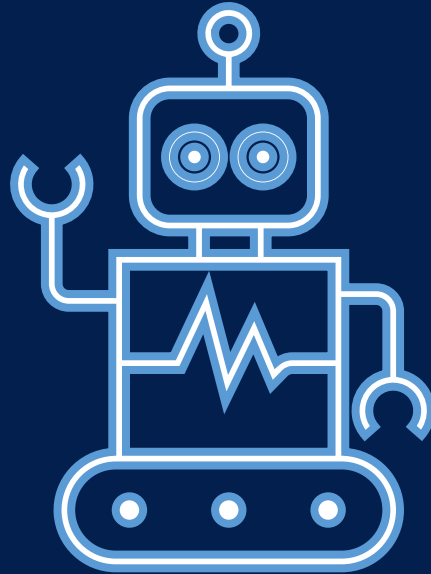


Automate for an excellent service ...delivered by your contractors!



Site and Civil Engineering Department
Technical Seminar

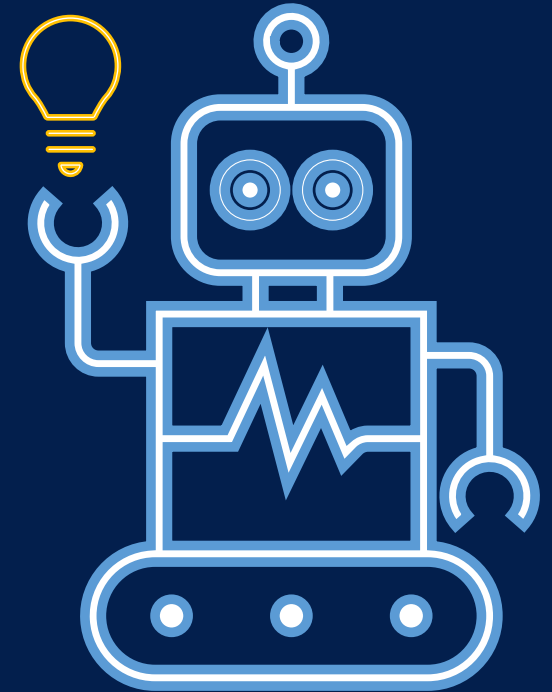
CERN, 1st July 2024



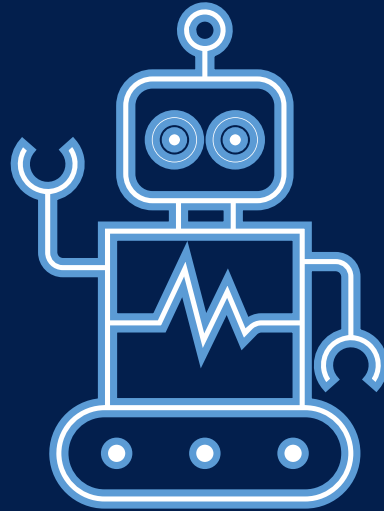
SCE
Site and Civil Engineering

Agenda

- **Introduction**
Gyorgy BALAZS (SCE-SMS)
- **Managing network field support using only ServiceNow**
Daniele POMPONI (IT-CS)
- **Integrated process across systems for Electrical&HVAC interventions** Andrea FERRUS PICO, Guillaume ROUGE (SCE-SAM-IN)
- **Building components of accelerators using a well orchestrated workflow** Wim WETERINGS (SY-AR)
- **(New!) ServiceNow + InforLN to manage external jobs and billing efficiently** David MOLINER REYERO (SCE-SMS)
- **Q & A**



Managing network field support using only ServiceNow



Daniele POMPONI (IT-CS)
01-07-2024

ServiceNow Work-Tasks Reports and Dashboard

More granularity on the tasks carried out by the contractor.
Easy and transparent billing life-cycle for both parties.

Firstline contract background:

- Based on standard tasks
- A team of 12 technicians
- Installation and maintenance of network and telephony equipment at CERN
- 24/7 support for critical IP and telephony networks

Reports and Dashboard

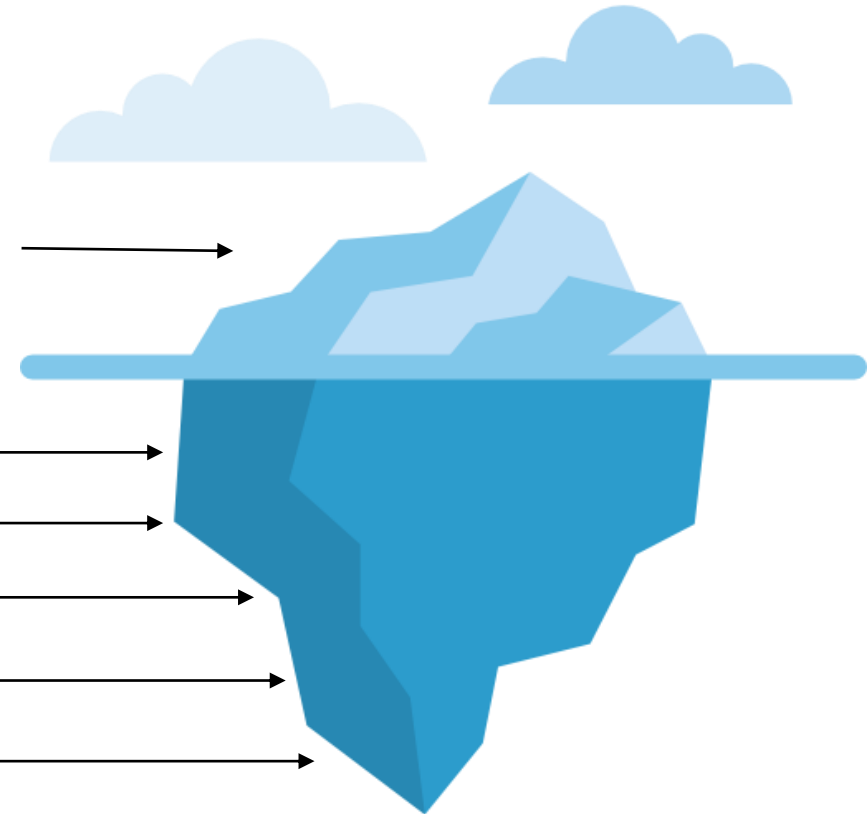
Work-Tasks

Templates

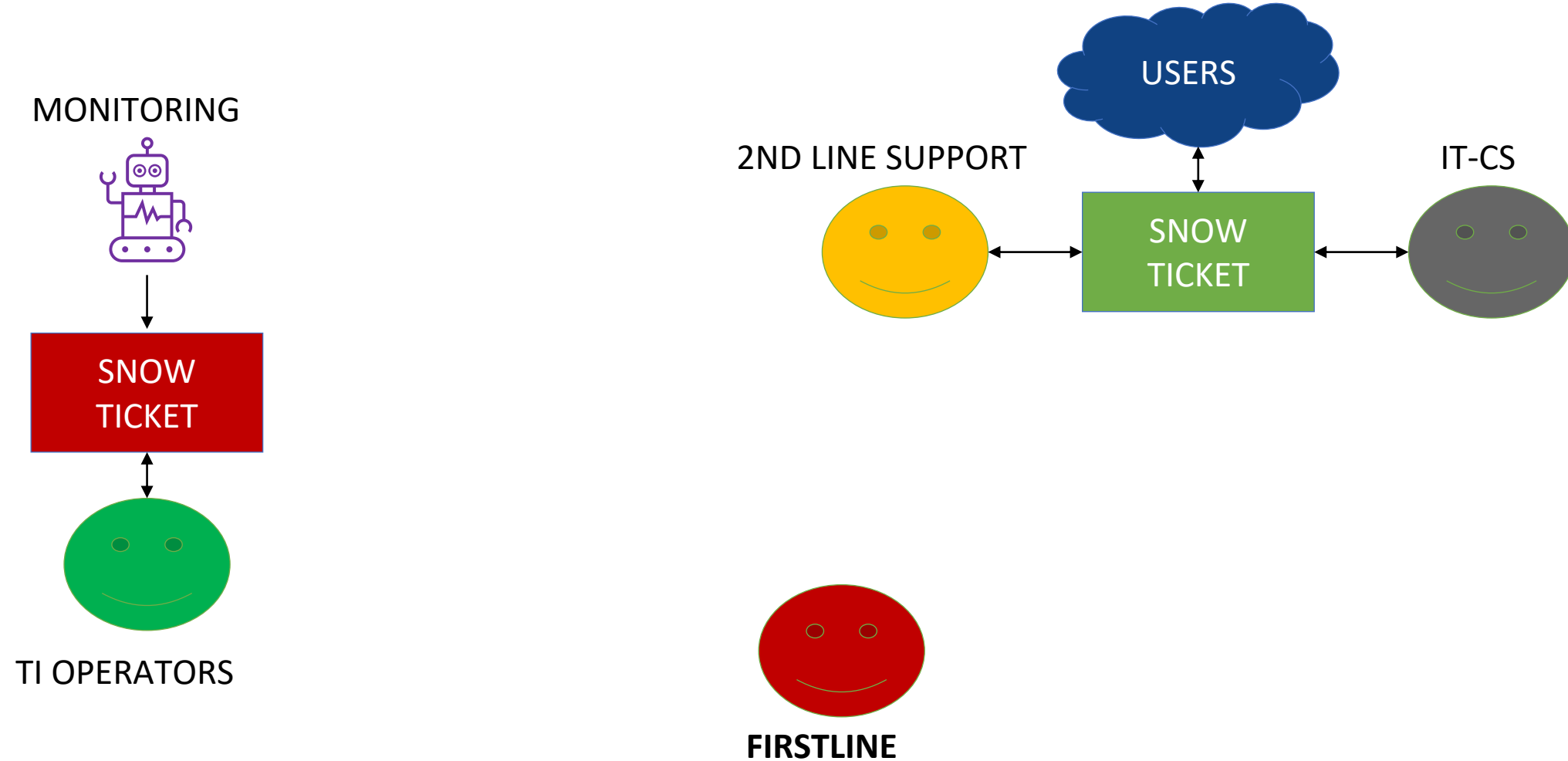
Record producers

Testing and automation

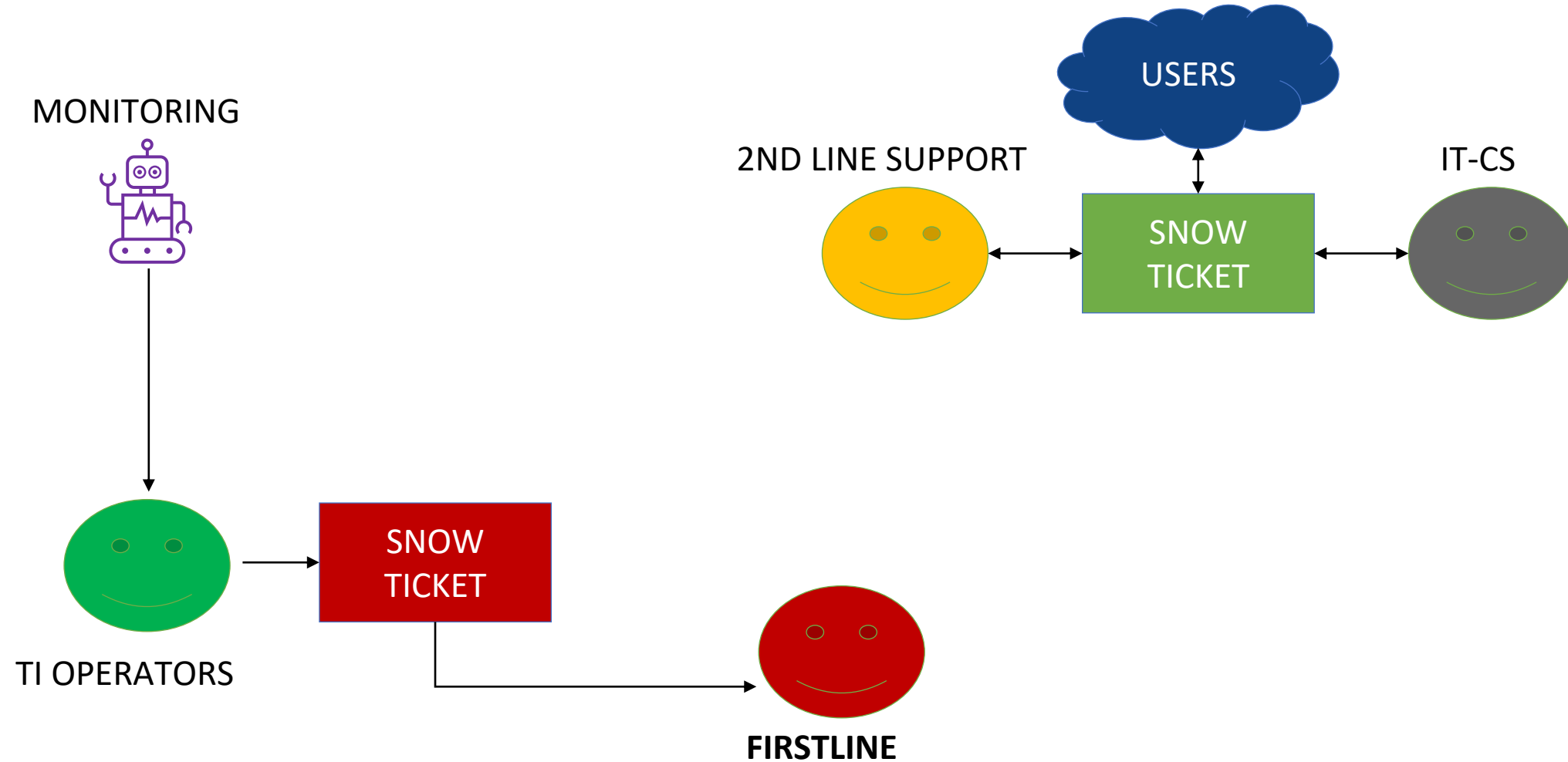
And so on ...



