

AUTONOMOUS IT · THE ROAD TO ZERO

How ready are you to **let AI act?**

From AI capability to trusted autonomy.



THE PROBLEM

We've invested in AI. Where are the results?



Five leaders. One question. What can you safely hand over?

81%

of executives believe more AI is running than they can account for.

ServiceNow with ThoughtLab, October 2026 · 550 executives

69%

of organisations suspect or have evidence of prohibited public GenAI use.

Gartner, November 2025 · 302 cybersecurity leaders

FROM AMBITION TO VALUE

How do we turn AI ambition into business value?

THE OPEN QUESTIONS



Prioritise impact

THE AI READINESS ASSESSMENT

WHAT EACH LEADER GAINS



AI is the promise. AI readiness makes it real.

THE ROUTE

What does the path to value look like?

Three steps. The first two cost nothing. Each one earns the next.

01 SELF-SERVE TOOLS | About ten minutes



ServiceNow AI Readiness
Are we ready?



ServiceNow Assist Estimator
What might it consume?

02 ASSESS · 90 MINUTES | Clear next steps

The AI Readiness Assessment

- Where you stand
- What needs attention
- What it may consume
- Where to start



03 DESIGN AND EXECUTE | Outcome-based delivery

Crossfuze AI RunState 12 MONTHS

- ✓ **Plan** An AI Action Plan sets the direction
- ✓ **Prioritise** Prioritization & Design picks what is next
- ✓ **Ship** Outcome Delivery ships it, in 90-day cycles



Clear next steps in 90 minutes. **Outcomes every 90 days.**

What could better IT look like for us?

THE DESTINATION



“

Zero support incidents, zero outages, zero asset issues, zero breaches, and zero misaligned investments:

five outcomes on one connected platform.

Jeff Hausman

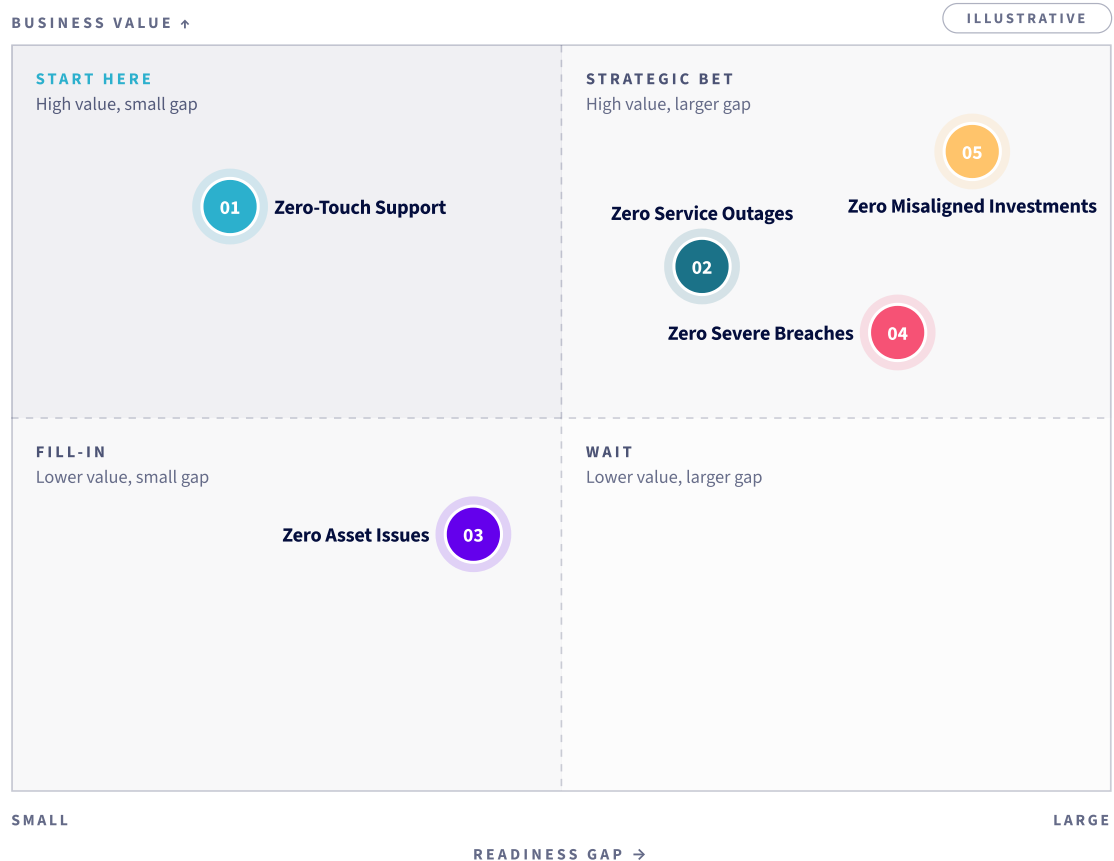
EVP & General Manager, Technology Workflows, ServiceNow

