

EMERGENCY RESPONSE APPS

Engage employees and optimize resources for COVID-19 crisis management

Helping you respond to COVID-19

At ServiceNow, our purpose is to make work, work better for people – on the good days and the bad days. Whether it’s a natural disaster or a public health outbreak like COVID-19 – ServiceNow enables existing systems across an organization to work better together. In order for organizations to continue to operate efficiently in crisis, work must flow freely between companies and their employees; local agencies and their citizens; hospitals and first responders; airlines and passengers; schools and students.

No charge apps are ready to help

Four community apps are available to help you mobilize your emergency response efforts, streamlining and automating activities on multiple fronts. These apps replace ad hoc and unstructured emails, spreadsheets, and paper with fast, predictable digital workflows that work easily with distributed teams. Not only are interactions more reliable and efficient, the Now platform provides dashboarding and reporting to help managers and team members oversee events and status.

We know there is more we can achieve together. Because of the extensible Now Platform and low/no-code development tools, we anticipate companies will also build on these starting points to create more integrated and extensive workflows that take advantage of their existing ServiceNow functionality and common, shared data model.



Emergency Outreach App

Distribute information and confirm employee safety and location through email or a mobile app.

Emergency Self Report App

Enable employees to report illnesses and readiness to return, and initiate workflows to help managers respond.

Emergency Exposure Management

Identify and manage exposure risk when an employee is diagnosed with an illness.

Emergency Response Operations App

Optimize staff and resources to support emergency response for public agencies and other organizations.



The new workflows work together to help your organization support employees during a crisis.

As organizations recover and move from emergency response to a longer-term model of operational resilience, we are also ready to help with proven business continuity management solutions and a strong partner community.

The four new Emergency Response Management apps were built to meet an immediate, short-term need and are available at no charge from the ServiceNow app store until September 30, 2020.

Emergency Outreach	Emergency Self Report
Notifies employees of safety measures and allows them to self-report health status	Enables employees to report quarantine status and confirm return to work
Emergency Exposure Management	Emergency Response Operations
Identifies illness exposure among employees	Assists state and local government in incident resource planning and activation

Manage employee interactions and handle logistics more quickly, completely, and confidently



Doing our best to help all of our customers help everyone.

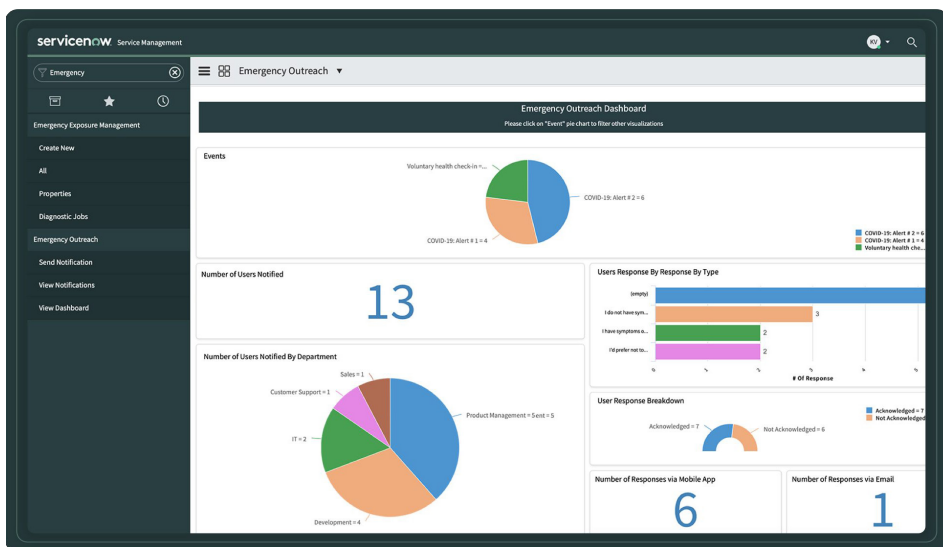
– Bill McDermott, CEO, ServiceNow

Community apps for emergency response

Emergency Outreach App

During a crisis, this workflow leverages the Now Platform to help you connect with your employees to assess the event’s impact. You can reach out to a target group by email to share important information and safety measures. In configurable, real-time or scheduled messages, you can request a response to confirm if employees are safe, and where they are located. Optionally, the ServiceNow® Now Mobile App can send push notifications to employees via mobile to encourage awareness and response. Dashboards track response rates and types of responses and let authorized staff view individual employee status records.

- Stay connected with employees via email or mobile push notification
- Share important information regarding emergency and safety measures
- Ask employees to report their status and locations



Emergency Self Report App

This workflow helps employees notify you if they have an illness or are going into quarantine and reach out again when they can safely return to work. It also provides workflow support for both you and your employee. When employees initiate a status change, HR workflows can start automatically, while the manager quickly responds to reassign work to others on the team (if that work is tracked in ServiceNow).

