



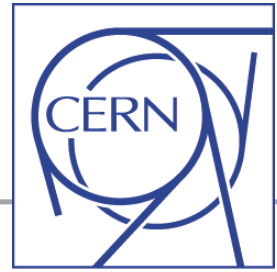
Service Management for CERN

Presentation of new features in ServiceNow

Geneva, 07.06.2012

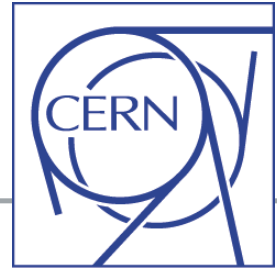
Patricia Mendez Lorenzo & Olaf van der Vossen

Agenda



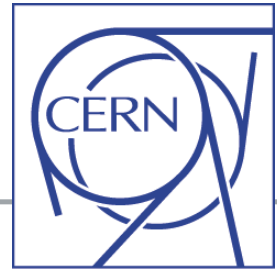
- Service level management
 - Service Restoration targets
 - Service criticality
 - Major incident management
 - Revised Incident Priority Matrix
 - Revised Request Priority Matrix
- End-User new implementations
 - New levels of tickets visibility
 - Feedback Facility
 - New email notifications
- Supporters new implementations
 - Compulsory Service Elements
 - New assignments of tickets
 - Knowledge Base improvements
 - SMS notifications

Agenda



- Service level management
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Service Level management



- Service Availability targets (**currently not implemented**)
 - Needs uptime monitoring (event management)
 - Should manage planned outages (change management)
- Service Restoration targets
 - Set of announced time values for the restoration of a service in case of failure
 - **Are there to help the supporters prioritize their work.**

Service Restoration - SLA timing

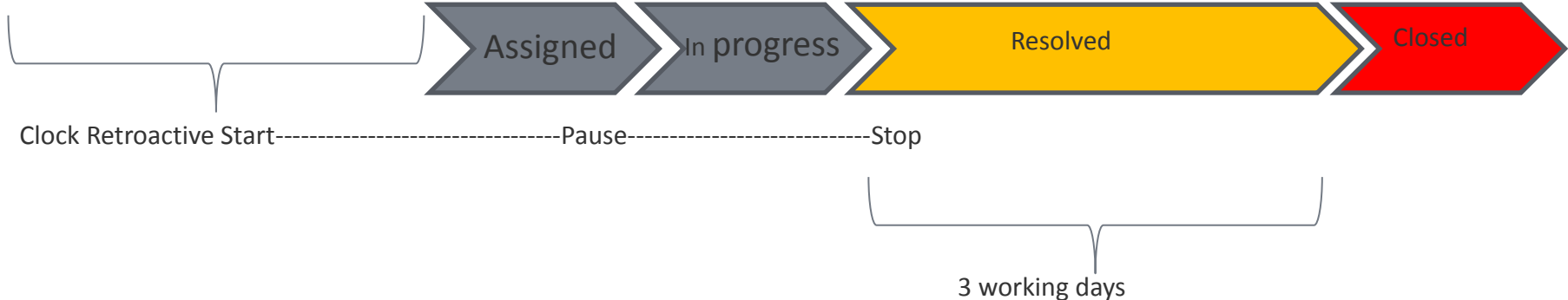


SLA measures service restoration from the USER perspective

- Priority setting results in a (predefined) target resolution time
- Clock
 - Starts at ticket creation
 - Pause when ‘waiting for user’ & resolved
 - Stop when closed
 - Clock pause based on working hours schedule
- New SLA starts when changing Service or Priority (retroactive start).
- SLA continues when changing function or support group



Ticket stage & SLA clock





Schedules & SLA clock

SLA clock will only run within a defined schedule.

Example :

Schedule CERN working hours 8:30-17:30 on working days only

Ticket created on Friday afternoon at 17:00

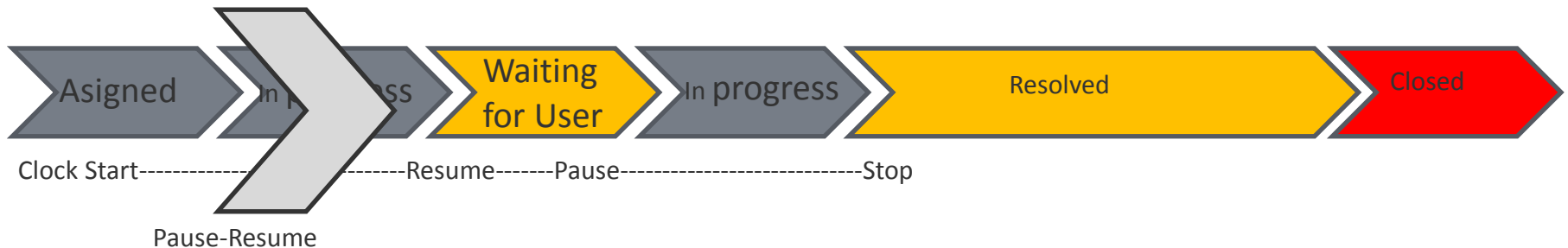
On Friday when the ticket is created:

