

# ServiceNow IT Service Management

## Stop getting buried in work that isn't delivering value to your business

Scale IT service delivery, reduce costs, and improve employee satisfaction without adding headcount. That's a lot of pressure. But your IT team spends most of its day on password resets, VPN troubleshooting, and access provisioning instead of the service improvements leadership is asking for right now.

The same incidents keep recurring because nobody has time to fix the root cause. Disconnected tools force teams to swivel-chair between systems, losing context with every tab. AI is adding more complexity. CSAT scores reflect the frustration. And without real-time visibility into service performance, you're making improvement decisions on incomplete data.

## Get to zero-touch support for the work consuming your team's day

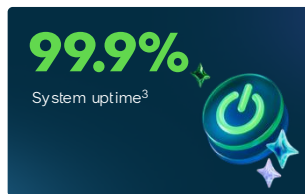
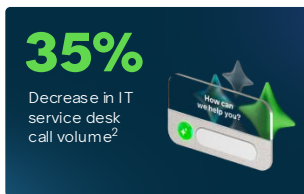
[ServiceNow ITSM](#) puts you in control of an [autonomous workforce](#) of AI specialists that works alongside your team on the world's #1 service management platform. AI handles routine requests end-to-end. Your people fix problems that require human expertise.

## One platform. One system of record. Native AI in every workflow.

ServiceNow ITSM connects incident, change, problem, and service request management on a shared [CMDB](#), giving your team and an autonomous workforce the context to resolve issues faster and prevent them from recurring. Here's what changes:

- **Routine requests handled without a human touching a ticket.** AI specialists triage, investigate, resolve, and document password resets, access provisioning, software installs, and more—across any channel.
- **Recurring issues fixed at the source.** The platform catches patterns across incidents and feeds them into problem management, so your highest-volume ticket categories shrink over time.
- **Self-service that does more than give answers.** Intelligent self-service understands who the employee is and resolves requests in minutes. No portal hunting, no waiting.
- **Full context in one workspace.** Your team sees what's changed, what's connected, and what's been tried before, no swivel-chairing between tools.
- **Real-time data to prove what's working.** Performance analytics track MTTR, ticket deflection, CSAT, and time-to-value from a single system of record, so you can show leadership exactly where you're improving.

## IT service teams are seeing amazing results with ServiceNow ITSM:



The journey to zero-touch support is happening right now. It starts with an autonomous workforce that can handle routine requests end-to-end, self-service that employees actually use, and a resilient platform where every resolved incident can prevent the next one. Here's how you can use ServiceNow ITSM to bring zero-touch support to your IT service delivery.

servicenow

**Service desk ready in weeks. Not months.**

Service desk deployment just got simpler, faster, and smarter with ServiceNow ITSM Foundation. AI-guided setup, out-of-the-box catalog content, and agentic workflows built for every business.

[Learn More](#)

**USI**

**USI Insurance Services**

- Industry: Financial Services
- Location: Valhalla, New York

**Challenge**

- Disconnected tools and manual workflows made it hard to fulfill requests

**Products**

- IT Service Management

**Results**

- 52 IT agent hours saved in one month with incident summarization
- 28% less time on voice support calls

