

On daro

ServiceNow Brazil: What's New, What Matters, and What's Next

Ondaro is the only pure play ServiceNow partner with fully certified resources across the platform



ITSM



ITOM



ITAM



HRSD



CRM



SPM



SECOPS



IRM



APP ENGINE

ENVISION

Business Transformation

Organizational Change Management

AI-Readiness

Platform Strategy & Governance

IMPLEMENT & DEVELOP

Platform Architecture & Engineering

Product Implementation

UX & UI Design

App Development

Data Management & Integrations

MANAGE & OPTIMIZE

Platform Operations

Enhancement Services

Product Management

Introductions



Ian Cahall

Associate Director, Principal
Architect

Ondaro



Ron Burt

ITSM Associate Director, Business
Solutions Consultant

Ondaro

Join the Conversation: Using Teams

Turn on Video

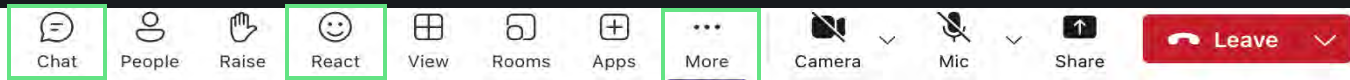
Let's get interactive and enjoy ourselves!

Unmute – Click the microphone icon to unmute and participate

Chat – Message everyone or just one person

Get Help – Use Chat

Show Captions - Click More, Language & speech, Show live captions



Agenda >

1. Introductions
2. Brazil Overview
3. Top 10 Changes
4. Beyond the Top 10 + ITOM
5. Preparation & Prioritization
6. Q&A & Closing

AUDIENCE POLL

Were you planning to upgrade to Brazil?

A

Yes, we already finished the upgrade and are exploring the new features.

B

Yes, we are beginning the steps for the upgrade.

C

We're contemplating it but aren't sure where to start.

