



Regional Building Operations
Northern California

Quick Resource Guide

Walnut Creek Regional Offices

Rev 7/19/2023

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

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

Pest Control

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

After-Hour Air or Lighting

- Require heating, air conditioning or lighting during non-business hours

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 Post Office outgoing mail or interoffice place in red tote in 1st floor conf room.

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/>

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/>

NATIONAL ENVIRONMENTAL HEALTH & SAFETY PROGRAMS

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

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

925-926-3700 (8-473)

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>

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

25 N. Via Monte/501 Lennon/2835 Mitchell/2880 Shadelands

Contact 925-926-3923 (8-473), wc-fm@kp.org