In contrast to email or phone reporting and manual data consolidation, Emergency Self Report provides a digital workflow that captures and automatically rolls up employee reporting data for analysis and action. The response team can view a roll-up of the reports, sort the data in multiple ways, and drill down into the details of any report.

- Provides employees a convenient way to notify their employer of illness or exposure
- Enables managers, HR, and response teams to take appropriate actions through workflows
- Helps employees notify employers when they can safely return to work

Emergency Exposure Management

With community spread of diseases, and several days from contact to symptoms, visibility into exposure based on calendars can be very helpful. When an employee notifies you that they have been diagnosed with an illness, this workflow helps you trace contacts between that employee and co-workers to identify and notify others who might have been exposed. The application uses Microsoft Office 365 meeting data, the ServiceNow user profile location, and manual entries to generate a list of at-risk employees.

- Expedite containment by encouraging prompt precautions
- Automatically extract location and contact information for affected employees
- Export lists for follow-up

Emergency Response Operations App

Initially created by the Washington State Department of Health, the Emergency Response Operations application helps state and local government agencies optimize their resources in critical locations during emergencies such as the COVID-19 pandemic. This application assists with role assignment and resource activation during the incident planning process.

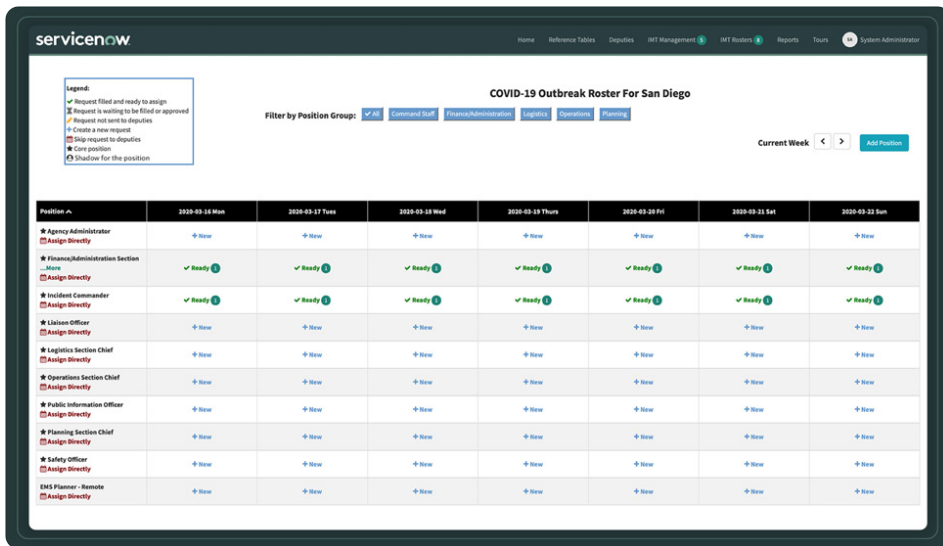
State and local incident command centers are responsible for requesting, managing, and tracking resources in the event of an emergency. This effort requires the coordination of divisional and field resources across locations and incidents. The Emergency Response Operations app lets administrators in both the central command center and field offices coordinate how to assign, schedule, and activate resources down to the employee, activity, and day. Other organizations working with remote and distributed teams face similar challenges and can use this app in the same way.

- Digitize critical workflows to improve speed and accuracy
- Optimize resources in critical locations based on business function, need and location
- Simplify role assignment and resource activation during incident planning



Our ability to quickly create and deploy the Emergency Response Operations app on the ServiceNow platform has made a huge difference in our response times and overall effectiveness.

– Jennifer McNamara, CIO,
Washington State Department of Health



“ Given the complexity and importance of community within this crisis, we believe it’s our duty to share our approach and the application we were able to quickly develop on the Now Platform.

– Jennifer McNamara, CIO,
Washington State Department of Health

Easily schedule the right resources into the right times and locations

It takes a community

A key to success during crisis is collaboration. To help people engage with other organizations working through these challenges, we have introduced a dedicated forum within the Now Community site where customers, partners and others can share and get support. In addition, a COVID-19 Apps Suggestions Portal will help you contribute ideas for new apps that can help support organizations with COVID-19 responses. These forums are in addition to the existing, extensive developer programs and site.

Get started

Please visit the ServiceNow app store to download these and other helpful apps today. And join the conversation at our community forum. These and other links are available at servicenow.com/crisisresponse

We are privileged to make work, work better for people and to help companies and agencies serving their communities operate more efficiently every day and especially during the COVID-19 pandemic.



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