

## Why ServiceNow?

- We change the way government agencies work by expediting and automating the delivery of modern services, while driving down costs
- Government agencies can automate and scale the delivery of services on our single, trusted, unified platform, providing increased productivity, visibility, and security at a much lower cost
- We have a single data model, it's easy to create contextual workflows, and automate and connect business processes

By placing a service-oriented lens on activities, tasks, and processes, ServiceNow helps agencies operate faster and be more scalable than ever before.

As a company whose origins are in the cloud, ServiceNow provides a service model that defines, structures, and automates the flow of work for mission and business applications, removing inefficient or manual processes to streamline the delivery of services.

ServiceNow provides a service management and automation platform for every department in the enterprise including IT, cyber security, human resources, facilities, finance, legal, field service, and more. In addition, ServiceNow provides a robust platform for rapid application development, supporting both enterprise and mission applications. Furthermore, with the introduction of the Intelligent Automation Engine, ServiceNow employs machines to do more of the work.

### A modern, easy-to-use, service management solution

IT can increase agility and lower cost by consolidating legacy tools into a modern, easy-to-use, service management solution on a single, unified platform.

With ServiceNow, IT can also:

- Eliminate service outages by proactively identifying service issues, pinpointing disruptions, and automating remediation
- Gain cloud service oversight, minimize risks, and reduce costs—simplified through self-service
- Gain complete portfolio and financial visibility, align better with the business, and accelerate service delivery

Now, governments can structure and automate the patterns of work, unleash productivity, deliver game-changing economics, and create an intelligent, connected enterprise.

## What makes ServiceNow different?

With ServiceNow, governments can consolidate legacy tools to a modern, easy-to-use service management platform in the cloud (or on-premises) to accelerate the shift of budget from maintenance to innovation, and drive new efficiencies and controls across all departments within the enterprise.

IT can eliminate service outages with a service-aware approach—proactively addressing issues and quickly respond to incidents—resulting in decreased costs and lights-out, zero-touch automation.

**Learn more at:** [www.servicenow.com/public-sector](http://www.servicenow.com/public-sector)

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“ServiceNow provides a service management and automation platform for every department in the enterprise.”

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## How Your Government Agency Can Increase Productivity, Visibility, Security—and Reduce Costs

There is a tremendous amount of pressure on IT staff in government agencies to do “more with less,” adopt digital transformation, and develop innovative ideas. Unfortunately, there are an array of strategic issues and challenges that are creating delays and bottlenecks. ServiceNow is changing the way government agencies work by expediting and automating the delivery of modern services, while driving down costs.

The most prominent IT challenges in the public sector fall into four categories:

<h2>One</h2> <h3>Business Process Complexities</h3> <p>Agencies are using:</p> <ul style="list-style-type: none"> <li>• Outdated patterns of work</li> <li>• A multitude of legacy, siloed systems that make it difficult to expedite, automate, and prioritize tasks</li> <li>• Manual, time-consuming processes that lack innovation and technological advancement and kill productivity</li> </ul>	<h2>Two</h2> <h3>Lack of Visibility</h3> <p>When a service outage occurs, most agencies aren't able to quickly pinpoint the cause of the problem, as well as represent all the independencies that could be impacted due to this outage.</p> <ul style="list-style-type: none"> <li>• No visibility into how to best address and correct issues</li> <li>• There is no central "source of truth" across departments because work processes are broke and disconnected</li> </ul>
<h2>Three</h2> <h3>Security</h3> <p>A lack of visibility and inefficient business processes are naturally going to have a negative impact on security.</p> <ul style="list-style-type: none"> <li>• If work patterns are not streamlined and there is no central source of truth into a government agency's threat posture, this makes it extremely difficult to prioritize security breaches and alerts. For instance, if an agency has four critical alerts come in at the same time, how does it know which ones to resolve first?</li> <li>• Speed and slow resolution times are also issues that governments continue to face today within their cyber defense strategy</li> <li>• Mundane, manual processes in incident security response and a disconnect in communication between IT and Security are immense inhibitors preventing timely incident resolution</li> </ul>	<h2>Four</h2> <h3>Cost</h3> <p>When agencies are stuck in "reactive, unstructured, and siloed" work patterns, costs rise.</p> <ul style="list-style-type: none"> <li>• If agencies are not able to proactively identify issues, pinpoint disruptions, and quickly remediate service outages, it could drastically increase operational expenses</li> <li>• If agencies are not able to efficiently provision a user with a particular cloud service, they will create shadow IT. This will also have a negative impact on an agency's operational expenses, due to laborious and mundane "review and approval" cycles</li> <li>• If a breach is detected, depending on the number of people assigned to remediate that issue, it could cost that agency hundreds of thousands of dollars</li> </ul>

## Success Stories

Government agencies want to reduce risk and uncertainty. They want to know that someone else has succeeded. The average ROI for ServiceNow IT Service Management customers is 450%. Here are a few noteworthy (but not surprising) results from ServiceNow customers:

 <p>8</p> <p>Systems Eliminated</p>	 <p>16</p> <p>Weeks to Implement</p>	 <p>\$6M</p> <p>Outage Avoidance</p>	 <p>66%</p> <p>Reduction in (Tier 1) HR Service Requests</p>
 <p>\$2.6M</p> <p>Anticipated Risk Reduction</p>	 <p>800%</p> <p>Return on Investment</p>	 <p>92%</p> <p>Reduction in Events</p>	 <p>\$5M</p> <p>Annual OPEX Savings</p>

From a study titled:  
Today's State of Federal Automation<sup>1</sup>

<p>&lt;20%</p> <p>Of U.S. federal agencies are currently using advanced automation</p>	<p>41%</p> <p>Of U.S. federal agencies say they need to automate with intelligent machines within a year</p>	<p>77%</p> <p>Say they need greater automation in their workplace within 5 years to keep pace with workload</p>
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1 <https://www.servicenow.com/content/dam/servicenow/documents/ebook/ebk-todays-state-of-federal-automation.pdf>