

Workflow « Travaux neufs Access Control »

EN/AA/AC

Gregory Smith

INTRODUCTION

- Outils utilisés pour le suivi de nos travaux d'installation:
 - ServiceNow - Relation avec le demandeur
 - Infor EAM - Relation avec l'exécutant et traçabilité

Exemple Installation (157_ Zone Gaz)



WORKFLOW nouvelle demande



Formulaire (Record Producer)

SUSI Building Access Management Service

Design, procurement, maintenance and support for physical **access control** systems for non-interlocked (i.e. non-accelerator) areas. This service is also known by th...

- ⚡ Report an Access Control difficulty or malfunction (NOT accelerator areas)
- ⚡ Request for Installation of a new On-line (cabled) Access Control System [KB articles](#)

Request for Installation of a new On-line (cabled) Access Control System ☆

Request for Installation of a new On-line (cabled) Access Control System

* Requestor ⓘ

Gregory Smith x v

* Organic unit responsible

Purpose of the system

Options

Material Security

Intrusion Detection

Personnel Safety

Other purpose

* Detailed purpose of the system

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Area to be controlled

* Please specify the location

104/S-C10 x v

Location Details








* Description of the area to be controlled





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WORKFLOW



SNOW REQUEST OPEN

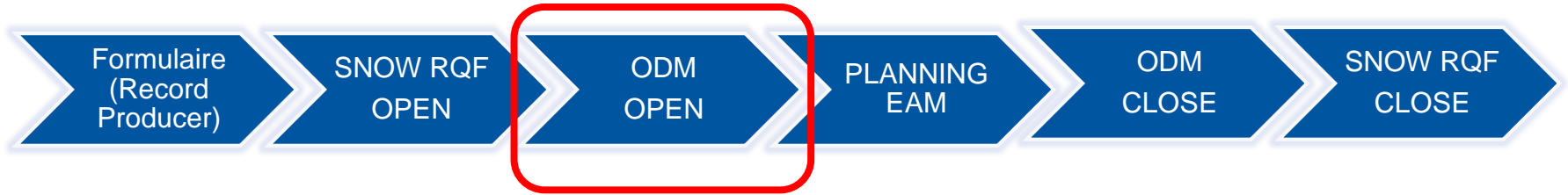
☰ RQF1565053 [Tabs view]        Clone Ask Caller Go to Resolved Send to SD Apply template Update Save

Manage Attachments (7):  PSZ-Y-ES-0001_0.3.pdf [rename] [view]  image003.png [rename] [view]  image002.jpg [rename] [view]  +4

* Caller	<input type="text" value="Giulia Romagnoli"/>	<input type="text" value="RQF1565053"/>
* Service Element	<input type="text" value="SUSI Building Access Management Service"/>	<input type="text" value="07-04-2020 15:04:34"/>
* Functional Element	<input type="text" value="SUSI Projects"/>	<input type="text" value="15-04-2020 11:04:35"/>
Functional Category	<input type="text" value="ACCESS Control - online"/>	<input type="text" value="09-03-2022 12:44:09"/>
* Assignment group	<input type="text" value="SUSI Projects 2nd Line Support"/>	<input type="text" value="Supporter"/>
Assigned to	<input type="text" value="Gregory Smith"/>	<input type="text" value="4 - Low"/>
Request Location	<input type="text" value="157"/>	<input type="text" value="Restricted"/>
Location Flags	<input type="text" value="Non-tertiary"/>	<input type="text" value="Waiting for 3rd party"/>
* Short Description	<input type="text" value="Installation Online ACS: 157"/>	
Description	<p>Online ACS: 157 Organic unit responsible:EN-EA-PE Purpose of the system: Material Security: false Personnel Safety: true Intrusion Detection: false Detailed purpose of the system: Modification of the Experimental Areas Access System Description of the area to be controlled: Buffer Zone and Access control room of the Experimental Areas Access System Other details: TCP/IP socket available?: No Budget code: 72173</p>	

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WORKFLOW



ODM OPEN

Caller Communication | Form | Supporter communication | Related Ticket | Log | CI & Third Party | CI Details | SLA | Activity | Approvals

* Third Party: INFOR

* Third Party Contract: YSAC

Third Party Ticket: 30779559

URL: <https://cmmsx.cern.ch/SSO/eamlight/workorder.xhtml?code=30779559>

* Configuration item: YS-SUSI

Image002.jpg [rename] [view] Clone Ask Caller Go to Resolved Send to S Apply template Update Save

Templates | ServiceNow - Google Chrome

cern.service-now.com/sys_template_list.do?sysparm_target=u_request_fulfillment_u_task_template&sysparm_target_value=&sysparm_refer...

