

Service Management for CERN

Adverse Event Workshop

(our understanding of how we might be of help)



Agenda (30 mins total)

- Agenda (1 min)
- What is Service Management (9 mins)
(Normally the foundation course is 3 full days!)
- The Service Management Tool (5 mins)
- How FB uses the tool (5 mins)
- How the tool can be used also (5 mins)
- Possible relevant features for adverse events (3 min)
- Questions (2 mins)

Please fasten your seat-belts



What is Service Management?

- Service Management is a set functions and processes for managing services over the entire lifecycle.
- Service Management assures optimal alignment in terms of efficiency and effectiveness with the needs and possibilities of the organization
- Service Management is a professional practice supported by an extensive body of knowledge, experience and skills. A global community of individuals and organizations in the public and private sectors fosters its growth and maturity. (ITIL & ISO20000)

Service management – What is it ?

- A framework
- Established industry best practice, used by thousands of organisations worldwide
- A strategic approach, covering all services
- Business/customer/user focussed
- A set of management processes covering the complete service lifecycle
- An approach to '*adopt and adapt*' to ensure service solutions fit the specific requirements of the organization

Service management – What it is NOT !

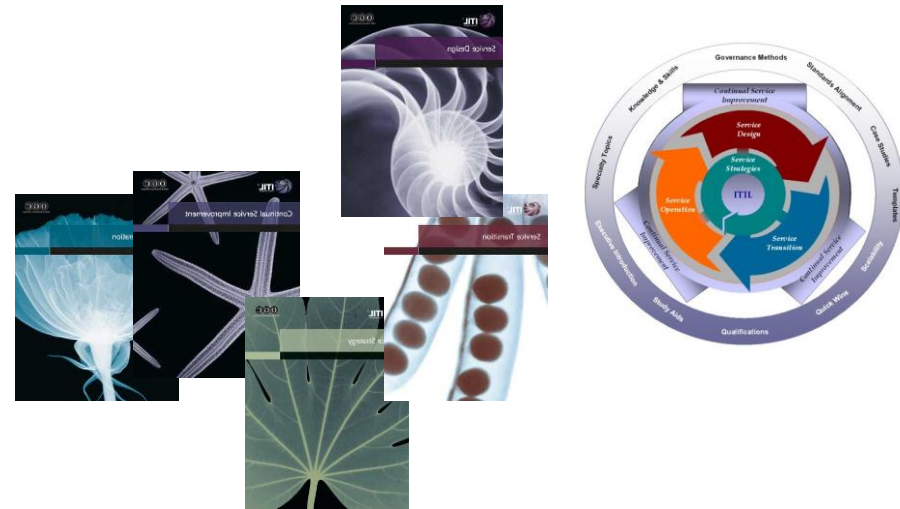
- A tool (e.g. service now)
- The service desk

The Framework

ITIL Comprises five volumes:

1. Service Strategy (373 pages)
2. Service Design (334 pages)
3. Service Transition (270 pages)
4. Service Operation (396 pages)
5. Continual Service Improvement (308 pages)

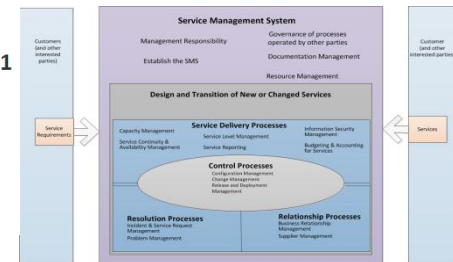
Mature, full of practical ideas, widely adopted, supported by tools, and is the “defacto standard”



ISO 20k

- Aligned with ITIL V3
- Very ‘short’ (~60 pages)

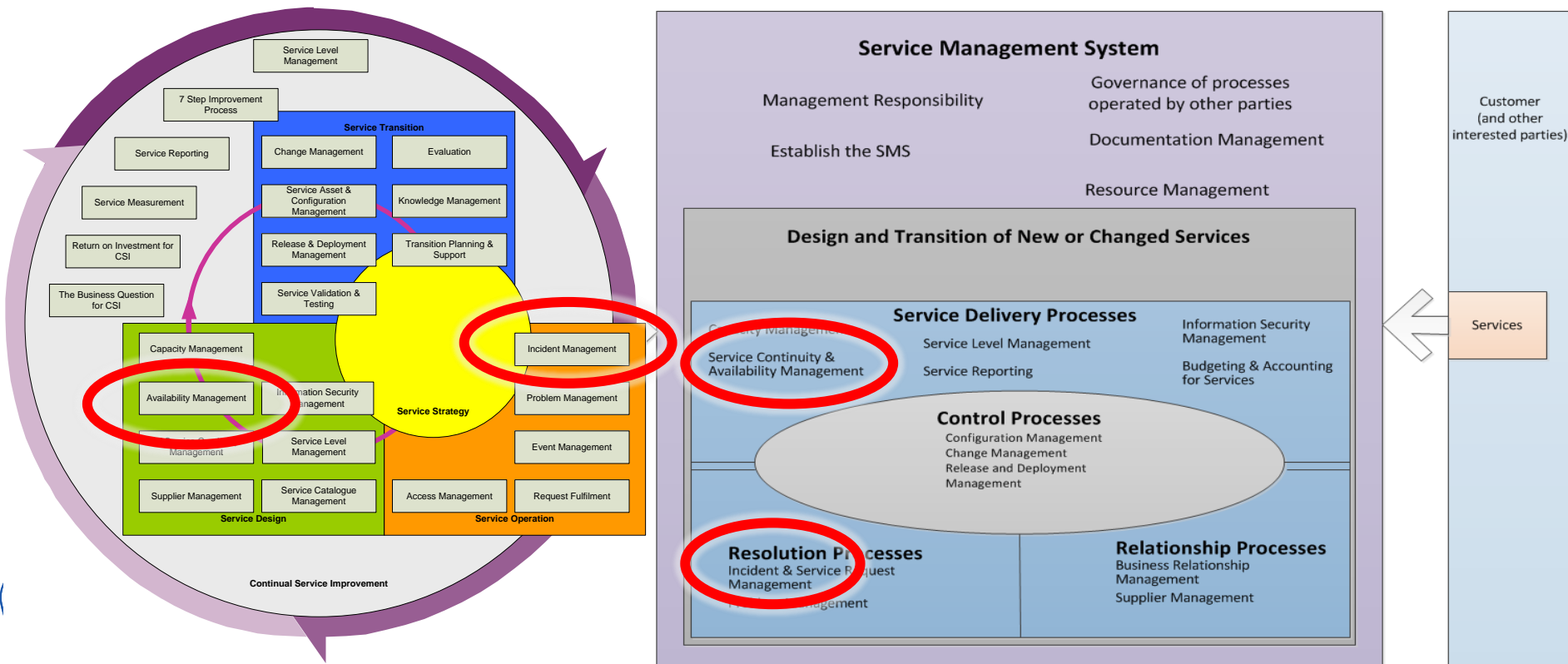
- ISO/IEC 20000-1 Second edition 2011-04-15
 - Part 1: **Service management system requirements**
- ISO/IEC 20000-2 First edition 2005-12-15
 - Part 2: **Code of practice**
- ISO/IEC TR 20000-3 Technical Report First edition 2009-11-01
 - Part 3: **Guidance on scope definition and applicability of ISO/IEC 20000-1**
- ISO/IEC TR 20000-4 Technical Report First edition 2010-12-01
 - Part 4: **Process reference model**
- ISO/IEC TR 20000-5 Technical Report First edition 2010-05-01
 - Part 5: **Exemplar implementation plan for ISO/IEC 20000-1**



While ISO/IEC 20000 is a standard to be achieved and maintained, ITIL offers a body of knowledge useful for achieving the standard.

