

Digital platform with ServiceNow®

Modernize and transform with a digital platform for service management innovation across the enterprise



Benefits:

- Integrated workflows with access to intelligent automation and mobile applications
- Increased employee productivity and engagement that boosts throughput—freeing budget for strategic efforts
- A single system of record and action with state-of-the-art integration capabilities, cross-organizational workflows and a service-aware configuration management database (CMDB)

The public sector faces changing identity governance requirements, ongoing authority to operate (ATO) automation needs and mandated moves to the cloud, as well as rapidly evolving internet of things (IoT) and operational technology that must be integrated, secured and managed. Additionally, today's complex IT environments contain a variety of disparate legacy tools that increase the aggregate cost of services and upgrades and restrict visibility. In such an environment, it's challenging to keep all of the components of these systems aligned to changing mission requirements. Employees end up spending valuable time keeping less-than-optimum systems functioning to meet business needs instead of innovating and accomplishing strategic work.

IT is the backbone of the modern enterprise—and fast becoming an equal partner in mission success. Digitization is a requirement driven by advanced technologies such as

predictive analytics and artificial intelligence (AI) and accompanied by fundamental changes in the way that enterprises do business. To power organizational digitization initiatives successfully, IT needs to free up the resources currently inundated with day-to-day operations so these assets can focus on innovating for the future.

Digital platform with ServiceNow:

Digitization through IT service management (ITSM) with Perspecta and ServiceNow helps organizations make highly informed decisions, accelerates the development of new products and services, transforms supply chains and gains customer insight. Our digital platform, combined with ServiceNow, provides a modern, cloud-based, Platform as a Service (PaaS) solution to service management. With ServiceNow, you can unify enterprise operations by consolidating your IT tools into our single data model.

The platform enables you to transform the service experience, automate workflows, achieve real-time visibility and improve IT and security operation productivity—effectively allowing you to switch your focus and resources from operational IT efforts to strategic innovation efforts.

The ServiceNow platform will further accelerate your digital transformation and elevate your user experience with machine learning and AI-powered chatbots. It also improves your IT productivity by more than 20% with structured machine learning that automates routine tasks.

By putting in place a modern, cloud-based ITSM platform, IT organizations can transform the way they deliver IT services. The cloud doesn't only reduce costs, it dramatically increases agility. Perspecta's ServiceNow PaaS solution makes work easier for people by defining, structuring, managing and automating asset and service management while also cutting across boundaries to eliminate silos and unify operations.

ServiceNow premier partner

As a ServiceNow premier partner, we've captured much of the implementation and on-boarding requirements—including best practices for the public sector—to speed implementation and provide a complete set of technical documentation. We're able to jump-start implementation by rapidly determining the most secure and cost-effective deployment model—whether that be on-premise, managed service or a combination of the two. Then, with minimal disruption, we quickly and efficiently tailor that environment to meet specific agency or department needs.

Why Perspecta

Beyond our expertise within service management, Perspecta offers a wide range of capabilities with deep public sector experience. A proven digital transformation partner, we'll work with you to modernize and transform your environment—uniting functional management and service management—to gain the insight that creates opportunities for innovation. Working with our own Perspecta Labs, we deliver market-leading capabilities across a range of functional areas to accelerate the innovation ServiceNow enables.

Perspecta offers transformation assessments, advisory services and workshops to help clarify your needs and develop your best technology strategy for a digital platform with ServiceNow. We can work with your team to discuss workflow and automation requirements.

Learn more at perspecta.com/cloud