

WEBINAR BRIEF

Operational Technology Management for Manufacturing

James Destro, Global Head of Manufacturing Products, ServiceNow

Karan Shrivastava, Product Management Lead, Service Now

in partnership with

servicenow®

Overview

Manufacturers are adopting more digital tools to increase their productivity. While many solutions are connected inside and outside of an organization, there are still many disconnects between systems and platforms, especially among information technology (IT), operational technology (OT), and existing partners.

ServiceNow's Operational Technology Management solution helps connect the disparate IT and OT components across an organization, improving experiences and outcomes across the manufacturing value chain. By bringing the IT trust of ServiceNow to the OT experts in the plant, manufacturers are seeing increased visibility across all of their assets, improved management of these assets, and better security and governance, all of which help drive increased productivity and revenues as well as lower costs.

James Destro and Karan Shrivastava discussed how ServiceNow's Operational Technology Management solution benefits manufacturers.

Key Takeaways

Manufacturers are embracing digital transformation across the enterprise.

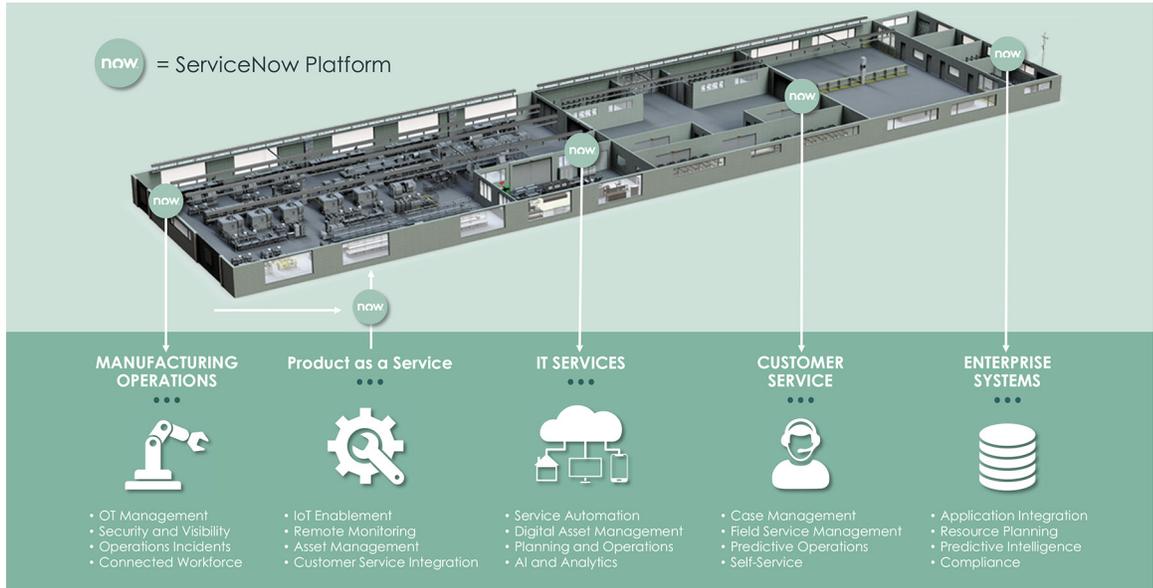
Manufacturers are working to reduce costs and grow revenue, while also keeping up with a changing environment. Recognizing that transformation is an imperative, many manufacturers are embracing digitization across the enterprise to help them improve business processes.

Factors Driving a Changing Manufacturing Environment

- IT/OT convergence, sharing best practices, processes, and expertise across IT and OT.
- Industry 4.0, automating traditional manufacturing processes.
- COVID-19, which is changing how the workforce and customers are interacting with the business.
- An aging workforce and the skills gaps that are occurring as long-time employees retire.
- Servitization, driving manufacturers to sell not just products, but associated services as well.

ServiceNow is helping manufacturers address these challenges as they shift to a digitized enterprise. In addition to manufacturing operations, including OT management, ServiceNow offers solutions across the manufacturing enterprise, including product-as-a-service, IT services, customer service, and enterprise systems.

