

ServiceNow ITSM

A cloud-based IT Service Management (ITSM) platform built on the Now Platform to automate, streamline, and deliver resilient enterprise IT services.

<https://www.servicenow.com/>

Overview

ServiceNow ITSM is a comprehensive, cloud-native platform designed to modernize IT service delivery and governance by leveraging standardized, ITIL-based processes, automation, and artificial intelligence (AI).

Built on the single-architecture Now Platform, ServiceNow ITSM consolidates disparate IT tools into a unified system of action, enabling organizations to break down silos and align IT operations with overarching business objectives. The platform's core strength lies in its ability to automate routine tasks using AI and machine learning, which includes features like **Virtual Agent** for self-service support and **Predictive Intelligence** for proactively identifying and resolving issues before they impact users. This focus on automation can lead to significant reductions in service delivery costs and faster Mean Time to Resolution (MTTR).

Key Features and Capabilities:

Core ITSM Processes: Incident Management, Problem Management, Change Management, Request Management, and Release Management.

Service Catalog & Self-Service Portal: A consumer-like, user-friendly interface for employees to easily request IT services and track their progress, boosting user satisfaction.

Configuration Management Database (CMDB): A central repository for all IT infrastructure components, enabling accurate tracking and impact analysis.

Knowledge Management: A structured, searchable knowledge base to deflect tickets and empower self-service resolution.

AI and Automation: Virtual Agent, Predictive Intelligence, and Process Mining to automate workflows, route tickets intelligently, and identify process bottlenecks.

Analytics and Reporting: Built-in dashboards and real-time analytics provide deep, data-driven insights into IT operations and service performance.

Target Users and Use Cases: ServiceNow ITSM is primarily an enterprise-grade solution used by IT Service Desk teams, IT managers, and CIOs in large organizations. Its use cases extend beyond basic ticketing to include managing IT assets, ensuring IT compliance, and serving as a foundation for

broader digital transformation initiatives across departments like HR and Customer Service. The platform is highly scalable and is utilized by 85% of Fortune 500 companies.

Key Features

- Incident Management
- Problem Management
- Change Management
- Service Catalog
- Knowledge Management
- Configuration Management Database (CMDB)
- AI-Powered Virtual Agent
- Predictive Intelligence & Analytics
- Digital End-User Experience

Pricing

Model: enterprise

Subscription-based, custom quote model with tiered packages (Standard, Pro, Enterprise). ITSM licenses are estimated to start around \$90/user/month, with total costs highly dependent on scale and modules.

Starting at: USD \$90

Target Company Size: medium, enterprise

Integrations

Jira, Microsoft Teams, Slack, Splunk, Datadog, AWS, Azure, Google Cloud, Jenkins, GitHub, GitLab

Compliance & Certifications

ISO 20000-1, ISO 27017, HIPAA Automation, SOC 2 Automation, GDPR Automation

This document was generated by IntuitionLabs.ai with the assistance of AI. While we strive for accuracy, please verify critical information independently.