



NEWS RELEASE

# ServiceNow powers government reinvention with trusted AI that drives mission-critical outcomes at scale

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New ServiceNow EmployeeWorks creates a conversational AI front door for an agency workforce and its mission

ServiceNow Autonomous Workforce executes work with required scope, authority, and governance, now available in GCC & NSC environments

WASHINGTON--(BUSINESS WIRE)-- **ServiceNow Government Forum** — At its annual **Government Forum** today, ServiceNow announced powerful new solutions to deliver mission-critical outcomes for the public sector through trusted AI. Coming just two months after the **Moveworks acquisition close**, the new ServiceNow EmployeeWorks combines Moveworks' conversational AI and enterprise-grade search with ServiceNow Employee Center to create an AI front door for an agency workforce and its mission. ServiceNow also introduced Autonomous Workforce, AI specialists that can execute jobs with the scope, authority, and governance required in Government Community Cloud (GCC) and National Security Cloud (NSC) environments. These innovations position ServiceNow as the AI control tower for government reinvention — giving agencies the visibility and control to turn AI investment into mission outcomes.

Public sector organizations manage services across incompatible systems while navigating a generational workforce shift and rising constituent expectations. As experienced employees retire and new talent enters government, agencies must preserve institutional knowledge and deliver intuitive, consumer-grade digital experiences. Disjointed portals and siloed systems can slow personnel actions, procurement, and crisis response. Unlike point AI tools that require agencies to stitch together models, data, and compliance layers, the **ServiceNow AI Platform**



connects AI directly to workflows, enhances portals with natural conversational interfaces, and orchestrates action across systems, clouds, and agencies while enabling the governance and human oversight the public sector requires.

"Every agency we work with is under pressure to accelerate efficiency and innovation—and they're expected to do it with AI that actually works," said Chris Bedi, ServiceNow chief customer officer and enterprise AI advisor.

"ServiceNow gives them the platform to orchestrate AI across any system, govern every action, and deliver outcomes at scale—with AI that works across departments and mission areas."

## ServiceNow EmployeeWorks: the AI front door for agencies

ServiceNow EmployeeWorks brings Moveworks' conversational AI and enterprise search together with the unified portal and autonomous workflows of **ServiceNow Employee Center**—turning natural language requests into governed, end-to-end action across agency systems. Employees get answers, submit requests, and trigger cross-system workflows in plain language from the collaboration tools they already use.

Government agencies sometimes struggle to afford certain service models that require human intervention at every step. ServiceNow EmployeeWorks helps eliminate the manual handoffs and application-switching that slow service delivery—giving public sector workers a consumer-grade experience while supporting federal-grade compliance. Moveworks is FedRAMP Moderate-certified with plans to pursue higher authorization levels.

"Public sector customers should be able to get answers and take action as fast as any worker anywhere—without workarounds, without switching tools," said Mike Hurt, ServiceNow group vice president for U.S. Public Sector. "The ServiceNow Employee Center integrated with Moveworks connects the AI to the workflow, so agencies can turn natural language requests into secure, rapid actions with the trust citizens expect."

## Autonomous Workforce: AI teammates execute jobs in partnership with people

The ServiceNow **Autonomous Workforce** deploys AI specialists with defined roles to work alongside agency teams. Agencies can use AI specialists to handle high-volume, repeatable tasks from start to finish while following the processes, policies, and oversight requirements the public sector demands. Unlike AI agents that complete isolated tasks, the Autonomous Workforce orchestrates teams of AI specialists that execute work end-to-end, learn from outcomes, and improve over time. The Autonomous Workforce represents ServiceNow's continued investment in practical, governed AI—built to expand as agency needs evolve.

The first out-of-the-box AI specialist, available now, is a Level 1 IT Service Desk AI Specialist that is designed to autonomously resolve common IT support requests—password resets, software access, network troubleshooting—

using agency knowledge bases, historical incident data, and proactive remediation workflows. AI specialists can be assigned roles that operate within a single agency or across agency boundaries, enabling coordinated service delivery at both the departmental and inter-agency levels. Available for FedRAMP High, IL4, and IL5 environments, the Autonomous Workforce operates around the clock, can escalate to human staff when needed, and frees agency IT teams to focus on higher-priority mission work.

## Engineering expertise, embedded in the mission

ServiceNow also brings dedicated engineering and solution expertise directly into public sector agencies. Rather than leaving agencies to implement alone, ServiceNow's experts work side by side with agencies in their unique operating environments to help implement AI-led solutions and mission-specific capabilities on the ServiceNow AI Platform. The model compresses time-to-value and helps ensure AI delivers finished results with measurable outcomes. From now through April 30, 2026, all federal, state, local, and education customers can access the Autonomous FastStart offer from ServiceNow. The offer is limited to the first 50 customers who sign up, and provides the following benefits:

- ServiceNow will deploy the Level 1 Service Desk AI Specialist in the customer's environment.
- ServiceNow will coordinate and execute an AI-focused workshop to help the customer understand where else agentic solutions can be delivered.

