NEWROCKET

Go Beyond Workflows™

Now Assist for ITSM

Workshop #1

November 7, 2025

BOEING

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Agenda

- Review Boeing Current Mode of Operation of AI functionality

    o What's already installed (skills, Virtual agent?)

    o 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- Improvements are limited by fulfiller UI being outdated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

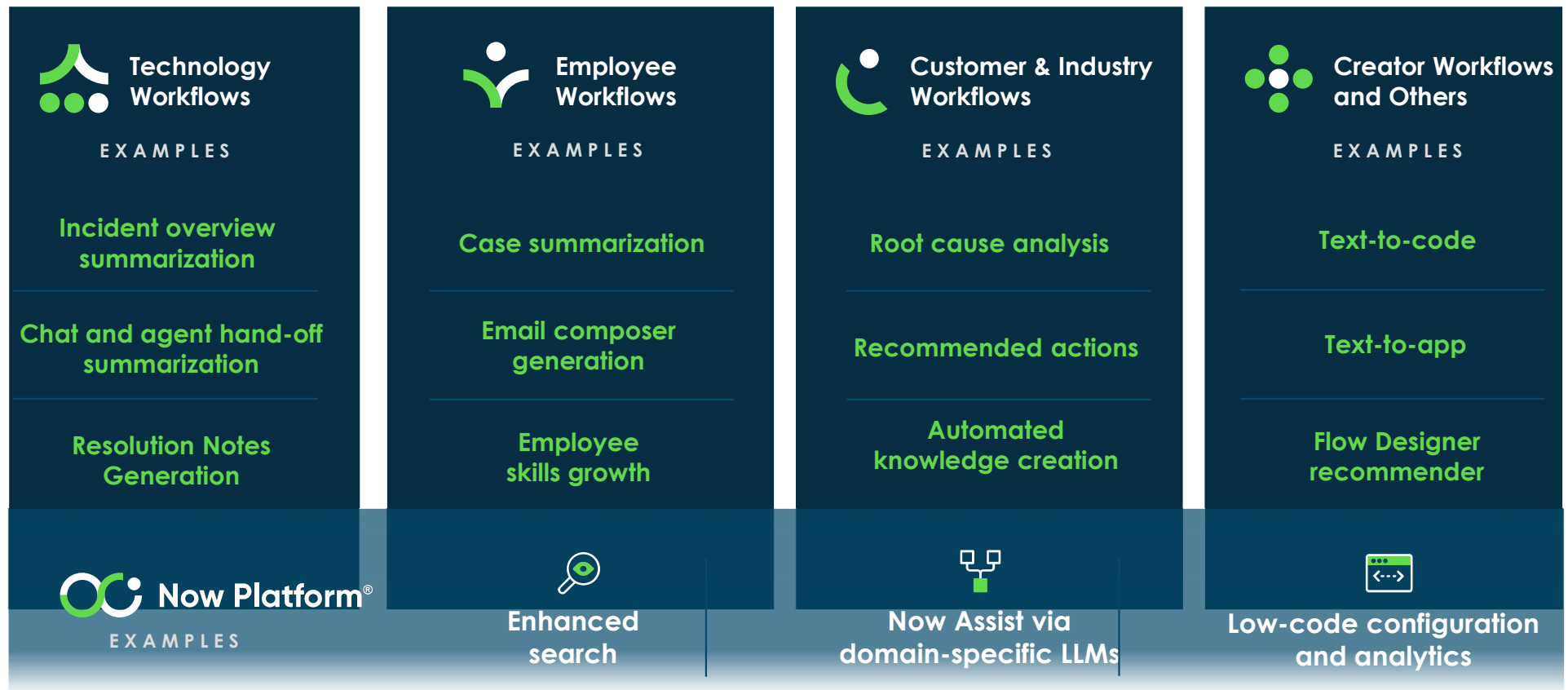### Intake and Release Management

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

Technology Workflows

