



IT Service Management is
No Longer the ‘**Boring
Plumbing**’ of Tech
Organizations

About me

Saaniya Chugh

ServiceNow Enthusiast, Community Builder, Mentor, Upcoming Author



- 10 years of Industry Experience
- Working as a Senior Technical Consultant in the ServiceNow Impact Team in Canada
- Host ServiceNow community meetups in Toronto and Montreal. Guide newcomers and career switchers into the ecosystem.
- Find my blogs on Hacker Noon and my LinkedIn Newsletter
- Upcoming books on AI in ITSM and Navigating Your Career in ServiceNow.
- In my free time, you will either find me in the gym or stuck to my couch. No grey areas!

Why Does **ITSM** Still Feels Outdated?



**LEGACY
PERCEPTIONS**

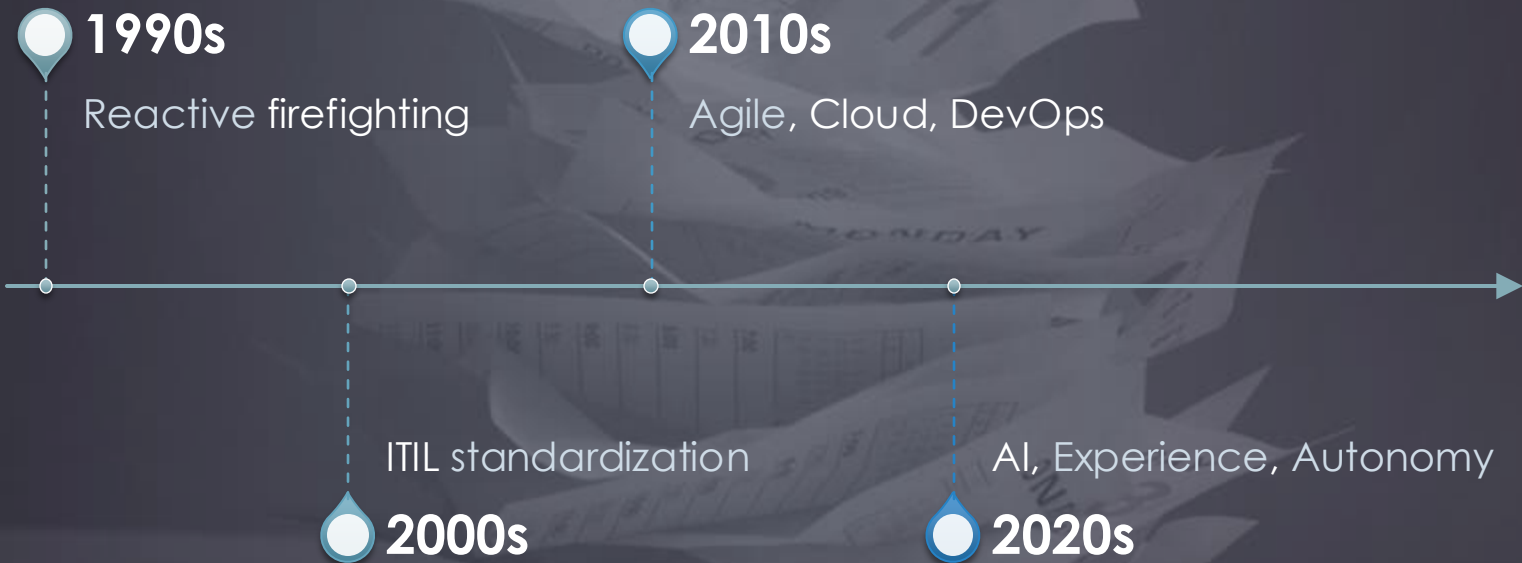


**OVER-RELIANCE
ON TOOLS**



**SILOED
OPERATIONS**

The **Evolution** of ITSM



What Changed?



Tech explosion: SaaS,
hybrid, edge, AI



User expectations:
Netflix-level ease



Business demand:
Speed with governance



The **New** **Role** of ITSM

- ▶ Legacy ITSM → **Modern ITSM**
- ▶ Ticket-driven → **Experience-focused**
- ▶ Reactive → **Predictive**
- ▶ Tool-specific → **Cross-enterprise**
- ▶ Siloed → **Strategic**

Real-World **Impact**



**24% faster issue
resolution (ServiceNow,
2024)**



**31% higher employee
satisfaction**



**60% L1 workloads now
handled by AI**

AI Agents & Autonomy

Virtual agents
handle 60% of
L1 tickets

Predictive risk
analysis

GenAI
summaries &
KBs

Humans in the
loop, not out

- 
- ▶ SLAs → XLAs
 - ▶ Map digital journeys, not just pings
 - ▶ Measure friction, not just failures

Experience
is the New
Uptime

The Modern ITSM Skillset



Logging → Data
storytelling



Docs → Self-
healing design



SLA admin →
Experience coach



Approvals → AI
risk advisor

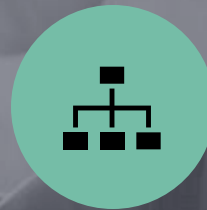
Future Vision



SELF-HEALING
WORKFLOWS



AUTONOMOUS
ONBOARDING



ALWAYS-ON
GOVERNANCE



INVISIBLE.
INTELLIGENT.
TRUSTED.

Call to Action



Audit your ITSM maturity



Pilot AI responsibly



Track experience metrics



Re-skill your teams



Q&A

Thank You. **Merci.** Arigato.



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ME ON **LINKEDIN**



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BOOK:

ServiceNow's Intelligent IT Service Management: A Comprehensive Guide To Implementing The Platform's AI Capabilities For IT Managers

The days of boring plumbing are over. Let's reimagine **ITSM** together.