



## How to Modernize IT Service Management

- 1. Consolidate Incident, Problem, and Change Management**  
 Provide consistency across processes with shared configuration items and service level goals.
- 2. Automate Assignments with Agent Intelligence**  
 Use Agent Intelligence to automatically triage incidents, and integrated collaboration to improve teamwork.
- 3. Drive Action with Service and Asset Awareness**  
 Automate discovery of IT services and assets to gain visibility into cost of ownership and get fast resolution.
- 4. Make Better Decisions with Dashboards and Analytics**  
 Use dashboards to get actionable insight into service demand, service level compliance, and other key performance indicators.
- 5. Provide One Place for Users to Make All IT Requests**  
 Request and track services through a single service portal and from any device—creating a consumer-like experience.
- 6. A Single Cloud System of Action for IT**  
 Drive IT efficiencies and reduce costs by consolidating on-premises tools and infrastructure on the ServiceNow Platform.