

Create entry screening questionnaire due to COVID

Description of Change:

Administration needed an APP to enter answers to questionnaire covering information about person's exposure to COVID before entering the building. We did not have in house expertise for making a quick APP. Looked at MS Power Apps but there was a desire to "alert" a specific person(s) if an individual responded yes to any question. Power APPs only had ability to send notification for a record creation.

This can be done in Remedyforce by creating a Request Definition and posting on the Self-Service page and or providing a URL link direct to the item. Then using Workflow rules to decide when and what to email notices and to whom.

Requester: Administration

Date Started: 7/10/2020

Date Completion: 7/16/2020

Itemized changes:

Create:

- Queue – ZCovid (wanted it to be at end of list in drop down)
 - Assign 1 tech to the Queue (we require a tech assigned before closing)
- Category – COVID
- Create new text fields in Incident object
this enables mapping the entries to a specific field and allows for logic to determine if any question answered "yes"
In custom Fields & relationships:
 - COVID – Name (This will be used if a visitor arrives. Security can login to RF and then type a name)
 - COVID - Fever
 - COVID – Symptoms
 - COVID - Test
 - COVID - contact
 - COVID – Hotspot
- Create 2 templates in preparation for Request Definition
 - COVID – IN (we designate template with names what they are for IN-Incident SR – Service request)
 - Set as "System Template"
 - Set the following fields
 - Category = COVID
 - Owner ID = ZCovid queue
 - Staff = tech assigned to the queue
 - Impact & Urgency = low (we require these set to create an incident)
 - Status = CLOSED
 - Resolution = "For tracking purposes only" (we require resolution to close)
 - COVID – SR
 - Attached to COVID – IN
- Create the Request Definition
 - Service = "End User Service" (used an existing)
 - Service Offering = "General End User Support" (used an existing)
 - Entitlement – open to everyone when ready (used "System Administrator while testing)
 - Input - Questions and items set:

- If you are a visitor enter your name
 - Tooltip: DO NOT enter name if logged in as staff or student
- Do you have a fever above 100F
 - Picklist “yes or no”
 - Required
- Have you had any COVID-19 symptoms in the last 14 days?
 - Tooltip: Symptoms include: Cough, Shortness of breath or difficulty breathing, Fever, Chills, Muscle pain, Sore throat, New loss of taste or smell (tooltip so symptom list shows on hover)
 - Picklist “yes or no”
 - Required
- Have you had a positive COVID-19 test within the past 14 days?
 - Picklist “yes or no”
 - Required
- Have you have close contact with confirmed or suspected COVID-19 cases within the past 14 days?
 - Picklist “yes or no”
 - Required
- Have you travelled to a NYS self-quarantine listed state within the last 14 days?
 - Tooltip: States NYS requires quarantine -update as needed
 - Picklist “yes or no”
 - Required
- Create 2 header sections that show only based on Conditions
 - **You've Entered Yes to 1 or more items.** Select "Submit" – Leave the premises immediately; Notify your supervisor and HR of this result as soon as possible.
 - Note - shows red
 - Conditional

Condition #	Input	Operator	Value	Logical Operator
1	Do you have a fever above 100F	=	Yes	OR
2	have you had any COVID-19 ...	=	Yes	OR
3	Have you had a positive COVI...	=	Yes	OR
4	Have you have close contact ...	=	Yes	OR
5	Have you travelled to a NYS a	=	Yes	NONE

- **Please select Submit and proceed to your destination**
 - Note – show green
 - Conditional

Condition #	Input	Operator	Value	Logical Operator
1	Do you have a fever above 100F	=	No	AND
2	have you had any COVID-19 ...	=	No	AND
3	Have you had a positive COVI...	=	No	AND
4	Have you have close contact ...	=	No	AND
5	Have you travelled to a NYS a	=	No	NONE

○ Fullfillment

- Map each input field to the appropriate incident field

Select User Input for Prompt/Question	Map to Template Field
Do you have a fever above 100F	COVID - Fever
If you are a visitor enter your name	COVID - Name
Have you had any COVID-19 symptoms in the last 14 days?	COVID - Symptoms
Have you had a positive COVID-19 test within the past 14 days?	COVID - Test
Have you have close contact with confirmed or suspected COVID-19 cases within the past 14 days?	COVID - Contact

- All this creates

Service Request

COVID - Screening
for screening people as they enter the complex

Requested For: Jeff Stone
Requested By: Jeff Stone

If you are a visitor enter your name:

Do you have a fever above 100°? **Response**

Have you had any COVID-19 symptoms in the last 14 days? **Response**

Have you had a positive COVID-19 test within the last 14 days? **Response**

Have you been close contact with confirmed or suspected COVID-19 cases within the last 14 days? **Response**

Have you traveled to a HHS self-quarantine hotel area within the last 14 days? **Response**

Submit **Cancel**

- Any Yes answers shows

Service Request

COVID - Screening
for screening people as they enter the complex

Requested For: Jeff Stone
Requested By: Jeff Stone

If you are a visitor enter your name:

Do you have a fever above 100°? **Response**
Yes

Have you had any COVID-19 symptoms in the last 14 days? **Response**
No

Have you had a positive COVID-19 test within the last 14 days? **Response**
No

Have you been close contact with confirmed or suspected COVID-19 cases within the last 14 days? **Response**
No

Have you traveled to a HHS self-quarantine hotel area within the last 14 days? **Response**
No

You've Entered Yes to 1 or more items. Select "Submit" - Leave the premises immediately. Notify your supervisor and HR of this result as soon as possible.

Submit **Cancel**

- All no answers

Service Request

COVID - Screening
for screening people as they enter the complex

Requested For: Jeff Stone
Requested By: Jeff Stone

If you are a visitor enter your name:

Do you have a fever above 100°? **Response**
No

Have you had any COVID-19 symptoms in the last 14 days? **Response**
No

Have you had a positive COVID-19 test within the last 14 days? **Response**
No

Have you been close contact with confirmed or suspected COVID-19 cases within the last 14 days? **Response**
No

Have you traveled to a HHS self-quarantine hotel area within the last 14 days? **Response**
No

Please select Submit and proceed to your destination

Submit **Cancel**

- Edit existing workflows to NOT send a incident or service request email to the "Client"
 - Modify following workflow rules
 - Notify the client when an incident is created workflow

- Notify the client when an incident is closed
- Notify the client when a service request is closed
 - Rule criteria Add – “BMCServiceDesk__Queue__c <> 'ZCovid'” &&
- Create new Workflow
 - Notify HR when COVID screening submits Yes
 - Rule Criteria - (BMCServiceDesk__Queue__c = 'ZCovid')&& ((COVID_Contact__c='Yes') || (COVID_Fever__c = 'Yes') || (COVID_Symptoms__c = 'Yes') || (COVID_Test__c = 'Yes'))



- Create immediate “Email Alert”
 - Notify desired people
 - Create new email template with appropriate information.
- Report
 - To be send nightly for the days log.
 - Possible to export to excel for sorting and searching purposes.



Comments:

Note actual time spent to create and refine; approximately 6 hours.