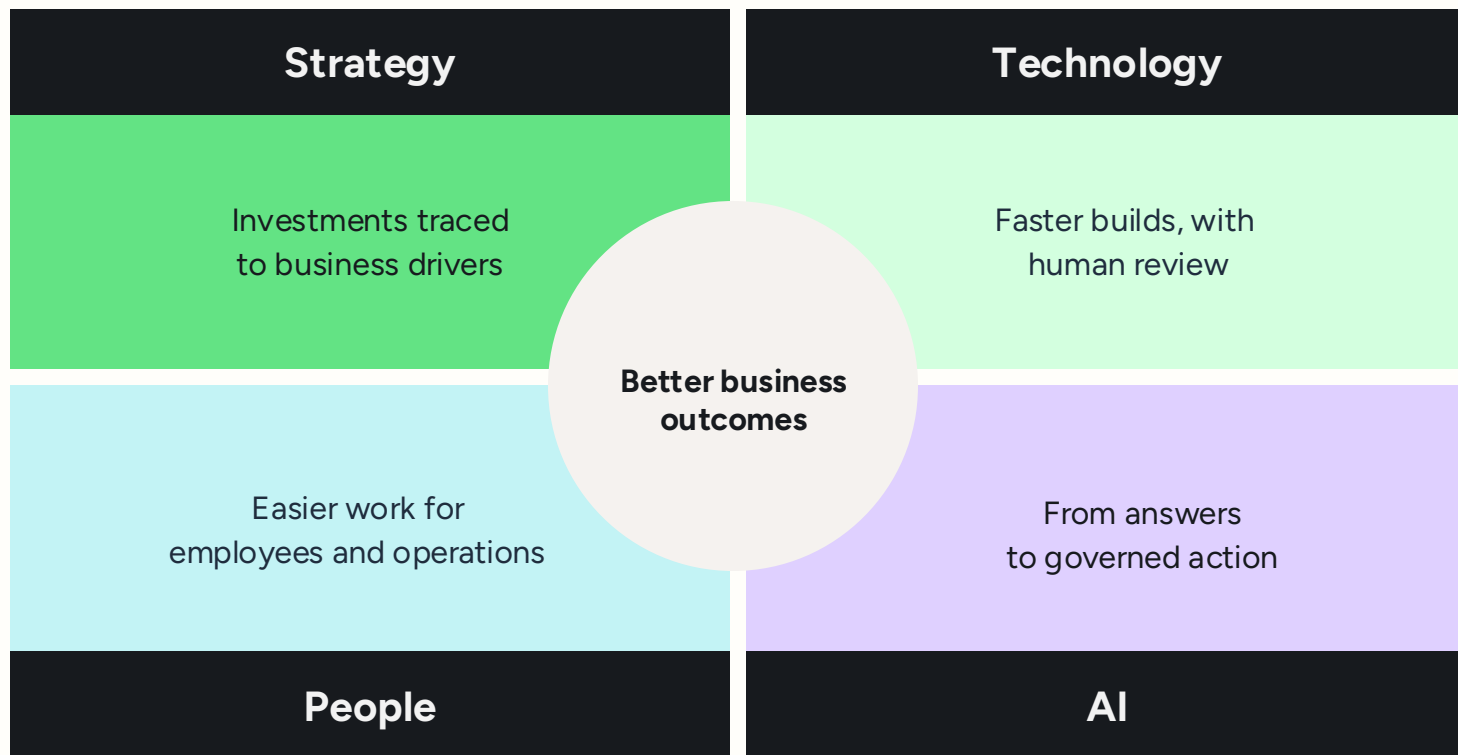
D

It wasn't on our radar, and we aren't sure if it's worth upgrading now.

Brand New Products in Brazil



Brazil: Key Elements



The Top 10 Changes That Matter



AI: Answers to Action

FEATURES 1–3

1. Autonomous Engineer & Build Agent
2. AI Agent Advisor & AI Admin Center
3. AI Desktop Actions



Strategy to Execution

FEATURES 4–6

4. MCP for Key Apps
5. Hybrid Project Management
6. USEM



Everyday Work, Easier

FEATURES 7–9

7. Employee Experience Connectivity
8. Asset Management Enhancements
9. Intelligent Approvals



Governing AI at Scale

FEATURE 10

10. AI Control Tower



AI Moves From Answers to Action

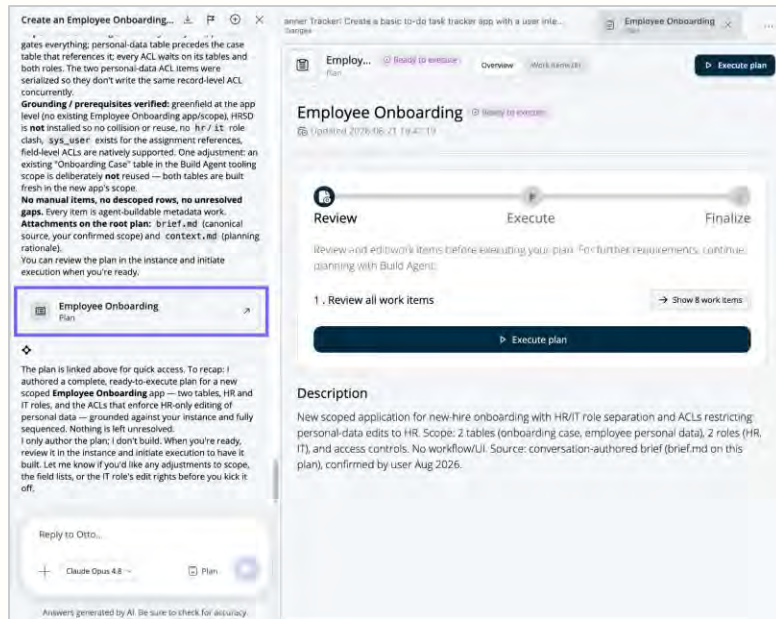
1. Autonomous Engineer & Build Agent

AI plans, builds, and tests. Developers approve and review.

Requirements become a plan with test criteria

Builds work items in parallel

Runs ATF tests, exports an update set



Autonomous Engineer plan for an Employee Onboarding app | Source: ServiceNow docs

2. AI Agent Advisor & AI Admin Center

Find where AI pays off before you build.

