



DeloitteRESOLVE for COVID-19 Emergency Response Solution Overview

Deloitte New Zealand / Consulting / 2020

Deloitte**RESOLVE**

COVID-19 Emergency Response Portal - Overview



Application overview

DeloitteRESOLVE for COVID-19 Response is an emergency response solution created by Deloitte to help organisations monitor staff exposure, build a risk profile and create an internal information forum as a component of their COVID-19 response plan. Tracking travel, public exposure, personal health, interactions with infected persons are key functions. The DeloitteRESOLVE portal can also supply critical information to staff such as policies, procedures and news as they team to respond to the outbreak.

DeloitteRESOLVE for emergency response is being offered to our ServiceNow clients for free to help them manage a coordinated and robust COVID-19 response. We are also using this within Deloitte NZ and within some of our member firms overseas.

All users have access to a portal where users can:



Update travel | Users use this form to record where and how they plan to travel. This includes travel both for work and for personal reasons. This allows management to track who has been where, and how they travelled, in order to track any interactions with potential risk areas or people and put appropriate quarantine measures in place.



Record events | Event organisers or attendees can use this form to track which events they are hosting and attending with the ability to attach a list of attendees where known so that management teams can track who will be in attendance in case someone exhibits symptoms during or after the event.



Report feeling unwell | This form can be used by staff who are exhibiting any symptoms of COVID-19 to record that they are feeling unwell and outline the actions they have taken to prevent others from coming into contact. This is so that appropriate support can be offered and management teams can limit that person's contact with colleagues, clients and customers.



Report interactions | Staff members use this form to report any interactions they might have had (from close to casual contact) with a person who may be unwell.



Seek information | On this page management teams can post regular information from the Ministry of Health as well as internal policies and procedures that are relevant to a COVID-19 response. This will also contain knowledge articles (such as step-by-step guides) to help staff complete the required information.