Why could this be relevant

- ISO 20k & ITIL cover
 - continuity and availability management (incl risk)
 - incident management (incl. 'major incidents')



Incident management in ISO20k

Some Example Questions from ISO20k maturity review checklist

- Notion of impact, and urgency in prioritization

When prioritizing incidents, are impact and urgency of the incident taken into consideration?	8.1 3rd	Impact
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- The notion of ‘major incident’ as defined in these standards sound like ‘adverse event’

Has the organization documented and agreed the definition of a major incident?	8.1 6th
Are major incidents classified and managed according to a documented procedure?	8.1 6th
Are top management informed of major incidents?	8.1 6th
Does top management ensure that a designated individual responsible for managing the major incident is appointed?	8.1 6th
After the service has been restored, are major incidents reviewed to identify opportunities for improvement?	8.1 6th

Incident management in ITIL

causing. An indication of impact is often (but not always) the number of users being affected. In some cases, and very importantly, the loss of service to a single user can have a major business impact – it all depends upon who is trying to do what – so numbers alone is not enough to evaluate overall priority! Other factors that can also contribute to impact levels are:

- Risk to life or limb
- The number of services affected – may be multiple services
- The level of financial losses
- Effect on business reputation
- Regulatory or legislative breaches.

An effective way of calculating these elements and deriving an overall priority level for each incident is given in Table 4.1:

Table 4.1 Simple priority coding system

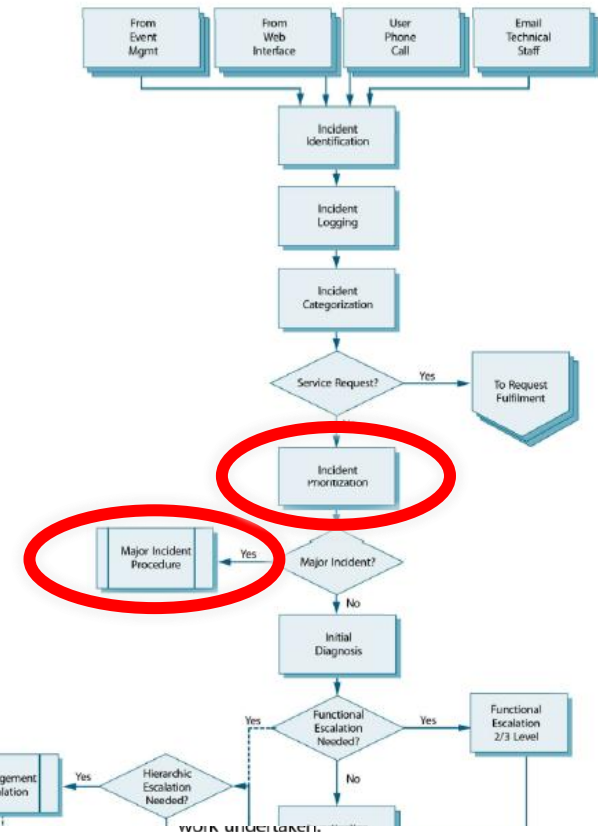
		Impact		
		High	Medium	Low
Urgency	High	1	2	3
	Medium	2	3	4
	Low	3	4	5

B7 COMMUNICATION RELATED TO EMERGENCIES

Although ITIL specifies how to deal with urgent, high-impact situations such as disasters (IT Service Continuity Management) and **Major incidents** (Incident Management), managers in the Service Operation phase will find themselves dealing with various types and scales of emergency not covered in these processes. It is important to note that this is not a separate process, rather it is a view of several processes and situations from a communication perspective.

Communication during emergencies is similar in purpose and content to communication during exceptions. The

Where necessary, the major incident procedure should include the dynamic establishment of a separate major incident team under the direct leadership of the Incident Manager, formulated to concentrate on this incident alone to ensure that adequate resources and focus are provided to finding a swift resolution. If the Service Desk Manager is also fulfilling the role of Incident Manager (say in a small organization), then a separate person may need to be designated to lead the major incident investigation team – so as to avoid conflict of time or priorities – but should ultimately report back to the Incident Manager.



All relevant information relating to the nature of the incident must be logged so that a full historical record is maintained – and so that if the incident has to be referred to other support group(s), they will have all relevant information to hand to assist them.

The information needed for each incident is likely to include:

- Unique reference number
- Incident categorization (often broken down into between two and four levels of sub-categories)



Incident Management @ CERN

- This is there **now** (but not yet well used everywhere)

Impact, Urgency and Priority

Impact Definition

The impact represents the consequences **for CERN**.

- 1 Down** critical adverse impact on the service
- 2 Degraded** major adverse impact on the service
- 3 Affected** minor adverse impact on the service
- 4 Disrupted** small number of the population affected

Urgency Definition

The urgency defines how quickly the incident should be resolved from a **CERN perspective**.

It is by default determined by the weight of the relation between SE and FE, but can be adjusted

- 1 – High:** damage increases rapidly
- 2 – Medium:** damage increases considerably
- 3 – Low:** damage increases marginally

Service-Now Incident Management

Incident

solved when the service is provided.

Low Incident State” to

relevant “Close code”

Close notes” and adds with the technical comment.

date” or “Save”.

Priority Matrix

The priority is derived from the impact and urgency

Priority Matrix		(Business) Impact			
		1 Down critical adverse impact on the service	2 Degraded major adverse impact on the service	3 Affected minor adverse impact on the service	4 Disrupted small number of the population affected
Urgency ↑	1 High: The damage caused by the incident increases rapidly.	1 Major	2 High	3 Moderate	4 Low
	2 Medium: The damage caused by the incident increases considerably over time	2 High	3 Moderate	4 Low	5 Planning
	3 Low: The damage caused by the incident only marginally increases over time	3 Moderate	4 Low	5 Planning	6 Very Low

Automated E-mail

Agent E-mail Notification

Name	Recipient
New Incident	Assigned
Group Transfer	New Assign Group
Return to Group	Old Assign
User Update 1	Assigned
User Update 2	Assignee

End User E-mail Notification



Our Scope

GS, IT, HR, FP ...

