

Now Assist for ITSM

Workshop #1

November 7, 2025



NEWROCKET

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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- Improvements are limited by fulfiller UI being outdated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

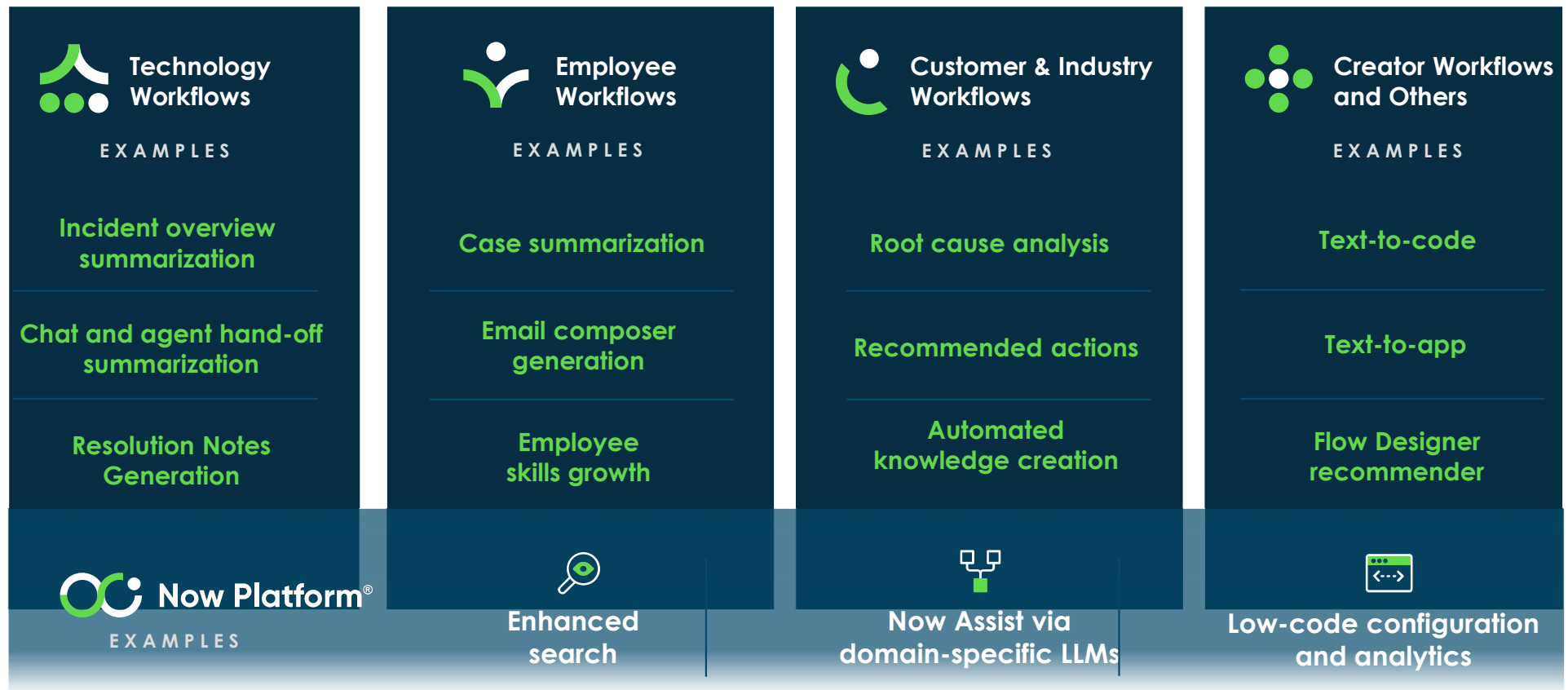
- Boeing's release management is thorough.
- Release deployments are managed as formal events, often done after-hours or in maintenance windows.
- The team is actively working on DPR, to enhance integration with ADO

Generative AI key concepts

Product
Skills Individual use case capabilities for Now Assist, e.g. Incident/case Summarization, recommended actions
Models The large language model (LLM) used to provide the foundation functionality, e.g. NowLLM, OpenAI

Usage
Actions A set of instructions to accomplish a specific task, e.g. 'Summarize this incident'
Assists Currency for capturing the cost and value of the assist actions

