



# Service Management for CERN

## Project Status Meeting

Results, Plans & Expectations

Geneva, 02.09.2010  
Mats Moller & Reinoud Martens



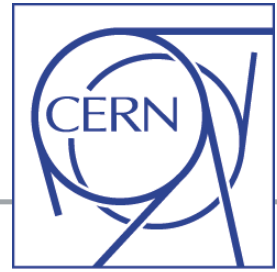
# Service Management for CERN

## Why Service Management and why now?

### CERN in the LHC era:

- Global Laboratory – 24/24 presence is required.
- More Users but stable staff numbers .
- The wide range of services offered by CERN **must become easy to find**, without requiring knowledge of CERN internal structures.
- Starting with GS and IT, adding other services from other departments as experience is gained.





# Service Management for CERN

## What are we trying to achieve with Service Management?

### Our Goals:

- One Service Desk for CERN (**one number** to ring, **one place** to go, 24/7 coverage)
- **Standard Processes** for all Service Providers at CERN (**one behavior**)
- Services defined from a **User's** point of view
- Services **easy to find** by everybody, without knowledge of CERN internal structures
- Service and process **quality measurable**
- Improved collaboration over the borders of sections, groups and even departments
- Automation of all known procedures
- Framework for continuous improvement in the fields of efficiency and effectiveness

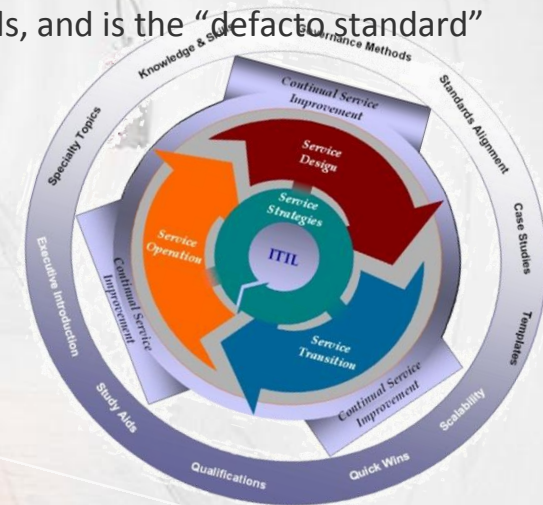
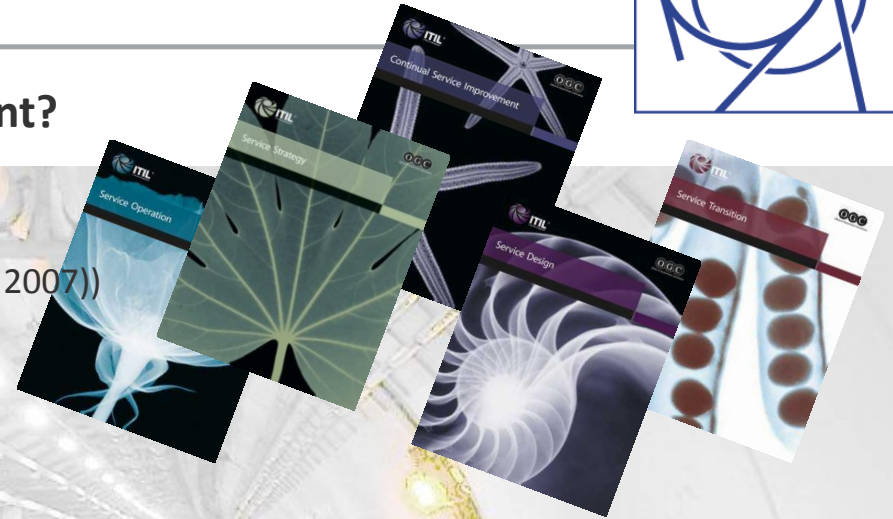




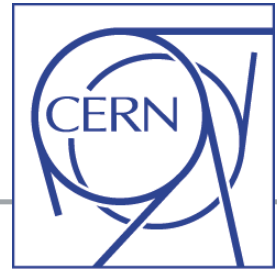
# Service Management for CERN

## How are we implementing Service Management?

- Use existing best practice (ITIL V3 (published in May 2007))
  - Service Strategy (373 pages)
  - Service Design (334 pages)
  - Service Transition (270 pages)
  - Service Operation (396 pages)
  - Continual Service Improvement (308 pages)
- HUGE; but mature, full of practical ideas, widely adopted, supported by tools, and is the “defacto standard”
- We use the ITIL V3 framework, but
  - PRAGMATIC (only take what is useful; leave the rest for later)
  - NO BUREAUCRACY
- Use external expert help (ncc)
- Start with reduced scope
  - IT and GS
  - 2 Processes (out of 24)
  - Then grow and improve (once we have proof it works)



# Service Management for CERN



Roadmap presented begin 2010

| Activity                           | 2010     |       |       |     |      |      |        |
|------------------------------------|----------|-------|-------|-----|------|------|--------|
|                                    | February | March | April | May | June | July | August |
| ▪ Service Catalogue                | █        |       |       |     |      |      |        |
| ▪ Service Owner Assignment         |          | █     |       |     |      |      |        |
| ▪ Process Design Acceptance        | █        |       |       |     |      |      |        |
| ▪ Awareness & PR                   | █        |       |       |     |      |      |        |
| ▪ Web Page & Service Presentation  | █        |       |       |     |      |      |        |
| ▪ Service Descriptions             | █        |       | █     |     |      |      |        |
| ▪ SM Tool Evaluation               |          | █     |       |     |      |      |        |
| ▪ Tool Implementation              |          |       | █     | █   | █    |      |        |
| ▪ Service Desk Planning & Staffing | █        |       |       |     |      |      |        |
| ▪ Role Assignment                  |          |       |       | █   | █    |      |        |
| ▪ Roll Out & Training              |          |       |       |     | █    | █    | █      |

★ Go Live



# Service Management for CERN

The progress made....

