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Implementing Service Management processes with Service-Now

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The choice of Service-Now as a tool for handling the request fulfillment and incident management ITIL processes in the IT and the General Services Departments at CERN has created several months of intensive development. Besides the implementation of these two standardized ITIL process it has been a very interesting task to model CERN Service catalogue in the tool. The integration with third party systems and workflows, as SSO, GGUS, organization data, knowledge base, has started and will be a running task for the next couple of years. The biggest challenge will be the transition of existing non-ITIL processes implemented in other tools into Service-Now.

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