ServiceNow ITSM overview

Future proof your digital 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 employee experiences.

ServiceNow® IT Service Management (ITSM) is a modern, cloud-based, silo-busting service management solution. With ServiceNow ITSM, you can consolidate on-premises legacy tools to a single cloud platform and stop wasting your money and harness shared data and analytics with automated workflows on the Now Platform® in the Nonstop cloud. Platform-native AI and machine learning along with natural language virtual agent chatbots unburden your IT staff and boost productivity 30%. ServiceNow ITSM lets you:

• Empower employees to self-solve issues 24/7, raise questions, and get relevant, accurate, and consistent information to improve employee satisfaction.

• Make smarter decisions, automate 20%¹ of your services, and continually improve your services in role-based workspaces.

• Triage, collaborate, and enable agents to resolve incidents, find answers, and stay connected from anywhere to resolve high-impact incidents and improve agent productivity by 30%¹.

Advantages of ServiceNow across the enterprise

Deliver resilient IT services on a single ITSM cloud platform  
Boost IT agent productivity with faster platform-native AI resolutions  
Serve employees anywhere with always-on IT services

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 IT services.

Flight Centre Travel Group™  
• Reduced the number of incidents by 50%  
• Reduced MTTR (resolution time) by 80%

Danske Bank  
• Reduced high impact incidents by 93%  
• Shortened time to restore service by 6X

Oxford Health NHS Foundation Trust  
• Saved 1,200 hours annually with automation  
• Improved employee satisfaction by 2X

Check out our ITSM customer success stories (filter by industry, geography, or solution).

¹. Source: Total business value of ServiceNow IT apps, August 2021. Based on the source: The Forrester Certification of ServiceNow’s Value Management Model, Forrester consulting, April 2020
Deliver resilient IT services on a single ITSM cloud platform

Stop wasting your money with legacy on-premises IT tools and consolidate to a single system of engagement.

Incident Management
Automatically assign incidents to the correct resolution group with Incident Management’s machine learning. Bring together stakeholders to investigate issues and restore services swiftly with the Major Incident Management portal.

Problem Management
Restore services quickly and often prevent issues from happening in the first place with Problem Management. Structured workflows diagnose root causes and fix problems to eliminate recurring incidents and minimize the impact of unexpected disruptions.

Change Management
Improve velocity of work while minimizing risks and costs of unplanned changes. Automate changes with DevOps capabilities and for complex changes, automate change advisory board meetings with CAB Workbench to accelerate change management.

Configuration Management (CMDB)
Consolidate IT data silos into a single system of record to let IT see the functioning of all assets and related services. See the relationships of configuration items (CIs) and services to proactively manage the change impacts.

Harness shared data and analytics with automated workflows on the Now Platform® within the Nonstop Cloud™.

Performance Analytics
Enable stakeholders—workers, owners, and executives—responsible for service delivery to make smarter, real-time decisions with Performance Analytics. Use data visualizations to anticipate trends, prioritize resources, and drive IT alignment with business goals.

Service Portfolio Workspace
Track and analyze service performance using data from a host of ServiceNow and third-party applications in a consolidated view. Proactively solve service issues, lower costs, and deliver great service experiences with Service Portfolio Workspace.

Continual Improvement Management
Collaborate and prioritize data, people, and business goals to manage your strategic IT roadmap investments with the structured framework and workflow of Continual Improvement Management (CIM).

Vendor Manager Workspace
Track and analyze vendor performance from a single destination with Vendor Manager Workspace. Get consolidated insights to make smarter decisions that maximize value for your organization.
Boost IT agent productivity with faster platform-native AI resolutions

Unburden your IT staff with natural language virtual agents and Agent Workspace to boost productivity 30%\(^1\) or more.

Virtual Agent
Resolve repetitive IT service tasks and requests nearly instantly via Virtual Agent—an automated, conversational chatbot. Give employees 24/7 self-service and free IT staff to work on more meaningful tasks for greater team scalability and smarter resource spend.

Agent Workspace
Solve issues faster with Agent Workspace and increase employee satisfaction. Service desk agents get a single pane view command center with full issue context and relevant AI-powered recommendations to efficiently resolve issues quickly.

