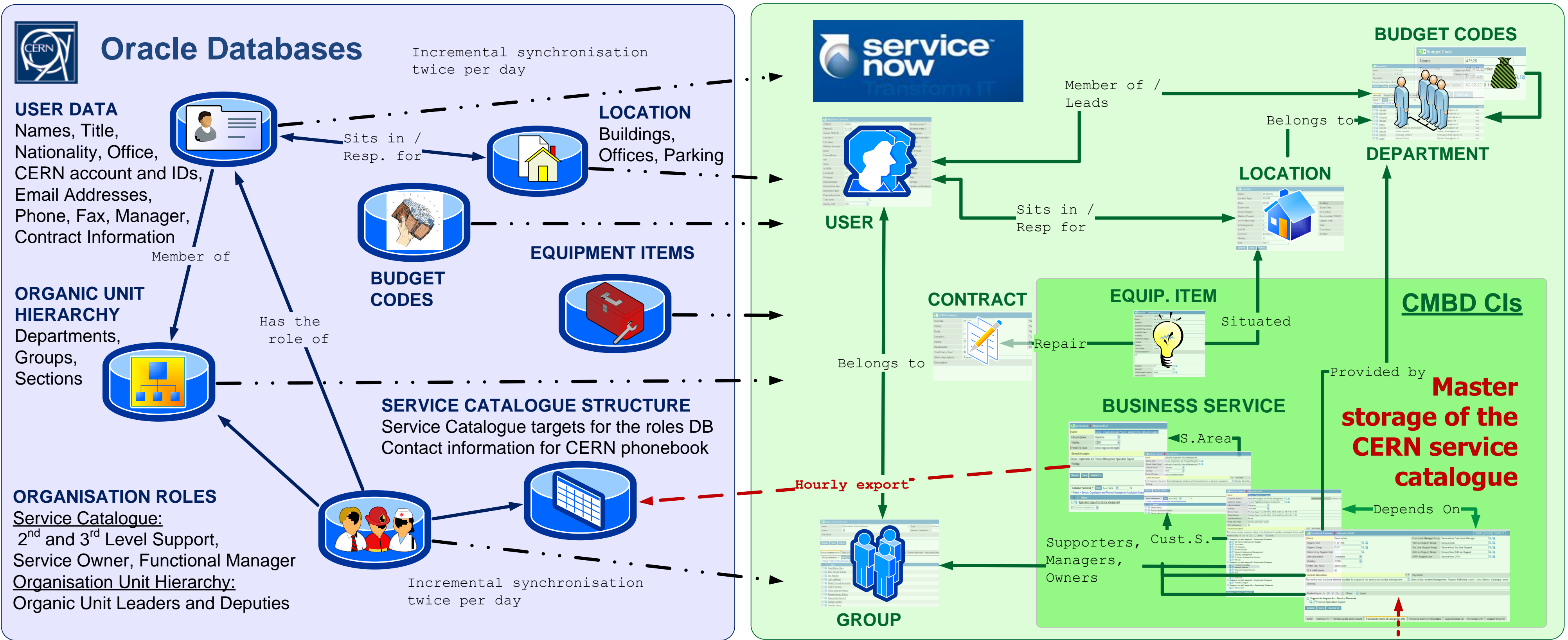


# SERVICE MANAGEMENT AT CERN WITH SERVICE-NOW

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## INITIAL TOOL CONFIGURATION



