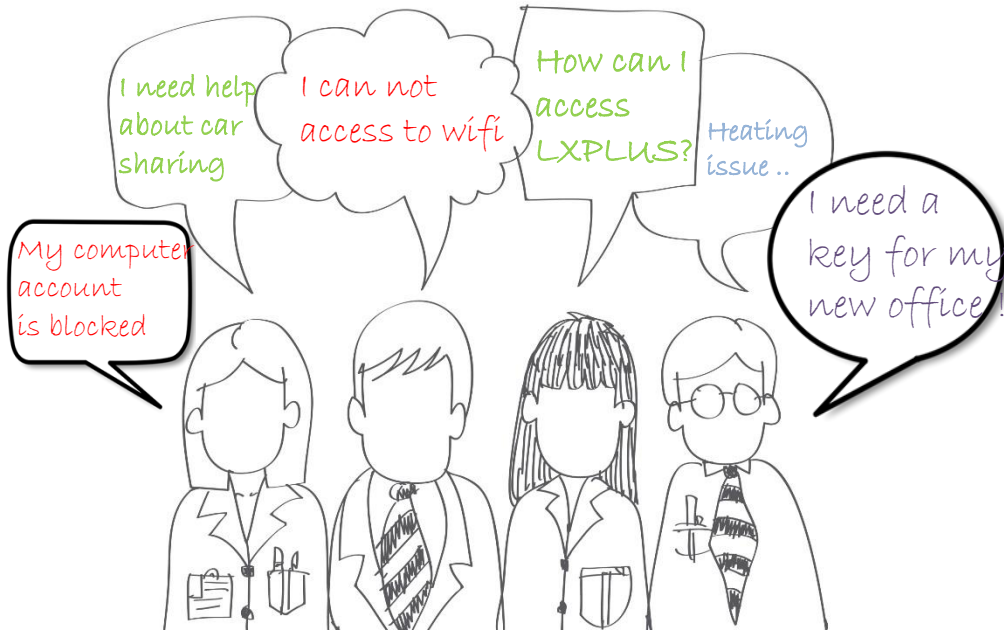


CERN Service Management

- Simplify your life** and supporters' life by providing
- **ONE** point of contact (**ONE** #, **ONE** url, **ONE** place)
 - **ONE** behaviour; unified processes for all services
 - **ONE** tool shared by all service providers
 - **ONE** business service catalog



CERN Service Management

@ <https://cern.ch/service-portal>



- 🔧 Blocked Computer Account
- 🔧 Unable to connect to Wifi
- 🔧 LXPLUS batch issue
- 🔧 Need to reserve car from car sharing pool
- 🔧 Heating in your office
- 🔧 Door lock



CERN Service Management



- 🔧 Account is blocked
- 🔧 Wifi connexion
- 🔧 LXPLUS batch issue
- 🔧 Help with Car sharing
- 🔧 Heating issue
- 🔧 Door lock issues

