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Turning Complexity into Clarity: Unifying Asset, Operational, and Strategic Data to Drive Mission Outcomes

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Abstract:

The United States Army faces a growing volume of information that often exceeds the capacity of current systems to manage it effectively. At the same time, leaders are under increasing pressure to use resources more wisely while keeping pace with shifting priorities. Meeting these expectations takes more than simply collecting data. What is needed are systems that can make sense of complexity in ways that support real-time decision-making and inform long-term planning.

This session explores how a unified digital platform can connect data across IT systems, operational networks, and business processes to support a wide range of Army missions. A connected approach helps the Army move beyond siloed tools and outdated reporting by giving leaders a clearer understanding of what they have, how it is being used, and where adjustments are needed to keep operations aligned with mission demands.

The discussion will focus on how an integrated platform supports mission-critical decisions through capabilities that:

- Aggregate data from multiple systems and formats into a single, trusted operational view ★
- Surface cost savings and reduce risk through automation and intelligence-driven insights ★
- Deliver real-time visibility into usage, lifecycle status, performance, and alignment to mission priorities ★
- Simplify compliance and audit readiness by connecting operational data with policy and governance requirements ★
- Deliver interactive dashboards with filters that help users surface mission-relevant data, assess current conditions, and support planning based on real-time operational context ★
- Leverage built-in AI to accelerate decision-making and introduce emerging agentic AI capabilities that can act on behalf of users based on context and mission relevance

Finally, the bullets marked with a star (★) highlight capabilities delivered through ServiceNow solutions that have already been adopted across the Department of the Army. These capabilities are delivered through Software Asset Management and Hardware Asset Management, both of which play a key role in strengthening the Army's ability to manage its assets efficiently and in line with operational and policy requirements. Because these solutions are already in use at scale, Army commands can build on the existing investment without incurring additional licensing costs. This accelerates time to value and helps reduce operational burden.