

BIOGRAPHY



James Nyika is a trusted advisor to senior executives in Industry and the DoD, providing insight into how to create and execute digital transformation initiatives. Having participated in numerous transformation efforts, he is able to create, adapt, and articulate strategy, execution, and measurement of organizational changes across people, processes and technology.

At ServiceNow, Nyika is responsible for creating, communicating, and coordinating account strategy for the U.S. Navy, U.S. Marine Corps, and DISA/4th Estate as well as serving as a solution advisor to senior leaders in the Services. He uses his experience in building and deploying solutions worldwide to help ServiceNow's defense customers automate workflows and consolidate IT systems for easier management, allowing them to focus on the mission, not technology.

Nyika received his Bachelor's in Computer Engineering from Boston University and holds an MBA in Finance & Global Strategy from American University. **James Nyika** | Advisory Solution Consultant / Business Architect

About ServiceNow

ServiceNow, Inc. is a cloud computing company headquartered in Santa Clara, California. It was founded in 2003 by Fred Luddy, the previous CTO of software companies Peregrine Systems and Remedy Corporation. ServiceNow is listed on the New York Stock Exchange and is a constituent of the Russell 3000 index.

ServiceNow offers everything-as-a-service cloud computing, including platform-as-a-service (PaaS) enterprise service management software for human resources, law, facilities management, finance, marketing, and field operations. ServiceNow specializes in ITSM applications and provides forms-based workflow application development. It has integration options for platforms such as Salesforce, JIRA, SharePoint, and BMC Remedy Action Request System. The company is the fastest growing enterprise software company in the country, with 1000+ partners, 16 data centers worldwide and 290+ apps in the ServiceNow store. With 5600 employees, it has 73 global presence with operations in North America, South America, Asia, Europe and Africa. 814 of the Forbes Global 2000 companies are ServiceNow customers, with 97.7% customer's renewal rate.