

The Great Digital Reboot

Here's how organisations can act now to deliver joined-up citizen experiences.

A seamless experience that dramatically improves citizen satisfaction is the ideal, but how can local government reimagine structures that date back decades? How can service delivery be transformed, and public trust be strengthened?



Disconnected organisations lead to frustrating experiences



The ServiceNow vision for a joined-up local 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.



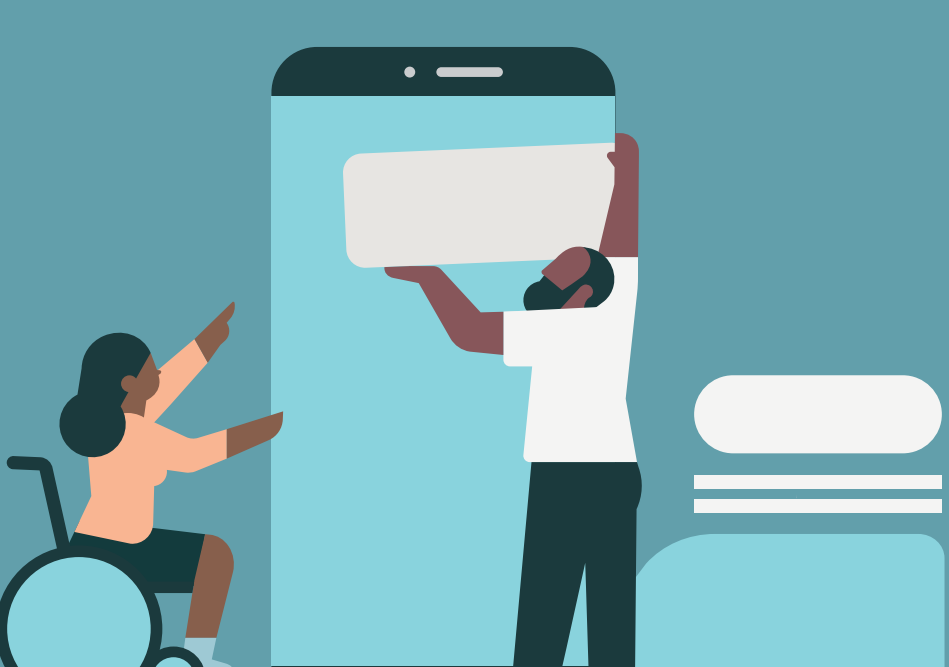
Intelligent threat detection enhances data security



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



Unified store fronts simplify local government interaction



"In ServiceNow, we had a platform to bring everything together in real time and power the workflows we needed to accelerate information sharing... We have an accurate, single source of truth for all the data we are collecting, with real-time dashboards that mean no vulnerable person should ever be overlooked."

Tony Ellis, Service Director ICT, Buckinghamshire Council

Helping vulnerable people in a crisis

The Now Platform ensures that everybody working on Buckinghamshire Council's COVID-19 response – whether a council staff member or volunteer – can focus less time on manual tasks and more time helping people in need.

- Staff no longer need to painstakingly input information into a spreadsheet or cross-check records
- Role-specific information is easily accessible for teams, community hubs, and volunteers
- There is better, more timely oversight of vulnerable people, including how many days of food they have left and when somebody last spoke to them
- Stock control, ordering, and usage monitoring for personal protective equipment (PPE) is more effective

We believe IT delivery should be simple, even within the unique constraints of local government: rising user expectations, reduced budgets, constant public scrutiny and unpredictable crises that complicate everything.

Councils can unlock the full potential of their IT investment and empower 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 organisations of varying sizes rely on ServiceNow to support their digital transformation. We help you speed up 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 helping you to:

- Boost your IT security**
- Deliver better experiences**
- Drive worker efficiency**
- Integrate and innovate**

With one platform, we partner with organisations to improve the delivery of mission-critical services to citizens, no matter the circumstance.

For more on ServiceNow's government solutions, visit: www.servicenow.co.uk/localgov

