



Streamlining the return to office

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




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:

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Remote work overhaul
 Agencies must revise telework policies, manage workspace logistics, and address relocation needs.
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Compliance and oversight
 Agencies must adhere to strict timelines while maintaining transparency and accountability.
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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).

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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.