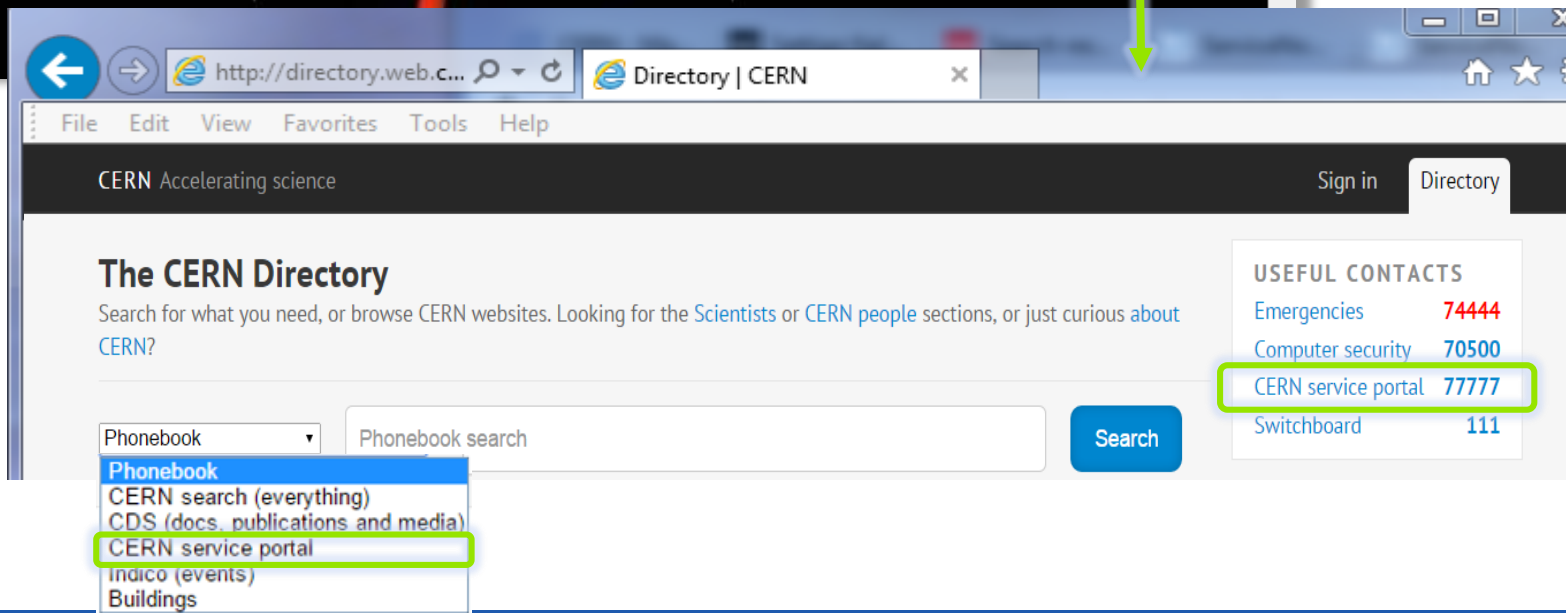
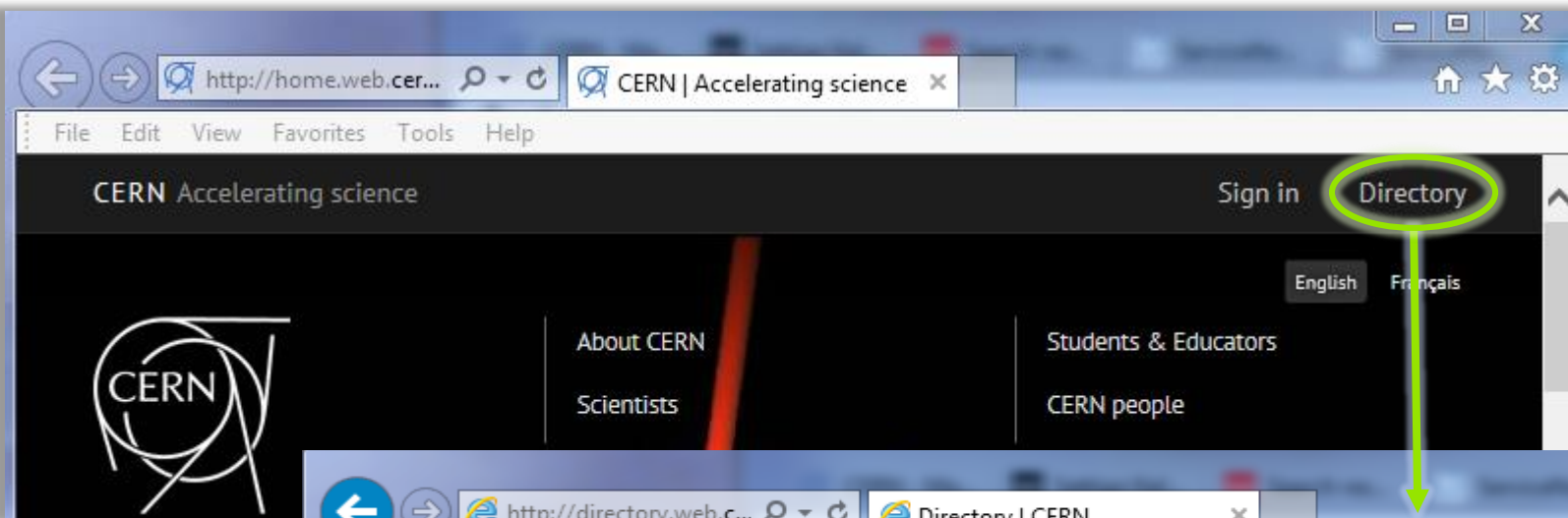


