



Purpose of this meeting..

Show you what adopting the CERN service management framework can do for you, your services (and our 'users')

Service management – What it **IS** ?

- Established industry best practice, used with success by thousands of organisations worldwide (“de facto” standard)
- A strategic framework, covering all services (not only IT)
- Business/customer/user focussed (focus on WHAT not HOW)
- A set of management processes covering the complete service lifecycle
- An approach to ‘*adopt and adapt*’ to ensure service solutions provide the best possible fit to the specific requirements of the organization

Service management – What it **IS NOT** !

- A tool (e.g. service now)
- A service desk
- A conspiracy to monitor people
- A website 😊

Service Management @ CERN: GOALS

1. Simplify users and supporters life by providing:

- **ONE** point of contact (**ONE** #, **ONE** url, **ONE** place)
- **ONE** behavior; Unified processes for all services
- **ONE** tool shared by all service providers (sharing information and knowledge)
- **ONE** business service catalog

(clearly defining what services are provided to whom by whom at what quality levels).

2. Optimize efficiency and effectiveness (@ CERN)

- Alignment with good practice (ITILv3 and ISO20k)
- High level of automation
- Framework for continuous improvement

3. Improve monitoring and control for management (dashboards)

~~ITSM~~

AND DO THIS FOR ALL SERVICES (NOT ONLY IT)

The Service management toolbox:

Service Portal for end users

European Laboratory for Particle Physics

Reinoud Martens [Log out] Français

CERN Service Portal

easy access to services at CERN

Home News Navigate Catalogue Contacts My Profile Site Guide Service Status

The CERN Service Portal is your one-stop access point for all services provided by the GS and IT departments.

Describe your issue or search for a service:
Search Examples / Help

Report an issue

My Incidents

- Catalog item not found when...
- search in the stores catalog
- bug in service-now
- service-now to infor interf...
- doublons created by interfa...

See all your incidents

My Requests

- Full Baan read access for S...
- FB intervention report fuit...
- Question concerning clothin...
- request for JMT data access
- request to use out of the b...

See all your requests

Key contacts

Service desk: 77777
Located in building 55.
Open 07:30 - 18:30 work days, Geneva time.

Emergencies: 74444
Located in building 65.
Open 24 hours a day, 7 days a week.
Fire, accidents, hazardous materials interventions...

Service Manager on Duty
Not satisfied? You can contact the SMOd.

Cannot find what you need here? Do you simply need advice or assistance? The **Service Desk** is here to help. Call the Service Desk on: **77777** (07:30 - 18:30 work days, Geneva time)

Contact Service Desk SMOd Disclaimer About

CERN - European Laboratory for Particle Physics, CH-1211, Genève 23, Switzerland

- Google like search
- Context aware 'Record producers' → Automated ticket assignment

Shuttle Service - Service Element - CERN Service Portal - Windows Internet Explorer

https://cern.service-now.com/service-portal/service-element.do?id=e85a43a90a0a8c0a00ab0ac71

European Laboratory for Particle Physics

Home > Service Elements > Shuttle Service

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CERN Service Portal

easy access to services at CERN

Home News Navigate Catalogue Contacts My Profile Site Guide

Catalog navigation

- Mobility and Accommodation
- Passenger Mobility Services
- Car Pool and Rental Service
- Shuttle Service**

Go to catalog structure page

Shuttle Service Edit

This service is responsible for providing free regular passenger transport inside CERN sites and to/from Geneva airport.

Actions

- Request for the transport of VIPs and Officials
- ON TEST : Request for a coach(bus) reservation
- Report an incident
- Submit a general request
- Coach Rental

Information

This service offers:

- Regular shuttle service inside CERN (Meyrin and Preveessin) and between the two sites
- A regular shuttle service CERN-Geneva Airport
- A dedicated shuttle service for LHC and SPS shifters (7 days/7 days)
- On demand transportation to/from LHC Pits 2, 5 and 8 (see Shuttle pages)
- VIP transportation

Service limitations:

- Reservations for coaches must be made at least 24 hours in advance.
- Children are not authorized, even if accompanied by an adult
- Maximum capacity 28 places
- Passengers from airport without CERN access card will be dropped off at Access Control Service (building 33).

Additional information:
Any person entering the site must be in possession of a card issued by CERN certifying that he is authorised to enter the site. The drivers will ask the passengers from the airport to show their CERN access card. In case they do not have it, they will be dropped off at CERN entrance to do the necessary formalities.

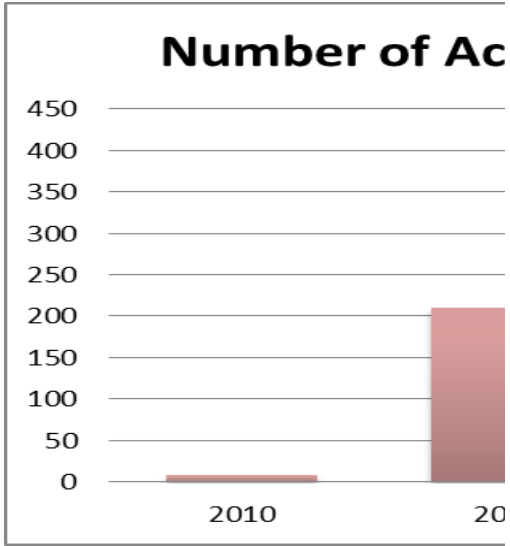
External information:

- Regular Shuttle Timetable
- TPG ligne Y CERN/Geneva Airport
- SBB CFF Online timetable - Cornavin Station/Geneva Airport

Done

Trusted sites | Protected Mode: Off

> 400 Forms



Service Catalog > Report a problem with network access Attach file

Report a problem with network access

Use this form when you experience some problem with your network connection.

Depending where this form is selected inside the service portal the ticket will be automatically filled with the correct Functional Element and Service Element.

