

**NEWROCKET**

Go Beyond Workflows™

# Now Assist for ITSM

## Workshop #1

November 7, 2025



**NEWROCKET**

**servicenow®**

# Agenda

- Review Boeing Current Mode of Operation of AI functionality
  - What's already installed (skills, Virtual agent?)
  - What have you tested
- Review high level Now Assist offering (available skills)
- Demo
- Confirm which 3 skills we'll enable and configure
- Quick assessment for the 3 skills
- Next steps

## Current State Assessment

# ITSM Assessment Areas and Maturity

### End User Experience (Portal/ Self Service)

- Level 2**
- Disparate portals exist, leading to fragmented user experience and disconnected fulfillment.
  - Built on Service Portal, not yet on Employee Center.
  - End user experience is very fragmented, static and not cohesive.

### Service Catalog

- Level 4/1**
- Service Catalog Management process oversight is mature.
  - User experience and consumption of the catalog items for self-service/ support requests can be matured.

### Knowledge Management

- Level 4**
- Boeing's Knowledge Management is highly mature and formalized
  - There are around 11,000 IT knowledge articles in the system, indicating a vast repository that covers a wide array of topics – a strength for self-service and support

### Enterprise Helpdesk

- Level 2**
- EHD supports multiple channels
  - Improvements are limited by fulfiller UI being outdated
  - Data extraction to support performance measures are manual and are performed using disparate systems.

### Incident and Major Incident Management

- Level 3/3.5**
- Boeing supports multi-channel incident intake
  - While the overarching incident process is consistent, each support team has the bandwidth to personalize procedures
  - MIM is at a higher maturity

### Change Management

- Level 2**
- Practice is well-defined with three change types: Standard (pre-approved), Normal, and Emergency.
  - Changes are perceived to be the major cause of incidents
  - Module is significantly customized to support process

### Problem Management

- Level 2**
- Major problem management is mature, featuring structured workflows, evidence-based RCA, and clear accountability
  - The enterprise problem management process is inconsistent and team-driven, with low overall adoption of the problem module

### Intake and Release Management

- Level 3**
- Boeing's release management is thorough.
  - Release deployments are managed as formal events, often done after-hours or in maintenance windows.
  - The team is actively working on DPR, to enhance integration with ADO

# Generative AI key concepts

Product	Usage
<b>Skills</b>  Individual use case capabilities for Now Assist, e.g. Incident/case Summarization, recommended actions	<b>Actions</b>  A set of instructions to accomplish a specific task, e.g. 'Summarize this incident'
<b>Models</b>  The large language model (LLM) used to provide the foundation functionality, e.g. NowLLM, OpenAI	<b>Assists</b>  Currency for capturing the cost and value of the assist actions

# Example skills

Technology Workflows	Employee Workflows	Customer & Industry Workflows	Creator Workflows and Others
 EXAMPLES	 EXAMPLES	 EXAMPLES	 EXAMPLES
Incident overview summarization	Case summarization	Root cause analysis	Text-to-code
Chat and agent hand-off summarization	Email composer generation	Recommended actions	Text-to-app
Resolution Notes Generation	Employee skills growth	Automated knowledge creation	Flow Designer recommender
 Now Platform® EXAMPLES	 Enhanced search	 Now Assist via domain-specific LLMs	 Low-code configuration and analytics

further information see [docs](#)

# Core concepts for usage

## Instruction

Any communication where a human or system is providing guidance, input, or direction to a machine via the GAI Controller

Examples:

- Click "Summarize" button
- //get incidents created yesterday
- "It's too long, make it shorter"

## Action

A set of instructions to accomplish a specific task

Examples:

- Click "Summarize" button
- //get incidents created yesterday
- "Summarize this case"
  - > "Also add the resolution information"
  - > "It's too long, make it shorter"

## Assist

Currency for capturing the cost and value of the assist actions (mapping between an action and its price tag per assist tier)

Each **Action** will use one or more **Assists**  
More complex **Actions** will use more **Assists**

# Now Assist panel

The screenshot shows the ServiceNow Service Operations Workspace with an incident record titled "My computer is not detecting the head...". The Now Assist panel is open on the right side of the screen, displaying "Record Information" and "Origin". The "Record Information" section shows the last update was by system on 2023-09-13 at 03:31:05. The "Origin" section shows the incident was closed by a System Administrator on 2018-09-16 at 05:50:05, with a resolution note stating "Solved (Permanently)" and "This is not an issue with the USB port. Replaced the headset to resolve the issue." Below this, it shows the incident was resolved by a System Administrator and opened by a System Administrator.

