

Automated ITSM for Remote Operations

Managing IT services in remote environments is challenging without constant cloud connectivity. Remote and disconnected sites often experience inconsistent access to central IT resources, which leads to delays in service ticketing, asset tracking, and workflow execution. Deploying ServiceNow's ITSM platform at the edge enables localized automation of ticketing, asset management, and service workflows. This ensures continuous IT operations, even in the absence of centralized connectivity.

Core Capabilities

- > **Edge-Resident Service Desk:** Localized incident, problem, and change management without requiring constant cloud access.
- > **Automated Workflows:** Rule-based and AI-driven workflow automation for service requests, approvals, and task routing.
- > **Real-Time Asset Management:** In-place tracking and auditing of hardware, software, and configuration items.
- > **Offline Mode with Deferred Sync:** Maintains full functionality in disconnected environments and syncs data automatically when back online.
- > **Role-Based Access Controls:** Localized security policies enforce user roles, privileges, and activity auditing at the edge.

Intro to Edge Computing

In today's fast-evolving landscape, the need for real-time data processing and actionable insights at the edge has become a critical priority for mission-critical operations. Odin's Edge, powered by Norseman Defense Technologies, is designed to address these demands by delivering scalable, high-performance computing solutions in ruggedized, portable environments. This solution brings unparalleled flexibility, enabling data-driven decisions at the tactical edge while ensuring robust security and seamless scalability.

Benefits

- > **Mission Continuity:** Ensures uninterrupted IT operations in disconnected or austere environments.
- > **Faster Incident Resolution:** Reduces time-to-resolution for critical issues through local processing and ticket routing.
- > **IT Staff Efficiency:** Supports edge operations with minimal onsite IT personnel through intelligent automation.
- > **Operational Resilience:** Prevents IT bottlenecks in industries such as defense, emergency response, utilities, and maritime sectors.
- > **Data Integrity & Consistency:** Eliminates data silos by syncing activity and system state across the enterprise post-connection.