THE DECISION

Which Zero should we tackle first?

There is no universal first Zero. Plot each outcome against the value it could create and the readiness gap standing in front of it. **Start where value is high and the readiness gap is smallest. Everything else is sequencing, not rejection.**

THE FIVE ZEROS, PLOTTED



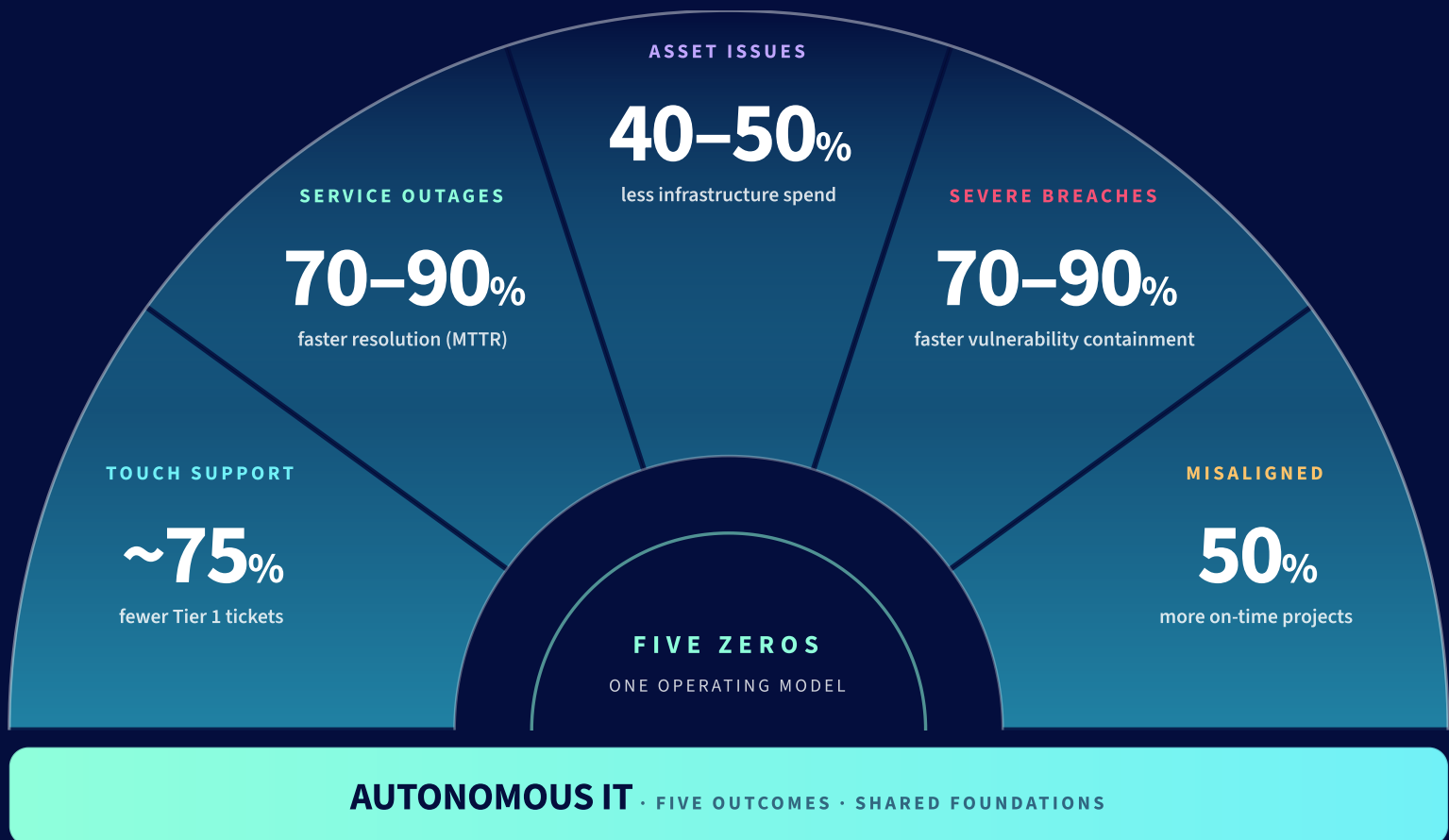
Positions illustrative until scored. Use your readiness evidence for the horizontal axis and your business case for the vertical axis.

