



# The CERN Service Catalogue in Service-now



	Mail & Web Service	Mail Service	Web Service
Service Desk In Line			
Service Desk And Line			
Print Device Support			
PIX Configuration			
STP			
Printshop			
Computing Newsletter			
Mailbox Infrastructure			
Distribution Lists			
Web Authentication			
Sharepoint			
IIS			
Apache			
Active Directory			
Certificates			
alerter			
Windows Server Hosting			
DFS			
Hyper-V			
Printing Server Infrastructure			
Public Terminal Server			
Linux			
Windows			
MAC OS			
Technical CC Specification			



# Project status

- Service Catalogue in Service-now
  - Catalogue software developments - 90% ready / “go-live” planned for 15 Nov.
  - Data improvement
    - To be done by Service Owners & Functional Service Managers
  - Data quality checks & Support
    - Service management team sends feedback and suggestions
- Service management tools
  - Incident & Request processes - development started
  - Standard ticket templates – in preparation
    - Service management team investigates interaction with Service Owners & Functional Service Managers
- Service Desk (building 55)
  - Premises being refurbished
  - Staff recruited / Training planned
- Service desk go-live planned for 1 Feb 2011.



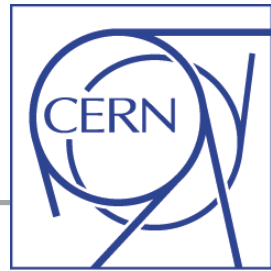
# The next steps

- Catalogue completion
- Tool configuration
- Tool integration with GGUS
- Service desk staff
  - Tool training
  - Participates in tool tests
  - Information gathering, visits and presentations (you will be asked to help)
- Transition planning for the current support lines
  - IT helpdesk, SEM support and others
  - Call routing and call centre configurations
- Preparation for phase 2
  - New processes
  - Extended integration with other CERN tools (EDH, D7I etc...)