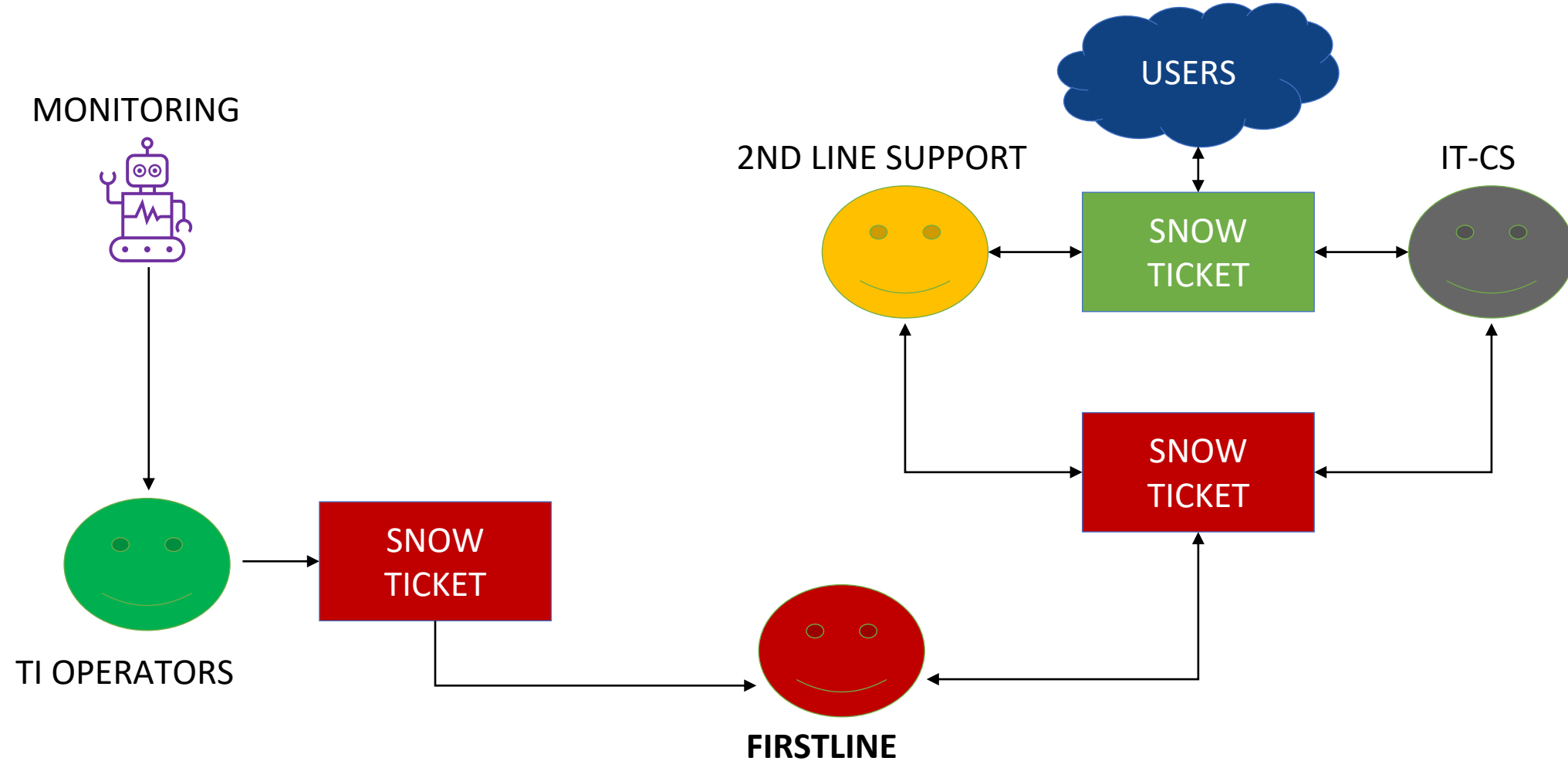
How the Firstline interacts with ServiceNow



How the Firstline interacts with ServiceNow



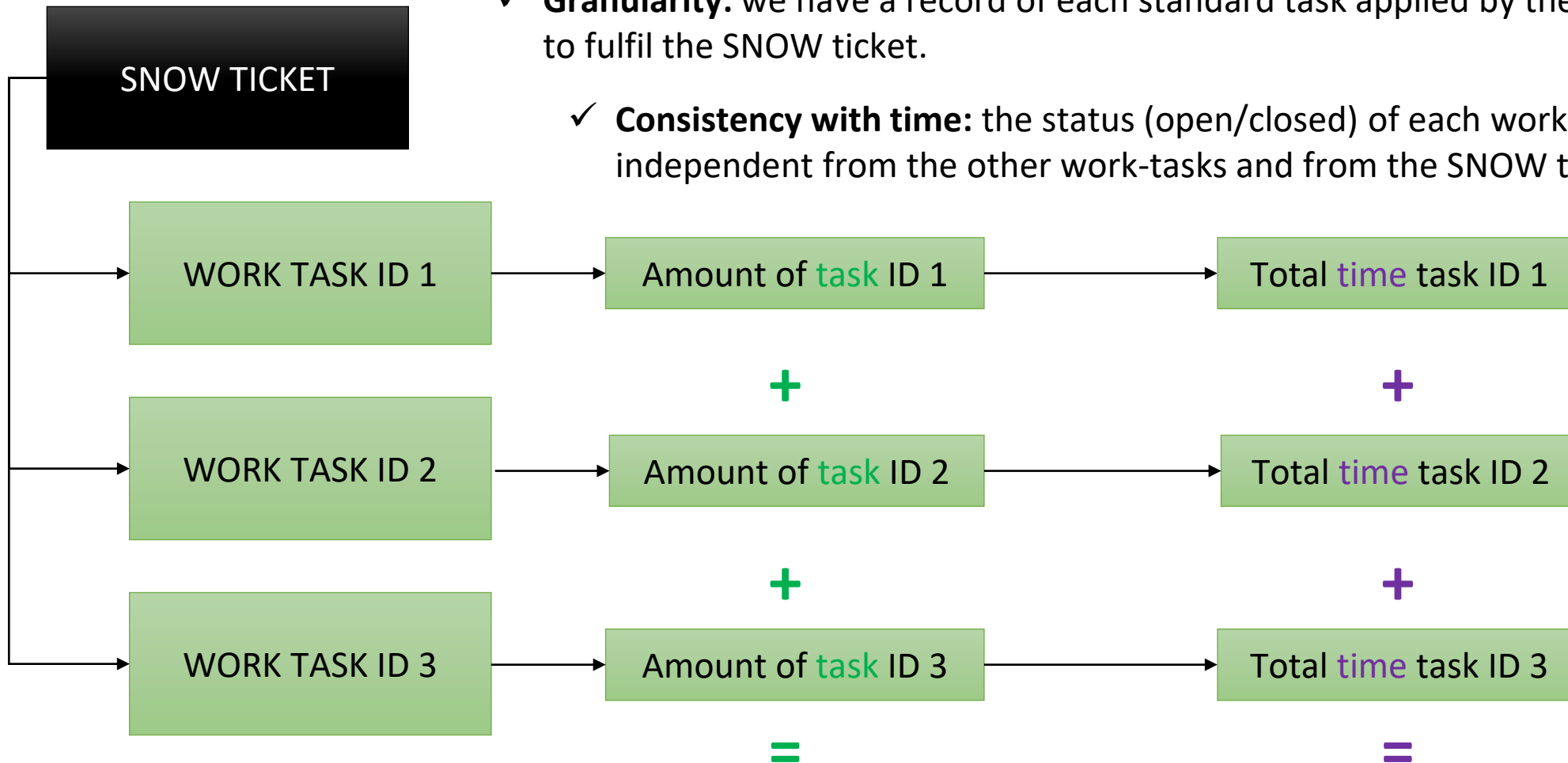
How the Firstline interacts with ServiceNow



Why Service-Now Work-Tasks?

✓ **Granularity:** we have a record of each standard task applied by the contractor to fulfil the SNOW ticket.

✓ **Consistency with time:** the status (open/closed) of each work-task it is independent from the other work-tasks and from the SNOW ticket itself.



✓ **Transparency:** total **task** / **time** claimed by the contractor to fulfil the SNOW Ticket

Real example: SNOW request to install, cable, configure and label 7 network switches in the computer centre.

Task SLAs (1) Work Tasks (4) Detail Requests

Work Tasks Search for text Search 1 to 4 of 4

Parent Task = RQF2278676 1

	Number	Functional Category	Short Description	Assignment group	Assigned to	State	Amount	Actual duration	Exclude from statistics	
<input type="checkbox"/>	WT0903135	N10	Network equipment, outlets or fibres relabelling	IT/CS Technicians 3rd Line Support	Mattia Ponziani	Closed Complete	1	1 Hour	false	
<input type="checkbox"/>	WT0903134	N4	Creation or removal of fibre optic links (without intermediate connections)	IT/CS Technicians 3rd Line Support	Mattia Ponziani	Closed Complete	7	8 Hours 45 Minutes	false	
<input type="checkbox"/>	WT0903133	N5	Creation or removal of fibre optic links (with intermediate connections)	IT/CS Technicians 3rd Line Support	Mattia Ponziani	Closed Complete	1	2 Hours 15 Minutes	false	
<input type="checkbox"/>	WT0903131	N18	Installation or replacement of up to 5 network equipment	IT/CS Technicians 3rd Line Support	Mattia Ponziani	Closed Complete	2	10 Hours	false	
								Sum	22 Hours	

1 [RQF2278676](#): main SNOW

2 Work-task for each different standard task applied to fulfil SNOW request

3 Standard-task defined in the contract S268

4 Standalone state (open/closed) for each work-task linked to the parent ticket

5 Amount of time that a given standard task has been applied

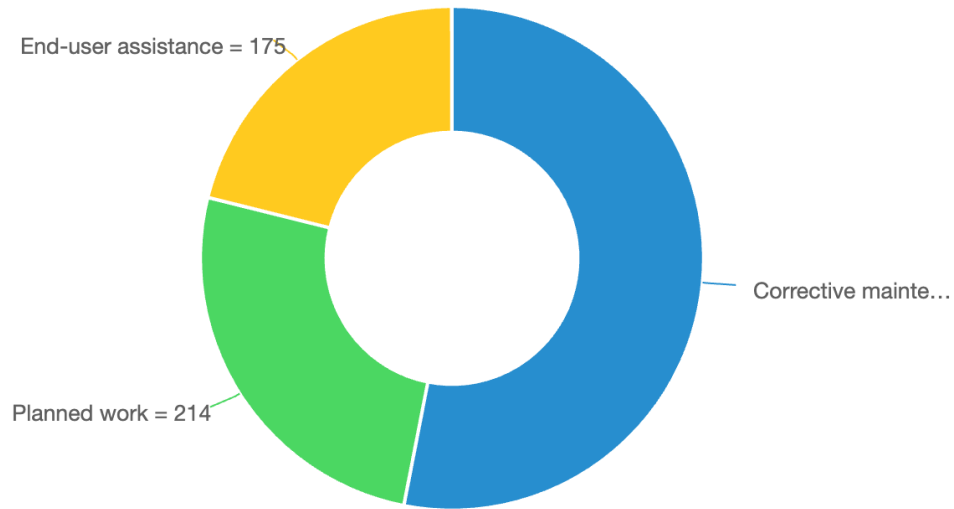
6 Time of the corresponding standard-task defined in the contract S268, multiplied by the amount of time that the given task has been applied to fulfil the request

7 Excluded from statistics flag used in case of human mistake during the creation of WT: allowed only to FE functional managers

Work-task automation and data validation

- ✓ The creation of work-tasks can be automated for tickets generated through a record producer.