- 01 Zero-Touch Support** · often an accessible starting point
- 02 Zero Service Outages** · high operational value, deeper engineering dependency
- 03 Zero Asset Issues** · can strengthen shared foundations
- 04 Zero Severe Breaches** · control and governance matter as much as capability
- 05 Zero Misaligned Investments** · potentially high strategic value, dependent on connected evidence

THE PRIZE

What could each Zero be worth to us?

Each Zero carries a measurable operational outcome. **These are ServiceNow's published estimates, before we look at your evidence.**



WHAT THE NUMBERS MEAN

These are ServiceNow business-value estimates, not five independently audited customer outcomes. Source: ServiceNow, 'Autonomous IT: Where zeros make heroes' · 2026 (vendor-published). 'Numbers listed are estimates based on known customer outcomes and business value assessment projections. Your results may vary.' (ServiceNow)

PREPARING FOR THE AUTONOMOUS ENTERPRISE

Autonomy is earned.

“

AI makes execution easier. Trust becomes the harder problem.

You prove the data can be trusted. You prove the workflow behaves as expected. You prove the controls work. Then you expand the boundary. **Permission to automate is earned.** ”



Oliver Nowak

AI Practice Lead

CROSSFUZE

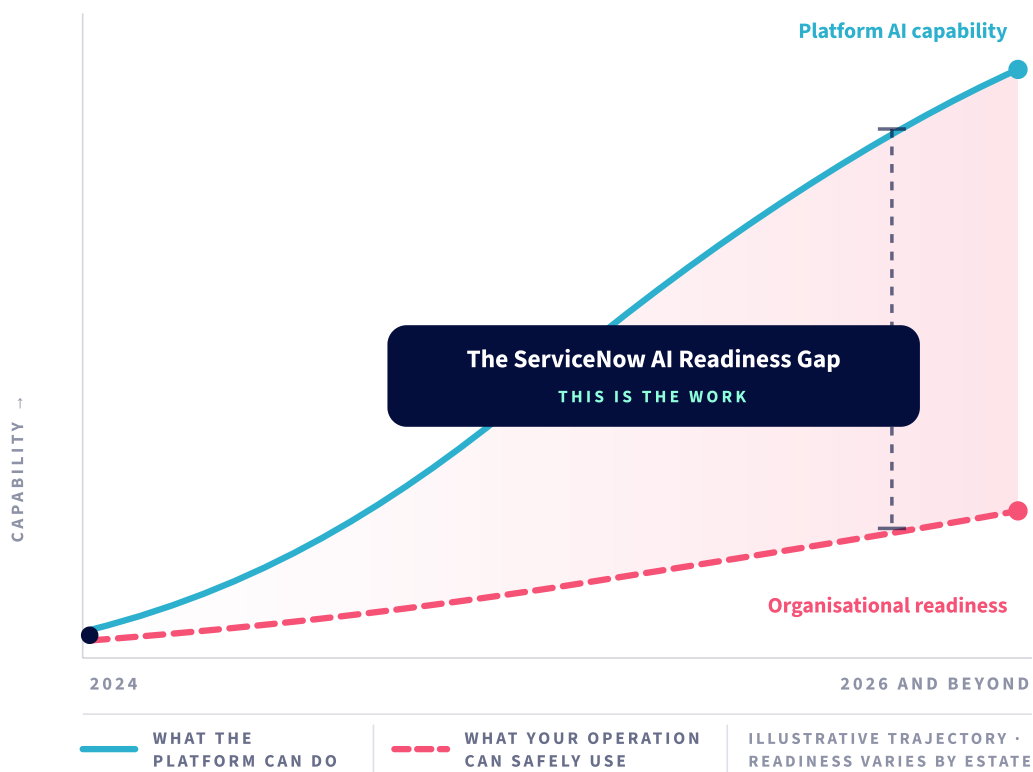
Crossfuze helps you decide what AI is ready to do.