Decision Required:

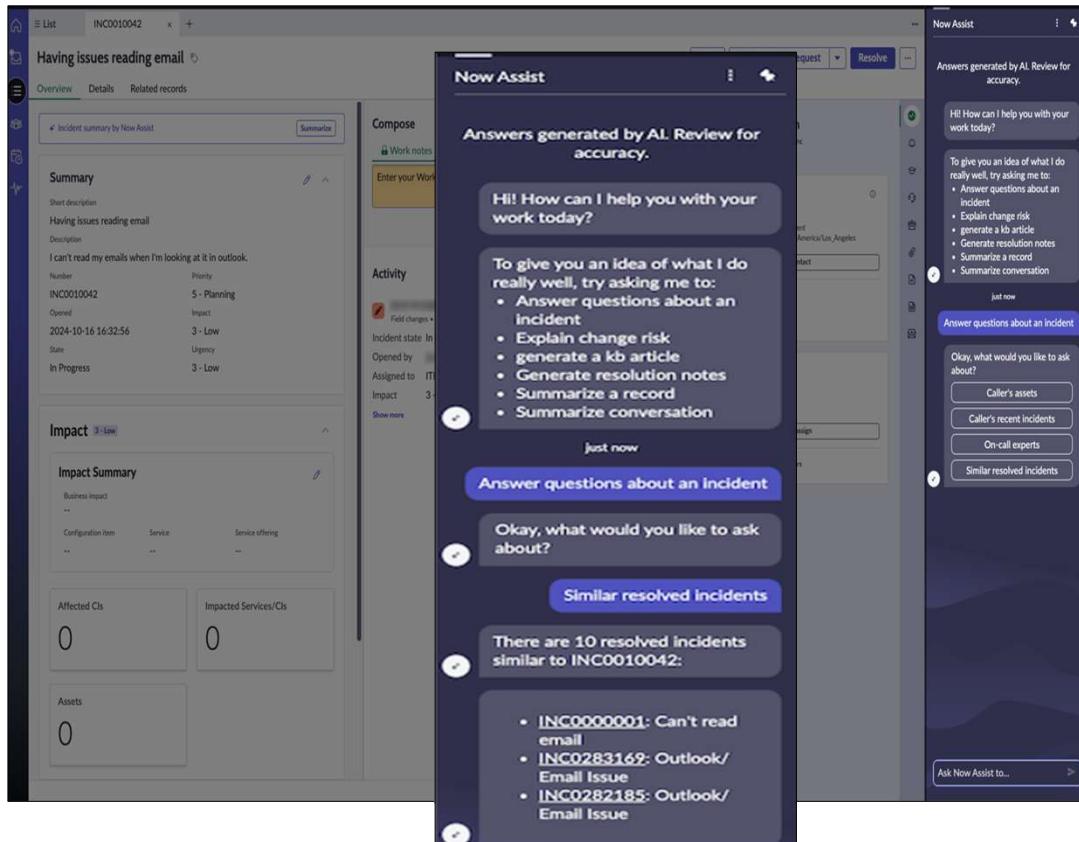
For features that support the Now Assist panel, will it be enabled or will you display capabilities in product?

## Overview

- Accessible by agents within both UI16 and workspaces from the unified navigation bar.
- Agents can ask the Now Assist panel to perform the following skills\*:
  - Incident Summarization
  - Resolution Note Generation
- see [Now Assist for ITSM deployment guide](#) for further details

# Now Assist panel

Utilize the Now Assist panel to inquire about an incident



## Overview

- Efficiently gather common incident-related information by asking questions within the incident record using the Now Assist panel
- Incident assist topics in the Now Assist panel include:
  - Caller's assets
  - Caller's recent incidents (within the past 7 days)
  - On-call experts from support groups
  - Similar resolved incidents

