**Regional Building Operations
Northern California**

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
- Unlock office, desk or cabinet
- Water leaks and drips

Janitorial
- Deliver or pickup recycle bin, restock restroom supplies, clean-up spill, plugged/overflow toilet, restock paper towels in kitchen

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

Rekey Lock or Request New/Replacement Key
- Rekey door, desk, filing cabinet, etc. to new combination
- Have new or replacement key made

After-Hour Air or Lighting
- Require heating, air conditioning or lighting during non-business hours

Nameplates
- Nameplate inserts for office or workstation, departmental signage

MOVE, ADD, CHANGE (MAC) REQUEST
Use Space Request Tool (SRT) to request the following:

Move an existing staff member or relocate furniture
Add a new hire's seat assignment
Change an existing staff member who is leaving KP
Request for Space - Department needs more space
For help, click on **How to Move a Person**
Access SRT Info: **https://ncalrbo.kp.org/mac-request/**

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
510-559-5398

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

PARKING
Parking questions for employees or visitors
https://ncalrbo.kp.org/regional-parking/
Contact 510-987-2143 (8-427); **NCAL-RegionalParking@kp.org**

FACILITY MANAGEMENT

Berkeley Campus
Contact 510-559-5081, **bmws-facility-managment@kp.org**

ServiceNow PORTAL WEBSITE
Access ServiceNow: **https://kp.service-now.com/sp**, click on
Order Products & Services, then **Property & Facility Services**. Select either Facility Requests and Issues or Minor Construction Request (Minor Works only). For help, click on **How to Create a ServiceNow Request**.

WORKSTATION MODIFICATION :: OTHER
Use ServiceNow Portal Website to request the following:

Workstation & Office Furniture Modification
- Change the way the employee works within the workstation or at a desk in an office

Mitigation Services (Earthquake Bolting/Unbolting)
- Meet compliance with Kaiser standard to bolt file cabinets and bookcases higher than 28", plus other heavy equipment

Minor Renovation
- Build-out of new space and offices. Renovation of existing environments including carpentry, painting and electrical

Request Moving Boxes

Remove Surplus Furniture/Equipment
- Removal of surplus or broken furniture, equipment for recycling or disposal.
- No AM labeled equipment from IT such as computers, monitors, phones, etc.

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. UPS drop boxes located in basement of 1950 Franklin and on 1st floor of 1800 Harrison

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**