

# Public Sector Agency IT Service Management Checklist



When modernizing your IT infrastructure, it's important to ensure your new IT Service Management (ITSM) solution can adapt to your agency's requirements.

## 7 Essential Requirements Modern ITSM Solutions Should Meet:



Automated and pre-configured workflows



Support for context-based IT and non-IT-related service requirements



Scalable cloud and on-premises deployment options, accessible anywhere via browser



Options for named and concurrent user licensing – Subscription or Perpetual



Configuration and upgrade processes that are flexible and easy to perform



Options for technology expansion, such as voice automation and AI-powered chatbots



Integration points and connectors for various operational systems

### Modern Service Management for Your Government Agency

With Ivanti Service Manager, government agencies benefit from innovation while realizing cost advantage – hitting targets for budget and productivity.

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