# Incident Assist

The screenshot shows the ServiceNow interface for an incident record titled 'Having issues reading email'. The main panel displays the incident details, including a summary of the issue ('Having issues reading email'), activity log ('Field changes + 2024-10-16 16:32:47'), and assigned resources ('Assigned to ITIL User'). On the right side, a 'Now Assist' panel is open, showing a sidebar with 'Answers generated by AI Review for accuracy.' It includes a question 'Hi! How can I help you with your work today?' followed by a list of suggested actions: 'Answer questions about an incident', 'Explain change risk', 'generate a kb article', 'Generate resolution notes', 'Summarize a record', and 'Summarize conversation'. Below this, another section asks 'Okay, what would you like to ask about?' with options: 'Caller's assets', 'Caller's recent incidents', 'On-call experts', and 'Similar resolved incidents'. At the bottom of the Now Assist panel is a button labeled 'Ask Now Assist to... >'

LLM Model: Now LLM

Supported in Now Assist panel: Yes

Supported in product (button): Yes

- Efficiently gathers common incident-related information by asking questions within the incident record using the Now Assist panel.
- Incident assist topics in the Now Assist panel include:
  - Caller's assets
  - Caller's recent incidents (within the past 7 days)
  - On-call experts from support groups
  - Similar resolved incidents

# Chat summarization

LLM Model: Now LLM  
Supported in Now Assist panel: Yes  
Supported in the product (button): Yes

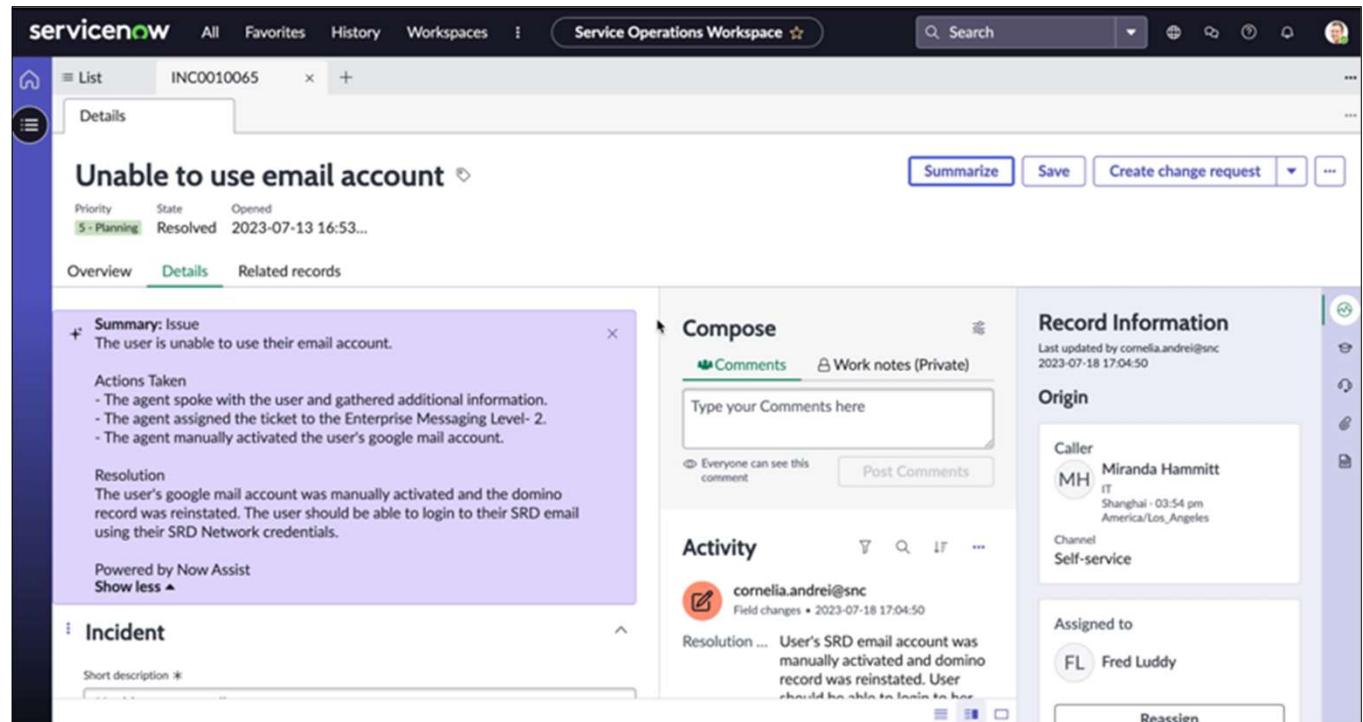
- Summarizes Troubleshooting Done by Virtual or Live Agent
- Helpful for Agents Looking to Pickup Where the Virtual Agent Left Off
- Reduces MTTR and Improves Experience