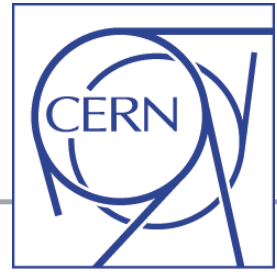
concerning:

- Service Catalogue
- Service Owner Assignment
- Process Design
- Web Portal & Service Repository
- Service Descriptions
- SM Tool Evaluation
- SM Tool Implementation
- Service Desk Planning & Staffing
- Role Assignment

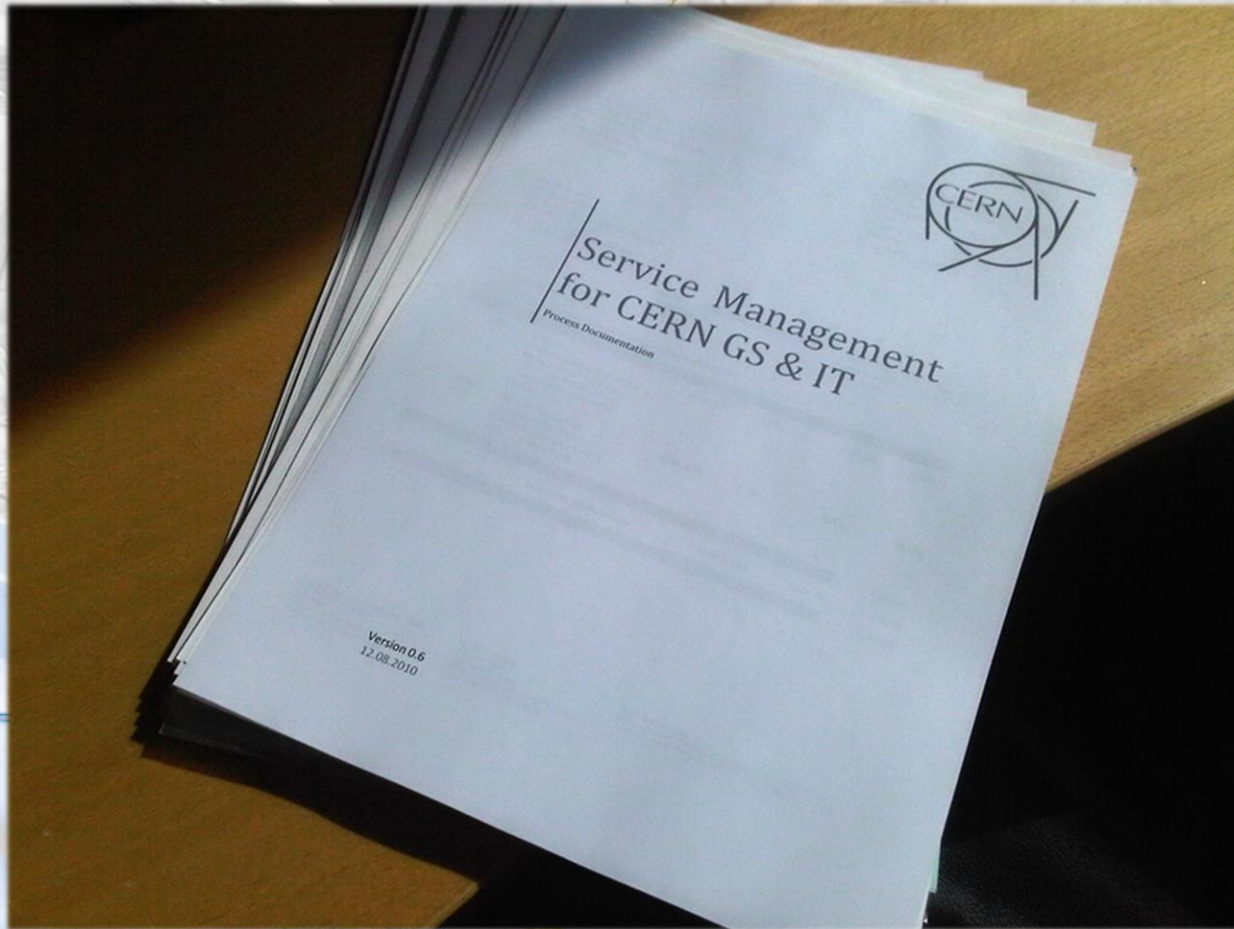




# Service Management for CERN



## The Process Documentation





# Service Management for CERN

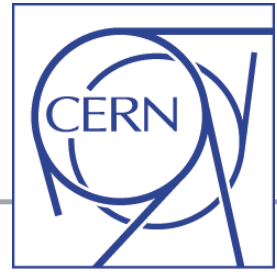
## The Process Documentation

- 75 Pages of Graphics and Descriptions
- Accepted by Group and Section Leaders of IT and GS
- Dynamic Document
- Obligatory Guideline for the Tool Implementation & Configuration
- Describes:
  - Service Definitions
  - Processes
  - Roles
  - Tool Requirements
  - Key Performance Indicators



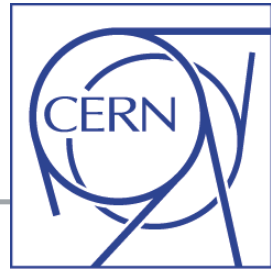


# Service Management for CERN



## The Service Catalogue





# Service Management for CERN

## The Service Catalogue

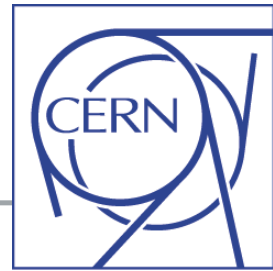
- Covers all Services provided by IT, GS, HR & FP
- Lists all Functional Services
- Lists all Customer Services & Service Elements
- Connecting both sides of the catalogue
- Contains classification to show level of importance
- Elementary Foundation for Process Automation and the Service Portal