Clock Start at 17:00

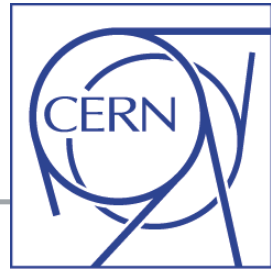
Clock Pause at 17:30

Next Monday 8:30

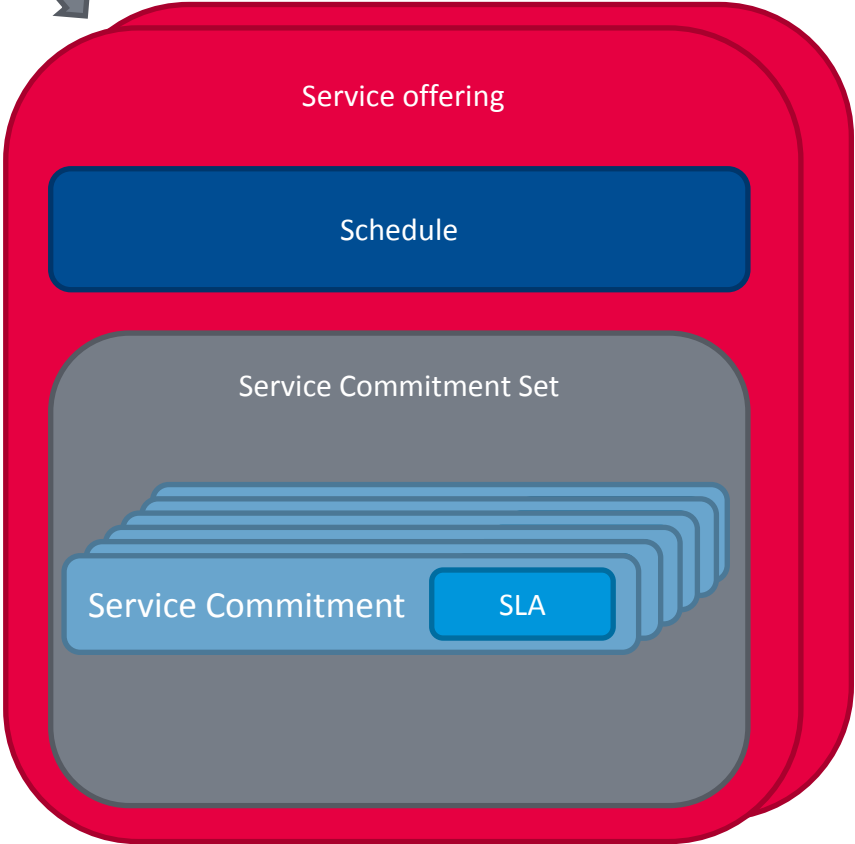
Clock resume at 8:30



SLA Building blocks



Mail & Web Service		Mail Service	Web Service
Service Desk 1st Line		C	C
Service Desk 2nd Line			
Service Desk 3rd Line			
Service Desk 4th Line			
Service Desk 5th Line			
Service Desk 6th Line			
Service Desk 7th Line			
Service Desk 8th Line			
Service Desk 9th Line			
Service Desk 10th Line			
Service Desk 11th Line			
Service Desk 12th Line			
Service Desk 13th Line			
Service Desk 14th Line			
Service Desk 15th Line			
Service Desk 16th Line			
Service Desk 17th Line			
Service Desk 18th Line			
Service Desk 19th Line			
Service Desk 20th Line			
Service Desk 21st Line			
Service Desk 22nd Line			
Service Desk 23rd Line			
Service Desk 24th Line			
Service Desk 25th Line			
Service Desk 26th Line			
Service Desk 27th Line			
Service Desk 28th Line			
Service Desk 29th Line			
Service Desk 30th Line			
Service Desk 31st Line			
Service Desk 32nd Line			
Service Desk 33rd Line			
Service Desk 34th Line			
Service Desk 35th Line			
Service Desk 36th Line			
Service Desk 37th Line			
Service Desk 38th Line			
Service Desk 39th Line			
Service Desk 40th Line			
Service Desk 41st Line			
Service Desk 42nd Line			
Service Desk 43rd Line			
Service Desk 44th Line			
Service Desk 45th Line			
Service Desk 46th Line			
Service Desk 47th Line			
Service Desk 48th Line			
Service Desk 49th Line			
Service Desk 50th Line			
Service Desk 51st Line			
Service Desk 52nd Line			
Service Desk 53rd Line			
Service Desk 54th Line			
Service Desk 55th Line			
Service Desk 56th Line			
Service Desk 57th Line			
Service Desk 58th Line			
Service Desk 59th Line			
Service Desk 60th Line			
Service Desk 61st Line			
Service Desk 62nd Line			
Service Desk 63rd Line			
Service Desk 64th Line			
Service Desk 65th Line			
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Service Desk 71st Line			
Service Desk 72nd Line			
Service Desk 73rd Line			
Service Desk 74th Line			
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Service Desk 87th Line			
Service Desk 88th Line			
Service Desk 89th Line			
Service Desk 90th Line			
Service Desk 91st Line			
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Service Desk 93rd Line			
Service Desk 94th Line			
Service Desk 95th Line			
Service Desk 96th Line			
Service Desk 97th Line			
Service Desk 98th Line			
Service Desk 99th Line			
Service Desk 100th Line			



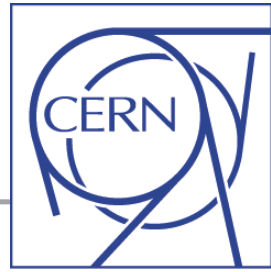
8:30-17:30 Monday/Friday

Group of 6 (P1-P6) service commitments

P1 service commitment SLA
Example: P1 = 1 hour

P2-P6 service commitment SLA
Example: P2,P6 = 3,6,12,24,48 hours

**Note that the SLA clock only runs within the schedule time:
i.e. P6 = 48 hours results in 5 working days on an 8:30-17:30 schedule**



SLA Building blocks in SNOW: Service Offering

- Defines for each Service Element and contains:
 - A schedule defining the “service hours” for the service
 - A Service commitment set (6 restoration targets for P1-P6)

Service Offering | = Required field

Name: Schedule:

Standard Offering: Service Commitment Set:

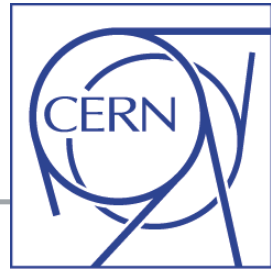
Comments:

Service Commitments Go to

▶ Service offering = GRID Development Service SO Standard

Service commitment	
<input type="checkbox"/>	Standard Priority 1 (1h) 100%
<input type="checkbox"/>	Standard Priority 2 (3h) 100%
<input type="checkbox"/>	Standard Priority 3 (6h) 100%
<input type="checkbox"/>	Standard Priority 4 (12h) 100%
<input type="checkbox"/>	Standard Priority 5 (24h) 100%
<input type="checkbox"/>	Standard Priority 6 (48h) 100%

Actions on selected rows...



SLA Building blocks in SNOW: Schedules

- Defines support “working” time for a Service Element.
- Set of “standard” schedules defined for CERN
- Others possible on request

Schedules Go to Name

► All

<input type="checkbox"/>	<input type="checkbox"/>	Name
<input type="checkbox"/>	<input type="checkbox"/>	07:30-01:00-CERN-Hotel-Reception
<input type="checkbox"/>	<input type="checkbox"/>	07:30-16:00-weekdays-CERN-Regsitration
<input type="checkbox"/>	<input type="checkbox"/>	07:30-16:15-weekdays-CERN-Removal-and-Di...
<input type="checkbox"/>	<input type="checkbox"/>	07:30-17:30-weekdays-CERN-
<input type="checkbox"/>	<input type="checkbox"/>	07:30-18:30-weekdays-CERN-Service-Desk-a...
<input type="checkbox"/>	<input type="checkbox"/>	08:00-16:00-weekdays-CERN-Storage
<input type="checkbox"/>	<input type="checkbox"/>	08:00-17:00-weekdays-CERN-
<input type="checkbox"/>	<input type="checkbox"/>	08:00-17:30-weekdays-CERN-First-Aid
<input type="checkbox"/>	<input type="checkbox"/>	08:00-18:00-weekdays-CERN-Radio-and-Tele...
<input type="checkbox"/>	<input type="checkbox"/>	08:30-16:30-weekdays-CERN-Locks-and-Keys
<input type="checkbox"/>	<input type="checkbox"/>	08:30-17:00-weekdays-CERN-Exhibitions
<input type="checkbox"/>	<input type="checkbox"/>	08:30-17:30-weekdays-CERN-
<input type="checkbox"/>	<input type="checkbox"/>	08:30-19:00-weekdays-CERN-Library
<input type="checkbox"/>	<input type="checkbox"/>	09:00-18:00-weekdays-CERN-GRID
<input type="checkbox"/>	<input type="checkbox"/>	10:00-15:00-weekdays-CERN-Printshop
<input type="checkbox"/>	<input type="checkbox"/>	14:00-17:00-weekdays-CERN-Installtion&Re...
<input type="checkbox"/>	<input type="checkbox"/>	24 x 7

← Schedule

Name:

Time zone:

Parent:

Type:

Description:

Related Links

[Show Schedule](#)

Schedule Entries (2) | Service Offerings (1)

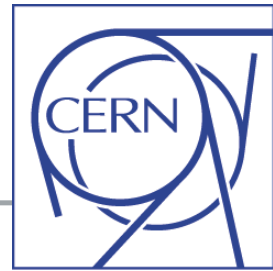
Schedule Entries Go to Start date time

► Schedule = 07:30-01:00-CERN-Hotel-Reception

<input type="checkbox"/>	<input type="checkbox"/>	Name	Repeats	Repeat every
<input type="checkbox"/>	<input type="checkbox"/>	Monday-Friday-07:30-01:00	Weekly on Weekdays	1
<input type="checkbox"/>	<input type="checkbox"/>	Saturday-Sunday-09:00-01:00	Weekly on Weekends	1

Actions on selected rows...