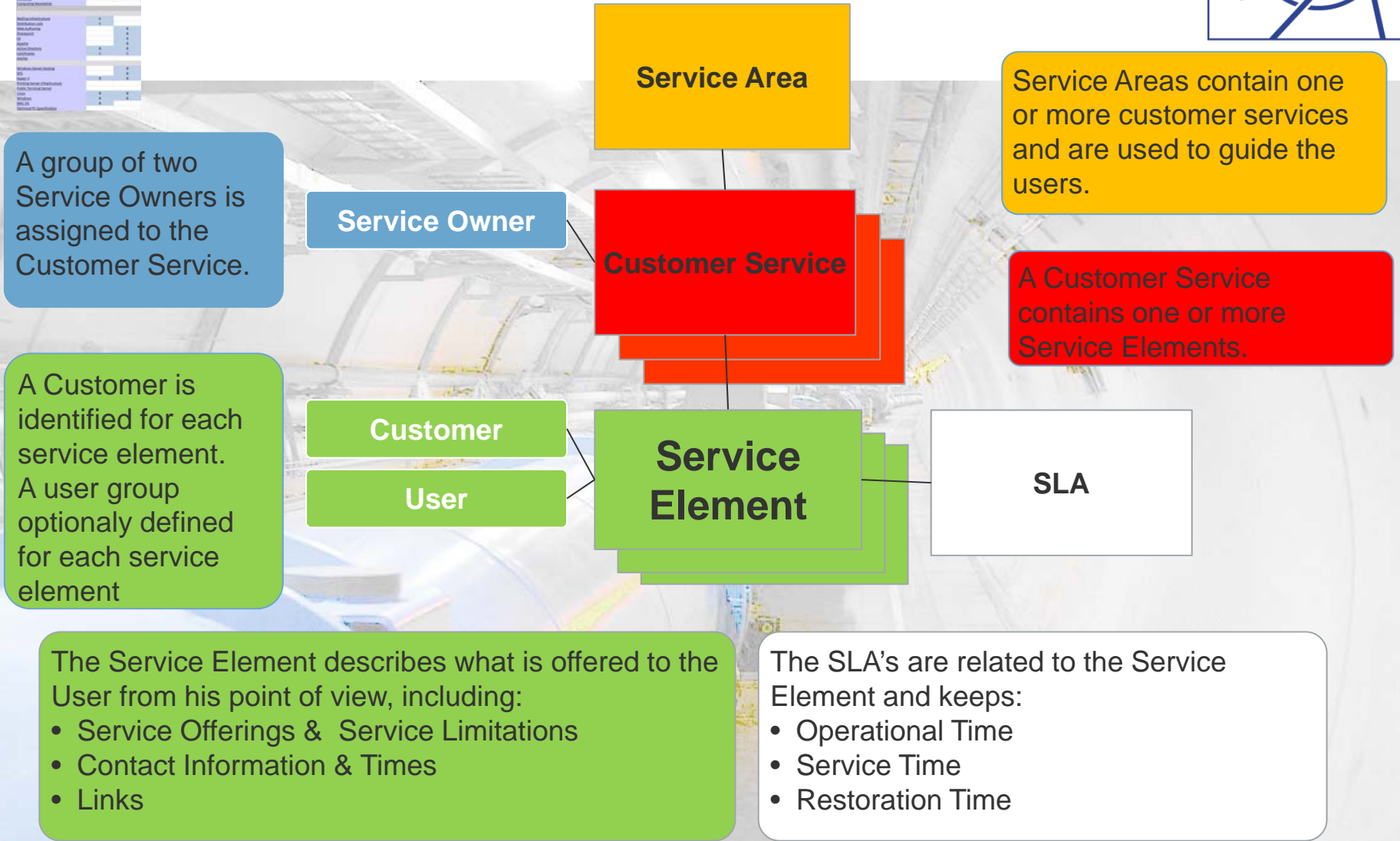


# The next steps for you

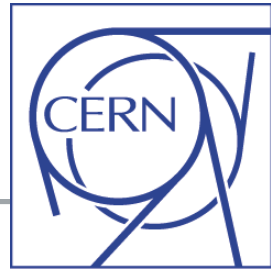
- Complete the catalogue information
  - Train Service Owners and Functional managers (demo sessions like this)
- Collect standard ticket templates
  - Service management team will help you
- Service-Now tool training
  - Train the trainers (one per area)
  - Train the 2e and 3e line support teams (by the trainers per area)
- Test the full application
  - Service desk team
  - 2e and 3e line “volunteers”



# Service Catalogue Elements







# Functional Element details

Functional Service Manager

2nd Line Support Group

3rd Line Support Group

OWH Support Group

**Functional Element**

Functional Service Managers are assigned to Functional Elements.

A 2<sup>nd</sup> Line Support Group consisting of a minimum of 2 people is mandatory assigned.

A 3<sup>rd</sup> Line Support Group can be optionally assigned.

Optional Outside Working Hours support group (OWH Support)