IT-CS - Firstline standard INC amount from 01/04/23 - 31/03/24 [2ndY]

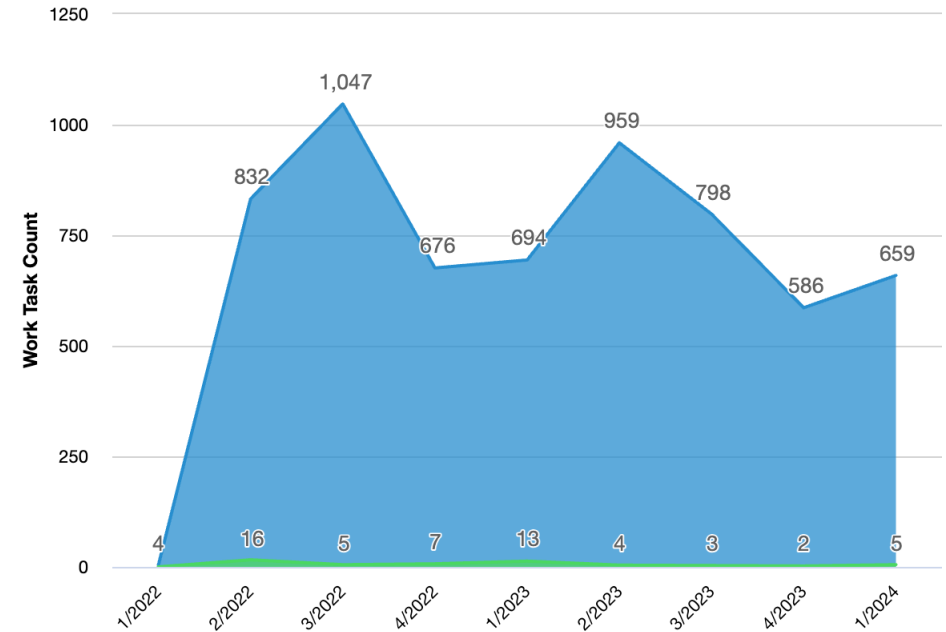


Corrective maintenance = 440 (53.08%) | Planned work = 214 (25.81%) | End-user assistance = 175 (21.11%)

- ✓ During the second year of contract S268, thanks to this automation **830 WORK-TASKS have been generated automatically** without additional administrative clicks on the contractor side.

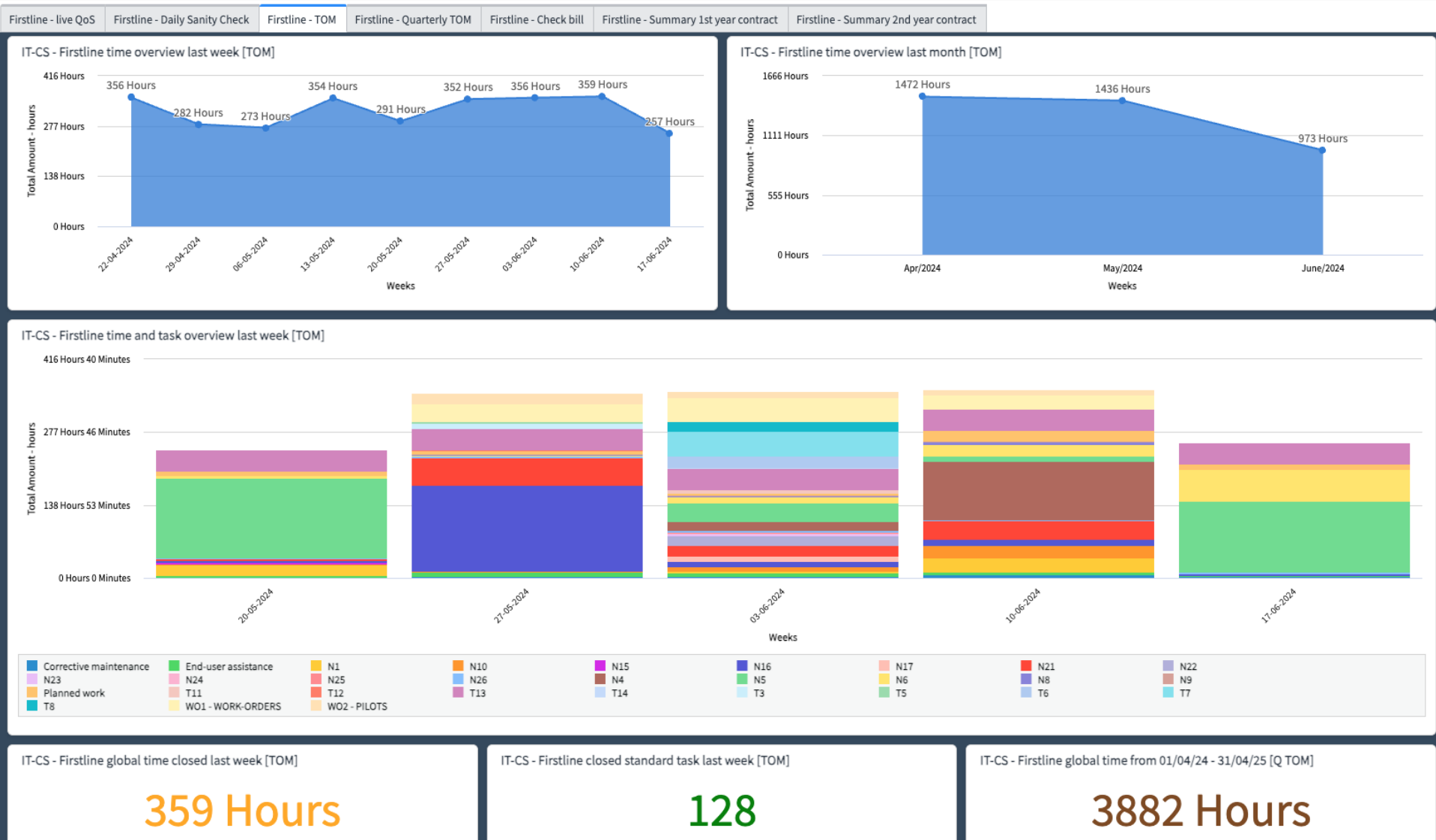
- ✓ Work-tasks can be easily inspected with reports acting as sanity checks.

IT-CS - Firstline WT excluded from statistics 01/04/22 - 31/03/24 [2ndY]

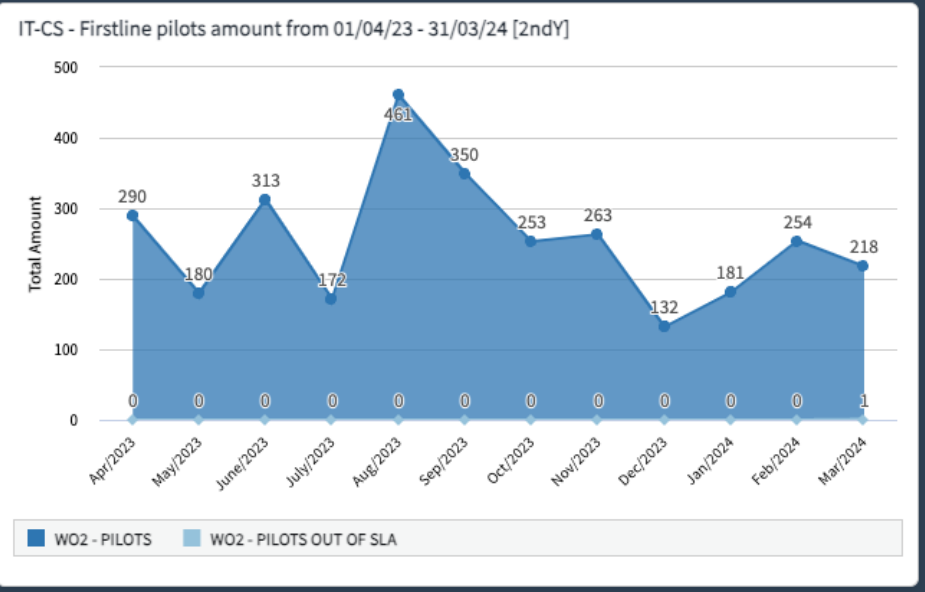
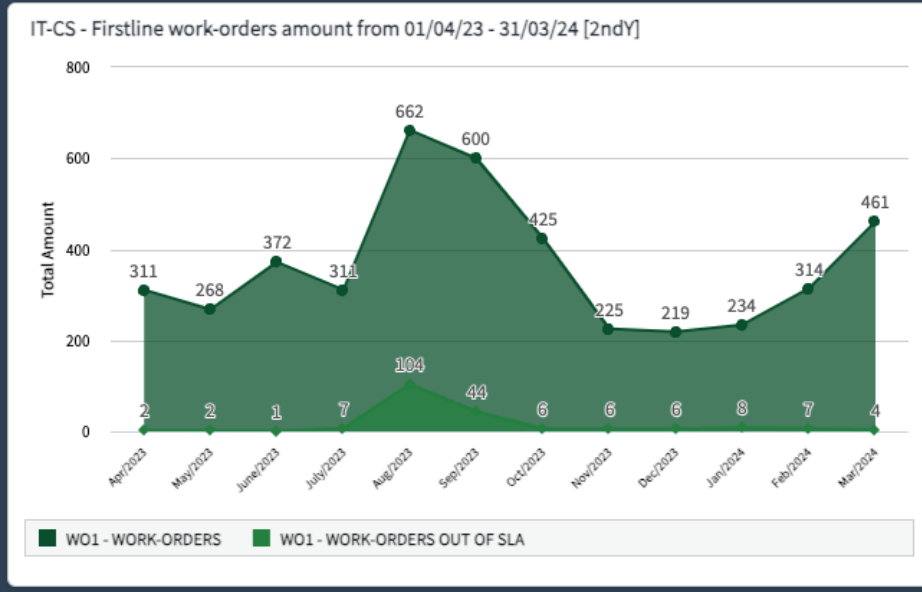
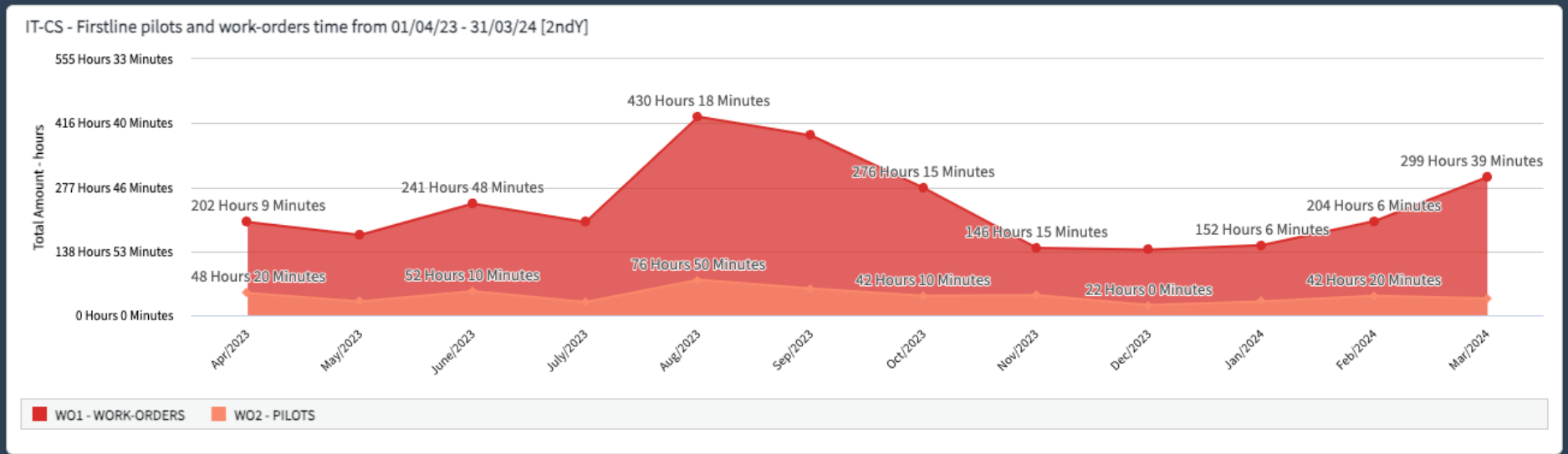


