ServiceNow Generative AI Readiness Assessment

FUJITSU

Our **ServiceNow Generative AI Readiness Assessment** helps organisations prepare to adopt generative AI capabilities by assessing their current platform, data quality, and governance frameworks. The Assessment identifies high-value use cases, prioritises opportunities, and outlines a roadmap to integrate AI into ServiceNow workflows securely and effectively. It ensures you maximise value while addressing risks such as data gaps, scalability challenges, and ethical concerns.

Outputs:

- AI Readiness Assessment Report with gap analysis.

- Prioritised AI Use Case Recommendations.

- Generative AI Roadmap with phased implementation plans.

- Governance Framework for responsible AI adoption.

- Enablement Plan for employee readiness and adoption.

Benefits:

- Accelerated value realisation from AI-enabled workflows.

- Improved data quality and governance to support AI initiatives.

- Mitigated risks through ethical and regulatory compliance.

- Strategic alignment of AI capabilities with business objectives.