

# Modern AI-powered IT service management for state, local and education organizations

## Support reliable, scalable and efficient service delivery with Ivanti Neurons for ITSM

State and local governments, school districts and higher education institutions are working to maintain reliable digital services with limited budgets, lean IT teams and highly distributed learning and administrative environments. From K-12 classrooms and university campuses to city halls and county offices, IT teams must support a wide range of users, devices and service expectations, often without the benefit of standardized infrastructure or staffing depth.

Automation is essential to meeting these demands. By reducing manual effort and enforcing consistent processes, automation helps IT teams deliver services more efficiently, improve reliability and ensure every user receives a predictable, high-quality experience.

Ivanti Neurons for ITSM provides an IT service management (ITSM) platform powered by artificial intelligence designed to help state and local governments and education (SLED) organizations deliver consistent, efficient IT services across

diverse environments. The platform streamlines routine tasks, accelerates issue resolution and strengthens service continuity, without adding unnecessary complexity. With automated workflows that provide continuity of learning and IT operations, SLED organizations can simplify service delivery and improve the experiences of their constituents, educators, administrators, staff and students.

### A flexible ITSM foundation for diverse state, local and education environments

Ivanti Neurons for ITSM helps SLED IT teams modernize service delivery while adapting to local governance structures, procurement requirements and varying levels of IT maturity. The platform supports cloud, on-premises and hybrid environments, making it well-suited for districts, campuses and agencies that manage a mix of legacy systems and modern applications.

With configurable workflows and modular capabilities, Ivanti enables SLED organizations to align IT services to their operational priorities. The platform supports classroom technology, administrative systems or constituent-facing services without requiring one-size-fits-all process models.

### Operational benefits for distributed SLED environments

- Improving service consistency across schools, campuses and departments.
- Reducing operational overhead for understaffed IT teams.
- Supporting alignment with state cybersecurity frameworks, NIST guidance and CIS Critical Security Controls.
- Providing visibility and control without rigid, one-size-fits-all requirements.

## AI-driven service management that helps service delivery teams do more with less

Manual processes and reactive ticket handling consume valuable IT time and slow response during peak demand periods, like the back-to-school season, statewide testing windows or large-scale device deployments. Ivanti Neurons for ITSM uses automation and AI-driven workflows to reduce routine work and improve service responsiveness.

By automating common tasks (e.g., ticket routing, categorization, approvals and issue diagnosis), service delivery teams can resolve issues faster and focus on higher-value initiatives that support their teaching, learning and operational goals.

### Capabilities that reduce manual effort and improve responsiveness

- AI-powered automation: Intelligent workflows that reduce manual effort and improve consistency across service operations.
- Proactive service management: Early detection of issues and automated remediation to limit disruption before users are impacted.
- Generative insights: AI-generated summaries and recommendations that help teams prioritize work and respond more efficiently.

These capabilities align with the National Association of State Chief Information Officers' (NASCIO) 2026 State CIO Top Ten Priorities, including responsible AI

adoption, cybersecurity governance and cost control. These are key areas where SLED IT leaders face increasing pressure to show measurable outcomes.

### Built for trust, visibility and manageable security practices

SLED organizations must protect sensitive constituent, student, staff and operational data while working within practical budget and workforce constraints. Ivanti Neurons for ITSM is built with security embedded throughout the service lifecycle, supporting alignment with widely adopted frameworks such as the National Institute of Standards and Technology and the Center for Internet Security in ways that fit SLED governance models, without relying on federal-only mandates or oversight structures.

Through integrated asset management, configuration management and role-based access controls, IT teams gain clearer visibility into their environments and better control over service operations.

### Security and governance capabilities for SLED IT

- Centralized visibility into assets, configurations and service relationships.
- Role-based access and activity tracking to support accountability.
- Automated incident generation and response workflows that reduce operational risk.
- Reporting and dashboards that support governance and internal reviews.





This approach supports cybersecurity and risk management priorities while keeping controls transparent and manageable for education and government IT teams.

## Self-service and digital experiences that support educators and staff

Reliable technology directly impacts classroom instruction, faculty productivity and administrative efficiency. Ivanti Neurons for ITSM includes self-service portals, virtual agents and knowledge management tools that allow users to resolve common issues quickly from any device.

By reducing ticket volume and improving response times, service delivery teams can provide a more consistent experience for educators, staff and students, especially during high-demand periods.

24/7 self-service access for common IT requests and issues.	Proactive notifications and status updates to improve transparency.	Configurable workflows that adapt to local processes without heavy consulting.	Integration with cloud, SaaS and on-premises systems through out-of-the-box connectors.
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## Clear insight into service delivery performance and operational priorities

To manage resources and support modernization efforts, government and education leaders need clear insight into how IT service delivery is performing. Ivanti Neurons for ITSM provides real-time dashboards and role-based reporting that help technical and executive stakeholders understand service trends, workloads and opportunities for improvement.

These insights support data-informed decisions across IT, administration and leadership, aligning service delivery with broader digital government and education goals.

## A practical ITSM platform for state, local and education service delivery

Ivanti Neurons for ITSM helps state and local government and educational institutions deliver reliable, efficient IT services that support learning, administration and community operations. With built-in automation, flexible deployment options and AI-driven insights, the platform enables optimal modernization and service continuity across diverse environments.

## About Ivanti

Ivanti is a global enterprise IT and security software company dedicated to unlocking human potential by managing, automating and protecting data and systems to empower continuous innovation. With adaptable software solutions tailored to customer needs, Ivanti empowers IT and security teams to enhance operational efficiency, cut costs and proactively mitigate security risks. At the heart of Ivanti's offerings is the AI-powered Ivanti Neurons platform, which transforms the way IT and security teams operate. By delivering unified, reusable services and tools, the platform helps ensure consistent visibility, scalability, and secure solution implementation, enabling teams to work smarter, not harder. Ivanti follows "Secure by Design" principles to provide software solutions that scale with our customers' needs to help enable IT and Security to improve operational efficiency while reducing costs and proactively reducing risk. Ivanti fosters an inclusive environment where diverse perspectives are honored and valued, reflecting a commitment to a sustainable future for customers, partners, employees and the planet. Learn more at [www.ivanti.com](http://www.ivanti.com) and follow us on social media @Golvanti.

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