ServiceNow IT Service Management (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 and poor employee experiences.

ServiceNow IT Service Management is a modern, cloud-based, silo-busting service management solution. With ITSM, you can consolidate on-premises legacy tools to a single cloud platform and harness shared data and analytics with automated workflows on the Now Platform®. Via native AI and machine learning capabilities along with virtual agent chatbots unburden your IT staff and boost productivity by 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 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 Robust IT services without breaking the bank	**Boost IT productivity with fast, platform-native AI resolutions**	**Provide employees amazing experiences with always available 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™

Danske Bank

NHS Oxford Health NHS Foundation Trust

- Reduced the number of incidents by 50%
- Reduced MTTR (resolution time) by 80%

- Reduced high impact incidents by 93%
- Shortened time to restore service by 6X

- 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).

Deliver resilient IT services on a single ITSM cloud platform

Replace legacy on-premises IT tools and consolidate to a single system of engagement without breaking the bank
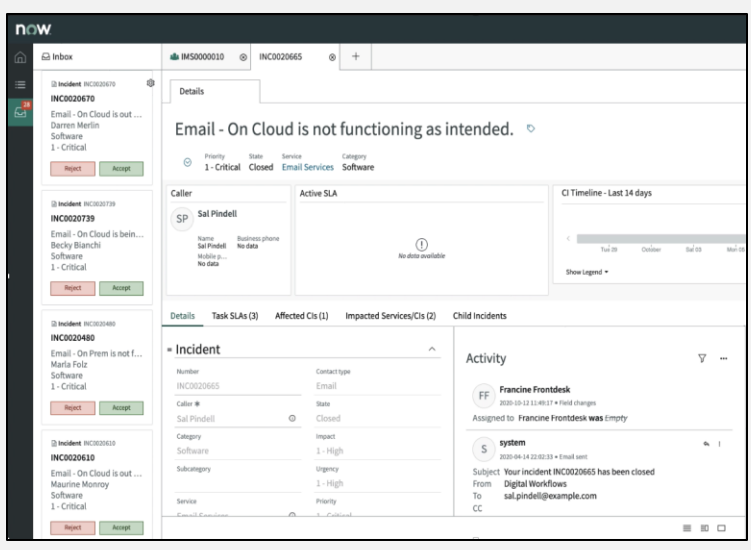
Incident Management
Automatically assign incidents to the correct resolution group with Incident Management's machine learning. Bring together stakeholders to investigate issues and restore services swiftly with the Major Incident Management portal.

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

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
Manage improvements from initial idea through delivery with a structured framework that drives organization-wide service excellence. Align your data, people, and business goals to empower the organization to achieve continual improvement in a repeatable manner.


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.
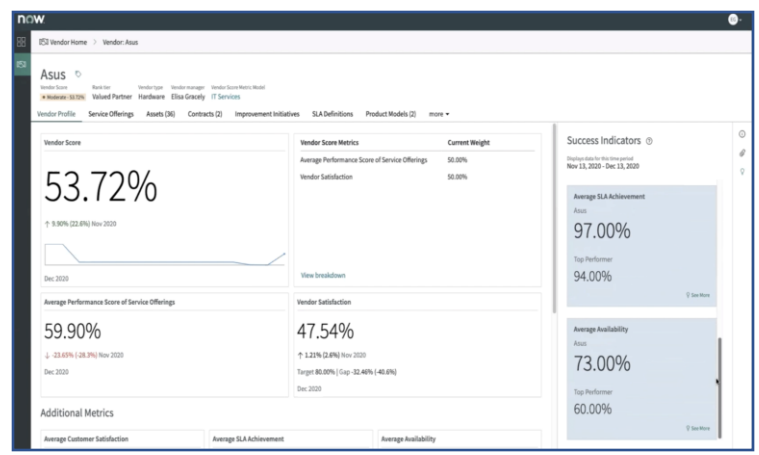
Boost IT agent productivity with faster platform-native AI resolutions