Incident

~~Crisis~~

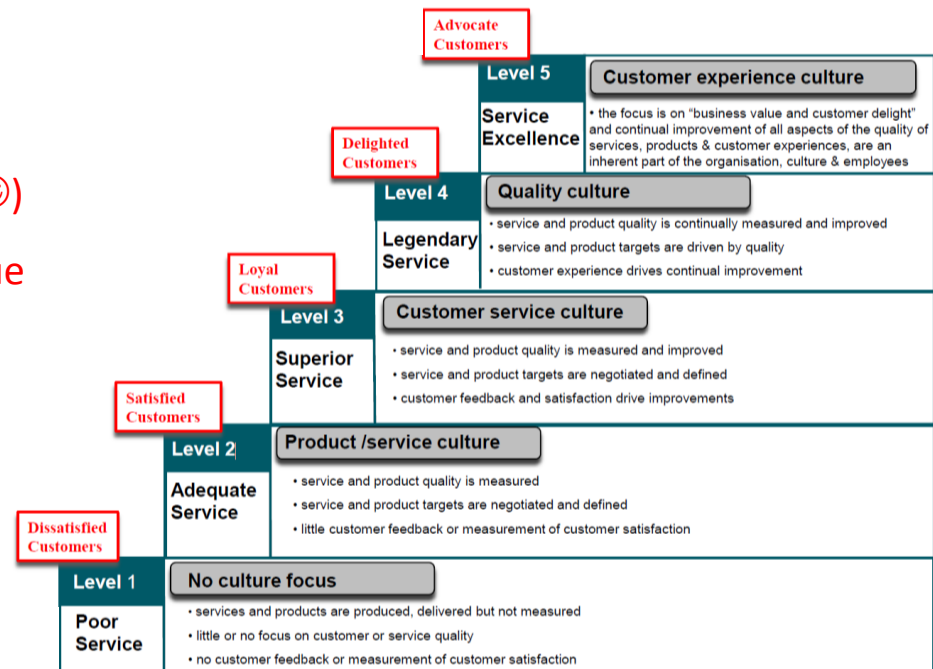
			DG scale	Criteria to help in the classification of criticality	Safety Risk
Minor	Nil	1	1	very few people affected; people can work on 'other' activities; workaround exists; cost < 1KCHF; safety is not affected; only visible in small contained area; no reputation issue	Nil / Very Limited
	Hardly visible	2	1	several people affected; cost < 5KCHF; safety is not affected; not visible outside CERN; no reputation issue	
	Very limited	3	1	small group of people affected; cost < 10KCHF; safety is not affected; not visible outside CERN; no reputation issue	
Average	Limited	4	1	considerable number of people affected (>20); cost < 20KCHF; possibly affecting people outside central services; no reputation issue	Limited
	Visible	5	1	considerable number of people affected (>50); cost < 50KCHF; possibly affecting people outside CERN; CERN reputation possibly slightly affected	
	Significant	6	1	considerable number of people affected (>100); cost < 100KCHF; seriously affecting considerable population inside and outside CERN; CERN reputation possibly affected	
Major	Very significant	7	2	considerable number of people affected (>500); cost < 400KCHF; seriously affecting very significant population inside and outside CERN; CERN reputation most likely affected	Significant
	Important	8	2	large number of people affected (>1000); cost < 1MCHF; very seriously affecting large population inside and outside CERN; significant risk to CERN reputation	
Critical	Disastrous	9	3	large number of people affected (>1000); cost < 10MCHF; affecting very large population inside and outside CERN; putting survival of CERN at risk; possible serious injuries	Major
	Catastrophic	10	5	large number of people affected (>1000); cost > 10MCHF; affecting large population inside and outside CERN; putting survival of CERN at big risk; possible loss of life	



Why Service Management @ CERN

Why Service Management and why now (Project started in 2010)

- Global Laboratory – 24/7 presence is required.
- With the start of LHC in 2009 dramatic increasing number of Users but stable staff numbers.
- The wide range of services offered by CERN must become easy to find, without requiring knowledge of CERN internal structures.
- Standardization to improve effectiveness in times of reduced budgets
- **Opportunity: The time is right**
 - Mature best practice available
 - Mature off the shelf tools available (finally 😊)
 - Management awareness of SM maturity issue



Service Management for CERN

What are we trying to achieve with Service Management?

Our First 8 Goals:

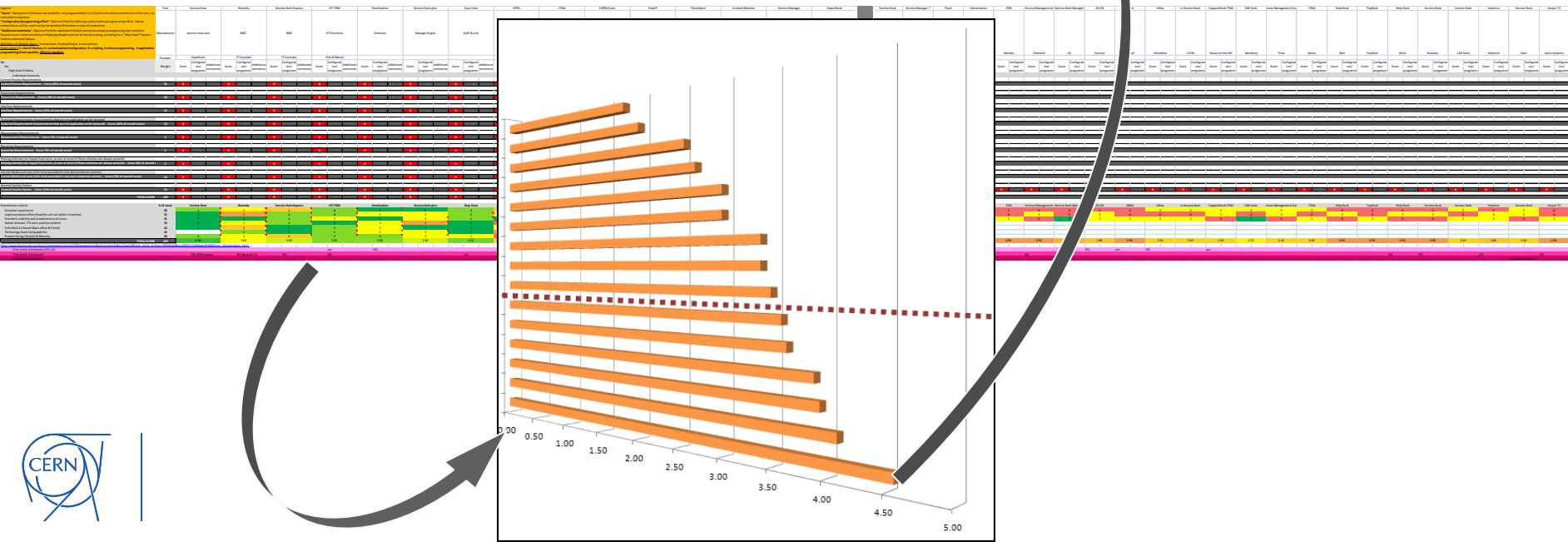
1. One Service Desk for CERN (one number to ring, one place to go) (**SPOC**)
2. Standard Processes for all Service Providers at CERN (**one behavior**)
3. Services defined from a **User's** point of view
4. Services **easy to find** by everybody, without knowledge of CERN internal structures
5. Service and process quality **measurable**
6. Improved **collaboration** over the borders of sections, groups and departments (break down silo's)
7. Very high level of **automation** of all known procedures
8. Framework for continuous **improvement** in the fields of **efficiency** and **effectiveness**

