# SERVICE MANAGEMENT: OPTIMIZING A COMPLEX IT ENVIRONMENT

*As the enterprise expands to include edge computing, IoT devices and cloud-based services, state and local governments must find new ways to track, share and optimize the use of these resources. In this Q&A, Chris Dilley, CTO for state and local government at ServiceNow, explains how an enterprise service management platform can streamline, automate and manage the delivery of enterprise services.*

**Where do you see the biggest potential for state and local agencies to leverage cloud, edge computing and similar technologies to improve service delivery and performance?**
State and local governments already are gaining insights and improving services with IoT and edge computing. At the same time, these government agencies carry out much of the people's business with outdated technology, siloed operating models and manual processes.

This dichotomy will persist into the foreseeable future, but a cloud-based service management platform enables agencies to minimize reliance on archaic infrastructure and replace outdated operating models and processes with streamlined and automated digital workflows.

Agencies also gain a single pane of glass into the organization. With a service management platform, it's about visibility: What do we own as an agency; how do we recognize the applications that we have; how do we grow and modernize them on a platform; and then how do we take those services to our constituents.

**As use of cloud grows, why is it important for government agencies to evaluate how they manage multi-cloud environments?**
As CIOs become enterprise service brokers, agencies have a greater ability to look at things holistically — whether it's cost, compliance, compute resources or something else. So as IT leaders explore different

cloud solutions, they need to look at which providers make the most sense from a risk, cost, innovation and management standpoint. Then they can use that visibility to help guide their agencies to the best solution.

**How can automation and predictive intelligence improve multi-cloud management and user satisfaction?**
We want the same consumer-like experiences at work that we experience in our personal lives. Automation and predictive intelligence help enable that type of experience in our work lives.

Government agencies can leverage these capabilities to deliver effortless experiences to their internal customers and constituents. Automation and predictive intelligence help optimize resource usage, including cloud resources. With these technologies, agencies can identify usage trends and then precisely predict where they're going to run into power, capacity, memory or other resource constraints. In the same way, they can assess when and where resources are underutilized and flexibly reallocate them as needed.

**In what ways can an enterprise service management platform enable an agency to operate faster and become more scalable? How can that translate into better or more timely citizen services?**
With the ServiceNow enterprise service management platform, streamlined and

automated digital workflows speed service delivery. A single source of truth provides visibility into service health. Performance analytics delivers real-time insights and drives continual service improvement. These capabilities help agencies identify and prioritize which processes to modernize.

**How can moving to an enterprise service management platform help agencies attract and retain employees?**
To be successful, agencies need "frictionless" processes that accelerate employee recruitment, simplify onboarding and streamline work. Imagine engaging with employees from the day they accept a job. Using a service management platform with case and knowledge management, new employees can learn about their team, apply for their security badge, select their devices and so on. Now they can start their new job engaged and productive.

With modern services aligned to agency priorities, employees are more productive and agencies deliver better results to their constituents. Satisfied constituents help mission-driven employees feel the work they are doing is valuable and appreciated. That's going to get them excited, and as they share the news of their job satisfaction with peers, it's also going to attract new workers.

Learn more at **Carah.io/ServiceNow-Edge**

# servicenow™

# Go from legacy frustration to innovation elation.

Agencies of the public sector, you're here to serve the people. We're here to serve you. We can help you modernize IT services with better efficiency and security, transforming the impact, speed and delivery of government services. You can increase productivity, achieve new insights and reimagine every process as a digital workflow, all while exceeding citizen expectations, all on one platform.

Learn more at **servicenow.com/gov**