Deliver the right return to campus experience

As Higher Education institutions decide to reopen, they need to ensure a safe campus while navigating enrollment challenges, budget restraints, and student uncertainty. To assist in supporting the health and safety of students, faculty, and staff, ServiceNow® has launched the Safe Workplace suite to help campuses manage the essential step for returning to campus.

Prepare students, faculty and staff for return to campus

The ServiceNow® Employee Health Screening application facilitates student, faculty, and staff screening for elevated temperatures as a control to prevent possible infections from spreading across the campus. All participants are screened by either mobile self-service or health screeners. The results are automatically recorded, with an optional QR code created for entry scanning. Depending on the results, individuals can be admitted or denied entrance. Administrators can view trends via a reporting dashboard and track the return of students, faculty, and staff to campus over time.

With the Employee Readiness Surveys application, Higher Education institutions can gauge the preparedness of their students, faculty, and staff to return to campus. Through a series of ongoing questions, individuals can provide insight into their personal readiness, uncovering availability and return timeframe, level of interest in returning to campus, and underlying concerns such as personal health, family obligations, and anxiety about campus safety. Based on responses, the institution can measure and determine the steps needed to ensure all feel safe and secure upon their return.

Ensure campus buildings and sites are ready to reopen

ServiceNow® Workplace Safety Management application gives campus facility managers the ability to quickly configure, clean, and socially distance spaces for students, faculty, and staff. Cleaning schedules can be configured to help protect them from infection and out-of-the-box reports and dashboards provide campus facility managers a view of space reservation thresholds across campus locations, buildings, and floors. Timestamps are captured with workplace reservations to support contact tracing. Facility managers also have a real-time view of all cleaning task status including a full audit trail history.

Key Benefits

- Verify the health status of students, faculty and staff before they enter campus in compliance with entry requirements
- Measure the preparedness of your campus through surveys to gain insights into readiness
- Clean and configure socially distanced spaces for a safe return to campus
- Manage PPE inventory across campus locations to meet the physical safety needs of faculty and staff
- Rapidly identify and reach out to potentially impacted persons to help reduce the transmission of COVID-19
- Get a complete view of your readiness to reopen campus locations through data from the Safe Workplace apps
Additionally, the PPE Inventory Management application helps Higher Education institutions manage and monitor the needs of the campus to support the physical safety of individuals. A dashboard provides comprehensive view of inventory by each location, an aggregate scope of the entire campus, and historical data on how equipment levels have changed over time. Current inventory levels can be updated daily for accurate and real-time inventory management.

Identify affected people and mitigate the ongoing exposure risk

ServiceNow® Contact tracing application provides the administration, deans, and facility managers with a rapid identification and response process to manage the spread of COVID-19. The solution uses data available from the campus – like meeting participants, badge scans, Wi-Fi access points, Bluetooth and other sources – to help institutions rapidly identify students, faculty, staff, and other users that may have been exposed to an infected person while on campus. Contact tracers can be automatically tasked through Case Management to reach out to all potentially impacted persons to gather health information and ultimately help reduce potential exposure to others. Employees are enabled to submit contact tracing information via SMS, making it simple to keep administrators informed.

Once individuals are notified of their possible exposure, the ServiceNow® Health and Safety Testing app streamlines the process of health testing by empowering individuals to submit health testing requests. Health testing information, like test type and preferred testing data and location, are provided through request forms, giving administrators the information needed to arrange testing and deliver scheduling confirmation to the participant. After completion of health testing, individuals receive and submit test results to satisfy the health and safety requirement, clearing them for a safe return to the campus.

The ServiceNow® Vaccination Status application gives HR the ability to track the status of vaccinations on campus. Higher education institutions can collect vaccination data for campus planning, as needed based on requirements, and report on the readiness of the campus. Individuals are empowered to submit documentation of completed vaccinations, via desktop or mobile, to meet their institution’s health and safety requirement for a safe return to the campus, while administrators can track the status of individual vaccinations on campus. Status updates can be completed manually by employees in response to vaccination dose reminders that ensure individuals receive subsequent vaccinations.

Get a comprehensive look at everything you need to know

The Safe Workplace Dashboard provides visualizations for all of the Safe Workplace apps. It is overlaid with a map of publicly available data on infection rates, providing Higher Education institutions with the ability to view and drill down to specific site locations. Campus locations are marked with indicators for ability to open, and remain open, based on student, faculty and staff readiness. View the latest campus and COVID-19 data to manage campus occupancy levels and make informed decision for reopening sites.

Safe Workplace suite

The Safe Workplace Suite provides core capabilities for assessing workforce and workplace readiness and for taking steps to reopen.

- **Safe Workplace Dashboard**, get a complete view of your readiness to reopen sites, displaying data from all the Safe Workplace apps
- **Contact Tracing**, rapidly trace and reach out to exposed workers to mitigate the ongoing risk of disease transmission
- **Health and Safety Testing**, streamline the process of employee health testing to identify affected employees
- **Vaccination Status**, allow organizations to track the status of employee vaccinations
- **Employee Readiness Surveys**, gauge readiness to return to the workplace and determine how to make employees feel safe
- **Employee Health Screening**, screen employees before entering the workplace to verify compliance with your entry requirements
- **Employee Travel Safety**, pre-authorize business travel for employees based on safety status of the destination
- **Workplace Safety Management**, deliver self-service desk bookings with pre-defined safe distancing plans, shift assignments, and sanitation schedules
- **Workplace PPE Inventory Management**, manage your PPE inventory across locations and facilities to meet the physical safety needs of your workforce

© 2020 ServiceNow, Inc. All rights reserved. ServiceNow, the ServiceNow logo, Now, Now Platform, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc. in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.