

Meet Miles, IT Operations (AIOps) Leader

Proactively Safeguard IT Services with Predictive, Autonomous Operations

About Miles

Miles is the core agent for IT Operations, orchestrating an intelligent crew that predicts issues, automates remediation, and maintains a healthy, trustworthy CMDB. Acting as a proactive AIOps partner, Miles reduces the frequency and duration of outages by correlating events, triggering safe remediation, and aligning data to CSDM. Built natively on ServiceNow ITOM and powered by AI Agent Studio, Virtual Agent Designer, and AI Agents, Miles gives IT leaders end-to-end visibility and continuously improving service health.



Service Mapper



Predictive Anomaly Hunter



CMDB Cleanser



Root-Cause Coordinator



Automated Remediator



Ops to Knowledge Sync



Event Correlation Analyst



Platform-Safe Execution Controller

Improve service reliability

Downtime costs organizations millions in lost productivity and customer trust. Miles minimizes disruptions by detecting anomalies early, predicting service failures, and triggering automated remediation before users are impacted. With predictive insights tied to business service impact, Miles helps IT teams prevent outages instead of reacting to them.



Predictive anomaly detection using machine-learning models



Proactive incident creation aligned to business service impact



Automated remediation playbooks for recurring issues



Reduced MTTR through intelligent prioritization and correlation

Create a trustworthy CMDB

A CMDB is only valuable if it's accurate and complete. Miles continuously enriches, reconciles, and validates CMDB data so every workflow across ITSM, SecOps, and automation operates from a reliable foundation. With relationship mapping and CSDM alignment, Miles maintains a single source of truth across your environment.



Automated identification and remediation of duplicate or stale records



Relationship mapping across infrastructure, apps, and business services



Continuous reconciliation with discovery tools and monitoring systems



Alignment with CSDM (Common Service Data Model) best practices

Increase operational efficiency

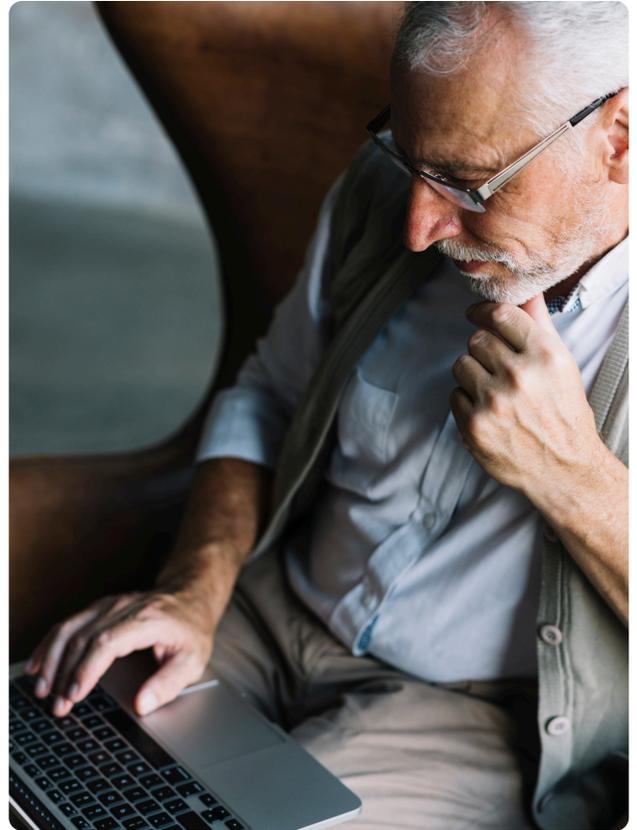
Operations teams spend countless hours on monitoring, triage, and manual investigation. Miles automates repetitive tasks end-to-end (correlating events, triggering playbooks, and initiating self-healing actions) so engineers can focus on innovation instead of firefighting.

Intelligent event management: deduplication, correlation, and root-cause hints

Automated escalation playbooks for faster resolution

Self-healing workflows (server restarts, cache flushes, threshold resets)

Operational dashboards highlighting system health and efficiency gains



Gain intelligent service visibility

Miles doesn't just show you infrastructure, it contextualizes it. Through intelligent service mapping and business-service insights, IT leaders see how infrastructure health affects customer experience, cost, and risk. This helps teams prioritize effectively and invest where it matters most.

- ✓ Automated discovery and mapping of dependencies between services
- ✓ Visualization of impact chains across applications, databases, and networks
- ✓ Service health scoring and proactive risk indicators
- ✓ Integration with Now Assist for contextual explanations of anomalies

ServiceNow integration & business value

Miles extends **ServiceNow ITOM and CSDM** to deliver predictive, proactive IT operations across the enterprise. Organizations using Miles achieve:



Fewer outages through predictive detection and automated remediation



Higher CMDB accuracy, powering more effective workflows across ITSM and SecOps



Lower operational costs by automating triage, monitoring, and root-cause analysis

[Learn more about building your own Intelligent Agent Crew ↗](#)