ServiceNow ITSM overview

Unchain innovation with our market-leading ITSM solution

An improved employee and customer experience is essential for successful digital transformation, but discrete service management tools create barriers to achieving this goal. With disparate data processes and an excessive amount of time and money spent on firefighting, you're left with limited resources to focus on improving the employee and customer experience.
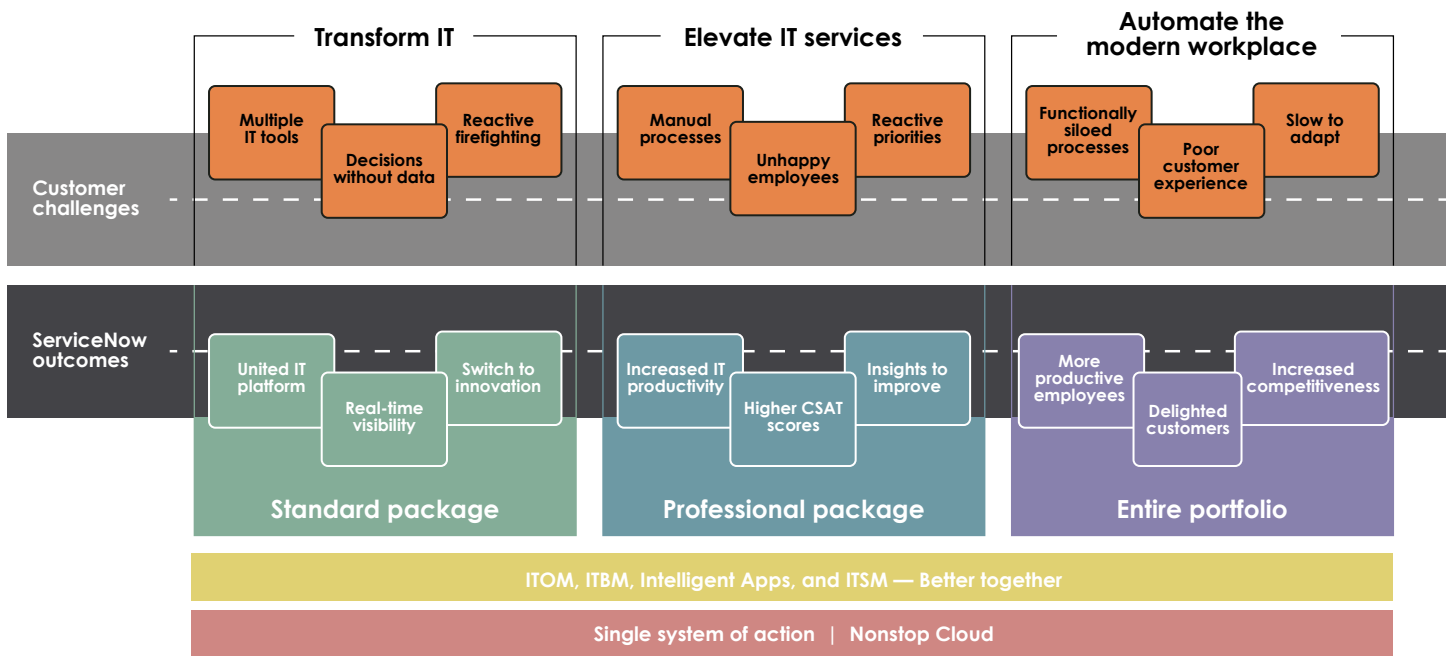
ServiceNow® IT Service Management (ITSM) provides a modern service management solution in the cloud. Our single system of action allows you to consolidate tools, transform the way you deliver services, and improve customer experience. With ServiceNow ITSM, you can automate workflows, gain real-time visibility, and improve IT productivity, allowing you to switch your operational investments to innovation.

With ServiceNow ITSM, you can accelerate your digital transformation and elevate your service experience by providing consistent end-user services anytime, anywhere, and through any channel, using virtual agents. Your IT productivity will improve by 20% or more with structured machine learning to automate routine tasks. Plus, you will receive the insights you need to continuously improve.

> "
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ServiceNow customer outcomes

ServiceNow ITSM customer successes

Don't just take our word for it—see how companies like yours use our IT Service Management to elevate their service experiences.

experian™

26 countries
deployed across with 12,000 users in 9 months

OSHKOSH®

Saved $3M
by consolidating tools

☼ RBS

14,000 users
delivered to in just 10 months

Elevate services with ITSM's professional applications

Virtual Agent

Virtual Agent provides instant resolution to repetitive IT service tasks and requests with self-service responses delivered via an automated, conversational chatbot. Customers receive consistently great service 24/7, and IT staff are freed to work on more meaningful tasks, allowing for greater scalability and smarter resource spend.