YOUR SERVICENOW AI READINESS GAP

What's stopping us from letting AI do the work?

Can we trust the data, rely on the workflow, control the action and justify the consumption?

EXHIBIT 01 · THE EXECUTION GAP



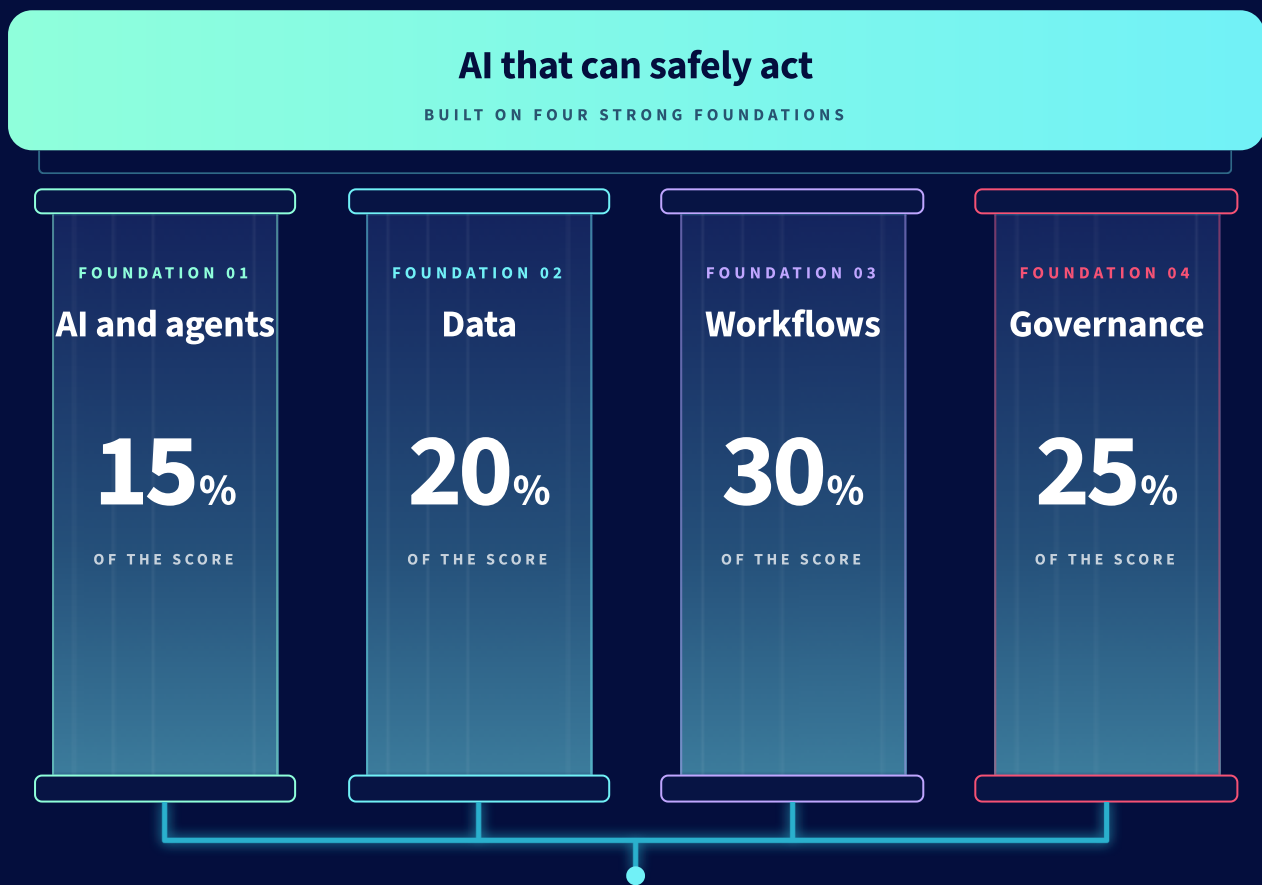
ServiceNow AI is ready. The question is whether you are.