The screenshot shows the ServiceNow Service Operations Workspace. A ticket titled "Can't access work email on iPhone" (Ticket ID: IMS0000184) is open. In the "Active chat" pane, a message from "Jane Cooper" says, "have the same issue." A response from "Abel Tutor" says, "OK, I'm sorry that did not work. I will transfer you to a live agent." Below this, a summary from "Now Assist" provides troubleshooting steps: "Jane Cooper can't access her work emails on her new iPhone due to compliance requirements. Recommended following the instructions on the KB0050119 to enroll with Intune and set up Outlook, but the issue persists." It also suggests removing the existing profile in Intune and re-enrolling the device. A follow-up message from Abel Tutor says, "Hi Jane, I'm reviewing the details and see that you've already tried a few things on your own. Give me a minute to look into this." The "Compose" section shows the ticket details and a comment area. The "Requester information" pane shows Jane Cooper's profile. The "Activity" pane lists recent changes and interactions.

# Incident summarization

- Summarizes Troubleshooting Done by Previous Agent
- Helpful for Agents Looking to Pickup Where the Last Agent Left Off
- Reduces MTTR and Improves Experience

LLM Model: Now LLM  
Supported in Now Assist panel: Yes  
Supported in product (button): Yes



# Incident summarization

Core UI

Enhance the incident summary for your agents by incorporating additional details, including SLAs, affected Configuration Items (CIs), impacted services, and related child incidents

LLM Model: Now LLM

Supported in Now Assist panel: Yes

Supported in product (button): Yes

The screenshot shows the ServiceNow Now Assist panel with the following content:

- Incident summarized by Now Assist**
- Issue:** Unable to connect to email server
- Key Actions Taken:**
  - Identified issue with email server
  - Increased priority as issue affected more users
  - Provided workaround for issue
  - Investigated VPN logs and exchange server logs
  - Identified VPN timeouts as cause of issue
- Resolution:** Issue resolved by ensuring user remains connected to VPN
- Service Level Agreement:**
  - Total number of SLAs - 3
  - Total number of breached SLAs - 2
  - Number of SLAs by state
    - Breached - 2
    - Achieved - 1
  - Latest Breached SLA details
    - Name - Network group resolution
    - Breach time - 2016-12-13 03:29:46
  - Next SLA Breach details
    - Name - N/A
    - Time left - N/A
- Affected CIs and Impacted Services:**
  - Impacted Services/CIs - N/A
  - Affected CIs
    - MailServerUS
- Child Incidents:** Total number of child incidents: 2. Child incident 1: Issue with email, unable to connect from laptop. Child incident 2: Email server is down, unable to send or receive emails. Both incidents had workarounds provided and priority increased based on criticality.
- View less**
- Feedback icons:** Like, Dislike, Share, Copy
- Updated:** Updated 2024-10-23 15:49:10
- Note:** Be sure to check the AI-generated summary for accuracy.

# Sidebar discussion summarization

- Lower Total Cost of Ownership
- Increase Self Service
- Reduces MTTR
- Improved Service Quality

LLM Model: Now LLM  
Supported in Now Assist panel: Yes  
Supported in product (button): Yes

The screenshot shows a ServiceNow Service Operations workspace. A ticket for "INC0010234" is open, titled "MS Office is not updating. Please help with it.". The ticket details include:

- Number: INC0010234
- Opened: 2023-12-20 01:25:28
- Status: In Progress
- Priority: 5 - Planning
- Impact: 3 - Low
- Urgency: 3 - Low

The Impact section shows an Impact Summary table with columns for Configuration item, Service, and Service offering, all marked as "--".

The Activity stream shows a sidebar discussion from Beth Anglin:

- Beth requested help for a Microsoft issue.(edited)
- David, the virtual agent, informed Beth about a patch update causing the issue.
- David suggested Beth to restart her laptop to resolve the issue.

A summary provided by Now Assist is shown in a callout box:

MS Office is not updating. Please help with it..