One place to set up AI

Readiness assessment for your instance

Ranked automation opportunities with est. savings

The screenshot displays the 'AI Agent Advisor' interface with the title 'Automation opportunities'. Below the title is a subtitle: 'Key automation opportunities to enhance your business workflows by evaluating volume, estimated costs, and potential time savings.' In the top right corner, there are two links: 'Change advisor settings' and 'View all (181)'. The main content area is a grid of six cards, each representing an automation opportunity. Each card includes an icon (a document with a checkmark), a title, a category (either 'Interaction' or 'Incident'), and two columns of data: 'Est. cost savings per year' and 'Est. time saved per year'. Each card also has a 'Review opportunity >' link at the bottom right.

Automation Opportunity	Category	Est. cost savings per year	Est. time saved per year
Mac admin access via self-service or remote session	Interaction	\$9,235,744	9,851,460 hrs
ServiceNow SSO token failures and authentication escalation	Interaction	\$7,003,772	7,470,690 hrs
Active Directory password reset and account unlock procedures	Interaction	\$4,540,907	4,843,634 hrs
Travel request access resolved via correct form submission	Interaction	\$4,463,943	4,761,539 hrs
Account lockouts in ServiceNow and Okta due to access issues	Interaction	\$4,079,120	4,351,061 hrs
MDM and Entitlement Data Sync and Mapping Errors	Incident	\$4,050,000	4,320,000 hrs

AI Agent Advisor automation opportunities | Source: ServiceNow docs

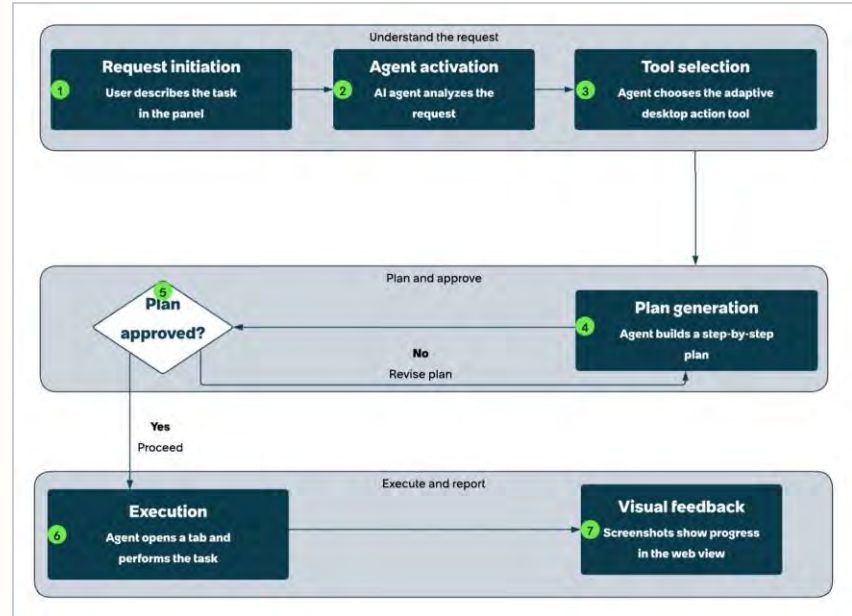
3. AI Desktop Actions

Automate the work that has no API.

Agents run multi-step desktop and web tasks

Users review the plan and give consent

New: macOS support, reusable skills



How adaptive desktop actions work | Source: ServiceNow docs



Connecting Strategy to Execution

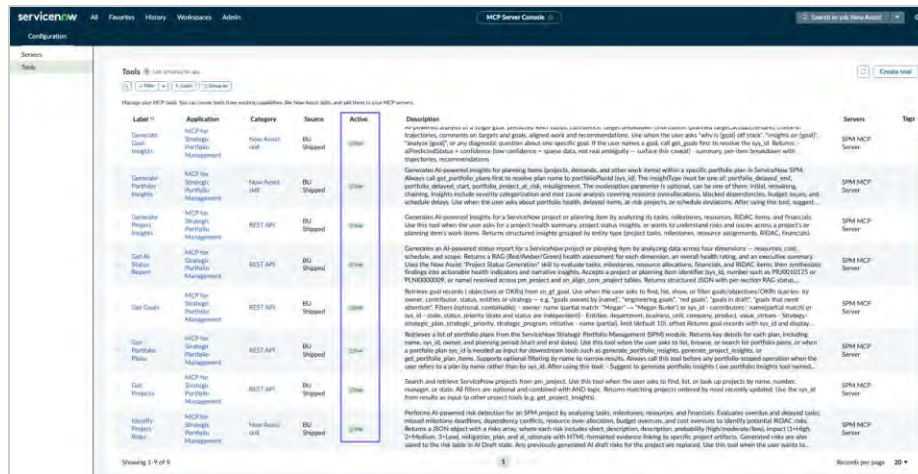
4. MCP for SPM, ITOM, ITSM, EA

Ask your data questions in plain language.