SLA Building blocks in SNOW: Service Commitment & Set



- Set is a group of 6 service commitments of type SLA
- Each SLA commitment refers to an SLA (can have other types in the future)

← Service Commitment Set | = Required field

Name:	Standard Priority (1h-48h)
Service commitment 1:	Standard Priority 1 (1h) 100
Service commitment 2:	Standard Priority 2 (3h) 100
Service commitment 3:	Standard Priority 3 (6h) 100
Service commitment 4:	Standard Priority 4 (12h) 100
Service commitment 5:	Standard Priority 5 (24h) 100
Service commitment 6:	Standard Priority 6 (48h) 100

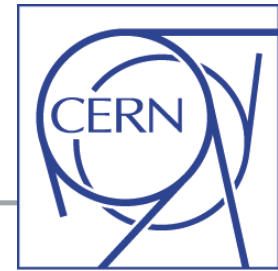
Update Save Delete

← Service Commitment | = Required field

Name:	Standard Priority 1 (1h) 100%
Type:	SLA
SLA:	Standard Priority 1 (1h)
SLA percentage:	100
Description:	

Update Save Delete

Service-Element / Service-Offering



- Service Element page contains one or more Service Offering definitions
 - ONLY 1 standard (default) offering / others created by the SM team on request

Service Element | = Required field [Update] [Save] [Delete Cl] [Icons]

Lifecycle phase: Operation
Visibility: CERN
Service hours: Working Days From 07:30 To 18:30
Support hours: Working Days From 07:30 To 18:30
Operational hours: Alltime
Portal URL Alias: service-management
SLA notifications:

General description: This service provides support for the service management activities in the GS and IT departments as well as
Capacities: Service Desk: 60000 incidents and requests per year
Other quality parameters: We aim for continuous improvement of the ratio of tickets resolved by the 1st line support team.
Worklog:

Keywords: itil, service management, service delivery, service catalogue, service desk itil, gestion de services, provision de
Performance: a. Telephone call answering time: Maximum 8 seconds. This corresponds to 5 rings approximately
Portal Message:

In Scope (5) | Out of Scope (2) | Links (3) | Contacts (1) | Questionnaires (2) | **Service Offerings (3)**

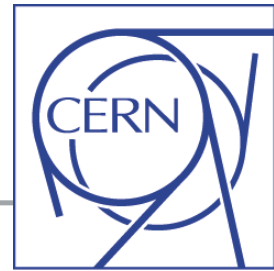
Service Offerings | New | Search for text | 1 to 3 of 3

Parent = Service Management Service

Name	Element type	Standard Offering
SMS HighCritical 1-18 hours service offe...	Service Element	false
SMS LowCritical 1-6 days service offering	Service Element	false
Service Management Service SO standard	Service Element	true

Actions on selected rows...

SLA in INCIDENT ticket



- SLA information visible to supporters at the bottom of the ticket
- Shows real and business times

Update Save Delete

Related Links
[Show Metrics](#)

Task SLAs Go to 1 to 2 of 2

Task = INC134358

SLA	Type	Stage	Start time	End time	Business elapsed time	Actual elapsed time	Business elapsed percentage
<input type="checkbox"/> SD-INC-OLA 10 minutes	OLA	Achieved	04-06-2012 18:44:01	05-06-2012 07:17:24	0 Seconds	12 Hours 33 Minutes	0
<input type="checkbox"/> Standard Priority 4 (12h)	SLA	In progress	04-06-2012 18:44:01		3 Hours 23 Minutes	16 Hours 9 Minutes	28.29

Actions on selected rows... 1 to 2 of 2

- Can add OLA's for specific support groups (available for FE's in the future)
 - Ex: Measures the time the ticket is with the Service-Desk (target set at max 10 minutes)

Service Owner tasks



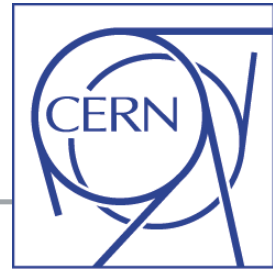
- Start by checking the service offering
 - In collaboration with the Functional Managers of the support lines involved:
 - Select the appropriate schedule
 - Choose the right service commitment set
- Monitor the SLA performance of his service
- Adapt the service offering if required
- Create additional Service Offerings if required

SLA data available



- The SLA engine has collected data since the start of Service Now at CERN (only notifications were stopped).
- Standard P1(1h)-P6(48h) time was used for all but real resolution-time data is available
- You can look at previous months graphs to see performance of a service
- Reports available for Service Owners

SLA reports for SO



Welcome: Helge Meinhard

Type filter text

Self-Service

My Daily Work

Incident

Request Fulfillment

Business Services

▼ CERN Service Catalog

- Service Areas
- Customer Services
- Service Elements
- Functional Elements

▼ My Assignments

- My Customer Services
- My Service Elements
- My Functional Elements
- My Service Offerings

▼ Business Services Maintenance

- Service Offerings
- Support Emails

Knowledge Base

Reports

- View / Run
- Supporters reports "My "
- Functional Manager - reports "- FM"
- Service Owner - reports "- SO"**
- Department - reports "- Dep:"
- Monthly Process reports "- MPR"

Scheduled Reports

- My Scheduled Reports
- My Groups Scheduled Reports
- Scheduled Reports Created By Me

Reports: Type filter text

Global reports **New**

Incident

- Incident Backlog by Service Element list - SO
- Incident Backlog by Service Element trend - SO
- Incident Caller Department trend - SO
- Incident Close Code trend - SO
- Incident Reassignment Count / SDC list - SO
- Incident Reassignment Count / SDC trend - SO
- Incident Resolution by Support Group trend - SO
- Incident Severity trend - SO
- Incidents created by Functional Element trend - SO
- Incidents created by Service Element trend - SO
- Incidents waiting for user by Functional Element list - SO

incident_metric

- Avarage resolution time per SE last month - SO

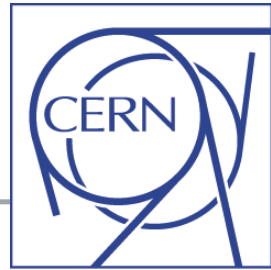
Task SLA

- Active Incident SLA list by FE - SO
- Active Incident SLA list by SE - SO
- Active Incident SLA stage by FE - SO
- Active Incident SLA stage by group - SO
- Incident SLA achieved count trend by SE - SO
- Incident SLA achieved time trend by SE - SO
- Incident SLA achieved/breached count trend - SO**
- Incident SLA achieved/breached time trend - SO
- Incident SLA breached count trend by SE - SO
- Incident SLA breached time trend by SE - SO

My Saved r
No reports se

My Groups
No reports se

Example: batch service - SO



Helge Meinhard

Service Offering = Required field

Name: Batch Service SO Standard

Schedule: 08:30-17:30-weekdays-CE

Standard Offering:

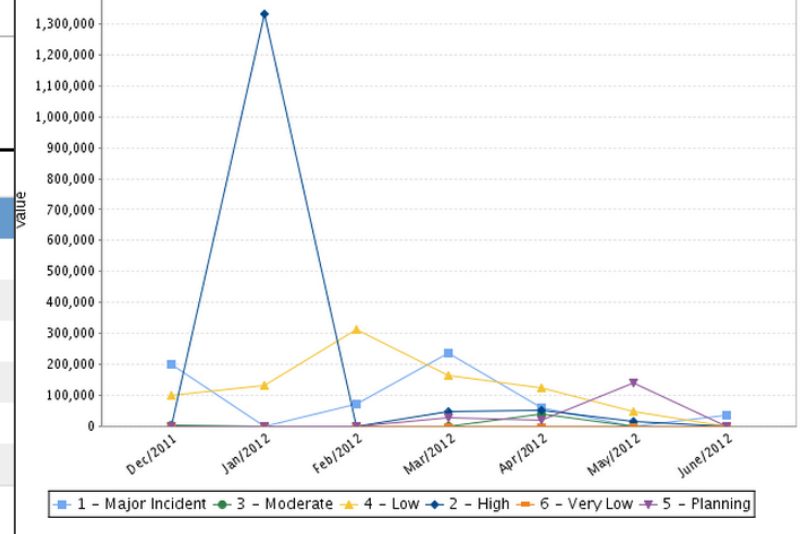
Service Commitment Set: Standard Priority (1h-48h)