- SE Identity management
- SE WIFI Service
- SE LXPLUS Service
- SE Car pool and Rental Service
- SE Heating, ventilation, Air Conditioning and Compressed Air Service
- SE Locks and Keys Service



<https://cern.ch/service-portal>

CERN Service Portal



<https://cern.ch/service-portal>

CERN Service Portal

Feedback

CERN Accelerating science

Sign in Directory

CERN Service Portal

easy access to services at CERN

Home News Service Information Navigate Catalogue Contacts Site Guide

Your one-stop access to CERN services

Search:
Examples

type here

Create a ticket:
Submit a request Report an incident

My Incidents
You are not logged in.

My Requests
You are not logged in.


Key contacts

Service desk: 7777
Email: service-desk@cern.ch
Located in building 55.
Open 07:30 - 18:30 work days, Geneva time.

Emergencies (24/7)

- Fire / Feu / Accident: **74444**
Located in building 65.
Fire, accidents, hazardous materials interventions...
- Computer Security: **70500**
Computer security emergency contact:
Computer.Security@cern.ch

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



Service desk



<https://cern.ch/service-portal>

CERN Service Desk



3 possible ways to contact the Service Desk

✉ Email: service-desk@cern.ch

☎ Phone: [77777](tel:77777) (+41 22 76 77777 from outside CERN)

By visiting: building 55 (entrance B)



Open
from **07:30 to 18:30**
Work days
Geneva time



<https://cern.ch/service-portal>

CERN Service portal: Create your tickets

CERN Accelerating science

Sign in Directory

1

- 🔧 Report an incident
- 🔧 Submit a request

CERN Service Portal

easy access to services at CERN

Home News Service Information Navigate Catalogue Site Guide

Your one-stop access to CERN services

Search:
Examples

type here

2

Create a ticket:

Submit a request 🔧 Report an incident 🔧

Submit a ticket

Please fill in the form below.
Your ticket will be handled by the Service Desk or the appropriate support group.
After submitting your ticket, you will receive a confirmation email.

Submit a request

Print Attach file

Describe and submit a question or request

Short description

More information

I have a question about...

How can we help you?

More information

Dear colleagues,
I would appreciate your help...

This is a ...

Optionally, select the Technical Service that corresponds to your request

More information

Watch list

List of additional users and email addresses that will receive user notifications.

Eric Lienard

Simple interface

Submit a ticket

Thank you for submitting your ticket.
Request RQF0436258 has been created.
You can also check it in the [CERN Service Management Tool](#). ITIL
A confirmation email has been sent to: Isabel.Fernandez.Gonzalez@cern.ch

Submit

3

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)