Crossfuze assesses readiness across the foundations of data, AI and agents, workflows and governance to identify what must change before autonomy can safely increase.

[Open the tools](#) →

THE FOUR FOUNDATIONS

What does AI need to stand on?



AI can only act on what sits beneath it.

Your weakest foundation sets your autonomy ceiling.

Named people remain accountable.

Weights are each foundation's share of the seven-dimension readiness score on page 12; dimension 06, platform and entitlement (10%), is assessed per Zero.

YOUR MATURITY

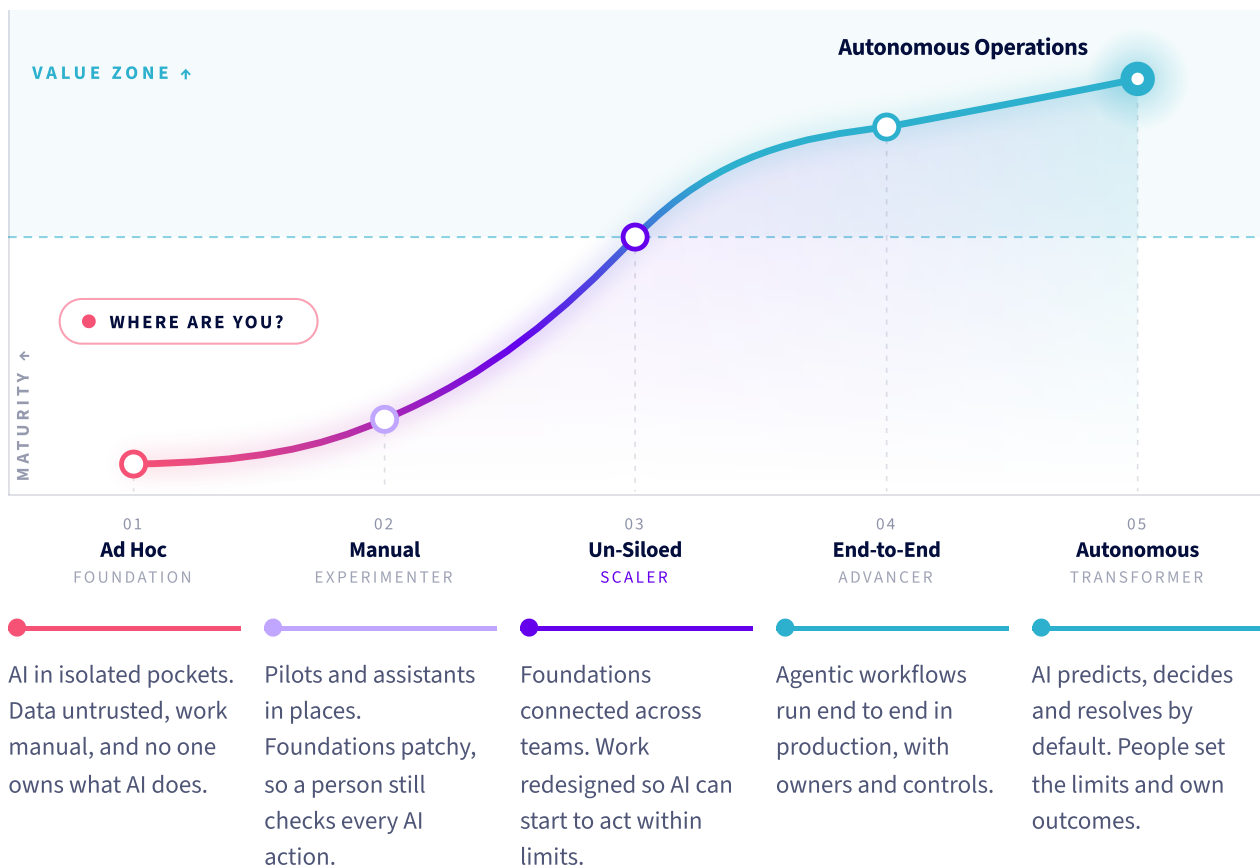
How ready are we?

