

AUTONOMY

# ServiceNow Application Pack - Business Overview

Autonomy capabilities for ServiceNow-centered service operations.

**Sirvisetti - Autonomize Your Business**

Connect. Automate. Autonomize.

# Why ServiceNow customers care

Expose service outcomes without exposing platform mechanics.

- 01 ServiceNow remains the system of record for incidents, requests, approvals, knowledge and operational records.
- 02 Users and agents can request service outcomes without knowing tables, workflows, APIs or instances.
- 03 Autonomy applies identity, policy, instance resolution and evidence before execution.

# Representative business areas

Initial planning areas for ServiceNow coverage.

## Incidents

Incident inquiry, creation and escalation.

## Requests

Service request creation and status.

## Approvals

Approval status and pending action explanation.

## Changes

Change-related service coordination.

## Knowledge

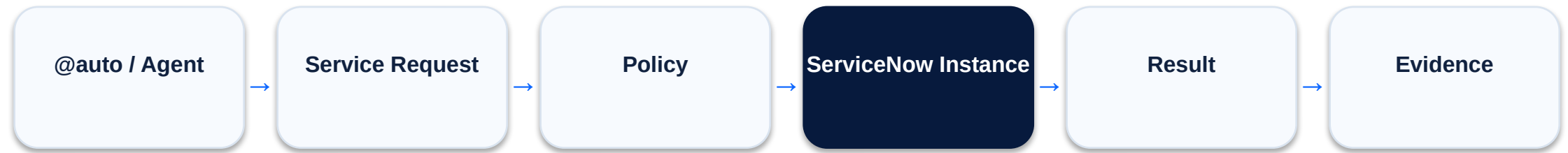
Knowledge lookup and summarization.

## Reporting

Operational service exception summaries.

# Example: Create service request

Business intent becomes governed ServiceNow action.



# Value story

ServiceNow remains the system of record. Autonomy becomes the system of action.

01

Simplify service work for business users and agents.

02

Apply governance consistently across ServiceNow instances.

03

Separate business capability from ServiceNow-specific implementation details.

04

Expand coverage through ServiceNow Application Pack versions.

# Ready to autonomize your business?

Talk to Sirvisetti about one meaningful business capability.

[contact@sirvisetti.com](mailto:contact@sirvisetti.com)