### Single Sign-On

Integration with CERN's certification authority

- SAML 2.0
- Ongoing work on signed sign-out

### Email Support

Email-support-line@CERN Service-desk@SNOW

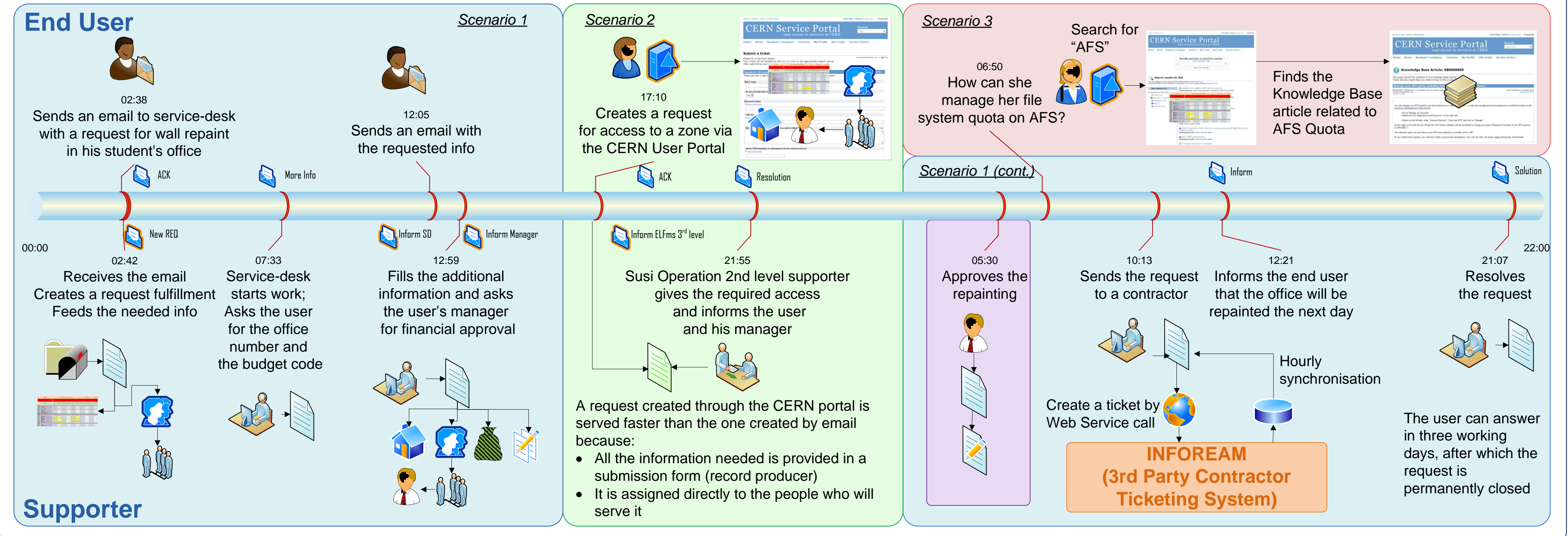
Assigned to Functional and Service Element

Two Dimensional Hierarchical Service Catalogue presents

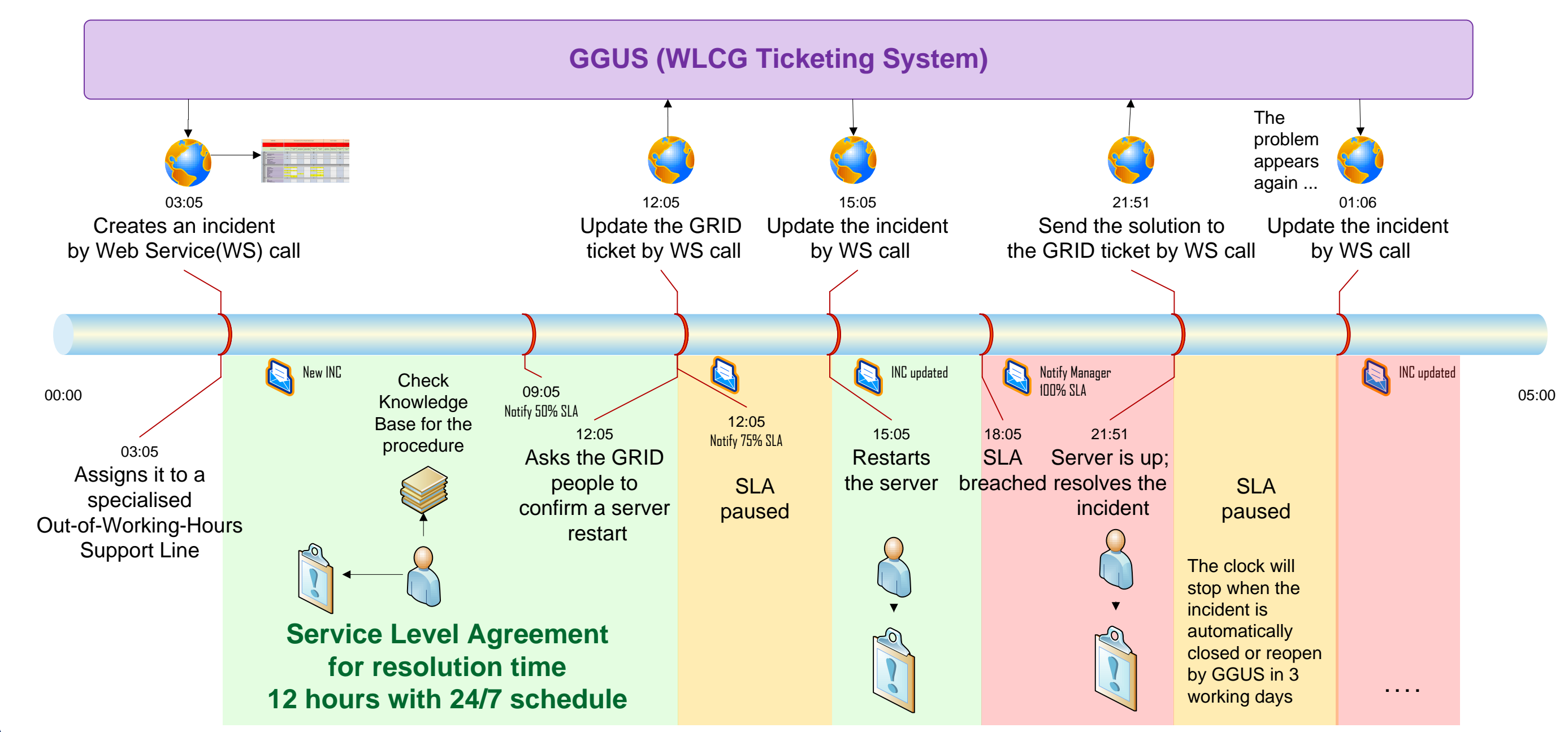
- User perspective:** Service Area, expanded in Customer Services, that encompass Service Elements
- Function perspective:** Organic Unit that provides Functional Element
- Weight:** dependency of the Service Element on the Functional Element