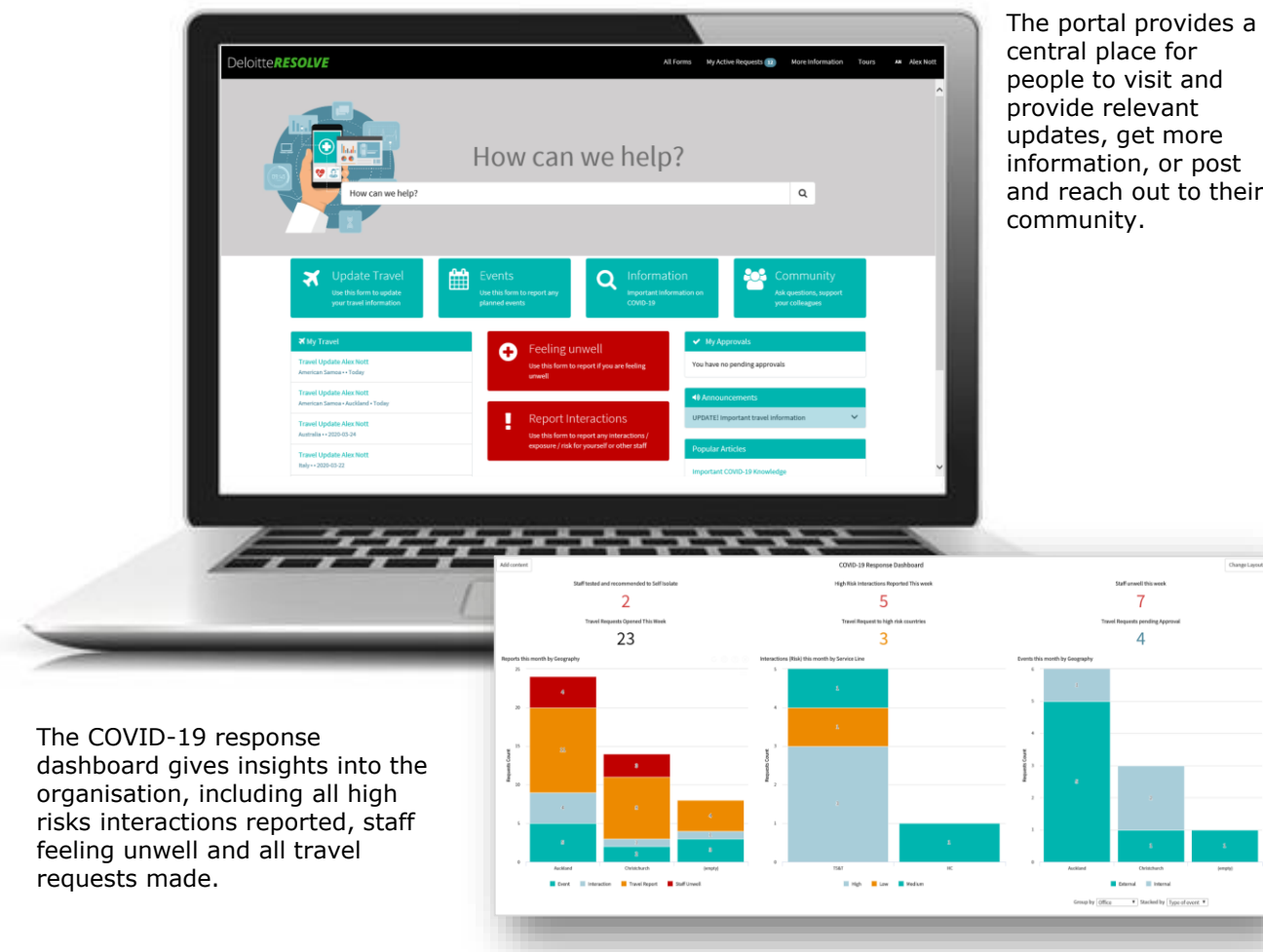


Discuss with your community | This area can be used by staff to post any questions or concerns in order to share ideas with colleagues and enable management teams to provide a formal response to any frequently asked questions.



Log working status | This area can be used to track daily whether team members are working or taking leave, where team members are working and what they need from the organisation in order to be effective.

Look and feel



The COVID-19 response dashboard gives insights into the organisation, including all high risks interactions reported, staff feeling unwell and all travel requests made.

The opportunity

We are offering use of this tool to our ServiceNow customers at no cost. This is in line with ServiceNow's COVID-19 suite of emergency response applications. We are able to support you in deploying this tool to your organisation (for example through change management or configuration activities) if required.

Contact

Contact the DeloitteRESOLVE team on nzdeloitteresolve@deloitte.co.nz or your local Deloitte contact to discuss how DeloitteRESOLVE can support your organisation's management of a COVID-19 response. 2



COVID-19 Emergency Response Portal - Context

The challenge DeloitteRESOLVE seeks to solve

The key public health response across many jurisdictions has been to limit community spread and slow down the virus progress into their respective populations. Key to this have been travel restrictions and self-isolation. Managing the logistics around this has been very challenging for many employers – especially so, when their respective policies are evolving rapidly with regard to travel bans or self-isolation.

DeloitteRESOLVE is aimed at supporting employers as managing the below challenges as an adjunct to their normal Health & Safety systems and procedures:

- 1 • **E-mail / Spreadsheet Confusion:** Most employers are issuing a profusion of e-mails and communication notices as well as creating a spreadsheet industry to rapidly capture information from employees, whilst they seek to understand the situation. This information is difficult to collate and is confusing for both staff and for managers. As travel bans or edicts change, it is very hard to adjust the risk questions that employers ask (e.g. are you living with somebody who has recently returned from a high risk country) and / or introduce the policy adjustments they need.
- 2 • **Management of Self-Isolation:** It is inevitable that healthcare workers and professionals will be exposed to infectious patients. In other industries, it is increasingly becoming likely that staff will at some stage come into contact with clients, customers, other staff members and members of the public that later test positive for COVID-19. It is also inevitable that staff will chose to self-isolate when in doubt or when they have pre-existing medical conditions of concern in relation to COVID-19. There is a need to capture who has isolated real-time in the workforce as a precautionary measure – and when they might come back (after a normal bout of the cold). Conversely there is a need for more extensive risk management, when healthcare workers have been exposed to an infected patient or when other industry staff members are exposed to an infected contact, without appropriate protective measures. Exposure cases also need to self-isolate, but have a different risk profile that warrants follow up and checks.
- 3 • **Information Sharing:** Across the world, various employers have taken different measures with regard to their policies – particularly when it comes to travel management and / or working from home. These policies evolve rapidly and staff need to be constantly updated as the COVID-19 situation evolves. Often there is no easy way to share information real-time via a portal and / or with alerts, especially if staff are working from home can lack remote access to their employer's systems in some situations.
- 4 • **Psychosocial Support:** There is general acknowledgement that the pandemic is not just causing medical stresses and strains, but also has a huge psycho-social impact. Most employers lack a mechanisms through which they can engage with their employees – whether they be at home or at work – in a manner that works remotely. Ideally there should be a one-stop portal where employees can manage their travel / self-isolation / Employee Assistance requests with online resources to alleviate anxiety and reduce stress.
- 5 • **Real-time Data:** As the situation is rapidly evolving, it has become necessary to take stock of employee risk data in real-time, especially for employers such as DHBs. As individual contractors (e.g. cleaners, food & laundry staff or bureau nurses) decided to self-isolate, it will become increasingly difficult to manage the 'available to promise' workforce against what is required from a scheduling and rostering perspective.

