IT Service Management at CERN
Data Centre and Service monitoring and status
David Martin Clavo - IT Service Management Team

Service Availability Overview
2006: Initial version of SSB (Service Level Status), synchronised with SSB (Service Database).
2014: Service Availability Overview page in the CERN Service Portal.
2015: Service Availability Overview for Public Screens. Simplification to only 3 levels of availability. Receive data from XSLT aggregator instead of fetching from ServiceNow. Phaseout of SSB.

Service Status Board
1996: ELN Mainframe.
1998: Static website (EOMedia Desresweaver). Introduced the current name: SSB.
2000: Attempt to migrate to Microsoft Frontpage.
2011: Migration to Drupal CMS. Allow supporters to publish their own content. SSB for IT and GS (General Services).
October 2013: Migration to ServiceNow and the CERN Service Portal.

Data Centre Monitoring
2006: Remedy/TCM used by IT Computing Facilities group.
Early 2013: Migration of TCM to ServiceNow. Integration with LAS (Alarm Management System).
Late 2013: Integration with GNI (General Notification Infrastructure).
2016: Phaseout of LAS. Revamp of alarm grouping rules.

Service Incident
1. Down
2. Degraded
3. No Impact
- Service unavailable. Unplanned.
- Degraded performance or partially available. Unplanned.
- (does not apply)

Planned Intervention
- Planned and announced.
- Part of the service will be retired.
- New functionalities or offerings.

Service Change
- Service will be completely retired.
- Service will be under maintenance.

Service Availability Overview benefits:
- Provides transparency on current technical status of monitored IT services.
- Alerts supporters when the status of their service drops.
- Visible in both the web and public screens across the CERN site.
- Integrated with the CERN Service Catalogue.
- Links to monitoring dashboards.

Service Status Board benefits:
- Live view of current incidents and issues.
- Provides transparency on current, past and future service status and changes to end users.
- Supports the planning of service maintenance and transition.
- Integrated with the CERN Service Catalogue.
- Common display for IT and non-IT services.
- C3/C5 report: review of past and upcoming incidents, interventions and changes in a weekly meeting.

Future tasks and next steps
- SSB Notifications enable users to subscribe to:
  - SSB Items created: a Service Incident is resolved, a Planned Intervention is finished, or other updates.
  - Services: SSB Items created or updated for a given service.
  - Enable users to select how they receive notifications.

Data Centre device monitoring integration with ServiceNow benefits:
- Reduces cost of support.
- Direct routing of incidents to suppliers, e.g. repairs.
- Helps diagnose underlying root causes.
- All support cases in the same platform.
- Same process: human-generated tickets, easy reporting and trending.
- Integrated with the CERN Service Catalogue.