



Operational Technology Management

With the rise of Industry 4.0, technologies in manufacturing environments are increasingly complex and integrated. However, manufacturers are often still dependent on manual processes and legacy knowledge to maintain their critical Operational Technology (OT) environment. It's challenging to gain a complete picture of operational technology—let alone efficiently secure, monitor, and manage it all.

In an era of connected manufacturing, this approach just doesn't scale, especially with growing cybersecurity threats, a coming wave of worker retirements, and a need to maximize the productivity of people and systems. The process is rife with the potential for unplanned downtime.

Operational Technology Management from ServiceNow provides a complete and contextual view of OT systems, so you can keep them secure—and up and running. Then, you can connect your operational technology to production processes and digital workflows to rapidly respond and recover from any incident or change.

Enter ServiceNow, a single system of action for manufacturing

Asset Discovery and Mapping

Manually tracking OT assets doesn't always offer a comprehensive view of the OT infrastructure. With ServiceNow, you can automate the process of finding and mapping OT assets, and their relationships, gaining a full, contextual view of your OT environment. Ultimately, you gain a view of your OT asset relationships with automatic asset mapping, making it easy to manage OT environments and pinpoint underlying causes of issues and potential threats to the system.

Change Management

Take control of your OT environment. Use a single system of action to track everything in your OT environment, from robotics update requests to new sensor connections. With this approach, you can correlate data and have the knowledge to seamlessly update, communicate, and track changes.

Vulnerability Management

Failure to address and mitigate vulnerabilities are a major cause of security breaches in operational technology. Make ServiceNow your platform for managing and protecting operational technology. You can identify issues and automate actionable alerts to address problems before they even occur. Easily visualize vulnerabilities and resolve issues based on urgency and importance. Understanding your OT environment and security posture at scale is the quickest and most effective way to mitigate unplanned downtime.

Digital Workflows for OT Assets

After you gain full visibility of your operational technology, you use digital workflows to capture institutional knowledge and automate and digitize processes across the enterprise. Extend digital workflows to your OT environment, turning insights into action and connecting the right people at the right time with the right information.

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