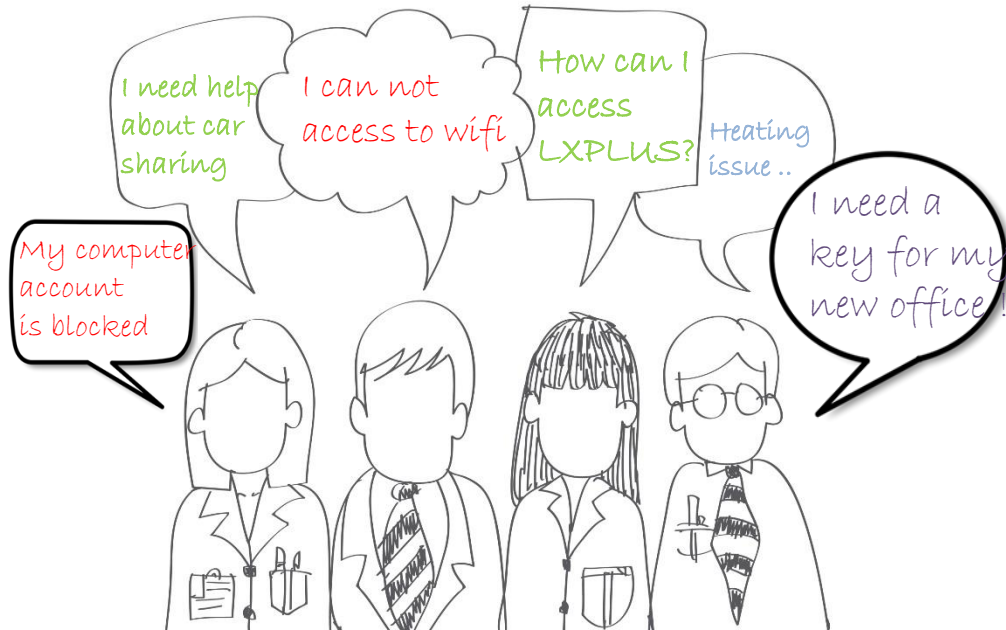


CERN Service Management

- 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

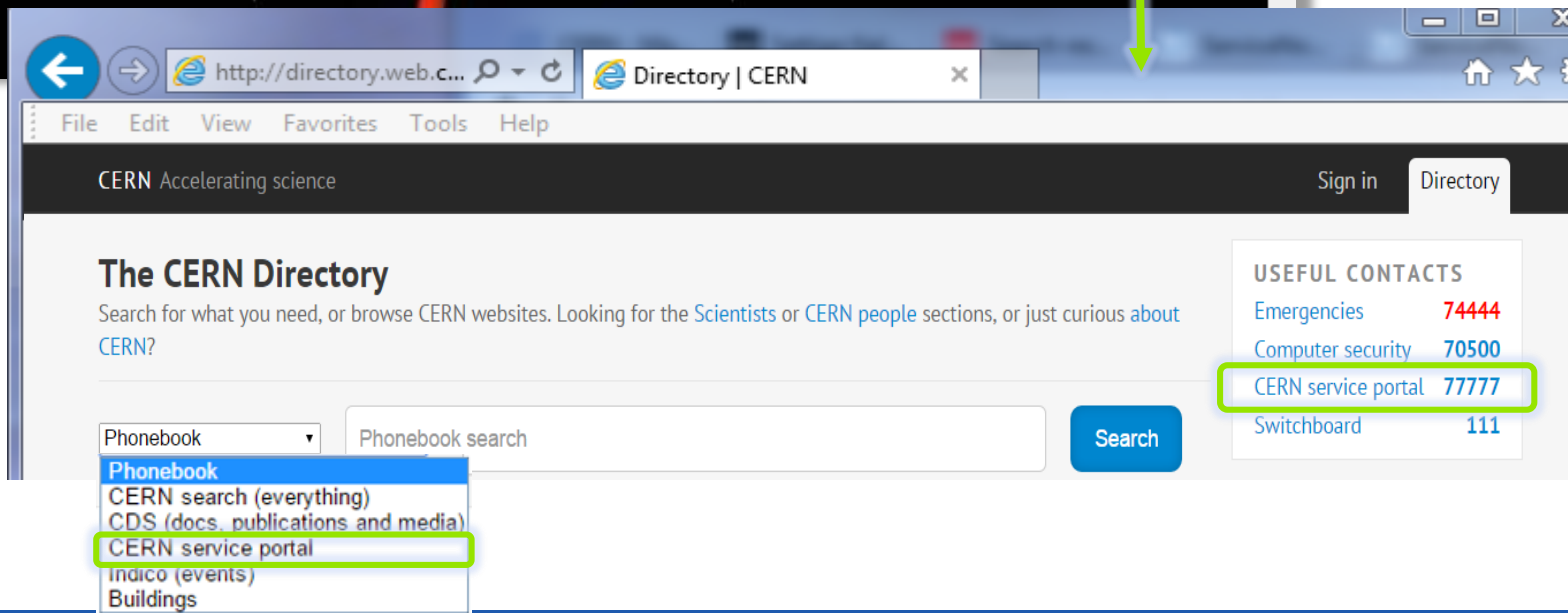
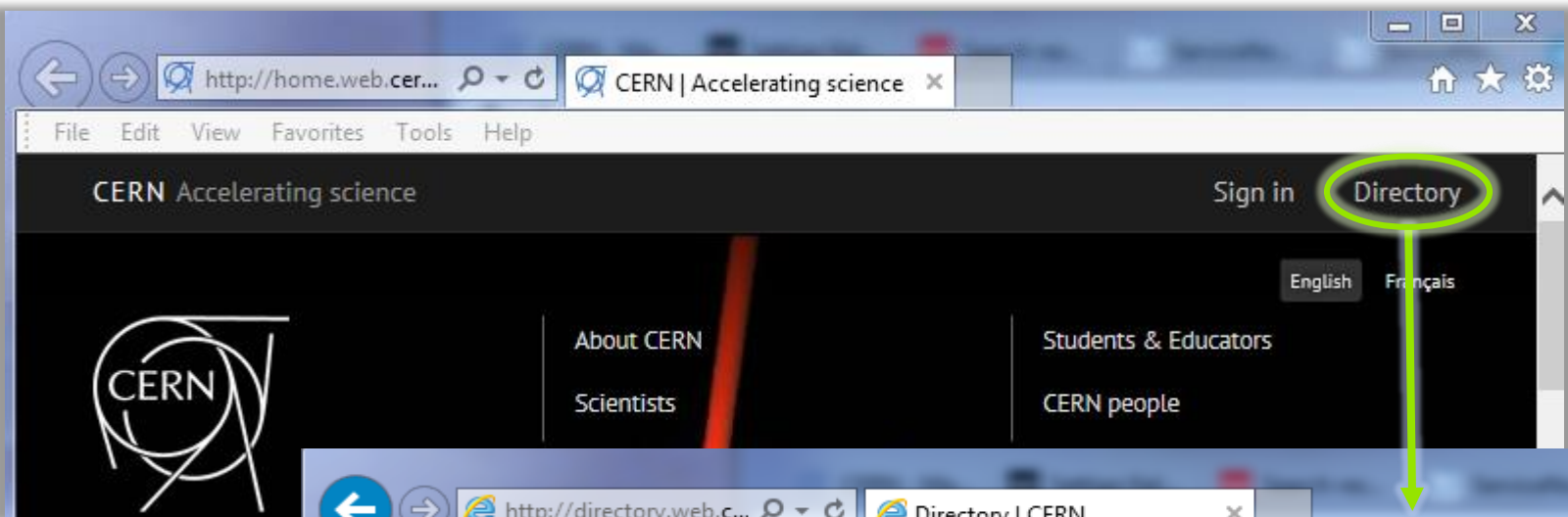


- SE Identity management
- SE WIFI Service
- SE LXPLUS Service
- SE Car pool and Rental Service
- SE Heating, ventilation, Air Conditioning and Compressed Air Service
- SE Locks and Keys Service



<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
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

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

☎ 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

3
Submit

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



Easy update from ticket
(add comments)

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

Caller:	Isabel Fernandez Gonzalez	Number:	ROF0436258
Service Element:	Service Management Service	Opened:	13-03-2015 08:59:29
Functional Element:	Service Desk	Updated:	30-03-2015 16:31:55
Functional Category:		Urgency:	Medium
Assignment group:	Service Desk	SLA due:	18-03-2015 13:59:29
Category:	Information	Due date:	
Request State:	Waiting for user	Start date:	
Visibility:	Restricted	End date:	