- ✓ During the first year of contract S268, **only 41 WTs out of 3293** have been flagged as “exclude from statistics” (1.25%) – last year **only 14 WTs out of 3017** (0.46%)

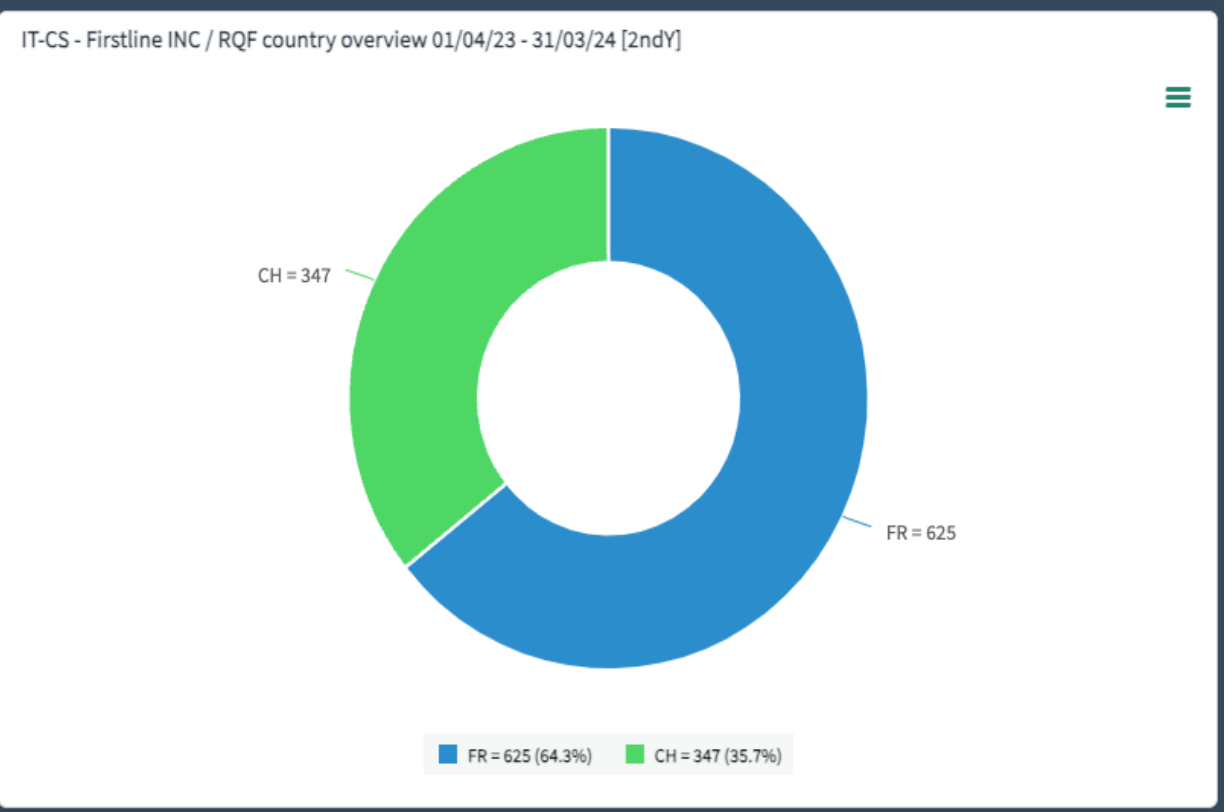
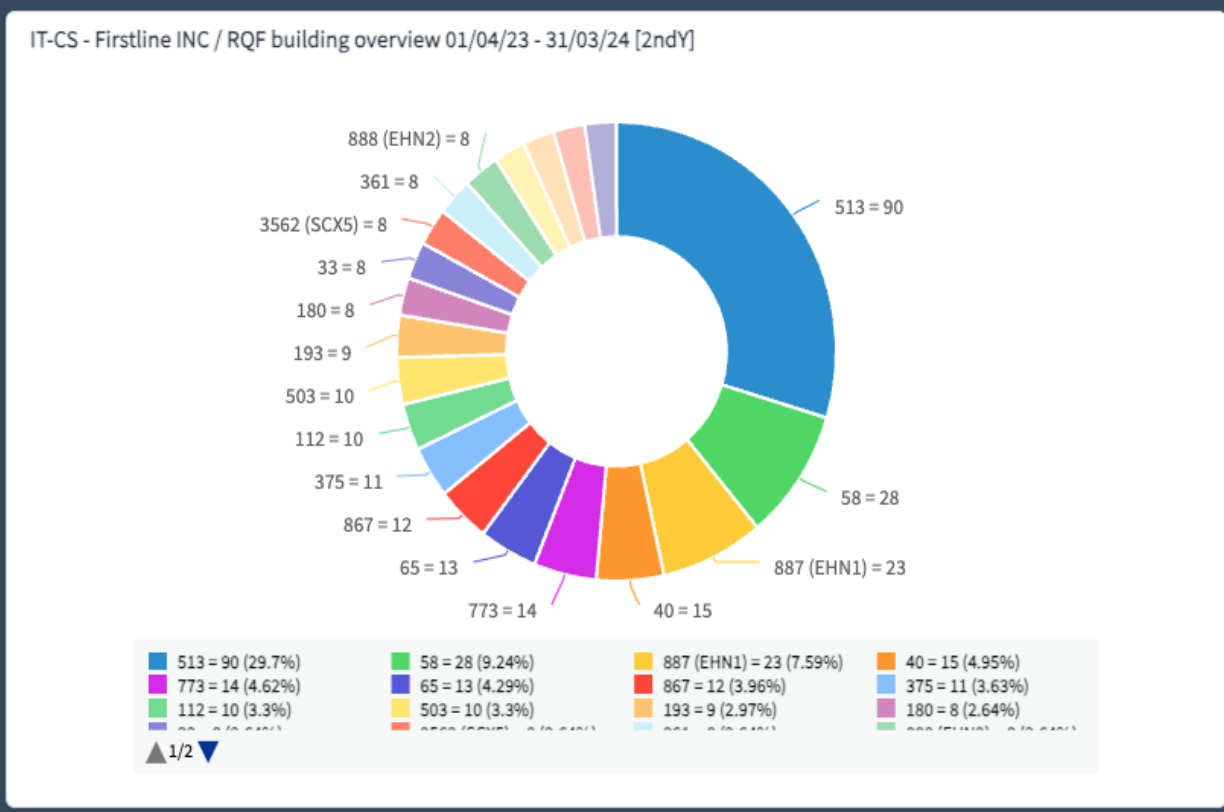
Overall view thanks to ServiceNow Dashboards



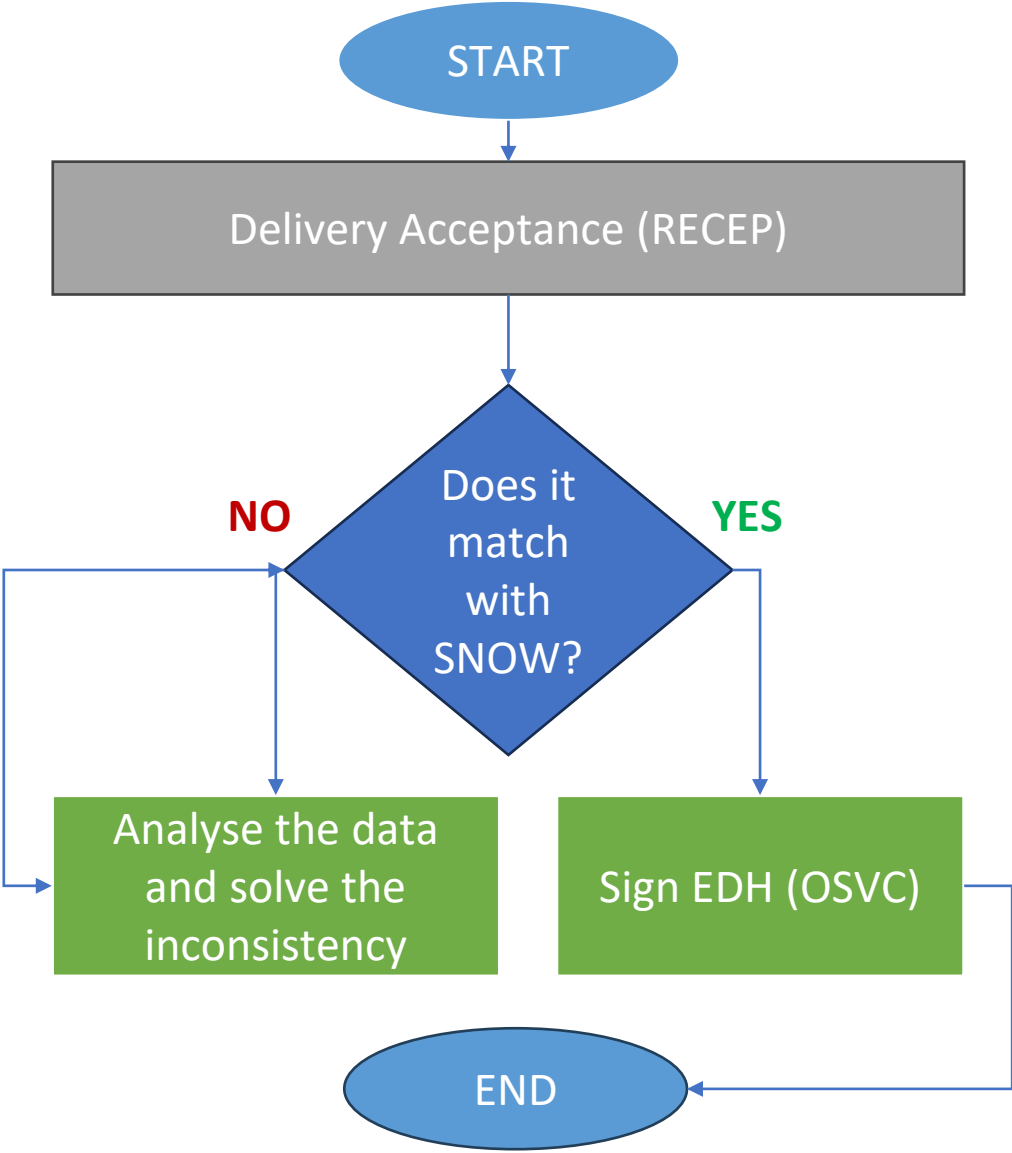
Statistics about connection requests:



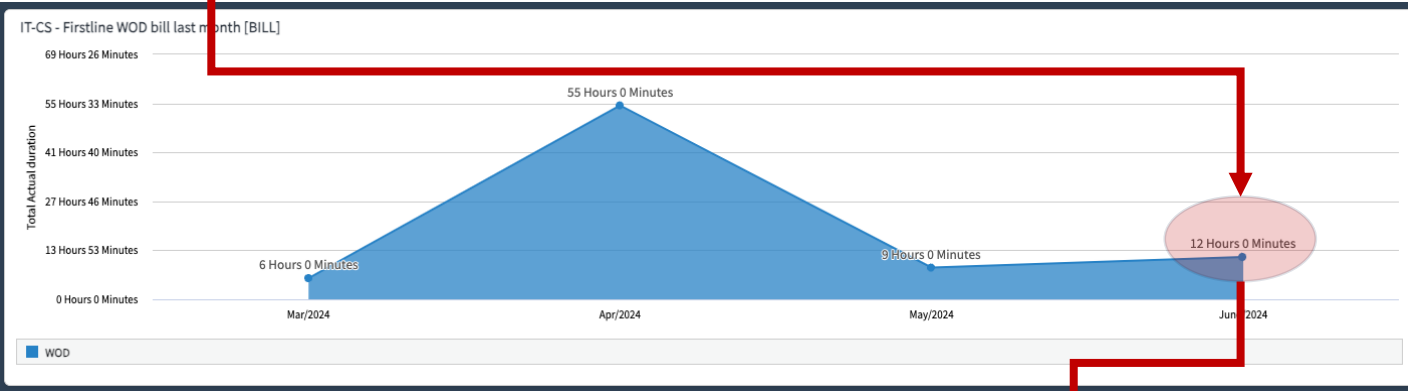
Statistics about locations:



Easy and transparent billing life-cycle for both parties



Monthly bill sent by the contractor claiming for a certain amount of money justified by 12 hours.