EXAMPLES

Incident overview summarization

Chat and agent hand-off summarization

Resolution Notes Generation

Employee Workflows

EXAMPLES

Case summarization

Email composer generation

Employee skills growth

Customer & Industry Workflows

EXAMPLES

Root cause analysis

Recommended actions

Automated knowledge creation

Creator Workflows and Others

EXAMPLES

Text-to-code

Text-to-app

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
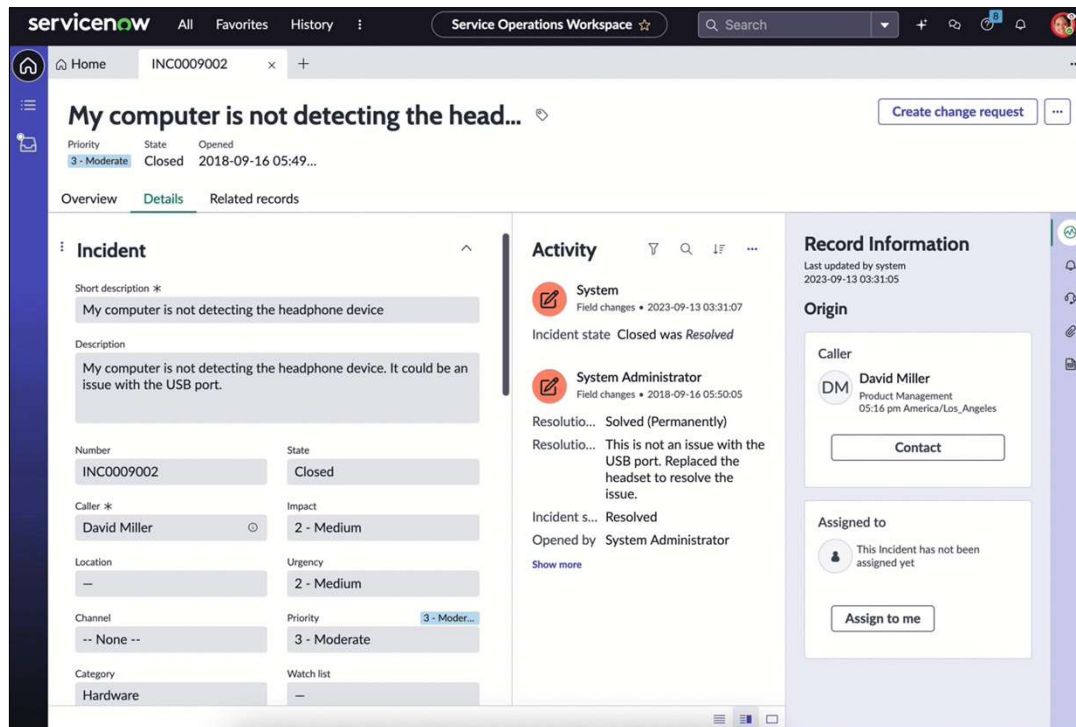
Overview
- Accessible by agents within both UI16 and workspaces from the unified navigation bar.

