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Challenges, solutions and lessons learnt in 7 years of Service Management at CERN

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CERN has been using ITIL Service Management methodologies and ServiceNow since early 2011. Initially a joint project between just the Information Technology and the General Services Departments, now most of CERN is using this common methodology and tool, and all departments are represented totally or partially in the CERN Service Catalogue.

We will present a summary of the current situation of Service Management at CERN, as well as its recent evolution. Some topics will be explained in more detail, such as the incident versus request distinction, the Knowledge Base evolution, how to gather feedback about tickets from users, how to bring new services on board, how the recent renewals of the Service Desk and IT Helpdesk contracts were handled, and service privacy management.

The various challenges, adopted solutions and lessons learnt in these topics will be presented. Finally, ongoing and future work will be presented, such as the upgrade of the CERN Service Portal, increased automation, new integrations and new services being brought on board.

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