

Managing a national vaccination program

ServiceNow helps NHS Scotland protect citizen health in the fight against COVID-19

Job to be done

Build a system to schedule and record a national vaccination program

Solutions to do it

- ServiceNow® IT Service Management
- ServiceNow® Customer Service Management

What we did

Integrated national data with local GP records to create a consistent, dynamic workflow

Managing healthcare for millions of citizens

NHS National Services Scotland supports approximately 140,000 NHS Scotland staff who work across 14 territorial NHS boards, seven Special NHS boards and one public health body. Each NHS board brings healthcare – free at the point of delivery. It has been working tirelessly in the battle against COVID-19 and is managing the vaccine roll-out for Scotland’s more than four million citizens.

“ ServiceNow enables us to move quickly, but all of our actions have been taken with a long-term benefit in mind. ServiceNow is a strategic asset.

Deryck Mitchelson
 Director of National Digital & Information Security
 NHS National Services Scotland

Creating an integrated vaccination workflow

The goal is to complete the roll-out quickly, but the program needs to be managed coherently. The most vulnerable demographics will be vaccinated as a priority, but NHS Scotland wants to allow for a degree of flexibility. It wants to allow vaccination centers to create local stand-by lists, and for citizens to request individual time slots. For this to happen it needs data and digital workflows to be integrated, smart, and flexible.

Launched in

6 weeks

from idea to production

Vaccinated

2.5M

highest-risk citizens in 12 weeks

Over

1.5M+

COVID-19 tests on ServiceNow CSM platform

Building a system in six weeks

NHS National Services Scotland is already an established user of ServiceNow. In recent years it has expanded its ServiceNow footprint from IT Service Management, through HR and finance. During COVID-19, workflows have been built on the Now Platform to manage PPE tracking, contact tracing, and care home testing. The new vaccination management system was built in just six weeks, two weeks ahead of schedule. The build included NHS National Services Scotland engineers and ServiceNow experts. Capgemini, Atos, and KPMG all supported at different stages of Scotland's COVID-19 response.

“ If you're dealing with digital workflows or managing or collecting data, you can bend the Now Platform to accommodate anything.

Deryck Mitchelson
Director of National Digital & Information Security
NHS National Services Scotland

Delivering a national progress report

The system establishes a comprehensive yet flexible solution for the scheduling and recording of the national vaccine program. It underpins Scotland's efforts to have the most vulnerable members of society vaccinated within 12 weeks. The system gathers accurate data from local GPs, especially created vaccination centers, and the regional health boards. It provides a national picture of progress, with the means to explore local data sets.

Adding new functionality

The flexibility of the Now Platform allows NHS National Services Scotland to develop and deploy new functionality as the vaccination roll-out progresses. It is planning a dedicated portal for unpaid carers to request a vaccine, anticipates integrating social media feeds to communicate with 18-to-25-year olds, and may allow local vaccination centers to operate 24/7. All these new workflows will be integrated on the Now Platform.



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work can work better.**