Track your tickets



CERN Service Portal

easy access to service at CERN

@ <https://cern.ch/service-portal>



Email

@ Your computer

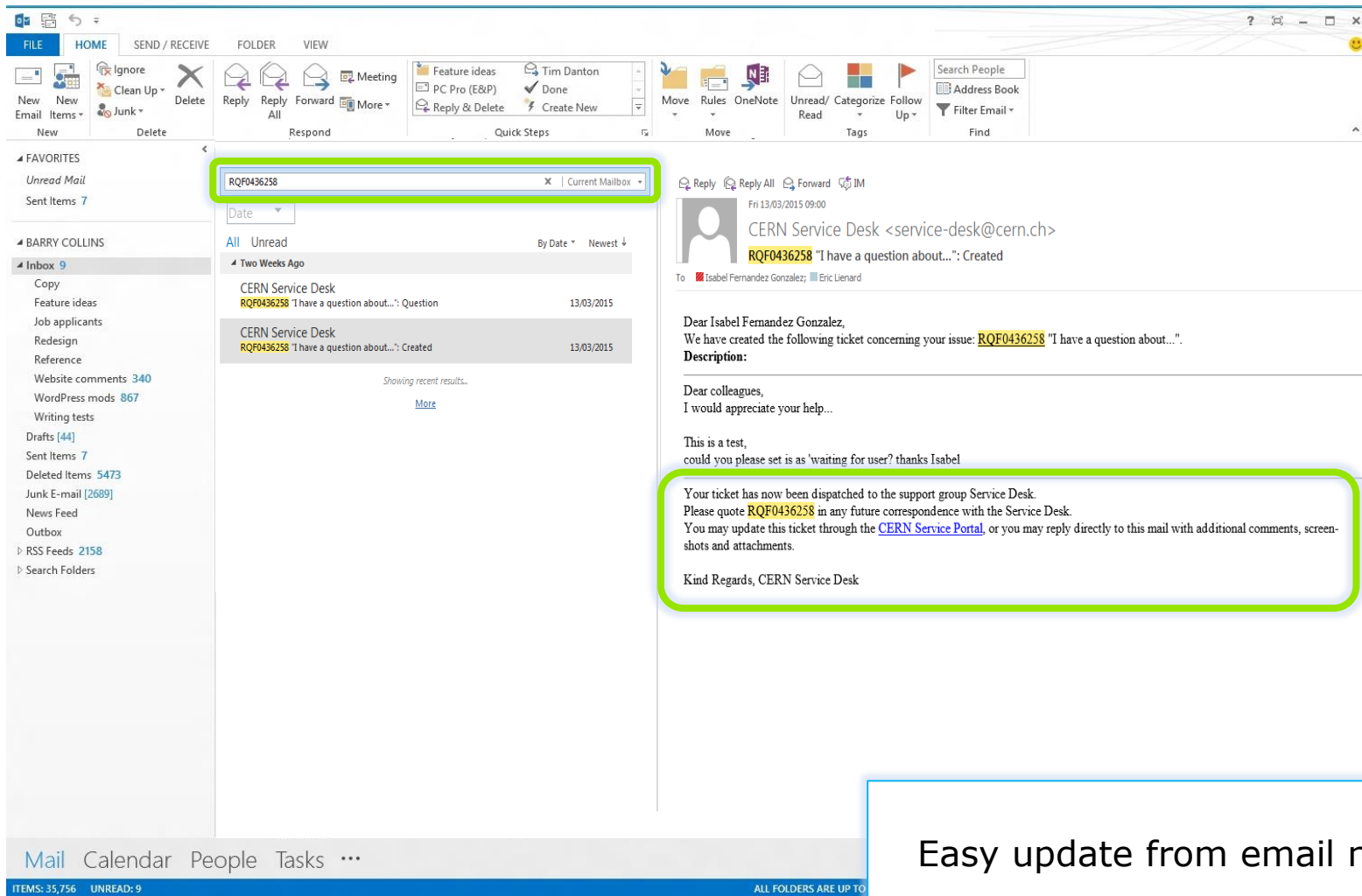
Track your tickets



Easy update from ticket
(add comments)



Track your tickets



The screenshot shows the Microsoft Outlook interface. The left sidebar displays the 'Inbox' with 9 items, including 'CERN Service Desk' and 'RQF0436258'. The main pane shows an email from 'CERN Service Desk <service-desk@cern.ch>' dated 'Fri 13/03/2015 09:00'. The email content includes a description of the ticket and instructions for updating it. A green box highlights the ticket ID 'RQF0436258' in the search bar and the email body. Another green box highlights the update instructions in the email body. A blue box at the bottom right contains the text 'Easy update from email notification'.