Caller
▶ More information
Reinoud Martens Admin

Short description
▶ More information

Affected device (if applicable)
▶ More information

I have a physical connection (e.g. the network card is blinking, no broken link is reported by the operating system)

I sent a connection or change request for this device recently
▶ More information

I can access CERN.ch (if applicable)
▶ More information

I can access the Internet (if applicable)
▶ More information

Please precise when the incident has occurred the first time (date/time)

How can we reach you?
 I have access to my emails
 I do not have access to my emails, please contact me by phone

Further details

Impact
▶ More information

Business Cards prin. Less than 100 km

ental of cars or utility vehicles.
on beyond this limit will incur
CERN):
driving license (V)" from the list

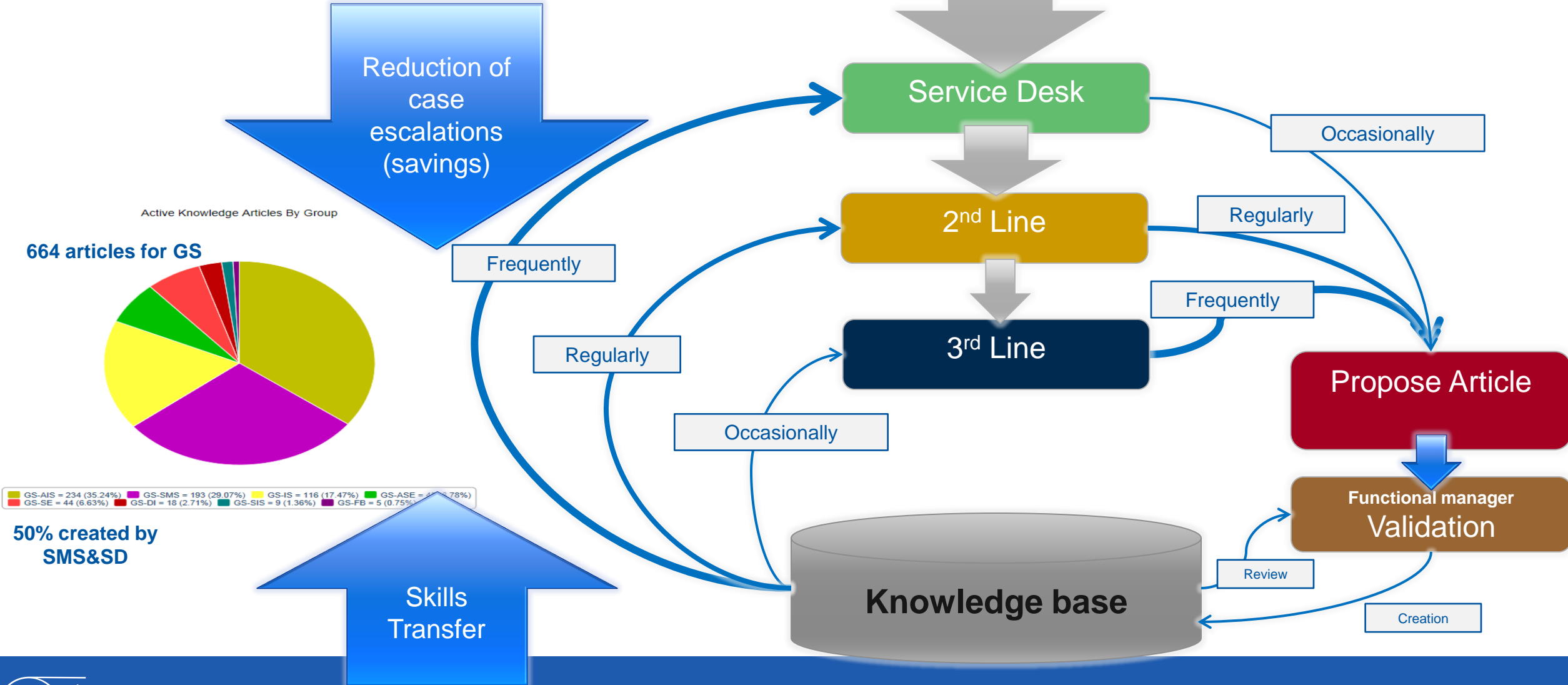
Record Producers

Active

- Name
- Request for exter
- Access request li
- Add a SLS servic
- Air filter inspecti
- Apartment Reser
- Apartment Termi
- Application for Ct



