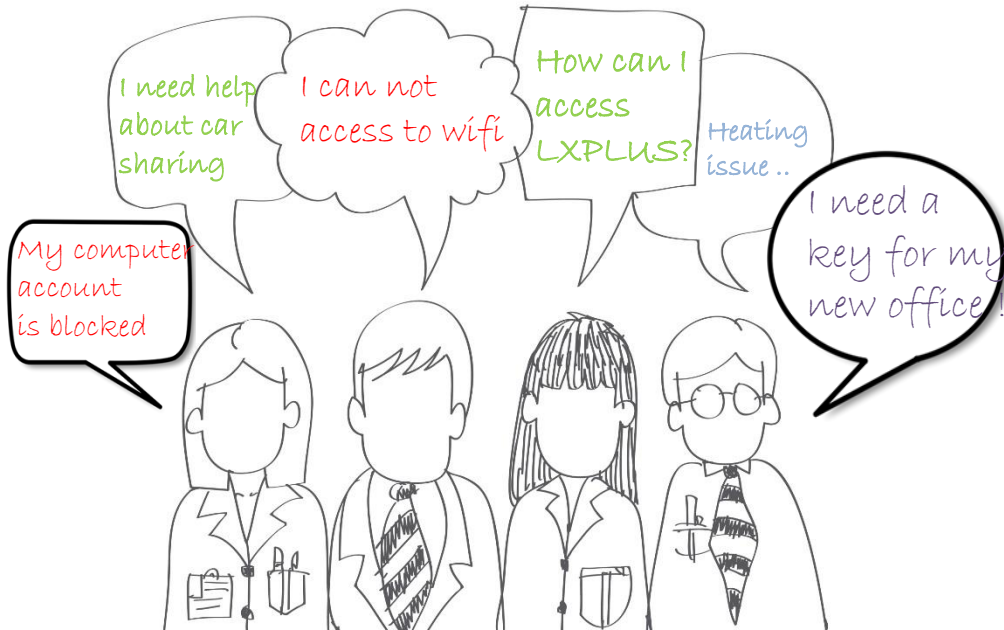


# CERN Service Management

- Simplify users** and supporters life by providing
- **ONE** point of contact (**ONE** #, **ONE** url, **ONE** place)
  - **ONE** behaviour; unified processes for all services
  - **ONE** tool shared by all service provides
  - **ONE** business service catalog



# CERN Service Management

@ <https://cern.ch/service-portal>



- 🔧 Blocked Computer Account
- 🔧 Unable to connect to Wifi
- 🔧 LXPLUS batch issue
- 🔧 Need to reserve car from car sharing pool
- 🔧 Heating in your office
- 🔧 Door lock



# CERN Service Management



- 🔧 Account is blocked
- 🔧 Wifi connexion
- 🔧 LXPLUS batch issue
- 🔧 Help with Car sharing
- 🔧 Heating issue
- 🔧 Door lock issues