Comments:

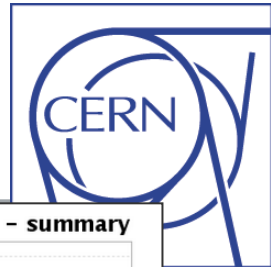
SLA-PILOT Incident SLA achieved/breached trend - Batch Service



SLA-PILOT Incident SLA priority/time trend - Batch Service

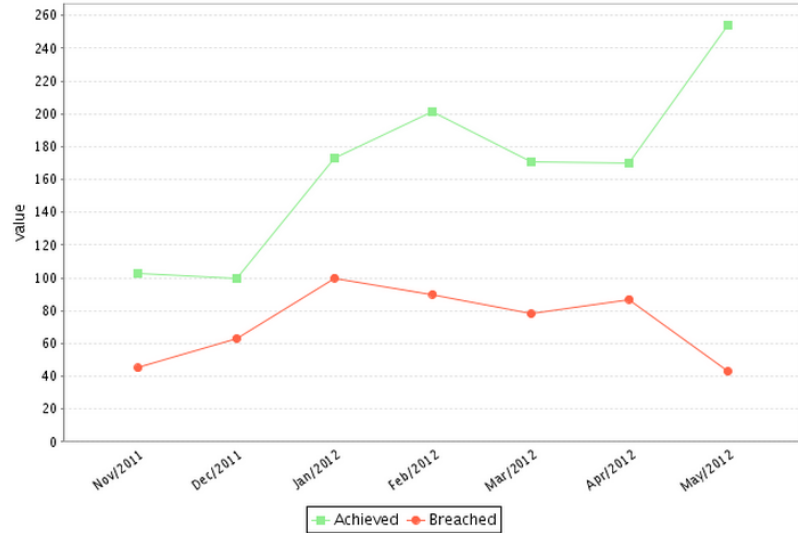


May/2012	2 - High	3 Hours 52 Minutes	7%
	4 - Low	12 Hours 39 Minutes	22.93%
	5 - Planning	1 Day 14 Hours 37 Minutes	69.92%
	6 - Very Low	5 Minutes	0.15%

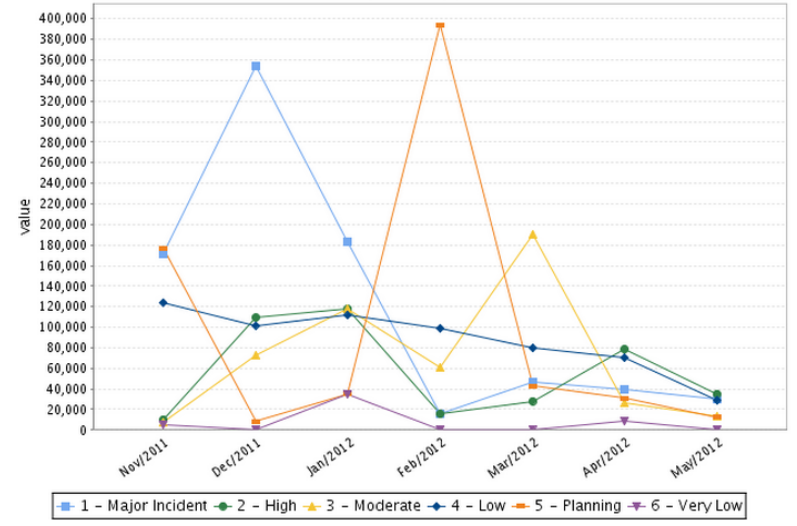


Example: GS-AIS services (60 SE's)

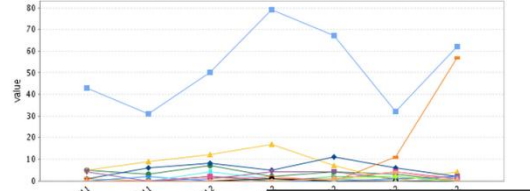
SLA GS-AIS 1-60 Incident SLA achieved/breached trend - summary



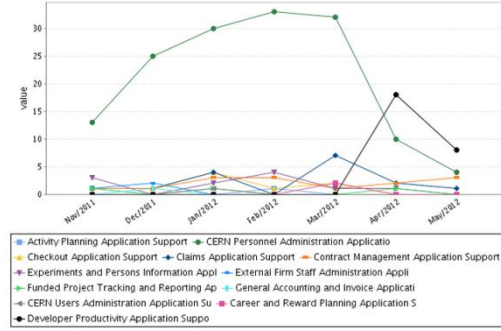
SLA GS-AIS 1-60 Incident SLA priority/time trend - summary



SLA GS-AIS 1-20 Incident SLA achieved trend - summary



SLA GS-AIS 1-20 Incident SLA breached trend - summary



Start time	Task Priority	Average
Nov/2011	1 - Major Incident	1 Day 23 Hours 40 Minutes
	2 - High	2 Hours 53 Minutes
	3 - Moderate	2 Hours 7 Minutes
	4 - Low	1 Day 10 Hours 27 Minutes
	5 - Planning	2 Days 1 Hour 6 Minutes
	6 - Very Low	1 Hour 35 Minutes

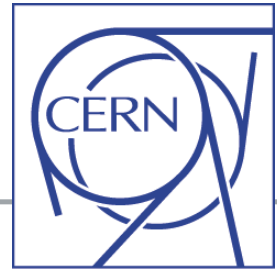
May/2012	1 - Major Incident	8 Hours 29 Minutes
	2 - High	9 Hours 49 Minutes
	3 - Moderate	3 Hours 51 Minutes
	4 - Low	8 Hours 10 Minutes
	5 - Planning	3 Hours 31 Minutes

Conclusion on SLA



- The full environment is there for you
 - Can be used with or without notifications(tick box per SE)
 - Can be configured to suit your service levels
 - Help is available to get you started
- Historical data is there to help you understand the current service levels
- Reports will allow you to monitor service delivery levels.

Agenda

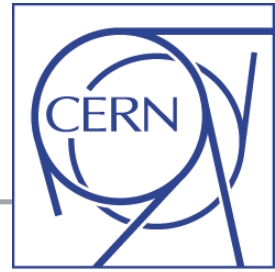


- Service level management
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**COMING
SOON!**

Service Criticality



- Business service criticality
 - How the Business is adversely affected by a failure
- How is Criticality established ?
 - In the risk management process
 - By management decision
- High critical services should have
 - Strict availability management (for the future)
 - Short restoration targets (now)
 - Major incident management process (soon)