Example skills



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:

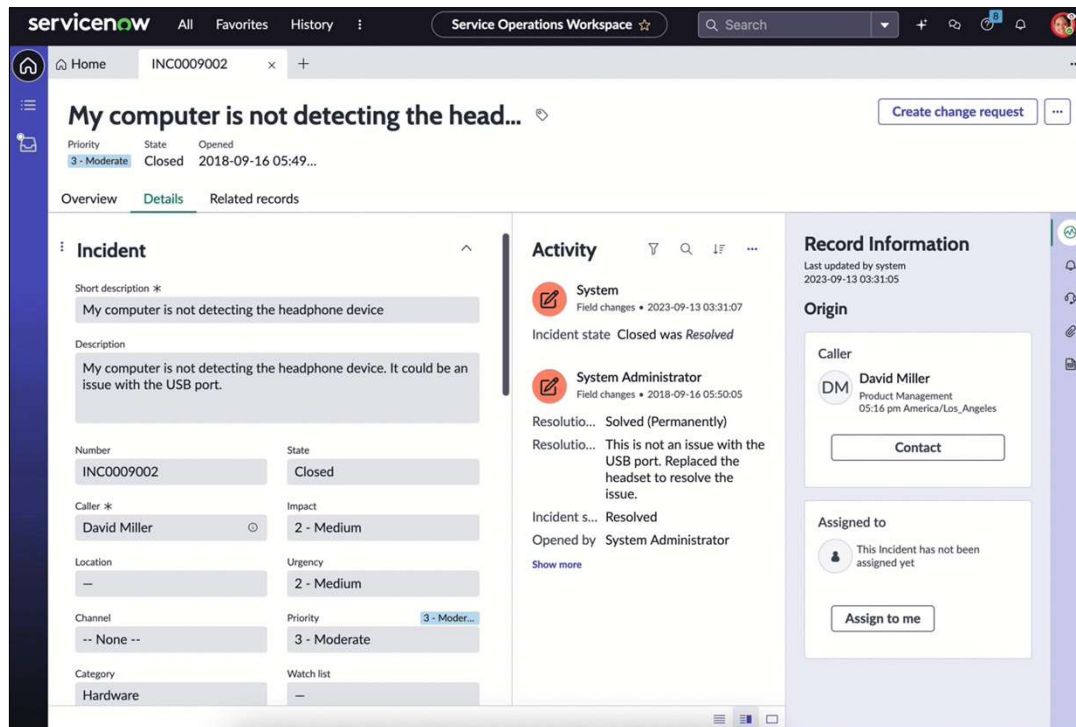
- Click "Summarize" button
- //get incidents created yesterday
- "Summarize this case"
 - > "Also add the resolution information"
 - > "It's too long, make it shorter"