- 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
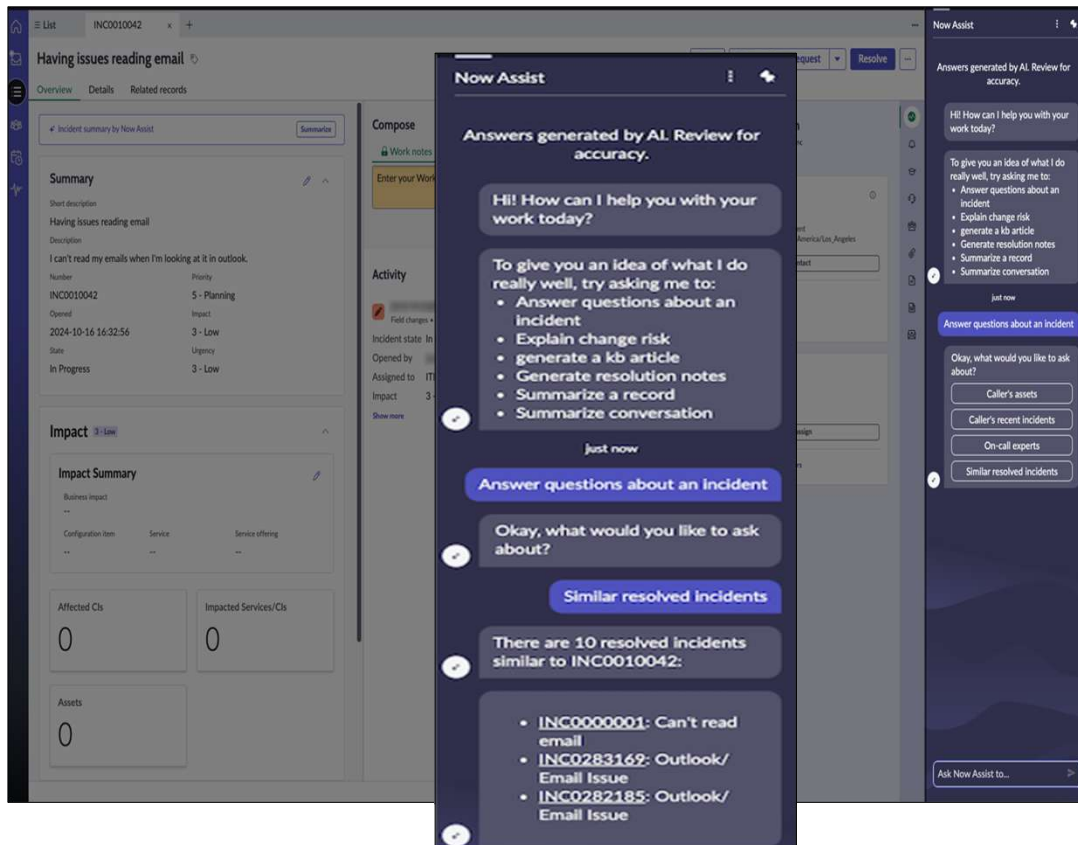
Overview

- 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
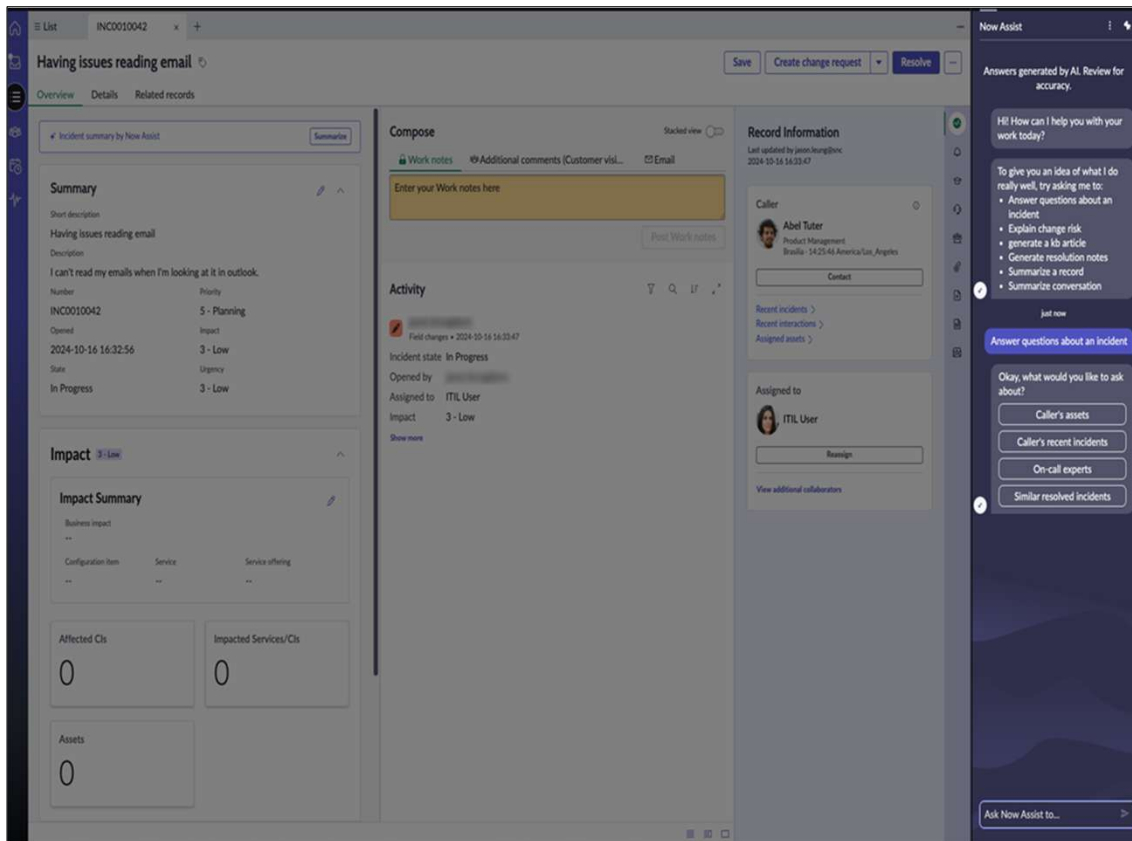
- Efficiently gathers common incident-related information by asking questions within the incident record using the Now Assist panel.