Tools for directly interfacing with your data

Works with approved AI clients

Respects existing ACLs and audit



Label	Application	Category	Source	Active	Description
ServiceNow Tool Insights	MCP Tool Strategy Portfolio Management	How Asset	BU	Shipped	Generate AI-powered insights for a ServiceNow project or planning item by analyzing its tasks, sub-tasks, resources, RDCAC items, and financials. Use this tool when the user asks for a project health summary, project status insights, or wants to understand risks and issues across a project or planning item's work items. Returns structured insights grouped by entity type (project tasks, milestones, resource assignments, RDCAC, financials).
Generate Portfolio Insights	MCP Tool Strategy Portfolio Management	How Asset	BU	Shipped	Generates AI-powered insights for planning items (projects, demands, and other work items) within a specific portfolio plan in ServiceNow SPM. Allows call get portfolio plans first to resolve plan name to portfolioPlanId key. The insightResponse must be one of portfolio, demand, and portfolio, demand, start, portfolio, project, at risk, misalignment. The reduction parameter is optional. Can be one of them: initial, remaining, changing. Insights include severity categorization and root cause analysis covering resource overallocations, blocked dependencies, budget issues, and schedule delays. Use when the user asks about portfolio health, assigned items, at-risk projects, or schedule deviations. After using this tool, suggest...
Generate Project Insights	MCP Tool Strategy Portfolio Management	REST API	BU	Shipped	Generates AI-powered insights for a ServiceNow project or planning item by analyzing its tasks, sub-tasks, resources, RDCAC items, and financials. Use this tool when the user asks for a project health summary, project status insights, or wants to understand risks and issues across a project or planning item's work items. Returns structured insights grouped by entity type (project tasks, milestones, resource assignments, RDCAC, financials).
Get All Status Report	MCP Tool Strategy Portfolio Management	REST API	BU	Shipped	Generates an AI-powered status report for a ServiceNow project or planning item by analyzing data across four dimensions: resources, costs, schedule, and scope. Returns a RAG (Red/Amber/Green) health assessment for each dimension, an overall health rating, and an executive summary. Use the New Asset 'Project Status Generator' tool to evaluate tasks, milestones, resource allocations, financials, and RDCAC items, then synthesize findings into actionable health indicators and narrative insights. Accepts a project or planning item identifier key, id, number such as P00000000000000000000, or name resolved across per project and on-align item, project tables. Returns structured JSON with per-section RAG status...
Get Costs	MCP Tool Strategy Portfolio Management	REST API	BU	Shipped	Retrieve cost details (allocation or OTC) from an id key. Use when the user asks to find, list, review, or filter cost-allocation/OCT queries by owner, contributor, status, metrics or strategy - e.g. "Spills owned by (name)", "underpinning goal", "red goal", "goals in draft", "goals that need attention". Filter dimensional, contributor, owner, name, start to match "name" - "Name Budget" or yes, id, contributor, name, start to match "name", id, state, status, priority (state and status are independent). Entities: Agreement, business unit, company, product, view, view, Strategy, strategy, plan, strategy, strategy, program, initiative, name, period, last (default 10, other before last goal records with yes, id and display. Returns a list of portfolio plans from the ServiceNow Strategy Portfolio Management (SPM) module. Returns key details for each plan, including name, yes, id, owner, and planning period (start and end dates). Use this tool when the user asks to find, review, or search for portfolio plans, or when a portfolio plan yes, id is needed as input for downstream tools such as generate portfolio insights, generate project insights, or get portfolio plan items. Supports optional filtering by name to narrow results. Always call this tool before any portfolio-related operation when the user refers to a plan by name rather than by yes, id. After using this tool, suggest to generate portfolio insights (see portfolio insights tool name)...
Get Portfolio Plan	MCP Tool Strategy Portfolio Management	REST API	BU	Shipped	Search and retrieve ServiceNow projects from pm, project. Use this tool when the user asks to find, list, or look up projects by name, number, manager, or state. All filters are optional and combined with AND logic. Returns matching projects ordered by most recently updated. Use the yes, id from results as input for other project tools like get project insights.
Get Project	MCP Tool Strategy Portfolio Management	REST API	BU	Shipped	Perform AI-powered risk detection for an SPM project by analyzing tasks, sub-tasks, resources, and financials. Evaluates overdue and delayed tasks, resource overallocations, dependency conflicts, resource new allocations, budget overruns, and cost overruns to identify potential RDCAC calls. Returns a RAG (Red/Amber/Green) health assessment for each dimension, an overall health rating, and an executive summary. Use the New Asset 'Project Status Generator' tool to evaluate tasks, milestones, resource allocations, financials, and RDCAC items, then synthesize findings into actionable health indicators and narrative insights. Accepts a project or planning item identifier key, id, number such as P00000000000000000000, or name resolved across per project and on-align item, project tables. Returns structured JSON with per-section RAG status...
Identify Project Risks	MCP Tool Strategy Portfolio Management	How Asset	BU	Shipped	Perform AI-powered risk detection for an SPM project by analyzing tasks, sub-tasks, resources, and financials. Evaluates overdue and delayed tasks, resource overallocations, dependency conflicts, resource new allocations, budget overruns, and cost overruns to identify potential RDCAC calls. Returns a RAG (Red/Amber/Green) health assessment for each dimension, an overall health rating, and an executive summary. Use the New Asset 'Project Status Generator' tool to evaluate tasks, milestones, resource allocations, financials, and RDCAC items, then synthesize findings into actionable health indicators and narrative insights. Accepts a project or planning item identifier key, id, number such as P00000000000000000000, or name resolved across per project and on-align item, project tables. Returns structured JSON with per-section RAG status...

