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Let Rego Be Your Guide

ServiceNow Crisis Management

Maintain Business Continuity and Ensure Emergency Preparedness

Now more than ever, business continuity is crucial. Rego is poised to help organizations implement and customize the **ServiceNow Emergency Response Management applications** to ensure continuity in the wake of pandemics or natural disasters, such as wildfires, hurricanes, and other crisis situations.

Our guides have combined the Emergency Outreach and Emergency Self-Report applications into a multi-channel notification and management solution, but we can also configure any of the emergency apps to meet your specific needs.

Emergency Outreach

Notify employees of important information about anticipated or occurring emergency situations. Request health or safety status via email, mobile push notifications, or other preferred communication channels. Send a survey notification to assess employee's return-to-work readiness.

Emergency Self Report

Help employees report their status. If employees say they are going into quarantine or evacuating from a natural disaster, a workflow helps them safely return to work. Human Resources can also be alerted using this application.

Emergency Exposure Management

Identify employees who may have been exposed to an infectious disease by analyzing an affected employee's meetings and locations.

Emergency Response Operations

The Emergency Response Operations application was initially created by the Washington State Department of Health and enhanced by ServiceNow for use by state and local governments and non-governmental agencies. The app helps organizations plan, coordinate, and activate their resources in critical locations during pandemics or natural disasters.

Emergency Response Management for Now Mobile

Enable employees who use the Now Mobile app to respond to Emergency Outreach push messages and self-report their health or safety status during a pandemic or crisis situation.

Rego's Pre-Packaged Solution

What's Included

- Update Sets with end-to-end training materials for each release, including latest release updates for Emergency Outreach and Emergency Self-Report
- Comprehensive list of current business applications (Application Portfolio Management foundation)
- User stories (Parameters and Acceptance Criteria)
- Post-Implementation support (25 Hours)

Increased Accessibility

- Ability to use the Now Mobile Application to report one's health or safety status
- Portal Item that enables using the ServiceNow Desktop to self-report status or risk
- Expanded functionality permits the Help Desk to submit on behalf of the user
- Kiosk capability to provide one's health status or risk upon entry to the facility or building
- Virtual Agent support that enables ServiceNow's latest artificial intelligence Chatbot capabilities.

Automation

- Properties page to facilitate the Crisis Management configuration process
- Automated Crisis Task creation based on a matrix related to the employee's status
- Automated the removal of symptomatic or quarantined employees from push notifications

- Returning employees are automatically added to the Crisis Management application upon safe re-entry to the workforce
- Automated scheduling of push notifications and reminder push notifications for employees that do not respond

Reporting and Dashboards

- Trending reports for employees who report as sick or at significant risk
- Resource management trend reports display available and quarantined workforce
- Dashboard options
- Ensures that restricted reporting adheres to Protected Health Information (PHI) guidelines

Additional Functionality

- Utilizing Push Notifications, use the Now Mobile Application and Help Desk to engage employees without regular access to ServiceNow
- Extends to Human Resources and safely reintroducing employees to the workforce

Contact your Rego Account Manager today.

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