Our differentiators

DeloitteRESOLVE is more than a tool – it provides the following benefits to organisations in a COVID-19 response:

- **Pre-populated bank of knowledge material** based on Deloitte best practice (such as tips for managing remote teams and resilient leadership) and based on the evidence-based information provided by key and trustworthy sources such as the World Health Organisation.
- **People-focused response** by providing one-source of truth in accessing information and a community board to encourage collaboration, discussion and support.
- **A standard set of reporting dashboards** based on what our own internal teams have told us they want to see – i.e. any design elements have been carefully constructed in consultation with both our internal and our external clients.
- **Certified on the ServiceNow Store**, meaning that support will be provided at any time by ServiceNow.
- **Free access to the tool**, reducing barriers to implementation for organisations who need to move quickly in order to respond to COVID-19
- **Consolidation of multiple use cases** in one portal to make it easier for staff.

COVID-19 Emergency Response Portal – In detail



Update travel



Users use this form to record where and how they plan to travel. This includes travel both for work and for personal reasons. This allows management to track who has been where, and how they travelled, in order to track any interactions with potential risk areas or people and put appropriate quarantine measures in place.

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Search

Register Travel

Use this form to register your travel plans

To ensure we have accurate records of all travel planned by staff for the foreseeable future, please register your travels plans. Depending on the travel details, your manager may be notified of this travel and be in touch to discuss options for self-isolation.
For more information and updates on travel, visit the Safe Travel website [here](#).

* Name
Alexandra Nott

Service Line
Consulting

* Offering
Organisational Transformation

* Type of Travel
Domestic

Reason for Travel
Personal

* Departure Date
2020-04-09

☐ Please tick this box if you are travelling one way

* Mode of Travel
Plane

* Return Date

Business unit or team information captured can be easily customised to suit your organisation

Work-related travel generates an approval request to the appropriate team leader

Record events



Event organisers or attendees can use this form to track which events they are hosting and attending with the ability to attach a list of attendees where known so that management teams can track who will be in attendance in case someone exhibits symptoms during or after the event. This is for both personal event attendance and events run by the organisation.

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Search

Register Events

Use this form to register all planned events

To ensure we are aware of all events planned for the foreseeable future, please register the event using this form. If you are the organiser of this event, please attach a list of all attendees using the 'Add Attachments' functionality at the bottom of the form.
To prevent events from being double registered, please **only report the event if you are the organiser** or only one attending from our staff.

Name
Alexandra Nott

Service Line
Consulting

* Offering
Organisational Transformation

* Event Name
Christchurch HC Trends Report 2020 Launch

* Type of Event
External

* Number of Attendees
50

* Event Date

Organisations can choose to capture attendance at personal events as well as work-related events depending on need

The form allows staff to attach any supporting documents, such as health & safety information and an attendee list.

Report feeling unwell



This form can be used by staff who are exhibiting any symptoms of COVID-19 to record that they are feeling unwell and outline the actions they have taken to prevent others from coming into contact. This is so that appropriate support can be offered and management teams can limit that person's contact with colleagues, clients and customers.

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Search

Feeling Unwell?

Use this form if you are feeling unwell, or have symptoms similar to those of COVID-19

Please let us know if you are feeling unwell, or experiencing flu-like symptoms. The symptoms of COVID-19 are:

- a cough
- a high temperature (at least 38°C)
- shortness of breath.