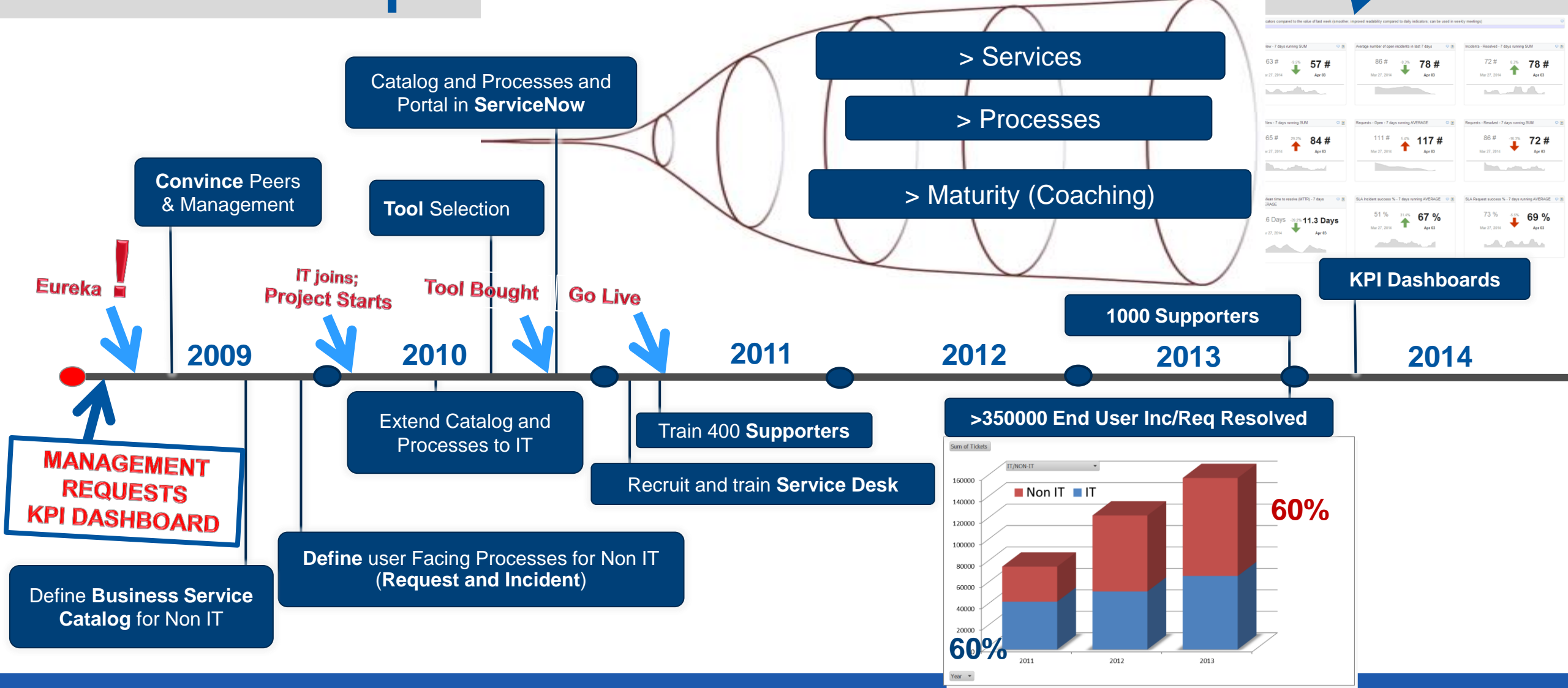
Service Desk and Knowledge



Roadmap

The expanding Service Management Universe

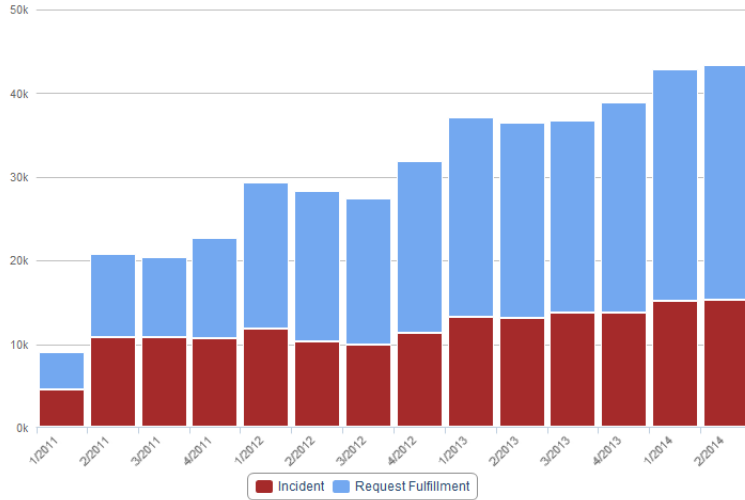
KPI's & DASHBOARDS !



Service Management Status

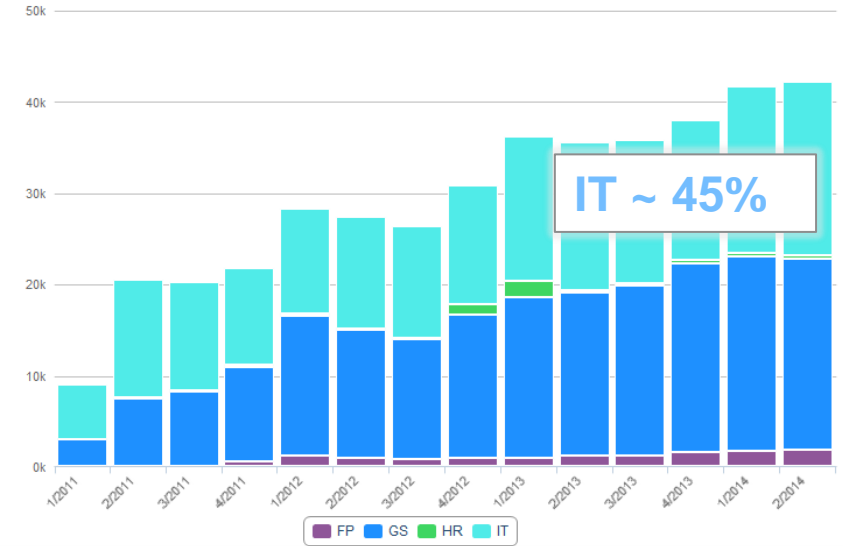
Excluding 'monitoring' generated tickets

Activity Trend (Human Generated)



2011 Total	77,211	
2012 Total	124,926	+62%
2013 Total	159,871	+28%

Activity Trend By Department (Human Generated)



Service Desk acts on ~8k tickets/month ~ 50%



ONE point of contact (**ONE** #, **ONE** url, **ONE** place)

ONE behavior; Unified processes for all services

ONE tool shared by all service providers (sharing information and knowledge)

ONE business service catalog

Business Service Catalogue

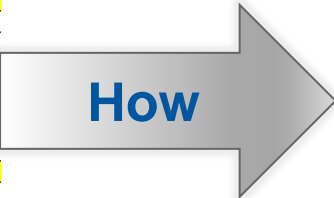
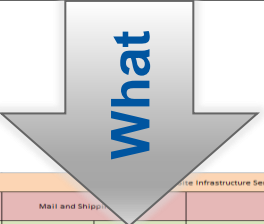
Matrix structure with 2 dimensions:

- Columns: Services (What, User View) (today > 300)
- Rows: Functions (How, Supporters View) (today > 500)