**COMING
SOON!**

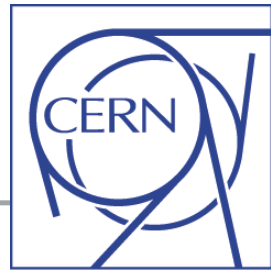
Major incident management



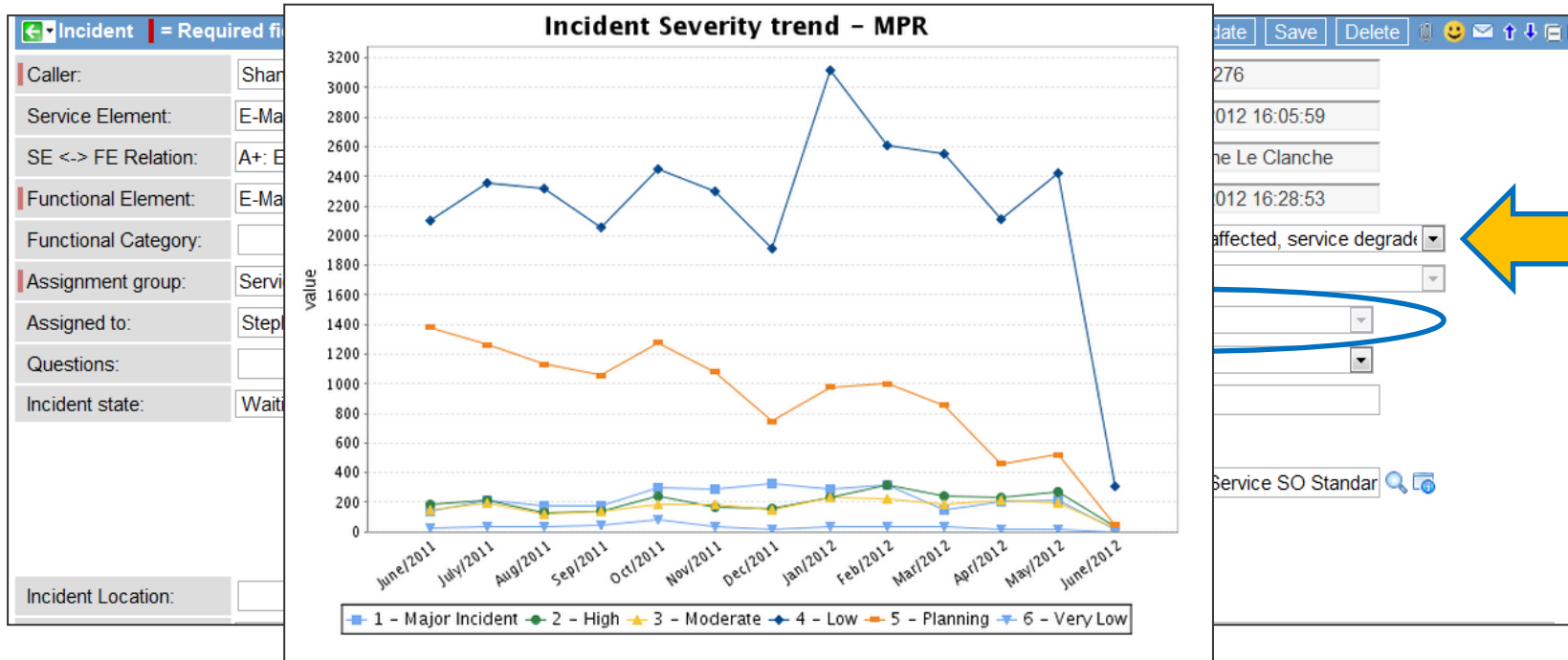
- Determination of major incidents
 - High priority incidents (P1 only)
 - For highly critical services only
 - Human intervention required to make the decision
- Handling
 - Based on procedures (P1+ in Service-Now)
 - Communication plan included
 - Major incident manager responsible

COMING
SOON!

Revised Incident Priority Matrix



- Current Situation
 - Unclear Impact definitions
 - Urgency derived from SE-FE relation (not possible to change)





- Results in “erroneous” priority settings that can not be adapted with many major incidents

COMING
SOON!

Revised Incident Priority Matrix



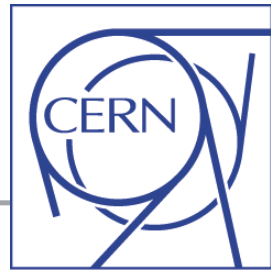
- Solution
 - “default” urgency still set by SE-FE relation but can be changed by supporters
 - Redefined “ more natural” definitions of impact texts stressing the effect on the service delivery



Priority					
			Impact		
		Service Down or a critical adverse impact on provision of service to the Business	Service Degraded or a major adverse impact on provision of service to the Business	Service Affected or a minor adverse impact on provision of service to the Business <1%	Service Disruption 1 User or a small number of the population affected
	High	P1	P2	P3	P4
Urgency	Medium	P2	P3	P4	P5
	Low	P3	P4	P5	P6

COMING
SOON!

Revised Request Priority Matrix



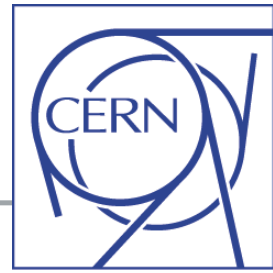
- Current Situation
 - Impact values not well understood by supporters
 - Urgency influences priority assignment / no relation with the delivery dates when used

New	Classification	Fulfillment	Resolved	Closed
Caller:	Dawn Hudson		Number:	RQF0104691
Service Element:	CERN Personnel Administration Application S		Opened:	04-06-2012 16:49:51
SE <-> FE Relation:	A: CERN Personnel Administration Applicatio		Opened by:	Dawn Hudson
Functional Element:	EDH		Impact:	Essential
Functional Category:	AIS Authorization password		Urgency:	Flexible
Questions:	Request EDH authorization		Priority:	3 - Moderate
Assignment group:	Service Desk		Start date:	
Assigned to:	Miguel Ribeiro		End date:	
Category:	Support & Consultancy		Report type:	Portal
Request State:	Resolved		Number of Items:	
Approval Type:	No approval		Watch list:	
Confidential:	<input checked="" type="checkbox"/>		Flagged:	<input type="checkbox"/>
Budget Code:			Exclude:	<input type="checkbox"/>
Amount:				
Request Location:	10/5 A15			

- Results in almost “random” priority assignments that are not well understood and confuses supporters who can not distinguish the real urgent issues

COMING
SOON!

Revised Request Priority Matrix

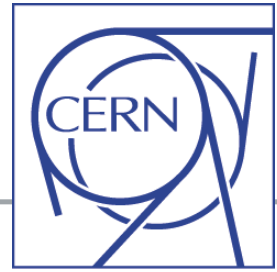


- Solution
 - Redefined “ more natural” definitions of impact texts stressing the effect on the service delivery
 - Urgency no longer influencing the Priority
 - P1 reserved for (major) Incidents

		Impact	
Very High or a critical adverse impact on service to the Business	High or a major adverse impact on service to the Business	Medium or a minor adverse impact on service to the Business <1%	Low 1 User or a small number of the population affected
P2	P3	P4	P5

- Urgency will be used to define delivery
- Prepares for SLA's on request with possibility to stop the clock while “waiting for delivery date”

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 - New email notifications
- Supporters new implementations
 - Compulsory Service Elements
 - New assignments of tickets
 - Knowledge Base improvements
 - SMS notifications

New levels on tickets visibility (I)



Increase the granularity on the current tickets visibility (requested by Power Users of Experiments)

- **Current visibility structure:**
 - Fixed visibility levels based in SNOW-roles:
 - **ITIL role** (*supporters and power users*): read access to ALL tickets in the system
 - **For any end-user:** Access to their own tickets from the tool/portal
 - Confidentiality available: tick box in both portal (RPs) and tool
 - Established at ticket creation time (caller, supporter), during the lifetime of the time or in default by FE and/or FE categories
- **New visibility structure:**
 - **Three levels** of visibility can be chosen at ticket creation time or during the ticket lifetime
 - **CERN:** visible for all logged in persons
 - **Restricted (default value):** Current supporters role visibility
 - **Confidential:** Current confidential visibility