- 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

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Chat summarization

- 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
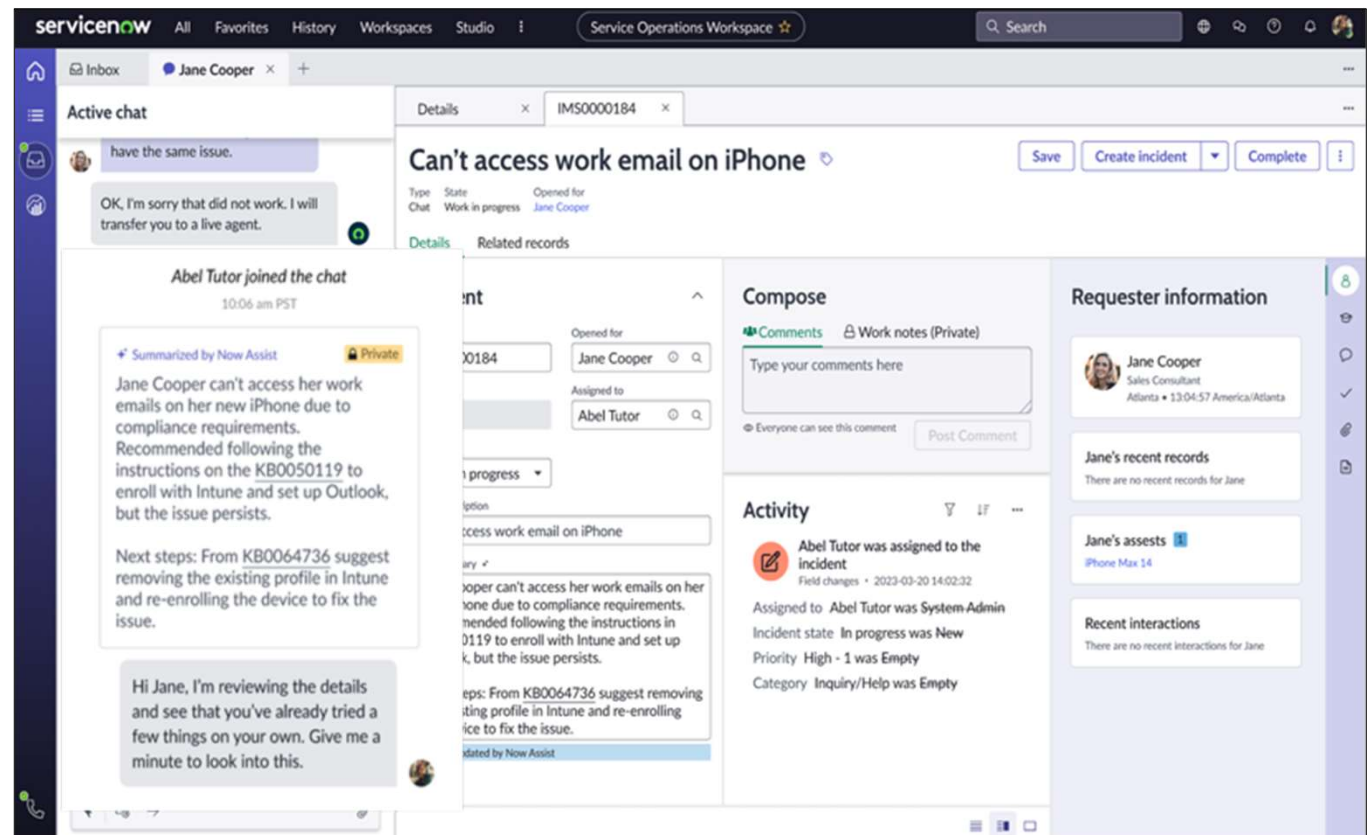
Incident summarization