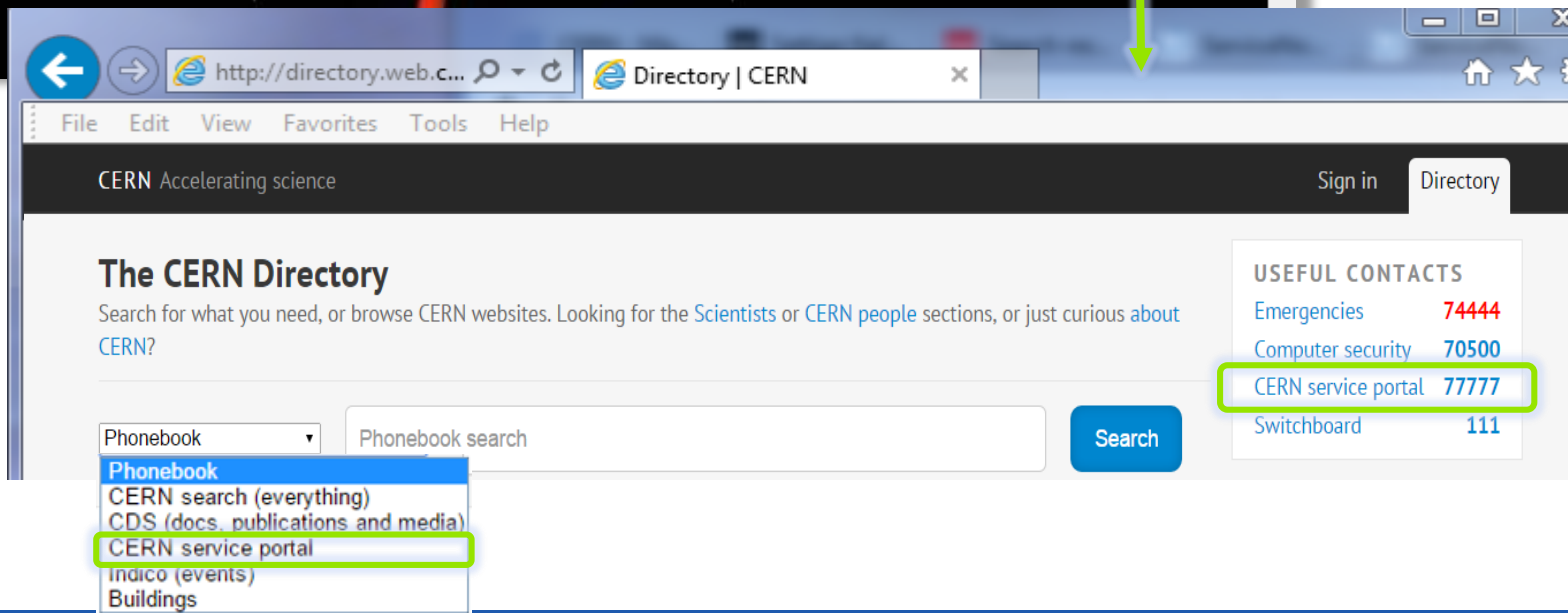
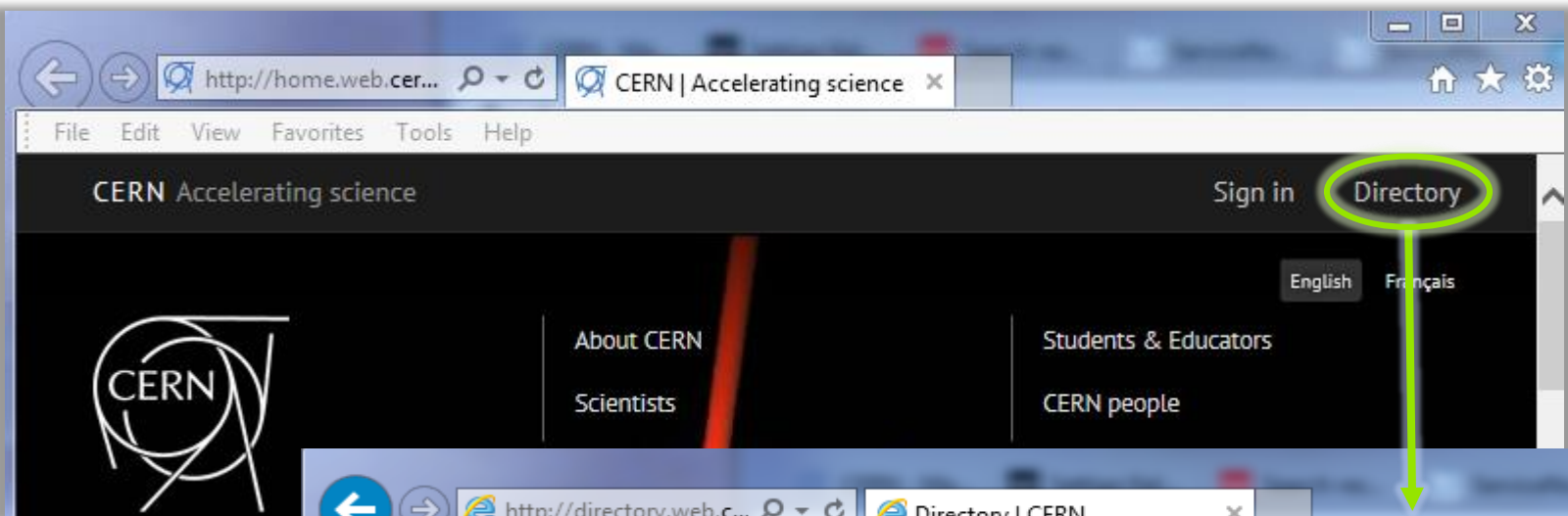


