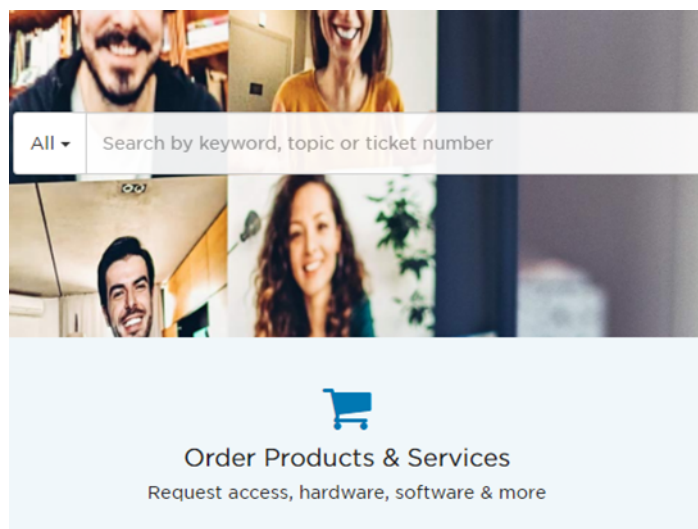


The ServiceNow Portal will be used to request services. ServiceNow is the new tool for clinical technology, facility and security requests. You will be able to submit tickets, access the status of tickets and amend comments through ServiceNow. **Please use the Space Request Tool for Moving services.** (<https://ncalrbo.kp.org/mac-request>)

Go to <https://kp.service-now.com/sp> in your browser. (Add as a favorite for future access)

On the ServiceNow portal page, click **Order Products & Services**



Under Categories, Select Property & Facility Services, then select **Facilities Requests and Issues** or **Minor Construction Request**.

- ⊞ Customer Care Services
- ⊞ Data, Analytics & Reporting
- ⊞ Network
- ⊞ Operations
- ⊞ Physical & Virtual Servers
- ⊞ Property & Facility Services
- ⊞ Remote & Network Connectivity
- ⊞ Storage
- ⊞ Strategy & Planning
- ⊞ Workforce Management

For building services. Select **Facilities Requests and Issues**.

Facilities Requests and Issues

Report an issue with Facility Operations Assets or request service for a facility related

[View Details](#)

For Renovations and Constructions services. Select **Minor Construction Request**.

Minor Construction Request

Request a Minor Work Order (MWO) for Minor Construction projects

[View Details](#)

Example: Painting

Not all Minor Construction Category options available in RBO locations.

REQUEST FORM

Requestor Details

If you are on the KP network, you are automatically signed in and your name will appear in the Requestor Details section. If this request is for someone else, replace your name with that of the actual requestor.

Requestor Details

<p>*Requested For</p> <div> Robert C. Collins Jr ✕ ▼ </div>	<p>Alternate Contact</p> <div> ▼ </div>
<p>*Best Contact Number ?</p> <div>Should be 10 digit, no special characters ✕</div> <div>510-414-9817</div>	<p>Alternate Contact Number ?</p> <div>Should be 10 digit, no special characters ✕</div> <div></div>
<p>Work Hours</p> <div></div>	

Request Details

Leave all fields **BLANK**. In the **Site** field, select the facility you are making the request. *(Region and Campus fields will automatically populate based on the site selected.)*

The **Floor** must be selected before you can select a **Service Type** as some services differ from floor to floor.

<p>Request Details</p> <p>*Region</p> <div> Northern California ✕ ▼ </div> <p>*Campus</p> <div> Regional North ✕ ▼ </div> <p>*Site</p> <div> 1950 Franklin ✕ ▼ </div> <p>*Floor</p> <div> Eleventh Floor ✕ ▼ </div> <p>Room</p> <div> ▼ </div> <p>*Department of request</p> <div> Other ✕ ▼ </div> <p>*Summary of Request ?</p> <div> 160 Character limit ✕ </div> <div></div>	<p>*Service Type</p> <div> EVS/Janitorial Issue/Request ✕ ▼ </div> <p>*Issue Category</p> <div> EVS/Janitorial - Restroom Clean ✕ ▼ </div> <p>Asset Available for Service</p> <div> 📅 </div>
--	--

Room field - Select the room/space to provide staff with complete information. May be left blank if issue is in a public space (kitchen, lobby, etc.)