Number	Parent Task	Assigned to	State	Short Description	Actual duration	Exclude from statistics
WT1054430	RQF2706638	Eva Trabal Masnou	Closed Complete	Work on demand - activity not covered by standard tasks	1 Hour	false
WT1052655	RQF2695740	Jerome Grosnelly	Closed Complete	Work on demand - activity not covered by standard tasks	1 Hour	false
WT1052652	RQF2684390	Jerome Grosnelly	Closed Complete	Work on demand - activity not covered by standard tasks	1 Hour	false
WT1049996	RQF2692023	Jose David Areosa Naya	Closed Complete	Work on demand - activity not covered by standard tasks	2 Hours	false
WT1049631	RQF2624339	Eduardo Tarrío Santiago	Closed Complete	Work on demand - activity not covered by standard tasks	4 Hours	false
WT1049628	RQF2690521	Eduardo Tarrío Santiago	Closed Complete	Work on demand - activity not covered by standard tasks	2 Hours	false
WT1048781	RQF2690095	Eva Trabal Masnou	Closed Complete	Work on demand - activity not covered by standard tasks	1 Hour	false

= 12



Our opinion after two years

- ✓ Work-tasks have proven to be a perfect solution to have the right granularity where a ticket requires multiple tasks to be fulfilled, and the administrative part remains easily manageable.
- ✓ Dashboards are user-friendly: easy to build and maintain. With a solid base of data present in SNOW we can keep everything under control efficiently.
- ✓ Dashboards have proven to be an added value for both parties: our group and the contractor. This tool is used daily as a single source of truth to constantly monitor activities and performance from both users (QoS) and contractual point of view (SLAs and Billing life-cycle).
- ✓ We strongly believe that this type of contract management approach will also have a positive impact when defining the requirements for future contractor tenders. We will be able to make predictions on the type of tasks more precisely and consequently optimize costs and management.

Dashboards: not only to monitor contractors!

IT-CS Network Support
+

IT/CS technicians

IT/CS Firstline ticket

[NETCOM] Counter assigned tickets

40

[NETCOM] Counter NOT assigned tickets

22

[NETCOM] Today's IT-CS OTGs

Number	Short description	Type	Begin	End	Created by
OTG0150381	Migration of the Call Center servers out...	Planned Intervention	20-06 13:00 <small>1 hour from now</small>	20-06 14:00 <small>2 hours from now</small>	rsierra
OTG0150456	Deployment of new versions of LanDB appl...	Planned Intervention	20-06 12:00 <small>32 minutes from now</small>	20-06 14:00 <small>2 hours from now</small>	mkhelif
OTG0150237	Orange - Shutdown of the outdoor antenna...	Planned Intervention	17-06 08:00 <small>4 days ago</small>	21-06 17:00 <small>Tomorrow at 05:00 PM</small>	marcantd
OTG0149856	French TETRAPOL repeater out of order	Service Incident	02-05 13:00 <small>6 weeks ago</small>		apascal

[NETCOM] INC & RQF not assigned opened by users

Number	Short Description	Assignment group	Assigned to	Opened	Updated	Updated by	State
INC3935944	IP assignment still on hold	Network Operations 3rd Line Support	(empty)	18-06 13:08 <small>2 days ago</small>	18-06 16:51 <small>2 days ago</small>	zorand	Open
INC3934697	eduroam authentication fails	Eduroam 3rd Line Support	(empty)	17-06 21:08 <small>3 days ago</small>	19-06 08:34 <small>Yesterday at 08:34 AM</small>	franck	Open
INC3904454	wifi not working in 568/R-002	Network Operations 3rd Line Support	(empty)	01-06 10:21 <small>2 weeks ago</small>	06-06 17:22 <small>1 week ago</small>	asosnows	Open
INC3885479	0513-C-MG100 - unable to access the BMC web pages	Datacenter Network 3rd Line Support	(empty)	22-05 09:36 <small>4 weeks ago</small>	27-05 13:03 <small>3 weeks ago</small>	hroussea	Open
RQF2665813	Internal ticket to follow-up on OTG0149898 - INC3855091	Network Operations 3rd Line Support	(empty)	15-05 13:27 <small>5 weeks ago</small>	21-05 10:03 <small>4 weeks ago</small>	zorand	Open

[NETCOM] INC not assigned opened by Spectrum

Number	Short Description	Assignment group	Opened	Updated	Updated by	State
INC3938583	[GNI] MAJOR "ACL_UPDATE_ALARM"	Network Operations 3rd Line Support	19-06 18:32 <small>16 hours ago</small>	19-06 18:41 <small>16 hours ago</small>	gniweb	Open
INC3938532	[GNI] no_contact	Fixed Telephony 3rd Line Support	19-06 17:27 <small>17 hours ago</small>	19-06 17:27 <small>17 hours ago</small>	gniweb	Open
INC3938327	[GNI] MAJOR "PERCENT_ERRORS_THRESHOLD_EXCEEDED"	Network Operations 3rd Line Support	19-06 15:58 <small>19 hours ago</small>	19-06 19:13 <small>16 hours ago</small>	gniweb	Open
INC3934668	[GNI] MAJOR "PERCENT_ERRORS_THRESHOLD_EXCEEDED"	Network Operations 3rd Line Support	17-06 20:40 <small>3 days ago</small>	17-06 20:42 <small>3 days ago</small>	gniweb	Open
INC3931619	[GNI] MAJOR "HIGH_AGGREGATE_MEMORY_UTILIZATION"	Network Operations 3rd Line Support	14-06 21:33 <small>6 days ago</small>	17-06 06:15 <small>4 days ago</small>	gniweb	Open
INC3931186	[GNI] MAJOR "HIGH_AGGREGATE_CPU_UTILIZATION"	Network Operations 3rd Line Support	14-06 15:27 <small>6 days ago</small>	17-06 02:14 <small>4 days ago</small>	gniweb	Open

[NETCOM] INC & RQF already assigned

Number	Short Description	Assignment group	Assigned to	Opened	Updated	Updated by	State
▶ Assigned to: Anna Raczynska (4)							
▶ Assigned to: Claudio Lancia (11)							
▶ Assigned to: Daniele Pomponi (9)							
▶ Assigned to: Jerome Diego Orand (15)							
▶ Assigned to: Yosri Ben Salem (1)							



Dashboards: not only to monitor contractors!

[CSOP] IT/CS - High-Impact OTGs to Review

Number	Short description	Functional element	Begin	Number	Short description	Functional element	Created by
OTG0150414	[Cloud Infrastructure] Compute APIs timi...	Cloud Infrastructure	10-06 08:44 11d ago	OTG0150424	LandB SOAP API and Network portal timeouts	Software for Network and Telecom	mkelif

1 total Outages

[CSOP] IT/CS - Open service incidents

1

[CSOP] IT/CS - Open problems

2

[CSOP] IT/CS - Total outages to be checked

24

[CSOP] IT/CS - Interventions potentially gone wrong

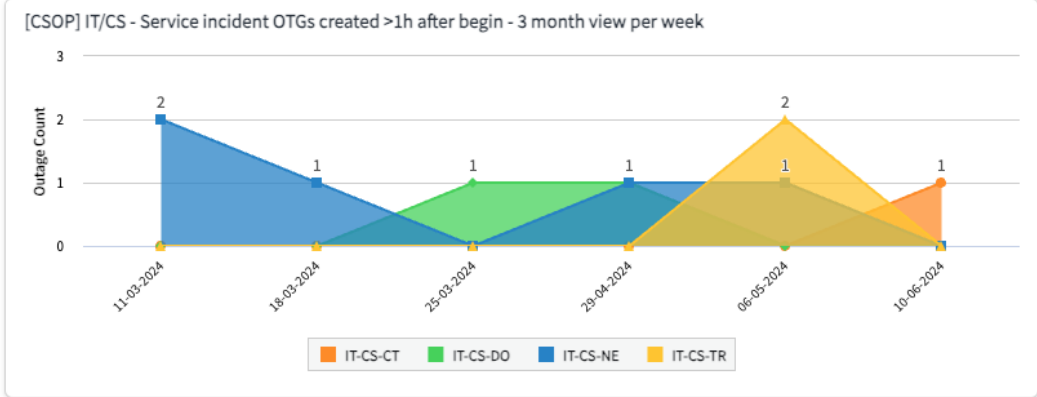
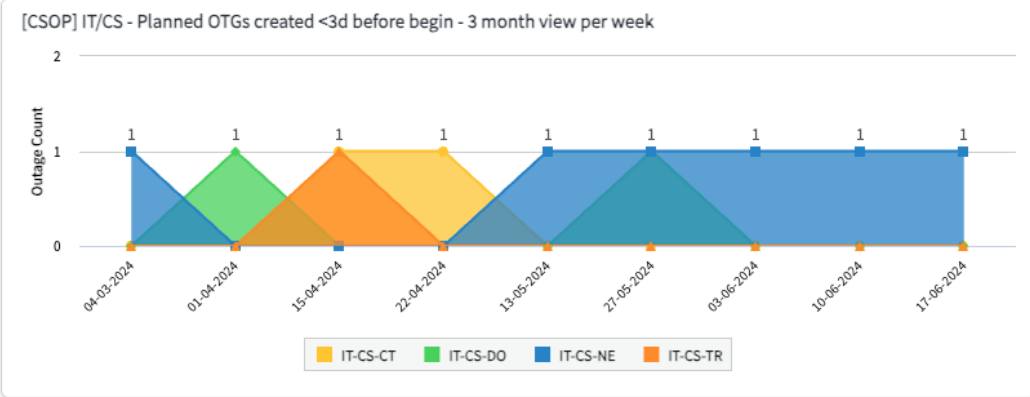
0

[CSOP] IT/CS - Planned intervention last 7 days caused by IT/CS

0

[CSOP] IT/CS - Service incidents last 7 days caused by IT/CS

0





Thanks for your attention!

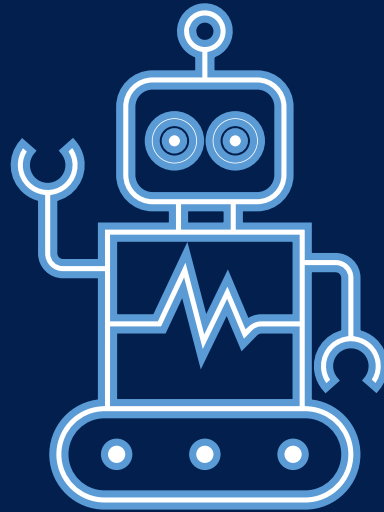
Thanks to:

G. Blazas (SCE-SMS)

N. Kane (IT-TD-SM)

F. Trevisani (IT-TD-SM)

Integrated process across systems for Electrical & HVAC interventions



Guillaume Fernand Rouge (SCE-SAM-IN), Andrea Ferrus Pico (SCE-SAM-IN)

01/07/2024

Mandate

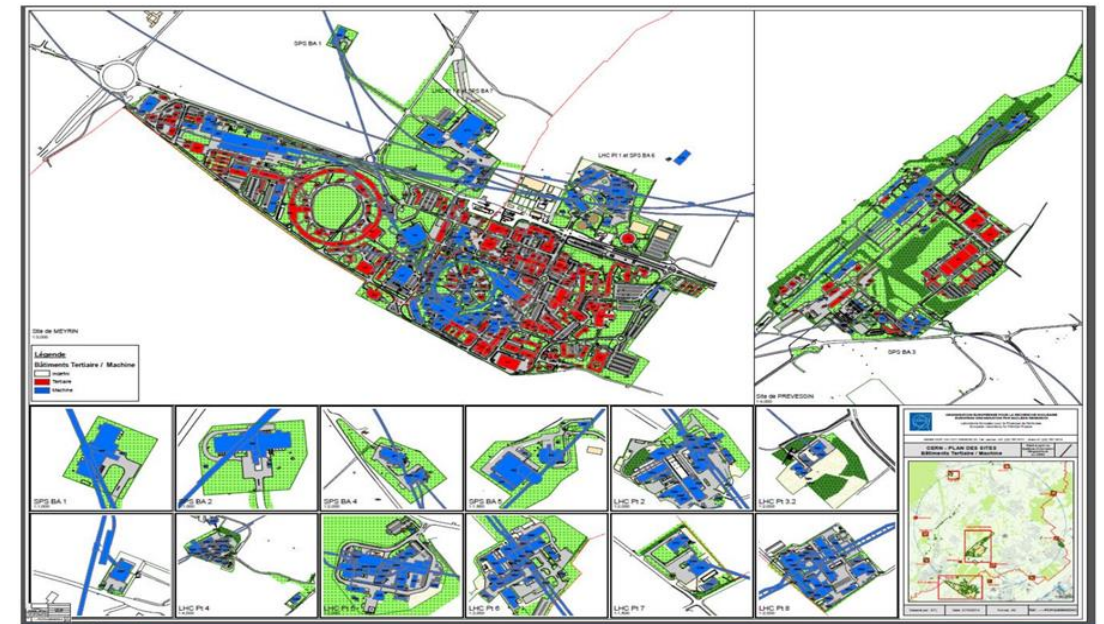
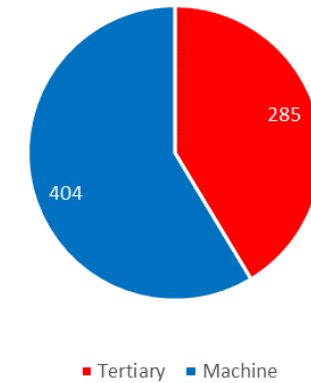
SCE-SAM-IN section is in charge of the **design, specification, tendering, works follow up, tests, acceptance, operation, and maintenance**, in the following fields:

- **HVAC** (Heating, Ventilation, Cooling, air conditioning, specific extraction)
- **Fluids** (water cooling, compressed air, gas, fire fighting, filling)
- **Electricity** (power distribution, lighting, machine powering)
- **Sanitary** (drinking water, domestic water, solar panels, water fountains, safety)

For CERN «**tertiary**» buildings



Number of buildings



HVAC, SANITARY & ELECTRICAL Domains



- Heating plants, district heating and heating circuits,
- Chilled water productions and a/c units,
- Ventilation systems,
- Compressed air distribution,
- Hot domestic water production,
- Water distribution, sanitary devices, solar panels,
- Electrical power and control boards and plcs,
- Indoor lighting and public lighting,
- Electrical power systems and sockets.

