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Mission-ready, AI-powered IT service management for federal agencies

Empower secure, scalable and automated service delivery with Ivanti Neurons for ITSM

U.S. Department of Defense (DoD), federal civilian and intelligence agencies must modernize service delivery while meeting evolving cybersecurity and digital service mandates. From Executive Orders 14028 and 14058 to the President's Management Agenda (PMA) and Office of Management and Budget's (OMB) zero trust guidance, federal agencies must strengthen service resilience, reduce risk and deliver seamless support, despite aging infrastructure and limited resources.

Ivanti Neurons for ITSM provides a secure, artificial intelligence (AI) powered service management platform that helps federal agencies of all sizes deliver consistent, efficient IT services. Built to meet evolving mission requirements, our IT service management (ITSM) solution enables federal agencies to reduce operational burden, streamline compliance and empower their workforce — without compromising on visibility or control.

Transform mission performance with modern and proven IT service management

Ivanti Neurons for ITSM helps federal agencies modernize service delivery while maintaining compliance with core federal mandates. The platform is designed to support hybrid, on-premises and cloud environments, aligns with DoD requirements and is Federal Risk and Authorization Management Program (FedRAMP) authorized (at the Moderate level). With flexible architecture, it enables secure, reliable service operations. It also provides support for federal policies, no matter the maturity level or mission scope of the agency.

Executive Order 14028

Strengthening agency security with automation and zero trust alignment.

Executive Order 14058

Improving user experiences through proactive, responsive IT support.

President's Management Agenda

Advancing workforce enablement and service delivery modernization.

OMB M-22-09

Enabling zero trust through visibility, access control and audit-ready insights.

AI-powered service management that frees up federal IT teams to work smarter, not harder

Manual processes consume valuable IT resources and create service delays that downgrade service performance. Ivanti Neurons for ITSM applies hyperautomation and AI-powered workflows to reduce the operational burden on agency IT teams. By automating repetitive tasks (e.g., ticket routing, issue diagnosis, approvals), federal agencies can improve first-call resolution rates and accelerate time-to-resolution.

These efficiencies free IT professionals to focus on strategic initiatives that support modernization and mission readiness.

- **AI-Powered Automation:** Streamline resolution, provide new insights and power intelligent workflows across IT and beyond, letting your team focus on mission-critical issues.
- **Proactive Service Management:** Monitor anomalies, predict incidents and launch healing bots that resolve issues before end-users notice.
- **Generative Insights:** Leverage AI to provide concise, actionable summaries and guidance across service management tasks, driving real productivity gains from day one.

Built for federal trust: Secure by Design and audit-ready

Ivanti Neurons for ITSM is built with Secure by Design principles, delivering protection by default across the service lifecycle. The FedRAMP Moderate-authorized solution is designed to meet DoD standards, helping federal agencies align with evolving cybersecurity expectations from the Cybersecurity and Infrastructure Security Agency (CISA), the National Institute of Standards & Technology (NIST) and the OMB.

Through real-time dashboards, configurable compliance tracking and automated reporting, federal agencies can demonstrate operational integrity and audit-readiness.

- Secure architecture that supports zero trust principles and DoD data protection needs with a reduced attack surface.
- Enhances security through integrated configuration management database (CMDB) and asset management, while reducing risk via automated incident generation and self-healing capabilities.
- Role-based access and activity tracking to support accountability and oversight.
- Audit-ready documentation for Government Accountability Office (GAO), OMB and internal reviews.

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24/7 chatbot-driven self-service portal for common IT needs.	Proactive notifications and updates to improve transparency.	Streamlined support processes that improve end user experience and reduce wait times.
Configure, adapt and build workflows without heavy dependence on consultants or legacy development tools.	Leverage over 1,000 out-of-the-box connectors to integrate with cloud, SaaS and on-prem systems effortlessly.	Unify ITSM and ITAM with comprehensive modules for end-to-end service and asset lifecycle management, fully integrated with endpoint solutions.

Citizen-ready self-service and digital experience modernization

Improving employee and public-facing experiences is essential for delivering on EO 14058 and the federal customer experience vision. Ivanti Neurons for ITSM includes 24/7 self-service portals, virtual agents and knowledge bases accessible from any device, enabling users to resolve common issues independently.

These tools not only reduce ticket volume but also increase satisfaction by resolving issues faster and with fewer handoffs.

Deliver visibility, control and confidence in service performance

Federal agencies need transparency into service performance to make data-driven decisions and meet oversight requirements from the OMB, GAO and CISA. Ivanti Neurons for ITSM provides real-time performance dashboards and role-based reporting that make it easy to track service levels, uncover risks and position resources with mission priorities. With this visibility, federal agencies can continuously improve services while demonstrating value to leadership, auditors and stakeholders.

- Provides end-to-end service management visibility with intuitive dashboards, delivering real-time transparency and easy access to actionable data.
- Consolidated insights into key performance indicators (KPIs), service-level agreements (SLAs) and asset utilization.
- Customizable reports aligned with federal agency performance goals.
- Integrated data views that support executive decision-making.

A proven solution for secure, efficient federal service delivery

Ivanti Neurons for ITSM enables federal agencies to deliver secure, efficient, policy-aligned services. With built-in automation, FedRAMP-authorized architecture and zero trust support, the platform strengthens mission continuity, reduces risk and improves digital service delivery for DoD, federal civilian and intelligence agency IT teams.

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About Ivanti

Ivanti breaks down barriers between IT and security so that Everywhere Work can thrive. Ivanti has created the first purpose-built technology platform for CIOs and CISOs – giving IT and security teams comprehensive software solutions that scale with their organizations' needs to enable, secure and elevate employees' experiences. The Ivanti platform is powered by Ivanti Neurons - a cloud-scale, intelligent hyper automation layer that enables proactive healing, user-friendly security across the organization, and provides an employee experience that delights users. Over 40,000 customers, including 85 of the Fortune 100, have chosen Ivanti to meet challenges head-on with its end-to-end solutions. At Ivanti, we strive to create an environment where all perspectives are heard, respected and valued and are committed to a more sustainable future for our customers, partners, employees and the planet. For more information, visit ivanti.com and follow @GoIvanti.

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