FILE HOME SEND / RECEIVE FOLDER VIEW

Ignore Clean Up Delete Reply Reply All Forward Meeting More

Feature ideas Tim Danton PC Pro (E&P) Done Reply & Delete Create New

Move Rules OneNote Unread/Read Categorize Follow Up

Search People Address Book Filter Email

FAVORITES Unread Mail Sent Items 7

BARRY COLLINS

Inbox 9

Copy Feature ideas Job applicants Redesign Reference Website comments 340 WordPress mods 867 Writing tests Drafts [44] Sent Items 7 Deleted Items 5473 Junk E-mail [2689] News Feed Outbox RSS Feeds 2158 Search Folders

RQF0436258 X | Current Mailbox

Date

All Unread By Date Newest

Two Weeks Ago

CERN Service Desk RQF0436258 "I have a question about...": Question 13/03/2015

CERN Service Desk RQF0436258 "I have a question about...": Created 13/03/2015

Showing recent results... More

Reply Reply All Forward IM

Fri 13/03/2015 09:00

CERN Service Desk <service-desk@cern.ch>

RQF0436258 "I have a question about...": Created

To Isabel Fernandez Gonzalez; Eric Lienard

Dear Isabel Fernandez Gonzalez,
We have created the following ticket concerning your issue: **RQF0436258** "I have a question about...".
Description:

Dear colleagues,
I would appreciate your help...

This is a test,
could you please set it as 'waiting for user?' thanks Isabel

Your ticket has now been dispatched to the support group Service Desk.
Please quote **RQF0436258** in any future correspondence with the Service Desk.
You may update this ticket through the [CERN Service Portal](#), or you may reply directly to this mail with additional comments, screenshots and attachments.

Kind Regards, CERN Service Desk

Mail Calendar People Tasks ...

ITEMS: 35,756 UNREAD: 9 ALL FOLDERS ARE UP TO

Easy update from email notification

CERN Service portal

CERN Accelerating science | Signed in as Isabel Fernandez Gonzalez | Sign out

Feedback | Tool View

CERN Service Portal

easy access to services at CERN

Home News Service Information Navigate Catalogue Contacts My Profile Site Guide

Your one-stop access to CERN services

Search:
Examples

Fourmis

Create a ticket:
Submit a request Report an incident

- Browse / search the Service Catalogue

Search results for *fourmis*

You can configure several aspects of the search results in your [preferences](#).
Cannot find what you are looking for? Look at the [search tips](#) or tell us with the [Feedback form](#).

★ Best matches (2)

All matches, by type: (2)

- 🔧 Actions (1)
- 🔧 Services + Functions (1)
- 📄 Information (0)
- 📄 KB articles (0)
- 📄 Tickets (0)
- 📄 All results (2)

🔧 Report an animal nuisance

Ticket. Click to create a ticket.

Found keywords: fourmis

🔧 Cleaning Service

🔧 Report malfunctioning sanitary supplies or sanitary supplies shortage 🔧 Report unpleasant smell 🔧 Report an animal nuisance 🔧 Report a door / floor mats (barrage antisalissure) in bad state
🔧 Report an incident 🔧 Request for a paper recycling bin for an office 🔧 Request for new sanitary supplies installation 🔧 Request for cleaning intervention 🔧 Submit a request 🔧 KB articles

Service. This service covers and provides activities and works associated with the cleaning and maintenance of CERN facilities and buildings both on a regular basis and for special event...

Found keywords: fourmis



<https://cern.ch/service-portal>

CERN Service portal



Search results for *fourmis*

You can configure several aspects of the search results in your preferences.
Cannot find what you are looking for? Look at the [search tips](#) or tell us with the [Feedback form](#).

Best matches (2)

All matches, by type: (2)

🔧 Actions (1)

🌐 Services + Functions (1)

📄 Information (0)

📖 KB articles (0)

🎫 Tickets (0)

📄 All results (2)

🔧 Report an animal nuisance

Ticket. Click to create a ticket.