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



Overview

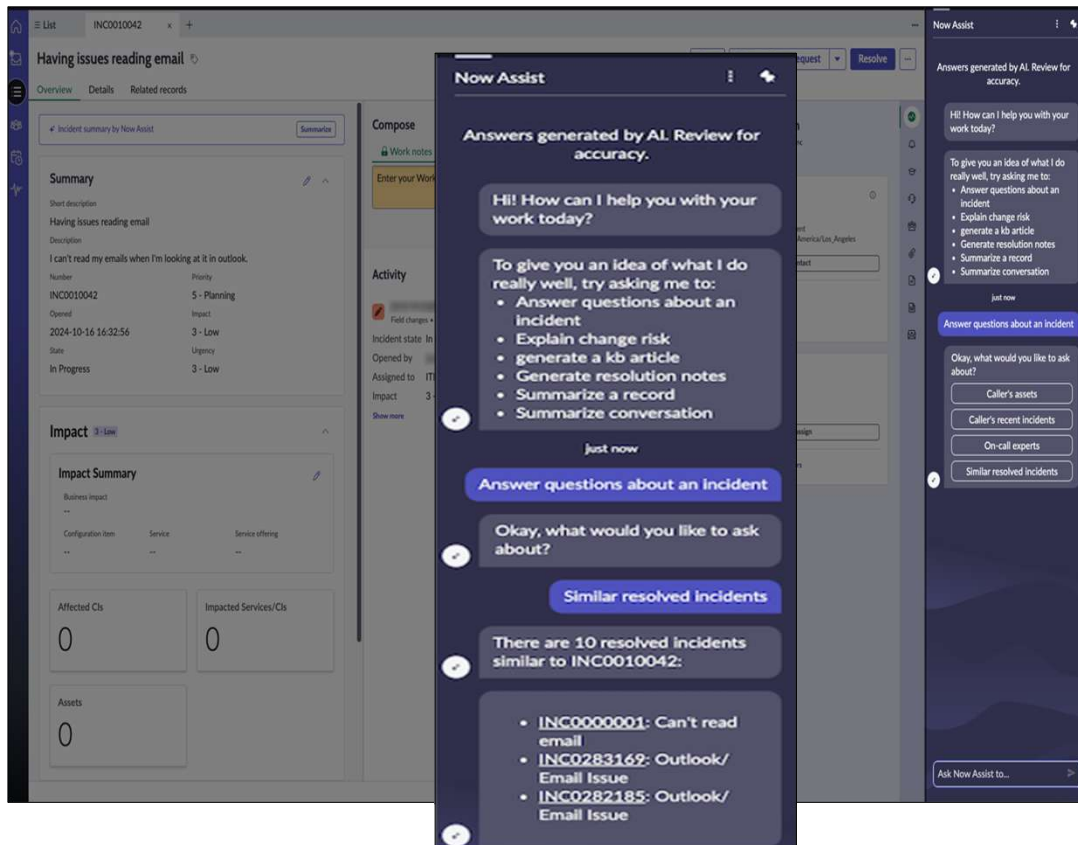
- Accessible by agents within both UI16 and workspaces from the unified navigation bar.
- Agents can ask the Now Assist panel to perform the following skills*:
 - Incident Summarization
 - Resolution Note Generation
- see [Now Assist for ITSM deployment guide](#) for further details

Decision Required:

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

Now Assist panel

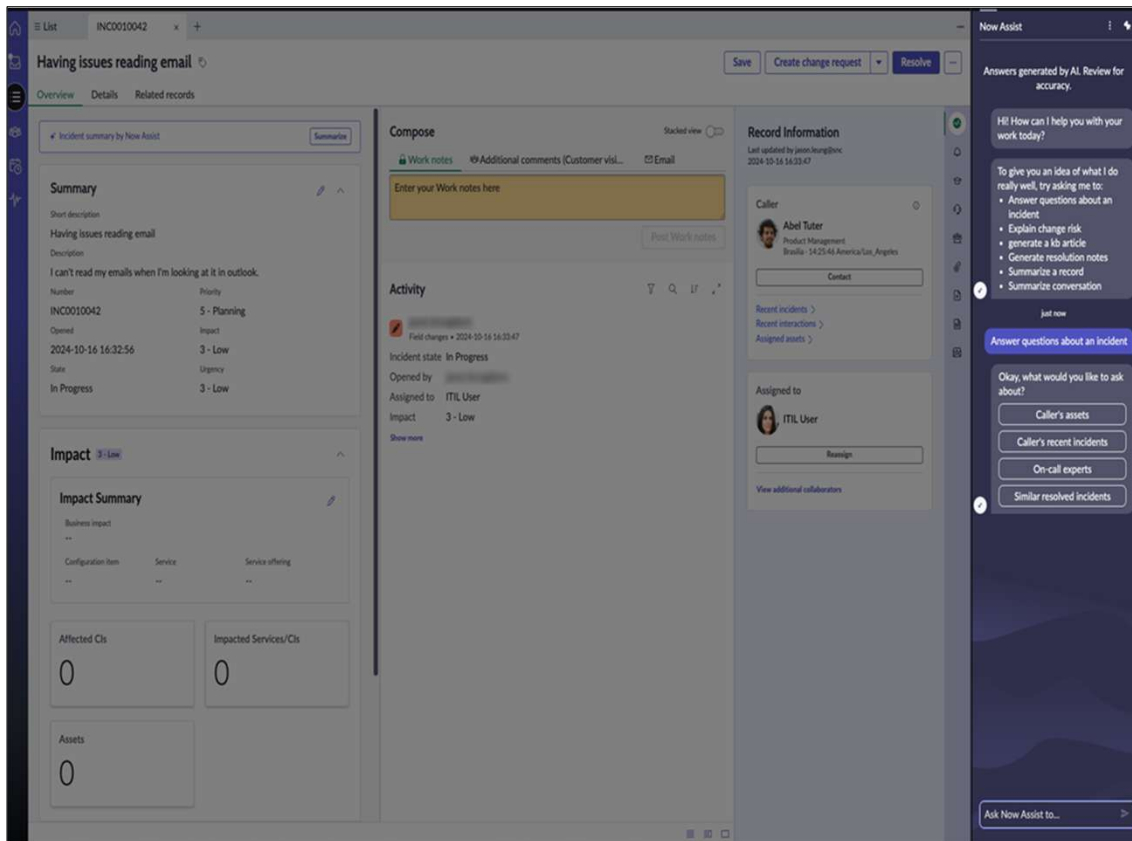
Utilize the Now Assist panel to inquire about an incident