MCP for SPM tools in the MCP Server Console | Source: ServiceNow docs

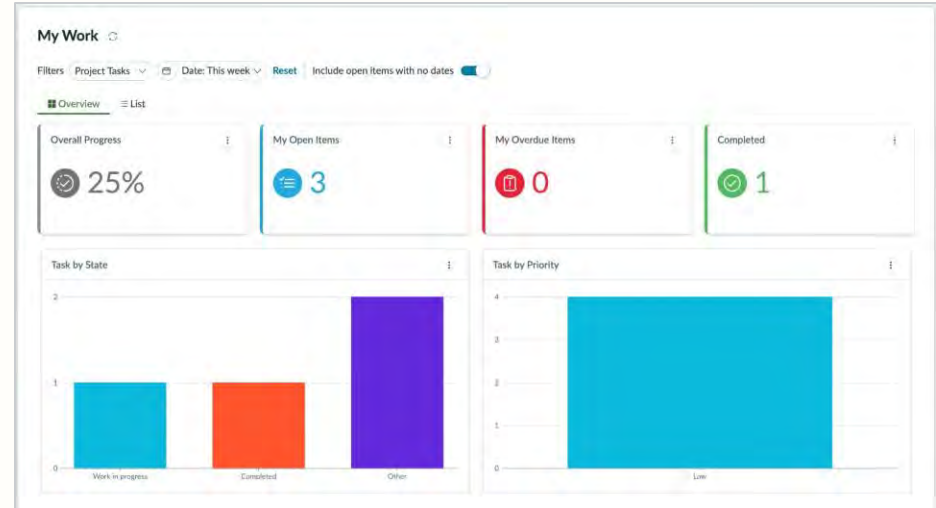
5. Hybrid Project Management

Each role works its own way. Status stays in sync.

