ServiceNow ITSM overview

Unchain your innovation with our modern, cloud-based, silo-busting ITSM solution

Improved employee and customer experiences are essential for successful digital transformation. However, using siloed IT tools for your digital transformation creates information silos. With disparate data processes and excessive amounts of time and money spent on firefighting, you’re left with limited resources to create delightful user experiences. ServiceNow® IT Service Management (ITSM) provides a modern, cloud-based, silo-busting service management solution.

With ServiceNow ITSM, you can consolidate your IT tools into our single data model to transform the service experience, automate workflows, gain real-time visibility, and improve IT productivity. And it enables you to switch your operational IT costs to strategic investments.

ServiceNow ITSM accelerates your digital transformation and elevates your user experience with machine learning and AI-powered chatbots. It also improves your IT productivity by over 20% with structured machine learning that automates routine tasks.

Advantages of ServiceNow across the enterprise

- **24/7** EMPLOYEES get faster resolutions from 24/7 self-service with AI-powered chatbots on their mobile
- **15** THE C-SUITE benefit with real-time analytics, dashboards, and a 15 point rise in CSAT scores
- **20%** IT FULFILLERS increase their efficiency by 20% from automating work with machine learning

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 spends 80% of the time on innovation
- Machine learning reduces triaging by 35%
- VSP reduces response times by 40%

Check out our ITSM customer success stories (filter by industry, geography, or solution).
Elevate IT services with ServiceNow ITSM’s professional applications

Virtual Agent
Get instant resolution to repetitive IT service tasks and requests via Virtual Agent—an automated, conversational chatbot. Virtual Agent provides customers and employees with 24/7 self-service, freeing IT staff to work on more meaningful tasks and allowing for greater scalability and smarter resource spend.

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

**IT benefit**—scales support, deflects incidents, lowers costs, and removes the burden of repetitive work

Predictive Intelligence
Use Predictive Intelligence to automatically categorize and route issues to the right resolution team, while empowering technicians with AI-assisted answers for faster resolutions. Predictive Intelligence applies machine learning to 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**—auto-categorization and suggestions for faster resolutions and increased CSAT

Performance Analytics
Enable stakeholders and subject matter experts—workers, owners, and executives—who are responsible for successful service delivery to make smarter, real-time decisions based upon Performance Analytics. 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
Align your data, people, and business goals for managing and measuring your strategic roadmap for IT investments by using Continual Improvement Management (CIM). 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 business innovation

**IT benefit**—allows cross-team collaboration to manage and measure IT improvements
Transform the IT Experience with ITSM’s innovative applications

**Agent Workspace**
Solve issues faster and increase customer satisfaction with Agent Workspace’s modern user interface that serves as the command center for service desk agents. From a single pane view, service desk agents get all of the key information to efficiently respond to cases, view the full issue context, and get relevant AI-powered recommendations.

**Business benefit**—enables service desk agents to provide a better customer experience  
**IT benefit**—resolves issues faster, improves agent efficiency, and all key information is in one place

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**Incident Management and Problem Management**
Restore services fast after an unplanned interruption or major incident by investigating the root cause to quickly resolve critical service disruptions. Use trend analysis and periodic service configuration reviews to minimize and prevent future issues.

**Employee benefit**—gives rapid service restoration and a consumer-friendly, self-service experience  
**IT benefit**—accelerates service restoration, identifies root cause, and collaborates to drive continual improvement

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**Change Management**
Control IT change processes to minimize the risks and costs of unplanned changes. Automate standard changes with DevOps capabilities and for more complex changes, automate change advisory board meetings with CAB Workbench to improve velocity of work.

**Business benefit**—leads to productive change advisory board meetings and faster approvals  
**IT benefit**—increases user satisfaction and decreases unwarranted ticket requests

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**Configuration Management Database (CMDB)**
Consolidate disparate IT information silos into a single system of record to enable IT to see all assets, related services, and how they’re functioning. See the relationship between the CIs and services to proactively manage the impact of changes on your services. Monitor and improve 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

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**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
Modern consumer-like work experiences with ITSM applications

Request Management and Knowledge Management
Give users a modern, omni-channel way to interact 24/7 with IT and other shared services groups using any device—enable self-help, collaboration, request items or services. Share, manage, and use knowledge from across the organization and make it readily available for shared or private use by IT and employees.

- **Employee benefit**—makes requests easy from any device, anytime, anywhere, offering self-help and cross-organizational status updates
- **IT benefit**—streamlines service delivery, reduces costs, and automates workflows

Service Agent
Unchain IT service agents from their desks by enabling them to move work forward through any mobile device of their choosing. Agents update records, collaborate with coworkers, and reassign tasks as needed with simple swipes and gestures.

- **Business benefit**—enables greater employee productivity as requests get resolved faster
- **IT benefit**—provides greater IT productivity with agents able to connect to work anywhere, anytime

Walk-up Experience
Get a streamlined method for capturing and managing face-to-face IT support requests by using Walkup Experience. It’s online check-in, real-time queue estimates, and automated notifications help users manage their time, improving the service experience and customer satisfaction.

- **Employee benefit**—boosts customer satisfaction by providing efficient face-to-face support
- **IT benefit**—delivers a modern in-person walkup experience with mobile check-in and live helpdesk updates

Service Level Management
Set business expectations and gain visibility into your IT team’s service commitments and performance with Service Level Management. Manage SLAs with the visual SLA Timeline to see individual SLA progress and events triggering stage changes. Prioritize tasks, check statuses, reassign ownership, and escalate issues, allowing you to always provide your best service.

- **Business benefit**—features greater satisfaction with IT by meeting time and quality expectations
- **IT benefit**—aligns 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 real-time information on demand. 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
Customer Success Center (CSC) is the one place to find the most insightful tools, content, and resources to support your objectives and get to your desired outcomes faster. CSC's resources were created by ServiceNow experts and show you:

- How to overcome common obstacles in your ServiceNow journey
- Proven activities to accelerate and increase the value you get from ServiceNow
- Access to the Success Navigator, Value Calculators, and best practices benchmarks

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

Forrester Total Economic Impact™
Learn how to improve your IT productivity, service levels, and costs. Read the Forrester Total Economic Impact™ of ServiceNow study to see how you can:

- Achieve 20% increase in IT fulfiller efficiency
- Reduce high-priority incidents by 25%
- Enjoy higher employee productivity and see a 15 point rise of CSAT scores
- Increase project performance and automation by 20%
- Avoid $4.2M legacy solution costs (over three years) and get 229% ROI within seven months

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 Transform IT the Experience to learn how to digitally transform your organization.

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