

Making work, work better for the U.S. Intelligence Community



Transform your operational productivity.

Optimize a single platform with digital workflows to focus on providing best-in-class intelligence services—not managing disparate systems.



Elevate employee experiences.

Improve employee experiences by consolidating touchpoints, automating processes, and creating a unified self-service portal.



Reimagine your customer engagement.

Highlight events in need of immediate attention and ensure every employee engagement is consistent, visible, and relevant.



Meet your team



Ed Titus

DIRECTOR, U.S. INTELLIGENCE COMMUNITY

As the leader of the ServiceNow Intelligence Community (IC) Team, Ed provides strategic direction and executive guidance to an amazing group of customer-focused Account Executives. 9 years ago, Ed started the IC team at ServiceNow and is dedicated to the continued success of the team and all of the IC customers they now serve. In addition to spending his entire corporate career supporting the U.S. Intelligence Community, Ed served 10 years on active duty as a Naval Intelligence Analyst.



Josh Bradfield

IC NATIONAL CLIENT DIRECTOR

As the Intelligence Community (IC) National Client Director, Josh has the unique role of driving the strategy for ServiceNow's IC business helping to translate and align platform capabilities and innovations with the requirements of the community. He's deeply passionate about helping the IC leverage modern technologies to better support the mission, drive digital transformation, and ultimately make work, work better for people. Josh has held similar positions at other leading software companies as well as a leadership role providing consulting services within the office of an Intelligence Community CIO.



Geoff Brown

ACCOUNT EXECUTIVE, NSA / USCC

As the Client Director for MPO, Geoff is focused on the digital transformation and delivery of services to positively impact the agency's mission. With over 20 years of experience, Geoff has strong customer and partner relationships to help solve complex problems.



Shawn Hawthorne

ACCOUNT EXECUTIVE, NSA

Shawn is a skilled and knowledgeable Sales Executive with outstanding planning, execution, monitoring and resource balancing skills, with the ability to support multiple simultaneous projects in fast-paced environments. She is currently responsible for employing a solutions-based approach to identify client business problems and align it to the appropriate solution(s) across ServiceNow's software product offerings.



Erik Reed

ACCOUNT EXECUTIVE, CIA / ODNI

Erik has experience in leading digital transformation and strategy, implementation, and innovation efforts for commercial and federal government organizations. He is a former Navy SEAL with extensive experience delivering software, hardware, and professional services solutions within the IC. Erik has a consultative, hands on approach to complex organizational challenges to ensure alignment with desired mission outcomes.



Scott Wallace

ACCOUNT EXECUTIVE, NRO / 16TH AF

On behalf of ServiceNow, Scott supports the Westfield's customer with over 15 years of extensive Intelligence Community IT Enterprise consultative experience. He has helped his customers embrace digital transformation focusing always on mission requirements. For the last 17 years Scott also has served as a Navy Reserve Intelligence Officer with duty assignments throughout the Intelligence Community.



Alyssa Ashworth

SOLUTION CONSULTANT MANAGER, DOD/IC

Alyssa Ashworth has spent her career focused on the Intelligence Community. Joining ServiceNow in 2015, she has assisted the Big 5 with their enterprise ServiceNow transformations. She is now focused on strategic projects that will allow the IC to further support the mission at large. She is also leading the industry's most knowledgeable and dedicated Solution Consultants.



Chuck Conser

SOLUTION CONSULTANT

Chuck Conser is a ServiceNow Advisory Solution Consultant that has been supporting all areas of the IC since 2016. He has 15+ years in ITSM/ITAM solutions surrounding ITIL processes and larger enterprise solutions. Prior to coming to ServiceNow, Chuck was the Global Product Manager for HP SaaS in support of all ITSM/ITAM products.



Dan Punero

SOLUTION CONSULTANT

Dan has over 10 years of experience supporting the DoD and IC solve complex problems. As an Army Reservist, Dan is personally invested in using technology to improve the way we work as a total force.



Mike Swafford

SOLUTION CONSULTANT

Mike Swafford has been a ServiceNow Advisory Solution Consultant since September 2017 in direct support of the U.S. Intelligence Community (IC) and Military Intelligence organizations. He has supported the IC since 2004 in the capacity of a Solutions Architect for IT solutions for mission applications and programs. Working with the National Reconnaissance Office (NRO) Infrastructure Service Provider (ISP), he brings a unique set of technical experience and expertise in the modernization and automation of IT processes and services across mission programs and the enterprise.



Allen Sackadorn

ACCOUNT EXECUTIVE, DIA / MI

Allen has over 30 years' experience of providing software solutions and services to the U.S. Federal Government for global companies such as Oracle, SAP, Booz Allen, and Deloitte. Since 9-11 he has focused exclusively on the U.S. Intelligence Community to exploit technology to support the Global War on Terror.



Ashley Ruffing

SR MARKETING MANAGER, DOD/IC

Ashley's experience delivering innovative and responsive marketing campaigns aimed at helping federal customers advance their digital strategy helps drive forward ServiceNow's support of the DoD and Intelligence community. In her role, Ashley develops marketing strategy for events and digital campaigns that drive lead generation and educate the DoD and IC market on best practices for more efficient workflow.