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



LLM Model: Now LLM

Supported in Now Assist panel: Yes

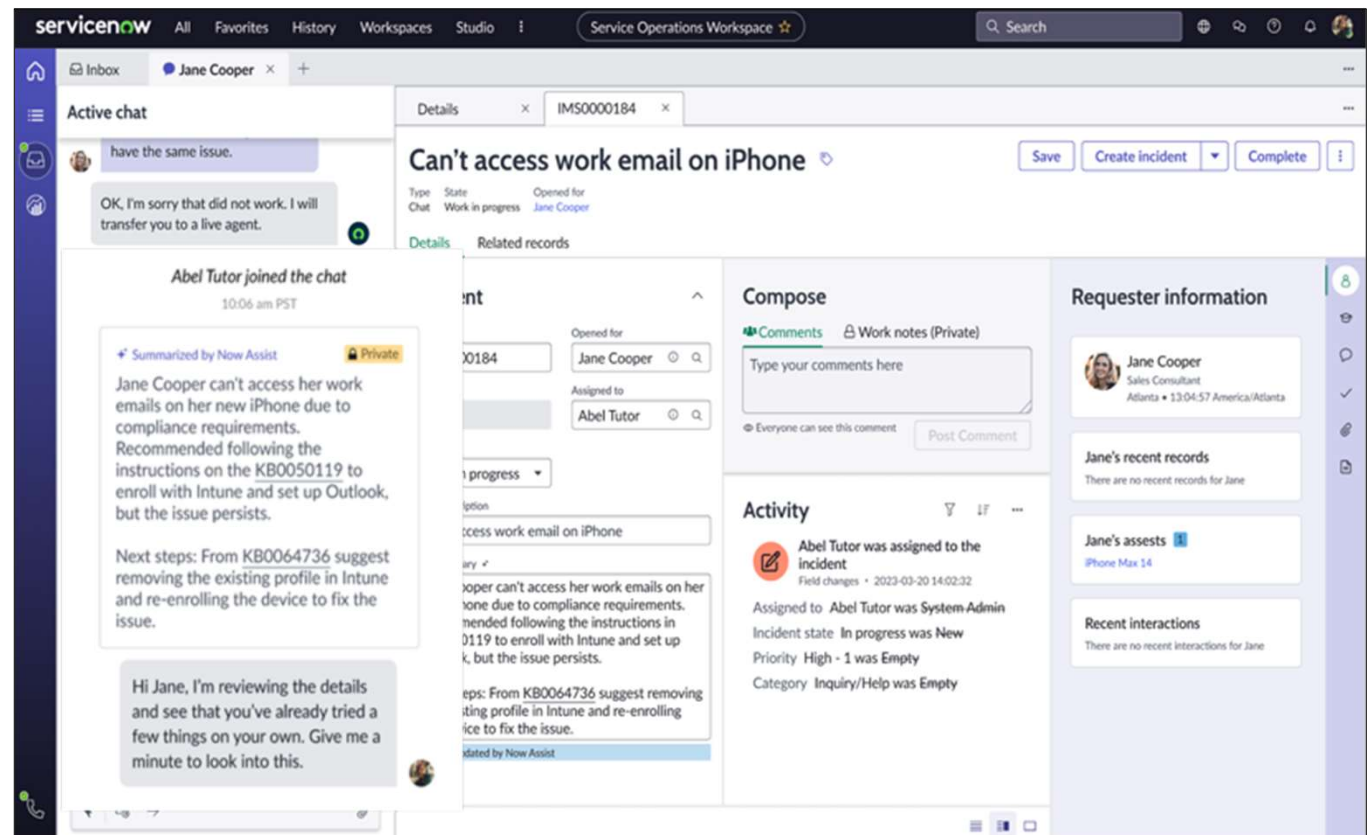
Supported in product (button): Yes

- 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 MTR and Improves Experience



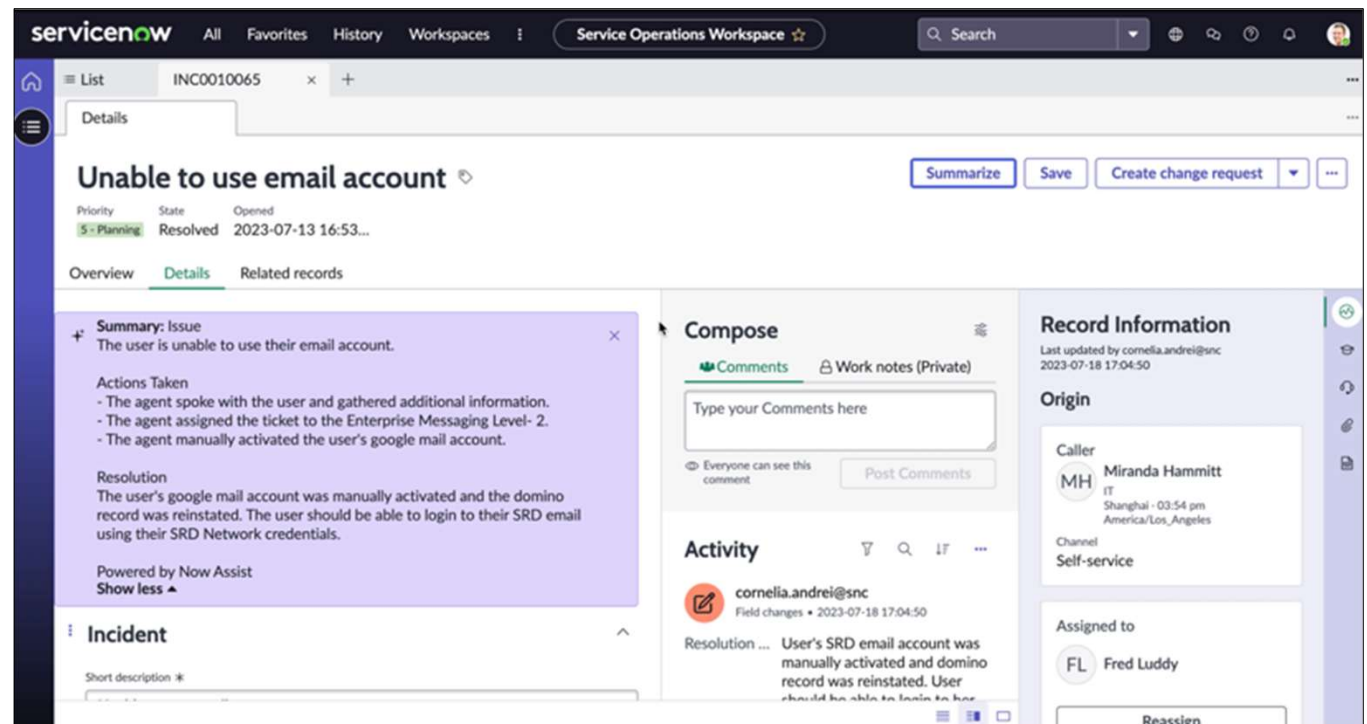
Incident summarization

LLM Model: Now LLM

Supported in Now Assist panel: Yes

Supported in product (button): Yes

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



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

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](#)

Updated 2024-10-23 15:49:10

Be sure to check the AI-generated summary for accuracy.