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
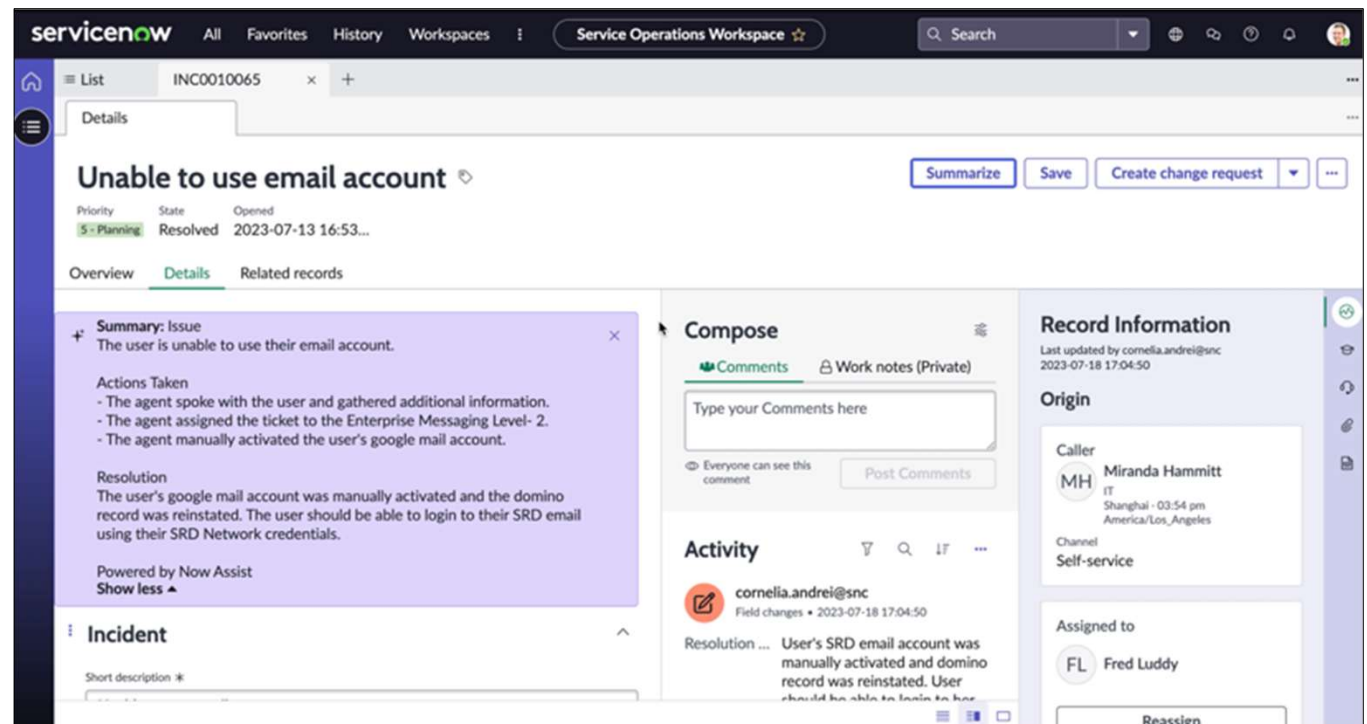
Incident summarization
Core UI

