NEWS RELEASE

Microsoft Ignite: ServiceNow delivers governable autonomous IT to Azure

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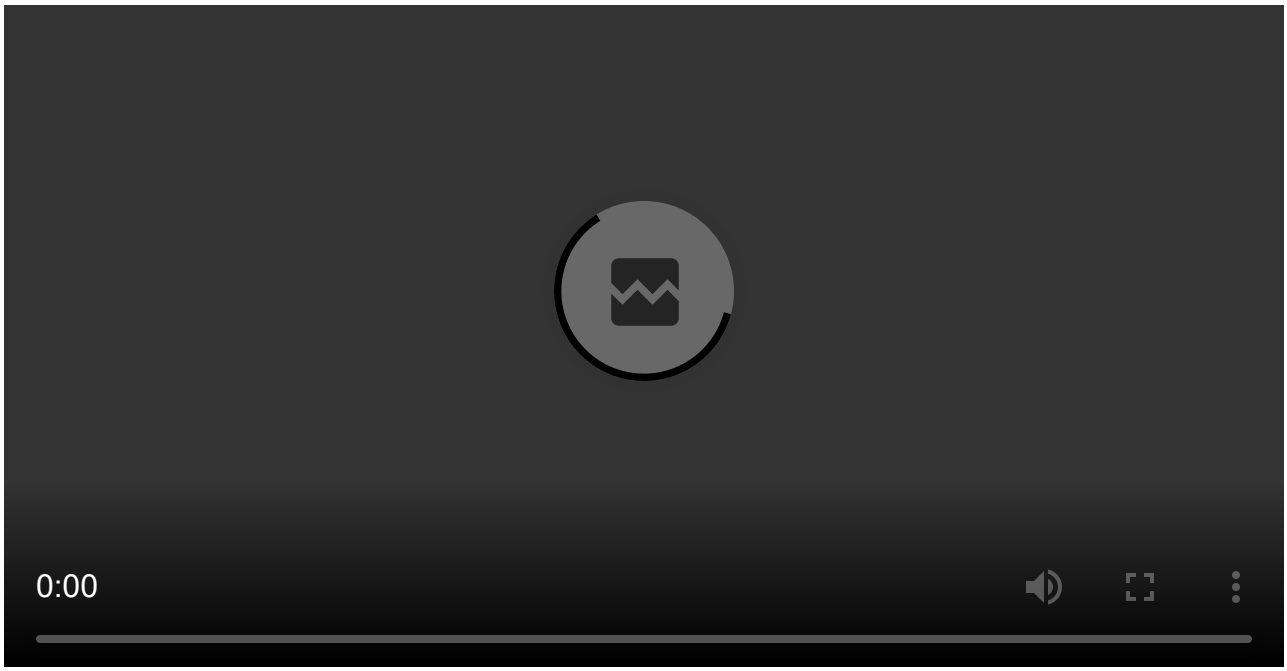
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Today, IT teams are faced with more alerts than people can read, and many aren't actionable, leaving them stuck on a workload loop they can't get out of. Meanwhile, teams also switch between multiple tools, so when alerts are issued and incidents occur, they can be hard to track down. Those ignored alerts can easily turn into an outage.

At Microsoft Ignite, ServiceNow and Microsoft are showing customers what autonomous IT looks like in practice. In the demonstration, an issue detected in Azure flows into ServiceNow, where AI agents diagnose the problem and recommend a fix. The result is faster incident resolution with less manual effort for IT teams. The demo brings together Azure Monitor, ServiceNow AIOps and IT Service Management (ITSM), and Microsoft Foundry IQ to show how these pieces work as one to convert a signal to resolution.

From alert to resolution

Here's how it works for a mutual customer: An issue is detected in Azure, where Azure Monitor and the Azure site reliability engineering (SRE) AI agent provide live telemetry and Azure-side intelligence. The Azure Monitor alert is then sent to the AIOps agent in ServiceNow, which writes its summary, level 2 diagnosis, probable root cause, and next steps to the alert's work notes, then closes the alert and opens an incident. Remediation is then carried out by ServiceNow ITSM and the Azure SRE agent together, combining Azure insights, Microsoft Foundry IQ knowledge, and ServiceNow operational context to determine the best fix, with approval and execution governed.



Keeping IT in control across both platforms

ServiceNow is working with partners like Microsoft to give enterprises the visibility to see AI agents, models, tools, and prompts in their environment. That visibility gives them the control to govern them consistently and the interoperability to put them to work across the tools employees already use.

The ServiceNow Super Intelligence Control Tower and Microsoft Agent 365 underpin this work. Integration across both platforms allows for mutual sharing of AI agents, letting customers set policies before AI agents act and keeping a record of actions, including handoffs between ServiceNow and Microsoft AI agents.

Building on a long partnership

ServiceNow is integrating its products, tools, and AI agents with applicable Microsoft solutions, so that the resulting derivative solutions can work together to deliver measurable business value for our mutual customers. This work builds on years of partnership and innovation between both companies, with more than 100 integrations available in-market today, bringing ServiceNow workflows to the tools employees already use, including Microsoft Teams.