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**Locations Represented:** Irvine

**Category:** Sautter

**Name of Project:**

UCI COVID-19 compliance systems

**Names of Project Leader(s) and Team Member(s):**

Wayne Fields, Project Lead

Linda Oakes, Project Lead

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**Brief Summary:**

Policy decisions around COVID-19 from the system and campus levels required that compliance, tracing, and enforcement mechanisms be built quickly. Accomplishing the extent of these tasks on such short turnaround could only happen by leveraging existing systems on campus. ServiceNow was selected as the platform that would act as the central hub for all the development needed.

**Project Narrative:**

This project had several goals that needed to be addressed: create a daily symptom monitoring email for students and staff; provide access to compliance data to campus stakeholders as needed; create a mechanism to facilitate contact tracing of infected individuals; automate the process of applying sanctions for lack of compliance with policy.

**Complexity of the Project:** This project crossed many functional boundaries. The level of complexity increased exponentially with each new aspect to be addressed. The daily symptom check email for staff was designed and was based upon what had been developed for UCI Health. From there, a student version was adapted to meet the needs of that population. Students were required to test periodically. Any infected member of the campus was immediately contacted by the campus Contact Tracing unit. Students who were not in compliance would be flagged for sanctions. Coalescing data from multiple EMRs (Point and Click, Epic); lab systems on campus and the medical center as well as external labs (Fulgent, UCLA); creating symptom response emails and dashboards; as well as the workflow for an entirely new Contact Tracing unit had to be inter-connected. Data needed to be threaded through multiple systems or created to provide the visibility needed.

**Impact of the Project:** This project impacted the matriculated student body of 37,000; 7,000 employees; and several thousand continuing education students. This was a large enterprise project requiring extremely close collaboration between the academic campus and the medical center.

**Mission Alignment:** The mission of this project was to ensure the health and safety of the campus community. The prompt identification of those infected along with treatment and isolation protocols helped to curb the spread of the infection. Testing was provided free of charge to students and employees, even during periods of low availability.

**Innovation:** This project heavily leveraged the existing ServiceNow platform. Daily symptom check email notifications and responses were tracked. A workflow was created for anyone who was feeling symptoms so that they could be directed to the appropriate resources. Dashboards were built that allowed employee supervisors to easily view compliance with the COVID-19 policy. Daily passes were generated providing a visual method of compliance verification. Students who were not in compliance were sanctioned through the loss of campus wifi services.

COVID-19 is a pandemic that required innovative thinking. Protecting the campus community was of paramount importance. Building layers of protection into the system required creative ways on how to accomplish the goals. Monitoring systems that had to be built for identification and response needed to retain the privacy and confidentiality of any protected health information. The team needed to act fast and with deliberation. Some processes were being implemented with very little time for quality assurance. The team worked collaboratively to resolve any challenges without blame. Rework was high as the team needed to adapt to a rapidly changing environment.

The systems continue to work well providing the campus leadership team with visibility into the overall health and compliance of the campus. Systems were implemented between March, 2020 through March, 2022.