Unburden your IT staff with natural language virtual agents and Service Operations Workspace to boost productivity 30%[1] or more.
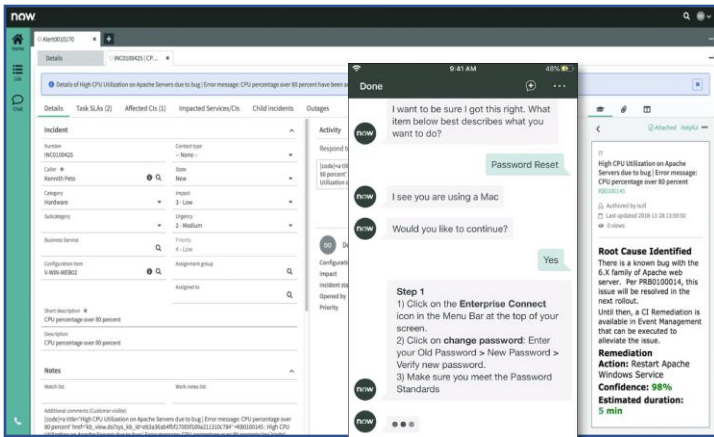
Virtual Agent
Get instant resolution to repetitive IT service tasks and requests via Virtual Agent—an automated, conversational chatbot that understands natural human language. Virtual Agent provides customers and employees with 24/7 self-service, freeing IT staff to work on more meaningful tasks and allowing for greater scalability and smarter resource spend.

Virtual Agent Optimize
ServiceNow experts will provide an end-to-end white glove service to identify, implement and optimize Virtual Agent conversations. This is included with the ITSM Pro+ package.

Service Operations Workspace
Brings together IT Operations and Service Management capabilities to provide a unified experience and reinvented workflows that enable modern best practices to automate and improve service reliability and deliver a seamless experience.

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

Predictive Intelligence
Use Predictive Intelligence to automatically categorize and route issues to the right resolution team, while empowering technicians with AI-assisted answers for faster resolutions. Predictive Intelligence applies machine learning to historical request patterns, allowing it to become increasingly accurate in its predictive recommendations.

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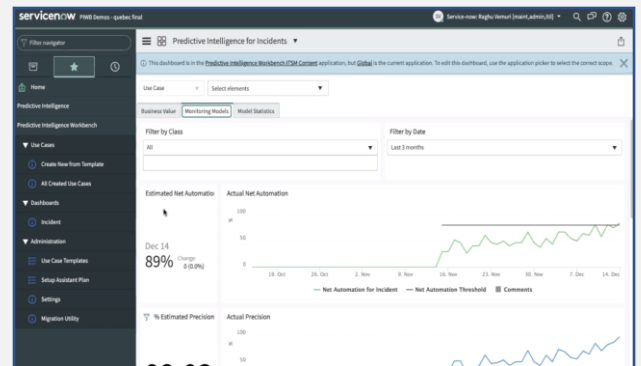
Triage, collaborate, and enable agents to resolve incidents, find answers, and stay connected from anywhere.
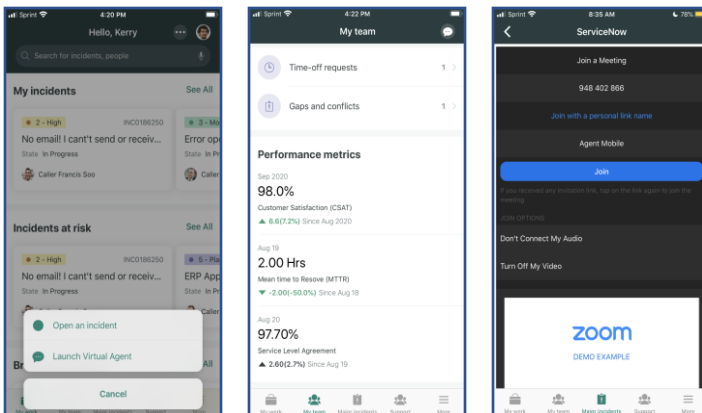

Mobile Agent
Unchain IT service agents from their desks to let them move work forward through any mobile device of their choosing. Agents update records, collaborate with coworkers, and reassign tasks as needed with simple swipes and gestures.

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

Provide employees amazing experiences with always available IT services

Empower employees to self-solve issues 24/7, raise questions, and get relevant, accurate, and consistent information in a single place.
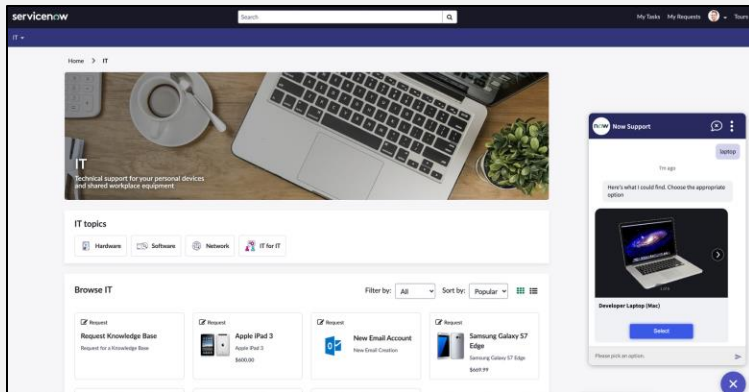
Request Management
Give employees a modern, omni-channel way to interact 24/7 with IT and other shared services groups using any device to enable self-help, collaboration, request items or services, and get automated status updates to ensure expectations are met.

