teiva
systems

Your Gateway to AI-Enhanced Service and Operations Management

Transform your workflows with Gen AI Assistance and elevate your organizational efficiency

Break out of inefficient service operations, technology management, and business processes by integrating AI assistants into your workflows.

GenAI Assistance for ServiceNow addresses following challenges

Operational Inefficiencies

With 25% of IT professionals citing inefficient processes as a key challenge, the platform dramatically enhances operational efficiency in managing and resolving IT service issues.

Delayed Decision-Making

In an environment where 30% of businesses suffer from slow decision-making due to data overload, GenAI provides AI-driven insights for rapid, informed IT operations.

Knowledge Dissemination Gaps

Addressing the fact that nearly 40% of employees struggle with poor knowledge sharing, the platform automates the conversion of complex resolutions into accessible and valuable knowledge resources.

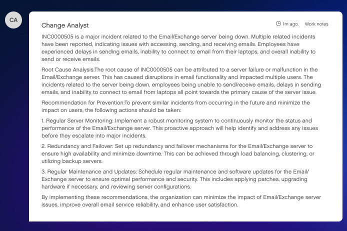
AI Assistant: Major Incident Root Cause Analysis and Summary

Quickly analyzes and summarizes incidents, providing root cause analyses and preventive recommendations.
Can handle increasing volumes of incidents, adapting to diverse IT environments.

- Mean Time to Resolve (MTTR) reduction by up to 20-30%.
- First Contact Resolution Rate increases due to more efficient initial analysis.
- Incident Response Time improves and contributes to faster change management.

Processing Child Incidents
Processing service context
Include process guidelines

Analyze Change Request



CA

Change Analyst — 1m ago. Work notes

INC0000505 is a major incident related to the Email/Exchange server being down. Multiple related incidents have been reported, indicating issues with accessing, sending, and receiving emails. Employees have experienced delays in sending emails, inability to connect to email from their laptops, and overall inability to send or receive emails.

Root Cause Analysis:The root cause of INC0000505 can be attributed to a server failure or malfunction in the Email/Exchange server. This has caused disruptions in email functionality and impacted multiple users. The incidents related to the server being down, employees being unable to send/receive emails, delays in sending emails, and inability to connect to email from laptops all point towards the primary cause of the server issue.

Recommendation for Prevention:To prevent similar incidents from occurring in the future and minimize the impact on users, the following actions should be taken:

1. Regular Server Monitoring: Implement a robust monitoring system to continuously monitor the status and performance of the Email/Exchange server. This proactive approach will help identify and address any issues before they escalate into major incidents.

2. Redundancy and Failover: Set up redundancy and failover mechanisms for the Email/Exchange server to ensure high availability and minimize downtime. This can be achieved through load balancing, clustering, or utilizing backup servers.

3. Regular Maintenance and Updates: Schedule regular maintenance and software updates for the Email/Exchange server to ensure optimal performance and security. This includes applying patches, upgrading hardware if necessary, and reviewing server configurations.

By implementing these recommendations, the organization can minimize the impact of Email/Exchange server issues, improve overall email service reliability, and enhance user satisfaction.

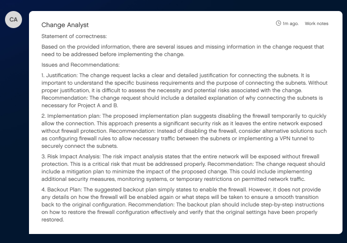
AI Assistant: Change Request Completeness and Correctness Verification

Assesses change requests for validity and completeness, ensuring IT infrastructure integrity.
Scales to accommodate varying sizes and complexities of change requests.

- Change Success Rate increases by up to 10-20%.
- Reduction of Emergency Changes due to better initial scrutiny and planning.
- Implementation time is reduced through effective change assessment and approval.

Processing Change Request
Include process guidelines

Analyze Change Request



CA

Change Analyst — 1m ago. Work notes

Statement of correctness:

Based on the provided information, there are several issues and missing information in the change request that need to be addressed before implementing the change.

Issues and Recommendations:

1. Justification: The change request lacks a clear and detailed justification for connecting the subnets. It is important to understand the specific business requirements and the purpose of connecting the subnets. Without proper justification, it is difficult to assess the necessity and potential risks associated with the change. Recommendation: The change request should include a detailed explanation of why connecting the subnets is necessary for Project A and B.