These symptoms do not necessarily mean you have COVID-19. The symptoms are similar to other illnesses that are much more common, such as cold and flu. If you are feeling unwell, please self-isolate as soon as possible. For more info about COVID-19 please visit the headline website [here](#).

Name
Alexandra Nott

Service Line
Consulting

* Offering
Organisational Transformation

* Are reporting a pre-existing health condition or are you feeling unwell?
Feeling unwell

* Are you currently working?
Yes from home

* Have you been at the client's office in the last 3 days?
Yes

Supporting details are captured in a series of questions that can be tailored to the data your organisation needs to collect

People can record if they are taking precautions due to a pre-existing health condition that causes vulnerability as well as if they have COVID-19 symptoms.

Report interactions



Staff members use this form to report any interactions they might have had (from close to casual contact) with a person who may be unwell.

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Search

Report interaction

Report interaction

Report any interactions or exposure to people who are currently being testing or have been confirmed as having COVID-19.

Name
Alexandra Nott

* Type of Interaction
Visited a client site

Service Line
Consulting

* Level of exposure
Close contact

* Offering
Organisational Transformation

Other people who might be impacted
Harald Heimensen

* Describe the situation and date of occurrence
Harald and I visited a client (Client X) on Friday 20 March last week to complete a ServiceNow demo. We have since been told that Person Y who was in the room has been diagnosed with COVID-19. We were in the room for an hour together sitting a metre or so apart.

Action taken
I have told my manager and other clients that I will be self-isolating from now on (for at least a fortnight), I will call Healthline and log using this portal if I develop symptoms.

Submit

Add attachments

Interactions can be logged for close contacts or casual contacts, or other risk levels tailored to the guidelines of the relevant government

COVID-19 Emergency Response Portal – In detail



Seek information



On this page management teams can post regular information from the Ministry of Health as well as internal policies and procedures that are relevant to a COVID-19 response. This will also contain knowledge articles (such as step-by-step guides) to help staff complete the required information.

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Home > Knowledge Base > Health and wellbeing > Managing your mental health in self-isolation

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Managing your mental health in self-isolation KB0010696

Authorised by Nisha Mishra • 7 Views • 1d ago

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Managing your mental health in self-isolation

Self-isolation means staying away from situations where you could infect other people. This means any situation where you may come in close contact with others (further than 1 metre for more than 15 minutes), such as social gatherings, work, school, child care/pre-school centres, university, polytechnic and other education providers, faith-based gatherings, aged care and health care facilities, prisons, sports gatherings, restaurants and all public gatherings.

Therefore, self-isolation also means staying away from situations which contribute to our overall mental wellbeing. In a world where human connection is a vital component of mental wellbeing, social isolation can be lonely and taxing. It is normal to feel depressed and experience symptoms of stress at this time.

Tips for managing your own mental wellbeing

1. **Set up an area to occupy that feels safe and comfortable** – the Ministry of Health suggests minimising the time you spend in shared spaces and so it is important that you have an area set aside that is comfortable and separate from others you may be living with.
2. **Tell yourself that how you are feeling is normal and is a normal reaction**– It will not last forever, staying home is precautionary to protect those around you.

Popular Knowledge Articles

- Travel and event guidelines 19 Views
- COVID-19 People Strategy 11 Views
- Virtual Facilitation 10 Views
- COVID-19 – People, technology, and the path to organisational resilience 9 Views
- FAQs - DeloitteRESOLVE for Emergency Response 9 Views

Top Rated Articles

- FAQs - DeloitteRESOLVE for Emergency Response ★★★★★

DeloitteRESOLVE comes with a bank of knowledge material that can be tailored to the needs of your organisation or replaced with your internal reference material

Articles can be rated and commented on to provide feedback if required. Management teams can also track number of times articles have been viewed.

Discuss with your community



This area can be used by staff to post any questions or concerns in order to share ideas with colleagues and enable management teams to provide a formal response to any frequently asked questions.

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Home > Community > Ask a Question

Search

Ask a Question

We prefer questions that can be answered, not just discussed. Give as much detail as possible.

Question

Should I still be eating biscuits from the team biscuit drawer?

Question details

Paragraph

Hi all, I heard we weren't meant to be shaking hands or being in close contact anymore. Does anyone know if we should be removing shared food etc. from the team area? Would be good to be on the safe side.