## Recognized as a Leader and FedRAMP Authorized

ServiceNow debuted as a Leader in **The Forrester Wave™: Industry Cloud Solutions for Public Sector, Q1 2026**—and is recognized in the evaluation as a “Customer Favorite” among evaluated service providers for outstanding customer feedback. This recognition from Forrester cites ServiceNow's “aggressive AI strategy” and that ServiceNow “now targets mission delivery at the national, state, and local levels.” Forrester's report also identified that ServiceNow's Service Bridge solution (now known as Service Exchange) enables “turnkey integration across government platforms, delivering ‘one-stop shop’ and ‘no wrong door’ cross-agency service delivery.”

Both ServiceNow and Moveworks from ServiceNow are FedRAMP® Authorized—ServiceNow at the High level and Moveworks at Moderate—giving agencies a fully authorized AI stack for secure modernization.

## Customer and analyst firm perspectives

“As a smart city built on innovation and service, Raleigh uses ServiceNow as our unified platform to deliver AI-powered experiences for nearly 500,000 residents,” said Mark Wittenburg, chief information officer, City of Raleigh. “With ServiceNow AI Agents documenting IT tasks and automating routine work, we've saved the equivalent of a full

month of time while empowering employees to focus on meaningful service. Our virtual agent, Ral-E, is transforming internal operations with a 98% deflection rate and measurable daily impact. We're building a people-focused, AI-powered city that sets the standard for responsible, modern government."

"DCMA is the Department of War's 'Sensor Network.' We ensure the right products are delivered on time, at the right cost, and meet the warfighter's requirements. We manage over 300,000 contracts at more than 18,000 locations and authorize more than \$1 billion in payments daily enabling us to inform SecWar, the Joint Staff & CJCS, and DoW A&S on the health of the Industrial Base," said Jeff Beaudoin, director, Application Development & Sustainment, Defense Contract Management Agency (DCMA). "DCMA's Blue List is a core component of The Arsenal of Freedom directly enabling the President's EO 'Unleashing American Drone Dominance,' and the Secretary of War's Memo 'Unleashing U.S. Military Drone Dominance.' The Blue List is scaling at speed into a government-wide marketplace with transparent workflows, direct integrations for AI and financial platforms to meet the SecWar directive. DCMA partnered with ServiceNow to deliver out of the box capabilities that will facilitate stakeholder engagements, AI enabled searching, integrated 3D Printing Aircraft design solution, warfighter feedback & ratings, and expansion into other unmanned domains. Manufacturers who receive Blue List compliance through the multi-step process with independent third-party assessors, and Defense Counterintelligence and Security Agency are indicating their readiness to contract with the federal government."

"ServiceNow suits jurisdictions seeking a mature platform with deep AI automation and intelligent workflows, while its dual low-code and no-code options designed separately for business and IT users make it viable for smaller agency adoption and deployment for whole-of-government use, making it a shrewd jurisdiction-wide investment." --

**The Forrester Wave™: Industry Cloud Solutions for Public Sector, Q1 2026**

## Availability

- ServiceNow EmployeeWorks is generally available for all public sector organizations.
- The first AI specialist for Autonomous Workforce, a Level 1 Service Desk AI Specialist, is in controlled availability today and expected to be generally available Q2 2026.
- The ServiceNow Autonomous FastStart offer is available now through April 30, 2026 and is limited to the first 50 customers who sign up.

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## About ServiceNow

ServiceNow (NYSE: NOW) is the AI control tower for business reinvention. The ServiceNow AI Platform integrates with any cloud, any model, and any data source to orchestrate how work flows across the enterprise. By unifying legacy systems, departmental tools, cloud applications, and AI agents, ServiceNow provides a single pane of glass that connects intelligence to execution across every corner of business. With more than 80 billion workflows running on the platform each year, ServiceNow helps organizations turn fragmented operations into coordinated, autonomous workflows that deliver measurable results. Learn how ServiceNow puts AI to work for people at [www.servicenow.com](http://www.servicenow.com).

## Use of forward-looking statements

This press release contains "forward-looking statements" about the expectations, beliefs, plans and intentions relating to its Autonomous Workforce and ServiceNow EmployeeWorks innovations. Such statements include statements regarding future product capabilities and offerings and expected benefits to ServiceNow. Forward-looking statements are subject to known and unknown risks and uncertainties and are based on potentially inaccurate assumptions that could cause actual results to differ materially from those expected or implied by the forward-looking statements. If any such risks or uncertainties materialize or if any of the assumptions prove incorrect, our results could differ materially from the results expressed or implied by the forward-looking statements we make. We undertake no obligation, and do not intend, to update the forward-looking statements. Factors that may cause actual results to differ materially from those in any forward-looking statements include, (i) delays and unexpected difficulties and expenses in executing the product capabilities and offerings, (ii) changes in the regulatory landscape related to AI, and (iii) uncertainty as to whether sales will justify the investments in the product capabilities and offerings. Further information on factors that could affect ServiceNow's financial and other results is included in the filings ServiceNow makes with the Securities and Exchange Commission from time to time.

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