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.
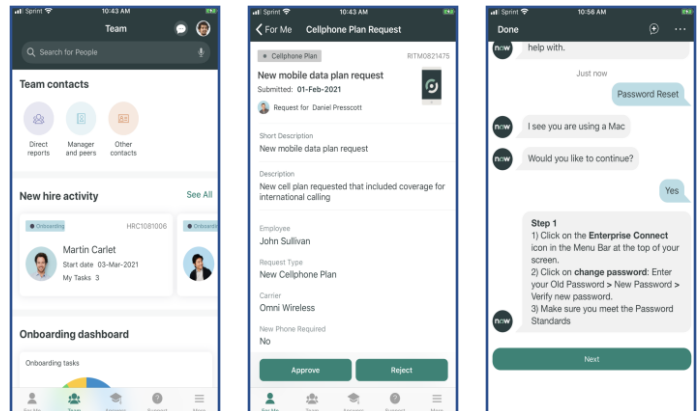
Enhance the employee experience by connecting systems and departments on a unified platform
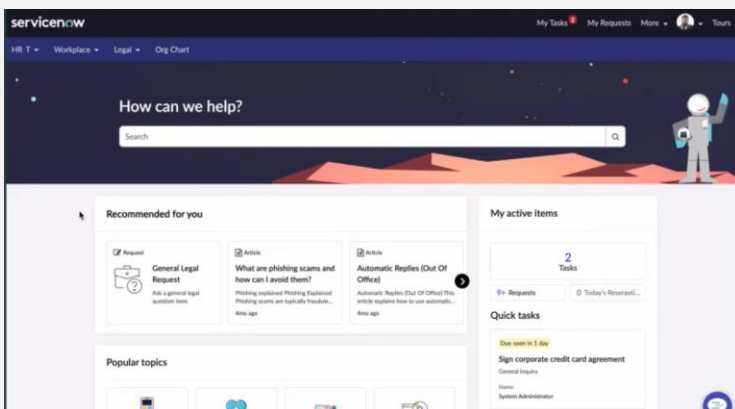
Employee Center
drive multi-department service delivery and targeted content experiences on a single, unified portal. From one place, employees can access services across your departments and functions, engage with personalized communications, and enjoy a modern intranet experience.

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.

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Make smarter decisions and continually optimize your services and workforce

Maximize your staff productivity while optimizing your processes
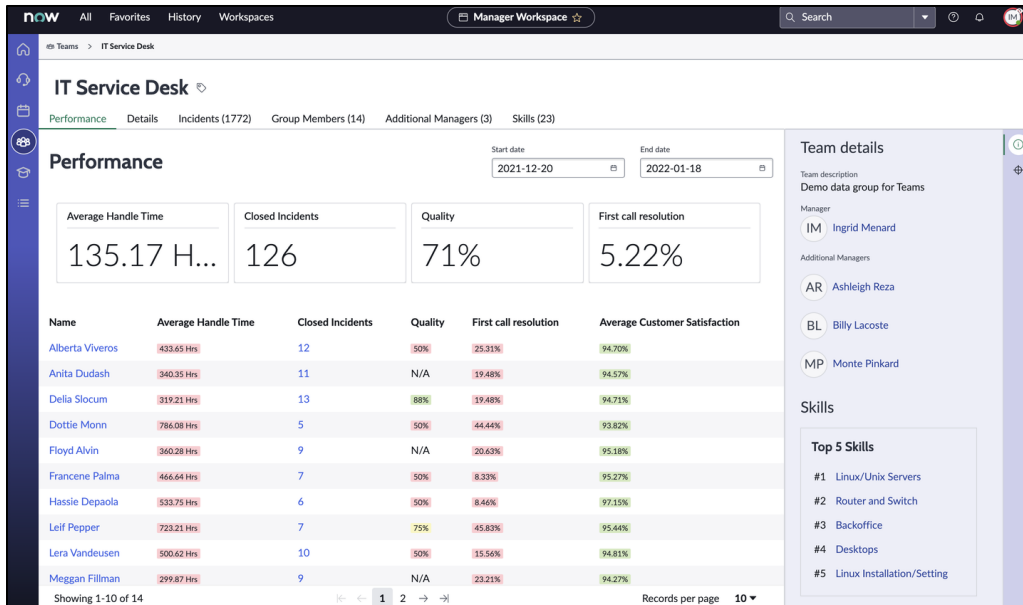
Process Optimization

Uncover process bottlenecks, weak spots, and find areas for optimization potential for proactive process assessment and continual optimization of ITSM. Eliminate inefficient and costly variants from core processes via native process mining of your data resulting in intelligent streamlines to your IT processes.