Department of request – Select “Other”

Issue Category – Select the option that matches your need.

Asset Available for Service field - Provide a date when staff can access room/equipment for service. (if needed)

Click Submit when satisfied with request entries.

Submit

Request Details – Minor Construction Request

In the **Site** field, select the facility you are making the request. (*Region and Campus fields will automatically populate based on the site selected.*)

The **Floor** must be selected before you can select a **Service Type** as some services differ from floor to floor.

*Requester Robert C. Collins Jr	
GL String	*Region
*GL Business Unit	*Campus
*GL Location Code	*Site
*GL Department CostCenter	*Floor
GL Project	Room
FDA Approver	Location Alias
*Minor Construction Category	

Issue Category field - Leave blank

Asset Available for Service field -
Provide a date when staff can access room/equipment for service. (if needed)

Room field - Select the room/space to provide staff with complete information. May be left blank if issue is in a public space (kitchen, lobby, etc.)

***GL Business Unit field.** Leave off the leading 0. Example for 02-01, type and select **201**.

***GL Project.** Leave blank.

***FDA Approver.** Please select an approver that will be available to approve/deny the request within 24 hours.

Click Submit when satisfied with request entries.

Submit

After submitting you will be sent to the service request page. You may add notes to the facility management staff and get status of your request on this page.

Please replace the bulb over my desk.

Type your message here...
Send

RCC

Robert C. Collins Jr
10-22-20 08:37:37 PM
FWKD0048462 Created

Start

FWKD0048462

Number	State
FWKD0048462	Pending Assignment
Priority	Created
Priority7	10-22-20 08:37:37 PM

Options

ABATEMENT ISSUE/REQUEST

Abatement - Hazardous Waste *
Abatement - Odor Service
Abatement - Pest Control

ASSISTANCE ISSUE/REQUEST

Assistance - Capital Project Support
Assistance - Crate Service *
Assistance - Linen Service *
Assistance - Mail Service *
Assistance - Measurement Service *
Assistance - Moves/Add/Changes*
Assistance - Moving Service *
Assistance - Other *
Assistance - Parking Service *
Assistance - Shredding Service *
Assistance - Trash Service *

EQUIPMENT ISSUE/REQUEST

Equipment - AwarePoint/AeroScout/TempTrak Service
Equipment - Conference Room Audio/Visual *
Equipment - Hotel Equipment Maintenance *
Equipment - Ice Machine Repair *
Equipment - Lab/Med Refrigerator/Freezer Repair
Equipment - Life Safety Repair
Equipment - Mail Conveyor
Equipment - Medical Equipment Repair *
Equipment - Other Repair
Equipment - Patient Bed/Gurney Repair *
Equipment - Patient Lift Repair *
Equipment - Patient Nutrition Refrigerator/Freezer Repair *
Equipment - Patient Room Telephone Service*
Equipment - Pneumatic Tube System Repair *
Equipment - Refrigerator/Freezer Repair
Equipment - Sterilizer Repair
Equipment - Television Service *
Equipment - Vending Machine Repair*
Equipment - Water Cooler Repair*

FURNITURE ISSUE/REQUEST

Furniture - Cubicle/Office Reconfiguration
Furniture - Curtain/Moveable Panel Changes
Furniture - Furniture/Desk Repair
Furniture - Height Adjustment
Furniture - Hotel Equipment Maintenance
Furniture - Keyboard Tray
Furniture - New Furniture
Furniture - Other

BUILDING ISSUE/REQUEST

Building - BERT
Building - Doors
Building - Exterior
Building - Exterior/Pharmacy Doors *
Building - Fire Doors
Building - Flooring
Building - Insurance Findings*
Building - Locks & Keys
Building - Other *
Building - Restroom
Building - Roof *
Building - Wall/Floor/Ceiling Service
Building - Walls/Partitions
Building - Windows/Glass
Building - Workplace Safety Team Issue*

EVS/JANITORIAL ISSUE/REQUEST

EVS/Janitorial - Above Standard Janitorial/Cleaning
EVS/Janitorial - Carpet Cleaning
EVS/Janitorial - Dispensing/Refilling
EVS/Janitorial - Floor/Furniture Clean
EVS/Janitorial - Other
EVS/Janitorial - Restroom Clean
EVS/Janitorial - Room Clean
EVS/Janitorial - Spill
EVS/Janitorial - Trash Removal

