



Regional Building Operations  
Northern California

# Quick Resource Guide

## Walnut Creek Regional Offices

Rev 11/19/2021

### 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

To schedule use of conference rooms and audio/visual equipment

Go to EMS website: <http://ncalems.appl.kp.org/>

Contact 625-4150 (8-428); [1800-Conf-Service@kp.org](mailto: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

926-3700 (8-473)

### REGIONAL OPERATORS

Responsible for providing customers with phone numbers for Northern

California Regional departments and employees

Contact 987-1000 (8-427-0111)

### FACILITY MANAGEMENT

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

Contact 926-3923 (8-473), [wc-fm@kp.org](mailto:wc-fm@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/pgm\\_office\\_safety.htm](http://kpnet.kp.org/ehs/pgm_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>