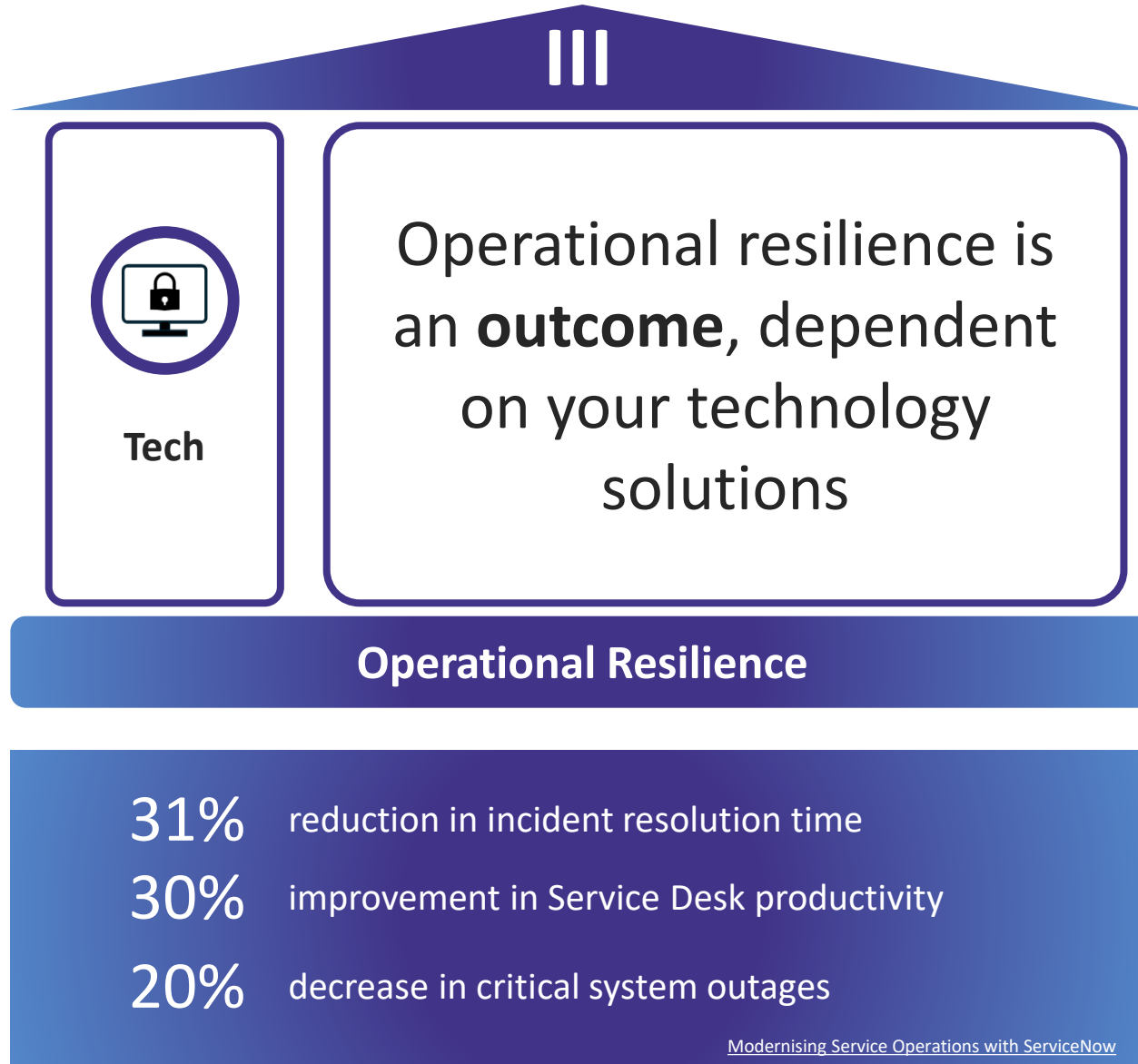
ServiceNow Platform Capabilities: People



ServiceNow Platform Capabilities: People



Focus on Tech



Challenges of leveraging legacy technology to achieve your desired outcomes could include:

- Sub-optimal user experience, difficult to navigate, cumbersome and complex
- Lack of data quality and consistency, unreliable reporting, lack of visibility
- Work arounds in place, minimal automation, siloed processes, "swivel chair" data entry
- Limited integration with other systems and 3rd party solutions

ServiceNow offers the solutions to streamline and automate your IT and Cyber Security processes and operations, with the additional benefit of using the AI platform to manage, measure and monitor your resilience transformation programme with a single data model.