Discussion summarized by Now Assist

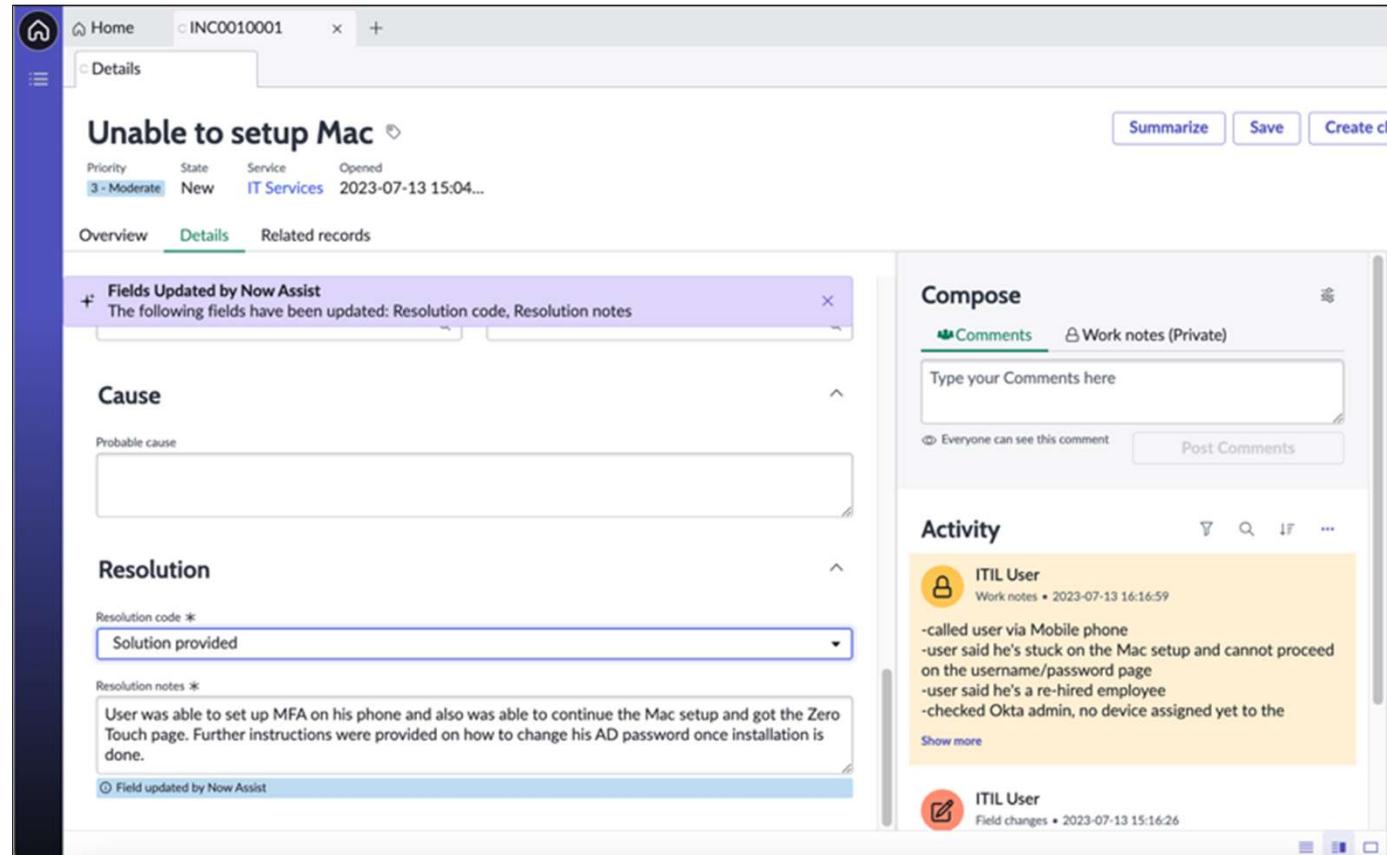
- Beth requested help with a Microsoft issue.
- David identified a patch update as the cause and suggested restarting the laptop to resolve it.