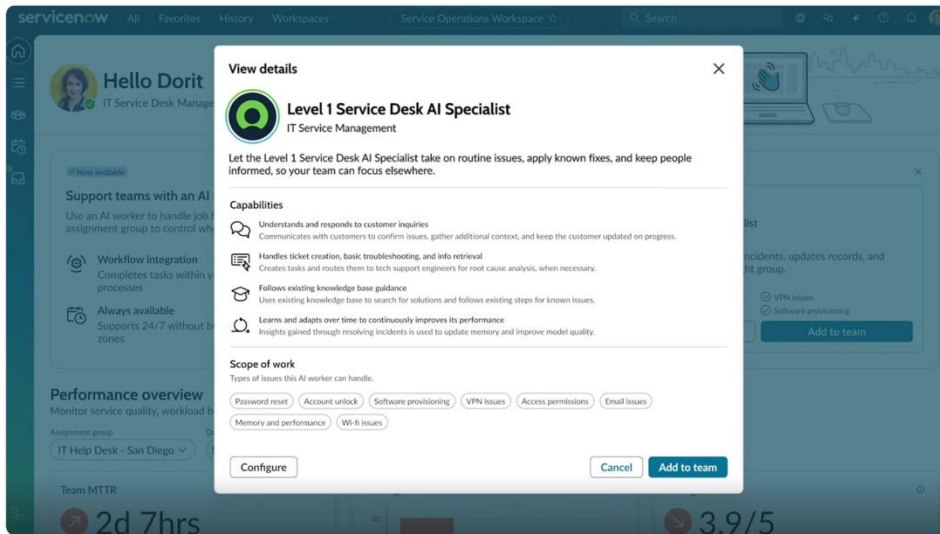
[Read Story](#)

<sup>1</sup> Knowledge 2025: More uptime, more innovation, more smiles: ITSM, AI, and automation at PepsiCo

<sup>2</sup> ServiceNow: Lion brews a great people experience on the ServiceNow AI Platform

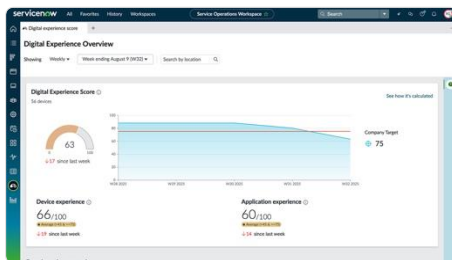
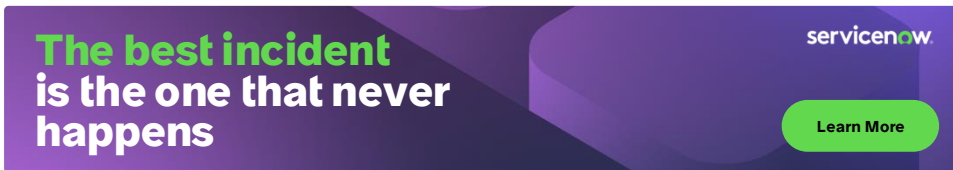
<sup>3</sup> ServiceNow: Khan Bank enhances efficiency and security with the ServiceNow AI Platform

# Prevent tickets before they happen



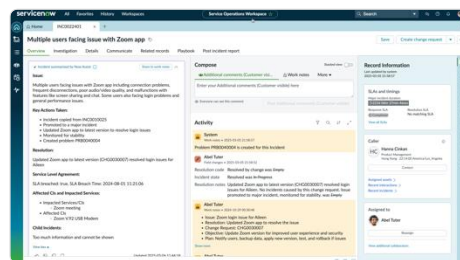
## L1 Service Desk AI Specialist

Handle routine requests end-to-end—traging, resolving, and documenting—across any channel. The L1 Service Desk AI Specialist follows your organization’s best practices with full audit trails. When incident patterns emerge, they get flagged for problem management. Your IT team engages only when the issue requires human expertise.



## Digital End-user Experience (DEX)

Continuously monitor employee devices for performance issues, disk space, cache problems, and certificate expirations, remediating automatically before they notice. Issues that can't auto-resolve generate tickets pre-loaded with full diagnostic context, so IT starts with answers instead of questions.



## Major incident Management

Minimize the impact of critical issues that require a human touch. Coordinate teams who can use [Service Operations Workspace](#) to surface related infrastructure, recent changes, and AI-powered resolution recommendations for fast diagnosis. Automate stakeholder updates to keep teams focused on restoration. And create a feedback loop major that drives root cause fixes back into [Problem Management](#).



Our knowledge base became a stronger resource for employees when they could get direct answers from it, dynamically generated by the ServiceNow AI Platform.