- Contains:
  - Services
  - Functions
  - Relations
  - Classifications



|                                | Mail & Web Service | Mail Service | Web Service |
|--------------------------------|--------------------|--------------|-------------|
| Service Desk 1st Line          |                    |              |             |
| Service Desk 2nd Line          |                    |              |             |
| Print Device Support           |                    |              |             |
| RITS Configuration             |                    |              |             |
| STP                            |                    |              |             |
| Printshop                      |                    |              |             |
| Computing Newsletter           |                    |              |             |
| Mailing Infrastructure         |                    |              |             |
| Distribution Lists             |                    |              |             |
| Web Authoring                  |                    |              |             |
| Sharepoint                     |                    |              |             |
| IIS                            |                    |              |             |
| Apache                         |                    |              |             |
| Active Directory               |                    |              |             |
| Certificates                   |                    |              |             |
| Alerter                        |                    |              |             |
| Windows Server Hosting         |                    |              |             |
| DFS                            |                    |              |             |
| Hyper-V                        |                    |              |             |
| Printing Server Infrastructure |                    |              |             |
| Public Terminal Server         |                    |              |             |
| Linux                          |                    |              |             |
| Windows                        |                    |              |             |
| MAC OS                         |                    |              |             |
| Technical PC Specification     |                    |              |             |

# Service Management for CERN



## The Service Repository: CSC

### CSC - CERN Service Catalogue

Johnen Frank BEUTTEL Logout

#### Element search

Element search Element details Admin

Rows 100

- Row text contains 'application'
- Row text contains 'management'
- Row text contains 'support'

| Element Name   | Etype            | Short English Description           | Catalogue Name | Description   | Display Order |
|--|------------------|-------------------------------------|----------------|---|---------------|
| <input checked="" type="checkbox"/> Management Application Support                                   | Service Area     | Management Application Support      | -              | This Service Area covers all Services offering specific IT- or application based functionalities to be used by people working in the administrative or management areas.  | -             |
| <input checked="" type="checkbox"/> Service, Organization and Process Management Application Support | Service Area     | Service, Org, and Proc Ap Sup       | -              | Service, Organization and Process Management Application Support  | -             |
| <input checked="" type="checkbox"/> Civil Engineering and Facility Management Application Support    | Service Area     | Civil En and Facility Man Ap Sup    | -              | Civil Engineering and Facility Management Application Support   | -             |
| <input checked="" type="checkbox"/> Safety Management Application Support Services                   | Customer Service | Safety Management Application Supp  | -              |   | 190           |
| <input checked="" type="checkbox"/> Management Application Support Services                          | Customer Service | Management Application Support      | -              | Provides IT services to support the CERN management with the preparation and execution of several essential key processes (annual merit and promotion exercise, reorganisations, material and personnel short/medium/long term planning, project planning). Furthermore, apart from providing support for internal audit, the service supplies data for business activity/performance monitoring. | 400           |
| <input checked="" type="checkbox"/> Conference Management Application Support Service                | Customer Service | Conference Management Application S | -              | Conference Management Application Support Service   | -             |
| <input checked="" type="checkbox"/> Job Management Application Support Service                       | Customer Service | Job Management Application Support  | -              | Job Management Application Support Service  | -             |
| <input checked="" type="checkbox"/> Application Support for Service Management                       | Customer Service | Application Support for Service Man | -              | Application Support for Service Management  | -             |
| <input checked="" type="checkbox"/> Business Intelligence Application Support Service                | Customer Service | Business Intelligence Application S | -              | Provides access to a Business Intelligence platform (based on SAP's Business Objects software) which can be used for various reporting purposes (e.g. statistics, management dashboards, pixel perfect documents/forms generation and analytics in general).  | -             |
| <input checked="" type="checkbox"/> Project Lifecycle Data Management Application Support            | Service Element  | Project Lifecycle Data Management   | -              |   | 1100          |





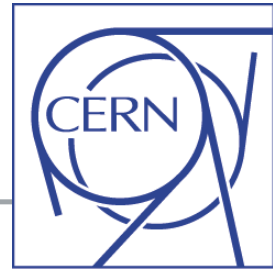
# Service Management for CERN

## The Service Repository: CSC

- Contains all elements of the Service Catalogue
- Standardized templates for the Description of Services
- Interface for Service Owners to maintain the description of their Services
- Foundation for the Service Portal as regards content
- Contains:
  - Services Descriptions
  - Relations
  - Interfaces to Rights & Roles



# Service Management for CERN



## The Web Portal

The screenshot shows a web browser window displaying the CERN Service Portal. The browser's address bar shows the URL <http://macituds02.cern.ch/services/hostel/>. The page header includes the text "European Organization for Nuclear Research". The main content area features a green banner with the text "CERN Service Portal" and "easy access to services at CERN". Below the banner, the breadcrumb "Service portal > Housing > Hostel Service" is visible. The main heading is "Hostel service". The text describes the hostel service, mentioning short-term and long-term accommodation options on the CERN site and in nearby St-Genis. It also notes that the service is provided by the CERN housing service, which offers apartments for rent and provides information on local hotels and private rentals. A "FIND A SERVICE" search box is present, with a "Go!" button. The page is organized into four columns: INFORMATION, ACTIONS, NEWS, and CONTACT. The INFORMATION column lists links for the hostel service website, locations, reception opening hours, eligibility, pricing, availability, and where to pick up keys. The ACTIONS column lists "Make a booking", "Get a quote", "Check availability", "Report a problem with this service", and "Launch the service wizard". The NEWS column lists "Hostel service iPhone app now available" (28 Mar 2010), "Shuttle bus service extended to include St Genis hostel" (23 Mar 2010), and "New upgrade policy" (21 Mar 2010). The CONTACT column lists the phone number "+41 (0)22 767 44 81", the email "cern.hostel@cern.ch", and "Reception in building 39". The CERN logo is located in the bottom right corner of the page content. The footer text reads "CERN - European Laboratory for Particle Physics, CH-1211, Genève 23, Switzerland".

CERN Service Portal  
easy access to services at CERN

Service portal > Housing > Hostel Service

## Hostel service

The hostel service offers a wide variety of short-term and long-term accommodation options both on the CERN site and in nearby St-Genis.