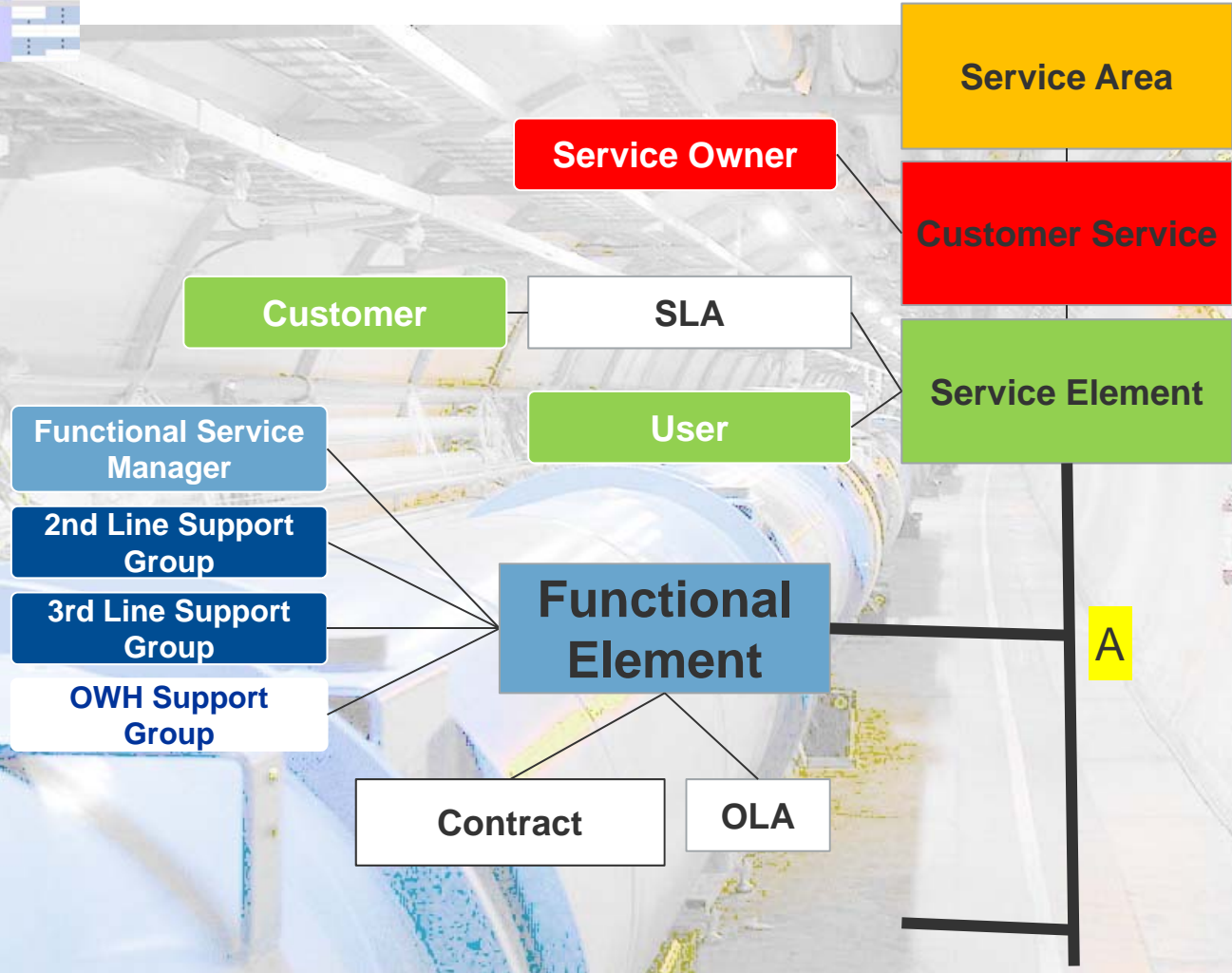
Daytime First Line = Service desk

OWH First line = Hostel and the Fire Brigade.