Check AI-generated summaries for accuracy

# Resolution note generation

LLM Model: Now LLM  
Supported in Now Assist panel: Yes  
Supported in the product (button): Yes

- Generates Resolution Notes and Code
- Helps Agents Adhere to Best Practices
- Increases Productivity and Improves Experience



# Resolution note generation

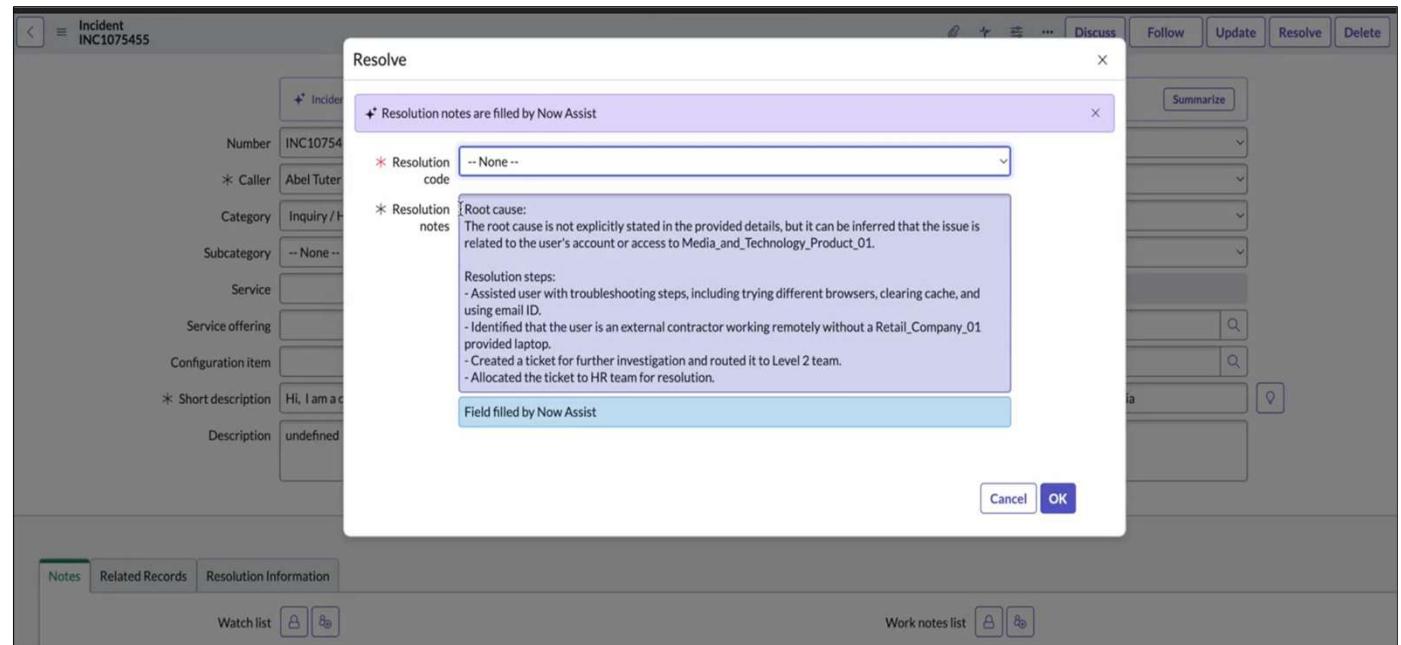
LLM Model: Now LLM

Supported in Now Assist panel: Yes

Supported in product (button): Yes

The Assist icon offers the following functionalities:

- Generate resolution notes derived from the incident information
- Refine the resolution notes by either elaborating on or condensing them



