



# AI: Revolutionizing Federal Efficiency

With Accenture and ServiceNow

Accenture  
Federal  
Services

Federal agencies face immediate expectations to innovate, address siloed data, and manage a growing demand to do more with less. This creates opportunities to automate and empower with Artificial Intelligence (AI) to drive more effective workflows and cut out manual effort – yet many agencies confirm they lack a clear strategy for AI adoption. Agencies have been bombarded with numerous Generative AI (GenAI) technology solutions, however, only a select few have proven to be suitable and scalable to the unique needs of federal organizations. ServiceNow Intelligence capabilities, embedded within FedRAMP environments, provide a secure foundation for experimentation, ensuring compliance while accelerating AI adoption.

## Accenture-led AI within the ServiceNow Platform

**A testament to our conviction that AI will drive the next wave of enterprise and government innovation, Accenture committed a \$3 billion investment in AI, including a partnership with ServiceNow and NVIDIA in our joint AI Lighthouse program.**

Through AI Lighthouse, Accenture accelerated the design and engineering

of domain-specific LLMs and generative AI capabilities within the ServiceNow platform. This program combines Accenture's expertise with ServiceNow technology to fast-track high impact cases, delivering measurable results, and a foundation to scale AI effectively. Accenture is proud to have been the first mover to deploy GenAI within both the Commercial and Federal sectors.

### 60 Days to GenAI

Partnering with a large federal agency and ServiceNow, Accenture hosted a GenAI hackathon to fast-track AI adoption.

**This effort identified several business and mission use cases, designed a roadmap, rapidly developed solutions, and deployed those solutions in just 60 days.**

A structured approach enabled quick prototyping, testing, and iteration – proving agencies can drive meaningful efficiencies in record time. By starting small with targeted workflows and leveraging Accenture's pre-built accelerators, this agency integrated AI effortlessly, delivering immediate results in search and case summarization.



## Accelerated AI Journeys

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Accenture brings established frameworks and assets toward AI deployments including:

- **GenAI Value Assessment** – A 4-week assessment of your ServiceNow instance to confirm GenAI readiness and align an implementation strategy.
- **Accenture Skills Framework** – 250+ Skills and Prompts amplifying the impact of NowAssist.

## Looking Ahead

Starting small, agencies can target high value use cases—automated incident resolution, AI-powered knowledge management, and workflow optimization. This drives immediate efficiencies and clears the initial hurdles associated with implementing GenAI capabilities.

Once initial successes have been achieved, more sophisticated end-to-end AI agents can be developed, stringing together a set of AI features into a solution that can independently handle certain tasks. External sources such as data lakes, ERP systems, and other SaaS tools used to serve the mission, can be integrated and baked into these AI processes, greatly extending the tasks that can be automated from start to finish.

ServiceNow's FedRAMP-authorized environment provides the ideal platform to experiment with and expand AI capabilities.

**ServiceNow at the Center:** ServiceNow sits at the center of Federal IT organizations. With a native Data Fabric capability, it stands as the obvious starting point for an integrated technology ecosystem tying back-office functions and mission applications into a single operating environment for AI development.

**Employee Service Delivery:** ServiceNow is the starting point for many employee inquiries. Submitting an HR form, requesting a new laptop, employee service delivery sits at the heart of ServiceNow. Combining Accenture's AgencyConnect offering, with native AI capabilities, enables better employee service with fewer human hours.

**Agentic Ready:** With the native NowAssist Skill Kit available today and more agentic functionality rolling out with every release, ServiceNow provides the power required to develop agent tasking without complex custom code.

The possibilities that AI provides on the ServiceNow platform are endless. Accenture's proven methodologies and ServiceNow AI accelerators are helping Federal Agencies establish the foundation to build, scale, and transform their enterprise operations.

# Together, let's harness the power of AI.



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Accenture Federal Services is proud to be the first mover to invest and implement ServiceNow GenAI solutions in Federal. Partnering with ServiceNow to deliver tailored, AI-enabled capabilities, driving high-impact results, and transforming how agencies harness AI.

**Schedule a demonstration with us today.**

## About Accenture Federal Services

Accenture Federal Services is a leading US federal services company and subsidiary of Accenture LLP. We empower the federal government to solve challenges, achieve greater outcomes, and build a digital core that is agile, smart, and secure. Our 17,000 people are united in a shared purpose to advance our clients' mission-critical priorities that make the nation stronger and safer, and life better for people. We draw out the best of Accenture's global network in nearly every industry, bringing proven commercial innovation to solutions built with advanced R&D, emerging technologies, and human-centered design at speed and scale. Together, we help clients create lasting value for their workforce, customers, and partners and make a difference for the country and our communities. See how we make change that matters at [accenturefederal.com](https://accenturefederal.com).

## About Accenture

Accenture is a leading global professional services company that helps the world's leading organizations build their digital core, optimize their operations, accelerate revenue growth and enhance services—creating tangible value at speed and scale. We are a talent- and innovation-led company with 774,000 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. Our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities. Visit us at [accenture.com](https://accenture.com).

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