C3 Reports in ServiceNow for the GS Department

How to use the CERN Service Management system to do Service based C3 reporting
Service Reporting

- GS Managers (Service Owners and/or Group leaders) report on Service Elements as declared in the Service Catalogue.
- For each reported item a related Functional Element must be indicated (Catalogue default set).
- Report access rules similar to the old system in SharePoint (eGroup based).
- The weekly summary report will be grouped by Customer Service.

- Reports are managed within the Service Management tool using the same Service Catalogue structure as the incident and request processes.
- Uses the “outage” record also used for the Status board reporting.
- Integration with Incident, Change and Outage allows easy reporting while re-using already available information.
- Use of “clone” for speedy reporting similar issues.

- See slides 5-8 for a 4 step quick how to instruction.
Making Service reports from the Portal

CERN Service Portal
easy access to services at CERN

Home News ▼ Service Information ▼ Navigate Catalogue ▼ Contacts ▼ My Profile ▼ Site Guide

Service Status Board ▼ C5 Service Reports ▼ C3 Service Reports

stop access to CERN services
All C3 reports (by date)
C3 Report for this week
C3 Report for last week

Describe your service:
Submit a new report

My Incidents
No incidents reported yet.

My Requests
No requests reported yet.

Key contacts
Service desk: 77777
Located in building 55.
Open 07:30 - 18:30 work days, Geneva time.
Overview: Service report structure

Submit a new report
1. Enter the report context
   1. Type
   2. Impact
   3. Service Element
   4. Functional Element
2. Enter the publication parameters
   1. C3 Service Report
   2. Publication dates
3. Enter the report content
   1. Short Description
   2. Technical Description
   3. Consequences
1) Service Report context

1. Type  
   (Based on your choice reports will be color coded)
   - None
   - Service Incident
   - Planned Intervention
   - Service Change
   - Information
   - Service Level Report

2. Impact  
   (Select the appropriate value)
   - None
   - No Impact
   - Affected
   - Degraded
   - Down

3. Service Element  
   (Set your Service Element)

4. Functional Element  
   (Default FE set may be changed)

Other fields used for status board reporting

<table>
<thead>
<tr>
<th>Record number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type</strong>: OTG00009001</td>
</tr>
<tr>
<td><strong>Begin</strong>:</td>
</tr>
<tr>
<td><strong>End</strong>:</td>
</tr>
<tr>
<td><strong>Visibility groups</strong>:</td>
</tr>
<tr>
<td><strong>Created</strong>:</td>
</tr>
<tr>
<td><strong>Created by</strong>:</td>
</tr>
<tr>
<td><strong>Updated</strong>:</td>
</tr>
<tr>
<td><strong>Updated by</strong>:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Related Task:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Impact</strong>: None</td>
</tr>
<tr>
<td><strong>Service element</strong>:</td>
</tr>
<tr>
<td><strong>Functional element</strong>:</td>
</tr>
<tr>
<td><strong>Services affected</strong>:</td>
</tr>
<tr>
<td><strong>Service Description</strong>:</td>
</tr>
<tr>
<td><strong>Organic unit</strong>:</td>
</tr>
<tr>
<td><strong>Locations</strong>:</td>
</tr>
<tr>
<td><strong>Location Description</strong>:</td>
</tr>
<tr>
<td><strong>Moderated</strong>:</td>
</tr>
</tbody>
</table>
2) Publication scope

1. C3 Service Report  (Set as default value)
   1. Click the C5 tickbox if reporting the same information to C5 (GS-AIS)

2. Publication dates
   1. Default set for “next weeks” C3 but possible to have the same message visible for multiple weeks

3. Click “Internal” if you do not want the text published yet.

Other fields used for status board reporting

![Publication scope interface](image)
3) Publication content

1. Short Description (Title)
2. Technical Description (The body of the information)
   1. Text can be formatted using the editor functionality
3. Consequences (Describe the consequences if required)

Other fields may appear depending on publication scope settings and are used for status board reporting.
4) Finalized Service Report

1. Submit report
   Edit always possible

2. Use Additional comments for C3 meeting results

3. Use internal work notes for comments with tracking history

4. Use CLONE to quickly make similar records
View Service reports in the Portal

CERN Service Portal

CERN Service Portal easy access to services at CERN

Home News Service Information Navigate Catalogue Contacts My Profile Site Guide

Service Status Board C5 Service Reports C3 Service Reports Service Availability

stop access to CERN services All C3 reports (by date)

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View Service reports in the Portal

1. Edit always possible
2. Filter by group
3. Filter by type
4. Print view (to generate a PDF)
“Expert” access available from the tool (not recommended)
Mainly used for Service Status Board messages.

1. **SSB menu**
2. **NEW C3 report**
3. **C3 overview**
Please try this in:

https://cern.service-now.com/service-portal

THANK YOU!