Service Area		Site Infrastructure Services									
Customer Services	Customs and Fiscal Advice	Material Lifecycle Service				Passenger Mobility Services			Registration and Access Services		
Services Elements		Material Request Service	Sales and Recuperation Service	Storage Service	Waste Management Service	Bike Sharing Service	Car Pool and Rental Service	Shuttle Service	Dosimeter Distribution Service	Guards Service	Locks and Key Service
	Car Plates Provision										
	Confidential Mail Management										
	Conventional Waste Collection & Classification										
	Dangerous Waste Collection and Classification										
	Goods Internal Distribution										
	Goods Reception										
	Mail Office										
	Relocation										
	Shipping Management										
	Storage Area Operation										
	Transvoirie										
	Car Pool										
	Car Pool Management										
	Car Registration										
	Car Rental										
	Car Sharing										
	CERN Apartments										
	Cleaning Management										
	Contractors' personnel and Biometrics Registration										
	DGS-Dosimeters										
	Entrance Control & Guards										
	Exhibitions at CERN										
	Green Space management										
	Hotel Management										
	Hotel Operation										
	Housing Operation										
	Locks and Keys										
	ONET Cleaning										
	Shuttle Management										
	Shuttle Rental										
	Topnet Cleaning										
	Visitor access card										

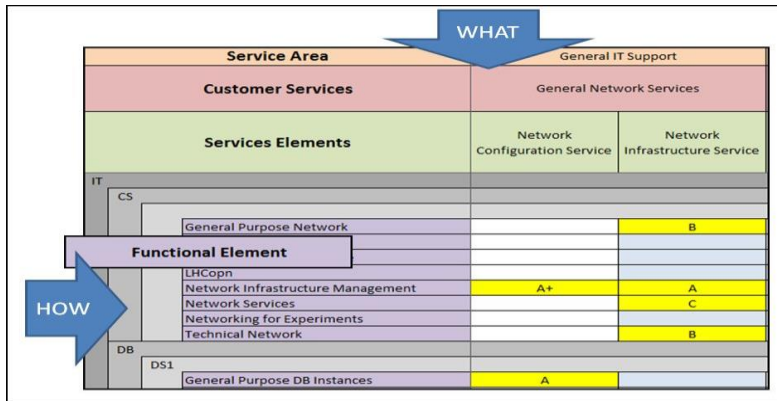
Service Area		Site Infrastructure Services									
Customer Services	Lost and Found Service	Mail and Shipping	Material Lifecycle Service				Passenger Mobility Services				
Services Elements	Lost and Found Service	Mail and Internal Distribution Service	Shipping Service	Material Request Service	Sales and Recuperation Service	Storage Service	Waste Management Service	Bike Sharing Service	Car Pool and Rental Service	Shuttle Service	Di
	Customs and Fiscal Advice										
LS	Car Plates Provision			LS					LS		
	Confidential Mail Management		A								
	Conventional Waste Collection & Classification							A+			
	Dangerous Waste Collection and Classification							A			
	Goods Internal Distribution		A	B	C						
	Goods Reception		A	A							
	Mail Office		A								
	Relocation										
	Shipping Management			A+							
	Storage Area Operation					A		B			
	Transvoirie										
SIS	Car Pool			SIS					SIS		
	Car Pool Management								A		
	Car Registration		B						B		
	Car Rental										
	Car Sharing								A		
	CERN Apartments								A+		
	Cleaning Management										
	Contractors' personnel and Biometrics Registration										
	DGS-Dosimeters										
	Entrance Control & Guards										
	Exhibitions at CERN										
	Green Space management										
	Hotel Management										
	Hotel Operation										
	Housing Operation										
	Locks and Keys										
	ONET Cleaning										
	Shuttle Management										
	Shuttle Rental										
	Topnet Cleaning										
	Visitor access card										



