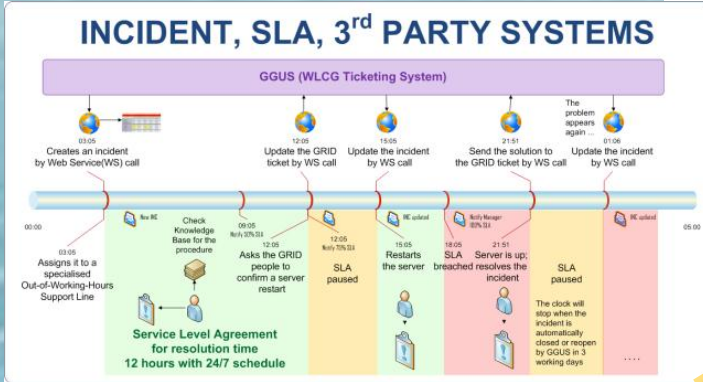
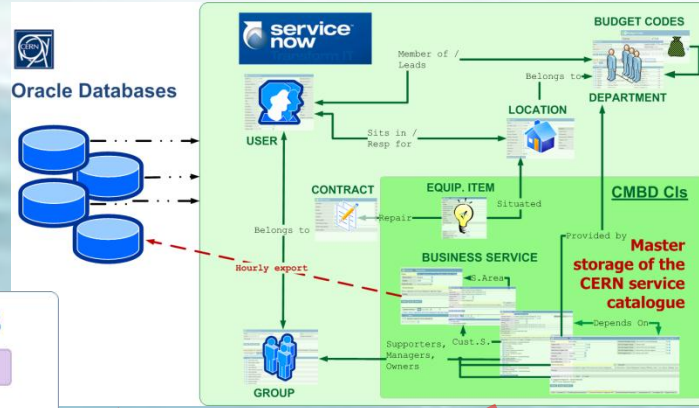
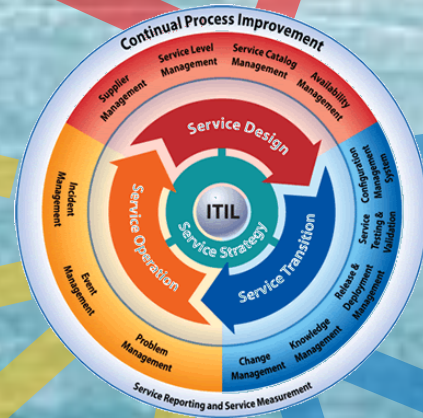
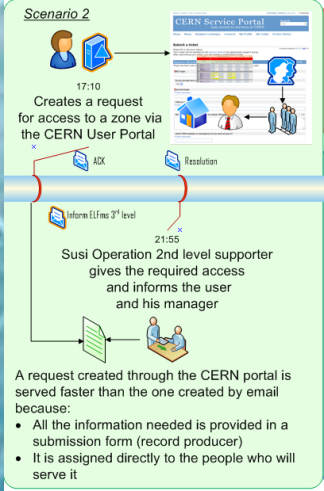


SERVICE MANAGEMENT AT CERN WITH SERVICE-NOW

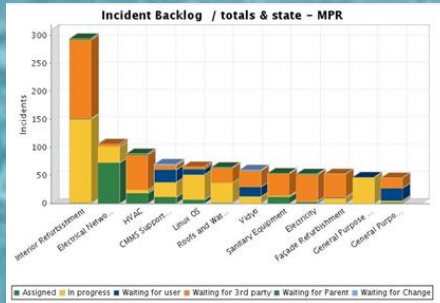
Zhechka Toteva, CERN-IT/CF



REQUEST FULFILLMENT



REPORTING



NEXT STEPS