Name	Short description	Functional element	Groups	User	Created
ROF - 05 - Offre en mains		SUSI Projects		Rui Nunes	24-08-2018 18:07:51
ROF - 06 - Attente réponse client		SUSI Projects		Rui Nunes	06-04-2017 16:45:04
ROF - 07 - DAI/TID à passer		SUSI Projects		Rui Nunes	24-08-2018 18:10:16
ROF - 08 - Attente sortie de commande CERN		SUSI Projects		Rui Nunes	24-08-2018 18:11:46
ROF - 09a - à planifier					
ROF - 09b - classé flux					
ROF - 09c - à planifier via ODM					

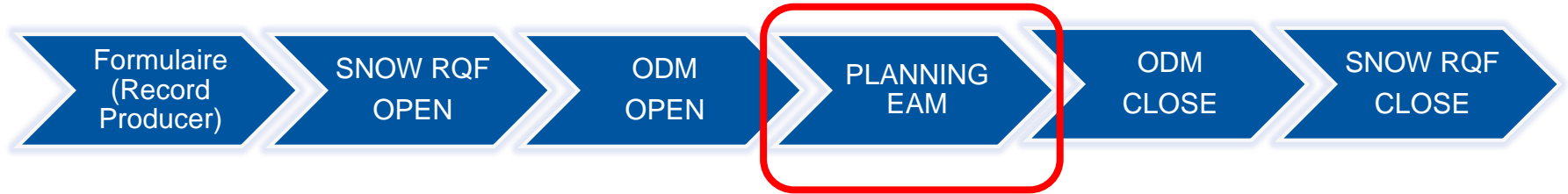
CERN European Organization for Nuclear Research
Organisation européenne pour la recherche nucléaire