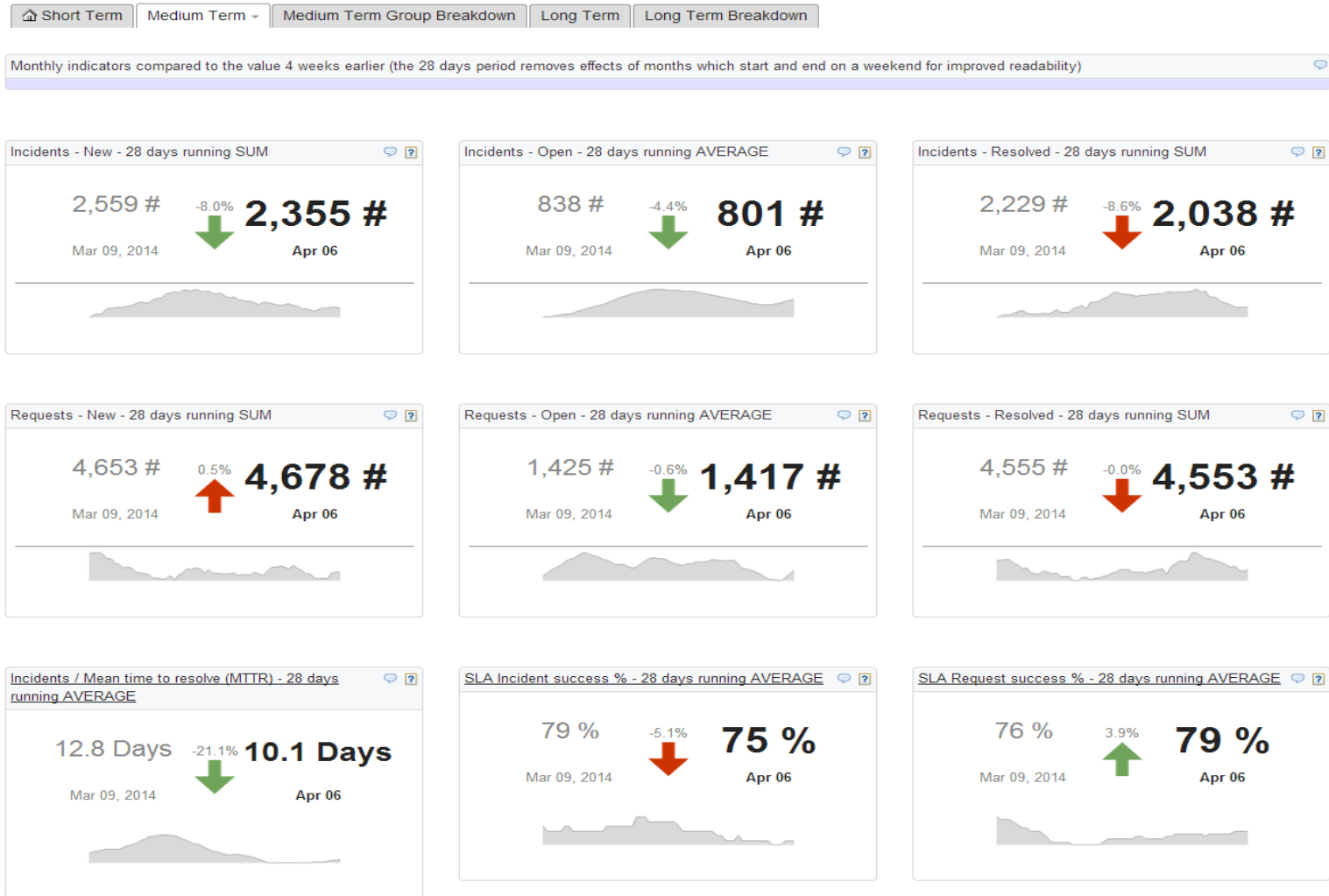
Management dashboards

You cannot improve what you cannot measure

- Dashboards by
 - Service Area, Customer Service and Service Element (What)
 - By Department, Group and Function (How)



- Finally we can improve 😊



Additional benefits of Metrics

- Metrics on Email driven services difficult to obtain
- Access to best practice standard KPI's⁽¹⁾ enable **evidence based conversations** based and grounded in **facts** (and stay away from conversations based on rumors and perceptions)

1) compared to ad-hoc KPI's based on 'tuned' metrics, or produced from questionable and unverifiable sources like email folders

Scenario for FP?

- Publish FP services on service portal and define support lines;
Your services are well documented and advertised on the FP website therefor little effort to also document these services on the service portal...support lines can be easily defined.
This does not and will never replace the FP website, but is complementary
- Gradually cause emails to create tickets..
(email driven services don't feed indicators..)
- Gradually replace pdf forms with
'record producers', and create new forms
- FAQ's in knowledge base
- Service Desk can be your front line

This can be quick and smooth

Top Takeaways

1 This framework works for GS, IT, HR, part of FP, and others

2 It helps users, ‘supporters’ and management

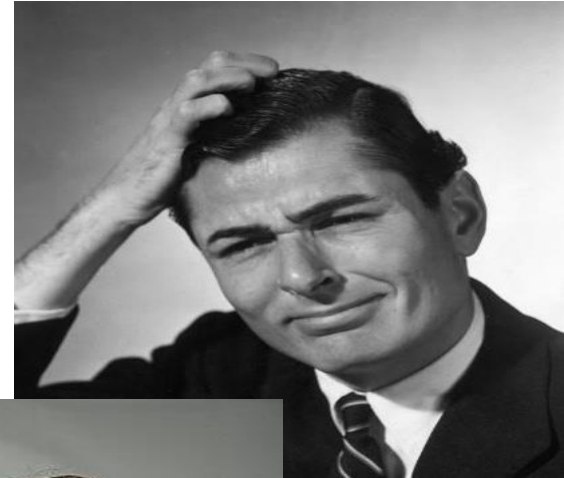
3 No “rocket science”, this will work for you too

And's it's for FREE!!!!!!

Questions / Reactions?

Examples 😊

- We already have a website and email, why do we need a new tool?
- Does it really work in practice?
- For my service, can I decide to not 'profit' from the service-desk?
- How do you manage confidentiality?
- How does the service-portal relate to departmental and group websites, and the E-guide?
- Will callers be able to see my name when I work on a ticket?
- Can I easily unsubscribe from notifications from the system?



Thanks for your attention

4



YEARS / ANS Of Service Management

Bridging barriers between departments
and groups in support for science



Reinoud Martens

Isabel Fernandez Gonzalez

Example: Attestation Service

- Customer service oriented
 - **Attestation Service: *what*** : users view
 - **Records Office, Salary Office, Claims Office, Internal Tax: *how*** : supporters view
- Service offers defined
- Pointing to other related sites

Contacts

Attestation service
Phone: 73854
attestation-request@cern.ch ✉
Location: 33/1-006

Catalog navigation

- SA HR Services
- CS Personnel Administration Services
- SE Attestation Service**
- SE Family Benefits Service
- SE Internal Tax Service
- SE Registration and Update of Personnel Information
- SE Swiss and French Cards Service
- SE Working hours, Pre-retirement and Leave Service

◆ Go to catalog structure page

Dependencies

Essential:

- FE Records Office (A+)
- FE Salary Office

Important:

- FE Claims office

Necessary:

- FE Internal Tax

SE Attestation Service

This service is responsible for providing CERN attestations,certificates.

Actions

- 🔧 HRT self-services: basic employment attestation, Training attestation, Tax certificates ✉
- 🔧 Request for employment attestation details
- 🔧 Request for attestation of the amount of unemployment benefits paid by CERN
- 🔧 Exceptional Request Annual Internal Taxation Certificate
- 🔧 HRT: training attestation for another person ✉
- 🔧 Submit a general request

Information

Knowledge Base Articles

- 🔗 Attestation Service KB Articles

This service offers:

- Employment contract attestations.
- Remuneration and subsistence attestations.
- Annual internal tax certificate delivery on-line.
- Training attestation delivery on-line.

Service limitations:

- Attestations for external training may be limited, please contact your [Departmental Training Officer](#) .

Additional information:
The self-service training attestation lists only internal courses which are or have been part of the CERN training.



External information:

- ◆ CERN Admin e-guide: Miscellaneous types of attestation ✉
- ◆ CERN Admin e-guide: Annual internal taxation certificate ✉
- ◆ CERN Admin e-guide: Training and Development - Training Certificates ✉

Example: Attestation Service



- **Forms**

- **Help users / supporters** provide needed information
- Automated ticket assignment
- Accessible from outside: ex-members, retired...