**Service Catalogue**

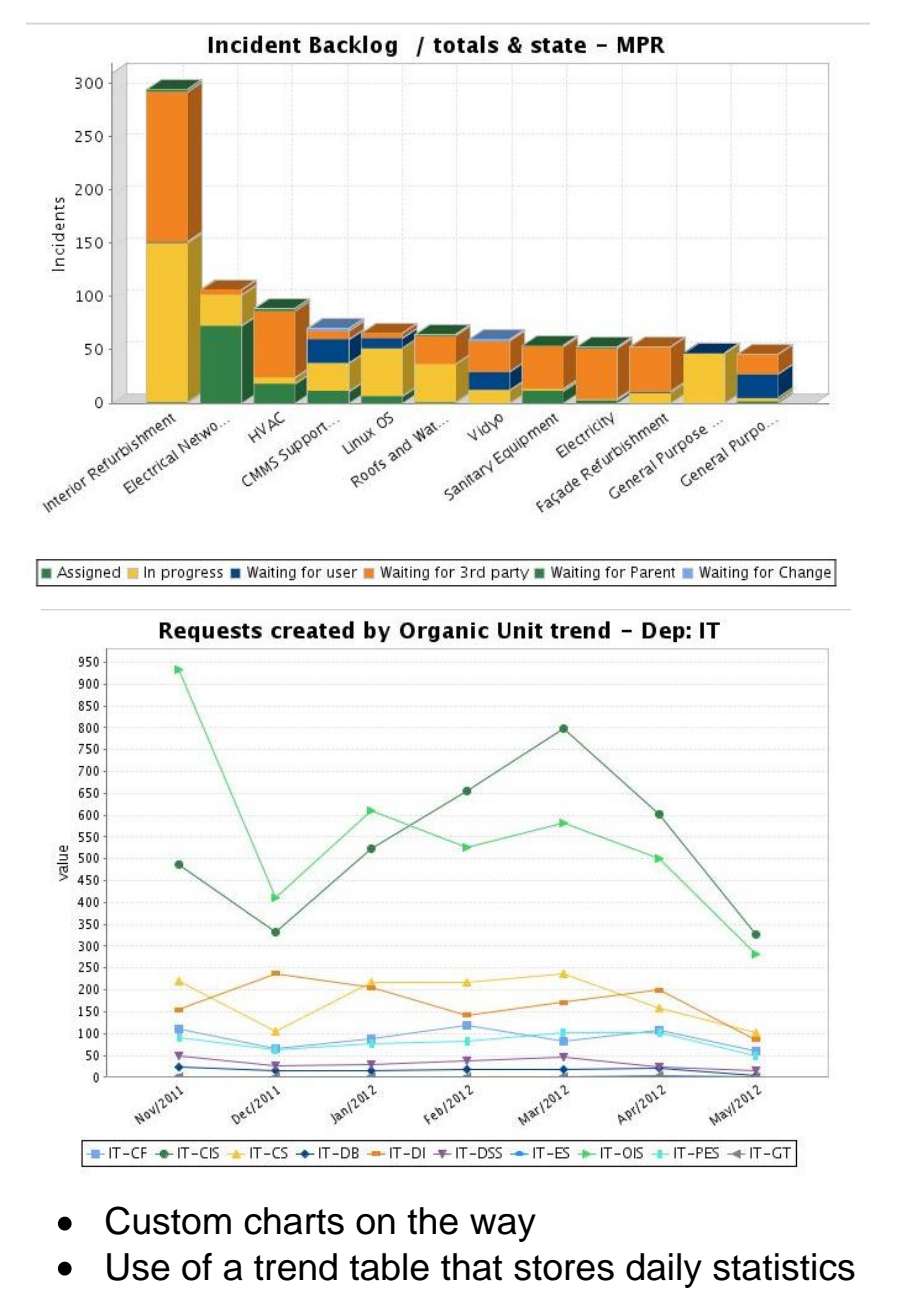
## REQUEST FULFILLMENT, CERN PORTAL, KNOWLEDGE BASE



## INCIDENT, SLA, 3<sup>rd</sup> PARTY SYSTEMS



## REPORTING



## NEXT STEPS

CHANGE MANAGEMENT

PROBLEM MANAGEMENT

RISK MANAGEMENT

EVENT MANAGEMENT

CMDB EXTENTS