Service Management Tool selection

- >40 products long-listed and evaluated against “preselection criteria”.
- 6 invited for a detailed evaluation using technical questionnaire (>300 ‘questions’).
- For top 2: technical challenge presentations.
- For top 2: live instance tests performed.
- > 6 reference visits performed
- Commercial, TCO, and planning considerations

- **Functional Coverage**
- **Architecture**
- **Flexibility**
- **100% Web Based**
- **SAAS**

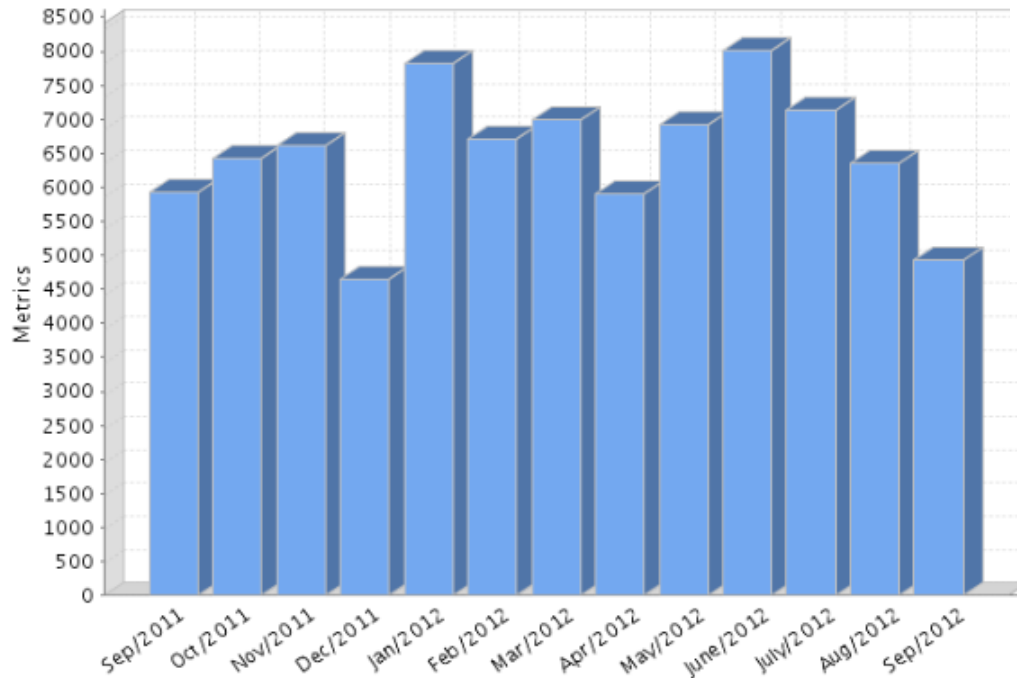
Service Now selected September 2010.



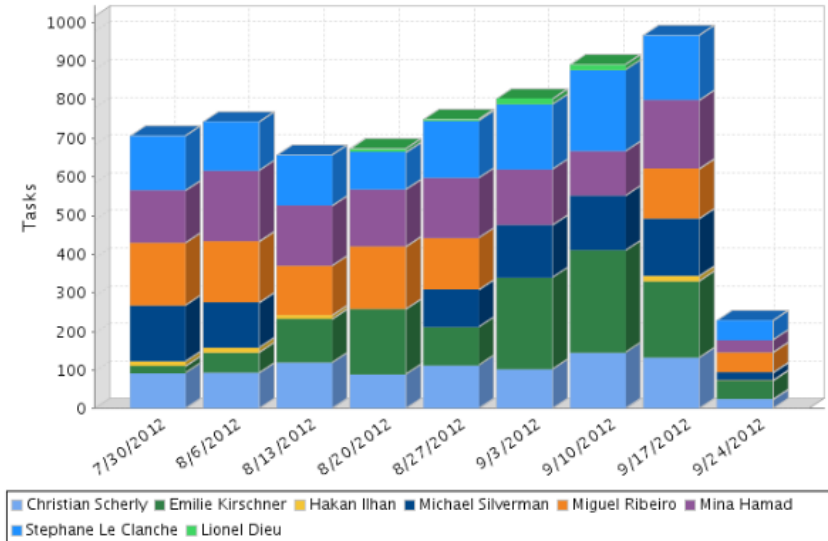
Operational since Feb 2011

- > 90000 requests treated
- >100000 incidents treated
- 885 Supporters using it

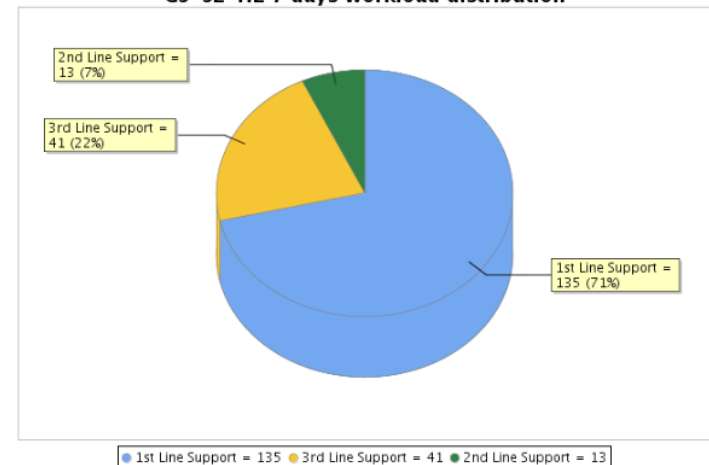
Service Desk Workload Trend 12 months



Created By Service Desk Last 60 Days



GS-SE-HE 7 days workload distribution



The Service management toolbox: Service Portal for end users

European Laboratory for Particle Physics

Reinoud Martens [Log out] Français

CERN Service Portal

easy access to services at CERN

Home News Navigate Catalogue Contacts My Profile Site Guide Service Status

The CERN Service Portal is your one-stop access point for all services provided by the GS and IT departments.

Describe your issue or search for a service:
Search Examples / Help

Report an issue

My Incidents

- Catalog item not found when...
- search in the stores catalog
- bug in service-now
- service-now to infor interf...
- doublons created by interfa...

See all your incidents

My Requests

- Full Baan read access for S...
- FB intervention report fuit...
- Question concerning clothin...
- request for JMT data access
- request to use out of the b...

See all your requests

Key contacts

Service desk: 77777
Located in building 55.
Open 07:30 - 18:30 work days, Geneva time

Emergencies: 74444
Located in building 65.
Open 24 hours a day, 7 days a week.
Fire, accidents, hazardous materials interventions...

Service Manager on Duty
Not satisfied? You can contact the SMod.