Facility ready to be deployed in production



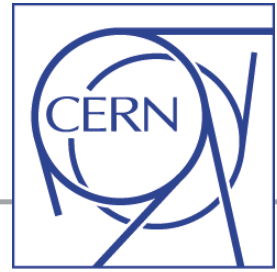
New levels on ticket visibility (II)

← Incident | = Required field

Caller:	Patricia Mendez Lorenzo			
Service Element:	<input type="text"/>			
SE <-> FE Relation:	<input type="text"/>			
Functional Element:	<input type="text"/>			
Functional Category:	<input type="text"/>			
Assignment group:	<input type="text"/>			
Incident state:	New			
Visibility:	Restricted			

It will be available in the portal (RPs) as soon as deployed in production

- CERN visibility allows the exportation of tickets to any experiment log file (requested)
- Confidentiality roles stay intact
 - Read access limited to the caller, supporters of the assigned group, watch list members and approvers (requests)

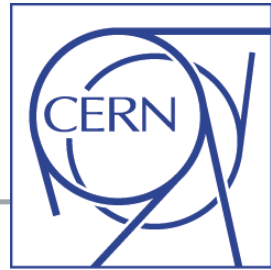


Callers can rate and provide feedback for their ticket handling

- **Who can provide feedback?**
 - **Caller of the ticket** during the full lifetime of the ticket
 - Not applicable to closed tickets
 - Members of the **CERN Service Desk** on behalf of the caller
- **Who can see the feedback?**
 - **Caller of the ticket**
 - Person of the **CERN Service Desk** giving the feedback “on behalf of”
 - **FE Manager(s)** of the FEs involved in the ticket
 - In addition, FE manager(s) of FE referred in the feedback is notified

Facility already available in production

Feedback Facility (II)



← Incident | = Required field | Update | Save | Cancel Incident | [Feedback Icon]

Caller: Patricia Mendez Lorenzo | Number: INC068936

As soon as the ticket is saved the feedback icon appears in the ticket form

Please give feedback on the ticket process. For other details please use additional comments.

Feedback by:	Patricia Mendez Lorenzo	Number:	FBK0000607
Current Service Element:	Process Application Support	Parent Task:	INC068936
Current Functional Element:	AFS	Feedback for functional element:	AFS
Current Assignment group:	AFS 2nd Line Support	Feedback for assignment group:	AFS 2nd Line Support
Current Assigned to:			

Feedback text: [Text Area]

Rating: -- None --

Submit Save

Feedback text and rating are both mandatory

The list of FEs and assignment groups involved in the ticket can be selected for feedback

Feedback facility: DEMO



Incident Management Interface (Service-Now) showing details for incident INC068940.

Incident Details:

- Caller: Patricia Mendez Lorenz
- Service Element: Process Application Support
- SE <-> FE Relation: A+: Process Application Support <-> AFS
- Functional Element: gLite UI
- Assignment group: gLite UI 3rd Line Support
- Assigned to: [Empty]
- Incident state: Assigned
- Visibility: Restricted

Incident Metadata:

- Number: INC068940
- Opened: 05-06-2012 17:35:57
- Opened by: Patricia Mendez Lorenz
- SLA due: 05-06-2012 17:43:34
- Impact: one?
- Urgency: High
- Priority: 4 - Low
- Report type: Phone
- Number of Items: [Empty]
- Watch list: [Empty]
- Service offering: Process Application Su
- Flagged: [Empty]

Incident Location: [Empty]

Short Description: This is my ticket

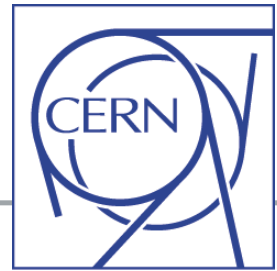
Description: [Empty]

Communication:

Additional comments (Customer View): [Empty]

COMING
SOON!

Mail Notifications



Complete review of ~150 messages

- Shorter and more clear. Can be turned off on an individual

Current

INC103959 ; Assigned ; Electricity 2nd Line Support ; ; Electrical equipment failure

Dear Electricity 2nd Line Support team,

User: Veronique Wedlake, Phone: 78116, Mobile: , Location: 166/R-010, Organic Unit: PH-AGS-SE has reported INC103959 now assigned to your support group.

Short description: Electrical equipment failure

Additional comments:

13-02-2012 11:25:58 CET - Agata Mankowska Additional comments
(Customer View)

3 prises sur 4 ne fonctionnent pas dans la salle de réunion, ce qui peut poser problème aux utilisateurs. Le problème répititif.(inc085643)

Service Element: Electrical Installations Service, Functional Element: Electricity,
Functional Category:
Status: Assigned, Priority: 1 - Major Incident, SLA due: UNKNOWN

Steps:

1. Set incident state to "in progress"
2. Review: "service element", "functional-service" and 'impact"
3. If wrongly assigned, re-assign to appropriate group
4. Investigate and resolve
5. Escalate to another support level if required
6. Investigate & Resolve
7. Communicate solution to user through "Additional Comments" section (e-mail to end-user is triggered)
8. When resolved, set incident state to "resolved" and complete "closure-code" and "close notes"

New

INC103959 "Electrical equipment failure": Assigned to "Electricity": "category"

INC103959 reported by Veronique Wedlake, PH-AGS-SE, tel: 78116, mobile: ,location: 166/R-010 is now assigned to your support group.
Additional comments:

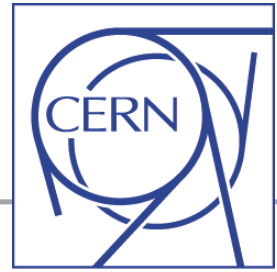
13-02-2012 11:25:58 CET - Agata Mankowska Additional comments
(Customer View)

3 prises sur 4 ne fonctionnent pas dans la salle de réunion, ce qui peut poser problème aux utilisateurs. Le problème répititif.(inc085643)

Service Element: Electrical Installations Service, Functional Element: Electricity,
Functional Category:
Status: Assigned, Priority: 1 - Major Incident, SLA due: UNKNOWN

Ref:MSG698474

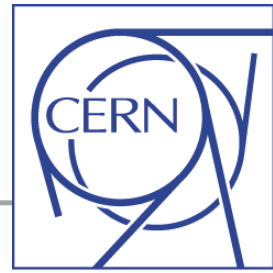
Agenda



- Service level management
 - Service Restoration SLA
 - Service criticality
 - Major incident management
 - Revised Incident Priority Matrix
 - Revised Request Priority Matrix
- End-User new implementations
 - New levels of tickets visibility
 - Feedback Facility
 - New email notifications
- Supporters new implementations
 - Compulsory Service Elements
 - New assignments of tickets
 - Knowledge Base improvements
 - SMS notifications

COMING
SOON!

