

# The Ultimate ServiceNow ITOM Guide for BFSI – 2025 Edition

## Modernize Infrastructure with Real-Time Visibility & Automated Resolution

### Legacy Infra Challenges (Before ITOM)

#### Unfiltered Notifications

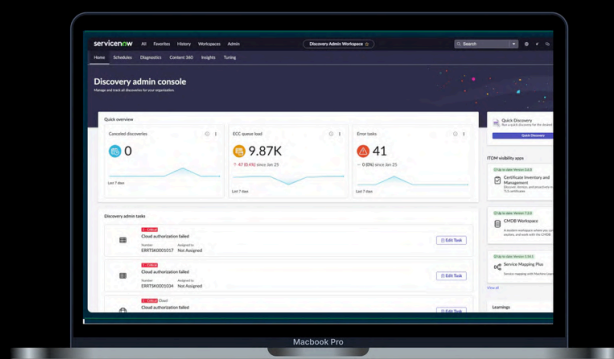
- DB Server Warning x4
- Network Latency x3
- CPU Spike x2

No Visibility

No Automation

MTTR High 30%  
False Alerts 50%  
Compliance at Risk 20%

servicenow



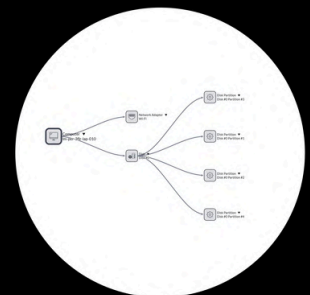
58% Faster  
Resolution

72% Alert Noise  
Reduction

100% Audit- Ready  
Compliance

## Modernized Ops with ServiceNow ITOM

- Consolidated Alerts
- End to End visibility  
for service Map



Uptime  
99.97%

MTTR 98.57%

## Executive Summary

Banks and financial institutions face relentless pressure to modernize their IT infrastructure. With increasing reliance on digital services and constant regulatory scrutiny, operational failures in IT environments are no longer just technical issues—they're reputational and financial risks.

This guide is designed for BFSI technology leaders looking to proactively address infrastructure complexity, ensure regulatory compliance, and reduce unplanned downtime. It introduces how ServiceNow ITOM (IT Operations Management) can bring control, clarity, and automation to BFSI operations by focusing on three powerful components: Discovery, MID Server, and Event Management.

*“Banks with full ITOM visibility reduce Mean Time to Resolution (MTTR) by 58% and cut false alerts by 72% within 6 months of ServiceNow implementation.”*

This guide helps you to have a comprehensive understanding of:

- ServiceNow ITOM and its submodules
- A strategic blueprint tailored to BFSI challenges
- A practical checklist for implementation success
- Key impact metrics to track post-deployment

# What's Broken in BFSI Infrastructure Today:

Outdated, reactive infrastructure models continue to plague banks, NBFCs, and financial service providers. With hybrid systems, core applications distributed across on-prem and cloud, and fragmented monitoring tools, visibility is at an all-time low.

## Key operational challenges:

- Event storms with no clear root cause
- Incomplete, outdated CMDBs are maintained manually, or no CMDB
- Inconsistent patch management and change history
- Security blind spots from IT misconfiguration
- No clear visibility on the IT infrastructure

*"In 2024, RBI imposed over ₹20 crore in penalties tied to IT outages, misconfigured DR sites, and audit non-compliance."*

*"Over 70% of Indian BFSI organizations admitted to lacking proactive infrastructure monitoring capabilities, leading to prolonged downtime and customer churn."*

# What is ServiceNow ITOM?

ServiceNow ITOM (IT Operations Management) is a purpose-built solution that brings automation and intelligence to modern IT infrastructure. For BFSI organizations, it plays a pivotal role in:

- Creating complete infrastructure visibility
- Automating asset discovery
- Managing alert noise and false positives
- Establishing real-time service mapping
- Reducing regulatory and compliance risk