PMs govern in Project Workspace

Teams execute in CWM

Updates sync in real time



Project tasks in CWM My Work | Source: ServiceNow docs

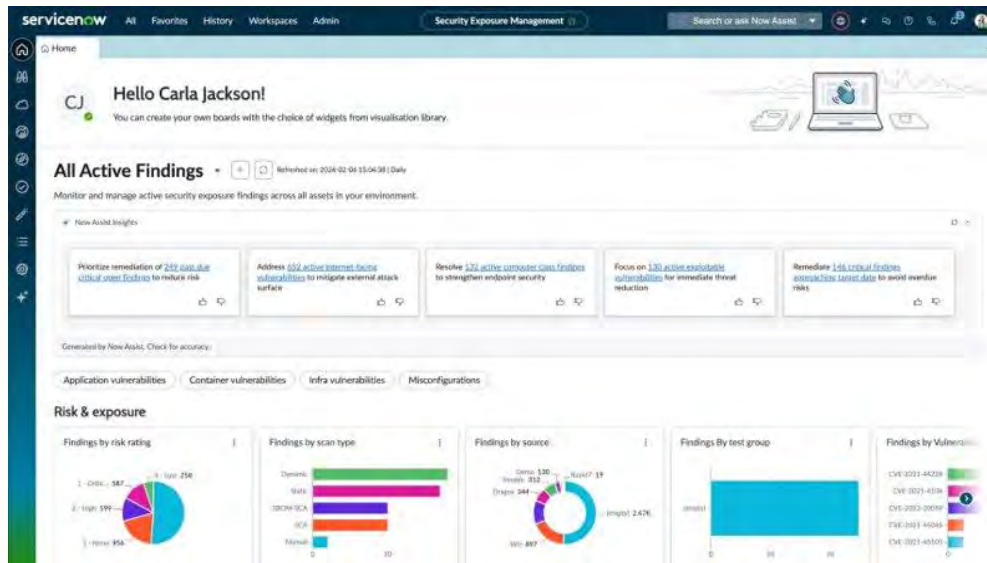
6. USEM Arrives

Consolidate your Vulnerability Management workstreams.

New product for complete exposure management

Integrates with vulnerability data sources

Supports AI security initiatives



Security Exposure Workspace dashboard | Source: ServiceNow docs



Making Everyday Work Easier

7. Employee Experience Connectivity

One front door for HR, IT, and more.

Employee Center, EmployeeWorks, Employee Slate

Fewer handoffs between teams

Stronger self-service adoption



Employee Center at a glance | Source: ServiceNow docs

8. Asset Management Enhancements

Less admin, better control of spend.

AI-assisted EAM data imports

HAM contract integration

Software reclamation updates

servicenow

All Favorites History Workspaces Admin

Software Asset Workspace

Search

License usage

Last reconciliation run was 3 days ago

Publishers Reconciliation Reclamation Reports ELP Grouping

View

Search publisher

List

Search publisher

Run Reconciliation

Export

Publisher Result

Last refreshed 5m ago

2 conditions 1 Publisher Group by

	Publisher	Compliant products	Compliance percentage	Status	True-up cost	Over-licensed amount	Potential savings
	Adobe Systems	6/8	75%	Not compliant	£4,232,7884	£98,245,8786	£16,193,2923
	Citrix Systems	0/2	0%	Not compliant	£860,154,7568	£24,165,3988	£0.00
	Corel	1/1	100%	Compliant	£0.00	£784,8922	£0.00
	ej-technologies	0/3	0%	Not compliant	£0.00	£0.00	£0.00
	IBM	14/18	77%	Not compliant	£10,011,956,2489	£1,527,968,9717	£0.00
	LogRhythm	1/1	100%	Compliant	£0.00	£0.00	£0.00
	Microsoft	12/20	60%	Not compliant	£981,2816	£3,860,787,9605	£26,313,005
	Oracle	2/1	20%	Not compliant	£21,2363	£3,622,107,4578	£0.00
	SAP	4/12	33%	Not compliant	£541,971,3112	£1,938,507,6827	£0.00
	Splunk	1/1	100%	Compliant	£0.00	£41,536,1708	£0.00

