



servicenow

Solving the AI Governance Gap

Execute AI securely at enterprise scale



Your AI is everywhere. Is your governance?

The potential value of artificial intelligence (AI) is no longer in question. The question now is whether your organization can execute securely and effectively enough to realize it. With the combined power of ServiceNow AI Control Tower and the deep governance, risk, and compliance experience of KPMG LLP, you can stop trying to keep up with the proliferation of AI within your business and start leading with confidence.

The governance gap: Where AI value is won or lost

According to the [KPMG US Q2 AI Quarterly Pulse survey](#), the percentage of organizations orchestrating multiple AI agents across workflows doubled from 9% to 18%, pointing to a shift toward more coordinated, enterprise-level use to connect workflows across teams, systems and decisions. **As enterprises accelerate agentic AI, their attack surface expands to encompass autonomous agents, unmanaged OT devices, and other connected systems.**

This reveals a crucial truth: competitive advantage no longer comes from simply *having* AI, but from the ability to execute securely at enterprise scale while demonstrating value. This execution failure is the governance gap—a breakdown in process and operating models that creates the very **threats putting your AI investment at risk**:



Fragmented visibility:

AI initiatives are siloed across departments, creating “shadow AI” that operates completely outside of your security and risk frameworks. You can’t protect what you can’t see.



Mounting compliance risk:

A patchwork of evolving regulations without a unified way to enforce internal policies and adhere to external standards leaves you vulnerable to costly fines and reputational damage.



Disconnected return on investment (ROI):

AI projects consume resources and costs without delivering provable business value.



Stalled innovation:

The fear of unknown and even perceived risks creates bottlenecks that slow down deployment and stifles adoption.

Governance is critical in tying together scale, performance, and value. This is precisely where the combination of KPMG specialization in enterprise risk and controls and ServiceNow AI Control Tower (AICT) create the foundation for effective governance, ensuring coordinated operations and improved management of costs and outcomes.

ServiceNow AI Control Tower brings order to the chaos — revealing your entire AI footprint (not only AI built on the ServiceNow platform, but *all of your AI*), aligning strategy, governing risk continuously, securing agents and identities, observing their performance, and measuring outcomes across any model, agent, and workflow.

Our approach: Governance at the speed of AI

AI evolves in hours, days, and weeks, not years. Extensive, multiyear governance plans are obsolete before they're even approved. Attempting to build the perfect strategy from scratch is a losing battle. **You need governance that is as agile as the technology it manages.**

KPMG and ServiceNow's approach to governing AI is different. It is not about slowing down or pausing innovation. We meet you where you are and help **deliver value immediately.**

Together we pinpoint and implement high-impact controls that act as AI guardrails to **produce tangible results in weeks**, not quarters. With that momentum, we'll simplify and automate your AI workflows to boost efficiency and manage risk consistently—improvements that lay groundwork for responsible scaling.

Each step strengthens data security and increases visibility, giving you confidence to connect AI performance to outcomes. After all, trust is the engine of momentum.

From risk to reward: Master your AI-risk landscape

Historically, risk detection and remediation tools have been siloed. This creates a dangerous gap between the teams that identify threats and those that focus on remediation—a vulnerability that is growing exponentially in the age of agentic AI.

ServiceNow AI Control Tower addresses this by **unifying asset visibility, identity security, and real-time observability into a single platform.** Rather than managing discrete tools, organizations can now efficiently:

- See what AI systems and assets exist across their environment with Armis
- Govern who has access to those assets and evaluate if that access is appropriate with Veza
- Monitor system behavior with end-to-end observability with Traceloop

By combining these capabilities within a unified and trusted data model, with deterministic workflows where required, ServiceNow AI Control Tower helps gain visibility and control over AI to **deliver, automated protection for humans, machines, and AI agents**, transforming "shadow AI" from a major blind spot into a continuously governed estate.

Inventory



Connections across the AI stack to drive extensive AI system discovery and governance

Enforceability



Policy engine and runtime governance for enterprise-scale AI control coupled with agentic identity management

Traceability



End-to-end observability and auditability of AI systems, tracking everything from compliance to operational performance, while tying AI initiatives to business outcomes. AICT measures the trust, ROI, efficiency, and operational value of your AI investments.

Value in weeks, not quarters

Close the governance gap and turn execution into a strategic advantage, starting on day one.

[Request a demo today.](#)



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