Power of Prediction:

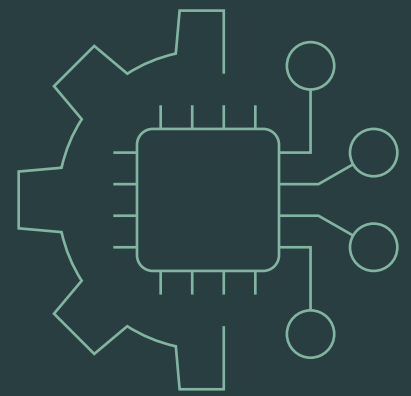The Need for Modern Federal IT
Operations Management

MeriTalk, in partnership with ServiceNow, surveyed
100 Federal IT decision-makers to explore modern IT
Operations Management practices, looking at what
tools and techniques are in place and which are needed
to support resilient government service delivery.

Reactive Reality

71% of Federal IT decision-makers say COVID-19 and
the shift to maximum telework brought to light
critical shortcomings in their agency's IT
Operations Managment

88% have experienced IT interruptions or outages since
the shift, impacting the mission:

Loss of employee
productivity
52%

Disruptions or delays
in citizen service
49%

Loss of trust in
government IT
49%

Just
40% are very confident in their agency's
ability to **predict and prevent IT
issues *before*** they impact citizen
experience

Need for Modern Management

84%
agree **modern IT Operations
Management is vital** to
improving government
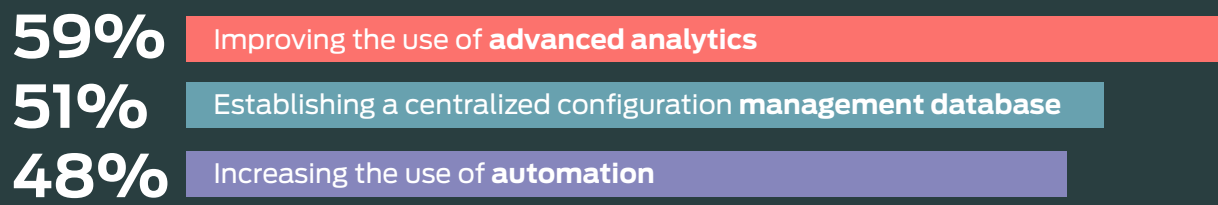efficiency and citizen service

76%
agree their agency must
**improve their ability to
predict and prevent**
interruptions/outages

And, **83%**
are actively **working
towards full-enterprise
visibility** for all IT
resources

Additional steps include:

59% Improving the use of **advanced analytics**

51% Establishing a centralized configuration **management database**

48% Increasing the use of **automation**

IT Operations Management Obstruction

Only **17%** have fully modernized their
IT Operations Managment

Challenges include:

43% Scalability requirements

42% Volume/complexity of alerts

42% Lack of formal operations
management strategy
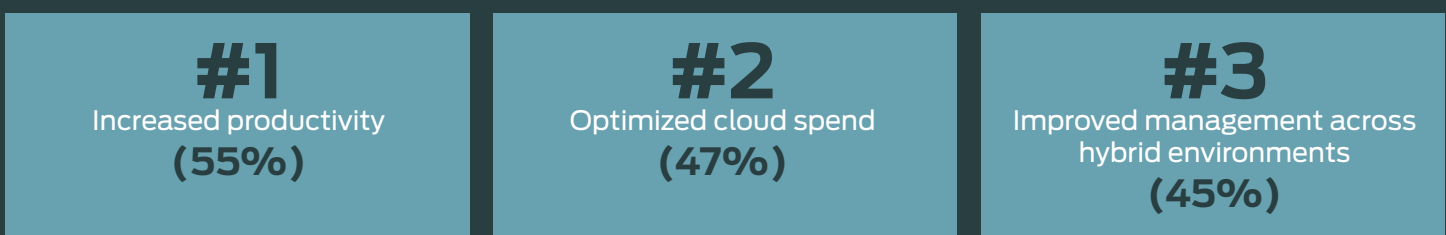
Forging Ahead

79% see predictive operations management using
artificial intelligence (AIOps) as the future
of IT operations

Benefits to predictive IT Operations Managment:

#1
Increased productivity
(55%)

#2
Optimized cloud spend
(47%)

#3
Improved management across
hybrid environments
(45%)

Desired IT Operations Managment capabilities:

54%
Optimized
security
operations

41%
Faster
recovery
times

40%
Automated
cloud
management

ServiceNow IT Operations Managment helps agencies gain visibility across infrastructure
and apps, maintain service health, and optimize cloud delivery and spend.

To learn more:
https://your.servicenow.com/itomfederal