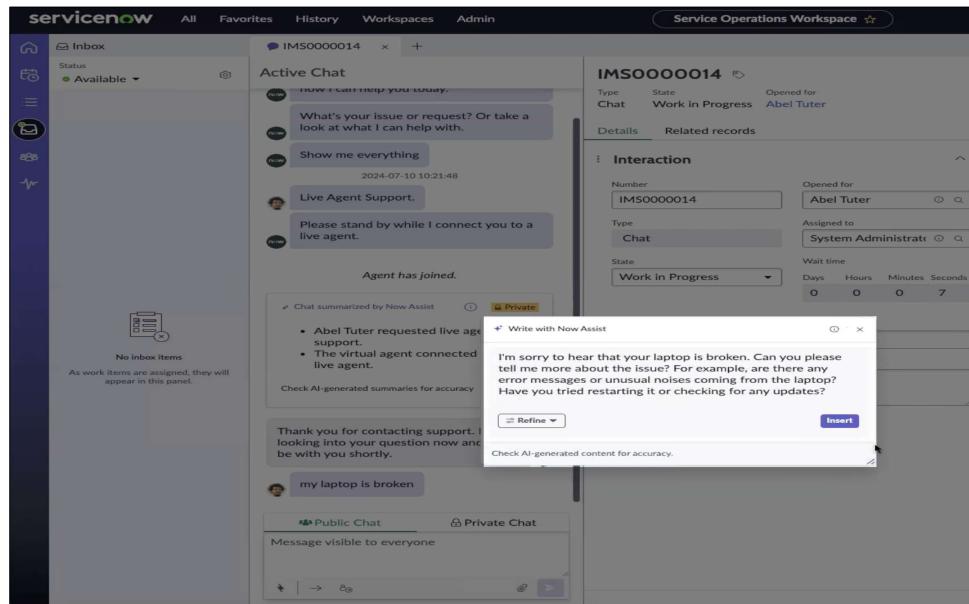
# Chat reply recommendation

LLM Model: Now LLM

Supported in Now Assist panel: Yes

Supported in product (button): Yes

- Generates a recommended reply that is based on the context of the conversation
- Refines the recommendation by elaborating or shortening the response



# Change request summarization

LLM Model: Now LLM

Supported in Now Assist panel: Yes

Supported in product (button): Yes

- Offers a concise summary of a change request
- Captures the important details of a change request like Description, Risk, Impact, Work Notes, etc.

The screenshot shows a ServiceNow Change Request summary page for CHG0502442. At the top, there's a header with a back arrow, a search bar, and several buttons: 'Discuss', 'Follow', and 'Conflict Calendar'. Below the header is a summary box with the title 'Change Request summarized by Now Assist' and a link to 'Share to work notes'. The summary includes sections for 'Objective', 'Plan', 'Risk', 'Affected Cls', and 'Impacted services', each containing brief descriptions. Below the summary is a note: 'Be sure to check the AI-generated summary for accuracy.' To the right of the summary is a timestamp: 'Updated 2024-10-15 12:25:40'. Underneath the summary is a horizontal timeline with arrows indicating the status of the change request: 'New ✓' (green), 'Assess' (green), 'Authorize' (light gray), 'Scheduled' (light gray), 'Implement' (light gray), 'Review' (light gray), 'Closed' (light gray), and 'Canceled' (light gray). On the left side of the timeline, there are input fields for 'Number' (CHG0502442), 'Requested by' (empty), 'Category' (Internal Application), and 'Service' (empty). On the right side, there are fields for 'Model' (empty), 'Type' (Normal), 'State' (Assess), and a message box stating 'Change is waiting for approval'.

# Change request risk explanation

LLM Model: Now LLM

Supported in Now Assist panel: Yes

Supported in product (button): Yes

The screenshot shows the ServiceNow Change Request module interface. At the top, there's a navigation bar with steps: New, Assess, Authorize, Scheduled (highlighted in green), Implement, Review, Closed, and Canceled. Below the navigation is a form with various fields: Number (CHG0040005), Requested by (System Administrator), Category (Other), Service, Service offering, Configuration item, Priority (4 - Low), Risk (Moderate), Impact (3 - Low), Short description (Add network switch to cabinet), and Description (This standard change template describes adding a new net...). A 'Planning' tab is selected. In the center, there's a 'Now Assist' panel titled 'Change risk explanation'. It contains three sections: 1. Potential Business Impact: - Potential downtime or disruption to network services if the switch is not properly configured or integrated with the existing network infrastructure. 2. Potential Practical Risk: - Improper installation or configuration of the switch could lead to network outages or performance issues. - Inadequate power supply or cabling could result in equipment failure or connectivity problems. 3. Potential Risks Identified in Similar Change Requests: None. Based on the provided information, there are no similar change requests to compare the current one against. Below this, it says 'Overall Risk Score: Moderate. The moderate risk score is derived from the Risk Assessment sub-metric, which is based on a survey. However, without specific details on the risk assessment score or the risk condition, it is difficult to provide a more detailed analysis. The performance-based risk sub-metric score...' At the bottom of the Now Assist panel, there's a link 'Check AI-generated content for accuracy.' The bottom right corner of the main window has a small circular icon with a question mark.