– Beth Stagner, Assistant IT Director, City of Raleigh



## City of Raleigh

- Industry: Government
- Location: Raleigh, North Carolina

## Challenge

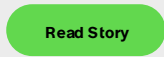
- Spent significant time with manual processes for incident documentation, summarization, and knowledge maintenance

## Products

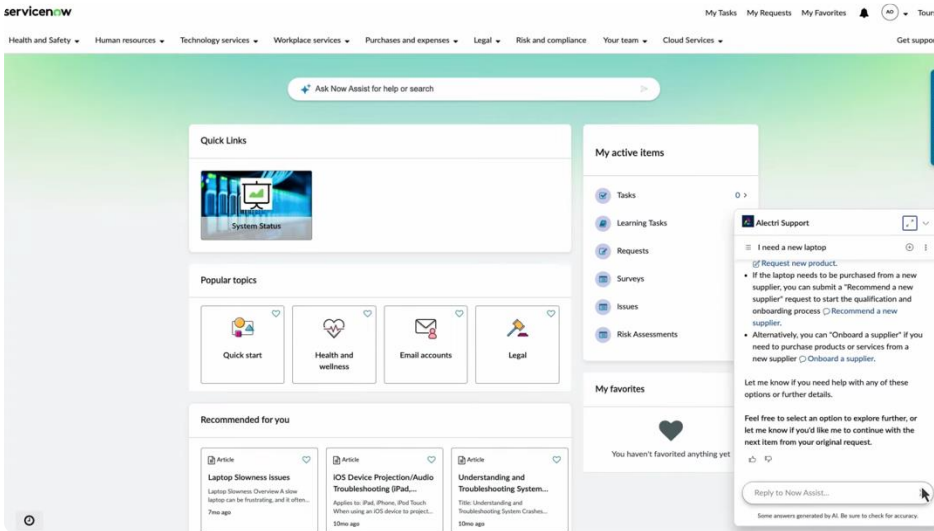
- IT Service Management

## Results

- One month of work hours saved on documentation tasks



# Give employees self-service that works across any channel



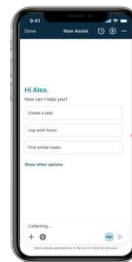
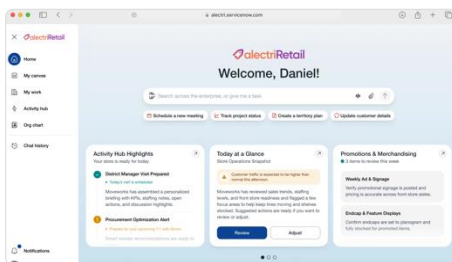
“

Thanks to the automation and self-service capability in the ServiceNow AI Platform, the call volume to our service desk has decreased by an average of 35% per month.

– Mark O’Leary, Service Leader, Lion

## Omnichannel self-service

Support employees through any channel—voice, chat, portal, Teams, Slack, email, mobile, and walk-up—24/7. AI specialists can understand natural language, pull from unified knowledge, and resolve routine requests—no handoff required. When an issue needs a human touch, your IT team gets full context and a suggested resolution path.



## EmployeeWorks

Provide employees with one place for requesting IT, HR, finance, facilities services. Employees ask a question and it’s routed to the right team with the right context. Fewer misdirected tickets, less time re-routing requests that never should have landed in IT’s ticket queue.

## AI Voice Agents

Use AI to handle high-volume calls through natural, two-way conversation—authenticating callers, pulling context, and resolving common requests like reporting issues and checking incident status. When a call needs a human, the handoff includes full context, so your IT team can pick up from where the conversation left off.