The hostel service is provided by the [CERN housing service](#), which also offers [apartments](#) for rent, and can provide information on [local hotels](#) and [private rentals](#).

**FIND A SERVICE**

Find a service, service provider, or unit by keyword (advanced options):

**INFORMATION**

- [Hostel service website](#)
- [Locations](#)
- [Reception opening hours](#)
- [Eligibility](#)
- [Pricing](#)
- [Availability](#)
- [Where to pick up keys](#)

**ACTIONS**

- [Make a booking](#)
- [Get a quote](#)
- [Check availability](#)
- [Report a problem with this service](#)
- [Launch the service wizard](#)

**NEWS**

- [Hostel service iPhone app now available](#) 28 Mar 2010
- [Shuttle bus service extended to include St Genis hostel](#) 23 Mar 2010
- [New upgrade policy](#) 21 Mar 2010

[All news >>](#)

**CONTACT**

- +41 (0)22 767 44 81
- [cern.hostel@cern.ch](mailto:cern.hostel@cern.ch)
- Reception in building 39

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



# Service Management for CERN

## The Web Portal

- Presents all Services to the users
- Displaying relevant Service Information from the CSC
- Direct Interfaces to the SM Tool or other Workflow tools like EDH
- 5 Different Views to enter the Catalogue
- Search functionality as main element
- Offers:
  - Information
  - Actions
  - News
  - Contact Information





# Service Management for CERN



## Service Owner Assignment

⊕ **AIMAR, ALBERTO ( IT-GT-SL )**

⊕ **BARROSO LOPEZ, MARIA ( IT-PES-DI )**

⊕ **BASAGLIA, TULLIO ( GS-SIS-LIB )**

⊕ **BAUD, JEAN-PHILIPPE ( IT-GT-DMS )**

⊕ **BAUDAT, SANDRINE ( FP-FAS-PA )**

⊕ **BELL, TIMOTHY GILES ( IT-DSS-FDO )**

⊕ **BONT, HILLEBRAND ( GS-FB )**

⊕ **BRIARD, FRANCOIS ( GS-AIS-HR )**

Car Registration Application Support Services

Insurance Application Support Service

Training Application Support Service

HR Reports Application Support Service

Legal Document Application Support Service

Recruitment Application Support Service

Personnel Administration Application Support Services

⊕ **CASS, ANTONY ( IT-DB )**

⊕ **CATHERIN, ANNE-SYLVIE ( HR )**

⊕ **CHIERICO, GIOVANNI ( GS-AIS-HR )**

⊕ **COUTURIER, BENJAMIN ( GS-AIS-EB )**

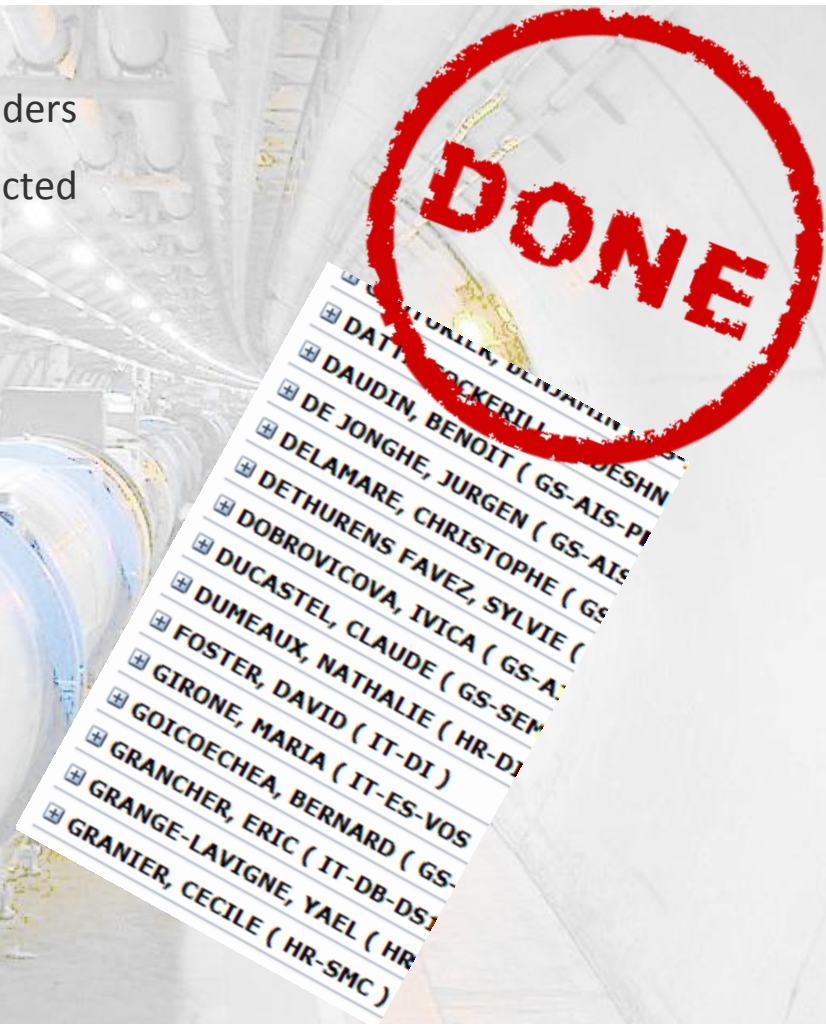
⊕ **DATTA COCKERILL, SUDESHNA ( HR-DI-LD )**



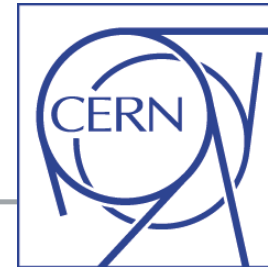
# Service Management for CERN

## Service Owner Assignment

- In IT the role's undertaken mainly by Group Leaders
- In GS Section Leaders and Practitioners are selected
  