Fig 1.0 Key Capabilities of ServiceNow ITOM for BFSI

# What is ServiceNow ITOM?

## ServiceNow ITOM Modules:

1. **ITOM Discovery** – Auto-detect all assets, apps, and configurations across physical, virtual, and cloud environments
2. **Service Mapping** – Connect technical components to business services (e.g., Core Banking, UPI)
3. **Event Management** – Correlate alerts into high-value incidents
4. **MID Server** – Securely connect internal data centers with your ServiceNow instance
5. **Service Graph Connectors** – Integrate third-party tools and enrich CMDB data from external sources
6. **Configuration Management Database (CMDB)** – Centralized system of record for all discovered configuration items (CIs)
7. **Analytics and Reporting** – Track KPIs and gain insights through dashboards, reports, and predictive analysis

*Each module contributes to an integrated, proactive infrastructure monitoring layer critical for regulatory compliance and digital banking scale.*

### Use Case:

*A mid-sized bank operating in South India used ServiceNow Discovery and Event Management to automate asset visibility across 40+ branches. This led to a 60% reduction in alert noise and a 2x faster response to high-priority incidents.*

# What is ServiceNow ITOM?

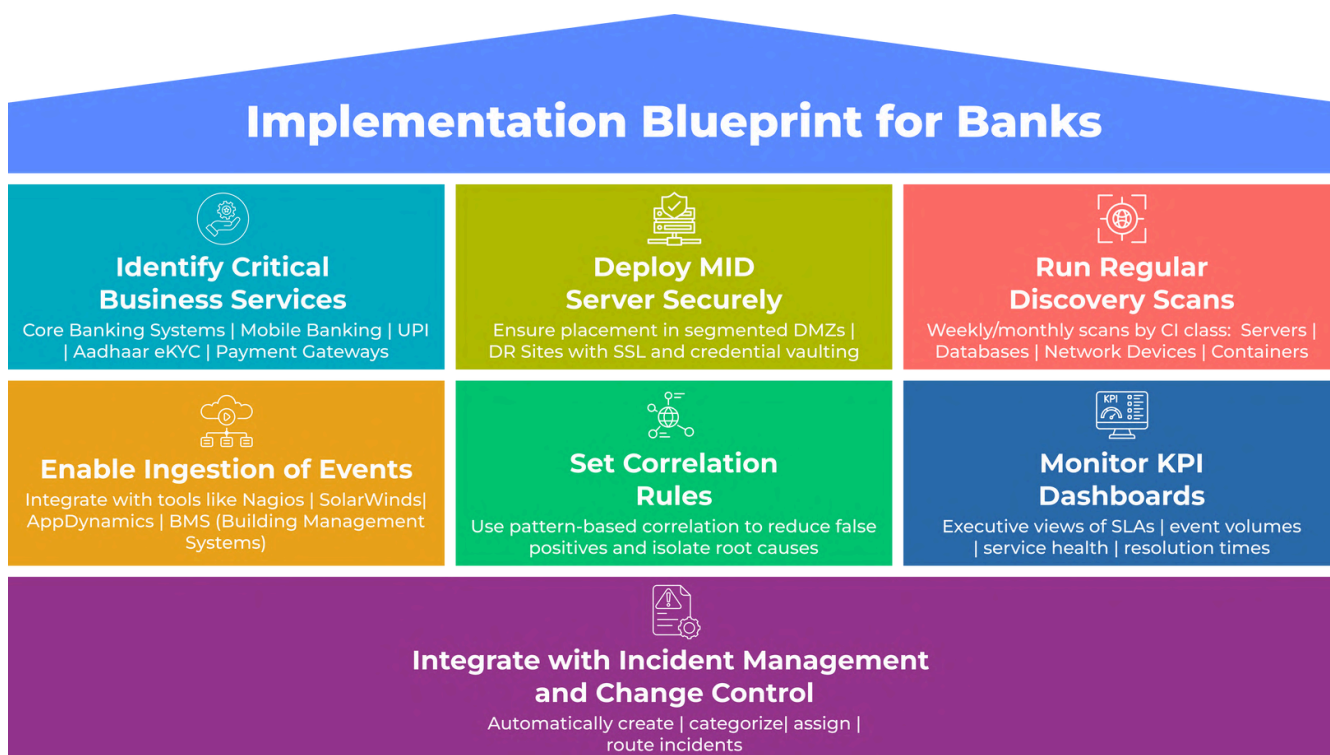


Fig 1.1 Key Capabilities of ServiceNow ITOM for BFSI

## Quick Implementation Checklist

Checklist Item	Sub-Process / Actionable Steps	Responsible Team	Status
MID Server Setup (Primary & DR Sites)	<ul style="list-style-type: none"> <li>Select secure DMZ locations</li> <li>Configure credential vault</li> <li>Test the firewall and access</li> <li>Enable failover setup</li> </ul>	Infra / Security	<input type="checkbox"/>
CMDB Health Baseline	<ul style="list-style-type: none"> <li>Launch the CMDB health dashboard</li> <li>Cleanse stale or duplicated CIs</li> <li>Map CI ownership</li> <li>Set CMDB health KPI</li> </ul>	App Owners / CMDB Admin	<input type="checkbox"/>

# Quick Implementation Checklist



Checklist Item	Sub-Process / Actionable Steps	Responsible Team	Status
Define Discovery Schedule by CI Class	<ul style="list-style-type: none"> <li>• Create CI classification matrix</li> <li>• Schedule scans (daily/weekly/monthly)</li> <li>• Tag critical infra (CBS, ATM, monitoring tools, etc.)</li> <li>• Document discovery logs</li> </ul>	System Admin / Network Team	<input type="checkbox"/>