Employee benefit—provides consistent, 24x7 self-service with faster resolutions

**IT benefit**—deflects incidents, removes the burden of repetitive, routine work
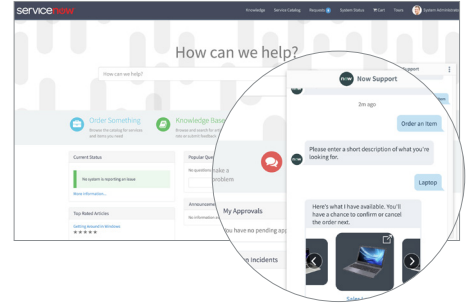
Agent Intelligence

Agent Intelligence uses machine learning to automatically categorize and route issues to increase agent efficiency to lower time to resolution. By automatically categorizing incidents based on the requester's description, Agent Intelligence is able to "learn" from historical request patterns, allowing it to become increasingly accurate in its predictive recommendations.

Employee benefit—ensures requests are routed correctly, resulting in faster responses

**IT benefit**—correctly categorizes requests for faster resolution and increases CSAT
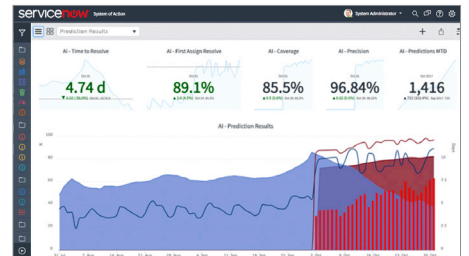
Performance Analytics

Performance Analytics puts the power of data in the hands of the stakeholders and subject matter experts—workers, owners, and executives—who are responsible for successful service delivery. With Performance Analytics, you can use data visualizations to anticipate trends, prioritize resources, and drive alignment with business goals.

Business benefit—allows for data-driven decisions from real-time dashboards and notifications

IT benefit—anticipates trends, prioritizes resources, and drives IT's performance
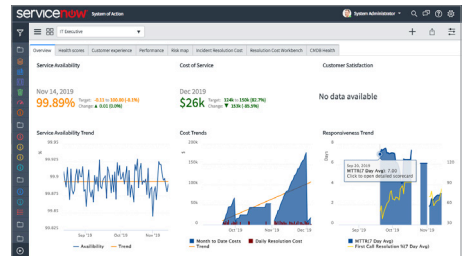
Continual Improvement Management

Continual Improvement Management (CIM) aligns data, people, and business goals for managing and measuring the strategic roadmap for IT improvements. With a structured framework and workflow, CIM enables cross-team collaboration and ensures all improvements are efficiently reviewed and prioritized.

Business benefit—reduces costs and focuses resources on innovation for the business

IT benefit—allows cross-team collaboration to manage and measure IT improvements

Transform IT with ITSM's innovative apps

Incident Management and Problem Management

Restore service after an unplanned interruption by investigating the root cause of an incident or escalating it to a major incident to quickly resolve critical service disruptions. Leverage trend analysis and periodic service configuration reviews to minimize and prevent future issues.

Employee benefit—gives rapid service restoration and consumer friendly self-service experience

IT benefit—accelerates service restoration, and collaborates to drive continual improvement
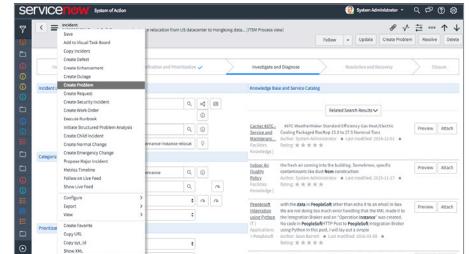
Change Management

Control IT change processes to minimize the risks and costs associated with rapid unplanned changes. Automate the planning and scheduling of CAB meetings with CAB Workbench and set expectations for planned changes. Increase user satisfaction and decrease unwarranted ticket requests with automated change notifications.

Employee benefit—prevents wasting time in change advisor board meetings

IT benefit—minimizes the risks and costs associated with unplanned changes
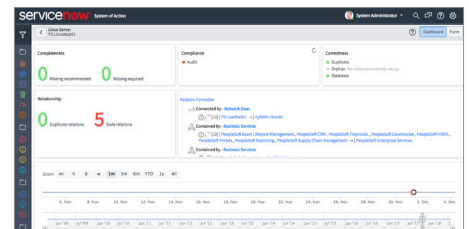
Configuration Management Database (CMDB)

Consolidate disparate IT management systems into a single system of action, allowing IT to see exactly what assets are in your IT environment, what services they are related to, and how they're functioning at all times. See the relationship between the CIs and services to proactively manage the impact of changes on your services. Monitor the quality of your CMDB data with the CMDB Health Dashboard.

Business benefit—provides better service visibility and control of your environment

**IT benefit**—makes better decisions with full understanding of risk and impact

Asset Management

Track the financial, contractual, and inventory details of hardware, devices, and virtual assets from purchase through disposal. Mitigate risk by knowing how every system is configured, what it costs, who has access to it, and what's installed on it. Get a complete, connected view of your assets, allowing you to identify and resolve issues faster.

