



Driving government efficiency: Agentic AI in the public sector

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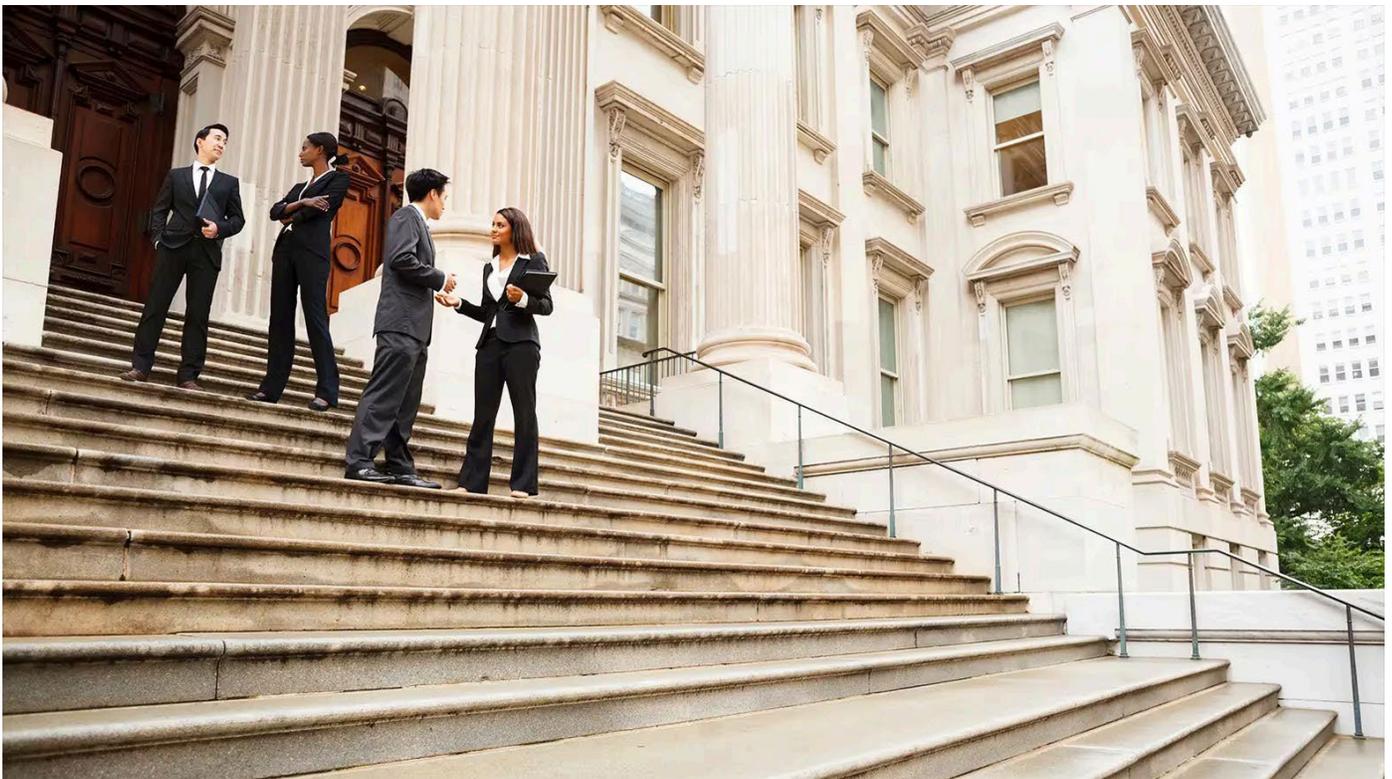


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Driving government efficiency: Agentic AI in the public sector

Steve Waiters May 06, 2025



Recent directives from the Trump administration reinforce clear goals that many government agencies have been cramponing for some time: modernize operations, eliminate inefficiencies, and uncover more value for the public. To address executive orders, administration policies, and agency imperatives, government leaders are executing rapid initiatives to streamline operations and reduce costs.

AI, specifically agentic AI, is emerging as a catalyst for government efficiency. Agentic AI can augment staff efforts and make government employees' time more effective—resolving routine tasks easily, processing requests and workflows more rapidly, and finding insights in data in new and innovative ways.

Agentic AI involves digital agents that take action across workflows autonomously, but always within the strict operational parameters of the mission. These AI agents do more than automate tasks—they accelerate



Thousands of ServiceNow A Agents are already improving workflows and unlocking efficiency across other industries. And ServiceNow A Agents are made for this moment in the public sector.

That's why we're excited to announce general availability at the FedRAMP High Authorization level of ServiceNow A Agents, A Agent Orchestrator, and A Agent Studio for our Government Community Cloud (GCC) customers in the U.S. Additionally, RaptorDB availability is expected later this month for GCC customers.

These purpose-built innovations empower agencies to find and reduce waste and realize the full potential of agentic AI. They can help workers address requirements for greater speed, scale, and intelligence across agency operations.

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AI agents help agency workers consolidate fragmented systems, track IT assets, manage costs, and deliver better services to other federal employees and the constituents they serve.

Powering productivity

Within a strict framework of human control, ServiceNow A Agents serve as intelligent digital assistants that automate tasks, make decisions, and take action across systems—all within a secure, agency-wide platform.

By breaking down data silos and eliminating repetitive work, A agents help agency workers consolidate fragmented systems, track IT assets, manage costs, and deliver better services to other federal employees and the constituents they serve.



ServiceNow A Agent Orchestrator and A Agent Studio govern the complete A agent lifecycle—from building A agents to onboarding and monitoring their performance to ensuring agencies realize the value they need.

These tools also support the setup process with guided instructions, making it easier than ever to design and configure new A agents using natural language descriptions.

Supercharging speed and performance

ServiceNow RaptorDB, the high-performance database behind our A agents, makes agility an assumption. Through this capability, use cases show:

- Up to 53% improvement in overall transaction times
- Up to 27 times faster response times for reports, analytics, and list views
- 3 times more transactional throughput



Increased government efficiency and transformation are imperative for all agencies as they work to modernize legacy technology, streamline complex processes, and improve operations. GSA's FedRAMP 20x approach is no exception.

Converting fragmented data to operational power



As the government navigates key adoption challenges—such as data fragmentation, governance gaps, and real-time performance issues—ServiceNow provides a unified layer that connects, contextualizes, and activates data across the organization. Workflow Data Fabric is available to GCC customers today, with added enhancements and features coming in June and throughout the year.

ServiceNow Agents, Workflow Data Fabric, and RaptorDB will be available to our U.S. defense customers within Impact Level 5 National Security Cloud starting in June 2025.

Accelerating secure cloud adoption

These new offerings come at a pivotal moment, as the U.S. General Services Administration (GSA) revamps the FedRAMP program under its FedRAMP 20x initiative. The new framework aims to streamline the process of achieving FedRAMP compliance by using automation to continuously validate cloud service security.

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ServiceNow is committed to being a leading industry partner with this initiative. We welcome these updates, which will expedite the adoption of secure, innovative technologies across government. As the capabilities of AI advance, a more agile compliance framework will be critical to ensuring our nation and our government benefit from the cutting edge of innovation while upholding FedRAMP's stringent security standards.

We're not only supporting government transformation—we're powering it. As agencies continue to navigate new mandates, AI agents are here to unlock the next chapter in that mission. We pledge to make them easily available to help every agency take the next step forward.

Find out more about how ServiceNow helps put AI to work for government.

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