- Responsible for:
  - Creating & Maintaining Services Descriptions
  - Feeding the CSC
  - Coordinating Service Provision



# Service Management for CERN



## The Service Descriptions



| CERN Service Catalogue Data Sheet |   |
|-----------------------------------|---|
| Customer Service Description      |   |
| Element Name                      | Housing Service   |
| General Description               | The CERN Housing service offers various types of accommodation for rent to cater for a wide variety of needs. |
| Lifecycle Phase                   | Operation   |
| Comments                          |   |
| Display Order                     |   |
| Short English Description         | Housing Service   |
| Long English Description          | Housing Service   |
| Short French Description          |   |
| Long French Description           |   |
| Element Type                      | Customer Service  |
| English Keywords                  |   |
| French Keywords                   |   |





# Service Management for CERN

## The Service Descriptions

- Created by the Service Owners & Functional Managers
- Created and Maintained in the CSC
- Manual “How to use the CSC” now available
- Results displayed on the Service portal
- Standardized to ensure completeness
- Description contains:
  - Service Offers
  - Functionality
  - Quality Parameter

**WORK IN  
PROGRESS**

**CSC for Service Owners**  
How to use the CERN Service Catalogue  
maintenance tool

CS

CSC-05-00000001  
01-2011  
www.cern.ch/prd/csc



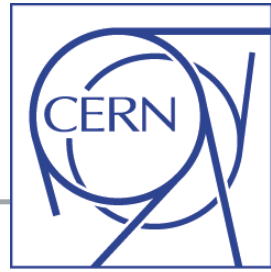
# Service Management for CERN



## Roles Assignment

Is there anybody doing that job?



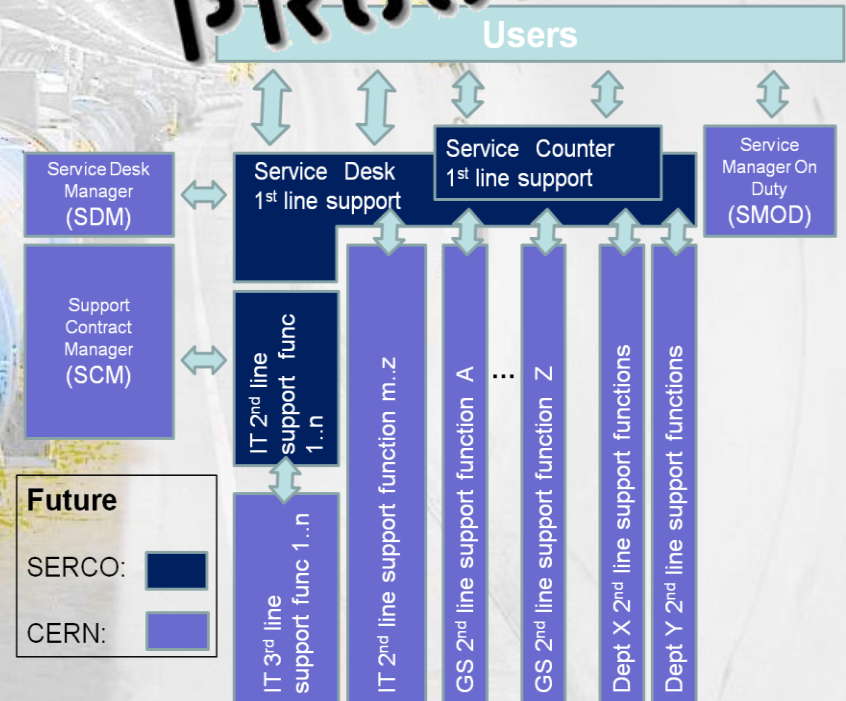


# Service Management for CERN

## Roles Assignment

- The Service Manager, Process Owner and Service Catalogue Manager roles are assigned to the members of GS-SMS and IT-DI-SM
- Currently we are assigning the role of the SMOd and the Service Desk Manager
- The 1<sup>st</sup> Line Support will be assigned to the new Service Desk
- 2<sup>nd</sup> & 3<sup>rd</sup> Line Support Groups will be assigned per function by the Group & Section Leaders
- The combination of function and role will be essential for the automatic dispatching functionality of the new tool.