ServiceNow Platform Capabilities: Tech

IT Service Management (ITSM)

EXPERIENCE LAYER

Virtual AgentLive ChatTeams/Copilot/SlackWalk-up ExperienceEmployee CenterMobileWorkspacesSidebar Chat

Incident Management

Major Incident Management

Problem Management

Change Mgmt

Request Management

Walk-up Experience

Asset and Cost Management

Digital Portfolio Management

Service Operations Workspace

On-Call Scheduling

App Engine Starter

Continual Improvement

DevOps Change Velocity

Success Dashboard

Dynamic Translation

Vendor Manager Workspace

Digital Product Release

Process Mining

Workforce Optimization

Now Assist for ITSM

Digital End-User Experience (DEX)

IT Operations Management (ITOM)

EXPERIENCE LAYER

Virtual AgentLive ChatTeams/Copilot/SlackWalk-up ExperienceEmployee CenterMobileWorkspacesSidebar Chat

ITOM Visibility

Discovery

Service Mapping

Service Graph Connectors

Firewall Audit

Certificate Management

Tag Governance

SBOM for containerized env.

Now Assist for CMDB

Now Assist Service Graph Conn.

ITOM Health & AIOps

Event Management

Express List

Metric Intelligence

Predictive AIOps

Agent Client Collector

Service Reliability Mgmt

Now Assist for ITOM

Health Log Analytics

Service Observability

Synthetic monitoring

ITOM Cloud Accelerate

ITOM Cloud Accelerate

Cloud Migration Assessment

Cloud Service Catalog

Cloud Account Management

Security Operations (SecOps)

EXPERIENCE LAYER

Virtual AgentLive ChatTeams/Copilot/SlackWalk-up ExperienceEmployee CenterMobileWorkspacesSidebar Chat

Security Incident Response (SIR):

Security Incident Response

MITRE ATT&CK Framework

Threat Intelligence

Major Security Incident Management

Data Loss Prevention Incident Response

Now Assist for Security

Vulnerability Response (VR):

Vulnerability Response

SBOM Response

Patch Orchestration

Configuration Compliance

Security Posture Control (SPC)