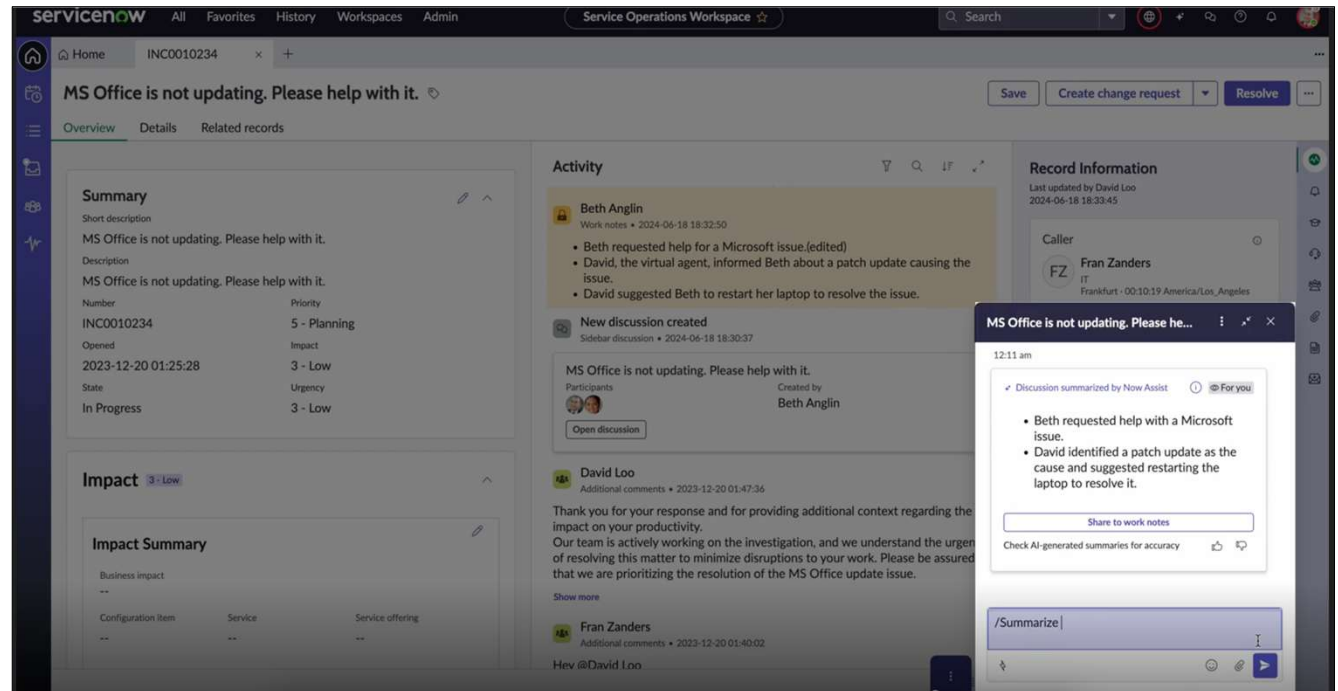
Sidebar discussion summarization

LLM Model: Now LLM

Supported in Now Assist panel: Yes

Supported in product (button): Yes

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



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

The screenshot displays the ServiceNow interface for an incident titled 'Unable to setup Mac'. The incident ID is INC0010001. The 'Details' tab is active, showing the following information:

- Priority:** 3 - Moderate
- State:** New
- Service:** IT Services
- Opened:** 2023-07-13 15:04...

The 'Cause' section is empty. The 'Resolution' section shows a dropdown menu with 'Solution provided' selected. Below this, the 'Resolution notes' field contains the text: 'User was able to set up MFA on his phone and also was able to continue the Mac setup and got the Zero Touch page. Further instructions were provided on how to change his AD password once installation is done.' A blue bar at the bottom of the notes indicates 'Field updated by Now Assist'.

On the right side, the 'Compose' panel is visible, with options for 'Comments' and 'Work notes (Private)'. The 'Activity' panel at the bottom shows a recent update by the ITIL User on 2023-07-13 16:16:59, detailing the user's progress and the agent's actions.

