

# Paris IT Service Management

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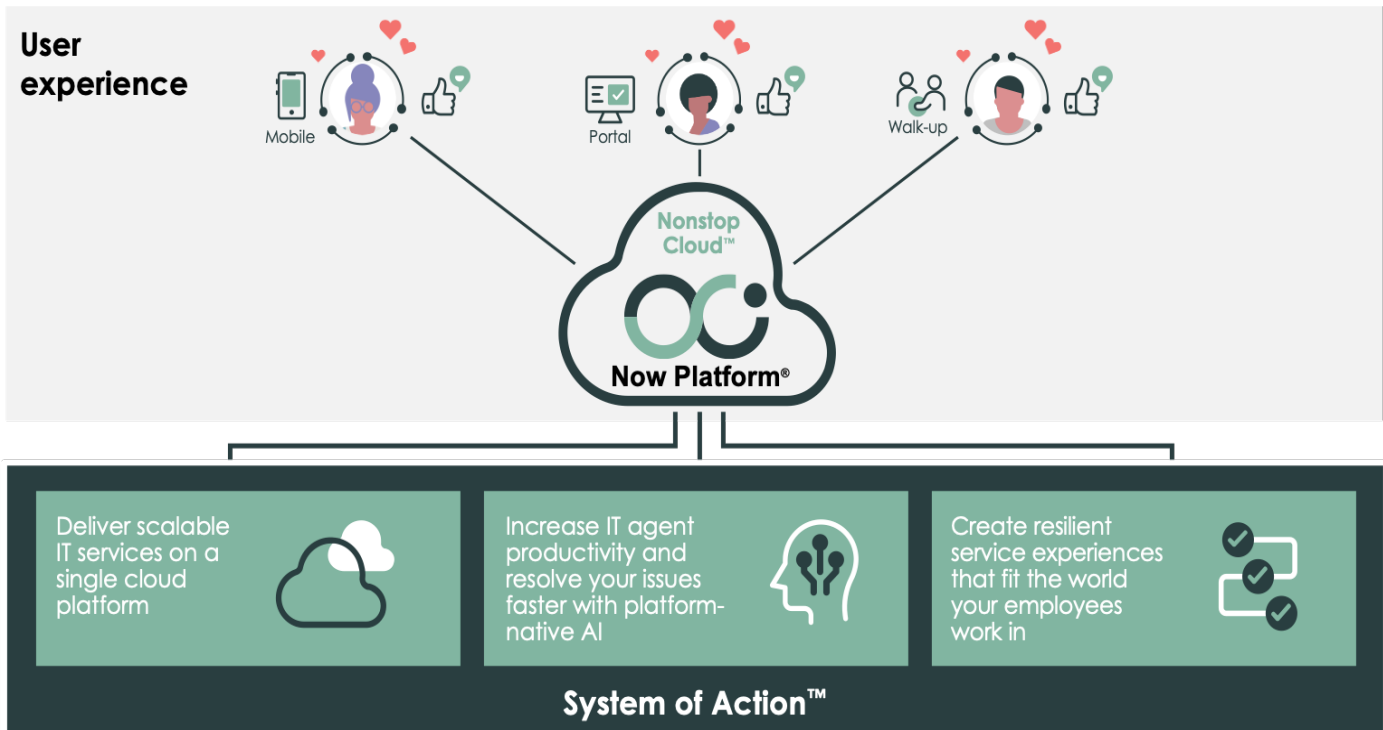
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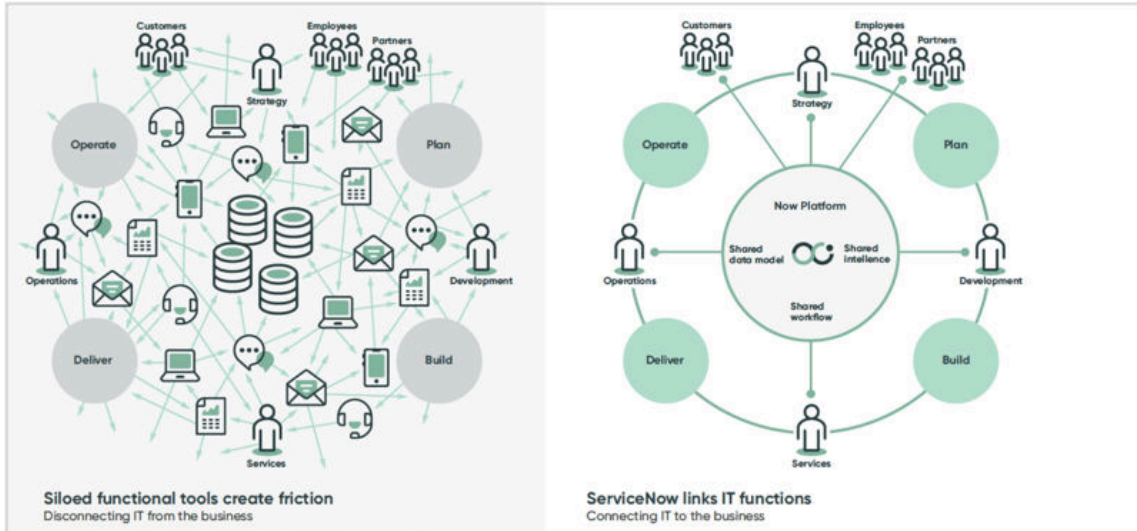
## IT Service Management