Workforce Optimization

Optimize schedules, time-off requests, and learning paths with an intuitive omnichannel interface to maximize your teams' performance in real-time. Ensure you always have the right staff on hand so managers can not only focus on better work-life balance but also on sharpening team skills with integrated coaching and training.

And there's more… dynamic translation, peer benchmarks, Admin Center, dashboards and DevOps to improve your service delivery

Dynamic Translation

Use Dynamic Translation to remove language barriers in delivering outstanding services to your employees. Dynamic translation is part of the Now Platform and enables support staff to view/respond to foreign language queries in their own native language with the click of a button. Enable your support staff to scale globally without the need for having native language speakers on shift.

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.

Admin Center

Admin Center is a single destination to help platform owners and administrators discover and deploy unused capabilities they are entitled to, to drive desired outcomes. Take advantage of Adoption Blueprints which are prescriptive and guided paths that allow you to proactively set up and configure any application that you're entitled to.

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.

DevOps Change & Config

Use development tool integration and change automation policies to capture changes, assess change risk levels, and govern DevOps processes. Reduce the risk of configuration changes causing outages, performance issues and vulnerabilities and add a full audit trail with configuration snapshots
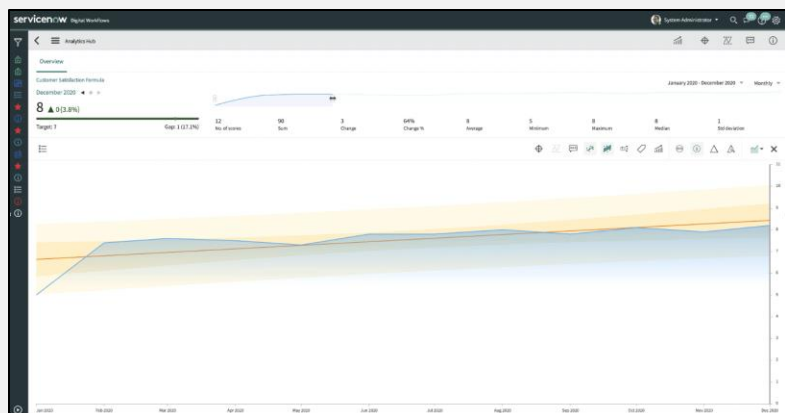
Continuing learning

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

ServiceNow® Global Services is comprised of both ServiceNow® Professional Services and ServiceNow® Education Services. This is the "secret sauce" that drives business transformation and allows you to thrive and achieve your business goals.
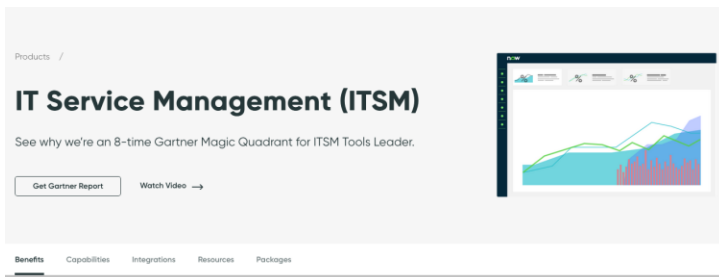
Visit ServiceNow ITSM product page to learn more.
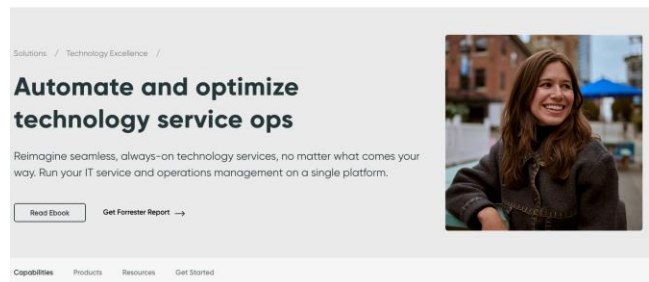
Visit the Automate & Optimize page to learn how you can reimagine your technology services by combining IT service and operations

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