

Mechanisms in ServiceNow for: Out of Working Hours (OWH) Support

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Definitions: three levels of IT Dept OWH Support

- **Best Effort (BE)**: a list of names/numbers who can be called, but are under *no obligation to pick up*
- **Rota (R)**: simply indicates preferred best effort contact, usually a single person/number who is scheduled, but again who is under *no obligation to pick up*
- **Piquet/Stand-by duty (P)**: a single person or group who are **obligated to pick up and respond** (and are compensated regardless of whether there are interventions or not)

Naturally, the **level** of 'Best effort' offered by services will be vary, depending on many factors...

Mechanism 1: Names on 'ServiceNow calendars'

Means: names that **can be called OWH by TI Operator** in CCC
(Technical Infrastructure Operator in CERN Control Centre in B874)

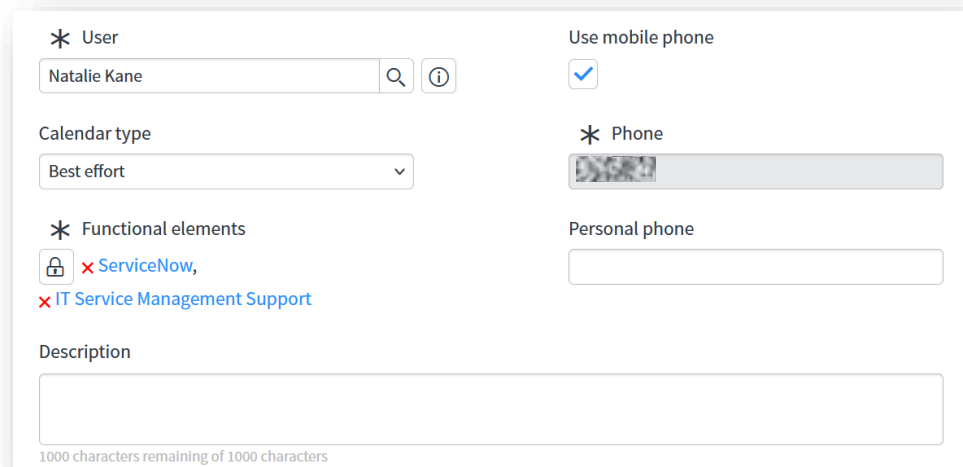
-> see: [KB0002079](#)

- To see for "this week" for your group replace **XX** (for section add **-XX**) here:
https://cern.servicenow.com/service-support.do?sysparm_query=u_organic_unit.nameSTARTSWITHIT-XX^operational_status=1^ORDERBYname
- **IT Dept list for this year's Annual Closure** -> *reminder to be sent this week*
- **Tip 1:** can have a mixture of e.g. "BE" and "R" for same service
- **Tip 2:** easy to assign e.g. for whole year or whole Annual Closure as "BE" and then add "R" or "P" for specific days/weeks

How to check 'ServiceNow calendar' for your FEs

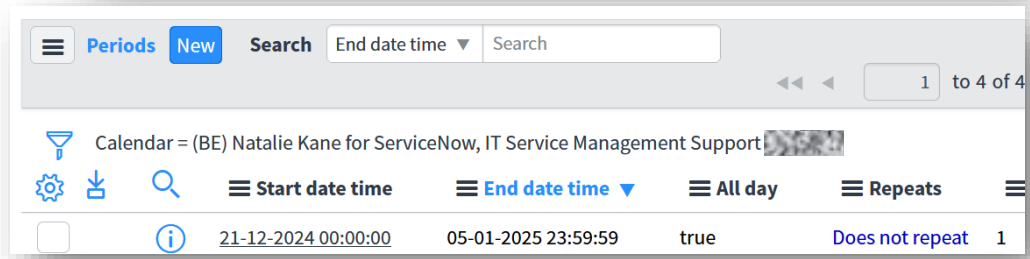
In ServiceNow:

- Go to "Calendars for my Functional Elements"
- If empty list, click on "**New**"
- Otherwise, find appropriate name, click for details
- Make any changes required, e.g. Calendar type (BE, R, P), FEs names, phone numbers, ...
- Scroll down to "Periods" and click on "**New**" to add dates (may need to "Load related lists")



The screenshot shows the 'New' form for a calendar in ServiceNow. The form is divided into several sections:

- User:** A text field containing 'Natalie Kane' with search and info icons.
- Use mobile phone:** A checkbox that is checked.
- Calendar type:** A dropdown menu with 'Best effort' selected.
- * Phone:** A text field with a blurred placeholder.
- * Functional elements:** A list of selected elements: 'ServiceNow' (with a lock icon) and 'IT Service Management Support' (with a red 'x' icon).
- Personal phone:** A text field.
- Description:** A large text area with a '1000 characters remaining of 1000 characters' warning.