**WORK IN PROGRESS**

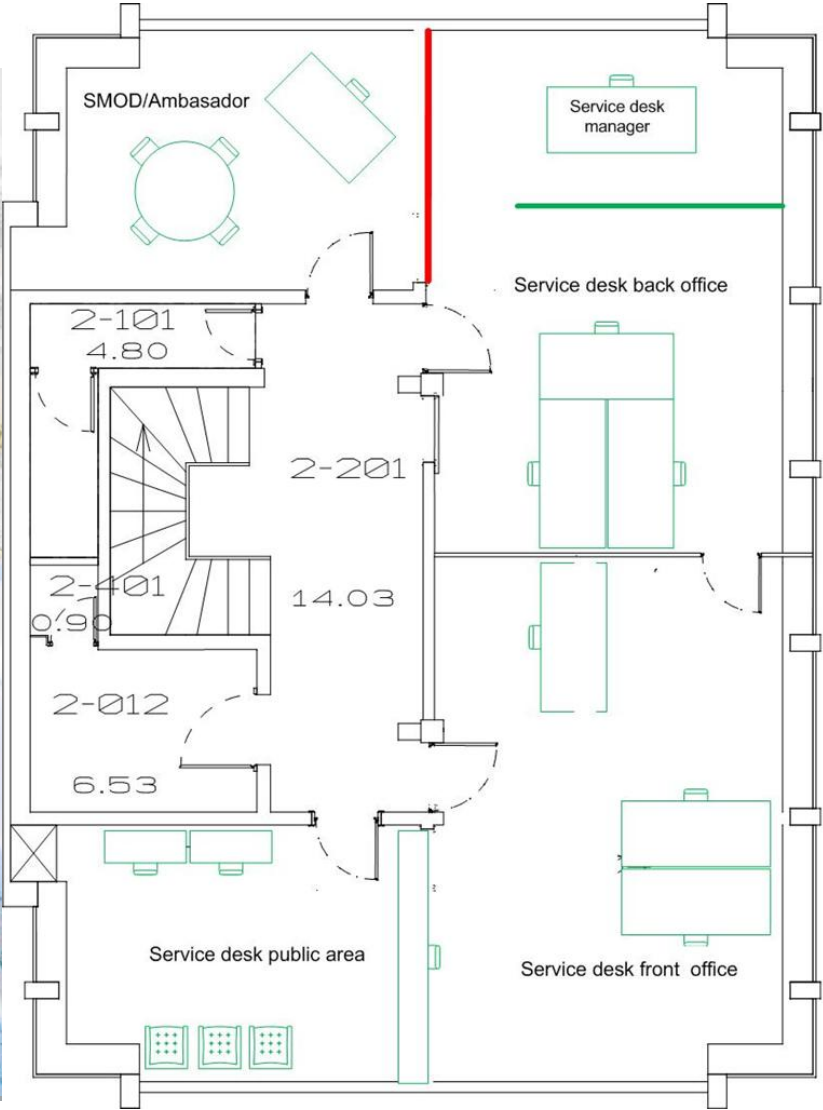
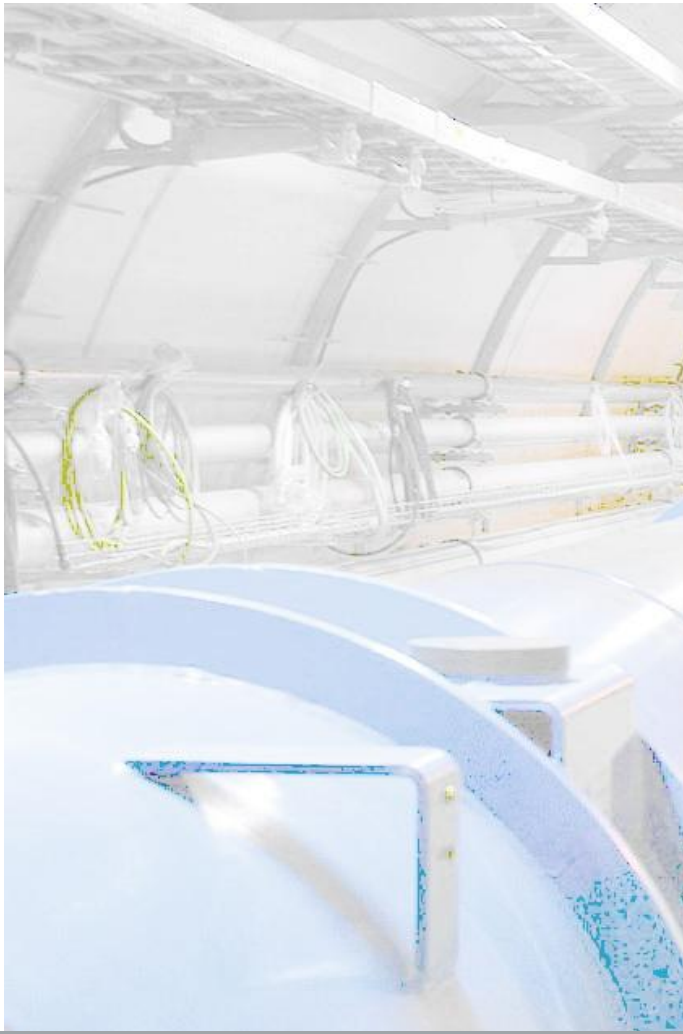






# Service Management for CERN

## The CERN Service Desk





# Service Management for CERN

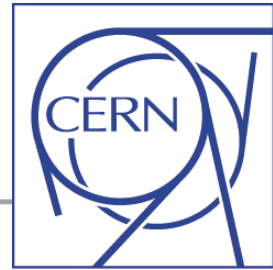
## The CERN Service Desk

- The Service Desk will be placed at the 2<sup>nd</sup> floor of Building 55
- It will cover all Services mentioned in the Service Catalogue
- A Service Counter for users and a SMOd for special treatment of special users will be installed
- A 24-hours telephone and ticket availability will be in place supported by the Fire Brigade and the Hostel