ServiceNow's Enterprise AI Maturity Index gives the direction. **Our evidence determines where our AI readiness actually sits on the five-stage path to greater autonomy.**

Autonomy becomes practical at stage 03, and each stage is earned by lifting your weakest foundation.

THE READINESS JOURNEY

AUTONOMY BECOMES PRACTICAL AT STAGE 03



Crossfuze readiness scale. Stages 02–05 align to the Experimenter, Scaler, Advancer and Transformer stages of the ServiceNow Enterprise AI Maturity Index 2026. The Five Zero outcomes and the Autonomous IT ambition are ServiceNow's. The readiness scale is Crossfuze's.

READY TO PLACE YOURSELF?

Take the ServiceNow AI Readiness tool →

THE SCORE

Can we trust the score?

Every AI decision starts with an AI Readiness score. Each dimension is scored against evidence, weighted, and shown with its status, so nobody has to take the number on trust.

SEVEN WEIGHTED DIMENSIONS

01	Data quality DATA Reliable fields, records and classifications		20%
02	Process determinism WORKFLOWS Decisions, exceptions and rollback understood		15%
03	Knowledge and content AI AND AGENTS Approved, current content to ground answers		15%
04	Workflow and integration WORKFLOWS The technical estate can run the work end to end		15%
05	Governance and security GOVERNANCE Access, approval, monitoring and stop controls		15%
06	Platform and entitlement ESTIMATOR Package and Assist allocation fit the plan		10%
07	Ownership and adoption GOVERNANCE Named owners, real users, capacity to measure		10%

FIVE ANCHORS, NOTHING IN BETWEEN

0 None	3 Weak	5 Mixed	8 Strong	10 Direct
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Every score has to be argued from evidence.

EVERY FINDING CARRIES A STATUS

Observed	Calculated	Inferred
Assumed	Validated	Corrected

The wording of each finding matches its status.

GAPS STAY VISIBLE

Full	100% of the weight evidenced
Provisional	At least 80%, including every 20% dimension
Unavailable	Otherwise

Missing evidence is never scored as zero.

The score decides
what happens next.

Not ready

Fix the limiting foundation first, then reassess.

Ready

Design the roadmap for the chosen use case. Confirm the required controls before autonomous action.

THE BILL

What will AI cost us as it scales?

The agentic cost paradox. The more AI does, the more it consumes. Readiness decides whether that consumption turns into value or into an unplanned bill.

THREE PACKAGES

AI IS INCLUDED AT EVERY LEVEL

Foundation

ASSISTED

Summarisation, categorisation and task-based help.

Advanced

AGENTIC

Agentic workflows that understand context and automate a whole process.

