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## Service management at CERN with Service-Now

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The Information Technology (IT) and the General Services (GS) departments at CERN have decided to combine their extensive experience in support for IT and non-IT services towards a common goal –to bring the services closer to the end user based on ITIL best practice. The collaborative efforts have so far produced definitions for the incident and the request fulfillment processes which are based on a unique two-dimensional service catalogue that combines both the user and the support team view of all services.

After an extensive evaluation of the available industrial solutions, Service-now was selected as the tool to implement the CERN Service-Management processes. The initial release of the tool made provided an attractive web portal for the users and successfully implemented two basic ITIL processes; the incident management and the request fulfillment processes. It also integrated with the CERN personnel databases and the LHC GRID ticketing system.

Subsequent releases continued to integrate with other third-party tools like the facility management systems of CERN as well as to implement new processes such as change management. Independently from those new development activities it was decided to simplify the request fulfillment process in order to achieve easier acceptance by the CERN user community.

We believe that due to the high modularity of the Service-now tool, the parallel design of ITIL processes e.g., event management and non-ITIL processes, e.g., computer centre hardware management, will be easily achieved.

This presentation will describe the experience that we have acquired and the techniques that were followed to achieve the CERN customization of the Service-Now tool.

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