Migration of the CERN IT Data Center Support System to ServiceNow

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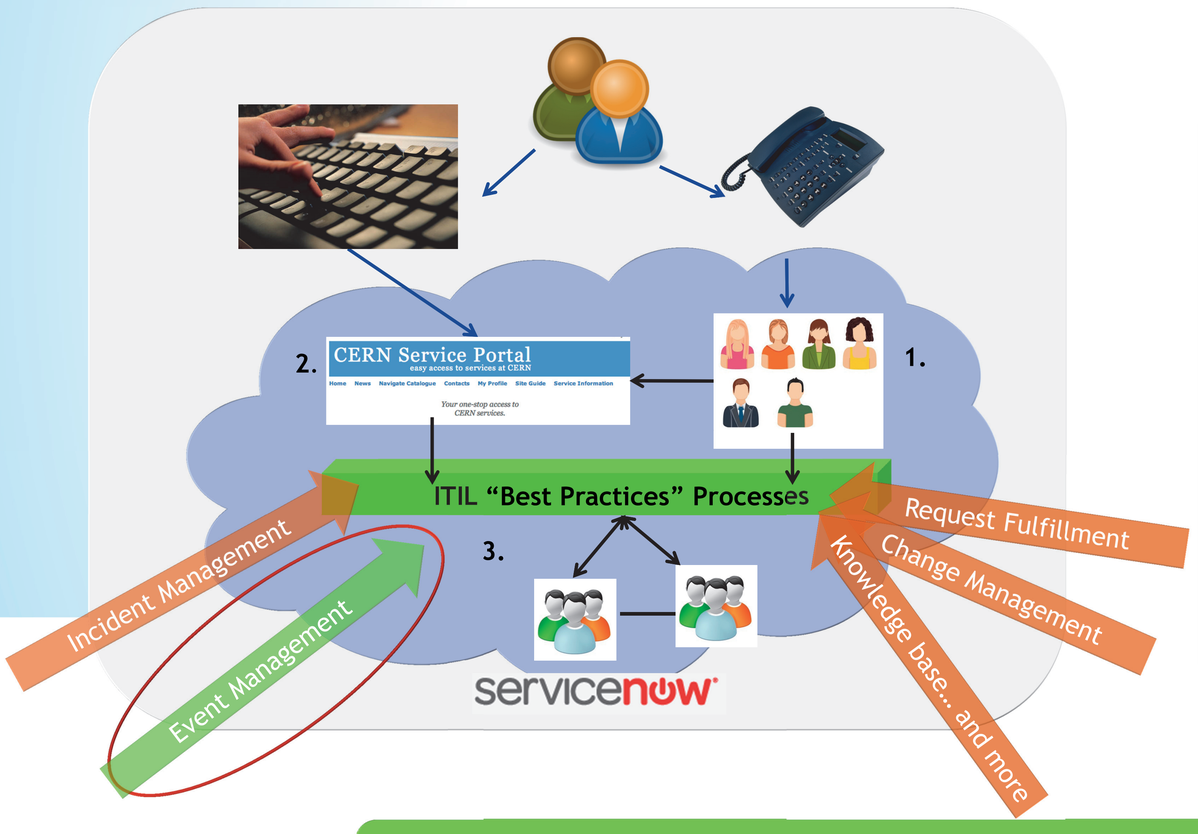
CERN Standard User and Services Support



Service Management Project at CERN

- The project entered in production on February 2011 covering the services of the IT and GS departments. Currently it includes Finance and HR departments too.
- The principal goal is the provision of a comprehensive and coherent service organization across the whole laboratory based on ITIL "Best Practices" procedures.

Three fundamental structures in the project

1. A single Service Desk as a unique user entry point
2. One place to go on the web enabling the access to a common Service Catalogue and the reporting of problems associated to these services
3. A set of standard processes to handle user's needs

The whole structure is supported by ServiceNow

ITCM Migration: From Remedy to ServiceNow applying best practices

ITCM Migration from Remedy to ServiceNow has been the first implementation included in the context of the Event Management ITIL Process. It has entered in production in February 2013

