

2024

# ServiceNow search Q&A LLM Model Card

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## Intended Use

The ServiceNow search Q&A LLM ("the Model") is a transformer-based language model designed for answer generation. It is important to have a human-in-the-loop or use human-AI collaboration to review the AI-generated output to ensure that the output is accurate and appropriate for the intended use case.

The Model is meant to be used for answer generation. Uses outside of answer generation are out of scope.

The Model is based on a transformer-based language model.

People should not use the Model to violate any applicable laws or regulations, in a system or application where the use or failure could result in injury, death, or catastrophic damage, or in any other way prohibited by the usage restrictions for ServiceNow Advanced AI and Data Products.

## Model details

Developed by: ServiceNow  
Research and Engineering  
Released: Mar. 2024, v1.0

## Evaluation data

ServiceNow Platform-specific data was used for Q&A use-case specific evaluation.

## Metrics

ServiceNow internal metrics

## Model Architecture

ServiceNow search Q&A LLM is a large language model utilizing a transformer architecture, fine-tuned for question answering skills.

## Training data

Fine-tuning was done with ServiceNow Platform-specific text data.

## User Benefits

The Model is trained and fine-tuned for answer generation in all ServiceNow's application domains, such as ITSM, CSM and HRSD. The initial release of the Model is focused on the context of ServiceNow workflows and providing generated answers to human queries.

## Risks

The Model may generate answers that may be inaccurate, omit key information, or include irrelevant or redundant text. The Model may, at times, produce socially unacceptable or undesirable text, even if the prompt itself does not include anything explicitly offensive.

## Factors and limitations

The Model was trained on data that may contain toxic language and societal biases. Therefore, the Model may amplify those biases and return toxic responses especially when prompted with toxic prompts.

## Ethical considerations

The Model may produce output that is biased, toxic, or a hallucination. Text LLMs can produce harmful text based on how it is prompted, and the Model is not free from such limitations similar to the behavior of other industry LLMs.

People should not use the Model in any way prohibited by the usage restrictions for ServiceNow Advanced AI and Data Products.

Please report instances of hallucinations, malicious text, or PII in output so that we can evaluate for remediation.