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

The screenshot displays the 'Resolve' dialog box in the ServiceNow interface. The dialog is titled 'Resolve' and has a close button (X) in the top right corner. It contains a purple header bar with the text 'Resolution notes are filled by Now Assist'. Below this, there is a 'Resolution code' dropdown menu currently set to '-- None --'. Underneath, the 'Resolution notes' section contains the following text:

Root cause:
The root cause is not explicitly stated in the provided details, but it can be inferred that the issue is related to the user's account or access to Media_and_Technology_Product_01.

Resolution steps:
- Assisted user with troubleshooting steps, including trying different browsers, clearing cache, and using email ID.
- Identified that the user is an external contractor working remotely without a Retail_Company_01 provided laptop.
- Created a ticket for further investigation and routed it to Level 2 team.
- Allocated the ticket to HR team for resolution.

At the bottom of the notes section, it says 'Field filled by Now Assist'. There are 'Cancel' and 'OK' buttons at the bottom right of the dialog. The background shows the incident details for INC1075455, including fields for Number, Caller (Abel Tutor), Category (Inquiry / h), Subcategory (-- None --), Service, Service offering, Configuration item, Short description (Hi, I am a c), and Description (undefined).

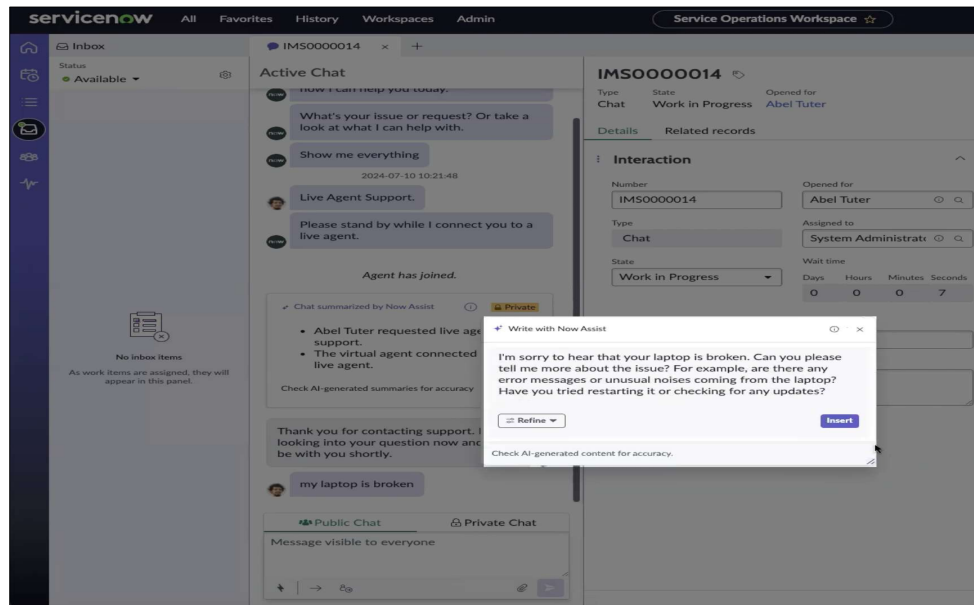
Chat reply recommendation

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 displays the ServiceNow Change Request interface for request CHG0502442. At the top, a summary box titled "Change Request summarized by Now Assist" provides a concise overview of the request. Below this, a progress bar shows the stages: New, Assess (current), Authorize, Scheduled, Implement, Review, Closed, and Canceled. The form fields include the request number, requester, category, and service. On the right, the model, type, and state are displayed, along with a status message.

Change Request
CHG0502442

Change Request summarized by Now Assist

Objective:
Upgrade Service Operations Workspace ITSM Applications plugin from version 2.0.1 to 3.1.0. Justification not provided.

Plan:
Test plan: Validate the upgrade changes (CTASK0164389). Backout plan: Fix forward, create a new change for modified steps in case of issues. Implementation plan: Upgrade the plugin from 2.0.1 to 3.1.0 (CTASK0164387).

Risk:
Low risk involved in the change request. The conflict status of this change request is No Conflict. There are no scheduling conflicts associated with this change request.

Affected CIs:
No configuration items are affected.

Impacted services:
No services are impacted.

Updated 2024-10-15 12:25:40

Be sure to check the AI-generated summary for accuracy.