Identify, track, resolve high-impact incidents and improve agent efficiency by more than 30%

Predictive Intelligence
Automatically categorize and route issues to the correct resolution team with machine learning, while empowering technicians with AI-assisted answers for faster resolutions. Predictive Intelligence’s recommendations become increasingly accurate over time.

Service Level Management
Set business expectations and gain visibility into your IT team’s service commitments and performance with Service Level Management. Prioritize tasks, check statuses, reassign ownership, escalate issues, and manage SLAs with the visual SLA Timeline.

Triage, collaborate, and enable agents to resolve incidents, find answers, and stay connected from anywhere.

Mobile Agent
Unchain IT service agents from their desks to let them 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.

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1. Source: Total business value of ServiceNow IT apps, August 2021. Based on the source: The Forrester Certification of ServiceNow’s Value Management Model, Forrester consulting, April 2020
Serve employees anywhere with always-on IT services

Empower employees to self-solve issues 24/7, raise questions, and get relevant, accurate, and consistent information in a single place.

Request Management
Give employees a modern, omni-channel way to interact 24/7 with IT and other shared services groups using any device to enable self-help, collaboration, request items or services, and get automated status updates to ensure expectations are met.

Knowledge Management
Share, manage, and use knowledge from across the organization and make it readily available for shared or private use by IT and employees. Increase employee self-service and boost agent productivity with contextual knowledge, driven by machine learning.

Give employees fast self-help while on the go or from Amazon Connect, Slack, Facebook Workplace, and Microsoft Teams messaging.

Now Mobile
Remove the friction of getting work done with Now Mobile, find answers and complete tasks across IT, HR, facilities, finance, legal, and other departments—all from a mobile app powered by the Now Platform®. Finally, work life can be as great as real life.

Embedded Experiences
Employees can make requests and check fulfillment status in Amazon Connect, Slack, Facebook Workplace and Microsoft Teams messaging collaboration tools.

Serve employees 1:1 and improve your employee satisfaction with “genius bar” IT service.

Walk-up Experience
Streamline face-to-face IT support requests with Walk-up Experience’s online check-in, real-time queue estimates, and automated notifications help employees manage their time, while improving the service experience.

1. Source: Total business value of ServiceNow IT apps, August 2021. Based on the source: The Forrester Certification of ServiceNow’s Value Management Model, Forrester consulting, April 2020
Make smarter decisions and continually optimize your services and workforce

Maximize your staff productivity while optimizing your processes

And there’s more... dynamic translation, peer benchmarks, asset management, dashboards and DevOps to improve your service delivery

**Process Optimization**
Gain greater visibility and actionable insights on process improvements. Maximize efficiency across the enterprise with visual process maps that help you identify inefficiencies and improve productivity.

**Workforce Optimization**
Maximize your most valuable resource – your teams. Manage teams effectively with visibility into performance and maximize output using a 360-degree view of agent work, schedule, skills and training.

**Dynamic Translation**
Use Dynamic Translation to remove language barriers in delivering services to your employees. Scale support staff by enabling them to view and respond to foreign language queries in their own native language.

**Asset Management**
Avoid unnecessary asset purchases, cut software licensing and support costs by tracking the financial, contractual, and inventory of hardware and virtual assets from purchase through disposal with Asset Management.

**DevOps Change**
Provide out-of-the-box integrations, data modeling and workflows which automate change request creation from many different DevOps toolchains and then automate request approvals using sophisticated policies based on data from the pipeline and data already within ServiceNow. Improve auditability by providing change managers with reliable data automatically populated and in a familiar interface.

**Benchmarks**
Compare the performance of your services to the industry averages of your peers. Benchmarks has the industry’s largest anonymized customer data set with the most up-to-date benchmarks allowing you to continually optimize your services.

**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.
Continuing learning

Customer Success Center
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

ServiceNow Global Services
Access ServiceNow Expert Services and ServiceNow Training and Certification for help to thrive, achieve business goals, and drive business transformation.

Visit ServiceNow ITSM product page to learn more.

Visit IT workflows page to learn how to digitally transform your organization.

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