

infinitAIZEN

Use Case

Enterprise IT

Faster Changes, Every Approval on Record

InfinitAIZEN speeds up change approvals with agents that assess risk in parallel. The change advisory board keeps the final say, and every approval is recorded under the approver's own name.

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What It is Built to Improve

- Change lead time
- Share of changes on pre-approved paths
- Change failure rate
- CAB review time per week

The Goal

Low-risk changes move quickly on pre-approved paths. The change advisory board spends its time only on changes that require judgment, with the analysis already done, and auditors can see who approved what, on what evidence.

Why InfinitAIZEN

Analysis across every tool
Specialist agents work across ITSM, CMDB and monitoring in parallel and consolidate their findings.

Reproducible risk scores
Scoring is deterministic, so auditors see the same inputs produce the same score.

Every approval is attributed
Approvals are recorded under a named person and their authority, not buried in email threads.

At a Glance

INDUSTRY
Enterprise IT

InfinitAIZEN PRODUCTS
Orchestrate

SYSTEMS
ServiceNow change management and CMDB, monitoring tools, Nexus Chat

DEPLOYMENT
Customer managed environment

Methods Used

- Workflow
- Agent
- Rules
- Human gate

How It Works

01 **Submit**
A change request submitted in ServiceNow starts the workflow, and the requester's identity and authority are captured.
■ Workflow

02 **Assess**
Specialist agents check impact through CMDB dependencies, outcomes of similar past changes, and conflicts with the change calendar and freeze windows.
■ Agent

03 **Score**
The risk score is deterministic arithmetic over the assessed factors, so the same change always scores the same.
■ Rules

04 **Route**
Standard changes follow pre-approved paths set by policy. Others go to the CAB with the assessment attached, and each approval is recorded by name.
■ Human gate

05 **Verify**
Post-implementation checks confirm the change landed cleanly, and the outcome informs future assessments.
■ Workflow

Want to find your Agentic AI maturity and gaps?

Take Sify's Agentic AI Assessment

10 questions, five minutes, see where your organization stands, identify your readiness and get practical next steps.

Know More



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