

A green alien with large, bulging eyes filled with binary code (0s and 1s) is peeking over a grey stone wall. A bright yellow beam of light from a UFO above illuminates the scene. The background features a dark teal city skyline with silhouettes of buildings and a tower. The title 'TASSOC 51.' is written in large, white, 3D block letters, and the subtitle 'DECODING THE FUTURE OF IT' is in smaller, yellow, 3D block letters below it.

# TASSOC 51.

DECODING THE FUTURE OF IT



# Laying the Groundwork for AI Success

**Brett Karl**

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## Brett Karl

### VP, Solutions & AI GTM GlideFast Consulting

- 8 years leading Platform Architects @ ServiceNow
- 4 years leading AI, Solutions, & Partnerships @ GlideFast Consulting
- 200+ enterprise ServiceNow projects delivered across public and private sectors
- Frequent Host of GlideChat Podcast Series





# TASSOC 51

DECODING THE FUTURE OF IT

5,000+

ServiceNow®  
Certifications



600+

Expert  
Consultants

4.7+/5

CSAT Score



3,000+

Successful  
Projects

servicenow.

**ELITE**  
Partner

Consulting &  
Implementation

servicenow.

**PLATFORM**  
Partner

Build

servicenow.

**PREMIER**  
Partner

Reseller

servicenow.

Built on ServiceNow  
Solution

servicenow.

Built with ServiceNow  
Offering

13 Product Line  
Achievements



Exclusively Focused  
on ServiceNow®  
Implementations



Fully certified by ServiceNow® in all  
platform workflows

4,000+

Years of  
ServiceNow®  
Experience



# World-Class servicenow. Services

Our team cares about your organization and the success of your ServiceNow® platform.

- SPM
- GRC/IRM
- SecOps
- ITAM
- ITOM
- ITSM
- HR
- CSM / CRM
- Industry Apps
- UX

## Solutions as a Service

We have helped **over 830 clients** — many of whom are Fortune 500 companies — achieve top results by providing the following tailored solutions and professional services.

-   
Integrations
-   
Implementations
-   
App Development
-   
Managed Support Services
-   
Remote Services
-   
Advanced Training
-   
Advisory Services
-   
Change Enablement
-   
Design Services



# TASSOC 51

## DECODING THE FUTURE OF IT

## GlideFast's Expertise & Sustainable Approach

Our dedicated COEs provide consistent experiences Innovative approaches, and rapid enablement for workflow capabilities from ServiceNow®.

### IRM/GRC

Certified Implementation Specialist – Risk, Vendor & Compliance Management: **29**

Certified Implementation specialist – SIR and VR: **32**

### SPM & APM

Certified Implementation Specialist – Project Portfolio Management: **45**

Certified Implementation Specialist - APM: **22**

### CSM / CRM

Certified Implementation Specialist – CSM / CRM & FSM: **102**

Suite Certification - CSM / CRM Professional: **84**

### ITOM

Certified Implementation Specialist – Event Management: **45**

Certified Implementation Specialist – Service Mapping: **37**

Certified Implementation Specialist – Discovery & Cloud Provisioning: **108**



### ITSM

Certified Implementation Specialist - IT Service Management: **316**

Certified Implementation Specialist - Suite Certification - ITSM Pro: **142**

### HR

Certified Implementation Specialist – Human Resources: **74**

Suite Certification - HR Professional: **67**

### ITAM

Certified Implementation Specialist Hardware Asset Management: **108**  
Software Asset Management: **66**



# TASSOC 51

DECODING THE FUTURE OF IT

## Our Certified Strength in ServiceNow Solutions



|                                                                                                      |                                                                                                   |                                                                                                          |                                                                                                          |                                                                                                   |
|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| <div>servicenow.</div> <div>Validated Practice ✓</div> <div>IT Service<br/>Management<br/>AMS</div>  | <div>servicenow.</div> <div>Validated Practice ✓</div> <div>Human<br/>Resources<br/>AMS</div>     | <div>servicenow.</div> <div>Validated Practice ✓</div> <div>Integrated Risk<br/>Management<br/>AMS</div> | <div>servicenow.</div> <div>Validated Practice ✓</div> <div>ITOM<br/>Visibility<br/>AMS</div>            | <div>servicenow.</div> <div>Validated Practice ✓</div> <div>Hybrid<br/>Project Mgmt<br/>AMS</div> |
| <div>servicenow.</div> <div>Validated Practice ✓</div> <div>Vulnerability<br/>Response<br/>AMS</div> | <div>servicenow.</div> <div>Validated Practice ✓</div> <div>Software<br/>Asset Mgmt<br/>AMS</div> | <div>servicenow.</div> <div>Validated Practice ✓</div> <div>Customer<br/>Service Mgmt<br/>AMS</div>      | <div>servicenow.</div> <div>Validated Practice ✓</div> <div>Security Incident<br/>Response<br/>AMS</div> |                                                                                                   |



# TASSOC 51

## DECODING THE FUTURE OF IT

servicenow.

