

C3 Reports in ServiceNow for the GS Department

How to use the CERN Service Management
system to do Service based C3 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**

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

Describe your service:

All C3 reports (by date)

C3 Report for this week

C3 Report for last week

Submit a new report

Report an issue

My Incidents

No incidents reported yet.

My Requests

No requests reported yet.

Key contacts

Service desk: **7777**

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

Record number

Outage = Required field

Submit Save

Number: OTG0009001

Type: -- None --

Begin:

End:

Visibility groups:

Created:

Created by:

Updated:

Updated by:

Related Task:

Impact: -- None --

Service element:

Functional element:

Services affected:

Service Description:

Organic unit:

Locations:

Location Description:

Moderated:

Publication scope | Publication content | Help

Publication scope

SSB:

C5 Service Report:

C3 Service Report:

Alert:

Internal:

Publication start date: 11-04-2014

Publication end date: 12-04-2014

Submit Save

Publication scope | Publication content | Help

Publication content

Short description:

Technical description (C3, C5):

Path: p

Consequences:

Consequences Example: User visible: yes/no, data loss: yes/no, duration: NN hours, permanent solution: ...

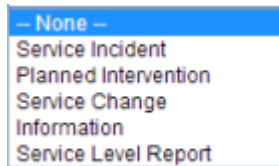
Additional comments (C3, C5):

Internal Comments:

Submit Save

1) Service Report context

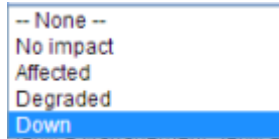
1. Type



Dropdown menu for Type with options: -- None --, Service Incident, Planned Intervention, Service Change Information, Service Level Report.

(Based on your choice reports will be color coded)

2. Impact



Dropdown menu for Impact with options: -- None --, No impact, Affected, Degraded, Down.

(Select the appropriate value)

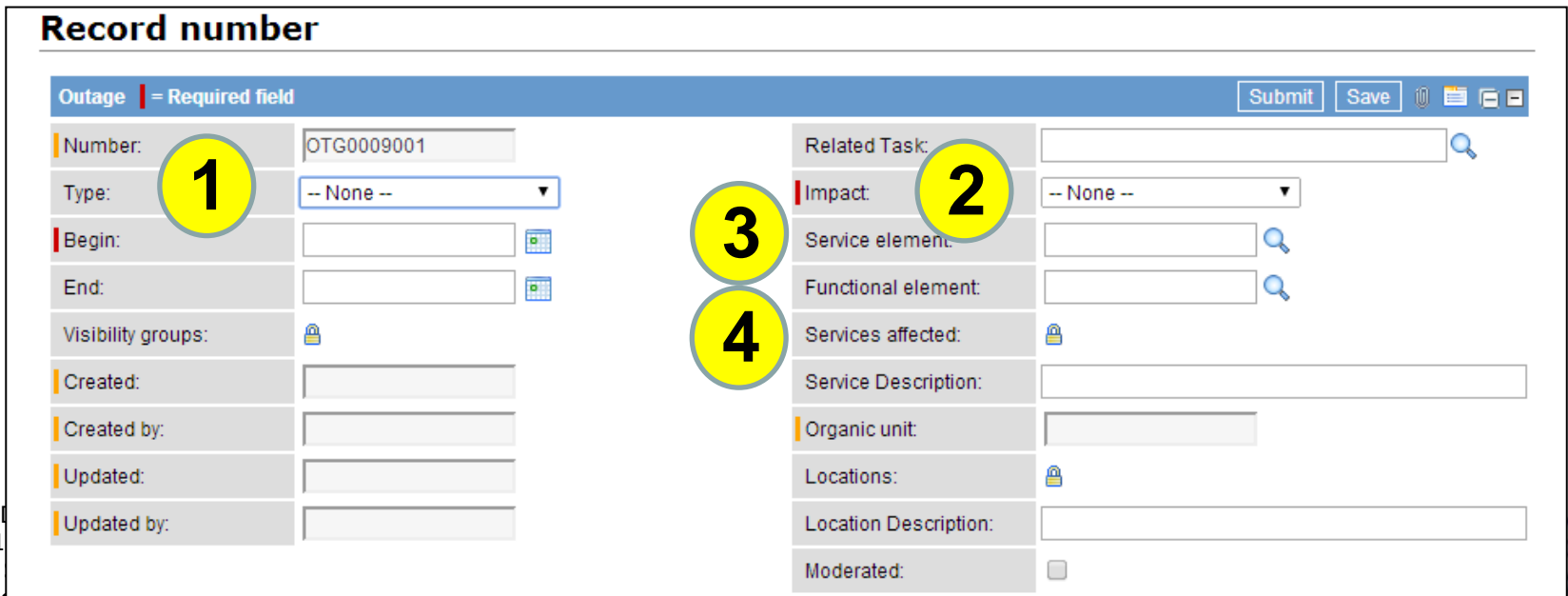
3. Service Element

(Set your Service Element)

4. Functional Element

(Default FE set may be changed)

Other fields used for status board reporting



Record number

Outage | = Required field

Submit Save

Number: OTG0009001

Type: **1** -- None --

Begin: [calendar icon]

End: [calendar icon]

Visibility groups: [lock icon]

Created: [text box]

Created by: [text box]

Updated: [text box]

Updated by: [text box]

Related Task: [text box]

Impact: **2** -- None --

Service element: **3** [text box]

Functional element: **4** [text box]

Services affected: [lock icon]

Service Description: [text box]

Organic unit: [text box]

Locations: [lock icon]

Location Description: [text box]

Moderated: [checkbox]

2) Publication scope

GS

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

The screenshot shows a web form titled 'Publication scope' with three tabs: 'Publication scope', 'Publication content', and 'Help'. The 'Publication scope' tab is active. The form contains several fields and checkboxes:

- SSB:
- C5 Service Report:
- C3 Service Report: (Annotated with a yellow circle containing the number 1)
- Alert:
- Internal: (Annotated with a yellow circle containing the number 3)
- Publication start date: 11-04-2014 (Annotated with a yellow circle containing the number 2)
- Publication end date: 12-04-2014

At the bottom of the form are two buttons: 'Submit' and 'Save'.

