

# Streamlining the return to office

How ServiceNow Workplace Service Delivery enhances the federal workforce's workplace experience and operations

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# Streamlining the return to office

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As federal employees return to in-person work and agencies focus on optimizing space by addressing buildings with less than 60% occupancy, both challenges and opportunities arise. While workspace transitions create uncertainty and potential disruption for employees, federal agencies must maintain operational efficiency and regulatory compliance.

ServiceNow Workplace Service Delivery (WSD) offers a comprehensive solution to navigate this shift. WSD simplifies workplace experience, space management, and office space utilization as office occupancy increases. Supporting platforms provide tools to address employee experience, fostering a seamless and equitable transition.

ServiceNow WSD platform enables rapid deployment and easy configuration—allowing your agency to quickly adapt to changing workplace needs and realize value faster.

## Navigating Change

Federal agencies are embarking on a workplace transformation with return to in-person work. This transition presents a few change management challenges:

- 
**Remote work overhaul**  
 Agencies must revise telework policies, manage workspace logistics, and address relocation needs.
- 
**Compliance and oversight**  
 Agencies must adhere to strict timelines while maintaining transparency and accountability.
- 
**Workforce impact**  
 Employee morale, engagement, and equitable policy enforcement are at risk.

## Key features

- Smart space planning and optimization:**  
 Utilize advanced tools for space planning and scenario modeling to ensure efficient use of every square foot, helping agencies strategically manage office space as workforce dynamics change.
- Optimized facilities operations:**  
 Maintain top-notch facility operations with comprehensive management capabilities that minimize maintenance disruptions and extend the lifecycle of critical assets.
- Data-driven insights:**  
 Harness powerful analytics to monitor and optimize office space utilization, providing your agency with the insights needed for informed decision-making and resource allocation.
- Enhanced employee experience:**  
 Offer seamless workplace experiences, from desk reservations to virtual meetings. Interactive kiosks and visitor management systems streamline collaboration and improve operational efficiency.

## Capabilities overview: Workplace Service Delivery

ServiceNow WSD provides federal agencies with a robust framework to manage increased office utilization and empower data-driven decision-making, ultimately creating a smoother, more efficient return-to-work transition for all.

### Applications

**Space management:** Ensures that returning employees have access to safe and efficient workspaces tailored to their roles and needs, and that office space utilization is optimized for demand.

- Space planning, space management, and blocking and stacking

**Workplace experience:** Streamlines requests for supplies and facility services, reducing bottlenecks.

- Workplace services, reservation management, visitor management, employee presence, case management; and events and event management

**Smart building integration:** Integrate with a host of smart building capabilities for everything from enabling employee experience to right-sizing utilization.

- Air quality, noise, and temperature sensors; occupancy sensors, digital signage, and technology partner integrations

**Facility Management:** Manage the preventive and corrective maintenance for the facility to optimize performance.



## About ServiceNow

ServiceNow is a leading provider of cloud-based platforms that streamline workflows, enhance employee experiences, and drive operational excellence. Learn more at [ServiceNow](https://www.servicenow.com).

**servicenow**

## Strategic benefits and implementation

By leveraging ServiceNow WSD, agencies can effectively manage this transition while building a more resilient and productive federal workforce.

The ServiceNow WSD application delivers a wealth of benefits for federal agencies:

- 1 Automates policy distribution and compliance tracking
- 2 Streamlines exemption and special request management
- 3 Simplifies relocation support for remote employees
- 4 Optimizes space utilization through real-time data
- 5 Enhances employee experience with personalized portals

For successful implementation, we recommend a phased approach starting with a pilot program to demonstrate quick value within the 30-day mandate window. Our proven methodology includes tailored support, proactive training, and continuous feedback mechanisms to ensure adoption and optimization.