Built on  
ServiceNow  
Solution

## Highlighting Our Success Across Industries

### Industries We Empower

-  Education
-  Energy and Utilities
-  Financial Services
-  Government
-  Healthcare
-  Manufacturing
-  Nonprofit
-  Retail Service Providers
-  Telecommunications, Media, and Technology

### Solutions That Transform

#### Asses IT



AI  
Readiness  
(ITSM)



AI  
Readiness  
(CSM)



AI  
Readiness  
(Platform)



AI  
Readiness  
(PSDS)



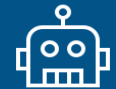
CMDB  
Health  
Assessment



ITOM  
Workshop  
Assessment



Multi-  
Platform  
Assessment



**New!**  
UI Path → RPA  
Migrator

#### FastTrack



HRSD  
Accelerator



CSM  
Accelerator



GRC + UCF  
FastTrack



Cherwell - ServiceNow  
Accelerator



ATO  
Accelerator

#### Hosting



Commercial  
Hosting Mgt



Federal  
Hosting Mgt

#### Strategic



Back in  
the Box



Organizational  
Change  
Strategy



Journey  
Maps



Cloning /  
Upgrade  
Strategy



Enterprise Service  
Management  
(CSDM) Planning



Mergers,  
Acquisitions  
& Divestitures



Comprehensive  
Governance  
Strategy



## NowAssist / Agentic Customers

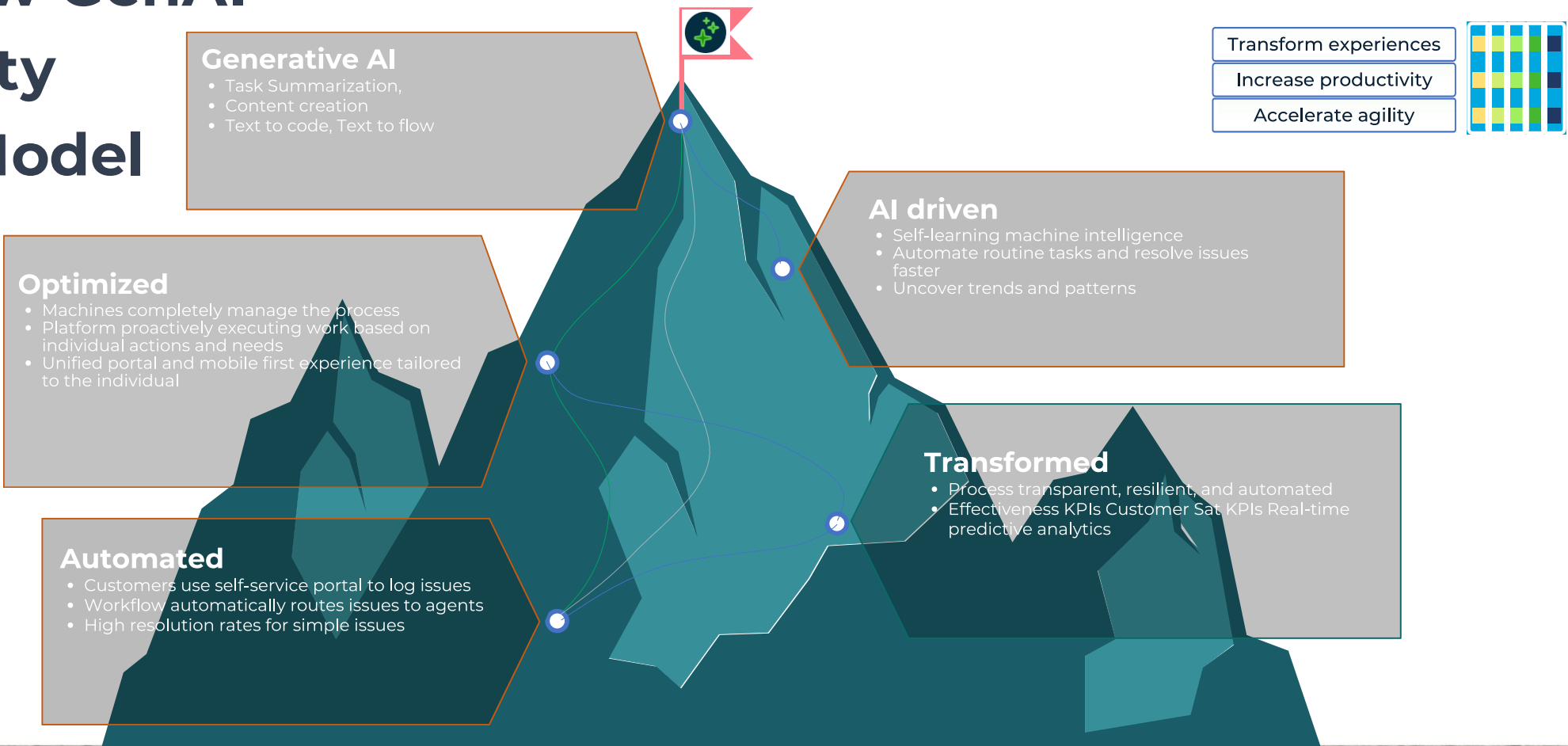




# ServiceNow GenAI

## Productivity

## Maturity Model





# Making Sense of the Stack: What's the Difference?

**Automation**

Rule-based execution of predefined tasks

Workflow / Flow Designer

**Integrations**

Connecting systems to exchange data and trigger actions

MID Server, Integration Hub

**Machine Learning**

Algorithms that detect and make predictions

**Predictive Intelligence**

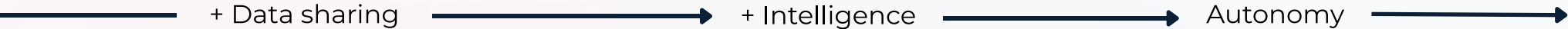
**AI**

Broader category combining ML, NLP, GenAI and decision logic

**Now Assist:**  
Summarization, GenAI search

**AgenticAI**

Autonomous AI agents that preform multi-step tasks on a user's behalf



## Why AI Readiness Matters



AI Readiness ensures operationalization and value realization



Clean, centralized data



Robust governance & security



Validated measurement model



Change readiness & user adoption

## AI Readiness Components

**Assess ServiceNow  
platform, CMDB,  
Knowledgebase, and  
Service Catalog for GenAI**

**Validate license  
alignment and Now  
Assist eligibility**

**Score readiness across  
people, process, and  
tech**

**Recommend go/no-go  
paths for safe rollout**

**Deliver AI roadmap tied  
to business outcomes**

