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

*Tuesday 9 October 2018 14:00 (25 minutes)*

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. We will talk about service onboarding, user experience, and tool configuration. For this, some topics will be explained in detail, such as:

- The CERN Service Catalogue, the CERN Service Management processes, bringing new services on board, quality management of external contracts, service data privacy management, and some examples of positive outcomes.
- Incident versus request distinction, how to gather feedback about tickets from users, and the Knowledge Base evolution.
- Good practices of tool configuration and integration; data centre and IT services monitoring and status.

The various challenges, adopted solutions and lessons learnt in these topics will be presented. Finally, ongoing and future work will be discussed as well.

## Desired length

20 minutes

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