Request for employment attestation details Print  Attach file 

Request for employment attestation details

If you need an employment attestation regarding your current or past contract, please go to: [HRT Employment Attestation](#) (attestation available on self-service basis)

Nature and Category of the attestation  


▶ More information


Nature of the attestation

- Employment conditions
- Health Insurance
- Family benefits
- Cards
- Retirement
- Other

Categories: Possible employment attestation depending on the nature selected


▶ More information

Employment attestation with Job title 

The language in which the attestation should be provided 


Options

- French: Générer l'attestation en français
- English: Generate attestation in English

Indicate the time period the attestation should cover 



Current or other period?

- Current
- Other

Select the delivery mode(s) 

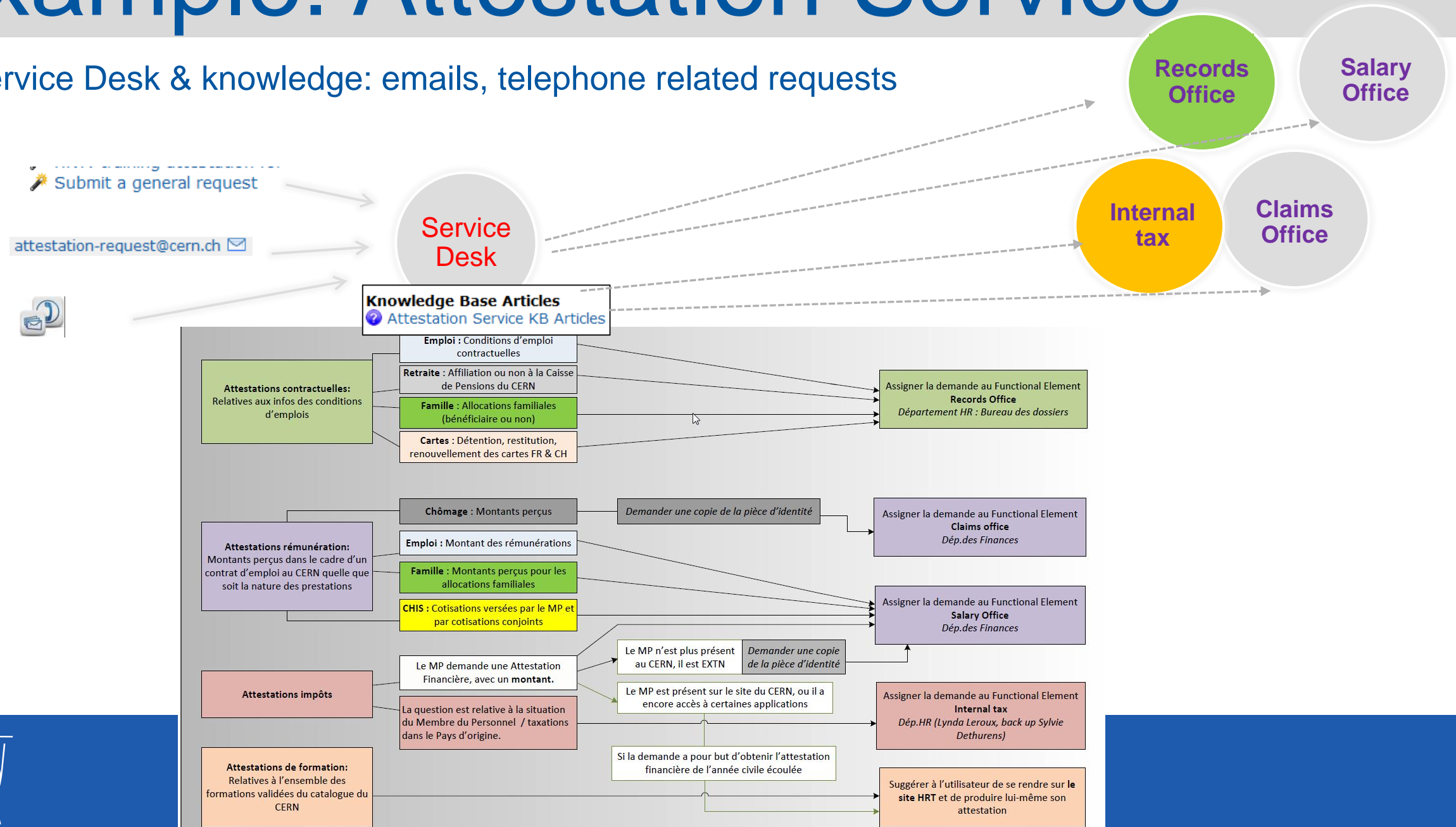
Options

- Attach to this request
- Internal email distribution
- External address (to be indicated in further details)
- Fax
- To the addressee only (en mains propres)

Further details  

Example: Attestation Service

- Service Desk & knowledge: emails, telephone related requests



Example: Accounts Payable Service

- **Email becomes ticket:**

- Supplier, technical contact sends email Account.payable@cern.ch, becomes a Request Ticket

- **Service Desk & Knowledge:**

- SD applies internal procedure to complete information provided by supplier and/or technical contact
- SD classify ticket and assign to Supplier Invoice Handling team



Accounts.payable@cern.ch

Complete request

Service Desk

Classify

Supplier Invoice Handling

Technical Contact

Accounts.payable@cern.ch

Supplier



KB0000956: PROCEDURE: What should I do with invoice related request? tickets coming from account.payable@cern.ch

Quel est le sujet?

Facture → FE Supplier Invoice Handling*
 Relance facture → Qui l'a envoyée? → Fournisseurs → Il y a-t-il une copie de la facture? → NON → Demander une copie facture avec ref de commande ou contact CERN
 Confirmation de commande A/OI → Service applies procedure and resolves ticket
 Détails de versement, RFF TVA → FE: Supplier Invoice Handling
 Garanties bancaires → FE Banker's Guarantees

Qui est le caller?
 Short description: «facture» ou «relance» + nom du fournisseur
 Urgence: compte bloqué par le fournisseur pour non paiement
 * Donnée pour Supplier Invoice Handling: facture + ref de commande ou contact CERN

Classes de commande	Types de contrat
(2 lettres + 6 ou 7 chiffres)	(lettre + x chiffres)
CA	B + 4
CL	C + 3
DL	E + 3
OV	F + 3
CR	K + 3 ou 4
CT	L + 3
DT	S + 3
CD	T + 3
DAI	X + 3

Terminologie

Pour FE Supplier Invoice Handling: invoice, bill, facture, Rechnung, commercial invoice, offres de prix et toutes factures sans logo, tampons ou coordonnées bancaires, paiement manquant correspondant à la TVA.