The screenshot shows the 'Periods' table in ServiceNow. The table has a header row with the following columns: 'Start date time', 'End date time', 'All day', and 'Repeats'. The table contains one row of data:

Start date time	End date time	All day	Repeats
21-12-2024 00:00:00	05-01-2025 23:59:59	true	Does not repeat

The table also shows a search bar, a 'New' button, and a '1 to 4 of 4' indicator.

How to check 'ServiceNow calendar' for your FEs

- (for "New" Periods)
- Make appropriate changes
- Click **Update** or **Save**

- **Repeat** process to add other names as needed :)

- Finally, please **check IT list** to ensure showing correctly
- e.g. All IT Dept for:
 - This Week
 - Annual Closure

The screenshot shows the ServiceNow calendar configuration page. At the top, there is a title '* Calendar' and a search bar containing '(BE) Natalie Kane for ServiceNow, IT Service Management Support'. Below this is the 'When' section, which includes a date range from '21-12-2024' to '05-01-2025', a calendar icon, a 'To' label, another calendar icon, a checked checkbox, and the text 'All day'. The 'Repeats' section has a dropdown menu set to 'Does not repeat'. Below that is a 'Notes' section with a text area and a character count of '1000 characters remaining of 1000 characters'. At the bottom, there are three buttons: 'Update', 'Save', and 'Delete'.

Mechanism 2: Special **OWH** ticket routing

Means: tickets **bypass** standard routing & go directly to **OWH group** and then if **not** taken "in progress": tickets **resume standard** routing on next CERN working day → see [KB0001706](#)

- IT FEs **with OWH groups** - [list organised by group](#): Please check if populated correctly!
- IT FEs **without OWH groups** - [list organised by group](#): Anything currently empty that needs to be populated?
- **Tip 1:** use e-groups so you can adapt members as you please, e.g. different for Annual Closure & rest of time
- **Tip 2:** use this [web form](#) if FE managers do not want to use Roles.cern.ch to make link between the e-group and OWH group

How to check OWH group for your FEs

In ServiceNow:

- Go to "My Functional Elements"
- Click on **FE name**
- On RHS: "**OWH Support Line**"
- Click on (i) then "**Open record**" to see names

The screenshot displays the ServiceNow configuration page for Functional Manager Groups. The following table summarizes the visible data:

Group Name	Value	Action
Functional Manager Group	ServiceNow Functional Manager	(i)
2nd Line Support Group	ServiceNow 2nd Line Support	(i)
3rd Line Support Group	ServiceNow 3rd Line Support	(i)
4th Line Support Group	ServiceNow 4th Line Support	(i)
OWH Support Line	ServiceNow OWH	(i) [Red Box]

Below the table, the 'OWH Support Line' entry is expanded to show details:

- Group:** ServiceNow OWH
- Name:** ServiceNow OWH
- Types:** OWH Support
- Main type:** OWH Support
- Group email:** [Empty field]

An **Open Record** button is located to the right of the expanded entry, highlighted with a red box.

Notes

- Please review both mechanisms for your FEs **by end of next week (6/12)**
-> FYI GLs were asked at IT-OR yesterday to make checks & updates
- Then subsequently will be **reviewed by TD Coordination**



FE Manager role: duties & responsibilities

- assures FEs are defined and documented in terms of functionality, scope, quality and costs in agreement with the Service Owners -> *i.e. FE short description, keywords, links, ...*
- are responsible for the support infrastructure, and assure service targets can be met
- manage the support groups of people providing support at 2nd line (and optional 3rd line / 4th line / OWH - Out of Working Hours) -> *can use web form*
- make sure that assurance and continual improvement of service quality is in place, in collaboration with relevant Service Owners -> *analyse tickets, make improvements, ...*

-> more details in [KB0006944](#)

- To help: **free training courses** delivered by Service Management teams are available for both **Supporters and Functional Managers**
-> see: [Learning Hub "ServiceNow" section](#)

Thank you for your attention!



Questions? Comments? Feedback?