Request Location: 73/2-011

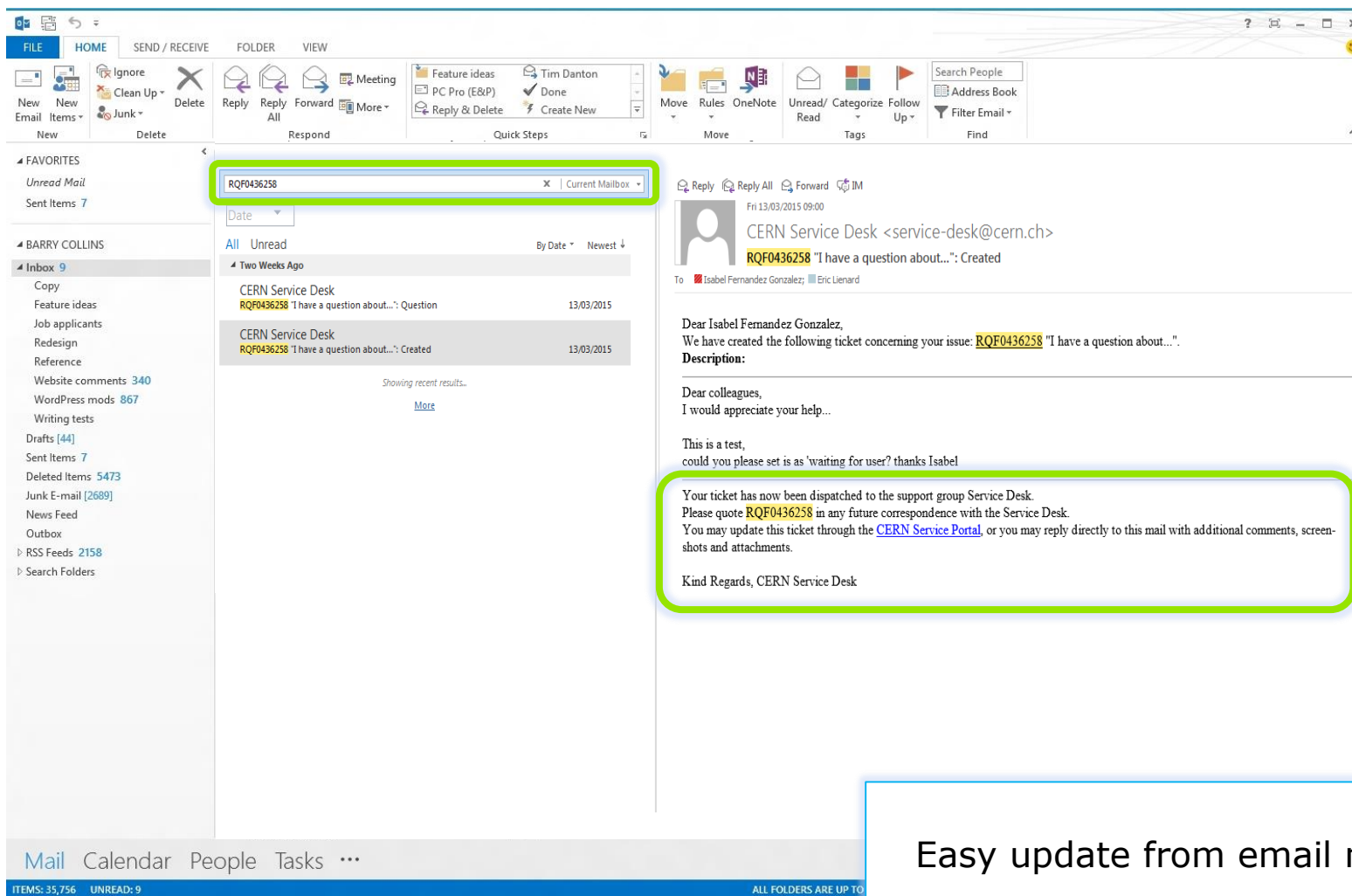
Short Description: I have a question about...

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

Watch list: Eric Lienard



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 search bar and the email body. Another green box highlights the update text in the email body. A blue box at the bottom right contains the text '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 antislissure) in bad state

🔧 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

- 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 antislissure) 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:

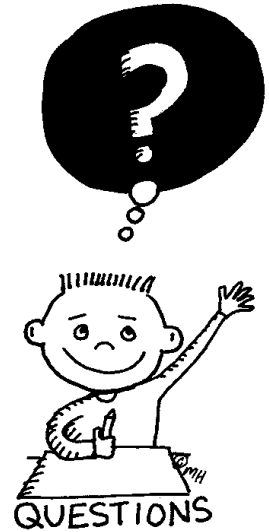
- 🔗 [Cleaning Service procedures](#)
- 🔗 [List cleaning days CERN buildings](#)
- 🔗 [Laundry for CERN work clothes](#)
- 🔗 [Laundry service](#)



<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. A green arrow points from this link to the middle screenshot.
- Middle Screenshot:** The 'The CERN Directory' page is shown. A search dropdown menu is open, showing 'Phonebook' selected. A green box highlights the 'Phonebook' option. A green arrow points from the 'Phonebook' option to the bottom screenshot.
- Bottom Screenshot:** The 'CERN Service Portal' is shown. The page title is 'CERN Service Portal' with the subtitle 'easy access to services at CERN'. The main heading reads 'Your one-stop access to CERN services'. Below this is a search bar and a 'Create a ticket:' section with links for 'Submit a request' and 'Report an incident'.



Service desk

✉ service-desk@cern.ch

📞 [77777](tel:77777)

(+41 22 76 77777 from outside CERN)



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