If OWH Support is declared First Line skipped Outside Working Hours



# Catalogue Overview





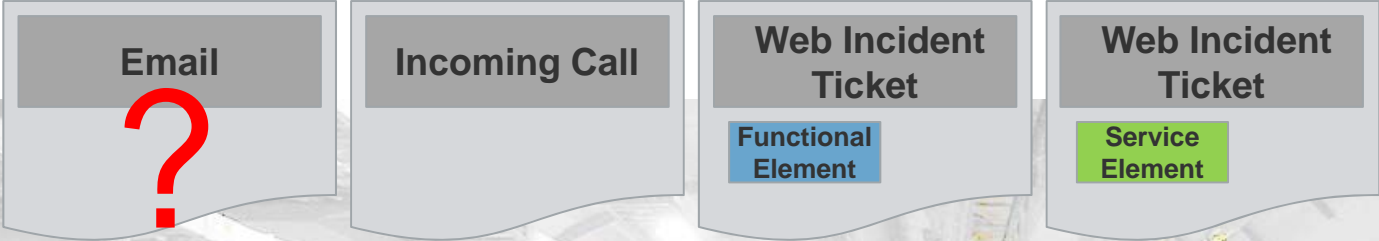


# Service catalogue in the Service-Now tool

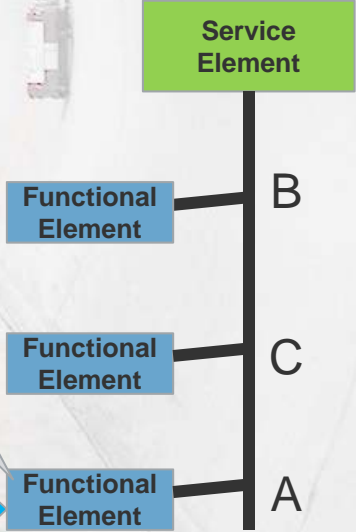
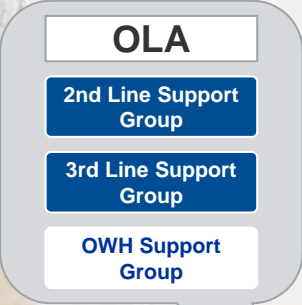
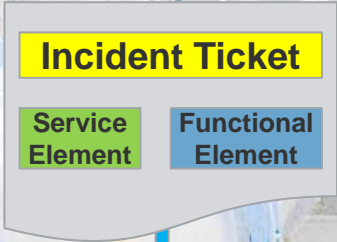
- Today's 8-11-2010 status:
  - Service Area
  - Customer Service
  - Service Element
    - Description and other informational fields ok
    - **support hours (SLA) missing**
  - Functional Service
    - Description and other informational fields ok
    - 2e and 3e line support groups OK (managed in AIS Roles)
    - **OLA & Contracts missing**
  - **INCIDENT & REQUEST processes not ready**
  - **Ticket routing not ready**



# Ticket routing: Daytime

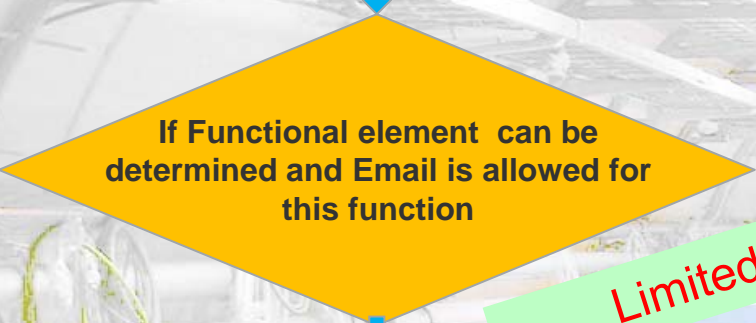
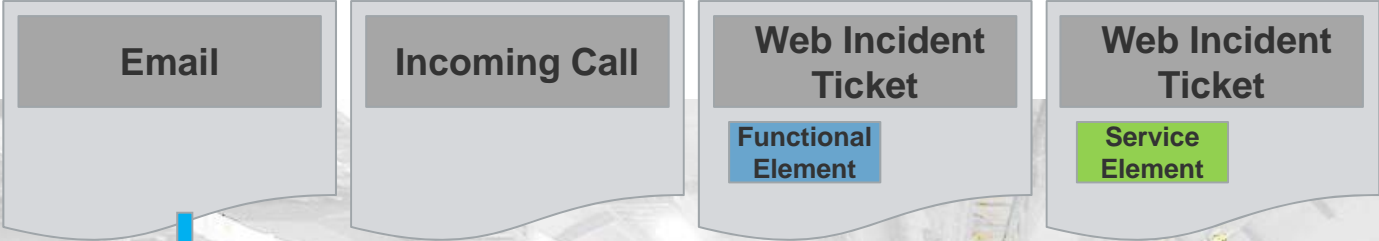


**Service-Desk = 1st Line support**

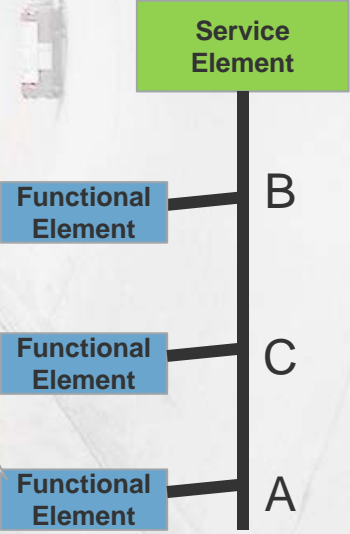
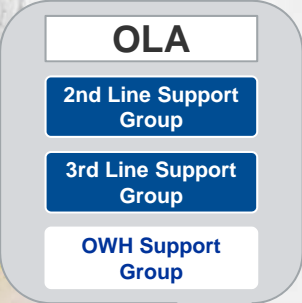
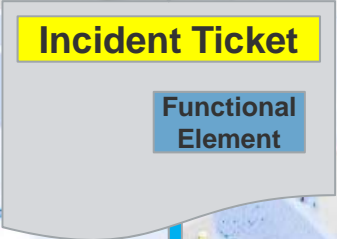