The IT Service Management (ITSM) solution provides scalable workflows to manage and deliver IT services to your users all through a single cloud-based platform. The ITSM solution can help increase your agents' productivity, resolve issues quickly, and improve user satisfaction. Also, powered by platform native AI, you can quickly accelerate technology changes and view recommended actions for incoming tickets or requests and drive self-service and automation through enterprise chatbot technology. The NOW Platform also provides users access to ITSM via mobile or web-portal interfaces.



**Transform the impact, speed, and delivery of IT services**

The Now Platform was built for the cloud and has its own shared data model, AI, and workflow automation that are leveraged by many IT applications. The combination of the ServiceNow platform and applications helps you increase productivity by automatically identifying and resolving issues, which reduces the negative business impacts of unplanned, non-strategic work.

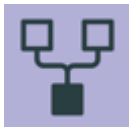


View and download the full infocard for a highlight of ITSM features.



### Enhance the service experience

Automate support for common requests with virtual agents powered by natural language understanding (NLU). Engage users with natural, human conversation to provide consistent good customer service experiences.



### Consolidate IT services

Rapidly consolidate existing tools to a single system of action in the cloud.



### Improve IT productivity

Use machine learning algorithms and virtual agents to automate routine tasks and increase the productivity of agents.



**Gain visibility into processes and services**

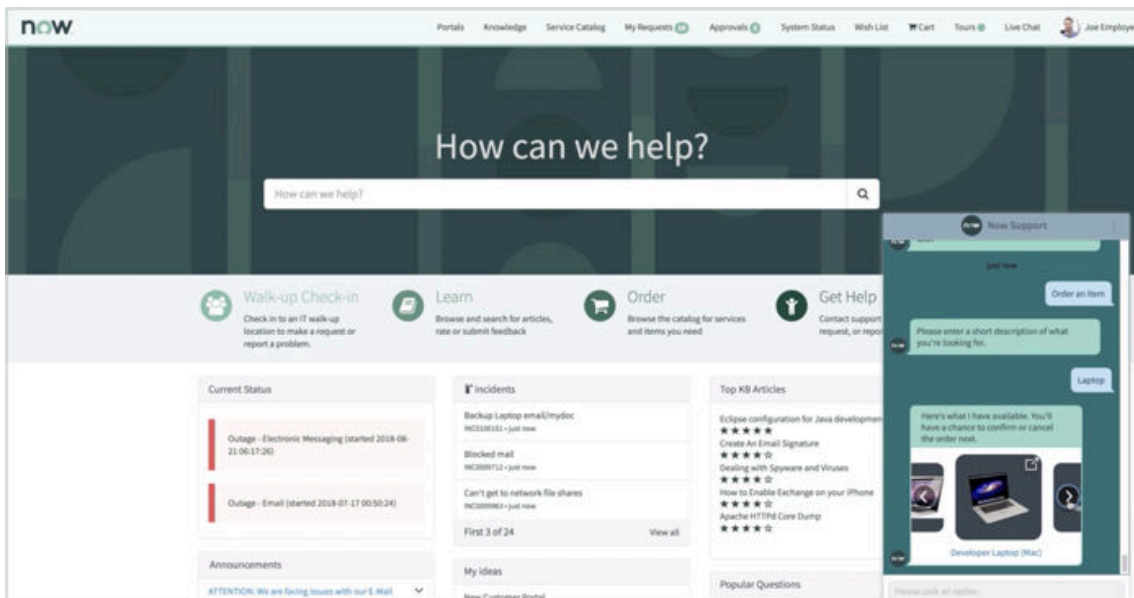
Get full visibility into any process or service with built-in dashboards and analytics providing real-time, actionable information to improve service quality.



