

# Managing a Safe and Efficient Federal Workplace

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*"Of paramount concern is the health and safety of all Federal employees and contractors and their families, and the Administration is committed to taking a safe, cautious, iterative, data-driven approach."*

**- M-21-15: COVID-19 Safe Federal Workplace: Agency Model Safety Principles**



One of the first steps of the Biden administration was to issue an Executive Order on Protecting the Federal Workforce and Requiring Mask-Wearing, while also establishing the Safer Federal Workforce Task Force. In M-21-15, OMB outlined safety principles for all agencies and required the creation of a workplace safety plan. These plans will assist agencies with adhering to CDC guidelines for mask wearing, maintaining physical distance, and other public health measures by federal employees and contractors. While this seems like a heavy lift, ServiceNow can help!

In May of 2020, ServiceNow® launched the Safe Workplace suite to help our customers manage the essential steps for returning to the workplace and provide a safe working environment for their employees. These applications, along with our Workplace Service Delivery solution, closely align to the new guidance and can assist agencies in managing a safe and efficient workplace on an accelerated timeline. Time is of the essence.

Federal Model Principles	ServiceNow Solution(s)	Benefit/Value
Telework and Remote Work	HR Employee Service Center	Provide easy, at-a-glance information, and prepare for a safe return to the workplace across departments through campaigns and communications.
COVID-19 Coordination Team	Safe Workplace Dashboard	Get a comprehensive view of workforce and workplace readiness for the return to workplace process and enable staff to continuously monitor and improve working conditions.
Facemasks	Workplace PPE Inventory Management	Manage your PPE inventory across locations and facilities to meet the physical safety needs of the workforce.
Testing	Health and Safety Testing/ Vaccination Status/Vaccine Administration Management	Empower employees to request health testing and give organizations the capability to access critical vaccine information, schedule appointments and monitor the status of employee vaccinations.

Federal Model Principles	ServiceNow Solution(s)	Benefit/Value
Contact Tracing	Contact Tracing	Rapidly trace and communicate with employees to minimize the potential spread across the workplace, mitigating ongoing risk and exposure.
Travel	Employee Travel Safety	Gives agencies the ability to pre-authorize travel for employees based on the safety status of the destination.
Symptom Monitoring	Employee Health Screening	Screen employees before entering the workplace to verify compliance with entry requirements.
Quarantine and Monitoring	Employee Readiness Surveys	Gauge the readiness to return to the workplace and determine how to make employees feel safe.
Confidentiality	ServiceNow Platform	Ensure all necessary regulations are met to protect Personally Identifiable Information (PII) through access controls.
Occupancy	Workplace Space Mapping	Configure workspaces in accordance with the current regulations of your agency and monitor adherence.
Physical Distancing	Workplace Reservation Management	Provide employees with the ability to schedule shifts and reserve workspaces and conference rooms based on social distance policies and floor layouts.
Environmental Cleaning	Workplace Safety Management	Schedule and audit cleaning of facilities and allow for on-demand requests for cleaning.
Hygiene	Workplace PPE Inventory Management	Monitor inventory levels and availability by location/facility with real-time results.
Ventilation and Air Filtration	Workplace Case Management	Allow employees to report dissatisfaction with air quality and request facilities management to investigate. Schedule and monitor maintenance of air filtration systems.
Visitors	Workplace Visitor Management	Register and monitor visitation to locations/facilities and require and allow for the same monitoring and assessment of employees

ServiceNow® provides a comprehensive platform of solutions that will enable your agency to effectively and quickly implement and manage your COVID-19 Workplace Safety Plan. Our solutions are purpose-built specifically for workplace safety and help our customers navigate the changing environment of the COVID-19 pandemic. This allows for rapid implementation and time-to-value in a matter of weeks, instead of months or years. You will see continuous development and a documented roadmap based on industry and agency best practices. As your needs evolve, so will our solutions.



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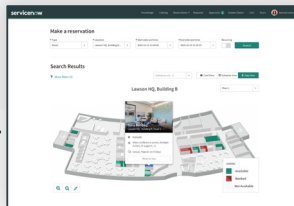
# Manage a safe and efficient workplace

Deliver a great employee experience by keeping employees informed, gathering feedback, automating steps for returning to work, and providing a safe employee-ready working environment.



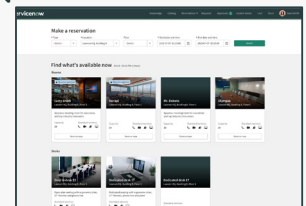
## Prepare the workplace

Configure socially distanced workspaces and automate daily cleaning tasks.



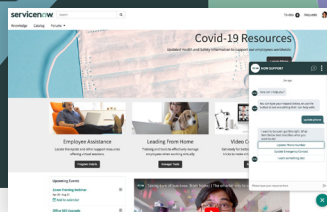
## Provide self-service space reservations

Digitize processes for returning including shift selection and workspace reservations.



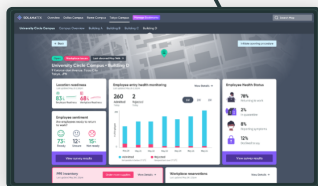
## Gain insight into employee readiness

Gather employee feedback to understand their concerns and keep them informed on return-to-work policies.



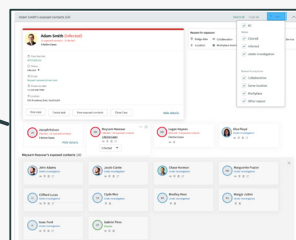
## Deliver a unified Employee Experience

Provide easy at-a-glance information and prepare for a safe return to workplace across departments through campaigns and communications.



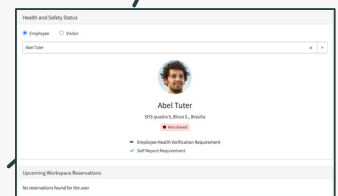
## Continuously monitor and improve

Get a comprehensive view of workforce and workplace readiness for the return to workplace process.



## Mitigate risk and exposure

Rapidly trace and communicate to minimize the potential spread across the workplace.



## Verify health and vaccination status

Screen employees, provide required PPE, and monitor vaccination status for safe workplace entry.