Business Resilience: How ServiceNow is returning to the workplace
THE ROADMAP TO REOPEN AND THE NEW WAYS TO WORK, AS WELL AS WHERE WE WORK, ARE PART OF A JOURNEY. ONE WE’RE ON TOGETHER BUT EACH OF US WILL FACE OUR OWN UNIQUE CHALLENGES.

— Pat Wadors, Chief Talent Officer, ServiceNow

“The CIO is interacting with every C-suite member to figure out how to navigate the ‘next normal’ using technology and workflows.”

— Chris Bedi, Chief Information Officer, ServiceNow
ServiceNow developed a team to lead the return to the workplace plan.

Its mission is to keep ServiceNow agile and create new workflows that deliver business continuity and embed resilience in our operations.
We assess the external and internal environment for whether we can move forward. This is an ongoing process. We ask:

1. Are we allowed to reopen and is it safe?
2. Are employees comfortable returning to the offices?
3. Can we comply with safety requirements?

If we can answer yes, we move forward with managing an action plan for opening workspaces.
The Crisis Management Team created a three-step action plan.

It begins by evaluating external factors to ensure compliance. Then, it takes steps to ready each workplace. Finally, it gauges employee ability and comfort to return to the workplace.

As these factors shift over time, the process will start again.
We adopted ServiceNow’s new multi-app suite and dashboard, ServiceNow Safe Workplace, to enable us to easily monitor the essential steps for returning employees to the workplace, and support everyone’s health and safety.
Employee Readiness Surveys

It begins by assessing employee sentiment using surveys. These help us determine when employees are ready to return to the workplace and how to best care for them while they are at home.
Employee Health Screening

A mobile and desktop health screen app guides employees on how to conduct a health screening at home and self-certify they are symptom-free.
Workplace PPE Inventory Management

Our Workplace Services team ensures our offices are ready and have the supplies, including personal protective equipment (PPE) and other sanitizing inventory, available at our offices across the globe.
Workplace Safety Management

We also use an app to coordinate social distancing and ensure proper workspace cleaning protocols are met.
Contact Tracing

When an employee is diagnosed with COVID-19, we can trace and notify employees who may have been affected.
Safe Workplace Dashboard

A Safe Workplace dashboard rolls up all the data from the apps so leadership can gain visibility into where we stand today and assess next steps.
App Engine

And, we have the flexibility to quickly design new workflows as our needs change with the App Engine’s no-code or low-code tools.
STEP 6: MEASURE

We continue to measure the impact of ServiceNow Safe Workplace to ensure that it is enabling agility and resiliency for the organization.

WE ESTIMATE THESE APPS COULD:

- Eliminate up to $1M in additional costs related to COVID-19 necessities per year for every 10,000 employees
- Save 20,000 hours annually on the manual administration of readiness and workplace data, PPE inventory, and vendor logistics.
- Source and distribute PPE 2x faster through centralized inventory management
Agile, distributed, flexible workplaces will become the norm rather than the exception.

In this next normal, managing complex digital workflows on a single platform will be critical to business resilience and growth.

Learn more about ServiceNow’s plan to return to the workplace in this webinar:

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