Found keywords: fourmis

🌐 Cleaning Service

🔧 Report malfunctioning sanitary supplies or sanitary supplies shortage

🔧 Report an incident

🔧 Report unpleasant smell

🔧 Request for a paper recycling bin for an office

🔧 Report an animal nuisance

🔧 Request for new sanitary supplies installation

🔧 Request for cleaning intervention

🔧 Submit a request

🔧 Report a door / floor mats (barrage antialissure) in bad state

🔧 Submit a request

🔧 KB articles

Service. This service covers and provides activities and works associated with the cleaning and maintenance of CERN facilities and buildings both on a regular basis and for special event...

Found keywords: fourmis

- User oriented
- Access to knowledge base (FAQ)
- Web forms

Contacts

Laundry CERN work clothes (Meyrin)

Location: 2/R-402
Alternate Thursdays, from 8:00 a.m to 9:00 a.m

Laundry CERN work clothes (Prevsin)

Location: 933/R-007
Alternate Thursday, from 9:30 a.m to 10:30 a.m

Catalog navigation

📄 Site Infrastructure Services (Soft)

📄 Soft Facility Management

🌐 Cleaning Service

🔗 Go to catalog structure page

Dependencies

Essential:

🌐 Cleaning Management

Important:

🌐 ONET Cleaning (CO)

🌐 Topnet Cleaning (CO)

🌐 Cleaning Service

This service covers and provides activities and works associated with the cleaning and maintenance of CERN facilities and buildings both on a regular basis and for special events.

Actions

🔧 Report malfunctioning sanitary supplies or sanitary supplies shortage

🔧 Report unpleasant smell

🔧 Report an animal nuisance

🔧 Report a door / floor mats (barrage antialissure) in bad state

🔧 Report an incident

🔧 Request for a paper recycling bin for an office

🔧 Request for new sanitary supplies installation

🔧 Request for cleaning intervention

🔧 Submit a request

Information

Knowledge Base Articles

📄 Cleaning Service KB Articles

This service offers:

- Collects, cleans, repairs and redistributes the CERN work clothes (trousers, jackets, blouses, overalls).
- Daily maintenance of CERN cleanliness (buildings, furniture and technical facilities)
- Responsibility for the supply and maintenance of small-scale washroom facilities and the related consumables;
- Cleaning in case of events, receptions and visits hosted by the Organization.
- Performance of special work in controlled areas (maintenance of equipment and surface or underground premises)

Service limitations:

- Excluding the hotel facilities

Additional information:

- 🔗 [Cleaning Service procedures](#)
- 🔗 [List cleaning days CERN buildings](#)
- 🔗 [Laundry for CERN work clothes](#)
- 🔗 [Laundry service](#)



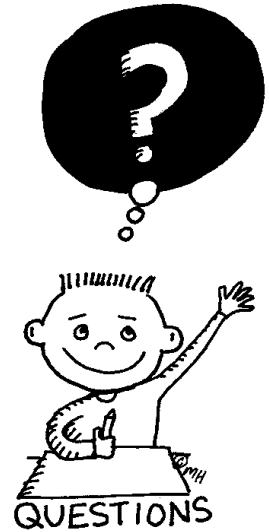
<https://cern.ch/service-portal>

The image shows three browser screenshots illustrating the navigation process:

- Top Screenshot:** The browser address bar shows <http://home.web.cern.ch/>. The 'Directory' link in the top navigation bar is highlighted with a green box and a green arrow pointing to the next screenshot.
- Middle Screenshot:** The 'The CERN Directory' page is shown. A search box contains 'Phonebook'. The 'USEFUL CONTACTS' section lists:

Emergencies	74444
Computer security	70500
CERN service portal	77777
Switchboard	111

 The 'CERN service portal 77777' link is highlighted with a green box and a green arrow pointing to the next screenshot.
- Bottom Screenshot:** The 'CERN Service Portal' is displayed. The main heading reads 'CERN Service Portal easy access to services at CERN'. Below the heading is a navigation menu with links: Home, News, Service Information, Navigate Catalogue, Contacts, Site Guide. A search box is present with the text 'Search: Examples'. Below the search box, it says 'Create a ticket: Submit a request Report an incident'.



Service desk

✉ service-desk@cern.ch
 📞 [77777](tel:77777)
 (+41 22 76 77777 from outside CERN)



<https://cern.ch/service-portal>