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

The screenshot shows a web form titled 'Publication content' with three numbered callouts:

- 1** points to the 'Short description:' text input field.
- 2** points to the 'Technical description (C3,C5):' section, which includes a rich text editor with a toolbar containing icons for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, insert link, insert image, insert table, undo, redo, and other editing functions.
- 3** points to the 'Consequences:' section, which includes a checkbox for 'Consequences Example: User visible: yes/no, data loss: yes/no, duration: NN hours, permanent solution: ...' and an 'Additional comments (C3, C5):' text area.

Other visible fields include 'Path: p', 'Internal Comments:', and 'Submit' and 'Save' buttons at the bottom.

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



Record number **OTG0009017**

Outage | = Required field | Save | Clone

Number:	OTG0009017	Related Task:	
Type:	Service Level Report	Impact:	Affected
Begin:		Service element:	Service Management S
End:		Functional element:	Service Desk
Created:	09-04-2014 15:17:51	Services affected:	Service Management Service
Created by:	olafadmin		
Updated:	09-04-2014 15:17:51		
Updated by:	olafadmin		

Publication scope | **Publication content** | Help

Publication content

Short description: test C3 record

Technical description (C3, C5):

Test C3 record

Path: p

Consequences:

Consequences Example: User visible: yes/no, data loss: yes/no, duration: NN hours, permanent solution: ...

Additional comments (C3, C5):

Internal Comments:

Update | Save | Clone

View Service reports in the Portal

GS

The screenshot shows the CERN Service Portal interface. The browser address bar displays <https://cerntraining.service-now.com/service-portal/home.do>. The page header includes the CERN logo and the text "Accelerating science", along with user information: "Signed In as Olaf Admin | Sign out | Directory". The main content area features a blue banner with the text "CERN Service Portal" and "easy access to services at CERN". Below the banner is a navigation menu with items: Home, News, Service Information, Navigate Catalogue, Contacts, My Profile, and Site Guide. The "Service Information" menu is expanded, showing options: Service Status Board, C5 Service Reports, C3 Service Reports (highlighted in red), and Service Availability. The "C3 Service Reports" dropdown menu is further expanded, showing: All C3 reports (by date), C3 Report for this week (highlighted with a red box), C3 Report for last week, Submit a new report, and Report an Issue. Below the navigation menu are three sections: "My Incidents" (No incidents reported yet.), "My Requests" (No requests reported yet.), and "Key contacts" (Service desk: 77777, Located in building 55, Open 07:30 - 18:30 work days, Geneva time.).



View Service reports in the Portal

GS

1. Edit always possible
2. Filter by group
3. Filter by type
4. Print view (to generate a PDF)


4

Print View

C3 Report - 11-Apr-2014 (All Groups / All Types)

Customer Services

All Services

 Process and Service Management Services

[Go to catalog structure page](#)


CS Process and Service Management Services

Service Level Report

1

SE: Service Management Service

FE: Service Desk (GS-SMS)

C3 reporting ready fro use  Edit

Next week we will introduce teh C3 reporting system for the GS groups

Impact: none
new system to use

Services Affected: Service Management Service

Additional Comments:
this field is for the C3 secretary to write comments

Once you have finished submitting the Group Report items for **GS-SMS**, click here to send the **GS-SMS** report to the report mailing list.

2

View Group Report:

All Groups ▼

3

Type:

All Types ▼

Service reports in the Tool

“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

1

2

3

The screenshot displays the SSB (Service Status Board) tool interface. On the left, a navigation menu is visible, categorized into sections: 'SSB, Service Reports and Alerts', 'All OTG', 'All SSB publications', 'All C5 Service Reports', 'All C3 Service Reports', 'All Alerts', and 'SSB Tab Management'. The 'SSB, Service Reports and Alerts' section is expanded, showing options like 'Create OTG record', 'Create SSB record', 'Create C5 Service Report record', 'Create C3 Service Report record', and 'Create Alert record'. A yellow circle with the number '1' highlights the 'SSB, Service Reports and Alerts' section. A yellow circle with the number '2' highlights the 'Create SSB record' option. A yellow circle with the number '3' highlights the 'All C3 Service Reports' section. The main area of the tool shows a form for creating a new report. The form has a title bar 'Outage' and a 'Required field' indicator. The form fields include: 'Number' (OTG0009026), 'Type' (dropdown menu set to '-- None --'), 'Begin' (calendar icon), 'End' (calendar icon), 'Created' (text field), 'Created by' (text field), 'Updated' (text field), and 'Updated by' (text field). Below the form, there are tabs for 'Publication scope', 'Publication content', and 'Help'. The 'Publication content' tab is selected, showing a 'Short description' field and a 'Technical description (C3,C5):' field with a rich text editor toolbar. The toolbar includes icons for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, and other text formatting options. At the bottom of the form, there are fields for 'Path: p', 'Consequences:', and a 'Consequences Example' field with a green checkmark icon.

Please try this in:

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

THANK YOU!