ServiceNow® Contact Tracing
Reduce workplace transmission of infectious diseases

The ServiceNow® Contact Tracing application helps employers reduce workplace transmission of infectious diseases, such as COVID-19, by identifying any on-site employees or visitors who might have been in contact with an affected employee. Employers receive updates about the number of reported cases or symptoms in a location, use various data sources to develop a list of potentially exposed employees, and create outreach cases and tasks for follow-up interviews with at-risk members of the workforce.

Interactive visualization enables case managers to quickly evaluate contact tracing data on a single page

Maintaining user data in Contact Tracing

The Contact Tracing application enables your organization to maintain the data privacy of all employees given the high sensitivity of the data collected throughout the contact tracing process. The following Contact Tracing features can help your organization enforce data privacy for your employees:

User privacy consent enables you to send notifications to employees seeking their consent for contact tracing. Administrators can use data for contact tracing based on the privacy configuration set for a location and the employee response to privacy consent.

Confidential cases allows case managers to mark cases as confidential if they have been created for affected users who need to complete privacy protection. Confidential cases can be accessed only by the case manager and users included within the watch list.

Data retention sets the timeline to keep data no longer than required. Administrators have the ability to configure the data retention settings for the data collected for contact tracing, such as badge swipe data, visitor data, WiFi data, employee daily contact logs, and cases.

Key Benefits

- Identify on-site employees who may have been in contact with a potentially infected coworker
- Aggregate contact tracing information across workplace locations, work shifts and reservations, badge scans, WiFi access points, and self-reporting logs to enhance search criteria
- Create outreach cases and tasks for follow-up interviews with potentially impacted employees
- Assess the status of potentially exposed contacts and their next level of exposures from within a case using visualization
- Maintain the data privacy of employees, in the context of contact tracing by obtaining their consent
- Use data retention settings to determine when the data collected for contact tracing is automatically deleted from the system
Identify potentially exposed employees based on workplace data

The Contact Tracing application uses available data from the workplace – like meeting participants, badge scans, work shift reservations, and self-reported logs to help support a safe workplace for employees. Administrators can also leverage visitor data from the ServiceNow® Employee Health Screening application for visitors who came into the office that were invited by potentially exposed employees. Employees are enabled to submit contact tracing information via SMS, making it simple to keep administrators informed.

ServiceNow® has partnered with Mist Systems, a Juniper Networks company that is leading the transition to AI-driven IT, to deliver an out-of-the-box integration that will enable workplace administrators to seamlessly import WiFi data into ServiceNow® Contact Tracing to help identify and narrow potential employee interactions by zones and time windows within workspace areas. Additionally, the Bluetooth Low Energy capability can enable wearables, like badges, to transmit data and provide location-based information about your employees anytime, anywhere.

Manage cases to follow up with potentially exposed contacts

When an employee who returns to the workplace is classified as positive for a condition, such as COVID-19, a case can be created to identify and reach out to potentially exposed contacts. If any employee is confirmed to be affected with an infectious disease, administrators can send their name to the case manager to create a case. Employers can run a diagnostic request to generate a report of all on-site employees who may have been in contact with an affected employee. Additionally, when leveraging ServiceNow® Employee Self Report, cases can be automatically created when an employee discloses they are ill. Administrators can view and filter employees based on their vaccination status.

With the ServiceNow® Safe Workplace Dashboard, you can view the trend of active cases and potentially exposed contacts over a given time period for a location. Case managers can also configure the alert type to determine when the number of active cases is more than the threshold in a particular location.

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