

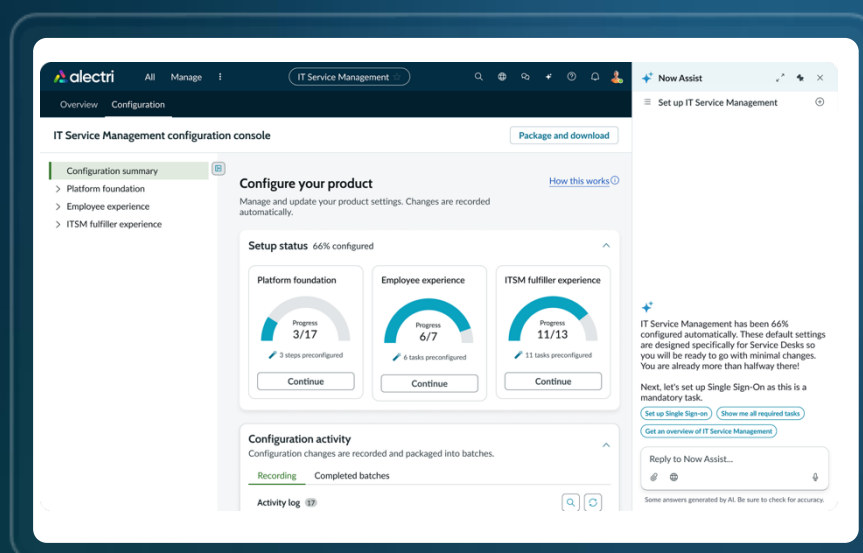
# ServiceNow ITSM Foundation

The IT Service Desk solution that you never outgrow

## Overview

What comes to mind when you think about deploying a new service desk solution or replacing one that you have outgrown? Slow setup, a steep learning curve, and lots of tools that don't work together?

ITSM Foundation is different. Preconfigured defaults, 100+ ready-to-use catalog items, and an AI setup agent get your team running quickly. And because it's built on the ServiceNow AI Platform, expanding into HR, Finance, or other departments doesn't mean starting over — it means turning on what's already there.



## Key features

- 1 Up and running in weeks:** An AI setup agent configures your service desk with smart defaults, resulting in fewer decisions and no guesswork.
- 2 A catalog that's ready when you are:** 100+ pre-built entries for the most common IT requests, ready to go from day one.
- 3 AI that handles the intake:** AI agents take incidents from first report to detailed ticket — asking the right questions, finding fixes, and escalating only when needed.
- 4 Your team focused on fixes, not admin:** Fulfillers see one clean workspace. AI triages, suggests next steps, and drafts resolution notes so your team works the problem instead of the process.
- 5 IT that meets employees where they work:** Employees can request service and report issues via Teams, Slack, email, or portal to get intuitive AI support without learning a new tool.
- 6 One platform for every department:** ITSM Foundation is part of Enterprise Service Management Foundation. When you're ready for HR, Finance, Procurement, and beyond, you can run everything on the same platform with the same data.



## Benefits

### Less manual work for every team

AI agents handle triage, draft resolution notes, and surface relevant knowledge articles, so your teams spend their time solving problems instead of logging them.

### More efficient resolution

When someone reports an issue, AI collects context upfront, tries to resolve it on the spot, and only escalates with a complete ticket. Less back-and-forth for everyone.

### An investment you never outgrow

ITSM Foundation runs on the ServiceNow AI Platform. Your AI, data, and workflows stay connected from day one. Upgrade your ITSM capabilities when your needs change. Expand to Service Operations, IT Asset Management, or departments beyond IT. No re-platforming. No migration.

# 23%\*

Faster incident resolutions

# 41%\*

Requests handled with AI

## Learn more about ITSM Foundation

Contact us

View demos

*\*Forrester Certified. All figures are based on metrics collected from ServiceNow customers, comparing their experience before and after using ServiceNow, as part of Forrester Consulting Total Economic Impact™ studies and additional customer interviews.*

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## Core capabilities

### Incident Management with AI Agents

AI handles summarization, triage, and knowledge article search, so your team works from context, not guesswork.

### Intuitive Requester Portal

Employees create incidents and requests through a conversational interface that feels natural and gets the details right the first time.

### Knowledge Management

Increase self-service and resolution efficiency with an easy-to-search and self-populating knowledge base.

### Asset Management & CMDB

One place to see and manage every asset across your infrastructure. The CMDB gives your team a single trusted view of what you have and how it connects.

### Service Catalog

100+ pre-built entries covering the most common IT requests. No configuration required.

### Teams and Slack integration

Meet employees where they work and support adoption.

### Integration Hub

Pre-built connections to hundreds of other systems out of the box