Cannot find what you need here? Do you simply need advice or assistance? The **Service Desk** is here to help. Call the Service Desk on: **77777** (07:30 - 18:30 work days, Geneva time)

Contact Service Desk SMod Disclaimer About

CERN - European Laboratory for Particle Physics, CH-1211, Genève 23, Switzerland

- Google like search
- Context aware 'Record producers' → Automated ticket assignment

Shuttle Service - Service Element - CERN Service Portal - Windows Internet Explorer

https://cern.service-now.com/service-portal/service-element.do?tid=e8543a90a08c0x00ab0ac71

European Laboratory for Particle Physics

Home > Service Elements > Shuttle Service

Reinoud Martens [Log out] Français

CERN Service Portal

easy access to services at CERN

Search: type here

Home News Navigate Catalogue Contacts My Profile Site Guide

Catalog navigation

- Mobility and Accommodation
- Passenger Mobility Services
- Car Pool and Rental Service
- Shuttle Service**

Go to catalog structure page

Shuttle Service

This service is responsible for providing free regular passenger transport inside CERN sites and to/from Geneva airport.

Actions

- Request for the transport of VIPs and Officials
- ON TEST : Request for a coach(bus) reservation
- Report an incident
- Submit a general request
- Coach Rental

Contacts

CERN shuttle service
Phone: 75411
shuttle-service@cern.ch
Location: 555

Information

This service offers:

- Regular shuttle service inside CERN (Meyrin and Preessin) and between the two sites
- A regular shuttle service CERN- Geneva Airport
- A dedicated shuttle service for LHC and SPS shifters (7 days/7 days)
- On demand transportation to/from LHC Pits 2, 5 and 8 (see Shuttle pages)
- VIP transportation

Service limitations:

- Reservations for coaches must be made at least 24 hours in advance.
- Children are not authorized, even if accompanied by an adult
- Maximum capacity 28 places
- Passengers from airport without CERN access card will be dropped off at Access Control Service (building 33).

Additional information:
Any person entering the site must be in possession of a card issued by CERN certifying that he is authorised to enter the site. The drivers will ask the passengers from the airport to show their CERN access card. In case they do not have it, they will be dropped off at CERN entrance to do the necessary formalities.

External information:

- Regular Shuttle Timetable
- TPG ligne Y CERN/Genève Airport

Service-Now back office



European Organization for Nuclear Research

Switch to the old UI

Welcome: Catherine Laverriere

Logout

Type filter text

[Add content >](#)

FB Homepag

[Refresh](#) 5 minutes

Switch to page...

Self-Service

- Homepage
- CERN Service Portal
- My Incidents
- My Requests
- My Feedback
- My Watch List Incidents
- My Watch List Requests
- My Approvals
- My Signed Approvals
- My Rejected Approvals
- My Templates
- My Groups Templates
- My Scheduled Requests

- My Closed Incidents
- My Closed Requests
- My Rejected Requests

- Callers
- Group Members
- Confidential Tickets
- My Profile
- Labels

- My Daily Work
- Incident
- Request Fulfillment
- Business Services

- CERN Service Catalog
 - Service Areas
 - Customer Services
 - Service Elements
 - Functional Elements
- My Assignments
 - My Functional Elements
- Business Services Maintenance
 - Support Emails

- Knowledge Base
- Search
- My Published Articles
- My Expired Articles
- My FEs Published Articles
- My Articles Requiring Review
- My Groups Work
- My Groups Feedback
- My Submissions
- Knowledge Base Topics

FB ButtonBoard

[Animals](#) [Confined space](#) [Opening Doors](#) [Vehicle Assistance](#)
[Drill](#) [Transport radioactive material](#) [VIP Visit](#)
[Defibrillator](#) [Extinguisher](#) [Hose Reel](#)
[Declaration lost/theft](#) [Declaration found item](#)
[FRS response report](#) [Divers/Miscellaneous/Others](#)

FB Assigned

Number	Short Description	Due date	Functional Category	Assignment group	Created	Caller
Functional Element: FB-Lost and Found (3)						
Functional Element: FB-Operations (18)						

FB In Progress

Number	Short Description	Due date	Functional Category	Assigned to	Assignment group	Created	Updated	Caller
Functional Element: FB-Lost and Found (3)								
Functional Element: FB-Operations (18)								

FB Other open status (Waiting) Tasks

Number	Short Description	Functional Category	Assigned to	Assignment group	Request State [Request Fulfillment]	Incident state [Incident]	Created	Updated	Caller
Functional Element: FB-Lost and Found (25)									
Functional Element: FB-Maintenance (1)									
Functional Element: FB-Operations (1)									

FB FRS Response Report

Number	Short Description
Functional Category: Emergency medical re	
Functional Category: Evacuation Alarm (1)	
Functional Category: Fire Alarm (9)	
Functional Category: Incident (6)	
Functional Category: Lift Alarm (2)	
Functional Category: Pollution Alarm (3)	
Functional Category: Red-phone Alarm (1)	

