Enterprise Architecture

Lack of visibility leads to redundancies and stagnation

In today's world, organizations are faced with increasing complexity, with multiple technology systems of record and lack of visibility across IT estates. As a result, many organizations find themselves with redundant resources and rising technical debt, driving up costs and increasing risk. When navigating this complex landscape, enterprise architects often lack the ability to visualize their technology roadmap and align to strategic priorities. This leads to siloed future state planning and the inability to make informed decisions on future investments, ultimately resulting in stagnant capabilities and diminished customer experiences. To succeed, organizations must be able to clearly visualize their architecture and proactively align technology to business priorities. Enterprise architecture teams can scale by democratizing practices, automating processes, and collaborating on shared data.

Make your Enterprise Architecture vision a reality by engaging teams around shared data and processes on a single intelligent platform

ServiceNow's Enterprise Architecture (EA) solution connects business, technology, people and processes to accelerate transformation. It provides organizations with a comprehensive view of their architecture today, enabling them to develop well-considered future states aligned to business goals. Our simple, three-pillar framework helps teams maximize value through their EA practice.
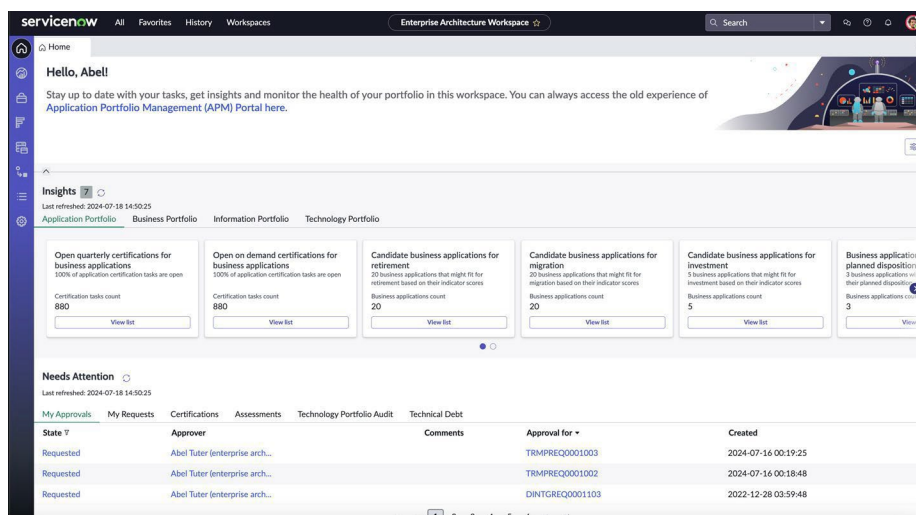
Simplify. Gain clear visibility into capabilities to remove redundancies and reduce costs, enabling lean, productive architecture.

Transform. Align technology to strategic priorities across disciplines. Deliver capability enhancements in real time for customer advantage.

Optimize. Drive continuous improvement, scalability, agility, and resilience. Ensure investments are aligned to drive business outcomes.

Stay up to date with your tasks, get insights, and monitor the health of your application, business, information and technology portfolios in the Enterprise Architecture Workspace.

Future-proof your business with ServiceNow Enterprise Architecture

- **Improved cost efficiency** from identifying redundancies and rationalization

- **Technology alignment to strategy** through improved visibility between IT and business partners

- **Faster decision making** through data-driven insights, advanced analytics, and comprehensive dashboards

- **Enhanced compliance** and risk management through risk assessments and technology portfolio management

- **Increased value realized from GenAI initiatives** with future state modelling and improved AI governance

> "Enterprise architecture can contribute directly to customer experience by governing data and processes… when improved, it results in increased customer satisfaction and business value."
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> – Forrester 2024[1]

[1] Forrester. Lead a High-Performing Enterprise Architecture And Portfolio Practice. By Analysts: Charles Betz, David Mooter, Margo Visitacion with Paul McKay, Glenn O'Donnell, Charlie Dai, Sam Higgins, Diego Lo Giudice, Michele Goetz, Stéphane Vanrechem, Benjamin Nagle, Marissa Fritz. 2024.

Business Technology Alignment

Ensure your organization's technology investments and initiatives are coordinated with business strategy and objectives. Leverage capabilities such as Business Capability Management to identify gaps between current and future states, prioritize architecture investments to support business initiatives, and align business and IT stakeholders.

Future State Modeling

Diagram and model IT architecture and capabilities to visualize the future state and drive transformation. With Enterprise Modeling and Visualization, gain a holistic view of the business, assess the impact of proposed changes, proactively identify risks, and communicate with stakeholders to drive alignment.

Application Portfolio Management

Capabilities such as Application Rationalization and Total Cost of Ownership provide visibility into the application portfolio and offer insights on cost, risk, and value created. Leverage insights to rationalize and optimize the application portfolio.