2. Implementation plan: The proposed implementation plan suggests disabling the firewall temporarily to quickly allow the connection. This approach presents a significant security risk as it leaves the entire network exposed without firewall protection. Recommendation: Instead of disabling the firewall, consider alternative solutions such as configuring firewall rules to allow necessary traffic between the subnets or implementing a VPN tunnel to securely connect the subnets.

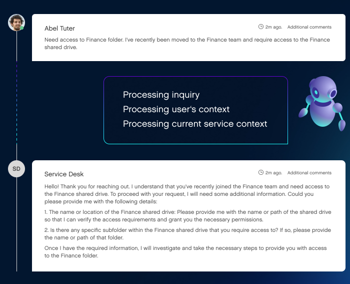
3. Risk Impact Analysis: The risk impact analysis states that the entire network will be exposed without firewall protection. This is a critical risk that must be addressed properly. Recommendation: The change request should include a mitigation plan to minimize the impact of the proposed change. This could include implementing additional security measures, monitoring systems, or temporary restrictions on permitted network traffic.

4. Backout Plan: The suggested backout plan simply states to enable the firewall. However, it does not provide any details on how the firewall will be enabled again or what steps will be taken to ensure a smooth transition back to the original configuration. Recommendation: The backout plan should include step-by-step instructions on how to restore the firewall configuration effectively and verify that the original settings have been properly restored.

AI Assistant: User Inquiry and Incident Clarification

Identifies gaps in incident reports, asking users for specific additional information.
Analyses a wide range of incident types and user queries considering user context.

- Average Resolution Time decreases by 10-20%
- User Satisfaction Score increases by more efficient communication processes.
- SLA Compliance Rate improves, as more precise information leads to quicker resolutions.



Abel Tuter — 2m ago. Additional comments

Need access to Finance folder. I've recently been moved to the Finance team and require access to the Finance shared drive.

Processing inquiry
Processing user's context
Processing current service context

SD

Service Desk — 2m ago. Additional comments

Hello! Thank you for reaching out. I understand that you've recently joined the Finance team and need access to the Finance shared drive. To proceed with your request, I will need some additional information. Could you please provide me with the following details:

1. The name or location of the Finance shared drive: Please provide me with the name or path of the shared drive so that I can verify the access requirements and grant you the necessary permissions.

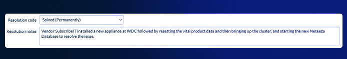
2. Is there any specific subfolder within the Finance shared drive that you require access to? If so, please provide the name or path of that folder.

Once I have the required information, I will investigate and take the necessary steps to provide you with access to the Finance folder.

AI Assistant: Knowledge Article Creation from Resolved Incident

Transforms incident resolutions into structured knowledge articles, enhancing the organization's knowledge base.
Handles an increasing volume of incidents and diversifying resolution methods.

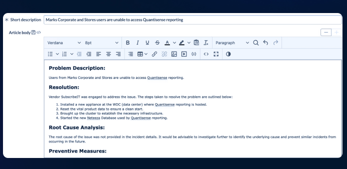
- Time to Publish Knowledge Articles reduces by about 20-30% with a streamlined the process from incident resolution to knowledge sharing.
- More accurate and useful content, indirectly supports SLA attainment in incident resolution.



Resolution code: Solved (Permanently)
Resolution notes: Vendor SubscribeIT installed a new appliance at WDC followed by resetting the vital product data and then bringing up the cluster, and starting the new Neteeza Database to resolve the issue.

Processing Incident resolution
Include process guidelines

Suggest an Article



Short description: Marks Corporate and Stores users are unable to access Quantisense reporting

Problem Description:

Users from Marks Corporate and Stores are unable to access Quantisense reporting.

Resolution:

Vendor SubscribeIT was engaged to address the issue. The steps taken to resolve the problem are outlined below:

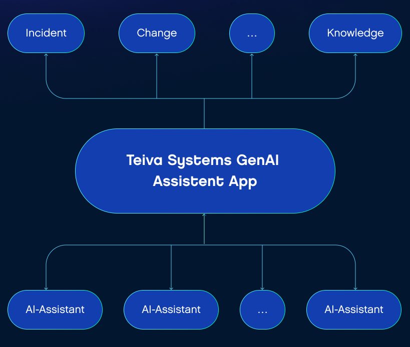
1. Installed a new appliance at the WDC (data center) where Quantisense reporting is hosted.
2. Reset the vital product data to ensure a clean start.
3. Brought up the cluster to establish the necessary infrastructure.
4. Started the new Neteeza Database used by Quantisense reporting.

