



ServiceNow Supports US Immigration Requirements

ServiceNow partners with the federal government to enforce immigration and customs laws, advancing the mission of protecting America from national security and public safety threats.

Immigration and Customs Enforcement (ICE) Platform Strategy

ICE uses ServiceNow as the core component of their Platform-as-a-Strategy approach to leverage a common workflow engine to bring together people, processes, and automation to allow for work to flow seamlessly. This allows for legacy systems to continue to be the workhorse behind the scenes while providing a modern user interface for completing day-to-day tasks. With the ServiceNow platform, ICE can add functionality without adding tools and complexity. This allows everyone access to the information they need to make informed decisions and the ability to collaborate on carrying out those decisions.



ICE Detention Facility Efficiencies

ICE used ServiceNow to create a Bed Reservation System (BRS) for detention officers in the field to request a reservation at a detention facility (internal and external to ICE). ServiceNow workflows ensure complete request/approval visibility into the end-to-end process. ICE utilizes the BRS at over 100 facilities and has significantly reduced the amount of human intervention required to manage detainees.



Counter Threats and Protect the Homeland

ICE address both cyber and physical threats with an integrated risk management approach. Building security into operations enables proactive response to vulnerabilities, zero day threats, and more. ServiceNow workflows enable ICE to:

- Predict and prevent issues before they happen using automated solutions
- Build and deploy apps quickly, giving agents and employees real time access to data
- Utilize AI and machine-learning driven operations capabilities

Safeguarding the Integrity of the Immigration System

ServiceNow is the platform for the Joint Integrity Case Management System (JICMS) used by Customs and Border Protection (CBP) and ICE to record claims of employee misconduct, manage criminal and administrative investigations, and track employee and contractor disciplinary actions. ServiceNow workflows create transparency, compliance, and accountability into the immigration system.

Health and Welfare of Unaccompanied Alien Children

Health and Human Services (HHS) uses ServiceNow to ensure the health and welfare of unaccompanied migrant children and family units as they interact across multiple government components. HHS transfers children arriving at the border to the care and custody of one of several Custodial Entities (HHS/ORR, ICE/ERO, Child Protective Services, etc.). The custodial entity uses ServiceNow to report and document any significant incidents related to the child's case. ServiceNow allows appropriate government representatives (agents, medical personnel, officers, etc.) to take timely and appropriate actions to ensure health, safety, processing, and proper care of the detainees.



ServiceNow Roadmap for ICE

The Now Platform delivers workflows across organizations, silos, and systems, creating a seamless enterprise system of action for security, application development, and data management. Building on the value already found via their ServiceNow implementation, ICE can extend platform use to meet key operational needs and strategic goals including asset management, workforce support, and citizen engagement.