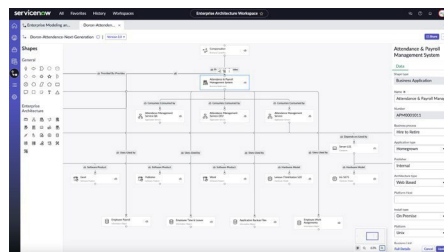### Technology Risk Management

Identify, assess, and mitigate risks associated with the technology landscape. Capabilities including Technology Portfolio Management enable you to proactively manage technical debt and mitigate risk from obsolescence. Technology Reference Model helps set and enforce standards to drive compliance.

Cloud Transformation

With capabilities including Cloud Assessment and Digital Integration Management, create and migrate applications, products, and services to cloud technologies for scalability and business continuity. Align people and technology to accelerate value to customers and leverage the efficiencies of cloud-based solution operating models.

Application Risk & Compliance Management

Capabilities including Risk Assessment and Information Portfolio Management enable comprehensive risk assessments, monitoring of digital integrations and interfaces, and improved data governance. Drive enhanced reporting accuracy and regulatory compliance.
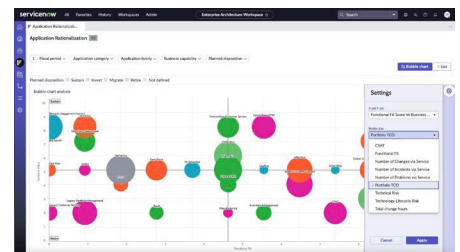
FUJITSU

" We're defining and standardizing our enterprise architecture across the Fujitsu Group with ServiceNow…we can't quickly respond to changes in the market as a Group if our subsidiaries are siloed. ServiceNow helps us streamline end-to-end operations"

- Katsunori Aoki, Senior Manager, Global Head Office, Digital Systems Platform Unit, Fujitsu Limited

Map business applications to capabilities and ensure alignment to business strategy

Understand current state architecture and model future state to achieve business goals

Gain insights to improve decision-making and rationalize your application portfolio

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AI Agents in Enterprise Architecture

Ensure your enterprise architecture strategy is powered by AI, data, and workflows for seamless business transformation. Leverage AI Agents for Enterprise Architecture to supercharge productivity, gain full visibility into enterprise portfolios, automate rationalization, and generate models— enabling data-driven decisions, optimized workflows, and stronger alignment between business and IT.

Integrated Risk Management

Gain visibility into the risks associated with business applications and ensure operational resilience. Capabilities such as risk assessments and compliance controls help monitor regulatory adherence, while automated testing validates application compliance. This proactive approach strengthens governance and enhances business continuity.
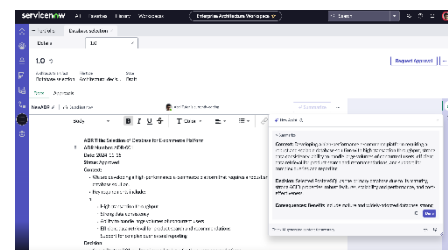
Application Total Cost of Ownership

Leverage cost data imports to drive data-driven rationalization and identify opportunities for cost reduction. Gain deeper insights through drill-down capabilities across multiple cost attributes. An intuitive TCO dashboard provides clear visualizations and trend analysis to support strategic decision-making.
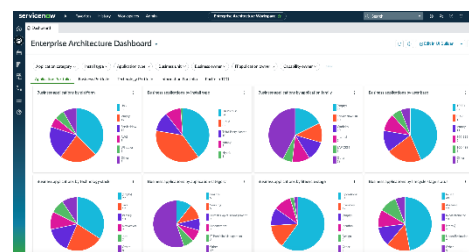
Advanced Analytics

Measure, optimize, and accelerate enterprise architecture with purpose-built metrics and dashboards. Leverage real-time, in-platform data as a single source of truth to uncover patterns, track trends, and drive informed decision-making. Gain instant insights to enhance efficiency, improve alignment, and maximize business value.
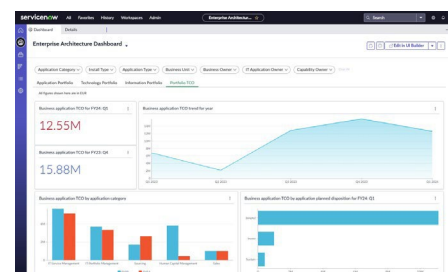
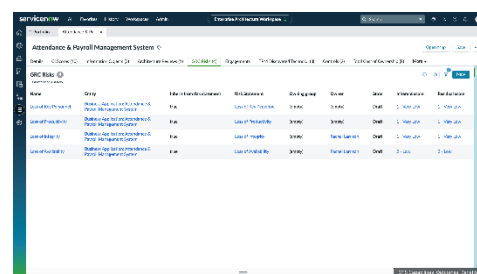**www.servicenow.com/products/enterprise-architecture.html**

Enhance efficiency and drive alignment with AI-powered summarization

Enhance visibility and ensure compliance with Risk integration

Utilize cost data imports and drill-down insight to drive cost reduction

Real-time metrics and dashboards enabling data-driven insights

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