Type tag name...

Post question

This can be used both to ask serious questions and to discuss the situation more generally with colleagues in a discussion board environment.

Log working status



This area can be used to track on an agreed schedule whether team members are working or taking leave, where team members are working and what they need from the organisation in order to be effective.

Deloitte **RESOLVE**

Home > Knowledge Base > Health and wellbeing > Managing your mental health in self-isolation

Search

My working status

Use this form to register your current working status

Let us know where you are working from and if you need additional support.

Name

Alexandra Nott

* Service Line

Consulting

* Offering

Organisational Transformation

* Where are you currently working?

From home

* Do you need additional support to work from this location?

No

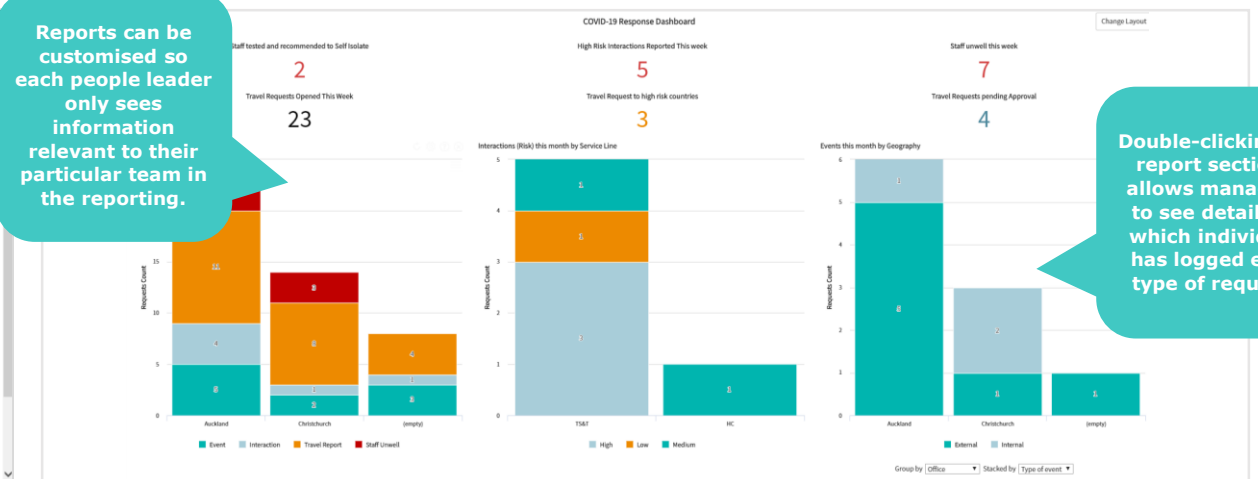
Describe any additional support you need

This short form can be used to support managers in managing teams working remotely

Use reporting functionality



The COVID-19 response dashboard gives insights into the organisation, including all high risk interactions reported, staff feeling unwell and travel requests made. This dashboard can be customised to suit the needs of your people leaders.



Reports can be customised so each people leader only sees information relevant to their particular team in the reporting.

Double-clicking on report sections allows managers to see details of which individual has logged each type of request.

Case study – Deloitte New Zealand, Consulting Service Line



Deloitte.

