NEWS RELEASE

ServiceNow partners with New South Wales Health to boost the statewide vaccination program

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The ServiceNow vaccination management solution has rapidly enabled nearly 1.7 million vaccination bookings since its launch in June 2021

Sydney, Australia — 12 October, 2021 – ServiceNow Australia today announced that nearly 1.7 million appointment bookings have been made and more than 1.2 million doses of COVID-19 vaccines delivered by New South Wales Health through the ServiceNow Vaccination Administration Management (VAM) solution, supporting the rapid scale-up of the state's vaccine rollout.

The ServiceNow VAM solution was selected by NSW Health in May 2021 to ensure scalability and ease of use. It is designed to manage the entire vaccination process: from booking an appointment, to tracking vaccination doses, recording clinical information, managing clinic workflows, and interfacing with the Australian Immunisation Register.

In total, more than 400 sites run by NSW Health use VAM, including hospitals such as Liverpool, Royal North Shore and St Vincent's, and the mass vaccination centres in Hunter New England, South Western Sydney, the Qudos Bank Arena (operated by Western Sydney LHD), and Wollongong.

Hundreds of thousands of vaccines are now being administered monthly through VAM, with its ability to rapidly setup new clinics a key benefit as new sites have opened to respond to urgent needs, for example in LGAs of concern.

"At NSW Health we had one simple goal: vaccinate as many people, as fast as possible. Achieving this roll-out has

been an immense effort, against a backdrop of significant complexity – including changing priorities such as different age-groups, occupations, and geographical areas," said Dr. Zoran Bolevich, Chief Executive of eHealth NSW and CIO for NSW Health said. "The ServiceNow VAM has simplified and automated workflows between administrators, clinicians, and patients, so that NSW Health centres can vaccinate more people, faster and safer."

The ServiceNow VAM solution integrated several existing processes and systems for NSW Health's vaccination program, including for patient bookings, management of patients at clinics, the set-up of clinics, and for clinicians administering the vaccine. This reduced duplication and manual processes, saving time, and increasing data accuracy.

The single platform, with a unified view of all stages of vaccine booking, administration, and delivery, also improved NSW Health's reporting and data analytics capabilities so it can better track and manage the vaccine rollout in real-time. VAM also provides the ability to add new functionality and features at speed, for example a function which organised complex queue management at the mass vaccination centres.

Dr. Bolevich continues: "VAM enabled us to manage the vaccination process end-to-end, so our amazing clinical and administrative teams can focus on providing a seamless and efficient service to people across the state.

"The effort of different groups across NSW Health, including Local Health Districts, the State Health Emergency Operations Centre, local hospital IT and COVID-19 response teams, and our partners at ServiceNow has been incredible. Working together, they have been delivering near-daily updates to respond to feedback and new requirements, with regular new releases to enhance functionality and features. This has happened alongside the complex task of migrating data and records from our original system to the new platform," says Dr. Bolevich.

"The state's vaccine rollout is exactly the sort of challenge that our team is passionate about solving – it's what gets them out of bed in the morning," says Eric Swift, VP and Managing Director, ServiceNow Australia and New Zealand. "By connecting processes and departments across NSW Health and its partners with digital workflows, it lets the incredible front-line teams focus on the most important task at hand: vaccinating people. The speed of the rollout is testament to the incredible partnership and hard work of everyone involved, and we're proud to support such an important initiative."

NSW Health have innovated on the Now Platform to adapt VAM to meet Australian needs and requirements, including validation via Medicare, integration with the Australian Immunisation Register (AIR) and the State Health Emergency Operations Centre (SHEOC), and a bespoke ability for users to book appointments for family members through NSW Health. Users are typically directed to VAM through the national Eligibility Checker website.

ServiceNow is a long-term partner of NSW Health, supporting several strategic initiatives that use digital tools to

promote health and wellbeing. The Now Platform has also been used to rapidly create applications to help NSW Health respond to the pandemic, such as an application to manage quarantine exemptions, and apps for requesting ventilators, to support contract tracing, and to provide vaccine advice.

The Now Platform is also the digital foundation for NSW Health's Patient Reported Measures (PRM) Framework, which provides value-based healthcare to deliver personalised care and treatment, using regular feedback on treatments and outcomes to focus efforts on what matters most to patients. Please **click here** to visit NSW Health's website for details.

Dr. Zoran Bolevich will be sharing details of the NSW vaccination management system rollout at ServiceNow's **Now@Work event on 12 October**. The session will be available on demand after the event, and can be **viewed here**. Images of the NSW Health run vaccination centres can be found here.

Media enquiries:

For all media enquiries, please reach out to **servicenowanz@webershandwick.com.au**.

About ServiceNow:

ServiceNow (NYSE: NOW) is making the world of work, work better for people. Our cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity for employees and the enterprise. For more information, visit: **www.servicenow.com**.

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