Root Cause Analysis:

The root cause of the issue was not provided in the incident details. It would be advisable to investigate further to identify the underlying cause and prevent similar incidents from occurring in the future.

Preventive Measures:

GenAI Assistants for ITSM processes



Add multiple Assistants	Connect to various AI providers	Integrate into any process phase
Most urgent AI-Assistants are ready for use	Get Value from Day-1	Be LLM vendor independent
Fine-tune AI prompts within the app	Oversee the costs of each prompt	Start small, grow fast

GenAI Assistance Implementation Plan

Kick-Off

During the Kick-off phase, we'll guide you through a Free Consultation to understand your goals, followed by an immersive Workshop where ideas take shape. The Pilot phase serves as the initial flight test, ensuring your vision aligns seamlessly with our strategy.

Free consultation → Workshop → Pilot

Implementation

We will design the solution using the right tools, models and data to solve your business need.
We will integrate any required data sources, apply ML and LLM models that fit the task and seamlessly integrate it all in one cohesive solution.
If you are building an app, we will get it certified.

Solution Design | Data Integration | Model building

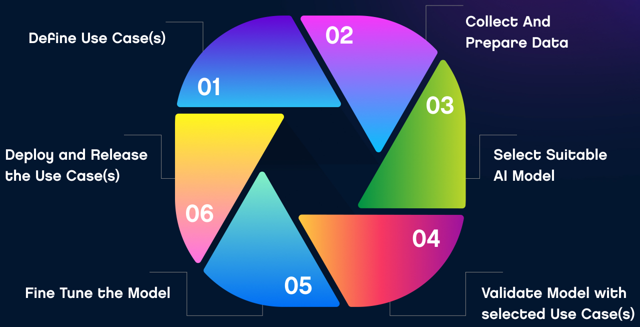
Solution integration | Testing & Refinement | Deployment and Certification

Support & Growth

We will be with you all the way, we will make sure that you can operate and grow the solution, support where you need us and work with your to solve more challenges,
Because once you realize what modern AI can do, you will see many more opportunities.

Training | Support | Expansion

Our GenAI project approach



Further Use Cases and AI Assistants in ITSM space

Incident Management

- Initial incident logging and categorization.
- Detailed incident analysis for complex or recurring issues.
- Aggregating information from related incidents for comprehensive analysis.

Change Management

- Identifying potential conflicts associated with proposed changes.
- Automating approvals while flagging complex changes for manual review.
- Automated Proposal for Standard Changes

Service Request Management

- Automated responses for common queries or simple requests.
- Routing requests to appropriate departments or personnel.
- Following up on incomplete or unclear service requests.

Problem Management

- Analysis of incidents to identify underlying problems.
- Recommending problem resolution strategies based on historical data.
- Monitoring for recurring issues to initiate proactive problem management.

Asset Management

- Automating asset tracking and updates.
- Monitoring asset performance and predicting maintenance needs.
- Updating asset records post-resolution of related incidents or problems.

User Communication and Engagement

- Gathering additional information or clarifications from users.
- Providing status updates to users on their incident or service request.
- User satisfaction surveys post-resolution.

Next Steps

- Transform your ITSM processes with GenAI Assistance and elevate your organizational efficiency.
- Start your journey towards an AI-enhanced future by scheduling a demo with our team today.
- Let GenAI Assistance streamline your IT operations and pave the way for smarter service management.

Talk with Our Experts

Kostya Bazanov

Co-Founder & Director at Teiva Systems Germany

Kostya has been developing and extending the business footprint of Teiva Systems in the DACH region. Being a trusted advisor and a ServiceNow solution architect since 2012, he offers reliable and quality business and IT solutions, products, and services to our clients.

Alexey Klimenko

Co-Founder & CEO at Teiva Systems USA

Alexey, a tech entrepreneur for 20 years, applies passion for AI, IoT, and automation. Since 2007, a ServiceNow Architect, excelling in Java, .Net, cloud solutions, MDM. Drives innovation, delivering massive value.

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Partner
Build