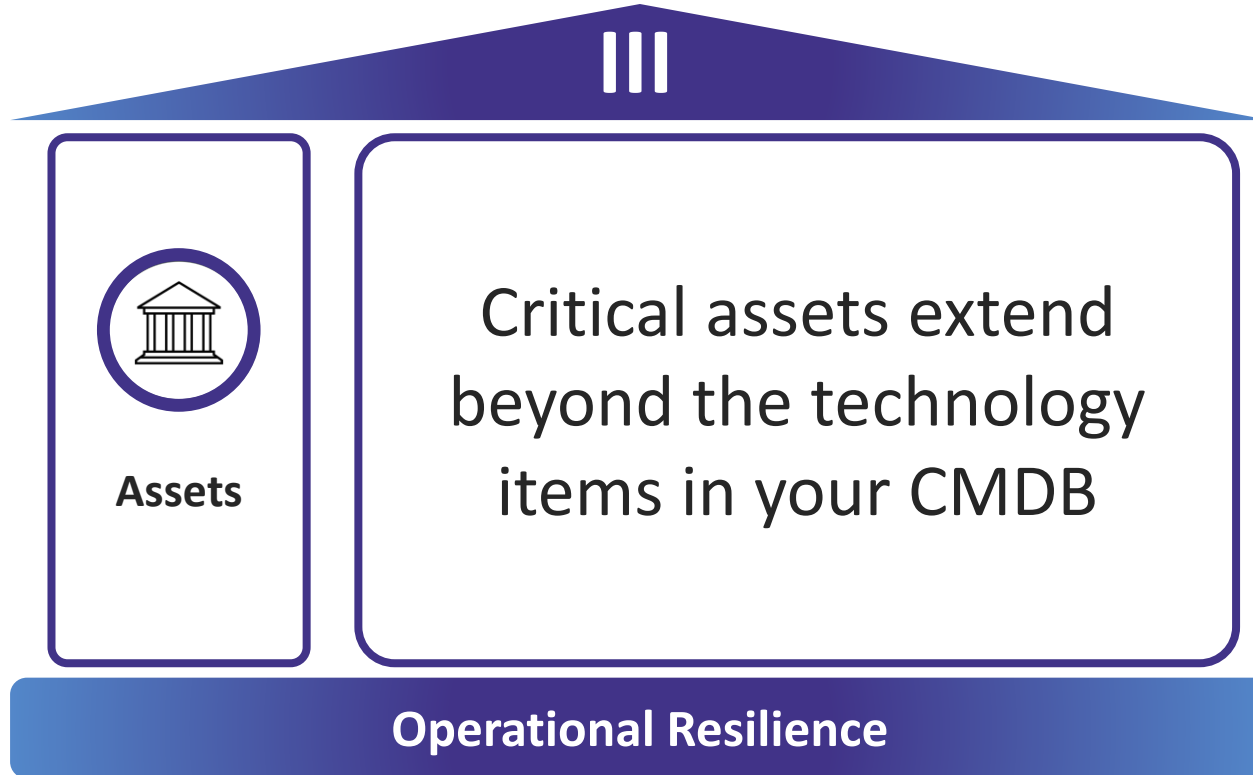
Triage and Prioritize

Responding to Threats

Analyze, Report, and Mature

Refine and Repeat

Focus on Assets



70% improvement in asset utilisation through increased visibility

60% reduction in asset tracking errors with real-time updates

45% decrease in compliance risks with centralised control

[ServiceNow ITAM Integration](#)

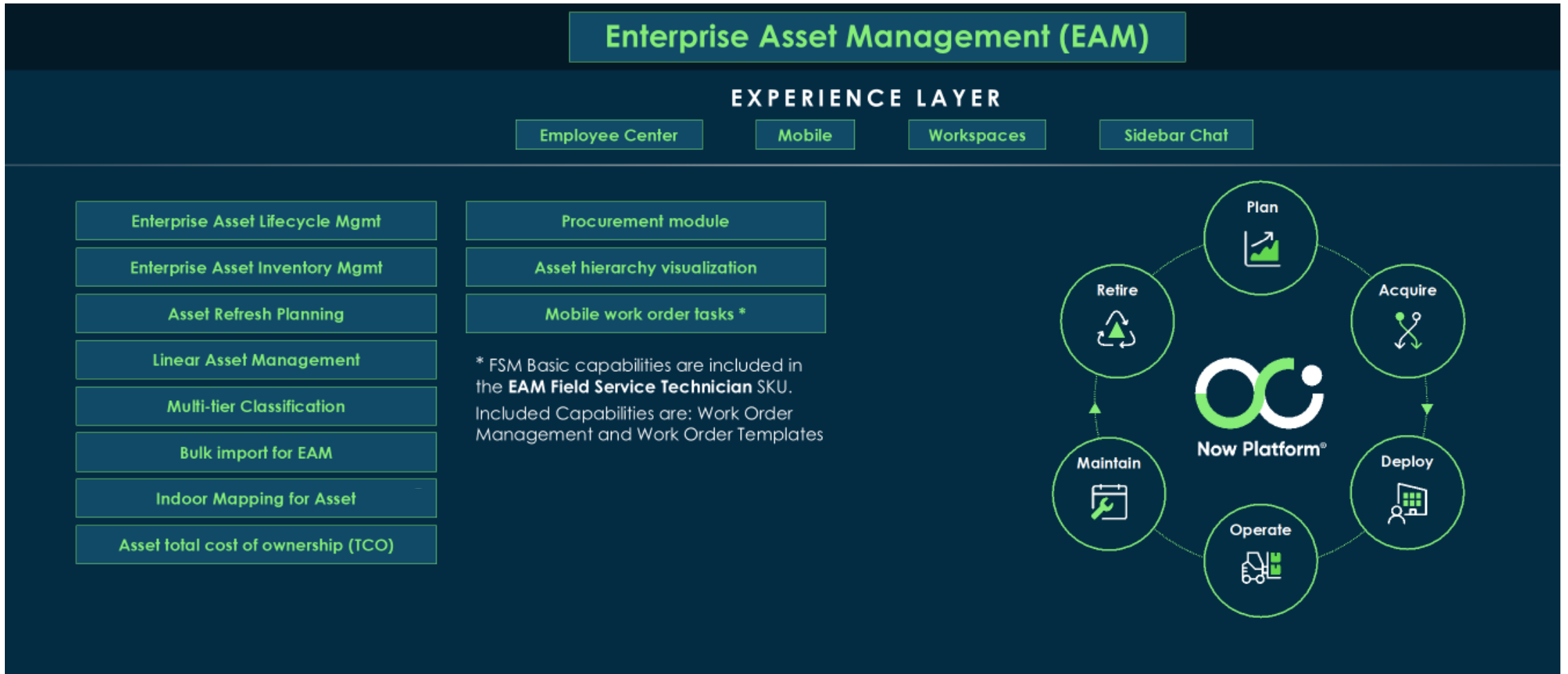
Long-term asset resilience is dependent on the reliability and health of all your assets, remembering that these extend beyond your IT infrastructure and include, IT consumables, buildings and other items needed to run your organisation successfully.