Figure 1: ServiceNow digitizes the manufacturing enterprise



Operational Technology Management provides full visibility across the shop floor.

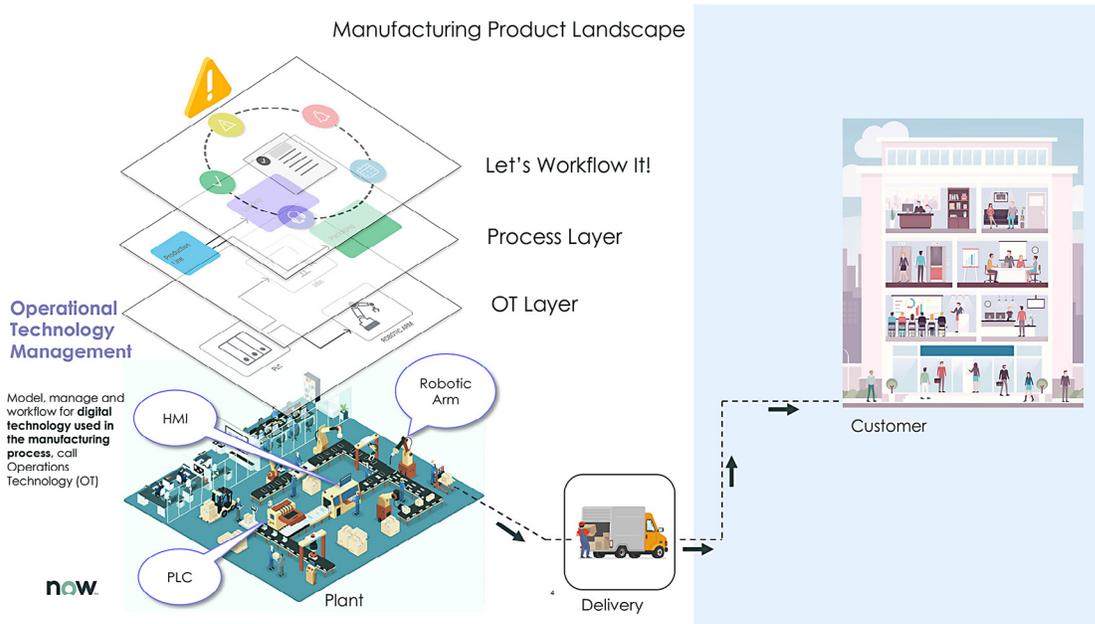
ServiceNow's Operational Technology Management solution leverages the core functionality of the ServiceNow platform for the manufacturing space. The solution provides full visibility across the entire shop floor through OT visibility, OT service management, and OT security and governance.

Table 1: ServiceNow's Operational Technology Management key features

OT visibility	Improves OT asset availability with a digital view of all OT assets, where they are, how they are configured, and their current state of health.
OT service management	Improves responses to all OT service requests with incident, request, problem, and change management.
OT security and governance	Reduces risk and increases compliance in the OT environment with vulnerability detection and response.

The OT Management solution starts on the shop floor, managing the technologies used there, including robotic arms, human machine interfaces (HMIs), supervisory control and data acquisition (SCADA) systems, programmable logic controls (PLCs), and other devices. Visibility into all of these assets is built into the OT layer, while the process layer enables workflows and automation, removing the pain and expense of typically manual operations.

Figure 2: ServiceNow Operational Technology Management begins with the shop floor



ServiceNow's OT capabilities fit in the existing manufacturing landscape.

