

AUTONOMY

ServiceNow Application Pack - Technical Overview

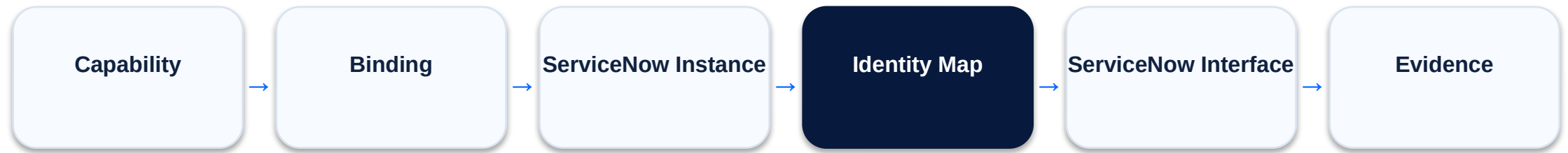
Implementation model for ServiceNow-bound Autonomy capabilities.

Sirvisetti - Automize Your Business

Connect. Automate. Autonomize.

Technical resolution path

From request to ServiceNow execution and evidence.



Technical configuration areas

What the implementation must define.

Instances

ServiceNow dev, test and production instances.

Interfaces

Approved Table API, scripted APIs, Flow/workflow interfaces or adapters

Identity mappings

Autonomy identity to ServiceNow user, group or role model.

Policies

Capability and execution constraints.

Approvals

Human or policy-driven controls before privileged action.

Evidence

Request, decisions, target, result and verification.

Governance before execution

Prevent direct uncontrolled agent-to-ServiceNow access.

01

Resolve caller and authority before selecting implementation.

02

Select the ServiceNow instance/environment explicitly.

03

Use active version and approved binding.

04

Record execution evidence sufficient to reconstruct the request.

Initial ServiceNow capability matrix

Planning-oriented coverage view.

Business Capability	Application area	Business Pack	Status
Retrieve Incident	Incident	Service	Planned
Create Incident	Incident	Service	Planned
Retrieve Request Status	Request	Service	Planned
Create Service Request	Request	Service / HR	Planned
Explain Pending Approval	Approval	Service / HR	Planned
Escalate Ticket	Incident / Request	Service	Planned
Search Knowledge	Knowledge	Service	Planned
Summarize Service Exceptions	Incident / Request	Operations	Planned

Planning-oriented coverage; availability and certification require product validation.

Ready to autonomize your business?

Talk to Sirvisetti about one meaningful business capability.

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