![RBO - Regional Building Operations Northern California logo]

Quick Resource Guide

300 Pullman

FACILITY REQUESTS & ISSUES

Use ServiceNow Portal Website to request the following:

Engineering
- Burning smell and odor
- Hanging white board, picture, etc.
- Heating, cooling, ventilation adjustment
- Light bulb burnt out
- Lock repair or stuck drawer
- Power problem or outage
- Request office key and or rekey
- Unlock office, desk or cabinet
- Water leaks and drips

Janitorial
- Restock restroom supplies, clean-up spill, plugged/overflow toilet, restock paper towels in kitchen

Pest Control
- Problem with ants, flying insects, rodents, etc.

CONFERENCE SERVICE

Use Outlook to schedule use of conference rooms and audio/visual equipment
Contact 510-625-4150 (8-428); **1800-Conf-Service@kp.org**
https://ncalrbo.kp.org/conference-services/

SECURITY

Building emergencies - Fire, medical, violence, outsiders, etc.
Photo ID badges and security access cards
https://ncalrbo.kp.org/security/
Lost and found/Internal crime reporting/Elevator problems
300 Pullman: 925-294-7200 (8-453)

REGIONAL OPERATORS

Responsible for providing customers with phone numbers for Northern California Regional departments and employees
Contact 510-987-1000 (8-427-0111)

FACILITY MANAGEMENT

300 Pullman
Ann Varanai 925-294-7045, **ann.varanai@kp.org**

ServiceNow PORTAL WEBSITE

Access ServiceNow: **https://kp.service-now.com/sp**, click on
Order Products & Services, then **Property & Facility Services**. Select Facility Requests and Issues. For help, click on **How to Create a ServiceNow Request**.

MATERIAL SERVICES

Purchase Supplies/Equipment
- Use OneLink to order phone headsets, CRD products (boxes, forms, twine, labels)
- For computer hardware/software, call Kaiser National Help Desk at Ext. 1111 / (888) 457-4872

Pick-up Outgoing Mail/Parcels
- US Postal Service, UPS or Interoffice mail.

Store/Destroy Records
- Transfer corporate records from downtown Oakland to Central Records in Livermore **https://businessrecordsretention.kp.org/**

BUILDING EMERGENCY RESPONSE TEAM

Volunteer to be a BERT member. For more information, visit the BERT website: **https://ncalrbo.kp.org/bert/**

NATIONAL ENVIRONMENTAL HEALTH & SAFETY PROGRAMS

Ergonomic assessments **http://kpnet.kp.org/ehs/pgrm_office_safety.htm**

KP-IT (INFORMATION TECHNOLOGY)

If something is not working, (telephone, network, Outlook, computer viruses, hardware or software problems)
For removal / disposal of computer equipment (docking stations, laptops, monitors, printers, fax machines, servers, network equipment, scanners or PC desktops)
For new Network IDs, all telephony requests (phones, new numbers and voicemail), mainframe access and to activate new network ports
To purchase and install hardware and software
Call Kaiser National Help Desk at Ext. 1111 / (888) 457-4872
Online IT Services https://kp.service-now.com/sp
To reset a password http://passwordexpress.kp.org