



# Intelligent AI Assistant Agent for ServiceNow Change Request Recommendations

A global tobacco and nicotine leader operating in 180+ markets is pioneering reduced-risk products like vapor and heated tobacco. The organization faces challenges in accurately classifying change requests due to inconsistent governance and manual processes, leading to compliance risks, inefficiencies, and quality impacts.

## Enhanced SoX compliance

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### CLIENT

A global leader in the tobacco and nicotine industry, operating across 180+ markets with a portfolio of iconic brands. Pioneering the shift toward reduced-risk products, including vapor, heated tobacco, and modern oral solutions

### CHALLENGE

Organizations face challenges in accurately classifying change requests due to inconsistent governance, reliance on manual validation, and difficulty in identifying the correct exemption IDs and categories from varied inputs, resulting in compliance risks, operational inefficiencies, and impacts on build quality.

### SOLUTION

- AI engine validated key data fields in the ServiceNow Change Request user form
- Assisted users by suggesting the correct change request category
- Collected and analyzed historical Change Request Categories and CR data, including short descriptions and detailed descriptions with other features from ServiceNow.
- Smarter recommendation system operated on top of a Retrieval Augmented Generation (RAG) pipeline for retrieving similar categories to the given change request
- GenAI model provided intelligent, context-aware category recommendations based on retrieved data

### RESULTS

- Enhanced SoX compliance to ensure regulatory adherence
- Improved build quality for more stable and reliable systems
- Augmented human decision-making with AI-driven insights
- Streamlined the user experience across IT operations
- Optimized the end-to-end change process for greater efficiency
- Drove intelligent, compliant, and efficient IT operations aligned with governance objectives