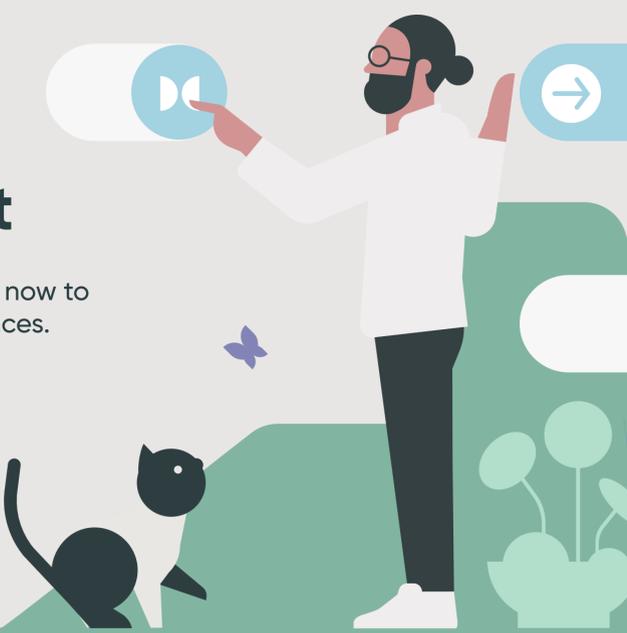


# The Great Digital Reboot

Here's how organisations can act now to deliver joined-up citizen experiences.

A seamless experience that dramatically improves citizen satisfaction is the ideal, but how can government reimagine structures that date back decades? How can service delivery be transformed, to strengthen public trust and national resilience?



**Disconnected organisations lead to diminished national resilience**



**The ServiceNow vision for a joined-up government**



**Fragmented IT systems impact service delivery**



**Improved visibility across IT estate**



**Lack of visibility makes it hard to plan for future talent needs**



**Joined-up HR workflows enhance all functions**



**Slow response times lead to citizen frustration**



**Omnichannel digital services for today's citizen**



**Hard-to-manage IT estate is even harder to secure.**



**Intelligent threat detection enhances data security**



**Lack of joined-up infrastructure means civil servants struggle to resolve issues**



**Unified store fronts simplify government interaction**



**DEFRA revitalised its analyst team and its service delivery by digitally connecting its disparate departments and processes.**



With ServiceNow CSM, DEFRA brought six citizen-facing applications inhouse, including new processes around the management of chemicals, animal exports and fisheries. With CSM the agency also increased its team of agent analysts by 40%, onboarding all to the CSM platform while working from home, resulting in a 50% reduction in agent call times for the public.

We believe IT delivery should be simple, even within the unique constraints of government: rising user expectations, reduced budgets, constant public scrutiny and unpredictable crises that complicate everything.

Government can unlock the full potential of its IT investment and empower leadership to make faster, data-driven decisions. But change must start with integrating current systems, eliminating standalone resources and modernising workflows.



## About ServiceNow

Globally, government organisations of varying sizes rely on ServiceNow to support their digital transformation. We help you speed delivery of key services—all with better efficiency and lower costs. With a single cloud platform, we pledge to improve your efficiency and engagement by helping you to:



**Boost your IT security**



**Deliver better experiences**



**Drive worker efficiency**



**Integrate and innovate**

**With one platform, we partner with organisations to improve the delivery of mission-critical services to citizens, no matter the circumstance.**

For more on ServiceNow's government solutions, visit: [www.servicenow.co.uk/gov](http://www.servicenow.co.uk/gov)