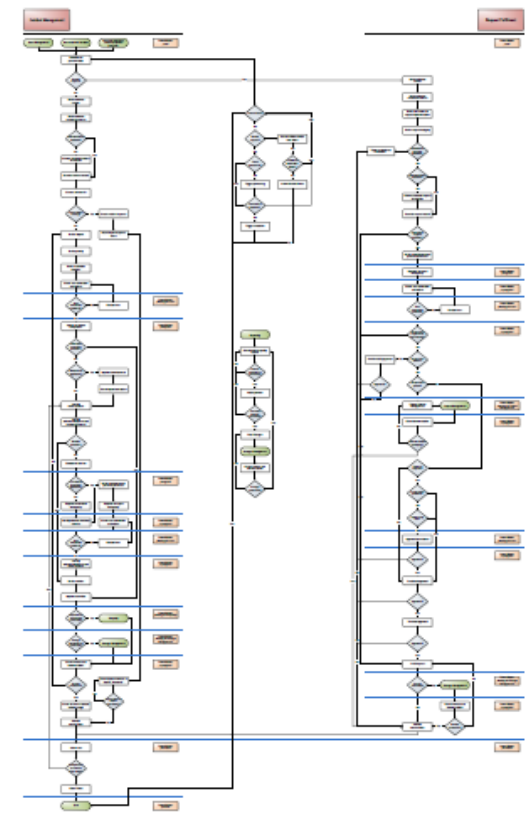
FB In Progress

Number	Short Description	Due date	Functional Category	Assigned to	Assignment group	Created	Updated	Caller
Functional Element: FB-Lost and Found (3)								
Functional Element: FB-Operations (18)								
RQF0164603	FRS Response Report service de taxi			Catherine Laverriere	FB-Operations 2nd Line Support	29-10-2012 22:37:59	01-11-2012 14:52:58	Stephane W
RQF0163235	dégât sur voiture			Guillaume Dutel	FB-Operations 2nd Line Support	25-10-2012 14:10:00	01-11-2012 12:01:47	Christine Re
INC178957	animal dans une gaine technique		Animal intervention	Antonio Cuenca Perez	FB-Operations 2nd Line Support	17-10-2012 10:25:01	17-10-2012 17:01:02	Mahdi Ben F
RQF0159328	FB confined space control Entretien préventif puisard FTDP-00545	16-10-2012 14:00:00	Confined space	Sevda Budun	FB-Operations 2nd Line Support	15-10-2012 09:32:00	31-10-2012 15:57:46	Gregory Fen
RQF0160012	FB confined space control Entretien préventif puisard FTDP-00532	17-10-2012 14:00:00	Confined space	Sevda Budun	FB-Operations 2nd Line Support	16-10-2012 11:07:57	31-10-2012 16:19:09	Gregory Fen
RQF0164244	FB confined space control Entretien maintenance DP 722 SH18	01-11-2012 09:15:00	Confined space	Jean-Claude Bourguine	FB-Operations 2nd Line Support	29-10-2012 11:30:30	01-11-2012 10:20:15	Bruno Geran
RQF0165418	FB confined space control Remplacement support poire de niveau puisard FTDP-00546	05-11-2012 09:00:00	Confined space	Guillaume Dutel	FB-Operations 2nd Line Support	31-10-2012 14:43:13	01-11-2012 07:45:33	Gregory Fen
RQF0164259	FB confined space control FTDP-00544	06-11-2012 09:00:00	Confined space	Thierry Piers	FB-Operations 2nd Line Support	29-10-2012 11:48:23	29-10-2012 11:51:35	Matthieu Pie
RQF0163377	FRS Response Report Check after electric short circuit. Intervention 1305		Fire Alarm	Patrick Berlinghi	FB-Operations 2nd Line Support	25-10-2012 17:02:04	29-10-2012 16:35:34	Thomas Sch

Service-Now

Relevant Features

- Fully WEB based
(can be used anywhere from any platform)
- Templates (Automation of Tasks)
(automatic filling in of fields, recipes)
- Record Producers (Forms)
(question and answer forms)
- ITIL processes supported at CERN
 - **Incident**, Request, Knowledge, Change, Event (end 2012), Service catalog, Service Level, Reporting, ...
- Prioritization, Targets and automatic Escalation
- Watchlist (keep relevant people informed in real time)
- Reporting
- Aligned with all CERN corporate systems and policies
(locations, persons, equipment, roles, **and** IT's information security policies!)



Service-Now for FB; Homepage

The screenshot shows the Service-Now interface for the FB (Facility Business) department. The user is Catherine Laverniere. The page is titled 'FB Homepag'. A red arrow points to the 'FB ButtonBoard' section, which contains buttons for various services: Animals, Confined space, Opening Doors, Vehicle Assistance, Drill, Transport radioactive material, VIP Visit, Defibrillator, Extinguisher, Hose Reel, Declaration lost/theft, Declaration found item, FRS response report, and Divers/Miscellaneous/Others. A green circle with the number '1' is placed over the 'Vehicle Assistance' button. On the left side, there is a 'Self-Service' menu with various options like 'My Incidents', 'My Requests', 'My Feedback', etc. A green circle with the number '2' is placed over the 'My Requests' option. Below the ButtonBoard, there are three task lists: 'FB Assigned', 'FB In Progress', and 'FB Other open status (Waiting) Tasks'. Each list has a table with columns for Number, Short Description, Due date, Functional Category, Assignment group, Created, Updated, and Caller. A green circle with the number '3' is placed over the 'Functional Element: FB-Operations (17)' entry in the 'FB In Progress' list.

1. Buttons linking to forms (record producers) for fast creation of 'standard tickets'
2. Menus that can be removed with quick filters etc.. drag and drop shortcuts
3. Lists of 'interesting' tickets (like waiting for action, assigned to you, or your group..)

IMPORTANT NOTES: FB CURRENTLY ONLY USES THE REQUEST AND NOT THE INCIDENT PROCESS AS DESIGNED

Service-Now for FB; Confined Space

← Catalog Item - Request FB atmospheric measurements for confined space

Request FB atmospheric measurements for confined space

Access to confined spaces is strictly regulated and subjected to the provisions of [Safety Code A4](#), "Confined Spaces".

Access permits for carrying out work in a confined space are issued subject to a favourable recommendation following a joint safety inspection carried out by the person in charge of the work and a representative of the CERN fire brigade immediately prior to entry.

Requests should be submitted **at least 24 hours in advance**.

Access permits are limited to the "work to be done" and the dates and duration specified; a new permit must be requested when

- The "work to be done" changes.
- An extension of the work is required.

1

2

Where (Confined space location)

Confined space description
▶ More information

Location (building/floor-room)

When (Dates and duration)

Proposed date and time for measurements

What (Work to be done)

Work details

Confined space supervisor data

2 Confined space supervisor name

Stakeholders

Please, select the list of workers

Collection
Search
- Psig De Gex

3

What should be the visibility of this ticket?

▶ More information

CERN

Restricted

Sensitive (Confidential)

Submit

1. Header with free text to explain things

2. Mandatory and optional fields that can be validated against CERN databases (e.g. people, locations, equipment items, etc....)

3. Confidentiality aligned with IT information security policy standards

Service-Now for FB; Confined Space

1 Approvers can be selected at the bottom of the page (set ticket to In Progress and select Approval Type first). Then click on the Request Approvals button.

New	Classification	Fulfillment	Resolved	Closed
Caller:	Gregory Ferroux	Number:	RQF0165418	
Service Element:	Non-Emergency Intervention Support	Opened:	31-10-2012 14:43:13	
SE <-> FE Relation:	A+: Non-Emergency Intervention Support <-> FB-	Opened by:	Gregory Ferroux	
Functional Element:	FB-Operations	SLA due:		
Functional Category:	Confined space	Delivery:	Fixed	
Questions:	Request FB atmospheric	Due date:	05-11-2012 09:00:00	
Assignment group:	FB-Operations 2nd Line Support	Impact:	Major impact	
Assigned to:	Guillaume Dutel	Urgency:	High	
Category:	Information	Priority:	3 - Moderate	
Request State:	In progress	Report type:	Portal	
Approval Type:	No approval	Time worked:	0 Seconds	
Visibility:	Restricted	Time worked:	0 Seconds	
Budget Code:		Number of Items:	1	
Amount:		Watch list:	Patrick Fournier, Stephen John Evans, Olivier Prouteau	
		Service offering:		
		Flagged:	<input type="checkbox"/>	
Request Location:	887 (EHN1)			
Short Description:	FB confined space control Remplacement support poire de niveau puisard FTDP-00546			

Variables

Confined space description

Remplacement support poire de niveau puisard FTDP-00546

Proposed date and time for measurements

05-11-2012 09:00:00

Work details

Remplacement support poire de niveau

Confined space supervisor name

Patrick Fournier

Telephone contact

168764

1. Approvals can be requested
2. Work can be scheduled
3. People can be kept in the loop
4. A full history and audit trail is kept



Service-Now for FB; Reporting

FB Management Refresh: 5 minutes | Switch to page...