350 structures and barques,

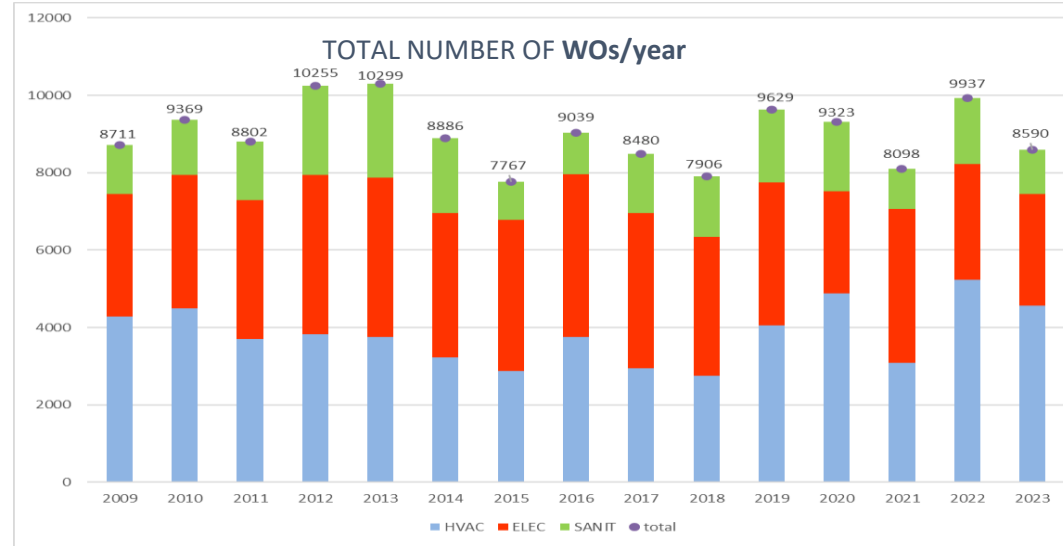
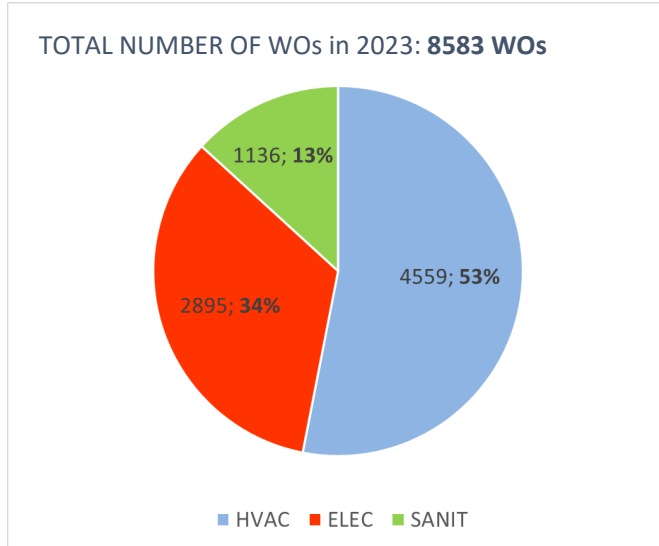
1 children school, 3 restaurants, 3 hotels (495 rooms) 150 meeting & conference rooms
100 workshops, 400 labs
30 clean rooms, 20 RP areas and source labs.

2 heating plants, 6 boilers.
27 km district heating.

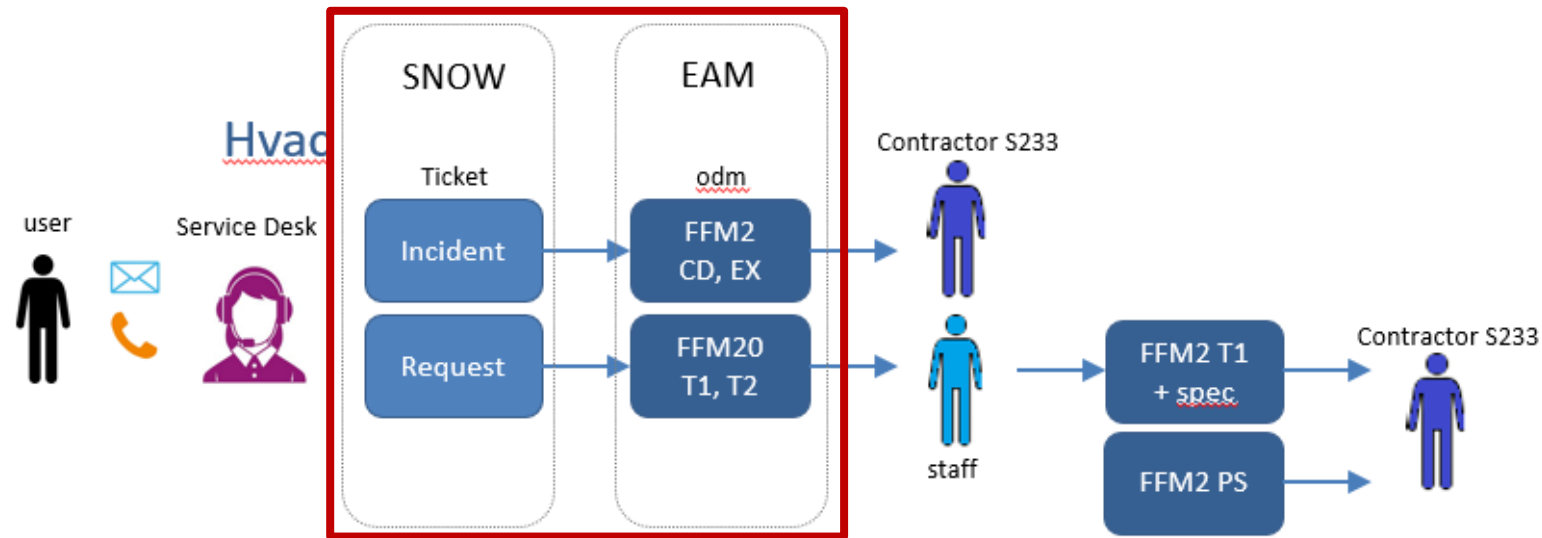
100 heating sub-stations
200 domestic hot water productions

100 000 lighting points
500 AHUs, 350 extraction fans
70 chillers, 500 split systems
1000 electric boards.

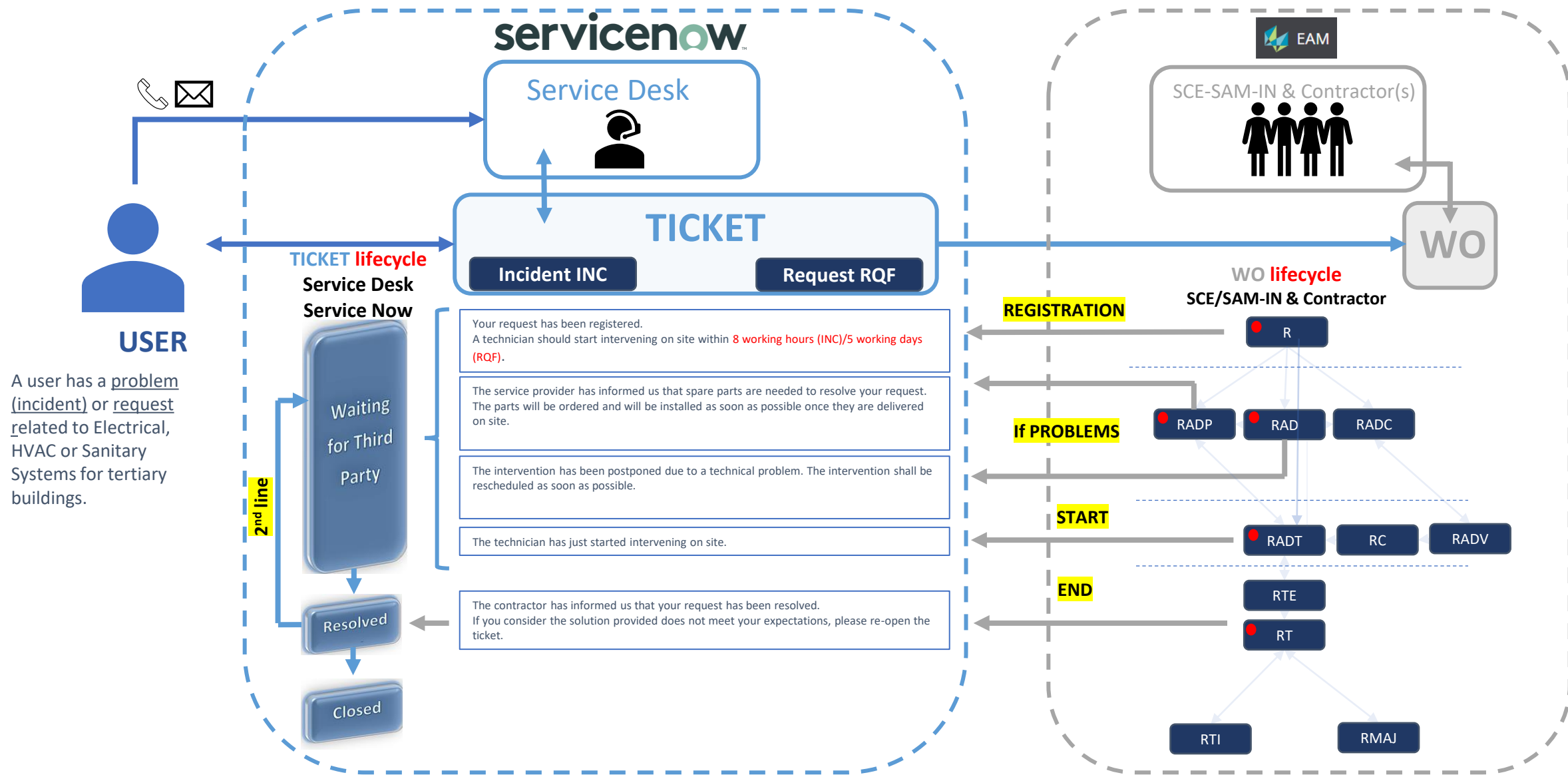
Service: number of ODMs (<> tickets)



- Incidents
- Request
- Preventive maintenance
- Works and modifications
- Consolidation
- Projects, new buildings

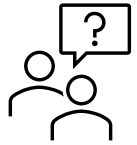


Workflow tickets and WOs with automated messages



A user has a problem (incident) or request related to Electrical, HVAC or Sanitary Systems for tertiary buildings.

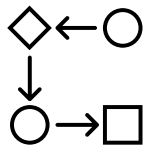
Pros, Cons and their future actions



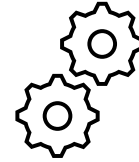
Improved responsiveness and keep fluent communication with the requester.



Reduction in communication errors.



Traceability.

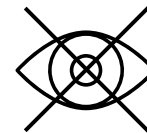


Complex process.



ACTION

Documentation, revision and process maintenance.



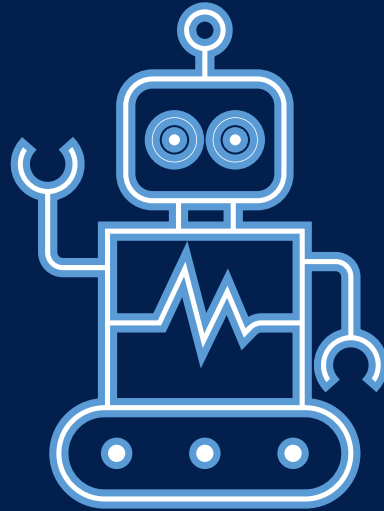
Loss of visibility in the second line.