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

✦ 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

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

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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
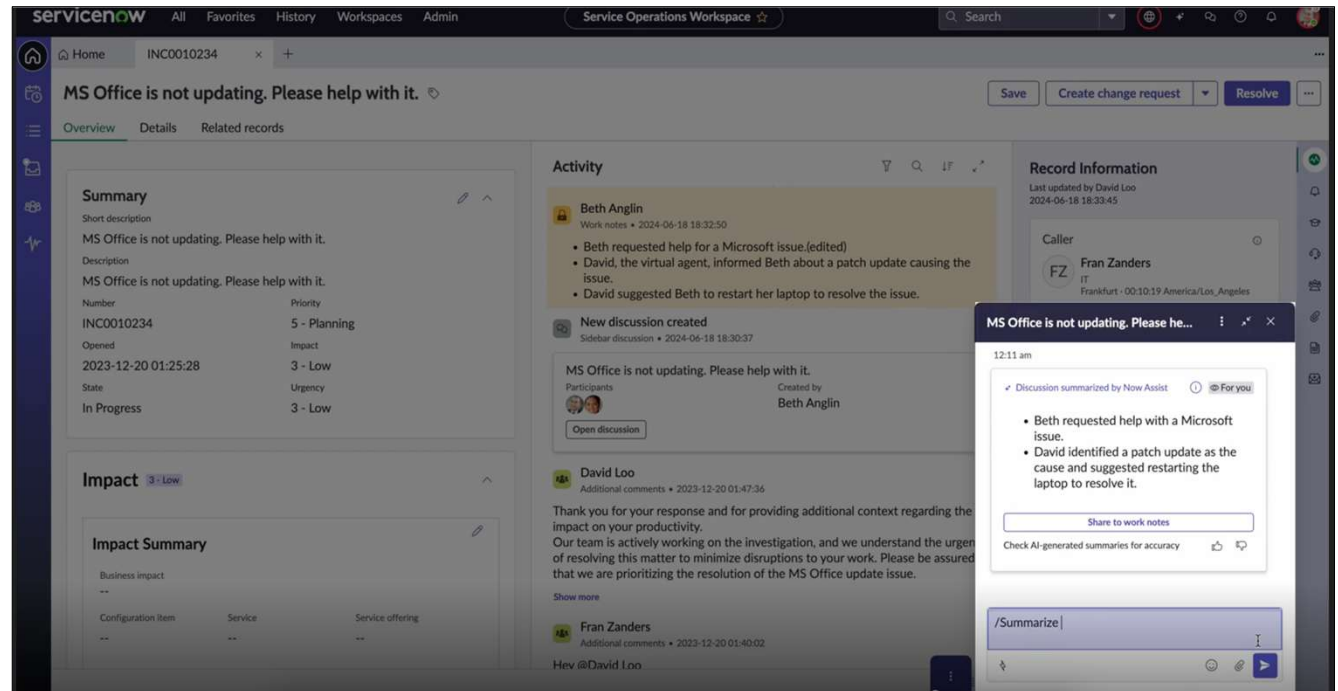
Resolution note generation

- Generates Resolution Notes and Code

- Helps Agents Adhere to Best Practices

- Increases Productivity and Improves Experience

Resolution note generation

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

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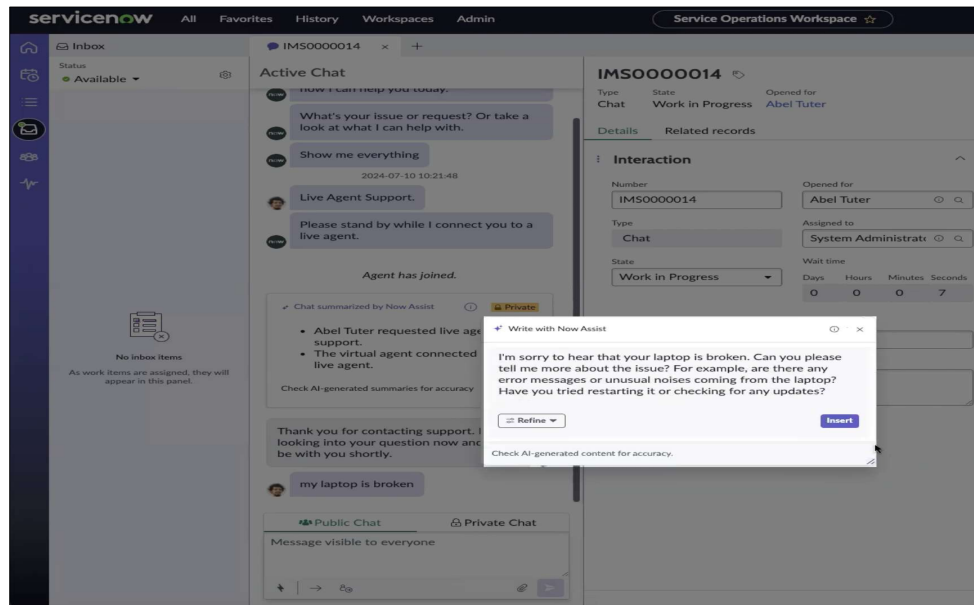
Change request summarization