**Provide mobile connectivity**

Enable employees to find answers and get work done from a modern mobile application.

**Enhance the service experience**



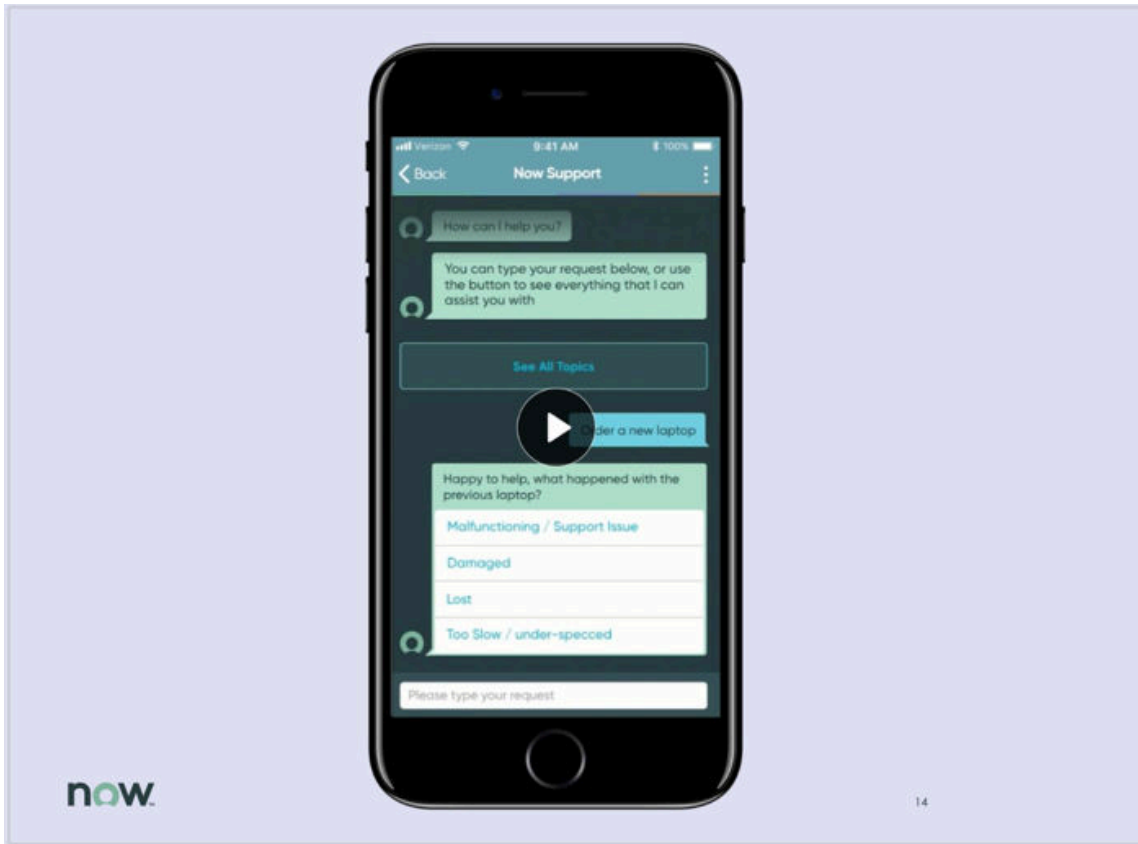
Automate routine agent interactions and increase the speed of resolution. With supervised machine learning, you can automate incident categorization and assignment and eliminate bottlenecks created by manual incident triaging. Meet increasing demands without further adding staff and empower existing IT staff to focus on more meaningful work.