Service Mapping for Critical Apps	<ul style="list-style-type: none"> <li>• Identify app-service dependencies</li> <li>• Configure top-down mapping</li> <li>• Link services with business context</li> <li>• Validate via UAT</li> </ul>	ServiceNow Architect / App Owners	<input type="checkbox"/>
Integrate Event Sources	<ul style="list-style-type: none"> <li>• List current monitoring tools</li> <li>• Install Event Connectors</li> <li>• Enable secure API or webhook</li> <li>• Test event ingestion accuracy</li> </ul>	IT Team/Admin	<input type="checkbox"/>
Implement Correlation Rules	<ul style="list-style-type: none"> <li>• Define correlation patterns</li> <li>• Map dependency-based rules</li> <li>• Run simulation on alert noise</li> <li>• Review false-positive reports</li> </ul>	Infra Leads	<input type="checkbox"/>
Auto-Assignment Rules	<ul style="list-style-type: none"> <li>• Create assignment groups</li> <li>• Map priority-event escalation</li> <li>• Test routing logic</li> <li>• Log assignment response SLAs</li> </ul>	Service Desk Admin / Ops	<input type="checkbox"/>

# Quick Implementation Checklist

Checklist Item	Sub-Process / Actionable Steps	Responsible Team	Status
Incident & Change Automation	<ul style="list-style-type: none"> <li>• Enable automatic incident generation</li> <li>• Define change templates</li> <li>• Set up fallback routing</li> <li>• Track automation coverage</li> </ul>	ITSM Lead	<input type="checkbox"/>
Dashboard Setup for BFSI Ops	<ul style="list-style-type: none"> <li>• Build real-time reporting KPIs</li> <li>• Design views for CIO/CISO/NOC</li> <li>• Configure SLA and compliance indicators</li> <li>• Schedule monthly reporting</li> </ul>	Reporting Team	<input type="checkbox"/>
Compliance & Audit Readiness Review	<ul style="list-style-type: none"> <li>• Align CMDB/Event logs with RBI templates</li> <li>• Enable exportable audit trails</li> <li>• Document remediation actions</li> <li>• Conduct quarterly mock audits</li> </ul>	Risk / Compliance Officer	<input type="checkbox"/>

Table 1: ServiceNow ITOM for BFSI – Quick Implementation Checklist



## Scenario: Pre ITOM vs Post ITOM

Metric	Pre-ITOM	Post-ITOM
Mean Time to Resolution (MTTR)	8 hrs	3.2 hrs
Event Noise / False Alerts	120/day	<10/day
SLA Breaches (P1 incidents)	3/month	0/month
Audit Failures due to Infra Issues	2/qtr	0
Asset Visibility (Tracked CIs)	52%	93%
Uptime SLA > 99.95%	✗	✓

Table 2: ServiceNow ITOM for BFSI – Scenario: Pre vs Post ITOM

These metrics aren't just operational wins—they directly support compliance, customer satisfaction, and digital banking readiness.