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

Change request risk explanation

- 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
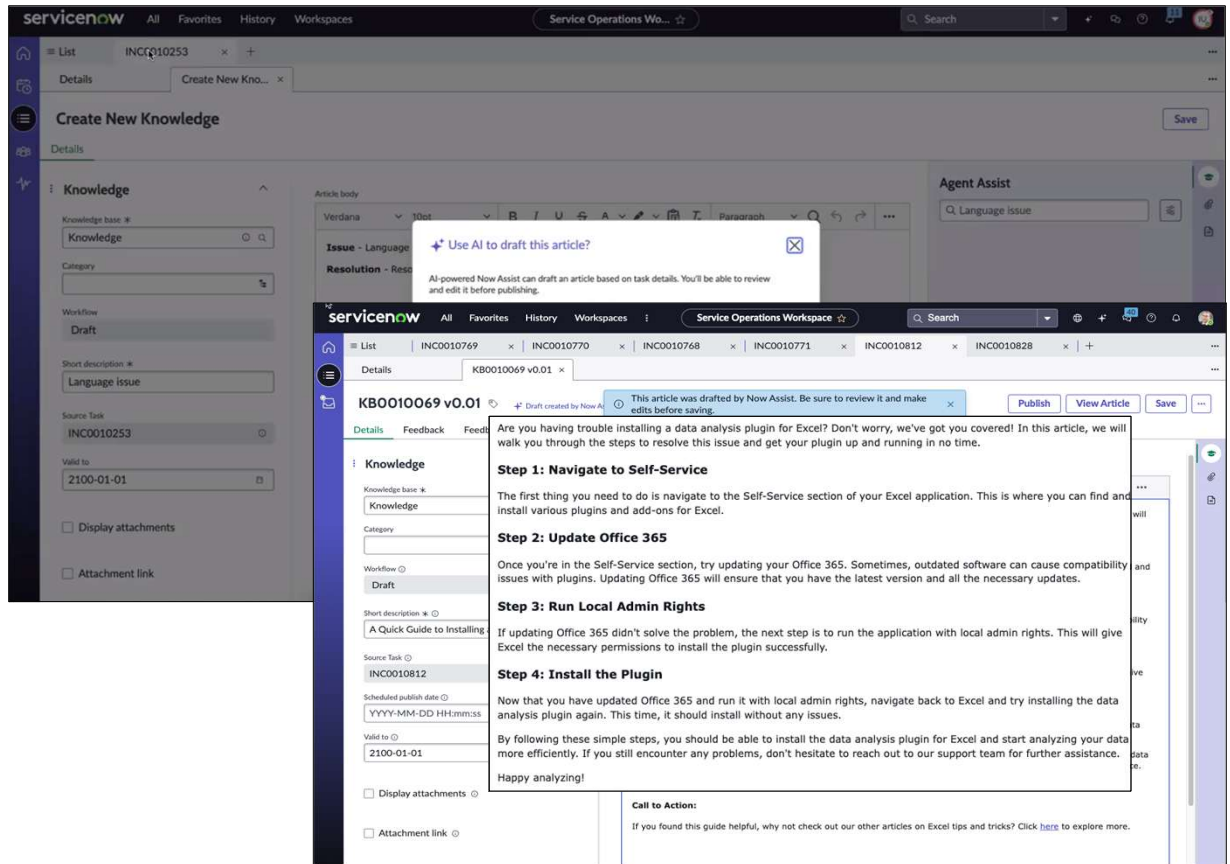
Knowledge generation from resolved incident

- 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

	Number	Short description	Description	Resolution Notes
☑	INC0000036	Issue with networking	Experiencing connection issues. Unable to create connection to data source.	Closed before close notes were made mandatory
☐	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
☐	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

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