FB activity last 7 days FB activity (resolved) last 7 days

Tasks

Monday/... Tuesday... Wednesd... Thursday... Fi

■ Fire Alarm ■ Incident ■ Opening of locks ■ Other Actions ■ Pollution Alarm ■ Vehicle as
■ Confined space ■ Emergency medical response ■ Evacuation Alarm ■ (empty) ■ Theft ite
■ Red-phone Alarm

FB-Operations

Tasks

0 5 10 15 20 25 30 35 40

Tasks Search for text

All > Converted To [Incident] is empty > Functional Element Organic Group Name starts with GS-FB > Task type = Incident .or

Number	Priority	Short Description
RQF0163979	3 - Moderate	FRS Response Report Plaques d'isolation qui s'envolent à l'extérieur du site Meyrin
RQF0164593	4 - Low	FRS Response Report En se rendant en ronde, l'équipe identifie un arbre qui mena

Actions on selected rows...

FB resolved last 60 days by week

Tasks

9/3/2012 9/10/2012 9/17/2012 9/24/2012 10/1/2012 10/8/2012 10/15/2012 10/22/2012 10/29/2012

■ Animal intervention ■ Confined space ■ Opening of locks ■ Vehicle assistance ■ Lost item ■ Other Actions
■ Fire Extinguisher Maintenance ■ Official report assistance ■ Emergency medical response ■ Incident
■ Fire Alarm ■ Fire Hose Reel Maintenance ■ Flood Alarm ■ Found item ■ Lift Alarm ■ Lost item - found
■ Theft item ■ (empty) ■ Pollution Alarm ■ Red-phone Alarm ■ Evacuation Alarm

1. Real time reports and dashboard (easy)
2. Drill down from reports
3. Reports can be scheduled and emailed as pdf, excel etc..
4. Reports can be 'publised' (a url will give uptodate report)

Service-Now for FB; Intervention report

← Catalog Item - FRS Response Report

FRS Response Report



FRS Response Report Fire and Rescue Service

Alarm		Type	
Alarm CSAM #	Source	Category	Others / Autres
<input type="text"/>	<input type="text"/>	<input type="text"/>	<div style="border: 1px solid gray; height: 50px;"></div>
Type	Sensor/Capteur		
<input type="text"/>	<input type="text"/>		
Identifier	Caller 74444		
<input type="text"/>	<input type="text"/>		
Reason			
Short Description			
<input type="text"/>			
Response Times		Intervention Location	
Departure Point	Notification	Location	Site
Building 65	<input type="text"/>	<input type="text"/>	<input checked="" type="radio"/> Meyrin <input type="radio"/> Preessin <input type="radio"/> LHC <input type="radio"/> SPS <input type="radio"/> Outside CERN
Departure	Arrival	Location Details	Surface/Underground
<input type="text"/>	<input type="text"/>	<div style="border: 1px solid gray; height: 50px;"></div>	<input checked="" type="radio"/> Surface <input type="radio"/> Underground
Available	Return 65		
<input type="text"/>	<input type="text"/>		
Resources			
FPT	VL On Duty Manager	Ambulance	VL logistique
FPT Driver	VL On Duty Manager Driver	Ambulance Driver	VL Logistics Driver
-- None --	-- None --	-- None --	-- None --



Service-Now for FB; Intervention report

Resources			
FPT	VL On Duty Manager	Ambulance	VL logistique
FPT Driver -- None --	VL On Duty Manager Driver -- None --	Ambulance Driver -- None --	VL Logistics Driver -- None --
FPT Crew Manager -- None --	VL Section Leader	Ambulance Leader -- None --	VL Logistics Passenger1 -- None --
FPT Passenger1 -- None --	VL Section Leader -- None --	Ambulance Assistant -- None --	VL Logistics Passenger2 -- None --
FPT Passenger2 -- None --			VL Logistics Passenger3 -- None --

Additional Resources (Type, Driver, Manager, Passengers)

Report

Persons Contacted (Name, Time, Means)

Situation upon Arrival at the Scene

Detailed Report / Minutes

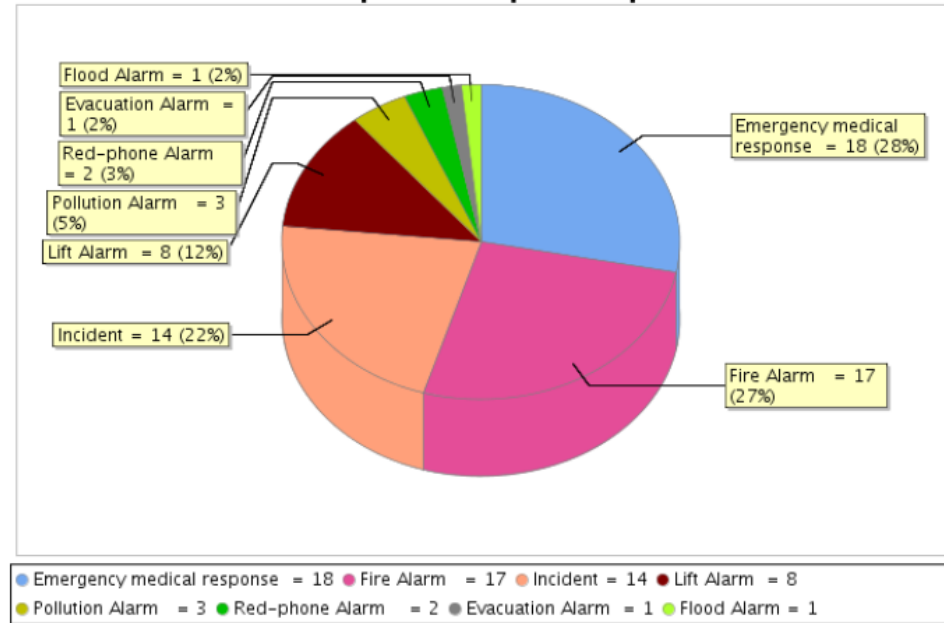
Persons in Charge		
Crew manager/Fire Fighter -- None --	Section Leader -- None --	On Duty Manager -- None --

