



Automating the Return to Work

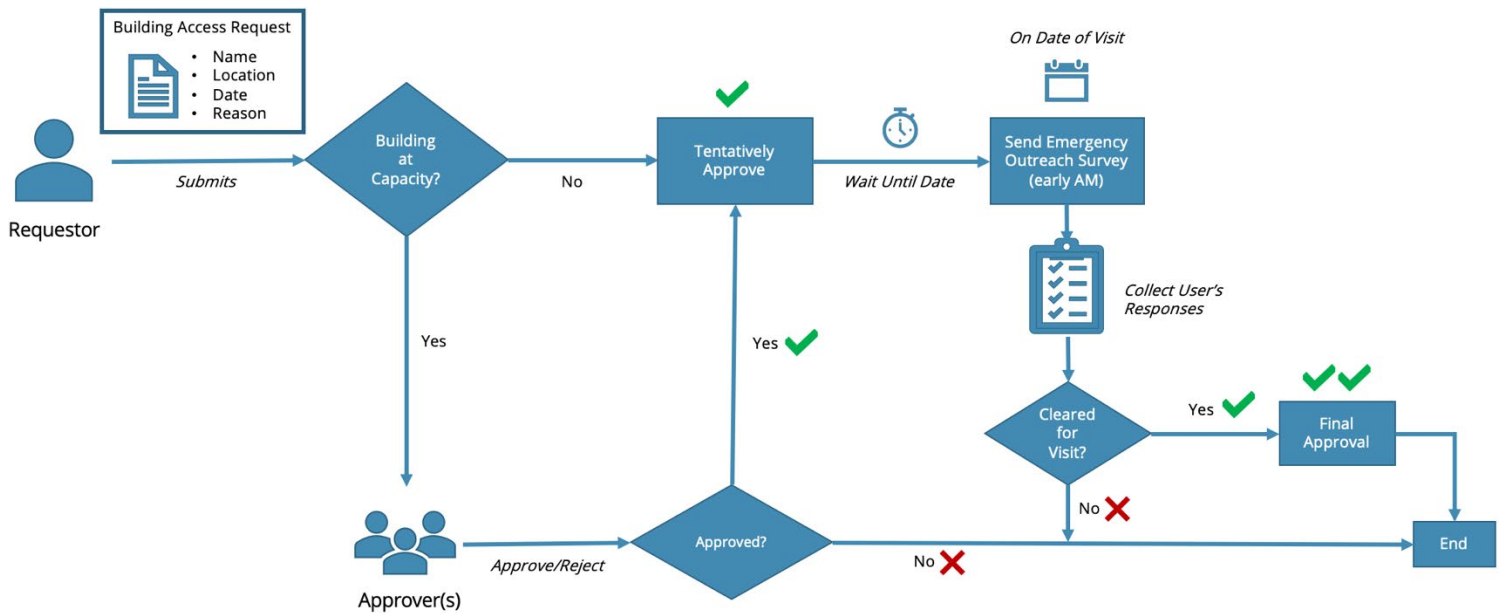
Safe Workplace Application for the Rest of Us

A Guide to a New Application built
for the ServiceNow Platform

June 2020



“Return to Work” is a ServiceNow application built for companies who are re-opening their office locations and need a system to track and approve on-site visits from users.



Application Benefits

Track users intending to visit office locations on specific dates

Allow for proactive understanding of building occupancy based on who is planning on arriving

Leverage Servicenow-Built Crisis app for communication and health check

Return to Work

“Return to Work” is a ServiceNow application built for companies who are re-opening their office locations and need a system to track and approve on-site visits from users.

ServiceNow has launched eight applications recently related to Crisis Management and returning to the workplace. Speaking to our customers, primarily mid-to-large sized commercial enterprises, their feedback was that some apps seemed more complex than what they were looking for, or they didn’t think the majority of the apps applied to them.

The main use case they were looking to address is to allow employees to schedule the dates they were planning on being in the office and self-screen the day of, while making sure occupancy stayed within guidelines.

Out of those conversations, we worked with the following requirements in building the Return to Work application:

| | |
|---------------------------|--|
| Mobile | Return to Work should be available on mobile as well as desktop and laptop devices |
| Workforce Scheduling | Reinforce social distancing by controlling number of people in the building at a given time |
| Building Provsioning | Anyone coming into a building (including associates, contractors, and vendors) will have to register in advance |
| Health Certifications | Anyone coming into the building will be required to do a daily health certification check-in (<i>whether self-certified or administered</i>) |
| Health Check Verification | Ability to show Health Check passed on mobile, and ability to see list of employees passed |
| Education Reinforcement | Re-enforcing education (<i>wear your mask, don’t shake hands, etc.</i>) |
| One Way Communicaiton | Ability to send out announcements, policies, documents, and notifications to all employees |

Return to Work Application Use Case



Kyle Baker, Individual Contributor, wants to return to work at the office.

Kyle Baker will have to register in advance to return to the office, whether from the portal or on mobile.

- Each morning Kyle Baker has registered to come in, he will be prompted to do a self-health certification.

When entering the facility, Kyle Baker will be cleared to visit when he checks in with the security guard who verifies he can enter.

- The app also sends a report to Building Security.
- Building Security has a dashboard with a list of all employees, vendors, associates, and contractors that are coming in, as well as if they are cleared to enter the building based on their self-check.

Any time someone accesses the App via mobile or via the Portal, the latest COVID-19 education and relevant company policies are displayed.

The application addresses these requirements by persona

End User

- Easy to schedule return day(s) in advance via mobile or Service Portal
- Have access to latest information (both on the portal, mobile, and email)

Fulfiller

- Easy to verify that End Users have passed the required health checks
- Easy to confirm buildings are within the acceptable attendance rate

Approvers

- Easy to both approve and/or decide on End User populations

Administration

- Simple to maintain and modify
- Easy to update based on changing regulations

Managers

- Reporting and Dashboarding
- Announcements

Business Stakeholders

- Communicate latest relevant information
- Auditability
- PHI Sensitivity

Get Started

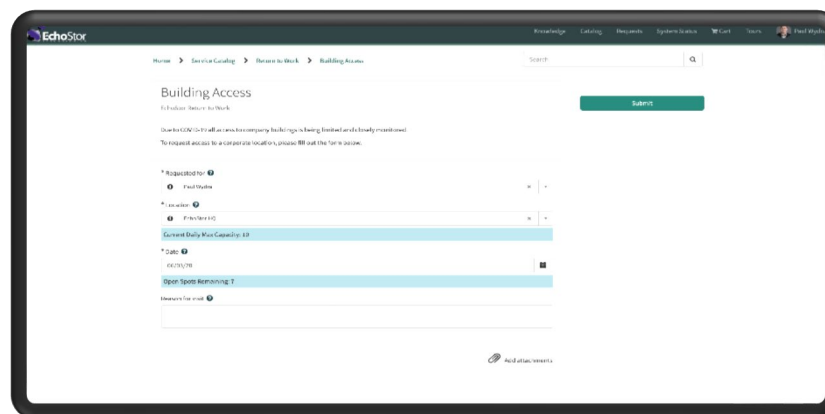
By taking advantage of out of the box capabilities and building a scoped app, the Return to Work application is simple to install, manage, and use.

Watch the Video Demo



https://youtu.be/_KjOG6o6TTo

Download the Application



https://developer.servicenow.com/connect.do#!/share/contents/4939108_echostor_return_to_work1

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