Business benefit—offers visibility of the financial and contractual details of assets

IT benefit—sees the costs, configuration, and access rights of assets for faster resolutions
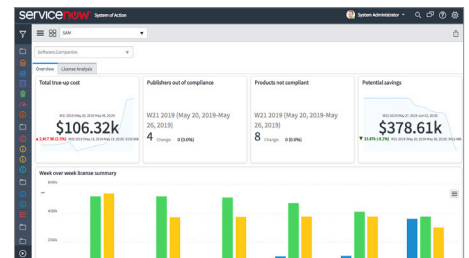
Better work experiences with ITSM Now Experiences apps

Request Management and Knowledge Management

Give end users a modern, omni-channel way to interact with IT and other shared services groups at any time through any device—enable self-help, request items or services, and collaborate with others. Capture and package knowledge from across the organization and make it readily available for shared or private use by IT and employees.

Employee benefit—makes requests from your mobile easy, offers self-help and cross-organizational status updates

**IT benefit**—streamlines service delivery, reduces costs, and automates workflows
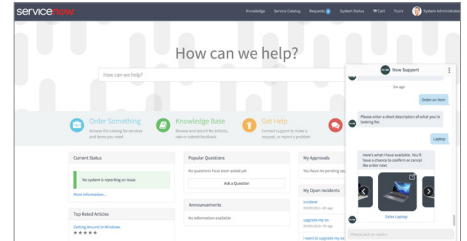
Service Level Management

Set business expectations and gain visibility into your IT team's service commitments and performance. Proactively manage SLAs with the color-coded visual SLA Timeline that allows managers to see individual SLA progress and events triggering stage changes. Prioritize tasks, check statuses, reassign ownership, and escalate issues when needed, allowing you to always provide your best service for what matters most to your organization.

Employee benefit—features greater satisfaction with IT by meeting time and quality expectations

IT benefit—align to business priorities by spotting trends and patterns early
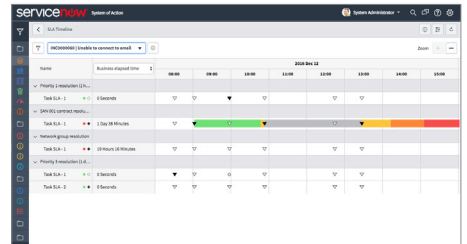
Reports and dashboards

Combine the power of the Now Platform® with a single data model to generate and distribute important information on demand and in real time. Choose from predefined or customized reports and create eye-catching, role-based dashboards in a flash.

Business benefit—provides the right data to the right people to make better decisions

IT benefit—creates on-demand reports in real time and permits viewing of 200+ predefined reports

Benchmarks

Benchmarks uses anonymized customer data to bring you the industry's largest and most up to date benchmarks. This allows you to compare your service management performance to the industry averages of your peers. Now, you can analyze and optimize your own performance against the best in the industry.

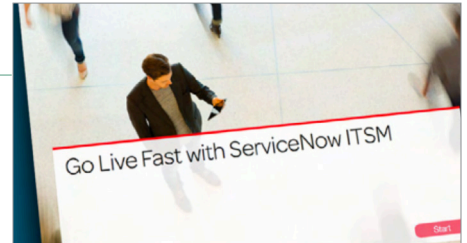**Business benefit**—tracks KPI trends over time to measure IT performance outcomes

IT benefit—compares your service's performance to industry peer averages
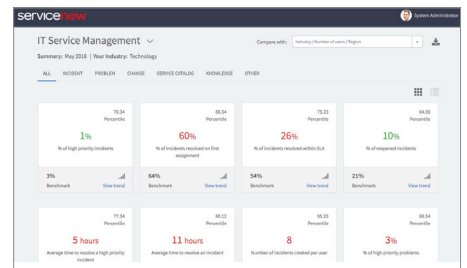
Continue learning

Best practices & guided setup

• Drag-and-drop form modification

• Single-click dashboards and reports

• Graphical workflow editor

• Intuitive service portal designer

Improve IT productivity, service levels, and costs

Read the Forrester Total Economic Impact™ of ServiceNow study®
to see how you can:

• Increase IT productivity by 20%

• Decrease incident resolution time by 10%

• Achieve 195% ROI with a 9-month payback

ServiceNow Global Services

ServiceNow Global Services is comprised of both ServiceNow®
Professional Services and ServiceNow® Education Services. This
is the "secret sauce" that drives business transformation and
allows you to thrive and achieve your business goals.

Visit ServiceNow ITSM to learn more.

Visit Modernize IT to learn how to transform your organization.

*Forrester Total Economic Impact™ of ServiceNow, an April 2017 commissioned study conducted
by Forrester Consulting on behalf of ServiceNow

servicenow.