# Call routing: **pre-formatted Email**

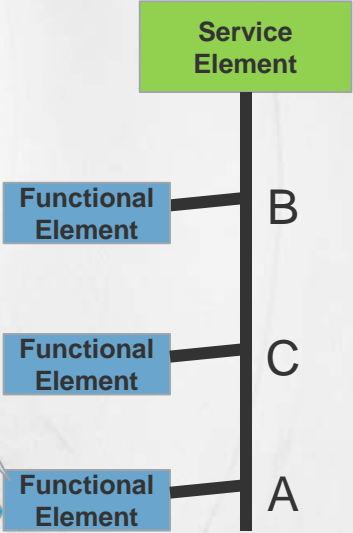
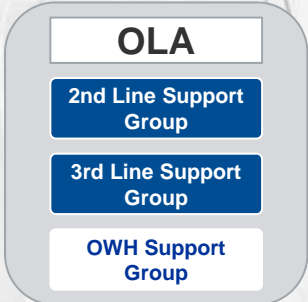
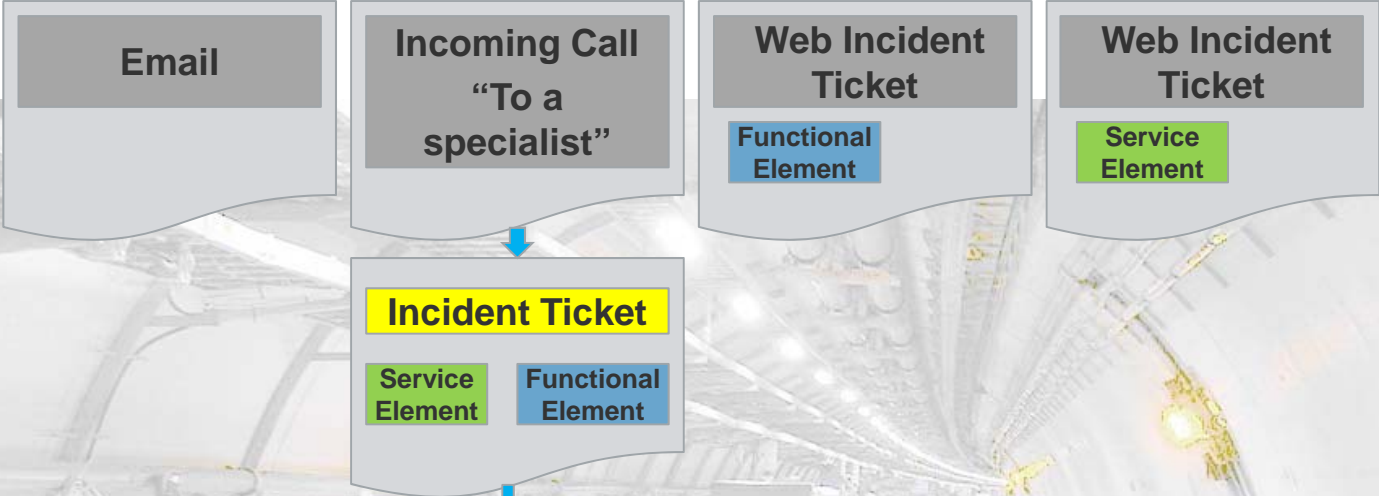