Bank transfer details / Détails de versement, détail de virement
 Assign the ticket to FE: Supplier Invoice Handling (they will analyse the ticket and reassign it to FE: Treasury and Cash Management Fatima El Farisi's team)

Pour FE Banker's Guarantees: demande de garanties bancaires

A/OI: Service desk will invite the person to contact the « Commercial contact» of the related order.

Confirmation de commande / order confirmation Service desk will invite the person to contact the « Commercial contact or Technical Contact » of the related order.

VOICE / Facture:
 Short description: Name of the provider + name of the CERN person who forward the email (if applicable)
 Category: **Traitement factures**
supplier email address in the Watchlist
/ Copy de la facture needs to be provided together with **Order number/Reference de commande** or **CERN contact/le contact CERN**
 Set to FE: Supplier Invoice Handling

ANCE Invoice/Facture:
 Short description: Name of the provider + name of the CERN person who forward the email (if applicable)
 Category: **Relances Factures**
supplier email address in the Watchlist
/ Copy de la facture needs to be provided together with **Order number/Reference de commande** or **CERN contact/le contact CERN**
 Set to FE: Supplier Invoice Handling

ELEMENT OF ACCOUNT:
 Short description: the copy of the invoice
 Category: **Statement**
supplier email address in the Watchlist
 Set to FE: Supplier Invoice Handling

ransfer details / Détails de versement, détail de virement
 Set to FE: Supplier Invoice Handling (they will analyse the ticket and reassign it to FE: Treasury and Cash Management Fatima El Farisi's team)

request for External Funds) :
<https://cern.service-now.com/service-portal/view-request.do?n=RQF0363386>, la demande est relative a un document edh RFF (<https://edh.cern.ch/Document/SupplyChain/RFF/>)
 Set to FE: Supplier Invoice Handling

Facture Proforma
 Set to FE: Supplier Invoice Handling

Set to FE: Suppliers, institutes, and other external parties can also request information and advice in matters of export control, VAT, customs, etc..Service desk can contact Tom Wegelius (Tom Wegelius) and invite to read further procedure : http://procurement.web.cern.ch/sites/procurement.web.cern.ch/files/key-reference/TVAFacturation_fr_v2011-09-15.pdf

OI) Service desk will invite the person to contact the « Commercial contact» of the related order.

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 Set to FE: Supplier Invoice Handling (they will analyse the ticket and reassign it to FE: Treasury and Cash Management Fatima El Farisi's team)

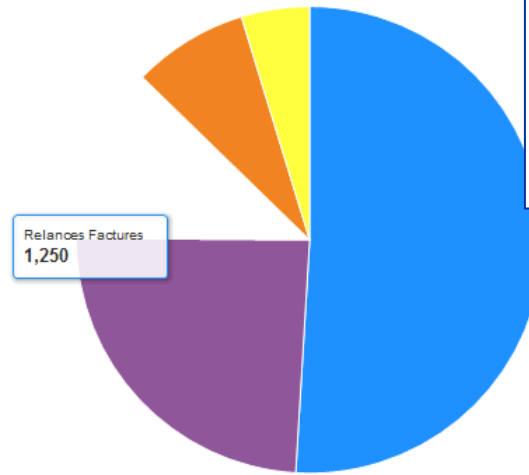
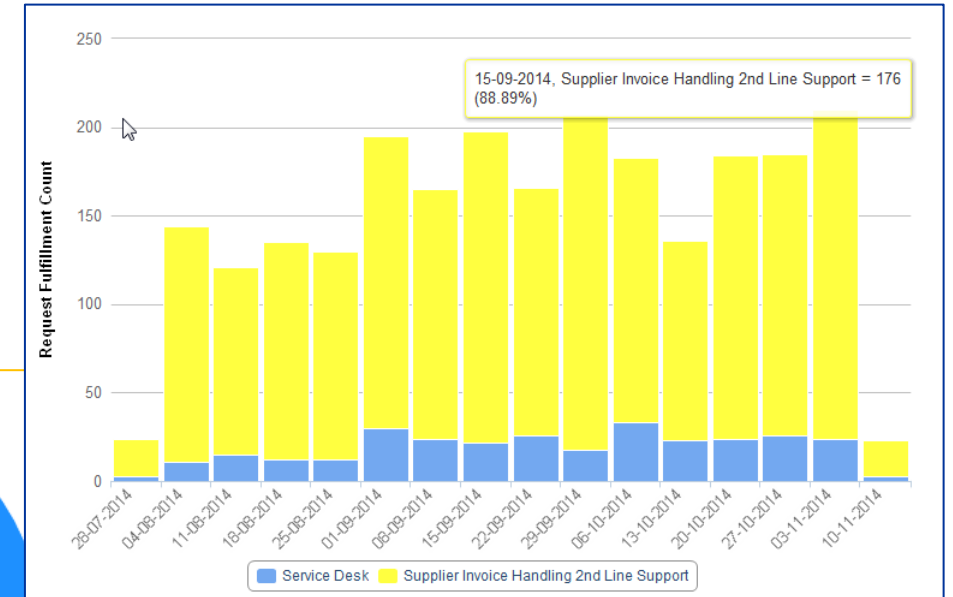
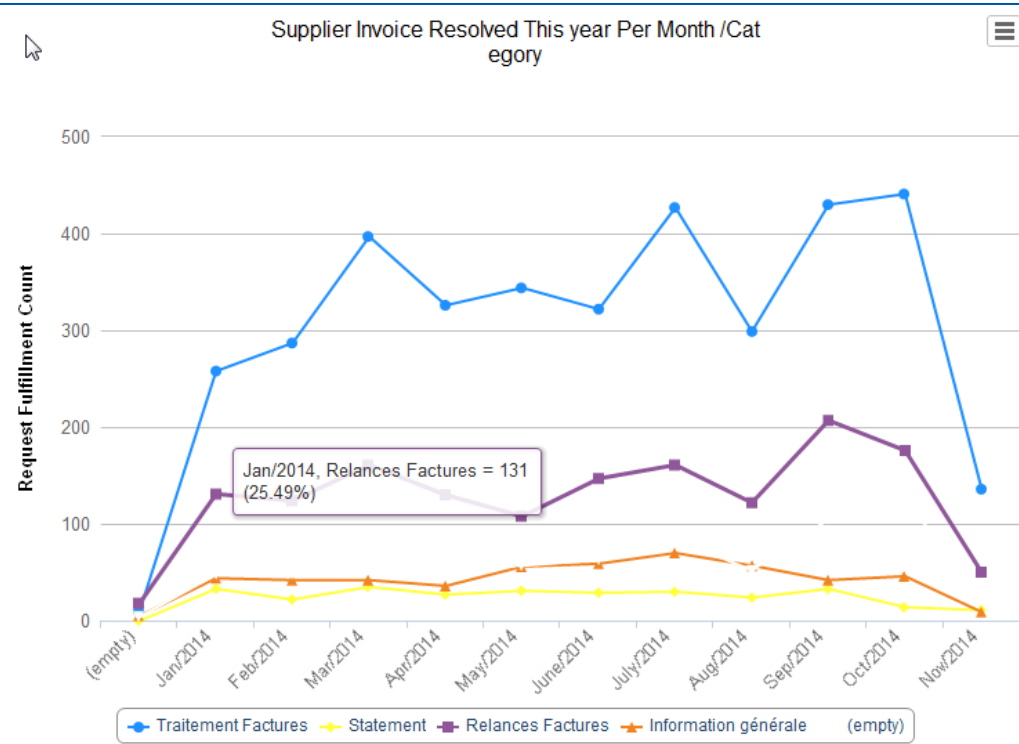
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Set to FE: Supplier Invoice Handling (they will analyse the ticket and reassign it to FE: Treasury and Cash Management Fatima El Farisi's team)