Prime

AUTONOMOUS

Custom AI specialists and agents that make decisions with role-based expertise.

[Open the Assist Estimator →](#)

HOW ASSISTS SCALE

CONSUMPTION FOLLOWS THE WORK, NOT THE SEAT

25

Assists for a narrow run, 0 to 4 tools

50

Assists for a run of 5 to 8 tools

150

Assists for a wide run, 9 to 20 tools:
6× a narrow run



CROSSFUZE VIEW

We model what your chosen outcome may consume before you commit.

[Book your session →](#)

Sources: ServiceNow New Commercial Model Overview, April 2026; ServiceNow assist-consumption guidance, 2026. Entitlements vary by product and package. Assists and Data Fabric credits are separate meters. Total consumption depends on run volume and mix.

THE OFFER

How do we get started, and keep going?

One 12-month engagement. Plan once, prioritise every quarter, ship every month.



Oliver Nowak
with Crossfuze Advisory

01

AI ACTION PLAN | Month 1 · about 8 weeks


AI Action Plan

Workshops, use cases, roadmap

02

PRIORITISE · EVERY QUARTER | About 6 weeks each

Prioritization & Design

- Requirements reconciled
- Stories ready to build
- Effort and dependencies
- Three-month capacity plan

4

CYCLES

03

SHIP · EVERY MONTH | 80 hours a month · 9 months

Outcome Delivery **TECHNICAL LEAD**

- ✓ **Build** Enhancements and new capability
- ✓ **Run** Administration, defects and support
- ✓ **Prove** Hours tracked, reviewed before acceptance

12

MONTHS

You own the priorities. We ship the outcomes.

Indicative structure. Scope, workshop numbers and hours are confirmed in your statement of work.

THE FIRST 12 MONTHS

What does our first year look like?

Where the team effort sits each month, and why capacity stays steady. The AI Action Plan front-loads the strategy, Prioritization & Design runs in 90-day cycles, and Outcome Delivery carries the run.



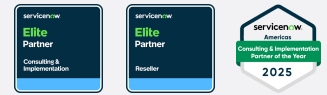
One engagement. The effort moves to where the value is.

Illustrative 12-month profile. Actual effort is shaped by your AI Action Plan and the use cases you prioritise.

TAKE THE FIRST STEP

What's our next step?

Book 90 minutes with the Crossfuze AI practice. Or start on your own with our interactive tools. Both cost nothing.



OPTION 01 · WITH
CROSSFUZE · NO COST

RECOMMENDED

Book a 90-minute session.

The AI Readiness Assessment, facilitated by the Crossfuze AI practice.

- ✓ **See where you stand**
Your readiness across the four foundations.
- ✓ **Choose your first Zero**
Where value is high and the gap is smallest.
- ✓ **Know what it may consume**
Usage assumptions for the Zero you choose.



Led by Oliver Nowak
AI Practice Lead, Crossfuze



SCAN TO BOOK

Book your session →

90 minutes · no cost · no commitment

OR

OPTION 02 · SELF-SERVE · NO COST

Use our interactive tools.

A quick readiness baseline, in your own time.
About ten minutes.

- 1 **ServiceNow AI Readiness**
Are we ready? Scores the foundations and places you on the readiness scale.

- 2 **ServiceNow Assist Estimator**
What might it consume? Indicative 12-month Assist forecast.



Self-guided
Crossfuze interactive tools

Open the tools →

crossfuze.com/interactive-tools

YOU LEAVE
WITH A VIEW OF

- Your readiness
- Your likely starting Zero
- Usage assumptions
- The next 90 days

Autonomy is earned.

Start by knowing where you stand.

Every step towards Zero is capacity returned to the team.

Not people-free. Friction-free.

Book your session →

Open the tools →

90 minutes · No cost · Clear next steps

Next on the road: **The Road to Zero**, a practical guide to Autonomous IT on ServiceNow.



crossfuze.com/campaigns/servicenow-ai-readiness-assessment

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