## AI Readiness in Action: What the Assessment Uncovered

 **No ITSM  
Pro Plus —  
Now Assist  
unavailable**

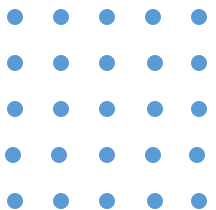
 **4,000+  
catalog items,  
no structure  
or ownership**

**Outdated  
KB — no  
retirement  
workflow**

 **3M+ CIs —  
unnormalized,  
unreliable  
CMDB**

 **No Asset  
Mgmt or  
HAM in place**

 **Sparse,  
inconsistent  
platform data**



## Finding Value in a BVA



### DIAGNOSE READINESS & OPPORTUNITY

Identify gaps in data, workflows, and licensing that impact AI adoption.



### QUANTIFY IMPACT

Model cost, effort, and value tied to high-frequency, automatable use cases.



### PRIORITIZE THE RIGHT USE CASES

Focus on problems AI can solve today—not just aspirational concepts.



### BUILD A REALISTIC ROADMAP

Deliver a phased rollout plan aligned to your capabilities and capacity.



### ENABLE EXECUTIVE ALIGNMENT

Arm stakeholders with a business case to justify AI investments.

## Business Value Assessment (BVA) Components

Set the foundation for  
AI funding and  
prioritization

Quantify value with  
ROI modeling and  
effort scoring  
prioritization

Review the inherent  
costs associated with a  
help desk and business  
functions

Identify high-impact AI  
use cases across  
ServiceNow modules

Facilitate  
exec/stakeholder  
alignment workshops

Deliver AI roadmap  
tied to business  
outcomes

## BVA: Identifying Real ROI Opportunities

**\$6 avg. ticket cost** × high volume = costly support

**60 help desk agents** managing ~600k tickets/year

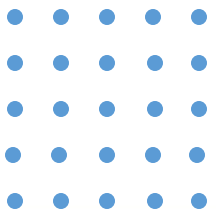
Majority of incidents are **repeatable & automatable**:

- 32% Password Resets
- 24% Authorization Requests
- 18% Account Lockouts
- 15% Laptop Requests
- 11% License Procurement

**Now Assist + Agentic AI** = significant deflection potential

Modeled ROI: **\$1.3M+** in potential annual savings

**Prioritized use cases + roadmap** for fast rollout



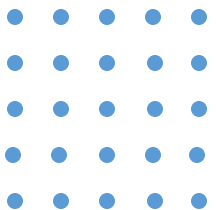
## Key Takeaways

AI Readiness is the  
first step — not a  
checkbox

Agentic AI drives real  
operational value

BVA connects  
strategy to outcomes

The biggest risks  
come from what you  
don't know





# Questions and Answers



# TASSCO 51.

DECODING THE FUTURE OF IT

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Elite Partner of the Year  
2022 & 2023



# Thank you.