# Is Your BFSI Org Ready for ITOM Transformation? – A Quick Self-Assessment

Before investing in full-scale ServiceNow ITOM deployment, evaluate your current infrastructure and operations maturity. Use this self-assessment to identify gaps and prioritize next steps.

Readiness Statement	Yes	No	Notes
We have a complete and updated CMDB for all critical systems	<input type="checkbox"/>	<input type="checkbox"/>	
Our event management tool correlates alerts automatically	<input type="checkbox"/>	<input type="checkbox"/>	
MID servers are securely deployed and operational across all sites	<input type="checkbox"/>	<input type="checkbox"/>	
Discovery scans are scheduled and executed by CI class	<input type="checkbox"/>	<input type="checkbox"/>	
We can track SLA breaches and alert trends via real-time dashboards	<input type="checkbox"/>	<input type="checkbox"/>	
Our infrastructure is compliant with RBI/SEBI audit requirements	<input type="checkbox"/>	<input type="checkbox"/>	
Incidents are auto-generated and routed based on pre-defined rules	<input type="checkbox"/>	<input type="checkbox"/>	
Service maps exist for all business-critical applications	<input type="checkbox"/>	<input type="checkbox"/>	

Table 3: ServiceNow ITOM for BFSI – Quick Assessment Checklist

*NOTE – If you checked "No" for 3 or more items, it's time to take action. LMTEQ can help you build a phased ITOM transformation roadmap tailored to BFSI compliance and uptime expectations.*

# Is Your BFSI Org Ready for ITOM Transformation? – A Quick Self-Assessment

## LMTEQ's BFSI-Centric Approach to ServiceNow ITOM

With rising RBI scrutiny, operational complexity, and digital banking demands, BFSI organizations need more than just a platform; they need a domain-aware ITOM implementation partner. LMTEQ delivers that with a focused, proven approach tailored for banks and NBFCs.

## What Sets LMTEQ Apart:

### **Regulatory-Focused Architecture Design**

- Architect ITOM deployments compliant with RBI's Master Directions and SEBI audit guidelines
- Design infrastructure for business continuity, DR compliance, and audit traceability

### **Proven MID Server & Discovery Deployment in BFSI**

- Setup of over 40+ MID servers across high-security zones (DMZ, DR)
- Discovery of 15,000+ configuration items (CIs) across multi-cloud and legacy environments
- Real-time CI updates for Finacle, Oracle DBs, core banking, and CRM systems

## **Advanced Event Management**

- Custom correlation rules built for ATM monitoring, card switches, UPI alerts, payment outages
- Integration with NMS, BMS, and SIEM tools for unified incident visibility

## **Compliance Dashboards & Audit Readiness**

- Pre-built dashboards for CIO, CISO, and Risk teams
- Exportable audit trails aligned to quarterly RBI checklists
- CMDB health and automation coverage visualized for executive reporting

## **Strong Banking Application Coverage**

- End-to-end visibility across:
  - Core Banking Systems (e.g., Finacle, Temenos)
  - Digital Channels (UPI, IMPS, Net Banking)
  - KYC, AML, and Credit Risk Engines
  - ATM and POS systems

## **Impact:**

“A leading private bank reduced SLA breaches by 90% and eliminated manual alert triage by implementing LMTEQ’s tailored Event Management and MID configuration model within 6 weeks.”

## Ready to Make Your BFSI Infra Resilient?

Book your free 30-minute ITOM Discovery Call with LMTEQ.  
We'll assess:

- Your Discovery & CMDB health
- Gaps in alert correlation & MID server configuration
- Current visibility across core BFSI applications
- Audit & risk exposure tied to infrastructure gaps

Let's map your next steps toward resilient ITOM with measurable ROI.

[Schedule a Discovery Call with LMTEQ Now →](#)