- SE Identity management
- SE WIFI Service
- SE LXPLUS Service
- SE Car pool and Rental Service
- SE Heating, ventilation, Air Conditioning and Compressed Air Service
- SE Locks and Keys Service



<https://cern.ch/service-portal>

# CERN Service Portal



<https://cern.ch/service-portal>

# CERN Service Portal

Feedback

CERN Accelerating science Sign in Directory

## CERN Service Portal

easy access to services at CERN

[Home](#) [News](#) [Service Information](#) [Navigate Catalogue](#) [Contacts](#) [Site Guide](#)

*Your one-stop access to CERN services*

**Search:**  
Examples

type here

**Create a ticket:**  
[Submit a request](#) [Report an incident](#)

**My Incidents**  
You are not logged in.

**My Requests**  
You are not logged in.

**Key contacts**

**Service desk: 7777**  
Email: [service-desk@cern.ch](mailto:service-desk@cern.ch)  
Located in building 55.  
Open 07:30 - 18:30 work days, Geneva time.

**Emergencies (24/7)**

- Fire / Feu / Accident: **74444**  
Located in building 65.  
Fire, accidents, hazardous materials interventions...
- Computer Security: **70500**  
Computer security emergency contact:  
[Computer.Security@cern.ch](mailto:Computer.Security@cern.ch)

**Service Manager on Duty**  
Not satisfied? You can contact the SMoD.

**Service desk**



<https://cern.ch/service-portal>

# CERN Service Desk



## 3 possible ways to contact the Service Desk

✉ Email: [service-desk@cern.ch](mailto:service-desk@cern.ch)

☎ Phone: [77777](tel:77777) (+41 22 76 77777 from outside CERN)

By visiting: building 55 (entrance B)



Open  
from **07:30 to 18:30**  
Work days  
Geneva time



<https://cern.ch/service-portal>



# CERN Service portal: Create your tickets

CERN Accelerating science

Sign in Directory

1

 [Report an incident](#)  
 [Submit a request](#)

## CERN Service Portal

easy access to services at CERN



[Home](#) [News](#) [Service Information](#) [Navigate Catalogue](#)  
[Site Guide](#)

Your one-stop access to CERN services

Search:  
Examples

type here


2

[Create a ticket:](#)  
[Submit a request](#)  [Report an incident](#) 

### Submit a ticket

Please fill in the form below.  
Your ticket will be handled by the *Service Desk* or the appropriate support group.  
After submitting your ticket, you will receive a confirmation email.

Submit a request

Print  Attach file 

Describe and submit a question or request

Short description

[More information](#)

I have a question about...

How can we help you?

[More information](#)

Dear colleagues,  
I would appreciate your help...

This is a ...

Optionally, select the Technical Service that corresponds to your request

[More information](#)

Watch list


List of additional users and email addresses that will receive user notifications.

Eric Lienard



Simple interface

### Submit a ticket

Thank you for submitting your ticket.  
Request RQF0436258 has been created.  
You can also check it in the [CERN Service Management Tool](#) . [ITIL](#)  
A confirmation email has been sent to: [Isabel.Fernandez.Gonzalez@cern.ch](mailto:Isabel.Fernandez.Gonzalez@cern.ch)

Submit

3

Cannot find what you need here? Do you simply need advice or assistance? The [Service Desk](#) is here to help.  
Call the Service Desk on: **77777** (07:30 - 18:30 work days, Geneva time)



# Track your tickets



**CERN Service Portal**

easy access to service at CERN

@ <https://cern.ch/service-portal>



**Email**

@ Your computer



# Track your tickets



CERN Accelerating science | Signed in as Isabel Fernandez Gonzalez | Sign out

## CERN Service Portal

easy access to services at CERN

Home News Service Information Navigate Catalogue Contacts My Profile Site Guide

Your one-stop access to CERN services

Search: Examples  
type here

Create a ticket:  
Submit a request Report an incident

My Incidents  
New field in Function element...  
servicenow-statistics white...  
Fast phone call tickets reg...  
Bug in light interface reso...  
test2 request isabel please...  
See all your incidents

My Requests  
I have a question about...  
New field in Function element...  
Attestation: Application fo...  
Visitor card. Arrival:13-03...  
Visitor card. Arrival:14-03...  
See all your requests

Easy update from ticket  
(add comments)

Full-width view ITIL view ITIL Tool view ITIL Printer friendly

Please find below all the information about the request.  
You can enter additional information in the "Additional comments" field in the Caller Communication tab. Press the "Save" button to submit.