## Consolidate IT services



Reduce the number of separate tools your company uses to provide a consistent service experience regardless of the issue or the request. Consolidating IT services enables you to better manage and allocate resources and track performance. You can have a single reliable source of information where performance is monitored in real time and data is easy to capture and report.

Improve IT productivity



Accelerate resolution with built-in machine learning. Chatbots provide immediate resolution to common questions. With ITSM Virtual Agent in action, you can have employees with 24\*7 support service. Service desk agents can take advantage of machine-learning automation to resolve incidents and recommend resolutions for agents based on similar incidents solved in the past.



Gain visibility into processes and services



Make smarter decisions with real-time analytics across the entire IT value chain. Get new insights into service performance using data trends and forecasts. With Performance Analytics, you can anticipate trends based on current conditions and past performance and identify areas where automation can increase efficiency.

**Provide mobile connectivity**

**Mobile Agent**  
*Untether IT teams by allowing them to tap and swipe through tasks on their phone*

- Quickly view and respond to tasks on the go
- Manage team assignments with simple gestures
- View requests and approve with a swipe

**20%**  
 Increase in IT productivity

Stay connected and access information in real time using the ITSM mobile agent. You can access work assigned to you or your group, receive push notifications, and approve or reject change requests and requested items. The ITSM mobile agent is available on the iOS platform from the Apple App Store or on the Android platform from the Google Play Store.

**Edge Encryption for ITSM Virtual Agent within ITSM**

Edge encryption provides you with direct control over your data security. Encryption and key management are performed on your intranet between your browser and your ServiceNow instance.

See [Understanding Edge Encryption](#).

Because edge encryption is enabled on a proxy server on your side of the network, there is significant planning, network administration and management, and setup required.

See [Planning for Edge Encryption](#).

To install edge encryption, see [Edge Encryption installation](#).

To configure edge encryption, see [Edge Encryption configuration](#).

**Note:** There are limitations when using edge encryption. See [Edge Encryption limitations](#).

### Get started

- Set up the service management module for a modern ITSM experience. To learn more, see [Customer Success Center](#).
- Learn about the different ITSM packages that work for your business on the [ServiceNow Products website](#).
- Take an ITSM course to manage and deliver services to your users. To sign up, go to [ServiceNow training and certification](#).
- Read the product documentation, beginning with [IT Service Management](#).

### Applications and features

- [Machine learning solutions for IT Service Management](#)
- [Workforce Optimization for ITSM](#)
- [Asset Management](#)
- [Contract Management](#)
- [Procurement](#)
- [Product Catalog](#)
- [Benchmarks](#)
- [Change Management](#)
- [Coaching](#)
- [Continual Improvement Management](#)
- [Expense Line](#)
- [ITSM Virtual Agent](#)
- [Walk-up Experience](#)

- ITSM Agent Workspace
- ITSM Predictive Intelligence Workbench
- Incident Communications Management
- Incident Management
- On-call scheduling
- Problem Management
- Release Management
- Request Management
- Service Catalog
- Service Desk
- Service Portfolio Management
- Service Level Management
- Task OutageTask Outage
- Collaboration services for Task Communications Management
- Vendor Manager Workspace
- Vendor Performance
- ITSM Analytics and Reporting Solutions