



ISSN No. : 2321-9653

IJRASET

**International Journal for Research in Applied
Science & Engineering Technology**

IJRASET is indexed with Crossref for DOI-DOI : 10.22214

Website : www.ijraset.com, E-mail : ijraset@gmail.com

Certificate

It is here by certified that the paper ID : IJRASET63986, entitled
Incident Management in the Digital Age: A Comparative Analysis of ServiceNow and
BMC Helix Solutions
by
Sunil Kumar Yadav

after review is found suitable and has been published in
Volume 12, Issue VIII, August 2024
in

*International Journal for Research in Applied Science &
Engineering Technology*
(International Peer Reviewed and Refereed Journal)
Good luck for your future endeavors

By

Editor in Chief, IJRASET

ISRA
JIF

ISRA Journal Impact
Factor: 7.429



45.98
INDEX COPERNICUS



THOMSON REUTERS
Researcher ID: N-9681-2016



TOGETHER WE REACH THE GOAL
SJIF 7.429