

# CUSTOMER SUCCESS STORY



## CREIGHTON UNIVERSITY IMPLEMENTS EASYVISTA OUTSIDE OF IT FOR SUCCESSFUL COVID-19 RESPONSE

### ABOUT CREIGHTON UNIVERSITY

Located in Omaha, Nebraska, Creighton University offers a top-ranked education in the Jesuit tradition. Creighton University is a private university and is one of 28 member institutions of the Association of Jesuit Colleges and Universities. Creighton is the largest private religious university in Nebraska. The university currently enrolls about 8,910 undergraduate, graduate, and professional students.

*“EasyVista has saved Creighton a lot of time ... for our Covid response team.”*

### STATISTICS

- Creighton University serves over 8,910 students
- Over 450 Covid-related requests have been processed with EV Service Manager since March 2020 (300 building requests and 150 PPE requests)

### THE CHALLENGE

During the Covid-19 coronavirus pandemic, Creighton University campus was forced to restrict access and comply with local and state ordinances, as well as CDC guidelines on the provision of personal protective equipment (PPE) and social distancing.

For those who needed to come onto the campus for any reason, it was imperative that there was a system in place to keep track of how many people were on campus, where they were intended to be, and for how long. Further, the university was responsible for providing PPE such as masks and gloves, which took a coordinated effort.

Individuals and groups, be they students or staff, seeking to return to campus needed to contact, and be granted approval by, the Critical Incident Response Team (CIRT). Additionally, the team needed to develop a phased approach to safely bring faculty and staff back to campus, and eventually students as well.

This was crucial in keeping everyone safe and in preventing the spread of Covid-19.

## THE SOLUTION

Creighton University had previously successfully deployed EV Service Manager with Service Apps to revolutionize their IT department and organize their change and release management processes. In order to meet the needs of the Critical Incident Response Team, they decided to utilize Service Apps to quickly create a request and approval system for both facility access and PPE requests.

Working with EasyVista's team of experts, the university created a custom solution that would allow users to seamlessly request access without requiring an entirely separate software or manual tracking system.

Individuals who needed to access the Creighton University campus had a clearly defined process which eliminated the need for emails which might otherwise slip through the cracks. This simple process involved the following steps:

- Individual looking to access building must log into the EV self-service portal powered by Service Apps and submits a COVID-19 Campus Access Request.
- The user is then prompted to fill out the questionnaire including the name of their supervisor or department chair.
- The supervisor or department chair will receive an email and can then accept or reject the request.
- Approved requests are then sent on to the appropriate VP or Dean for approval or denial.
- If approved, the request is then sent on to CIRT. CIRT will respond to requests in 3 to 5 business days with final approval to building access.
- After all approvals are met, an email will be sent to the Card Services team to allow access, and a confirmation email will be sent to the person requesting access, their supervisor/department chair, Human Resources, Public Safety and the approving VP or dean.
- Additional process: Personal Protection Equipment Request Process. Tickets for assets are also put in for approval for PPE, which is preferable over tracking in an excel spreadsheet.

To resolve the issue of requests for PPE Creighton University leveraged EasyVista's ticket creation module. To request PPE assets on a monthly basis, users submit a ticket in EV Service Manager which is then sent to the proper party to track and fulfill. This is preferable to tracking email requests through an MS Excel spreadsheet, instead preventing email pileups, duplicate requests, and ensuring that those who needed PPE supplies the most were able to easily request and receive them without overwhelming the staff.

The request process for building access and PPE supplies only took a few weeks to set up, including working out any issues and updating additional questionnaires. In order to roll out this feature, Creighton University sent communication regarding Covid updates to the entire campus, which is where they communicated the new EasyVista portal to request access and PPE supplies.

## THE RESULTS

Using EasyVista's Service Apps in concert with EV Service Manager, Creighton University was able to process 300 building access requests between March and November 2020 and 150 requests for PPE supplies in the same time period.

"It has saved Creighton a lot of time and email management for our Covid response team," says Tabitha Weyer, Creighton University's Application Administrator. "[The teams] have everything coming into one place without having to sift through emails, so nothing is getting missed. They also have one place they can go in Service Apps to find a way to request and approve [rather than needing to access several various locations or spreadsheets]."

Creighton University continues to leverage EasyVista throughout the ongoing Covid-19 coronavirus crisis and continually utilizes EasyVista to meet a variety of needs beyond the crisis, including change and release management and the IT service desk.

## ABOUT EASYVISTA

EasyVista is a global software provider of intelligent solutions for enterprise service management, remote support, observability, and self-healing technologies. Leveraging the power of ITSM, Self-Help, AI, background systems management, and IT process automation, EasyVista makes it easy for companies to embrace a customer-focused, proactive, and predictive approach to their service and support delivery. Today, EasyVista helps over 3,000+ enterprises around the world to accelerate digital transformation, empowering leaders to improve employee productivity, reduce operating costs, and increase employee and customer satisfaction across financial services, healthcare, education, manufacturing, and other industries. Learn more at [www.easyvista.com](http://www.easyvista.com).