WORK IN PROGRESS



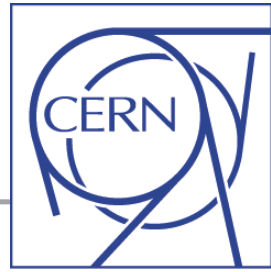
# Service Management for CERN



## Service Management Tool Evaluation

| Legend:  |  | Tool         | Service Now     |   |                        | Remedy      |   |
|--|--|--------------|-----------------|---|------------------------|-------------|---|
| <p>"Score": Rating from 0 (feature not available, not programmable) to 5 (full functionality provided out of the box, no extra effort required).</p> <p>"Configuration/programming effort": Optional field for defining customization/programming effort. Values entered here will be used mainly for detailed distinction in case of undecision.</p> <p>"Additional comments": Optional field for additional helpful comments aimed at progressing tool selection.</p> <p>Overall score is determined by multiplying Weight and out-of-the-box rating; a 0 rating for a "Must-have" feature leads to automatic failure.</p> <p>Definition of Weight values: 5=must have, 3=should have, 1=nice to have</p> <p>Score values: 5 = Out of the box, 4 = customisation/configuration, 3= scripting, 2=minor programming, 1=application programming 0=not possible, Effort in mandays</p> |  | Manufacturer | service-now.com |   |                        | BMC         |   |
| Ma   |  | Provider     | Aspediens       |   |                        | IT Concepts |   |
| Su   |  | Weight       | Score           | Configuration/<br>programming<br>effort | Additional<br>comments | Score       | Configuration/<br>programming<br>effort |
| High-level Criteria  |  |              |                 |   |                        |             |   |
| Individual elements  |  |              |                 |   |                        |             |   |
| Technical Requirements (requirements that are not applicable can be ignored) - Score (10% of overall score)  |  | 10           | 0               | -                                       |                        | 0           | -                                       |
| Measurement Requirements   |  |              |                 |   |                        |             |   |
| Measurement Requirements - Score (5% of overall score)   |  | 5            | 0               | -                                       |                        | 0           | -                                       |
| Reporting Requirements   |  |              |                 |   |                        |             |   |
| Reporting Requirements - Score (5% of overall score)   |  | 5            | 0               | -                                       |                        | 0           | -                                       |
| Hosting schemes (no impact final score, as one or more of these schemes are always present)  |  |              |                 |   |                        |             |   |
| Hosting schemes (no impact final score, as one or more of these schemes are always present) - Score (0% of overall score)  |  | 0            | 0               | -                                       |                        | 0           | -                                       |
| Licence Model and costs (Info to be provided in cost and comments column)  |  |              |                 |   |                        |             |   |
| Licence Model and costs (Info to be provided in cost and comments column) - Score (10% of overall score)   |  | 10           | 0               | -                                       |                        | 0           | -                                       |
| General Quality Factors  |  |              |                 |   |                        |             |   |
| General Quality Factors - Score (10% of overall score)   |  | 10           | 0               | -                                       |                        | 0           | -                                       |
| <b>TOTAL SCORE</b>   |  | <b>100</b>   | <b>0</b>        | <b>-</b>                                |                        | <b>0</b>    | <b>-</b>                                |
| Preselection criteria  |  | % of score   | Service Now     |   |                        | Remedy      |   |
| Customer experience  |  | 20           | 4               |   |                        | 3           |   |
| Implementation effort (feasible roll out within 4 months)  |  | 15           | 5               |   |                        | 1           |   |
| Provider's viability and completeness of vision  |  | 15           | 5               |   |                        | 5           |   |
| Native relevant ITIL best-practice content   |  | 10           | 5               |   |                        | 3           |   |
| Fully Web 2.0 based (Back office & Portal)   |  | 10           | 5               |   |                        | 2           |   |
| Technology Stack Compatibility   |  | 10           |                 |   |                        | 4           |   |

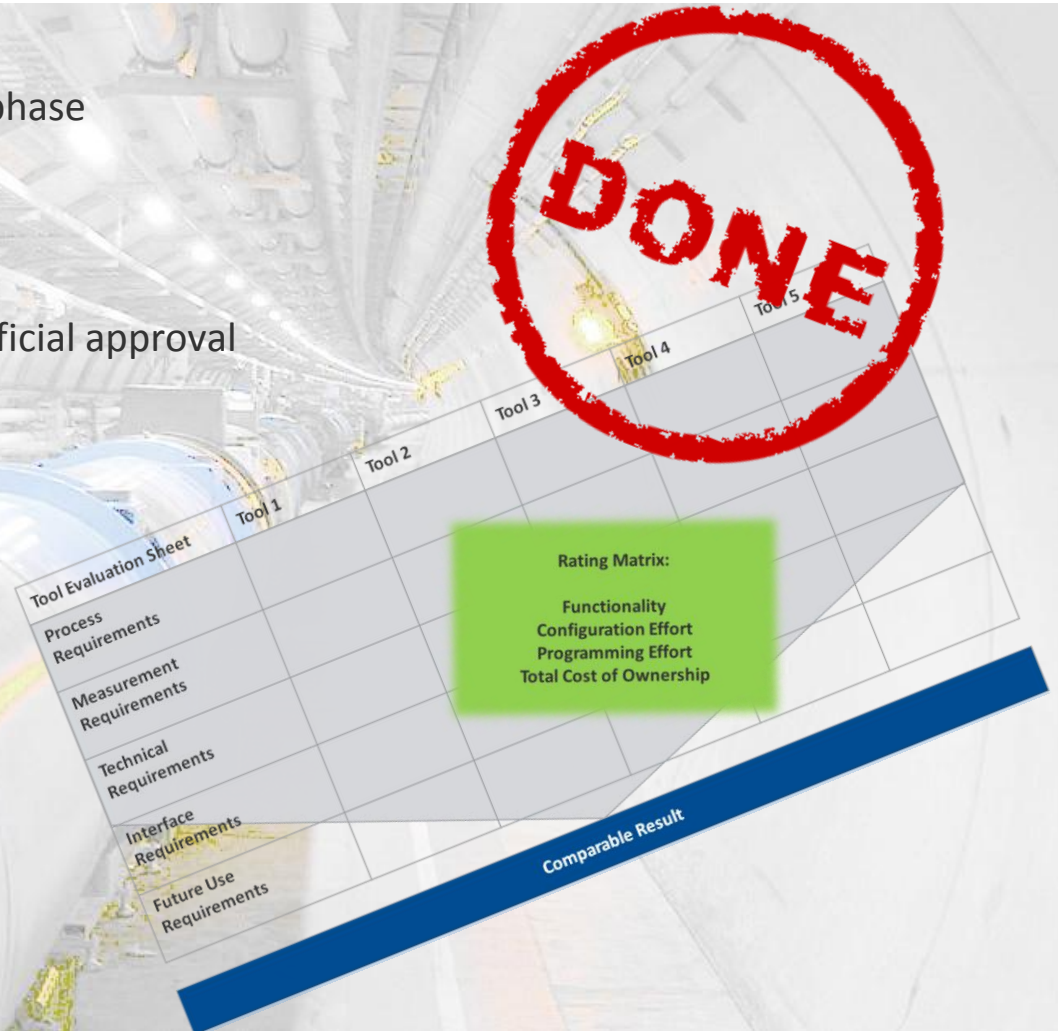




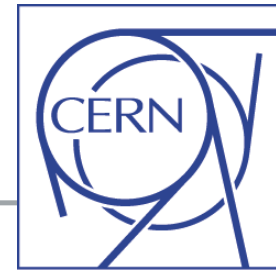
# Service Management for CERN

## Service Management Tool Evaluation

- 40 Tools evaluated in the pre-selection phase
- 6 Tools evaluated in detail
- 2 Tools in the final competition
- Agreed contract is circulating now for official approval
- Considered:
  - Process Requirements
  - Measurement Requirements
  - Technical Requirements
  - Interface Requirements
  - Future Use Requirements