LIGHTING ISSUE/REQUEST

Lighting - Ballast
Lighting - Critical Patient Care *
Lighting - Other

ROOM ISSUE/REQUEST

Room - Bed Service *
Room - Conference Room Service *
Room - Curtains/Blinds
Room - Hang/Mount
Room - Inside Plant
Room - Other
Room - Renovation * (Create a Minor Construction Request)

ELECTRICAL ISSUE/REQUEST

Electrical - IR Inspect/Repairs
Electrical - Other
Electrical - Power Outage
Electrical - Switch/Outlet Repair

ELEVATOR ISSUE/REQUEST

Elevator - Entrapment
Elevator - Other

HVAC ISSUE/REQUEST

HVAC - After Hours Light/HVAC
HVAC - Humidity *
HVAC - Other
HVAC - Too Cold
HVAC - Too Hot

KEYS / REKEY LOCK / NEW KEY

Building - Locks & Keys

LAB ISSUE/REQUEST

Lab - Fume Hood Problems
Lab - Pickup Biohazard Waste
Lab - Refrigerator/Freezer Alarm

PLUMBING ISSUE/REQUEST

Plumbing - Leaks/Flood
Plumbing - Other

SAFETY ISSUE/REQUEST

Safety - Consultation *
Safety - Issues/Concerns

SIGNAGE ISSUE/REQUEST

Signage - Damaged
Signage - Incorrect Information
Signage - New Employee
Signage - Required by Code
Signage - Space Change of Use

Service is offered but may not be available in all NCAL RBO facilities.

*Service not offered by NCAL RBO. Request may be cancelled.

Revised: 11/18/2021

Facility names in ServiceNow are different than what we may refer to a location. Use the chart below to select the correct facility.

Facility Address	ServiceNow Site	ServiceNow Campus
Downtown Oakland		
1800 Harrison	1800 Harrison	Program Office
1950 Franklin	1950 Franklin	Regional North
1950 Franklin Parking Garage	Oakland Regional Parking Structure - 410	Regional North
2000 Broadway	2000 Broadway	Regional North
2101 Webster	2101 Webster	Regional North
1438 Webster	Education Theatre – Webster Building	Regional North
Berkeley Regional Labs		
1780 Second Street	Berkeley Construction Services	Regional North
1795 Second Street	Berkeley Biomedical Engineering	Regional North
1701 East Shore Highway	Berkeley Regional Lab - 1701	Regional North
1705 East Shore Highway	Berkeley Regional Lab - 1705	Regional North
1725 East Shore Highway	Berkeley Regional Lab - 1725	Regional North
1750 Second Street	Berkeley Regional Lab - 1750	Regional North
Livermore		
300 Pullman	Livermore Administration	Regional North
	Livermore Building A & G	Regional North
	Livermore Building B	Regional North
	Livermore Building C	Regional North
Pleasanton Technology Center		
PTC-A	Pleasanton Tech Cntr Building A	KPIT Regional
PTC-B	Pleasanton Tech Cntr Building B	KPIT Regional
PTC-C	Pleasanton Tech Cntr Building C	KPIT Regional
PTC-D	Pleasanton Tech Cntr Building D	KPIT Regional
PTC-E	Pleasanton Tech Cntr Building E	KPIT Regional
PTC-F	Pleasanton Tech Cntr Building F	KPIT Regional
PTC-Parking	Pleasanton Tech Cntr Parking Structure	KPIT Regional
San Leandro/Alameda		
590 Whitney	Sidney Garfield Design Center	Program Office
1451 Harbor Way	Human Resource Service Center	Program Office
Richmond Campus		
914 Marina Way S	Richmond MWS 914 Regional Laboratory	Regional North
930 Marina Way S	Richmond MWS Regional Optical Lab	Regional North
938 Marina Way S	School of Allied Health Sciences	Regional North
Walnut Creek		
25 N Via Monte	Walnut Creek Via Monte KPIT	KPIT Regional
	Walnut Creek Via Monte Central Utility	KPIT Regional
501 Lennon	501 Lennon	Regional North
2835 Mitchell Drive	2835 Mitchell Drive	Regional North
2880 Shadelands	2880 Shadelands	Regional North