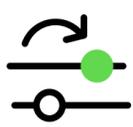


Accelerate government's mission to serve

Government agencies are on a mission to provide seamless and secure services that build trust. Citizen and employee interactions need to be timely, secure, consistent, and transparent across all channels.

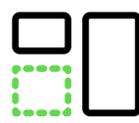
To succeed, agencies must navigate a number of hurdles:



Disconnected, legacy systems



Increased cyber-security attacks



Limited resources

In order to:

Reduce technology debt and increase efficiency
Improve customer and employee experience

Continuously strengthen security of customer data
Enhance privacy protection with zero trust security

Maximize the use of assets and investments
Exhibit fiscal responsibility with taxpayer money



Over 75% of governments will gauge digital transformation success by measuring the enduring mission impact by 2026.

Source: Gartner, "Predicts 2023: Governments heighten focus on mission impact amid global uncertainties," 2022

Managing the entire mission experience on a single digital platform breaks down the barriers that impede success. When critical data, systems, and teams are more connected, and processes are automated end-to-end, experiences and security improve.

PRIORITY 1:	WHAT YOU WANT	WHAT YOU NEED
<p>Maximize the use of limited resources</p>	<p> Reduce costs while meeting expectations</p>	<p>→ Centralize and automate services from end-to-end Empower customers and employees with digital resources Increase interdepartmental collaboration</p>
	<p> Optimize technology to deliver better service</p>	<p>→ Anticipate customer needs with real-time analytics Integrate emerging technologies seamlessly Modernize time-intensive, expensive manual processes</p>
	<p> Utilize limited resources efficiently</p>	<p>→ Optimize inventory levels and improve loss prevention Streamline complex procurement operations Maximize use and return of assets across the lifecycle</p>
<p>Strengthen resiliency through increased security</p>	<p> Manage risk in real time</p>	<p>→ Maintain business continuity with real-time, actionable insights on risks Manage third-party and supplier risks centrally Monitor privacy and data loss to maintain compliance</p>
	<p> Mitigate cybersecurity risk</p>	<p>→ Monitor and respond to technology risks and threats proactively Detect fraudulent behavior leveraging AI Meet evolving compliance and regulatory demands</p>

→ The most effective digital transformation strategies keep these two priorities at the center.

A single digital platform improves employee productivity by delivering automated, frictionless, and predictive services—from service initiation request to resolution; when productivity improves, so do constituent experiences.

The result: better mission outcomes that lead to increased public confidence and trust in government while saving time and money.

Learn more about how ServiceNow can transform how you achieve your mission:

[VIEW OUR EBOOK](#)