



## Government

Government agencies are under a lot of pressure to innovate faster and deliver better citizen experiences. But legacy systems and tight budgets are serious barriers to modernization. With employees spending much of their time on routine manual tasks, most have difficulty keeping pace with the rising volume of everyday work. What government agencies need is a solution that automates workflows for mission and business applications. A single cloud platform that enables agencies to modernize citizen and employee experiences—while saving millions of dollars and staff hours every year. They need to leverage the power of the cloud to not only become more efficient but also to meet compliance regulations through continuous monitoring and automated remediation of risks and vulnerabilities.

### Enter ServiceNow - The Platform of Platforms

#### Deliver Consumer-Like Digital Experiences

Exceed expectations with modern self-service tools that allow citizens to get answers, make requests, and view status updates from any device. Common requests like password resets can be completely automated, freeing employees to focus on issues that need their expertise. Automated case assignment speeds requests to the appropriate departments while intelligent workflows empower employees to deliver rapid resolutions.

#### Keep Citizens Up to Date on FOIA Requests

Make it easy for citizens to submit and track Freedom of Information Act requests through intuitive self-service portals with integrated Virtual Agent. For government agencies, workflow automation and machine learning results in increased accuracy and streamlined efficiencies. Employees can work together to deliver end-to-end support, accelerating case resolution, and helping agencies meet performance goals.

#### Efficiently Manage Technicians in the Field

Automate the assignment of citizen-submitted work orders, ensuring technicians arrive on the scene with everything they need to resolve issues fast. With ServiceNow's Field Service Management solution,

a field-optimized mobile interface makes it easy for workers to track assignments, enter task details, and collect signatures. And with real-time dashboards providing at-a-glance metrics of employee and resource allocations, management gains deeper insights into improving field operations.

#### Optimize Workforce Efficiency

Make the best use of limited employee resources. ServiceNow automates low-level workflows so employees can focus on challenges requiring their expertise. Intelligent interfaces help accelerate the decision-making process, providing easy access to AI and contextually relevant information.

#### Accelerate Digital Transformation

Move faster toward digital government. IT leaders at all levels of government are on their way to developing and implementing a shared services model. ServiceNow empowers government senior IT executives by providing new insights into their digital services—enabling them to execute informed consolidation and optimization initiatives while fully exploiting the benefits of cloud services.

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