Empowering Public Safety Operations with Modern IT Service Excellence

As one of the nation's most prominent public safety institutions, this agency plays a critical role in ensuring roadway safety, emergency response coordination, and law enforcement. Managing a vast operational ecosystem—spanning emergency communications, statewide dispatch, and public infrastructure—demands a resilient and streamlined IT environment.

With thousands of personnel and a diverse array of services to coordinate, the organization faced mounting pressure to modernize its service delivery and internal operations. Legacy systems were no longer sufficient to support real-time responsiveness, operational scalability, and data integrity. To uphold its mission and support future growth, the agency recognized the need for a modern, intelligent IT Service Management (ITSM) solution.

Recognizing Untapped Potential

Despite having access to a comprehensive suite of ServiceNow ITSM tools, the organization had yet to realize the full potential of its technology investments. Many core capabilities remained underutilized, limiting the overall efficiency and reach of their IT service delivery. This gap between subscription and application prompted the need

for a strategic, end-to-end consulting & implementation approach—one that could seamlessly align the platform with both current operational realities and future ambitions.

The objective was not only to activate more features, but to weave these capabilities into the agency's workflows in a meaningful way. This meant:

- Unlocking the latent value within their existing ITSM environment by configuring and tailoring tools to specific business needs

- Creating a production-ready, high-performing platform that staff could rely on daily

cprime | INRY

- Elevating operational oversight, accelerating response times, and standardizing service delivery through greater system integration and visibility

Orchestrating a Seamless Implementation

The agency partnered with Cprime|INRY to lead a comprehensive rollout of ServiceNow ITSM, with a focus on pragmatic enhancements and strategic alignment. Key accomplishments included:

- Modernized the employee self-service experience, including a streamlined directory feature that enabled users to easily locate staff members by role, department, or location

- Refined system notifications to align with the agency's visual standards and enhanced their content for greater clarity and actionability

- Simplified IT request processes by improving forms and standardizing inputs, making them easier for staff to navigate

- Customized change management workflows to reflect internal approval hierarchies, including executive-level override capabilities for critical decisions

- Enhanced asset tracking by consolidating data and eliminating redundancies, ensuring clean and reliable records

- Supported a gradual transition to a more modern identity management system with minimal disruption

- Leveraged out-of-the-box capabilities where possible to minimize complexity and accelerate delivery

The IT Change Management process was strategically automated to make it more efficient and ensure consistency in approvals and tracking. Though formal frameworks were not employed, the project was grounded in established best practices, prioritizing usability, adaptability, and future readiness.

Delivering Measurable Impact

- Elevated **user experience** by implementing a modern self-service portal that made it easier for employees to access help, find colleagues, and complete routine tasks without assistance

- Enhanced **data integrity** by cleaning up outdated asset records and improving accuracy within the configuration database, enabling more reliable

reporting and decision-making

- Optimized **approval workflows** by streamlining steps, removing bottlenecks, and tailoring flows to reflect internal decision-making hierarchies

- Improved **IT responsiveness** by aligning request and incident processes with real-world use, allowing support teams to act more quickly and with greater clarity

- Established a scalable digital foundation that supports future IT growth and enables smoother onboarding of new capabilities as operational needs evolve

Paving the Way for Future Growth

With the successful deployment of a robust and user-centric ITSM system, the organization has laid the groundwork for sustainable digital transformation. This newly implemented system empowers teams with more intuitive tools, reduces dependence on legacy processes, and ensures consistent service delivery across departments. It also introduces a modern foundation for governance, reporting, and cross-functional collaboration, key to supporting increasingly complex operational demands. Built for adaptability

the platform positions the agency to stay ahead of evolving public service expectations and to seamlessly integrate future innovations as they arise.