Submit

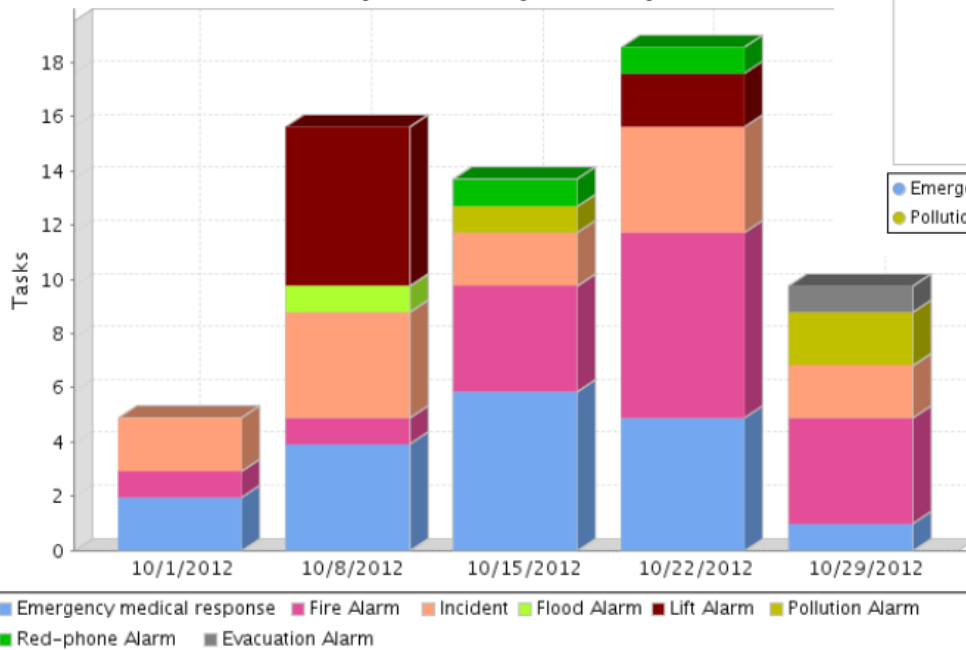
Service-Now for FB; Intervention report

- Used since a couple of weeks..


FB Groups "FRS response report"



FB Groups "FRS response report"



Service-Now for FB; PDF printing

 Click to Print



FRS Response Report

Ticket number:
RQF0165030

FRS Response Report Aucune alarme évacuation retentit dans le hall du Bt 157.

Caller: Yvan Chevance

Last comment:

Ticket resolved. The following solution was provided:

En qualité de responsable opérationnel de piquet, je certifie que ce rapport est approuvé

Alarm CSAM # oui	Source SFDIN-00200	
Type EV	Crew manager/Fire Fighter Federico Gallo	Section Leader Yvan Chevance
Identifier 15911	On Duty Manager Davide Pagnani	
Solution (Customer View): En qualité de responsable opérationnel de piquet, je certifie que ce rapport est approuvé		

Category
Evacuation Alarm

Short Description
Aucune alarme évacuation retentit dans le hall

CERN at 01-11-2012 17:45:05

Name

Signature



Service-Now elsewhere

- The tool is designed to orchestrate incident management and request fulfillment in real time.
- Benefits of real time: real time escalation, real time communication and coordination, etc..
- Further interesting features of service-now
 - SAAS; 24/7
 - Hosted outside CERN site in Geneva area
 - Hot failover in Zurich
 - Many (>>400) very significant customers world wide

Status Board

CERN › GENERAL SERVICES STATUS BOARD



General Services Status Board

[Home](#) [Outages](#) [Interventions](#) [Changes](#) [News](#) [Subscribe](#) [Help](#)

- To communicate proactively on major incidents and outages (planned or unplanned)
- DRUPAL based (currently)

Friday, November 02, 2012 10:00

News & Announcements

- [New pedestrians and cyclists entrance on the Prévessin site](#) | Posted on 31-07-2012

1 Outages (current & last 24 hours)

Summary	Time of incident	Location	Service Affected	Domain	Impact	Status	Last updated at	Resolved on
Heating issue	Mon, Oct 1, 09:24	Blg 40 Aile C	Heating, Ventilation And Air Conditioning Service	Infrastructure	Service is unavailable	Ongoing	Mon, Oct 1, 09:30	

[more](#)

2 Interventions happening today

Summary	From	To	Location	Service Affected	Domain	Impact
Coupure chauffage à MEYRIN secteur FRANCE	Thu, Nov 1, 16:00	Fri, Nov 2, 12:00	274, 35, 36, 281 à 288, 181, 599, 597, 220, 180, 183, 30, 279, 182, 188, 110, 581, 584, 594, 590, 595, 596, 113, 112, 376	Heating, Ventilation And Air Conditioning Service	Site Services	Service will be unavailable during the intervention
Coupure électrique	Fri, Nov 2, 07:00	Fri, Nov 2, 08:00	866 (1 ^{er} étage, aile A)	Electrical Service		


1. Outages (unplanned interruptions)
2. Interventions (planned interruptions)
3. Subscription to RSS feeds
4. There is information on WHAT, WHERE, WHEN and WHY




Coming soon


- ‘Related tickets’ (e.g. for a safety inspection, all requests can be monitored and orchestrated from a single ticket).
- Event management (first for IT)
“The process that monitors all events that occur through the infrastructure. It allows for normal operation and also detects and escalates exception conditions.”
- Status Board upgrade from Drupal to Service-Now
 - One status board for GS, IT, HR and FP
 - Twitter Feed (which seems the ‘de facto’ resilient method to push information out in case of outages, see Fermilab, and ..)

 **FNAL ServiceDesk** @FNALServiceDesk 26 Jul
Power and networking at GCC have been restored. We are working on restoring the impacted computing services.
Expand

 **FNAL ServiceDesk** @FNALServiceDesk 26 Jul
Work is still in progress to restore power at GCC.
Expand

 **FNAL ServiceDesk** @FNALServiceDesk 25 Jul
Computing impacted by today's planned power outage at GCC has been restored. Some systems will remain unavailable for further maintenance.
Expand

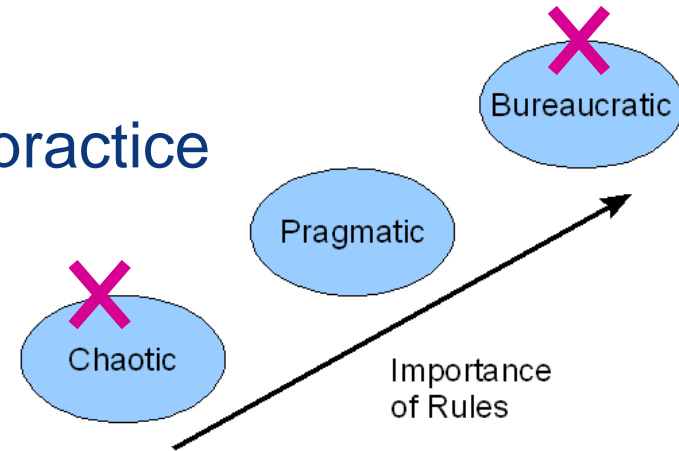
 **FNAL ServiceDesk** @FNALServiceDesk 25 Jul
Power and networking has been restored at GCC. We are working to restore computing.
Expand

 **FNAL ServiceDesk** @FNALServiceDesk 24 Jul
GCC outages July 25 & 26 to impact CMS, Enstore, LQCD, grid and cloud, other scientific computing. tinyurl.com/caw8ce9
Expand

My Conclusions



- Processes and Tool aligned with best practice
- Pragmatic not bureaucratic
(we are not the ayatollahs of ITIL)
- “A fool with a tool, is still a fool”
(Tools and processes is not enough, they have to be used correctly)
- We believe we are on the right path, but there is still ‘significant’ room for improvement in terms of ‘Maturity’
(mostly a people problem, some ‘preaching’ is still necessary).
- We hope we can converge in terms of vision and strategy; lets join forces.



YES WE CAN!

Questions / Reactions?