Limited to a restricted set of services



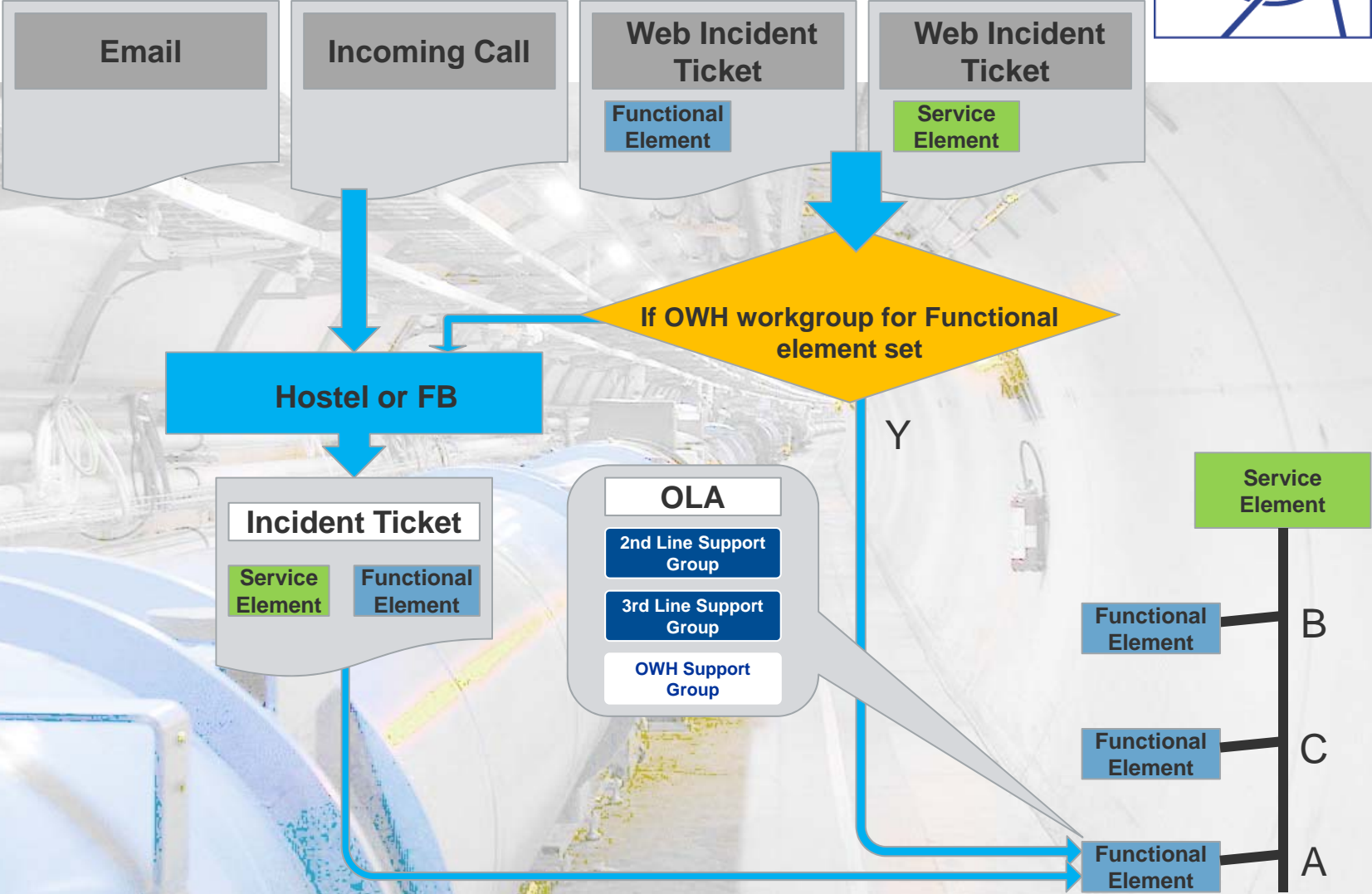


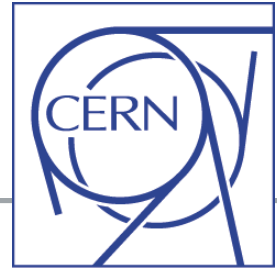
# Call routing – Out of working hours -1



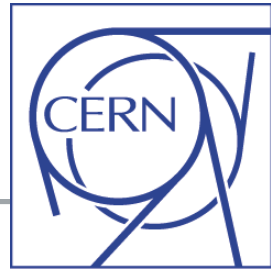


# Call routing – Out of working hours -2





- Live instance of the CERN Service-Now system
  - running in Geneva accessed over the web.
  - Production data copied from the former CSC tool
- Configuration allows to impersonate users / examples of good data
  - Wayne Salter (IT-CF)
  - Veronique Marchal (GS-SEM)
- Will show examples of data modification in Service Now
  - Customer Service
  - Service Element
  - Functional Service
- Will show the new public portal prototype / in development only



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