Example: Accounts Payable Service

- Some measurements



■ Traitement Factures = 2639 (50.97%)
 ■ Relances Factures = 1250 (24.14%)
 (empty) = 630 (12.17%)
 ■ Information générale = 414 (8.00%)
 ■ Statement = 245 (4.73%)

Example: Accounts Payable Service

- **Customer / user focus :**
 - Email is sent to the wrong team - request are sent to the wrong team
 - Request need to be completed by another team –
 - Transfer between support lines
 - How supporters are organized is transparent to customer / user

The screenshot displays a service management system interface. The top navigation bar shows the user is impersonating 'Fatima-Zahra El Farissi' and is part of the 'European Organization for Nuclear Research'. The main content area is titled 'Request Fulfillments' and shows a list of requests. The table below contains the following data:

Number	Created	Caller	Email From	Short Description	Remarks	Assignment group
RQF0394374	07-11-2014 14:16:01	Guest	lbdelaloye@brasserielipp.ch	Facture Brasserie LIPP S.A.		Treasury and Cash Mana
RQF0393695	06-11-2014 08:43:30	Arielle Gaidon	Arielle.Gaidon@cern.ch	RELANCE - DAI 5807498 - Arielle Gaidon	Facture 3336854 BL chez vous.	Treasury and Cash Mana
RQF0393522	05-11-2014 15:57:58	Isabelle Auvigne	Isabelle.Auvigne@cern.ch	Confirmation de paiement 800 CHF inscription formation	URGENT pièces 3340189 et 3340221, bloqué...	Treasury and Cash Mana
RQF0393200	05-11-2014 07:28:01	Guest	financial@rc.auth.gr	information générale - ELKE ARISTOTLE UNIVERSITY		Treasury and Cash Mana
RQF0392598	03-11-2014 17:23:31	Guest	dnutter@rmdinc.com	RE: Bank details confirmation invoice ND-2554-01 3328988		Treasury and Cash Mana
RQF0392494	03-11-2014 15:45:36	Guest	tiziano.acchetta@burckhardtcompression.com	AW: Bank details confirmation invoice 4098327 3340273		Treasury and Cash Mana
RQF0392356	03-11-2014 13:00:27	Guest	fernley.eng@btconnect.com	Bank details confirmation - FERNLEY ENGINEERING		Treasury and Cash Mana
RQF0390520	28-10-2014 16:44:26	Guest	LHmeti@hertz.ch	Information générale	Hello Trésorerie. Pourriez-vous m'aid...	Treasury and Cash Mana

The detailed view on the right shows the 'Request Fulfillment' for request RQF0393522. It includes the following information:

- Assignment group:** Treasury and Cash Management 2nd Line Support
- Assigned to:** Fatima-Zahra El Farissi
- Request Location:** 57/1-008
- Location Flags:** VIP
- Short Description:** Confirmation de paiement 800 CHF inscription formation
- Description:** Confirmation de paiement 800 CHF inscription formation
- From:** Isabelle.Auvigne@cern.ch
- To:** accounts-payable@cern.ch
- Cc:** Francoise.Lebun-Klauser@cern.ch
- Subject:** Confirmation de paiement 800 CHF inscription formation
- Body:** Bonjour, Merci de bien vouloir me confirmer paiement de 800 CHF de frais d'inscription pour la formation de demain : <https://edh.cern.ch/Document/SupplyChain/DAI/5829496> car je suis surprise sur la dernière ligne de voir 400 CHF 27.10.14 [cid:image001.png@01CFF911.19603750]
- Caller Communication:** Internal Communication, Related Ticket, Log, CI & Third Party, SLA
- Close code:** Fulfilled
- Additional comments (Customer View):**
- History:**
 - 07-11-2014 15:41:23 - Fatima-Zahra El Farissi: Bonjour,
 - 06-11-2014 08:26:44 - Marion Sylvie Papara: Bonjour, Les deux factures de 400CHF chacune ont été mises au paiement, pièces 3340189 et 3340221. Cependant, el fournisseur. Je transmets votre message à la trésorerie pour qu'il vous donne plus de détails. Nous restons à votre disposition pour tout renseignement complémentaire.