Software Asset Workspace License Usage view | Source: ServiceNow docs

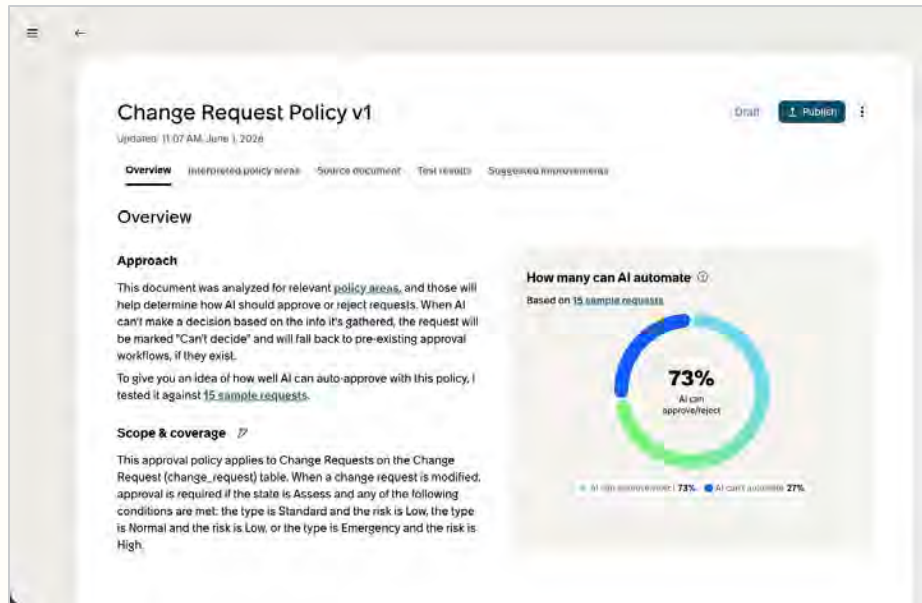
9. Intelligent Approvals

Approvals that follow your written policy.

Builds approval logic from a policy document

Auto-resolves clear cases, routes the rest

Tests accuracy before you publish



Intelligent approval overview with test results | Source: ServiceNow docs

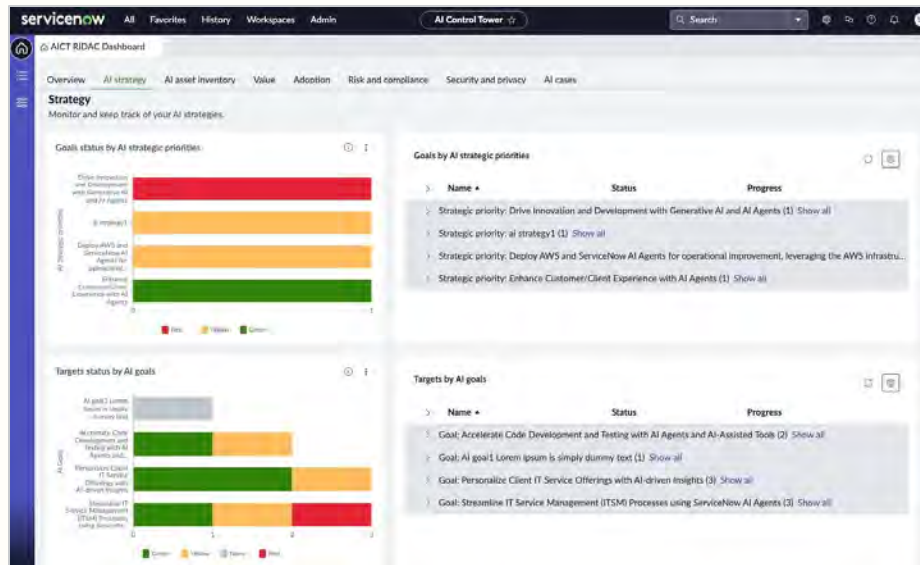
10. AI Control Tower Overhaul

See every AI system, owner, and outcome.

Lifecycle playbooks for AI governance

Links AI systems to business apps

Role-based views of value and cost



Strategy tab in the AI Control Tower workspace | Source: ServiceNow docs

⁂ndaro

Brazil Update:

Beyond the Top 10



Beyond the top 10: worth watching

Four more changes we like



SPM DEMAND

AI summaries and duplicate detection for incoming demand



DEV SANDBOXES

Pooled, self-service development spaces



EA TECHNICAL DEBT

Technical debt tracked over time, against targets



MCP GOVERNANCE

Easier setup, plus security posture metrics

ITOM: Ask Your Operations Data

Triage and act on alerts from the AI tools you already use.