ACTION

To improve the 2nd line management process.

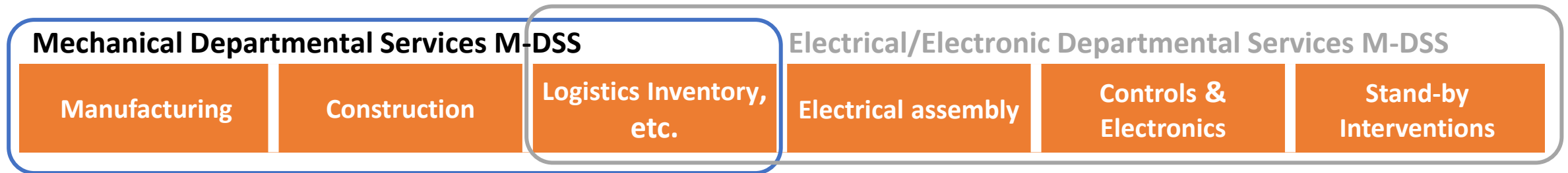
SY Departmental Service Support



Wim WETERINGS (SY-AR)
01-07-2024

SY Departmental Service Support (DSS)

- The DSS S264/SY contract started in July 2022
- With Services divided into 2 distinct Competencies:



- DSS workforce grouped by Competency and execute the requested Services within the whole SY department.
- Each DSS Service has a specific hourly rate and DSS personnel is invoiced on performed Services and not qualification (as was for FSU).

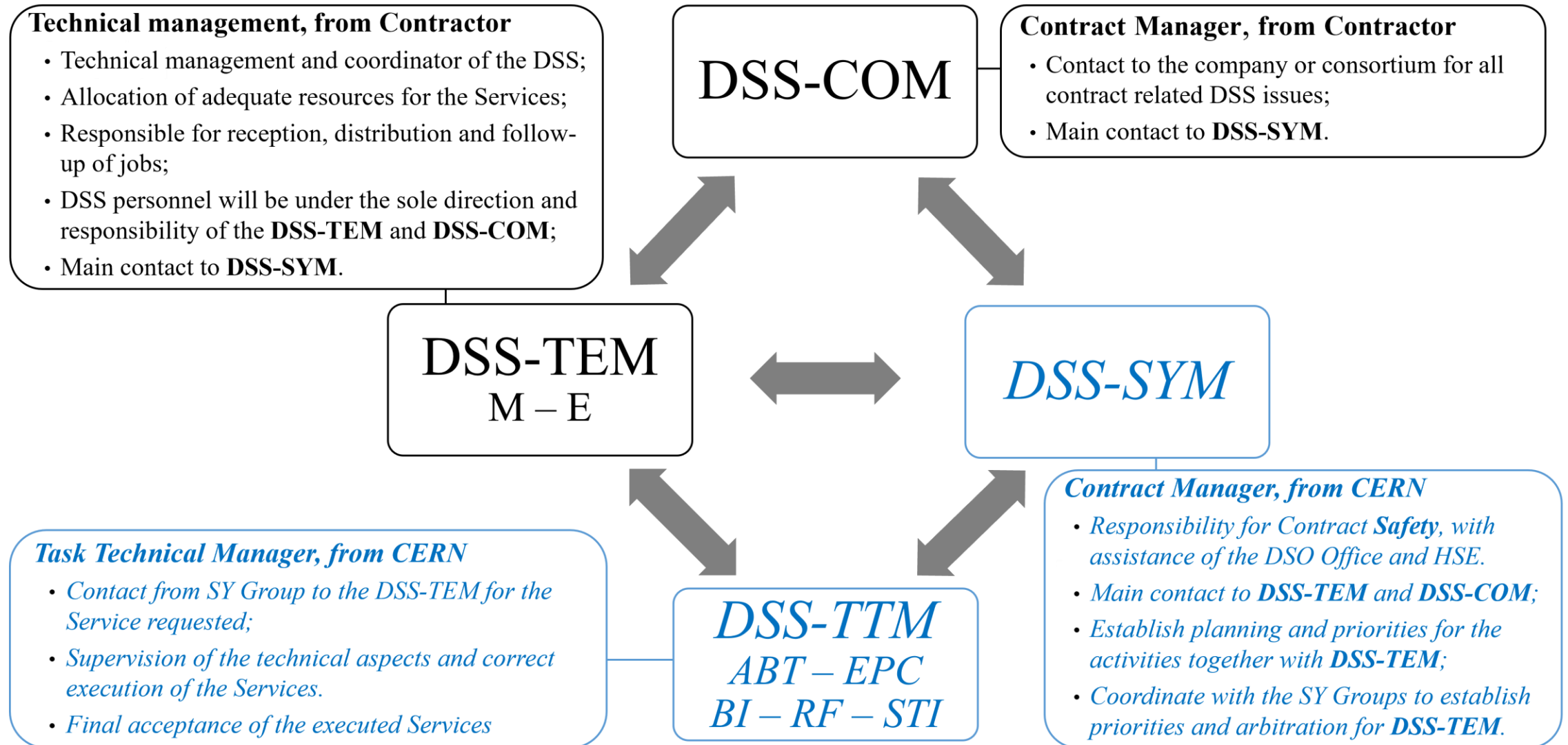
Mechanical Departmental Service Support (M-DSS)

Activities	Services	Description
<u>Manufacturing</u> machining, turning and milling with traditional and CNC machines, sheet metal work, welding and fitting of (stainless) steel, copper, brass and non-metallic materials	MM1	Conventional Machining
	MM2	Non-Conventional Machining
	MM3	Sheet Metal Work
	MM4	Joining Techniques
	MM5	Work-shop supervision
<u>Construction</u> assembly, maintenance, and installation of a large variation of accelerator technical systems	MC1	General Assembly
	MC2	Cleanroom Assembly
	MC3	Electro-Mechanical Assembly
<u>Other Activities</u> logistics, inventory, test bench preparation and Ultra High Vacuum (UHV) related activities	MO1	Logistics, Inventory & Storage
	MO2	Test Benches & Instrumentation
	MO3	Vacuum Activities
<u>Supervision</u>	DSS-TEM	Technical management of the DSS

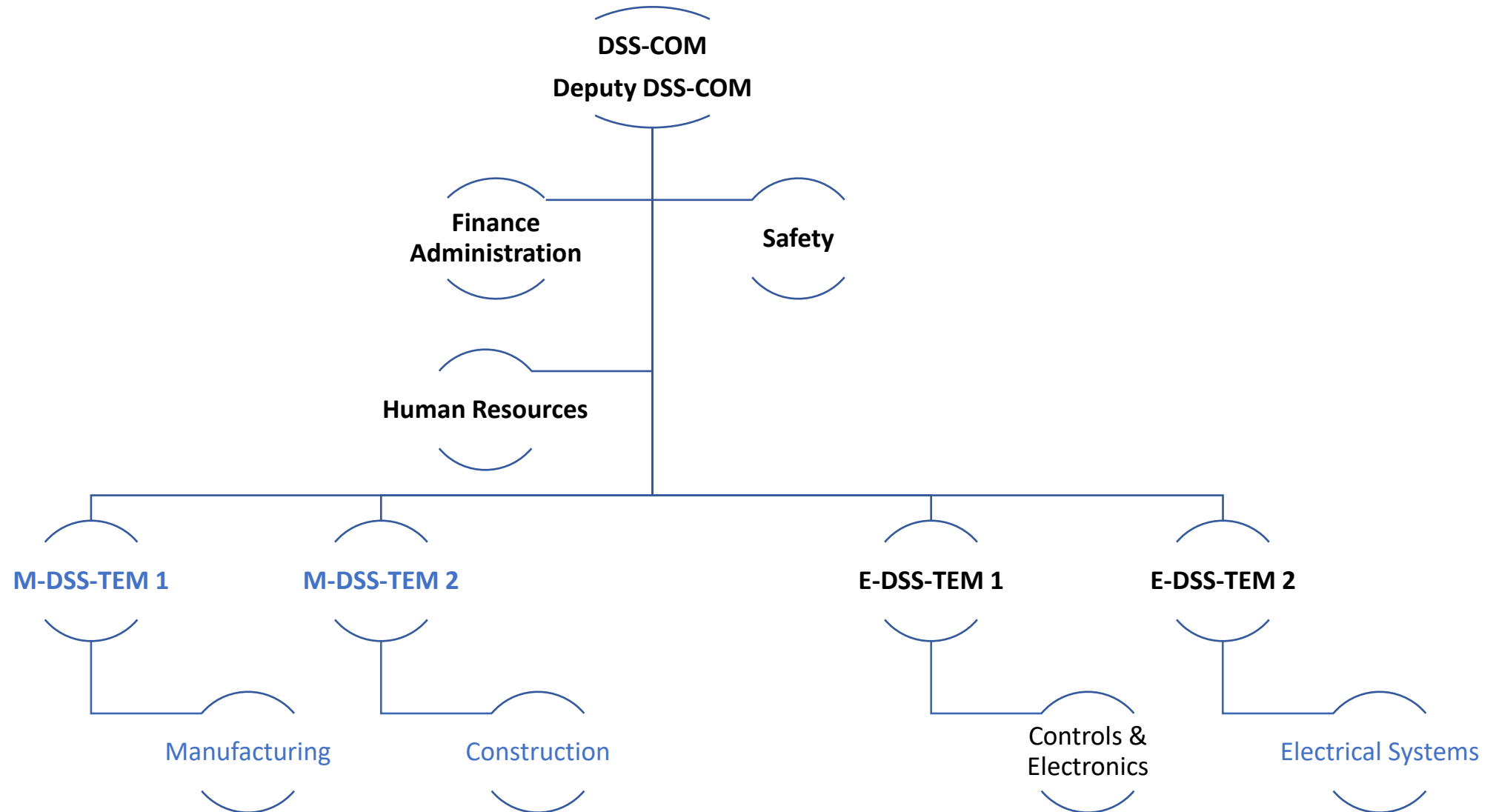
Electrical/Electronic Departmental Service Support (E-DSS)

Activities	Services	Description
<u>Controls & Electrical Assembly</u> assembly, electrical cabling, maintenance and installation of control chassis, racks and electrical installations	EC1	Controls Systems Assembly
	EC2	Controls Systems Wiring
	EC3	Testing and debugging
	EC4	Electrical Assembly
<u>Electronics</u> assembly, maintenance, installation, measurements and testing of electronics components and printed circuit boards	EE1	Acquisition Systems
	EE2	PCB & SMD work
	EE3	Testing and debugging
<u>Interventions</u> lock-in and lock-out procedures and first line intervention of electrical installations	EI0	24/7 Stand-by Service of 2 workers
	EI1	Intervention electrical installations
	EI2	Lock-in/out electrical installations
	EI3	Preventive & Corrective Maintenance
	EI4	Reporting
<u>Other Activities</u> logistics, inventory, spare parts management, documentation and test bench preparation	EO1	Logistics, Inventory & Storage
	EO2	Test Benches & Instrumentation
	EO3	Documentation
<u>Supervision</u>	DSS-TEM	Technical management of the DSS

Management and Supervision



Contractor's organisation & roles



Jobs via SNow to JMT

Home > SY Departmental Technical Service Support (SY DSS) >

Submit a request to Departmental Service Support (DSS)

Submit a request to Departmental Service Support (DSS) ☆

NOTE: Max 60 characters for the Short description

* Short description

General description
* Request description

4000 remaining of 4000 characters

* Location description

* Select a Task (Options are limited, see Informations for details) Unit (Task1)

Expected units (Task1)

Financial information: budget code and percentage (max 3)

* Budget Code 1 Percentage

Safety information

IMPACT number (max. 6 digits) IMPACT link (empty)

VIC number (max. 6 digits) VIC link (empty)

Safety information (Electrical consignment, Fire permit, Working at height, etc.)