Key to this is Asset Maturity, ensuring that you:

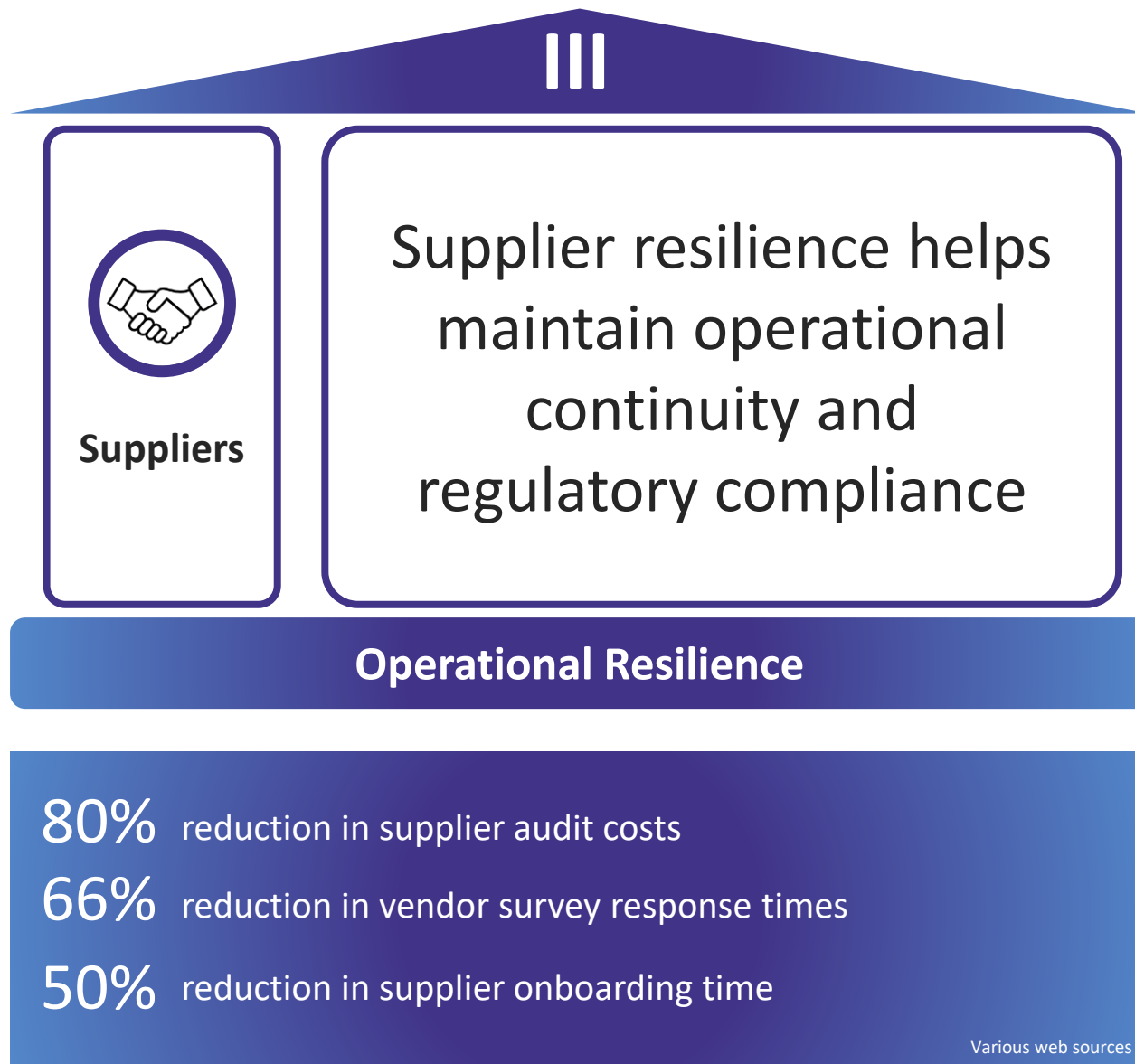
- Identify your critical assets and asset data
- Have the right tools and processes to identify asset resilience risks
- Plan and prioritise asset management and risk mitigation

ServiceNow enables you to manage all your assets, track risks, assess compliance, prepare for business continuity and disaster recovery and give you visibility of the progress of your organisation's operational resilience.

