

IT Service Management at CERN: Data Centre and Service monitoring and status

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The Information Technology department at CERN has been using ITIL Service Management methodologies and ServiceNow since early 2011. In recent years, several developments have been accomplished regarding the data centre and service monitoring, as well as status management.

ServiceNow has been integrated with the data centre monitoring infrastructure, via GNI (General Notification Infrastructure) in order to implement event management and generate incidents from hardware, network, operating system and application alarms. The CERN Service Portal, built on top of ServiceNow, is also showing a Service Availability Dashboard, which displays the status of CERN services. Finally, the Service Portal also houses the CERN Service Status Board, which informs end users and supporters of ongoing service incidents, planned interventions and service changes.

We will present how these developments were implemented, and how they help supporters monitor and solve issues and keep users informed of service status. We will also highlight which lessons were learnt after the implementation. Finally, future possible improvements will be discussed, such as enabling users to subscribe to changes in the Service Status Board.

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