Compulsory Service Elements



Declaration of Service Elements becomes mandatory in both Incident and Request tickets

In the context of the incoming SLA structure

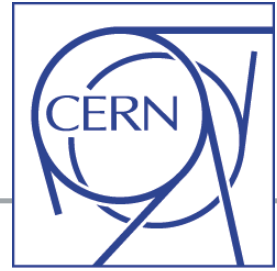
Some Record Producer templates might need to be redefined

← Incident | = Required field

Caller:	Patricia Mendez Lorenzo
Service Element:	Digital Document Service
SE <-> FE Relation:	A: Digital Document Service <-> CERN Doc
Functional Element:	CERN Document Server
Functional Category:	
Assignment group:	Service Desk
Questions:	
Incident state:	New
Visibility:	Restricted

Declaration of SE automatically completes SE ↔ FE relation (and vice versa)

Tickets assigned to the aggregated group



Increase the flexibility on ticket assignments

■ Previous approach

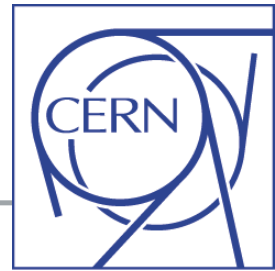
- Tickets could be exchanged among supporters of the same support unit

■ Current approach

- On the same Functional Element tickets can be taken by any supporter belonging to that Element:
 - Exchange available among members of : 1st level, 2nd level, 3rd level and (if defined) OWH
 - Independently of the current support unit
 - Any supporter can reassign the ticket to his support unit before taking it in progress

Facility already available in production

Tickets assigned to the aggregated group: DEMO



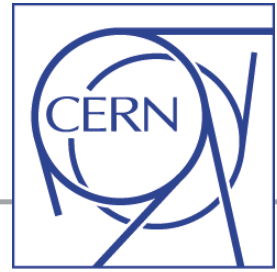
The screenshot shows a web browser window displaying a service portal interface. The browser's address bar shows the URL <https://cerndev.service-now.com/navpage.do>. The page title is "Development instance". The user is logged in as "Christa Folger".

The main content area displays an incident form for "INC068942". The form includes the following fields:

- Caller: Patricia Mendez Lorenz
- Service Element: Process Application Support
- SE <-> FE Relation: A+: Process Application Support <-> AFS
- Functional Element: AFS
- Functional Category: (empty)
- Assignment group: AFS 3rd Line Support
- Assigned to: Massimo Lamanna
- Incident state: In progress
- Visibility: Restricted
- Number: INC068942
- Opened: 06-06-2012 19:32:40
- Opened by: Patricia Mendez Lorenz
- SLA due: 07-06-2012 08:35:00
- Impact: one?
- Urgency: High
- Priority: 4 - Low
- Report type: Phone
- Time worked: 0 Seconds
- Number of Items: (empty)
- Watch list: (empty)
- Service offering: Process Application Su
- Flagged:

The left sidebar contains navigation links such as "My Incidents", "My Requests", "My Feedback", "My Watch List Incidents", "My Watch List Requests", "My Approvals", "My Templates", "My Groups Templates", "My Closed Incidents", "My Closed Requests", "My Approved Requests", "My Rejected Requests", "Group Members", "Callers", "My Profile", "Labels", "My Daily Work", "My Work", "My Groups Work", "My Groups Assignments", and "My Approvals".

Knowledge Base Improvements



- **What is the Knowledge Base?**

“Collection of Tips and Tricks, Frequently Asked Questions, Recipes, etc..., whatever can help users and supporters in resolving a problem, or answering a question/request.

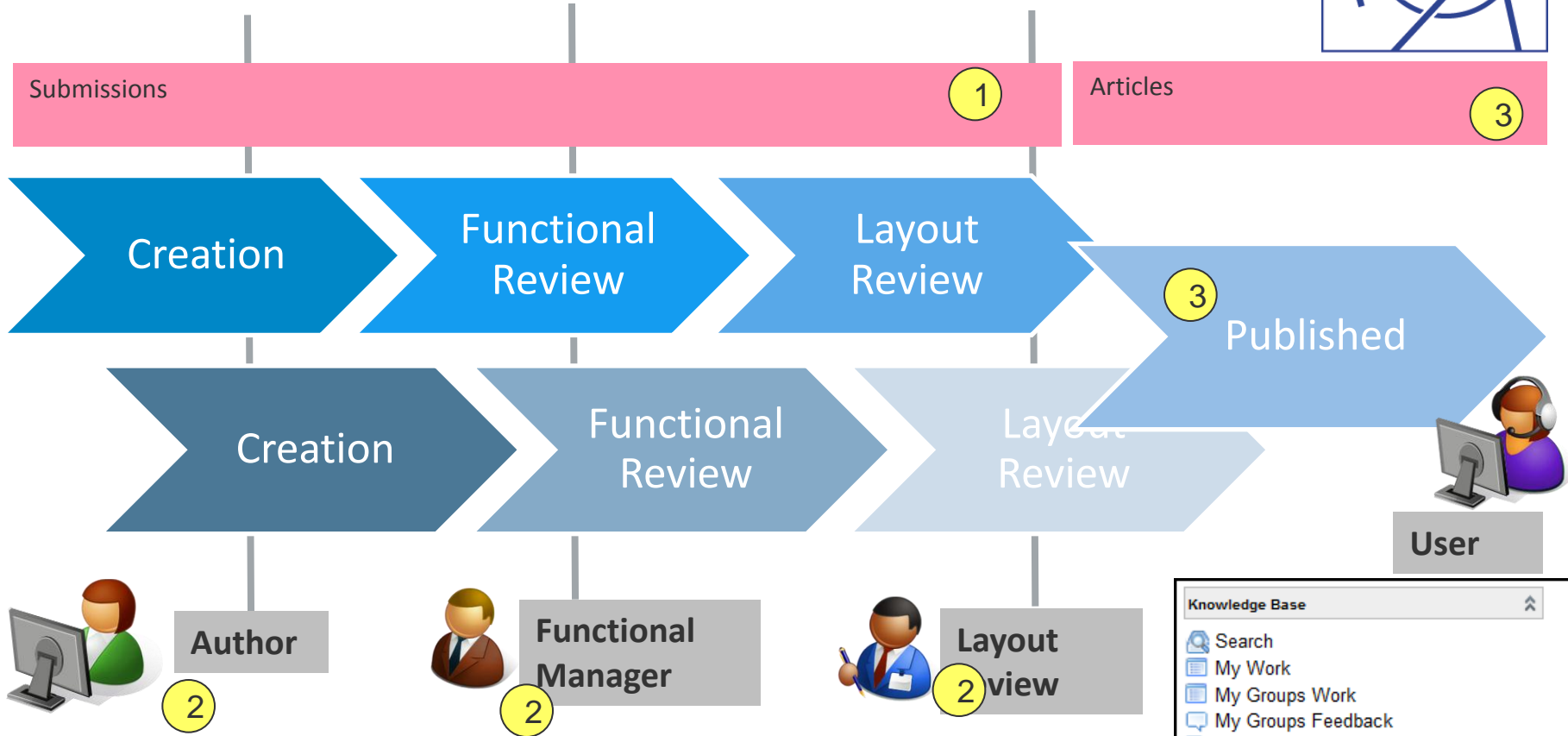
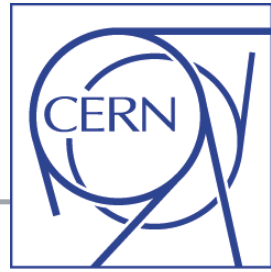
[.....]

*We assure it's ‘pertinence’ and quality **by frequent reviews** and monitoring of it's usage.”*

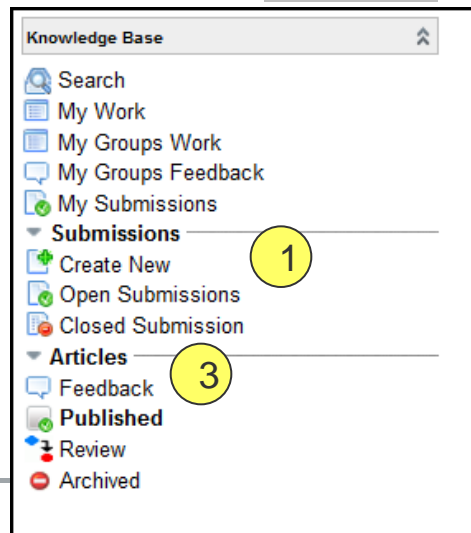
- **Who is who in the Knowledge infrastructure?**

- Knowledge creator
 - Any person with ITIL role can create new drafts for future articles
- Responsible (Owners) of the articles
 - FE managers of the associated article
- The approvers
 - First level: the FE manager
 - Final level: a restricted set of persons owning the publication roles (Layout Review)
- The end-users
 - Persons able to read and access the articles
 - Feedback submission per article enabled

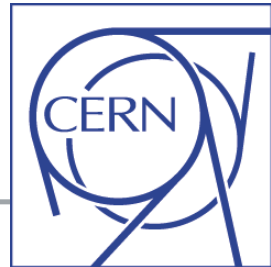
Knowledge Base: Basic Workflow



1. Draft knowledge items are called 'Submissions'
2. The publication process steps involve a number of roles
3. Published knowledge items are 'Articles'
4. Multiple submissions can be related to one 'Article'



Knowledge articles: visibility



From the Portal (end-users)

Search results for *windows 7*

You can configure several aspects of the search results in your preferences.