4000 remaining of 4000 characters

DeadLine data



Job **J2113782**
Fermé

**YETS23-24 - PRODUCTION CTRL
 HYDRAULIC KFA71**

FSU

Résumé Estimations Réalizations Factures Commentaires
Actions: Cloner

Informations générales
Description User request description: Pour contrôler et superviser les nouveaux coffrets hydraulique en cours de déploiement au KFA71-79, il est demandé avant le YETS de produire un contrôleur ASI
 Schema en cours de développement - matériel en stock

Safety information
 IMPACT:
 VIC:
 Safety general information:

Deadline proposed by the requestor
 Deadline period: EYETS 23-24
 Requested dates: 25-09-2023 ,20-10-2023

Machine: CPS Equipment: FAK
 Articles/Parts:

Further details:

Client	[Redacted]	Ref. Projet	
Pilote Comptable	[Redacted]	Pilote Technique	[Redacted]
Type Facturation	Coût réel avec paiement partiel	Localisation	865
Service/FSU	SY-EDSS-ABT Electrical/Electronic Service Support	Unité	EDSS-01
Info Etat	Fermeture du job	Classe	FSU / Normal
S-Now ID	RQF2386554		

Dates

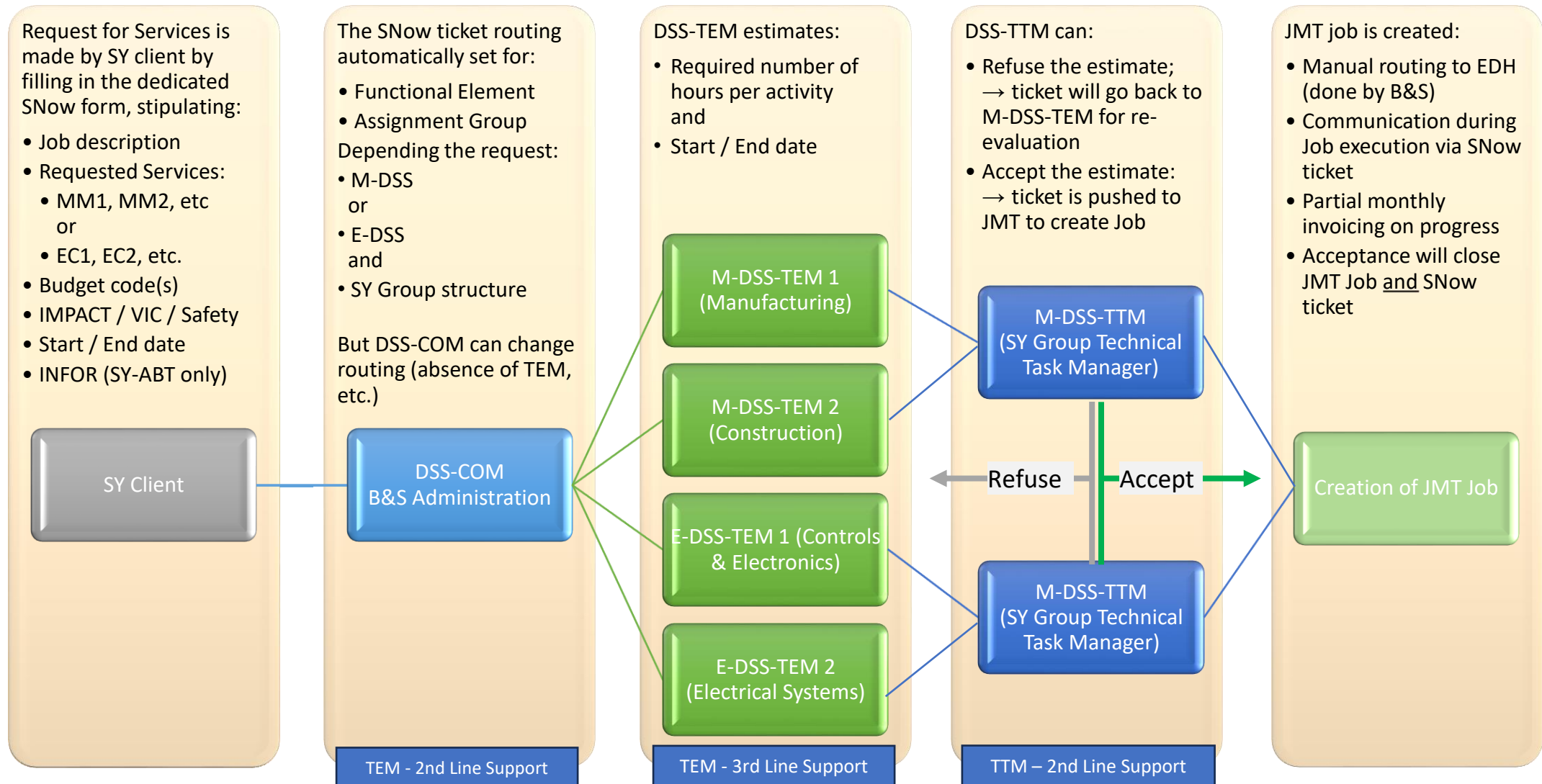
Début souhaité	2023-10-18	Acceptation finale	2024-01-11
Fin souhaitée	2023-11-10	Fermeture demandée	2024-03-03
Fin prévue	2023-11-10	Fermeture comptable	2024-04-07
Fin effective	2023-12-31		

Code budgétaire
65276 (KFA71-79 Electronics - KFA71-79 Electronics & Controls Consolidation) : **100%**

Situation

Categorie	Derniere estimation (CHF)		Realisation (CHF)	
[EDSS-01-EC2] Controls and Electrical Assemblies; Wiring control systems, chassis, racks and electrical cabinets, as well as the of cabling of dedicated connectors for these systems.	80 h (taux: 41.5 EUR)	3154.00		
[EDSS-01-EC1] Controls and Electrical Assemblies; Assembly, or maintenance, of control systems and electrical cabinets, installations, or electro/mechanical equipment (including small mechanical work)	96 h (taux: 41.5 EUR)	3784.80	6922.32	176 h (taux: 41.5 EUR)

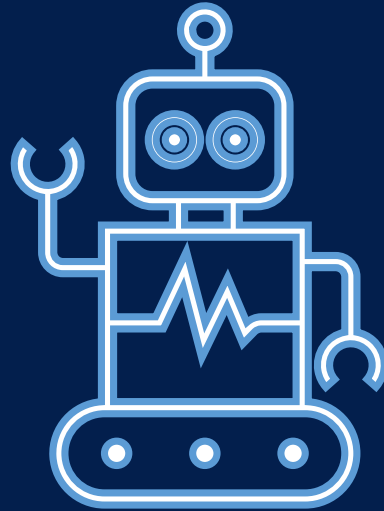
Job request Workflow



Conclusion

- SY department started a new Departmental Service Support (DSS) contract 07/2022
- Replacing the previous FSU contracts in SY
- Services are divided in distinct competencies and linked activities
- SY Clients request services via a SNow Ticket
 - Routing of the ticket depends on requested services and client group
 - Contractor makes the estimate of required hours and planned dates in SNow
 - CERN accepts or declines the estimate in SNow
- Upon acceptance in SNow, a JMT job is automatically created
 - EDH approval, follow-up of executed hours, invoicing, etc. in JMT
 - Client communication in SNow
 - Acceptance of job in JMT closes SNow ticket

ServiceNow ↔ INFOR LN
to manage external jobs and billing efficiently



David MOLINER REYERO (SCE-SMS)
01-07-2024

- INFOR LN
- ERP (Enterprise Resource Planning) software developed by Infor
- Used at CERN to manage the supply chain
- Its use is being extended to work with external contractors (replacing JMT)

- Use cases
- Creation of Service Orders directly in INFOR LN
- Creation through ServiceNow
 - User does not need to know how to use INFOR LN
 - No need to know all the information required to create a Service Order
 - Communication between the user and the support group
 - Supporters can complete the missing data and automatically send it to INFOR LN

DEMO

- Still under development



[Home](#) > External Jobs request (TSS contract)



External Jobs request (TSS contract)



* Short description

* Long description

Done For

Client (Business Partner)

CERN Project

Done By

* Installation Group

* Service Office

* Technical Coordinator

* Financial Responsible

Location

Address

Times

* Start date (requested)



**Request Fulfillment**
RQF2643221 [Tabs view]

Take in progress Clone Ask Caller Go to Resolved Send to SD Apply template Update Save

* Caller * Service Element * Functional Element Functional Category * Assignment group Assigned to Request Location Location Flags * Short Description Description

3981 characters remaining of 4000 characters

Number Opened SLA due Updated Last updated by Priority [Visibility](#) Request State

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

Record producer

Variables

* Short description

Service Orders													
Service Order	Status	Service Office	Title	Estimated Order Amount	Actual Order Amount	Currency	Latest Finish Date	Sold-to Business Partner		Coverage Contract	Location		
[R] []	= [v]	[R] []	[R] []	= []	= []	[R] []	= []	[R] []	[R] []	[R] []	[R] []		
<input type="checkbox"/>	AAA000001	Director General	Free	771AAA	Test	0.00	0.00	CHF		10000	Director General		ADD00X
<input type="checkbox"/>	AAA000002	DOBROVICOVA,IVICA	Closed	771AAA	E2E Simulation	5640.00	5640.00	CHF		387931	DOBROVICOVA,IVICA		ADD00X
<input type="checkbox"/>	AAA000003	DOBROVICOVA,IVICA	Free	771AAA	E2E simulation	0.00	0.00	CHF		387931	DOBROVICOVA,IVICA		ADD00X
<input type="checkbox"/>	AAA000005	DOBROVICOVA,IVICA	Free	771AAA	Test	0.00	0.00	CHF		387931	DOBROVICOVA,IVICA		ADD00X
<input type="checkbox"/>	AAA000006	DOBROVICOVA,IVICA	Free	771AAA	387931	0.00	0.00	CHF		387931	DOBROVICOVA,IVICA		ADD00X
<input type="checkbox"/>	AAA000007	DOBROVSKI,PETER	Free	771AAA	387933	0.00	0.00	CHF		387933	DOBROVSKI,PETER		ADD00X
<input type="checkbox"/>	AAA000008	DOBROVICOVA,IVICA	Closed	771AAA	Test	16920.00	0.00	CHF		387931	DOBROVICOVA,IVICA		ADD00X
<input type="checkbox"/>	AAA000009	DOBROVICOVA,IVICA	Free	771AAA	2024Q3 Access Control ZORA LH	0.00	0.00	CHF		387931	DOBROVICOVA,IVICA		ADD00X
<input type="checkbox"/>	AAA000010	DOBROVICOVA,IVICA	Released	771AAA	Test service order Nicolas	4512.00	1692.00	CHF		387931	DOBROVICOVA,IVICA		ADD00X
<input checked="" type="checkbox"/>	AAA000011	DOBROVICOVA,IVICA	Costed	771AAA	New gas detection for building 12	3384.00	0.00	CHF		387931	DOBROVICOVA,IVICA		ADD00X

1 record(s) selected

tssoc2100m000

0771

Service Orders

Installation Group: 771AAA Industrial Support for Safety and Security Systems
 Service Order: AAA000011 Title: New gas detection for building 123 (test)
 DOBROVICOVA,IMICA Free

General Obligations Execution Times Obligations Extern Material Invoicing

Done For Sold-to Business Partner: 387931 DOBROVICOVA,IMICA
 CERN Project: HL-LHC
 EVM Work Unit:

Done By Service Office: 771AAA Industrial Support for Safety
 Contract Reference: S327
 Technical Coordinator: 822204 Fabio LUNARDI
 Financial responsible: 822204 Fabio LUNARDI

Location Address: ADD101866 180 MEYRIN FRANCE

Installation Item: CONFIGURATION TREE
 Serial Number: GENERATE
 Description:

Control Currency: CHF Swiss Franc

Times Planned Start Time: 27/07/2024
 Planned Finish Time: 31/01/2025

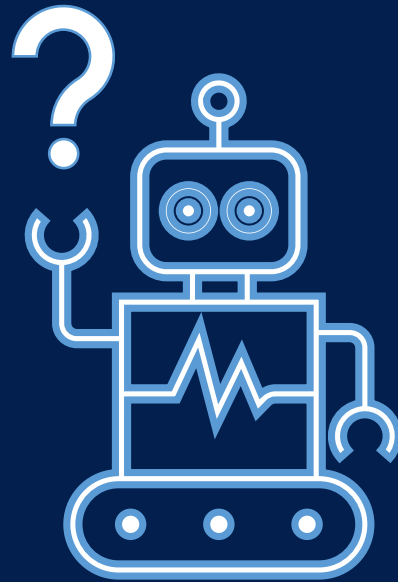
Attachments EDMS link(s): <http://cern.ch/directory>

Activities Estimated Labor Actual Labor Estimated Other Actual Other Hours Accounting Line

	Activity Line	Status	Reference Activity	Description	Planned Start Time	Activity Duration	Item	Serial Number
<input type="checkbox"/>	10	Free	AAA-RA005	GAZ detection	13/08/2024 15:30:00	816.00 HR		
<input type="checkbox"/>	20	Free	AAA-RA006	Alarm Network	26/07/2024 17:30:00	1344.00 HR		
						2160.00 HR		

Order created by Installation user. Modify tssoc2100m100 0771 Local

Q



A