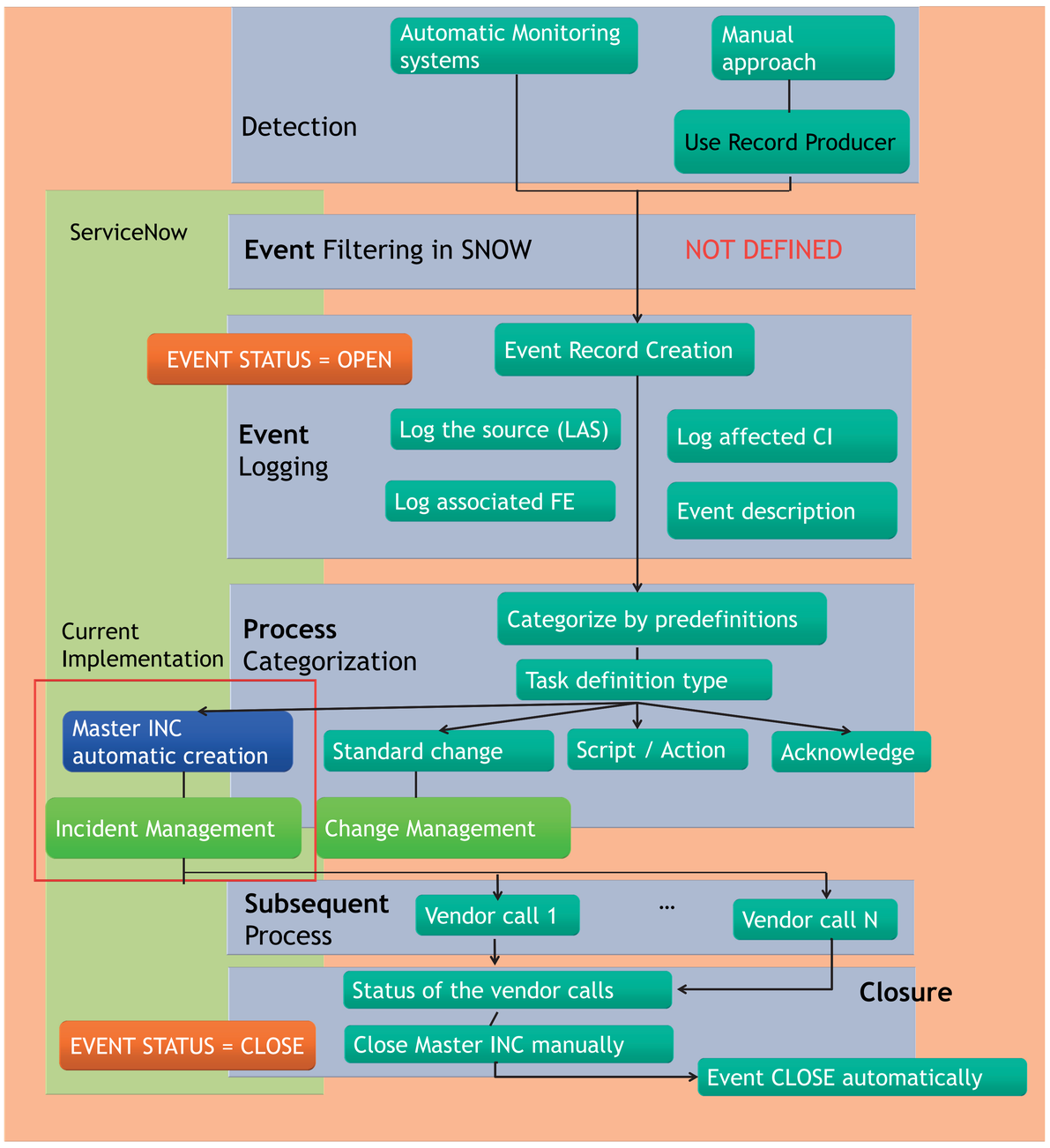
ITCM handles the host alarms triggered at the CERN IT by the LAS system

Bulk Operations:

- Assignment of tickets
- Resolution
- Internal and external communications
- Tickets relation establishment
- Inclusion of additional experts and host managers

Manual creation of alarms

- Manual creation of alarms foreseen in ServiceNow by a specific group of persons
- Same approach followed as for the automatic alarms



CMDB in SNOW

- More than 28K CIs recorded in SNOW
- Regular synchronization with CDB, Puppet, LANDB and HWDB to get the necessary information associated to these CIs

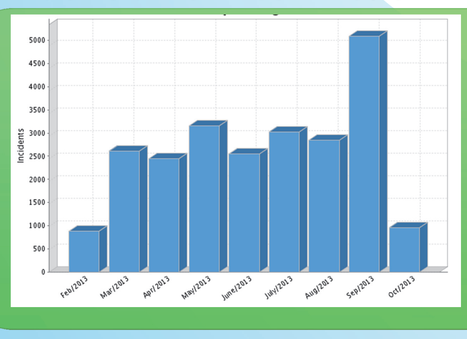
Service Level Management

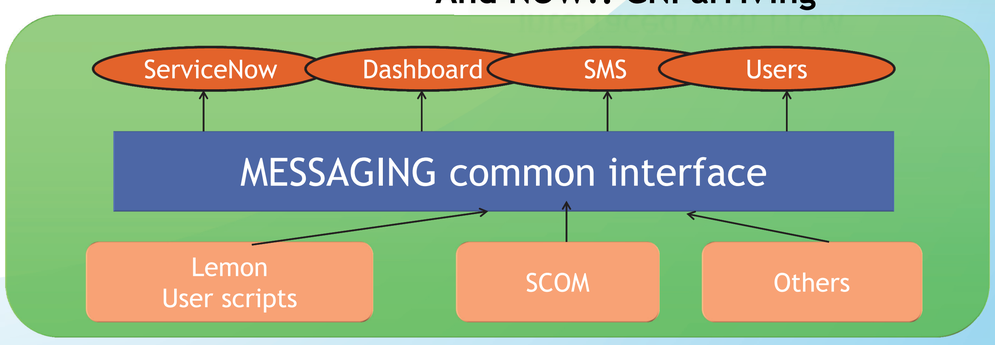
- Implementation of specific Underpinning Contract forms to track the behavior of the external contracts

Calendars

- Migration of the SDB calendars to SNOW scheduled for the 1st of November 2013
- Best effort and piquet calendars available from the tool and interfaced with ITCM

VOLUME OF TICKETS: STATISTICS



More than 24K ITCM tickets recorded from 25th February 2013

And NOW?: GNI arriving