ServiceNow IT Service Management

ServiceNow ITSM Overview
Nonstop Cloud, Single Platform, and System of Action

ServiceNow ITSM provides end-to-end visibility into your business services and IT environment through a single system of action. This makes it possible to consolidate fragmented tools and legacy systems, while machine learning automates processes on the powerful Now Platform. ServiceNow is easy to configure and allows you to activate quickly and confidently, while scaling to your business needs. With a simple and consistent approach, you increase efficiency, lower costs, and devote more time to innovating and delivering the modern, consumer-like, self-service experience your employees expect.

ServiceNow Customer Outcomes

Get Control
- **CHALLENGES**: Unstructured Processes, Chaos Rules, Unhappy Users
- **OUTCOMES**: Best Practices, Rapid Time to Value, Prioritized Work

Modernize IT
- **CHALLENGES**: Manual Processes, Legacy Apps, Multiple Tools
- **OUTCOMES**: Single System of Action, Consolidate Legacy Tools, Nonstop Cloud

Align IT to Business
- **CHALLENGES**: Tactical IT, Disjointed Complexity, No Innovation Budget
- **OUTCOMES**: Data Driven Decisions, Increase Productivity, High-Speed Strategic IT

Craft Brew Alliance
*Craft Brew Alliance* gained control of their IT processes by using built-in ITIL best practices and rolled out Incident and Asset in 12 weeks. This put a framework in place to reduce incidents by factor of 10. Now, issues can be prioritized correctly and repeat incidents are trending downward, freeing up time to work on more critical projects.

Oshkosh
*Oshkosh* consolidated IT service management for 15 different organizations, saving $3M and avoiding up to $500K per legacy upgrade. Using ServiceNow resulted in accurate compliance rates for help desk services. ServiceNow service management has spread into HR and facilities operations and has eliminated 36,000 unnecessary process approvals with unified workflows.

TransAlta
*TransAlta* transformed their IT services and rolled out 8 ServiceNow modules in 7 months. With ServiceNow, they abandoned their hard to use tools and freed staff for innovation. TransAlta took advantage of improved visibility to enable them to find and resolve issues before impact to users; that previously took 3 to 4 hours to discover.
**Incident Management and Problem Management**

Take control of the chaos by restoring service and responding to issues fast. Agent intelligence’s machine learning automates the categorization, routing, and assignment of work to reduce resolution times, improve customer satisfaction, and reduce human errors. Investigate the root cause of an incident with trend analysis and periodic service configuration reviews to minimize and prevent future service disruptions.

**Change Management**

Use a single integrated change calendar that allows you to minimize the risks and costs associated with rapid changes, and be better positioned to set expectations and timeframes for planned changes. Increase user satisfaction and unwarranted ticket requests with automated change notifications.

**Configuration Management Database (CMDB)**

Consolidate disparate IT management systems into a single system of record to see exactly what assets are in your IT environment, how they are configured, and how they’re functioning at all times. Understand your organization’s IT environment, particularly in the areas of service impact analysis, asset management, compliance, and configuration management.
Service Catalog and Knowledge Management

Give end-users a modern way to interact with IT and other shared services groups—enable self-help, request items or services, and collaborate with others. Quickly deliver standardized, pre-configured products and services with lower risk and costs. Capture and package knowledge from across the organization and make it readily available for the shared use of employees.

Asset Management

Track the financial, contractual, and inventory details of hardware, devices, and virtual assets throughout their lifecycle. 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.

Service Level Management

Set expectations and gain visibility in your IT team's commitments and performance. Prioritize tasks, check statuses, reassign ownership, and escalate issues when needed, allowing you to always provide your best service.

Reports and Dashboards

Combine the power of our 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 eyecatching dashboards in a flash. Benchmark your performance against your peers with numerous key performance indicators (KPIs) and track your continuous improvement over time.
Best Practices and Next Steps

Best Practice: Guided Setup
- Drag-and-drop form modification
- Single-click dashboards and reports
- Graphical workflow editor
- Intuitive service portal designer

Forrester The Total Economic Impact Of ServiceNow
A commissioned study conducted by Forrester Consulting on behalf of ServiceNow April 2017
- Improved IT productivity, resulting in $9.7 million in savings through greater efficiency
- Infrastructure cost savings of over $4.1 million over three years compared with legacy systems
- Automation savings of $3 million through increased efficiency by fully automating 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.