Share to work notes

New ✓ Assess Authorize Scheduled Implement Review Closed Canceled

Number CHG0502442

Requested by

Category Internal Application

Service

Model

Type Normal

State Assess

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 form in the 'Scheduled' tab. The form includes fields for 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...). The 'Now Assist' pop-up window displays the following risk explanation:

Change risk explanation

- Potential Business Impact:**
 - Potential downtime or disruption to network services if the switch is not properly configured or integrated with the existing network infrastructure.
- 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.
- 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.

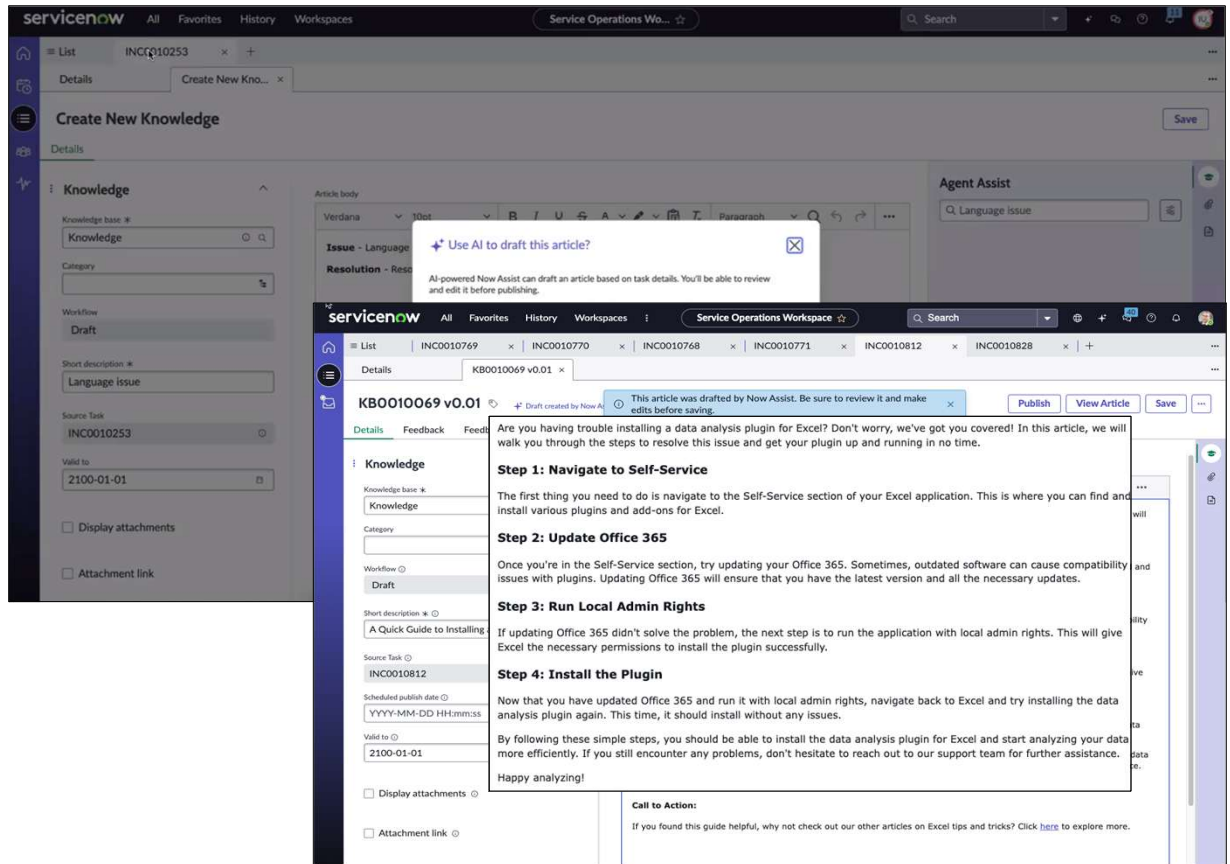
Overall Risk Score: Moderate. The moderate risk score is derived from the Risk Assessment sub-metric, which is based on a survey. However, without specific details on the risk assessment score or the risk condition, it is difficult to provide a more detailed analysis. The performance-based risk sub-metric score

Check AI-generated content for accuracy.

- 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



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

<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

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

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?

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