- Everything (65)
- Actions (2)
- Services + Functions (14)
- Information (2)
- FAQ (47)**

- Can I install FileMaker Pro at CERN on my PC (NICE / Windows) ? Is it supported ? Knowledge Base article. Click to see this article.
- Change default path when saving Office files (on Windows) Knowledge Base article. Click to see this article.
- How can I order the Windows start menu alphabetically? Also, how can I arrange my IE Favorites the same way? Knowledge Base article. Click to see this article.
- CERN Alerter message windows have buttons and toolbars. Is this normal?

Home > Search: CASTOR > View article: KB0000043 Patricia Mendez Lorenzo [Log out] Français

CERN Service Portal

easy access to services at CERN

Search: CASTOR

Home News Navigate Catalogue Contacts My Profile Site Guide

Knowledge Base Article: KB0000043 Edit

This page shows the contents of a Knowledge Base Article. These articles might help you when trying to find a solution to your issue.

This is a new article for CASTOR FE

KB0000043 - Published on 09 May 2011 by Patricia Mendez Lorenzo
Functional Element: CASTOR Last modified on 09 May 2011
Portal permalink

This is my new article created for the Service Management tutorial

Please provide feedback about this article:

You can post comments on this article only if you are the people responsible for this article. It will not be published in the CERN Service Portal.

Send feedback

Tool (Supporters)

European Organization for Nuclear Research

Welcome: Renaud Marfens Admin

- Known Errors
- Search
- My Work
- My Groups Work
- My Groups Feedback
- My Submissions
- Submissions
- Create New
- Open Submissions
- Closed Submission
- Articles
- Feedback
- Published
- Review
- Archived
- Properties
- Search Log
- Overview
- Administration
- Navigation Add-ons
- Properties
- Messages
- System Properties
- Knowledge Management
- Task Relationships
- Knowledge Relation Types
- Knowledge Relationships

windows Advanced Search

Knowledge Base

General

- Knowledge article submission
- Changes to support groups
- lost access card
- CDS - Authorization failure - ATLAS
- Eligibility for certificates

windows Advanced Search

Knowledge search results

Which service pack version of Windows am I running?
Question Details How can I find out when my PC was last booted?
Answer On both Windows XP and VISTA: Start - run - type CMD.EXE to open a command line window. Now type net statistics workstation Tl
General > KB0000321 Published: 20-02-2009 Last modified: 2011-03-30

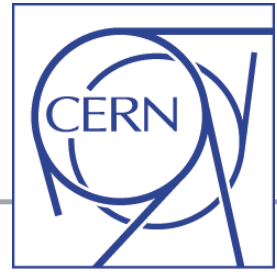
Is Windows 7 supported at CERN?
Question Details After installation of Internet Explorer 8, CERN Alerter message windows started to show buttons and toolbars. Is this normal? problem will be fixed in the next
General > KB0000247 Published: 07-05-2009 Last modified: 2011-03-30

I cannot see just created file or folder in Windows Explorer
Question Details When I create a new file or folder in Windows Explorer using my Windows Vista computer I cannot see a new item on the list created on Windows XP. The solution is just
General > KB0000371 Published: 14-11-2009 Last modified: 2011-03-30

CERN Alerter message windows have buttons and toolbars. Is this normal?
Question Details After installation of Internet Explorer 8, CERN Alerter message windows started to show buttons and toolbars. Is this normal? problem will be fixed in the next
General > KB0000247 Published: 07-05-2009 Last modified: 2011-03-30

How can I find out when my PC was last booted?
Answer On both Windows XP and VISTA: Start - run - type CMD.EXE to open a command line window. Now type net statistics workstation Tl
General > KB0000321 Published: 20-02-2009 Last modified: 2011-03-30

Est-il possible d'acheter au CERN des CDs (DVDs) pour Windows SW pour mon PC a la maison?



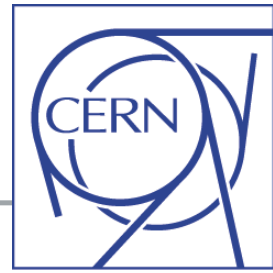
Implementation based on supporters feedback

- **June 2011:**
 - High flexibility on article visibility and associated approval processes
 - Levels of visibility: CERN, public, supporters and specific groups
 - Layout review is not needed for limited access articles (specific groups)
 - Major control provided to the draft submitters
 - Improvements in notifications
 - Creation of specific article guidelines and attachment to all draft forms
 - <https://cern.service-now.com/service-portal/article.do?n=KB0000786>
 - Specific actions for obsolete articles
 - Notifications two weeks in advance
 - Possibility to automatic enlarge the “next review date” without triggering any full review procedure

A yellow sign with a black border and small lights, displaying the text "COMING SOON!" in black capital letters.

COMING
SOON!

Knowledge Base: New implementations (II)



■ June 2012

❖ *23 changes are foreseen in the next months*

✓ *8 changes with impact for the end-users*

✓ *15 with impact for KB management (supporters, FE managers and layout review)*

■ End-Users perspective

■ Information provided to the end-users has been revised

■ Information such as “last modification” or “author” will be removed

■ Visibility levels and status of the article will be published

■ Improvement on the feedback structure

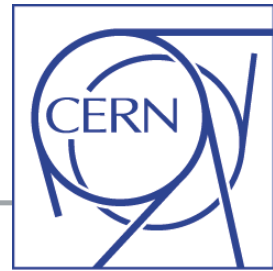
■ Inclusion of “a topic metadata” to group articles based in specific areas

■ Knowledge will be associated to Service Elements also

A yellow sign with a black border and small lights, displaying the text "COMING SOON!" in bold black letters.

COMING
SOON!

Knowledge Base: New implementations (III)



- June 2012 (cont)
 - Supporters perspective
 - Easy way to find the list of pending approvals from the tool (for FE Managers)
 - Extra freedom (and responsibility) for FE managers
 - Minor changes (e.g. typos) can be corrected without triggering a full review procedure
 - FE Manager will be able to take a submission back from the layout review
 - Fast access to submissions when articles put in review
 - Robustness of the system:
 - Improvement in emails notifications and online information available for important fields
 - New facilities added to the editor
 - More intuitive labels and buttons
 - [...]

Changes will be deployed by this summer



**COMING
SOON!**

SMS notifications



- SMS messages from Service-Now limited to CERN-SUNRISE gsm phone numbers (0041 76487 XXXX)
 - Implementation with the collaboration of IT-CS & IT-OIS for the mail gateway
- Supporters can configure their phone to receive notifications
 - For specific notification types
 - ex: only for new ticket created
 - With filters for specific content
 - ex: only for P1 incidents on specific FE
 - Using schedules
 - ex: only during working hours
- Messages limited to 140 characters
- No reply facility available