Act on alerts from an MCP client

Check CI reliability and service impact

Query service maps in plain language



Service Mapping MCP tool: services impacted by a server failure |
Source: ServiceNow docs

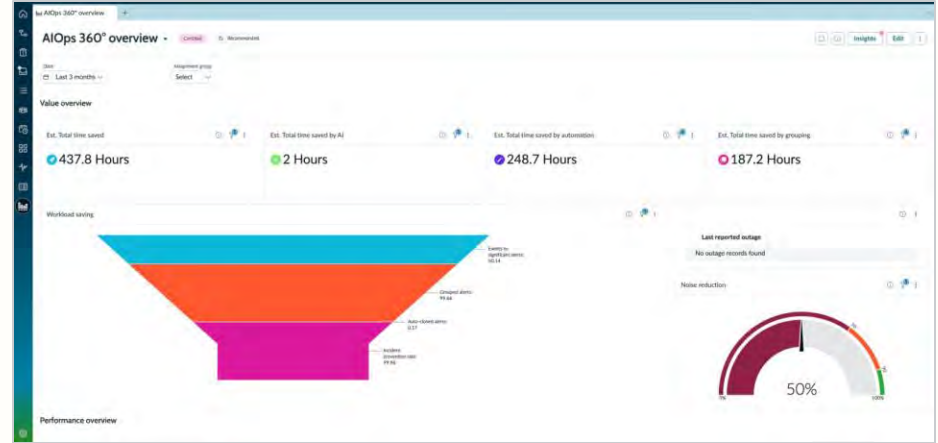
ITOM: AIOps You Can Supervise

More automation, with the reasoning in plain view.

Monitor agentic workflows in one view

See why each alert was auto-closed

Set up alert grouping with AI



AIOps 360 overview dashboard in Service Operations Workspace | Source: ServiceNow docs

More ITOM changes in Brazil

Quick wins for operations teams

Log Analytics



Health Log Analytics alerts only when an issue persists

Certificates



More ACME CAs and CyberArk key storage

Discovery



PowerShell 7 and smarter credential-less scans

Synthetics



One synthetic check covers many services



Preparation and Prioritization



AUDIENCE POLL

Do you know how to
prepare for the
upgrade?

A Yes, we already upgraded!

B Yes, we are prepared but have not upgraded yet.

C We have a sense of what we should do but might need to review the process further.

D We are not prepared or looking to upgrade right now.

Brazil Is Here. Where Should You Start?

1. Name the challenge

- Portfolio visibility?
- Manual work?
- Dev capacity?
- AI governance?

2. Match capabilities

- Pick 2–3 Brazil capabilities
- Set one measure for each

3. Plan adoption

- Confirm licensing
- Assign owners
- Agree on governance

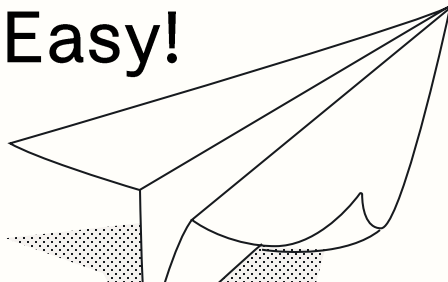
Build an adoption plan, not just an upgrade plan

Preparing for the Brazil Upgrade

An upgrade gets you onto Brazil. An adoption strategy makes it worth the investment.

 REVIEW	Release notes, deprecations, and compatibility
 VALIDATE	Customizations, integrations, and key workflows
 CONFIRM	Store app dependencies and licensing
 TEST	Regression tests, especially for customized apps
 ACTIVATE	Which new features need setup or governance

Getting Started Is Easy!



Get someone to handle your upgrade for you.

EXPERT ASSIST

Plan which features to adopt now or later.

**ROADMAPPING
SERVICES**

Stop managing your managed services, and start unlocking real results from the platform.

ONDARO PROPEL



Tell us what topics you want to learn more about!

Look for a survey following this session!

Join an upcoming Masterclass!

Onvaro

CMDB FOUNDATIONS

Unlock the Power of Your Platform with a Strong CMDB Foundation



CMDB MASTERCLASS

Onvaro

ITAM MASTERCLASS

Starting and Managing Your ITAM Program



ITAM MASTERCLASS

Onvaro

PLATFORM OWNER MASTERCLASS

Building the Foundation for Scale, Value, and Adoption



PLATFORM OWNER MASTERCLASS

Ondaro

Questions?

Email: inbound@ondarowave.com

Thank you!