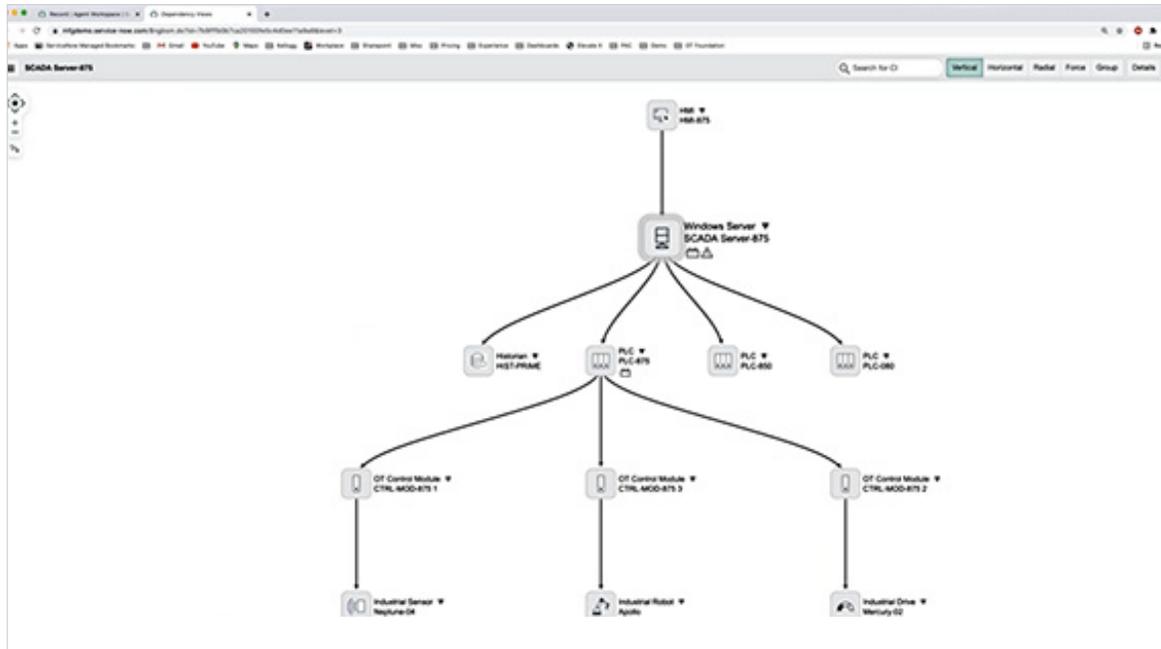
While ServiceNow doesn't offer an OT system, the OT Management solution fits into and integrates with existing OT environments used by manufacturers today. This provides three main outcomes for customers: visibility, security, and overall system availability.

- **Visibility.** Through discovery and integration, ServiceNow provides full visibility into OT assets across the business, as well as interfaces, data flow, how assets are connected, and how the assets impact the manufacturing process.
- **Security.** ServiceNow also receives vulnerability and security incident information, enabling organizations to use proactive and reactive workflows to protect and respond to incidents.
- **Availability.** ServiceNow drives specific requirements around OT change management and OT configuration compliance to ensure that systems remain available and compliant.

The dependency view is a simple way to visualize the business criticality of an asset. It's also very powerful to visualize the liability; if the asset goes down, what systems get affected.

Karan Shrivastava, Service Now

Figure 3: Visibility includes dependency structures, allowing manufacturers to understand how asset availability impacts other assets across the business.



OT Management brings the IT trust of ServiceNow to the OT experts in plants.

ServiceNow's manufacturing customers are benefiting from the IT trust and power that come with the ServiceNow brand and its products as it converges with the OT expertise within the plants.

Benefits of OT Management: Moving from IT to OT with ServiceNow

- Increased system availability through improved response and recovery.
- More control over distributed operations.
- Stronger security, by integrating cybersecurity across IT and OT.
- Improved plant safety, particularly as safety flows from security across the business.
- Better risk management and consistent risk management across technology domains.
- Decreased reliance on organizational knowledge; best practices are digitized so they do not have to be passed along across generations of workers.
- Lower operating costs as redundant resources are eliminated.

Overall, ServiceNow is reducing the operating costs toward the redundant and very manual process of maintaining these environments.

James Destro, ServiceNow

ABOUT OUR SPONSOR

With **ServiceNow**, manufacturers unlock the full benefits of digitization with a unified system of action. With one platform, manufacturers connect people, processes, and technologies, then reinvent manufacturing workflows and improve experiences across the value chain—operations, customers, employees and suppliers. Ultimately, they reduce costs and find new growth opportunities.

To learn more: www.servicenow.com