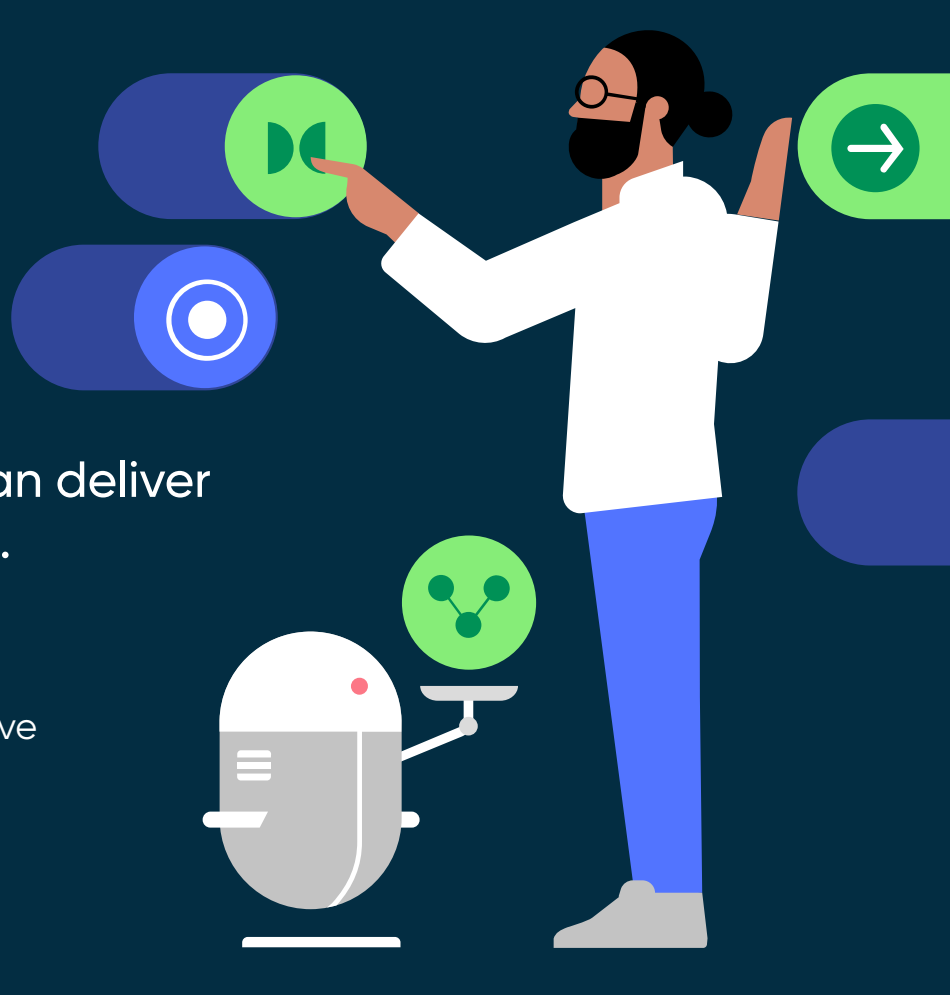


The Great Digital Reboot

Here's how government agencies can deliver joined-up experiences for everyone.

A seamless interconnected experience that improves customer satisfaction is ideal, but how can government reimagine processes and improve the speed and quality of services delivered to Australians? How can service delivery be transformed, to strengthen public trust and national resilience?



Disconnected agencies and departments leads to diminished national resilience



The ServiceNow vision for a joined-up government



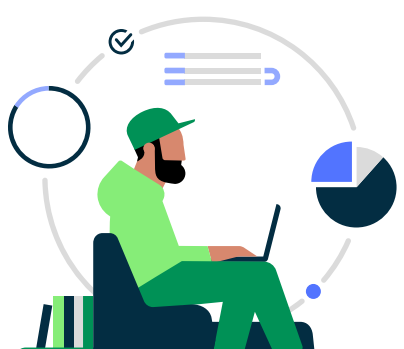
Fragmented IT systems impact service delivery



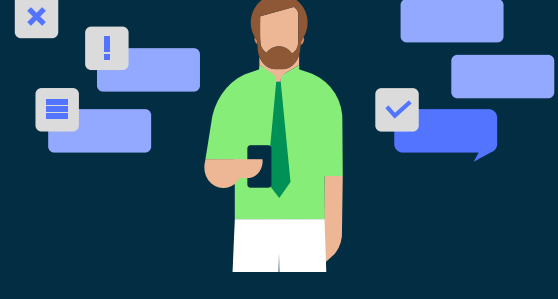
Improved visibility across IT estate



Lack of visibility makes it hard to plan for future talent needs



Joined-up HR workflows enhance all functions



Slow response times lead to citizen frustration



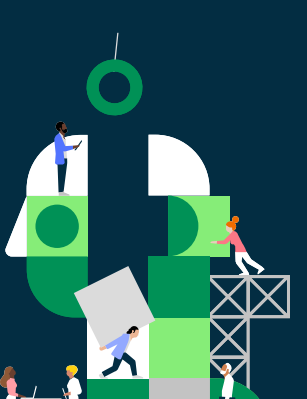
Omnichannel digital services for today's citizen



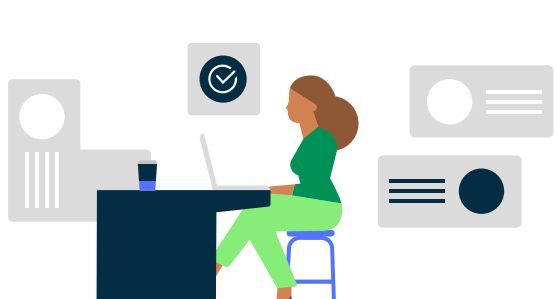
Hard-to-manage IT estate is even harder to secure.



Intelligent threat detection enhances data security



Lack of joined-up infrastructure means civil servants struggle to resolve issues



Unified store fronts simplify government interaction



NSW Health uses the Now Platform to digitise back-office processes and internal workflows to radically transform employee experience and improve services to patients.



NSW Health is creating transparency and connecting disparate systems across 121 services on their Health Outcomes and Patient Experience (HOPE) platform, built on ServiceNow. Using data from patient health surveys, the platform provides clinicians and patients with real-time, data-driven insights to improve the quality of care. By continuously evaluating patient experience, NSW Health can drive change to make a real difference to thousands of Australians.

[Watch The Video](#)

We believe service delivery should be simple, even within the unique constraints of government: rising customer expectations, reduced budgets, skills and supply chain shortages, constant public scrutiny and unpredictable crises that complicate everything.

Government can unlock the full potential of its technology investment and leadership to make faster, data-driven decisions. But change must start with integrating current systems, eliminating standalone resources, and modernising workflows.



About ServiceNow

Globally, government agencies of varying sizes rely on ServiceNow to support their digital transformation. We help you speed delivery of key services—all with better efficiency and lower costs. With a single cloud platform, we pledge to improve your efficiency and engagement by:

- Boosting your IT security IQ
- Exceeding citizen expectations
- Enhancing staff productivity
- Mapping and managing key services

ServiceNow works with government to improve the delivery of mission-critical services to the public, no matter the circumstance.

For more on ServiceNow's government solutions, visit: your.servicenow.com/australia