## Lion

- Industry: Manufacturing
- Location: Sydney, Australia

## Challenge

- Legacy tools and siloed data made it difficult for employees to request help
- Manual workflows and multiple service desks slowed down resolutions for simple service requests

## Products

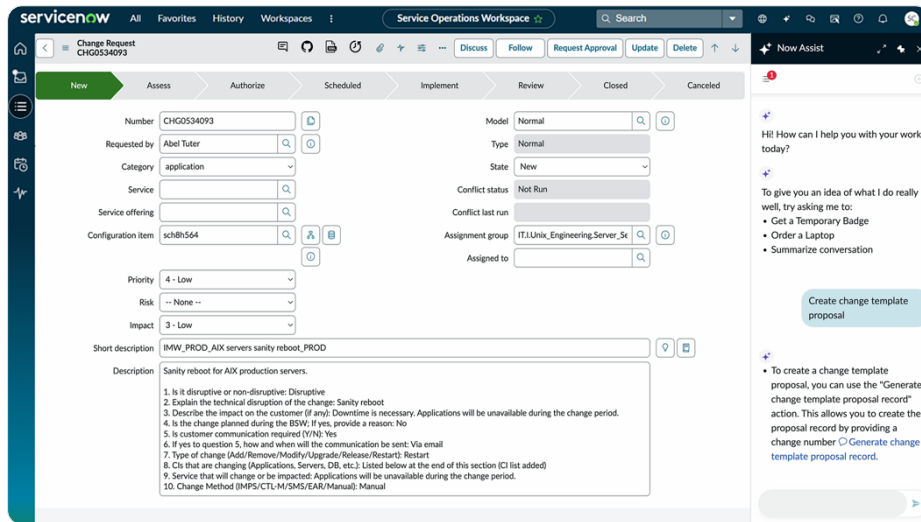
- IT Service Management
- HR Service Delivery
- Integrated Risk Management

## Results

- 77% reduction in resolution time
- 60% reduction in IT ticket volume

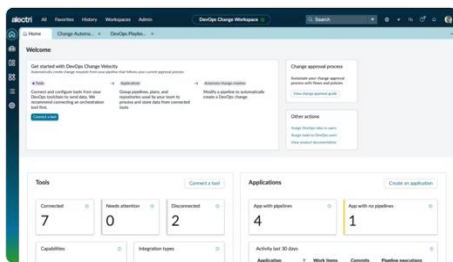
Read Story

# Build services that hold up and get stronger over time



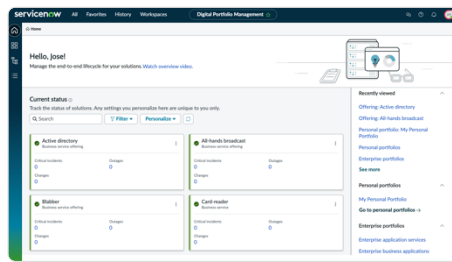
## Change Management

Run every change against real CMDB dependency relationships, with AI-assisted conflict detection, change templates, and success prediction. Automated approvals and rollback keep things moving without cutting corners. Failed changes feed back into risk models, making services more stable each cycle.



## DevOps Change Velocity

Automate change creation for CI/CD deployments so developers don't have to manually raise and manage changes for every release. Deployments still run through risk assessment, approval gates, and CMDB impact analysis without slowing delivery. Get visibility into every deployment, whether from a pipeline or a traditional change request, in one place.



## Digital Product Release

Empower product teams with one dashboard to plan, manage, and deploy digital products and service releases within IT guardrails. Simplify release cycles, manage multi-product releases, and use customizable templates and out-of-the-box policies to validate release readiness.



We were impressed by [ServiceNow ITSM's] ability to grow and align with our [users'] needs and pioneer exciting new functionalities.

– Gansuren Ga, Head of IT End-User Services, Khan Bank



## Khan Bank

- Industry: Financial Services
- Location: Ulaanbaatar, Mongolia

## Challenge

- Struggled with slow, paper-heavy IT processes that made fixing issues a real hassle—stretching resolution times to five days

## Products

- IT Service Management

## Results

- 99.9% system uptime
- 66% of incidents resolved on first contact without hiring extra staff
- Five-day resolution time slashed to just 10 minutes

[Read Story](#)