



Takeaways from

ServiceNow at The Forge®

ServiceNow at The Forge® brought into focus what's next for federal government modernization. From leadership conversations to immersive demos, attendees got a front row seat to ServiceNow's most advanced capabilities and Accenture Federal Services' federal expertise – and how they converge to drive mission impact.

Top insights

- **ServiceNow stands strong in the age of Agentic AI.** With unmatched enterprise workflow data and deep federal adoption, ServiceNow is positioned as the most resilient platform powering AI-ready operations across government.
- **AI-ready capabilities like AI Control Tower and EmployeeWorks are federal-ready now.** Capabilities like ServiceNow's AI Control Tower for secure cross-environment orchestration and EmployeeWorks (Moveworks) for LLM-powered conversational workflows are purpose-built for immediate, scaled AI deployment.
- **Governance and change management are critical success factors for adoption.** Agencies that establish strong governance frameworks and change management programs will be ready to unlock the full value of AI-enabled enterprise workflows.

What government leaders can do now

- **Engage your teams.** Bring in your IT, operations, mission, and citizen-service teams early so they can explore how the technology – spanning IT service reinvention, case management, citizen services, supply chain, workforce readiness, conversational experiences, and appointment scheduling – can be applied across your organization for smooth adoption of new workflows. AFS is ready to support with whitepapers and expert conversations.
- **Take the next step toward agentic AI with AFS.** Connect with your AFS team to evaluate and accelerate deployment of new ServiceNow agentic capabilities based on your own workflows – from IT operations to supply chain logistics to case management.
- **Join us at The Forge®.** A prototyping workshop helps your teams see how the showcased workflows would operate with your data, systems, and mission constraints.

Demo highlights

We brought 8 technology solutions showcasing the range of possibility with ServiceNow:

- **Reinvention of IT Services with Agentic AI:** AI assistant orchestrating multiple agents to detect issues, auto fix devices, and complete documentation end to end.
- **Enterprise AI Governance (AI Control Tower):** Real time AI governance with unified visibility, disruption detection, impact prediction, and automated remediation.
- **Reinventing User Experience with Conversational AI:** EmployeeWorks powered agent guiding a marketing manager through event preparation and task completion.
- **Citizen Facing Services (National Verifier):** Real time eligibility verification for federal programs with automated processing and seamless digital service delivery.
- **AI Supply Chain Optimization:** Agentic workflow coordinating agents and real time integrations to aid mission-critical logistics.
- **Mission & Workforce Readiness (myST):** Centralized hub for global Security Technician operations, including scheduling, travel, assignments, leave, and unified communication.
- **Transforming Citizen Appointment Scheduling:** Seamless walk-up support to field service dispatch in one flow, providing complete visibility and faster resolution for customer requests.
- **Fraud, Waste, and Abuse (PSDS):** Unified case management with automated routing, audit trails, and insights to accelerate investigations.

Want more info on ServiceNow and AFS? Connect with us at afs.com/theforge.

Ready to move from portals to prompts? Let's build together.



About The Forge

The Forge is where federal leaders and their teams can come to redefine their reinvention journey through hands-on experiences with technology and AI. Here, you can learn and network with your government peers, commercial leaders, and industry partners through thought-provoking, action-oriented sessions like this one.

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