SOLUTION OVERVIEWS

Government
Government agencies worldwide—at all levels—are adapting to meet the rising demands of citizens and working to keep up with technology changes.

They’re investing in new tools, processes, and infrastructure to meet the needs of today’s citizen. They know that they must deliver an anticipatory government that can preempt problems before they impact citizens.

However, as they rollout new tools and processes, they must be vigilant. Cybersecurity risks and threats are evolving too, and any breach erodes citizen faith in government.

Agencies must ensure that their digital transformation efforts don’t compromise security.

Learn more here.
Creating better digital experiences for citizens

The private sector has seen huge success in creating streamlined, personalized customer experiences. However, in the public sector, clunky citizen experiences are still the norm. The reason? Government agencies have been slow to adopt artificial intelligence (AI) and machine learning. Many agencies still rely on spreadsheets, paper, and labor-intensive processes to manage key citizen services. These manual efforts create unnecessary red tape for citizens to navigate, turning what could be quick interactions into painful experiences.

And, these approaches not only negatively impact the delivery of citizen services, but they also decrease the productivity of state and federal government workers. Over half of all government workers can’t get their work done in a typical week because of excessive paperwork burdens.
Adopting AI and process automation is crucial for government agencies to do their mission-critical work.

From delivering modern service experiences to freeing up staff to focus on high-level tasks, AI helps support—not replace—the human decisions happening at agencies.

ServiceNow helps government agencies create seamless experiences across the organization.

- Modern service delivery for citizens
- Streamline internal workflows
- Secure cyber environments
- Empower employees
Modern service delivery for citizens

Citizens expect more from their government agency interactions. You need to make it simple and easy for them to get the support they need. But implementing a modern service delivery experience for citizens sounds complicated and time-consuming when you’re trying to stay ahead.

With ServiceNow, implementation is easy. We understand your need to improve citizen engagement and our flexible solutions use your data to drive actionable improvements. Whether you need help improving cross-agency collaboration or enabling self-service for citizens, we understand how to help you better deliver mission outcomes.
Streamline internal workflows

Your agency staff and contractors are expected to deliver critical services. Yet, disconnected internal workflows used to facilitate these services stand in the way of easily sharing information between different teams, bureaus, and systems. This lack of integration between legacy and modern systems results in a less efficient process that hurts both citizens and employees.

ServiceNow’s platform not only streamlines services and integrations across all systems; it meets regulatory obligations across different levels of government. We provide visibility into your agency’s operational footprint to ensure redundant costs are identified, resulting in a more efficient use of taxpayer money.
Secure cyber environments

Maintaining and protecting citizen and agency intellectual property and personal information is a complicated undertaking. Cybersecurity requires a continuous, proactive approach. And when one breach could mean exposing millions of citizens' personally identifiable information (PII), there’s no room for error in keeping your data safe.

ServiceNow’s security operations and risk management solutions help agencies protect citizen data through policy compliance while continuously monitoring controls against critical systems. When threats are detected, the system will respond to the activity and remediate any deficiencies.
Empower employees

To improve the experiences of citizens, your agency's staff need time to address high-level issues, instead of spending too much time filling out internal paperwork. With ServiceNow, there’s a better way to manage the employee and contractor experience.

Using the Now Platform®, agencies can expedite the transition process for employees and contractors, giving them timely access to the resources and systems they need to serve citizens. A unified service center helps to break down your cross-departmental workflows, creating an experience designed to improve employee productivity.
ServiceNow has contributed to reducing our average support ticket volume by nearly 50%. It also drove a 15% increase in overall efficiency for our IT support staff, because now there is a single tool that contains the information needed to provide quick resolution and close tickets faster.

—David Dothé, Project Manager for G-Cloud ITSM at Smals

DRAMATICALLY IMPROVING IT EFFICIENCY

The Belgian federal government and social security institutions needed to replace isolated, sometimes aging, legacy systems with centralized shared services. They wanted to improve data security and focus IT, financial, and human resources to support the organization’s primary business objectives.