ServiceNow Platform Capabilities: Assets



III Focus on Suppliers



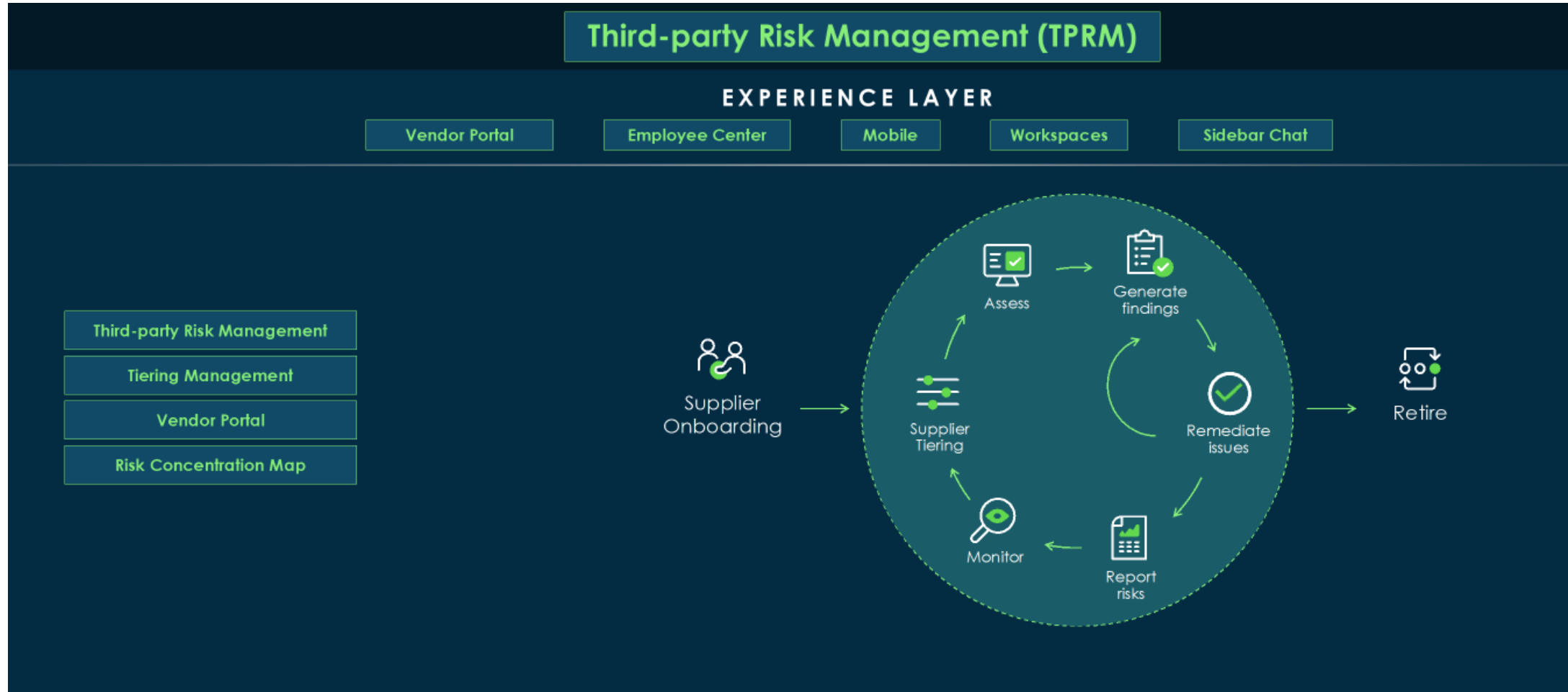
Suppliers are key to the operational resilience of all organisations, with a robust, diversified supplier network being essential to reduce the risk of relying too heavily on a single provider.

Measuring the resilience of your supply chain is, therefore, essential to ensure that your business operations are not adversely affected by disruptions. Areas of focus to measure resilience could include:

- Performance and collaboration
- Operational continuity
- Customer satisfaction
- Regulatory compliance

ServiceNow enables you to manage and measure supplier performance, third-party risks, procurement and contracts, and how these impact your organisational resilience.

ServiceNow Platform Capabilities: Suppliers





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