- Generates the explanation of the calculated risk rating for a change request
- Data from the change request input table and additional inputs are used to justify the risk rating (high, medium, or low) of a change

# Knowledge generation from resolved incident

- Generates Article Content for Review based on incident resolution details
- Publish recommended knowledge articles generated by AI
- Deflect incidents and increase uptime by scaling requestor self-service content

The screenshot shows two ServiceNow windows. The top window is titled 'Create New Knowledge' and displays a form for creating a new knowledge base item. The bottom window shows a published knowledge article titled 'KB0010069 v0.01'. A tooltip in the top window asks 'Use AI to draft this article?' with a note: 'AI-powered Now Assist can draft an article based on task details. You'll be able to review and edit it before publishing.' The published article content includes steps for installing a data analysis plugin for Excel, such as navigating to Self-Service, updating Office 365, running with local admin rights, and installing the plugin.

# Knowledge generation from resolved incident

- When drafting the article using Now Assist, a user can select up to five relevant tasks to assist in its creation
- After making your selections, click 'Use selected tasks to help draft new article.' If you do not wish to proceed, click 'Cancel'
- "When compiling an article that encompasses information from multiple similar incidents, a single article is generated, incorporating details from the chosen incidents

We have found additional relevant tasks - select up to 5 to help in the creation of the article X

<input type="checkbox"/>	Number	Short description	Description	Resolution Notes
<input checked="" type="checkbox"/>	INC0000036	Issue with networking	Experiencing connection issues. Unable to create connection to data source.	Closed before close notes were made mandatory
<input type="checkbox"/>	INC0000024	Issue with a web page on wiki	The landing page for our internal wiki isn't loading. I've refreshed it multiple times and it keeps timing out.	Closed before close notes were made mandatory
<input type="checkbox"/>	INC0000026	Seem to have an issue with my hard drive...	Hard drive has been making a loud grinding noise for the last two days.	Closed before close notes were made mandatory

Cancel + Use selected tasks to help draft new article

# Demo

## To be demonstrated

- Now assist panel
- Skills

# Decision time

## Align on which skills should be configured

- Keep in mind that agents Phoebe and Elara agents will be deployed, taking care of knowledge and closing of incidents
- Chat summarization within interaction record
- Major incident summarization
  - Bryan to provide examples.
- Knowledge summarization against Q&A for the fulfiller aligned with Boeing customized knowledge (**hold for now, include in the roadmap**)

# Assessment

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## Answers

Are there additional input fields that would facilitate summarization?

Are Short Description and Description fields out-of-box?

Are State choice values out-of-box?

Is the Resolution workflow out-of-box or are there any customizations around task resolution to be aware of?

Are the agent roles out-of-box or are any custom roles used that need to be factored in?

Is the plan to move all agent to Next Experience UI? I.e. newest workspace? If so, when?

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# Deliverables, Exclusions and Assumptions

## Deliverables:

- Phoebe and Elara Agentic Agent Accelerators (as identified by approved use cases)
  - Workshop next week
- ITSM Now Assist deployment in sub-production environment for POC testing

## Exclusions:

- Production deployment and post-production support
- Customization of NewRocket Agents or Now Assist features
- Development of custom AI or Large Language Models (LLM)
- Implementation of ServiceNow modules beyond advisory related to the current implementation (ITSM Now Assist).
- Data cleansing or improvement of existing incident records or knowledge articles
- Development of custom integrations to any third-party systems
- Re-training of the underlying ServiceNow LLMs

## Assumptions:

- Base ITSM applications are implemented, configured and operations.
- This POC will leverage the LLM provided by ServiceNow through the Now Assist product.
- Boeing will provide a Project Manager to collaborate with the NewRocket Project Manager
- Boeing will provide clear and timely feedback
- Boeing will provide clear business goals during the Initiate stage of the engagement
- Boeing will provide NewRocket resources with access to non-production environments in support of this program prior to development activities starting

# Next Steps

- 1. Coordinated instance and access plan**
- 2. Upcoming Workshops**
  - Value Realization Dashboard Deep Dive
  - Demoing Phoebe and Elara (NR Agents)
  - Integrations Evaluation and Recommendations
  - Stories refinement and sign off
  - Boeing AI Roadmap Maturation (**schedule later**)
- 3. Create outstanding stories based on approved configuration**
- 4. Review stories and provide feedback or acceptance of stories**
- 5. Configuration can begin**

# Thank You