Using ServiceNow’s ITSM-as-a-Service, an offering for IT service management and customer relationship management, Belgian’s shared in-house ICT organization, Smals, was able to offer both a cloud-based IT service management tool that is fully managed and a dedicated instance for individual government agencies. This supports the agencies’ ongoing efforts to consolidate different tools, spreadsheets, and manual processes that may exist.

Now, the Belgian government is on its way to achieving dramatically improved IT efficiency. Previously, Smals was handling an average of 15,000 support tickets per month. With ServiceNow, that number has dropped to approximately 8,000.
Transforming the government workforce through operational efficiency

Some of the most mission-critical work happens at government agencies. Yet agencies struggle to bring in—and retain—talent with the technical skills to deliver next-generation citizen experiences.

Shortfalls in the onboarding experience play a part, but a larger issue is the lack of technology to improve the worker experience. Employees expect to interact with their work the same way that they consume products and services, and most agencies need better tools to facilitate that experience.

Another hurdle in the way of workforce modernization? Repetitive administrative work.

Documentation is reported to take up 10% of both federal and state government work hours. Routine tasks will always be a necessary part of government work; however, incorporating AI can help make them more efficient. Plus, using AI to handle the more mundane tasks can free up workers to spend time on meaningful activities, creating a better workforce experience in the process.
It’s time to transform human resources, equipping people to get more done, while ensuring they feel heard and valued.

ServiceNow has the solutions you need to increase workforce efficiency.

The Now Platform® allows you to create operating efficiencies and improve the workforce experience for your team.

You will:

- Transform the onboarding experience
- Enable cross-functional collaboration
- Put internal information at their fingertips
Transform the onboarding experience

A worker’s first few days are crucial to his or her success. However, many agencies fail to provide a consumer-grade onboarding experience for their new hires.

Complicated portals and paperwork shouldn’t damage your employees’ first experiences with your agency.

Using ServiceNow’s HR Service Delivery, agencies put employees at the center, empowering them to serve citizens better. Our intelligent HR services streamline and automate employee onboarding processes, eliminating manual steps, and reducing onboarding costs.
Enable cross-functional collaboration

It’s impossible to deliver a great experience in a vacuum. For your employees, workforce experience is holistic, including all the processes they regularly encounter. But simplifying and improving the experience across all departments—not just HR and IT—requires a coordinated effort.

With ServiceNow, it’s easy to implement cross-functional collaboration. We provide the workflows to facilitate communication between departments, allowing you to collaborate and eliminate redundant processes easily. In the end, you create a better user experience for your employees.
Put internal information at their fingertips

When employees need information, they don’t want to wait. Yet finding the information they need—at the time they need it—can be burdensome and time-consuming. This experience erodes productivity and damages the employee experience.

ServiceNow’s platform offers digital workflows that make it easy for you to simplify employees’ access to information and services. Our solution uses native mobile apps and virtual agents to create great employee experiences—improving employee productivity in the process.
It’s easy to train our IT staff on how to develop the ServiceNow workflows, so we can develop new workflows quickly and with minimal cost. Because we don’t need a lot of professional services for custom development of the core platform, we don’t need to allocate annual expenditures toward it anymore.

—Jian Liu, CIO of DOHMH

**DELIVERING RESPONSIVE SERVICES BEYOND IT**

When multiple workflows are integrated across different departments—from HR to IT to finance—agencies can save on operating costs and increase worker productivity.

The New York City Department of Health and Mental Hygiene (DOHMH) recognized that an integrated, cloud-based software could help it automate workflows, operate more efficiently, and better respond to requests.

After migrating to the ServiceNow platform, the agency saw immediate cost savings and had access to customization options that were previously unavailable. By creating a single portal for employees to submit work-related requests, DOHMH can efficiently respond to employee needs and free up valuable IT staff time.
About ServiceNow

ServiceNow partners with local, state, and federal government agencies to help them 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

Learn more about ServiceNow’s work with government agencies.

GET DETAILS

ServiceNow (NYSE: NOW) is the fastest-growing enterprise cloud software company in the world above $1 billion. Founded in 2004 with the goal of making work easier for people, ServiceNow is making the world of work, work better for people. Our cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity to approximately 5,400 enterprise customers worldwide, including almost 75% of the Fortune 500. For more information, visit www.servicenow.com.