How does LA support its citizens?

Thanks to a digital transformation, the City of LA could protect its citizens during the pandemic

Job to be done
Utilize the ServiceNow platform and technology to support citizens during the global pandemic

Solutions to do it
- ServiceNow® IT Service Management
- ServiceNow® IT Business Management
- ServiceNow® Customer Service Management
- Now Platform® App Engine

What we did
We helped the City to deploy ServiceNow solutions to mobilize City workers, distribute PPE, and make rent payments direct to landlords

A global city
The City of Los Angeles is one of the most diverse and multicultural in the world, home to four million people and half a million businesses. On any given day, you can hear 124 different languages and dialects being spoken by its citizens. And it’s a city on a huge scale, the second largest in the United States, occupying more than 450 square miles, with its world-famous sights and sounds drawing 48 million visitors every year.

A platform for speed and innovation
The City’s decision to embrace digital technology, with ServiceNow as a core platform at the heart of its digital transformation, proved to be visionary when COVID-19 presented unique and urgent challenges, requiring fast and innovative solutions. Digital technology enabled it to fight back on two essential fronts, maintaining vital services that millions of citizens rely on every day – and launch new services within hours, to inform and protect vulnerable Angelenos from the gathering health and economic storm.

Highly configurable SaaS platforms, like ServiceNow, provided incredible tools for the City of Los Angeles. From building a fully functional COVID test appointment app within 72 hours, to a robust rent-relief system when Angelenos needed it most, these platforms provided the digital tools we needed, when we needed them.

Ted Ross
CIO
City of Los Angeles

Equipped
18K
City employees to work within days

Protected
50K
households with emergency rent payments

And will have made
$350M
of emergency rent payments by the end of 2021
Getting the job done
Within days, LA had enabled 18,000 City employees to work from home.
“Highly configurable SaaS platforms, like ServiceNow, provided incredible
tools for the City of Los Angeles,” says Chief Information Officer, Ted Ross.
“From building a fully functional COVID test appointment app within 72 hours
to a robust rent-relief system when Angelenos needed it most, these platforms
provided the digital tools we needed, when we needed them.” By the end of
2021, the City estimates that it will have made almost $350 million in emergency
rent payments to landlords.

Supporting Angelenos
ServiceNow tools have also played an important role at the City’s Emergency
Operations Center, which was tasked with distributing millions of pieces of PPE
such as masks, gloves, and hand sanitizer, to locations throughout LA.

Investment pays off
“The COVID-19 pandemic not only required us to continue our existing operations
to keep the City of Los Angeles running, but it required an entirely new set of
in agile cloud platforms really paid off.”

Having a trusted, supportive
partner like ServiceNow is very
reassuring. By maximizing the
tremendous value that ServiceNow
provides, we’ll ensure that our City
and its citizens come through these
incredibly difficult times.

Joyce Edson
Executive Officer and Deputy CIO
Information Technology Agency
City of Los Angeles

Now you know how
work can work better.