Our challenge

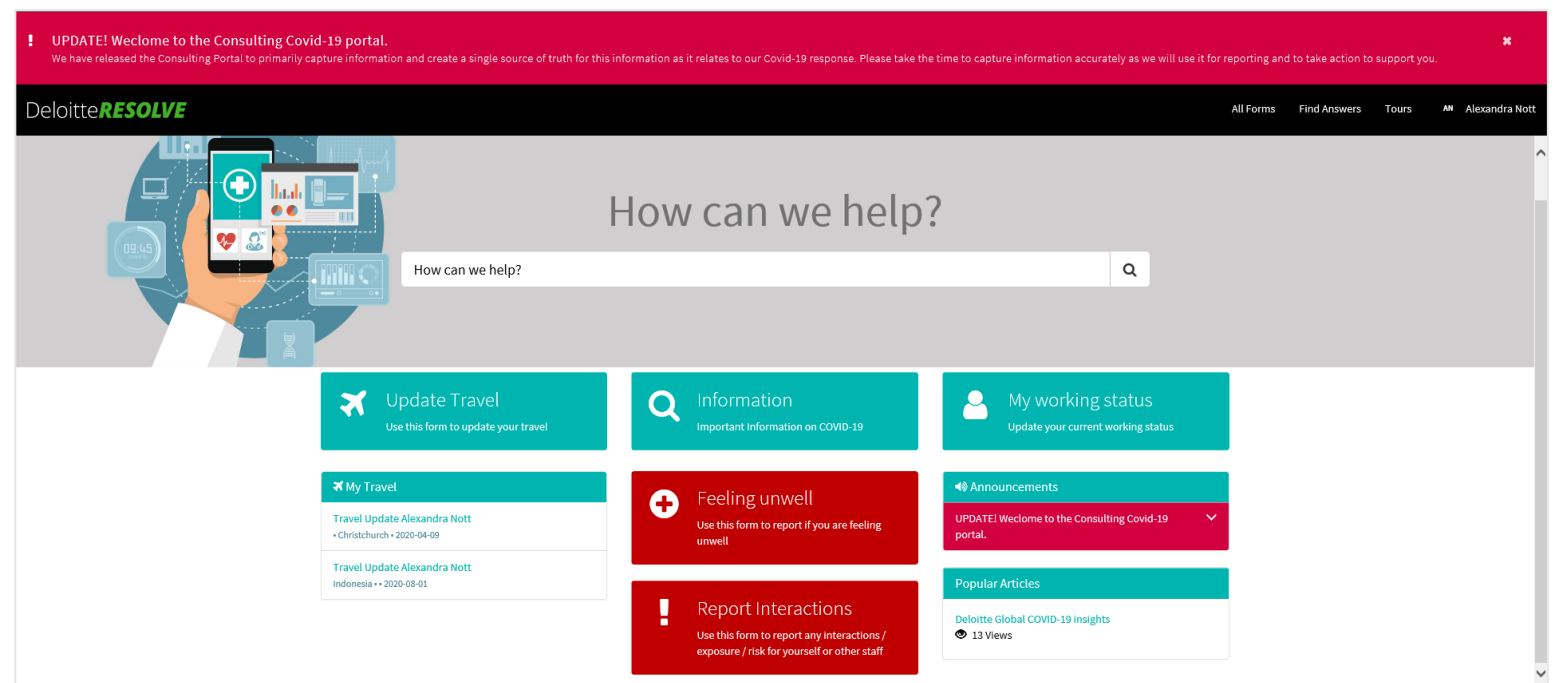
The Consulting service line within Deloitte New Zealand is characterised by geographic spread, frequently dispersed resources who work from multiple locations in the same day (such as client sites and in Deloitte offices) and is divided by several portfolios or specialisation areas. In addition, most Consulting staff report both to a local Partner and to the Partner that leads their particular offering nationally, while being managed in practice by a variety of resources based on particular client engagements and projects.

This made it difficult for people leaders within the Consulting team to track where people were working, for teams to know which email is the most up to date, and for people to regularly alert leaders to areas of risk. Prior to using DeloitteRESOLVE, people leaders were using a multitude of different spreadsheets and emails to manage the COVID-19 response.

In addition, additional measures put in place by the New Zealand government within a very short space of time in order to enforce social distancing increased the need for leaders to urgently understand where people were based and who was continuing to interact face-to-face with clients.

Our solution

The Consulting team within Deloitte New Zealand shifted to using DeloitteRESOLVE over a four day period. Configuration of the tool to suit the particular needs of the organisation involved adjusting the tool to remove events (given policy decisions made within the organisation) the adjusting of approval workflows and the development of specific reporting functionality grouped by business area.



The benefits

- Immediate visibility of data and the ability to provide real-time information to management in order to make informed decisions.
- Ability for staff to easily update their working status daily, enabling management to understand where staff are based at all time.
- Ability for management teams to rapidly track contact risks if a person records an interaction with a person who has tested positive for COVID-19 or exhibits symptoms.
- Ability to streamline approvals of and therefore reduce domestic and international work travel.
- Rapid deployment of DeloitteRESOLVE within the Consulting team due to the fit-for-purpose nature of the solution and the bank of existing knowledge material.
- Ability to enhance the internal response to COVID-19 without incurring additional upfront costs.