Request Fulfillment (Self Service view) Required field

Print form Feedback Clone Save

Caller: Isabel Fernandez Gonzalez  
Service Element: Service Management Service  
Functional Element: Service Desk  
Functional Category:  
Assignment group: Service Desk  
Category: Information  
Request State: Waiting for user  
Visibility: Restricted

Number: RCF0436258  
Opened: 13-03-2015 08:59:29  
Updated: 30-03-2015 16:31:55  
Urgency: Medium  
SLA due: 18-03-2015 13:59:29  
Due date:  
Start date:  
End date:  
Watch list: Eric Lienard

Request Location: 73/2-011  
Short Description: I have a question about...

Additional comments (Customer View):  
Yes, I would need it, as I am currently working on...



# Track your tickets



The screenshot shows the Microsoft Outlook interface. The left sidebar displays the 'Inbox' with 9 items. The main pane shows an email from 'CERN Service Desk' with the subject 'RQF0436258 "I have a question about...": Created'. The email body contains the following text:

Dear Isabel Fernandez Gonzalez,  
We have created the following ticket concerning your issue: **RQF0436258** "I have a question about...".  
**Description:**

Dear colleagues,  
I would appreciate your help...

This is a test,  
could you please set it as 'waiting for user?' thanks Isabel

Your ticket has now been dispatched to the support group Service Desk.  
Please quote **RQF0436258** in any future correspondence with the Service Desk.  
You may update this ticket through the [CERN Service Portal](#), or you may reply directly to this mail with additional comments, screenshots and attachments.

Kind Regards, CERN Service Desk

A green box highlights the ticket ID 'RQF0436258' in the subject line and the body text. Another green box highlights the entire body text of the email. At the bottom of the Outlook window, a blue bar displays 'ITEMS: 35,756 UNREAD: 9' and 'ALL FOLDERS ARE UP TO DATE'.

Easy update from email notification



# CERN Service portal

CERN Accelerating science | Signed in as Isabel Fernandez Gonzalez | Sign out

Feedback | Tool View

## CERN Service Portal

easy access to services at CERN

Home News Service Information Navigate Catalogue Contacts My Profile Site Guide

Your one-stop access to CERN services

**Search:**  
Examples

Fourmis

**Create a ticket:**  
Submit a request Report an incident

- Browse / search the Service Catalogue

**Search results for fourmis**

You can configure several aspects of the search results in your [preferences](#).  
Cannot find what you are looking for? Look at the [search tips](#) or tell us with the [Feedback form](#).

**Best matches (2)**

All matches, by type: (2)

- Actions (1)
- Services + Functions (1)
- Information (0)
- KB articles (0)
- Tickets (0)
- All results (2)

**Report an animal nuisance**  
Ticket. Click to create a ticket.  
Found keywords: fourmis

**SE Cleaning Service**

Report malfunctioning sanitary supplies or sanitary supplies shortage Report unpleasant smell Report an animal nuisance Report a door / floor mats (barrage antialissure) in bad state  
Report an incident Request for a paper recycling bin for an office Request for new sanitary supplies installation Request for cleaning intervention Submit a request KB articles

**Service.** This service covers and provides activities and works associated with the cleaning and maintenance of CERN facilities and buildings both on a regular basis and for special event...  
Found keywords: fourmis



<https://cern.ch/service-portal>

# CERN Service portal

## Search results for *fourmis*

You can configure several aspects of the search results in your preferences.  
Cannot find what you are looking for? Look at the [search tips](#) or tell us with the [Feedback form](#).

### Best matches (2)

All matches, by type: (2)

🔧 Actions (1)

🌐 Services + Functions (1)

📖 Information (0)

📄 KB articles (0)

🎫 Tickets (0)

📄 All results (2)

🔧 Report an animal nuisance

Ticket. Click to create a ticket.