CMMS Service - ODM 30779559 - Extrait le: 09/03/2022

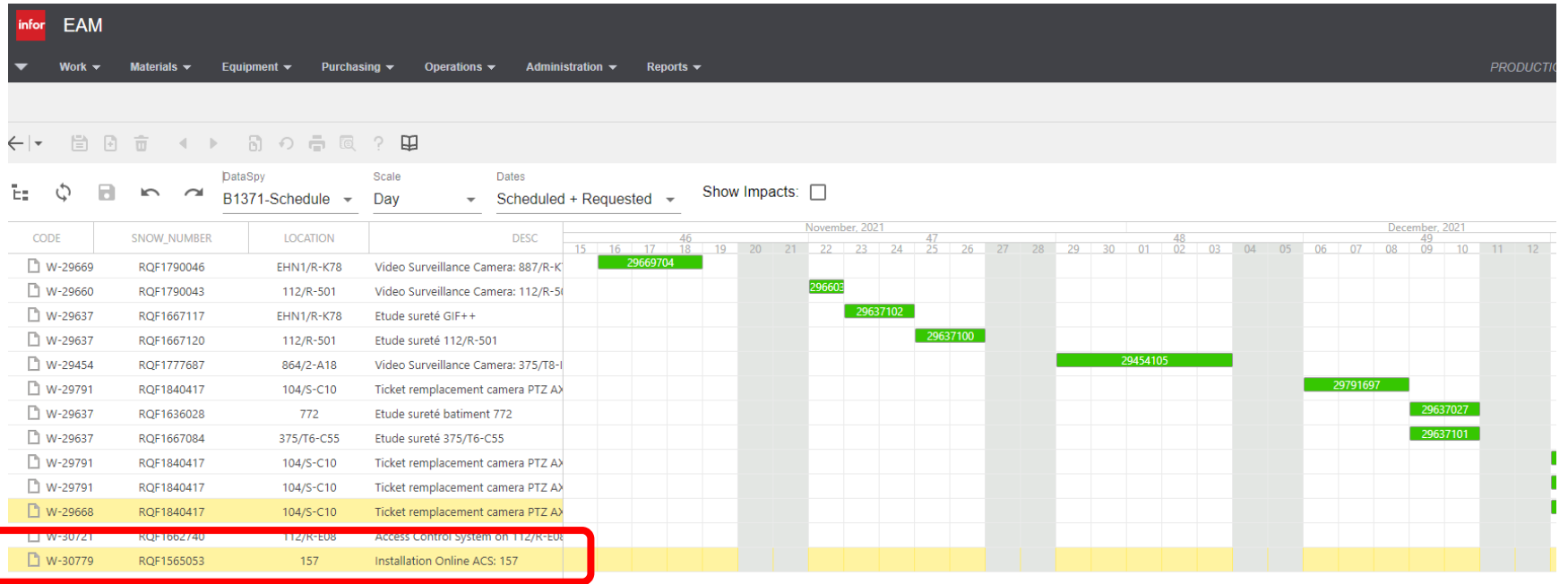
Job Card	ODM	Statut	R (R - Lance)	Sécurité	Critique			
Description	Installation Online ACS-157	M	ODM Pare	Type	T2 (T2 - Travail en installation)			
Opérateur TCR	(YSAC) CONTROLE D'ACCES SUSI		GSMITH	SNOW ID	ROF165593			
Service Maintenance	Route	Description	Emplacement	15711	Demandeur ROMAGNOLI GIULIA 63552 161033			
Objet	Y5-SUSI	Classes	Asses					
Type d'Objet	Contrôle d'accès SUSI	Imputation	No de Série					
Constructeur		Module						
Parent Objet		Description						
Commentaires Objet		Échéance PPM						
Entré le	09/03/2022 12:29							
Signalé le	09/03/2022 12:29							
Date Debut Demandée		Date Fin Dem.						
Date Debut Planifiée		Date Fin Plan.						
Commencé le		Date de Clôture						
Code Problème		Code Action						
Code Defaut		Code Cause						
PPM Code		Description						
Commentaires PPM								
Online ACS: 157								
Organic unit responsible: EN-EA-PE								
Purpose of the system:								
Material security: none								
Personnel Safety: true								
Person Detection: true								
Detailed purpose of the system: Modification of the Experimental Areas Access System								
Description of the area to be controlled: Buffer Zone and Access control room of the Experimental Areas Access System								
Other details:								
Budget code: 7213								
Requester: Giulia Romagnoli								
Organic unit responsible: EN-EA-PE								
Personnel Safety: true								
Detailed purpose of the system: Modification of the Experimental Areas Access System								
Please specify the location: 157								
Location Details: Non-terrestrial								
Description of the area to be controlled: Buffer Zone and Access control room of the Experimental Areas Access System								
Budget code to be used: 7213								
ea530f110a8ab0ca0e181429d9f3c8c1f								
Closing Comments								
<null> by <null>								
Activites								
Activite	Métier	Liste de Matériel	Date Prévue	Fin Estimé	Heures Prévués	Tâche	Description de la Tâche	
Activite	Métier	Serv Maint	Agent			Commencé le	Heures	Retrè le



WORKFLOW



PLANNING EAM



WORKFLOW



ODM CLOSE

- ODM passe en statut RT via le contractant, lorsque les travaux sont terminés.
- Le superviseur CERN passe en statut T
- Celui-ci n'apparaît plus sur le planning EAM

WORKFLOW



SNOW RQF CLOSE

- Le Request passe en close quand l'ensemble des conditions ci-dessous sont vérifié et validé par le responsable CERN
 - INFOR EAM renseigné
 - GIS Portal Access control
 - EDMS Documentation, schéma électrique etc...
 - AEOS
 - Modesti
 - Procès Verbal réception signé par les deux partis

- Le superviseur CERN clôture le ticket.

NEXT STEPS

- Challenge pour l'équipe de développement EAM....
Elaborer un planning commun de nos activités SUSI et ZORA via INFOR.