Found keywords: fourmis

🌐 Cleaning Service

🔧 Report malfunctioning sanitary supplies or sanitary supplies shortage

🔧 Report an incident

🔧 Request for a paper recycling bin for an office

🔧 Report unpleasant smell

🔧 Report an animal nuisance

🔧 Report a door / floor mats (barrage antialissure) in bad state

🔧 Request for cleaning intervention

🔧 Submit a request

📄 KB articles

**Service.** This service covers and provides activities and works associated with the cleaning and maintenance of CERN facilities and buildings both on a regular basis and for special event...

Found keywords: fourmis

- User oriented
- Access to knowledge base (FAQ)
- Web forms

### Contacts

#### Laundry CERN work clothes (Meyrin)

Location: 2/R-402  
Alternate Thursdays, from 8:00 a.m to 9:00 a.m

#### Laundry CERN work clothes (Preussin)

Location: 933/R-007  
Alternate Thursday, from 9:30 a.m to 10:30 a.m

### Catalog navigation

📄 Site Infrastructure Services (Soft)

📄 Soft Facility Management

🌐 Cleaning Service

🔗 Go to catalog structure page

### Dependencies

#### Essential:

🌐 Cleaning Management

#### Important:

🌐 ONET Cleaning (CO)

🌐 Topnet Cleaning (CO)

## 🌐 Cleaning Service

This service covers and provides activities and works associated with the cleaning and maintenance of CERN facilities and buildings both on a regular basis and for special events.

### Actions

🔧 Report malfunctioning sanitary supplies or sanitary supplies shortage

🔧 Report unpleasant smell

🔧 Report an animal nuisance

🔧 Report a door / floor mats (barrage antialissure) in bad state

🔧 Report an incident

🔧 Request for a paper recycling bin for an office

🔧 Request for new sanitary supplies installation

🔧 Request for cleaning intervention

🔧 Submit a request

### Information

#### Knowledge Base Articles

📄 Cleaning Service KB Articles

#### This service offers:

- Collects, cleans, repairs and redistributes the CERN work clothes (trousers, jackets, blouses, overalls).
- Daily maintenance of CERN cleanliness (buildings, furniture and technical facilities)
- Responsibility for the supply and maintenance of small-scale washroom facilities and the related consumables;
- Cleaning in case of events, receptions and visits hosted by the Organization.
- Performance of special work in controlled areas (maintenance of equipment and surface or underground premises)

#### Service limitations:

- Excluding the hotel facilities

#### Additional information:

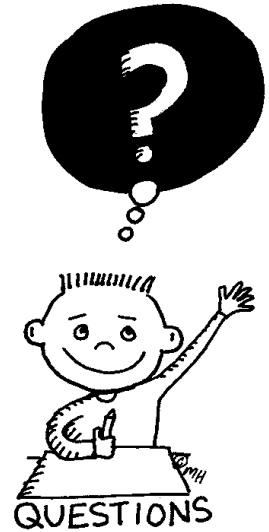
- 🔗 [Cleaning Service procedures](#)
- 🔗 [List cleaning days CERN buildings](#)
- 🔗 [Laundry for CERN work clothes](#)
- 🔗 [Laundry service](#)



<https://cern.ch/service-portal>

The image shows three browser screenshots illustrating the navigation process:

- Top Screenshot:** The browser address bar shows <http://home.web.cern.ch/>. The 'Directory' link in the top navigation bar is highlighted with a green box and a green arrow pointing to the next screenshot.
- Middle Screenshot:** The 'The CERN Directory' page is shown. A search dropdown menu is open, showing 'Phonebook' selected. A green box highlights the 'CERN service portal 77777' link in the 'USEFUL CONTACTS' section. A green arrow points from this link to the next screenshot.
- Bottom Screenshot:** The 'CERN Service Portal' is displayed. The main heading reads 'CERN Service Portal easy access to services at CERN'. Below the heading is a navigation menu with links: Home, News, Service Information, Navigate Catalogue, Contacts, Site Guide. A search bar is visible with the text 'Search: Examples'. Below the search bar, there is a 'Create a ticket:' section with links for 'Submit a request' and 'Report an incident'.



Service desk

✉ [service-desk@cern.ch](mailto:service-desk@cern.ch)

📞 [77777](tel:77777)

(+41 22 76 77777 from outside CERN)



<https://cern.ch/service-portal>