# Service Management for CERN



## Service Management Tool Configuration

The screenshot displays the Service-now.com IT Service Management Suite interface. The main window shows a workflow configuration for an "Example Workflow". The workflow steps are:

- Begin
- Log Message (Start message)
- Timer (Wait 15 seconds)
- Log Message (End message)
- End

The workflow is configured with "Always" conditions for all steps. A sidebar on the right lists various activities and stages, including:

- Approval - Group
- Approval - User
- Branch
- Create Catalog Task
- Create Event
- Create Task
- Create Task Event
- If
- Join
- Log Message
- Log Trace Message
- Lookup field matcher
- Lookup matcher
- Run Script
- Subflow
- Subflow by ID
- Timer
- Wait for condition
- Wait for WF Event

The interface also shows a "My ITIL Homepage" with sections for News, ITIL Summary Counts, My Groups Work, and My Work. A pie chart titled "All Incidents By Category" is visible in the bottom right corner, showing the following data:

| Category       | Count | Percentage |
|----------------|-------|------------|
| Request        | 1     | 2%         |
| Database       | 2     | 4%         |
| Network        | 3     | 6%         |
| Hardware       | 8     | 17%        |
| Inquiry / Help | 21    | 46%        |

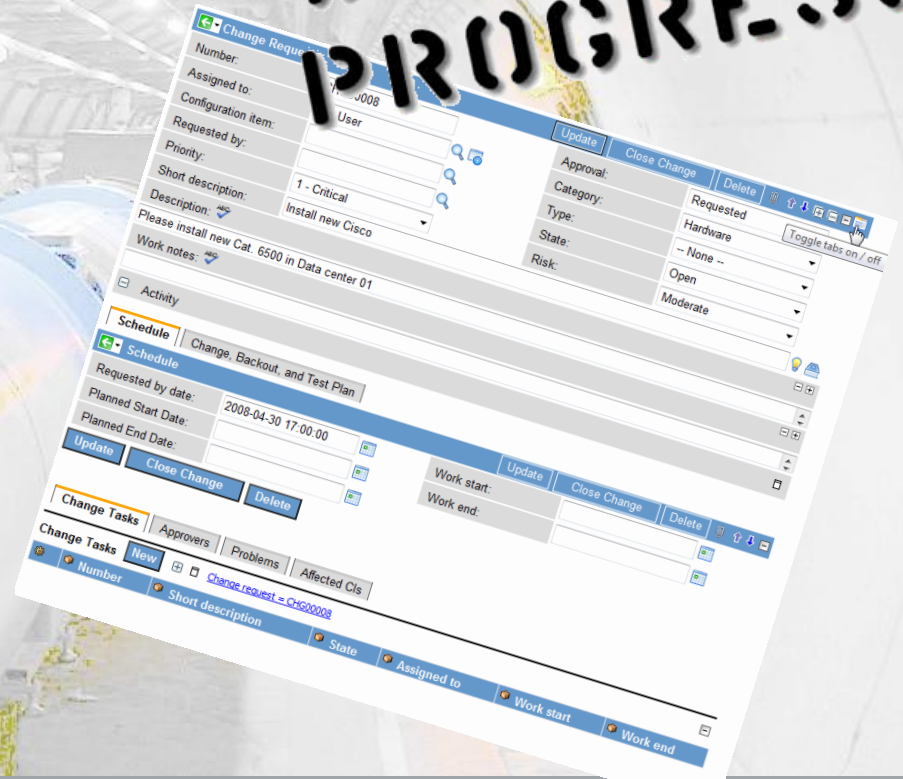


# Service Management for CERN

## Service Management Tool Configuration

- Service-now will be provided as a Service
- A Sub-Project has been initiated, where people from IT and GS are involved
- Sub-Project covers:
  - Rights & Roles Configuration
  - System Integration
  - Forms Creation
  - Workflow Creation
  - Rules Configuration
  - Data Preparation, Import & Consolidation
  - Views Creation
  - Templates Creation
  - Tests
  - Documentation

WORK IN PROGRESS







# Service Management for CERN IT

## Roadmap today

| Activity                           | 2010   |      |  |                      |                      |                      |                      |
|------------------------------------|--|------|--|----------------------|----------------------|----------------------|----------------------|
|                                    | June   | July | Aug.   | Sept.                | Oct.                 | Nov.                 | Dec.                 |
| ▪ Service Catalogue                | ████████████████████   |      |  |                      |                      |                      |                      |
| ▪ Service Owner Assignment         | ██████████████████   |      |  |                      |                      |                      |                      |
| ▪ Process Design Acceptance        | █  |      |  |                      |                      |                      |                      |
| ▪ Awareness & PR                   | ██ |      |  |                      |                      |                      |                      |
| ▪ Web Portal & Service Repository  | ██ |      |  |                      |                      |                      |                      |
| ▪ Service Descriptions             | ████████████████████   |      |  | ██████████           |                      |                      |                      |
| ▪ SM Tool Evaluation               | ██████████████████   |      |  |                      |                      |                      |                      |
| ▪ SM Tool Implementation           |  |      |  | ████████████████████ | ████████████████████ | ████████████████████ |                      |
| ▪ Service Desk Planning & Staffing | ██ |      |  |                      |                      |                      |                      |
| ▪ Roles Assignment                 |  |      | ██ |                      |                      |                      |                      |
| ▪ Roll Out & Training              |  |      |  |                      |                      | ████████████████████ | ████████████████████ |

Go Live

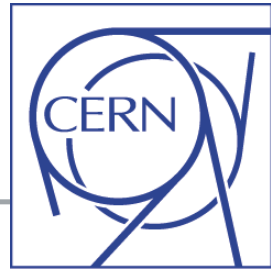


# Service Management for CERN

## Concluding remarks

### CERN in the LHC era:

- Service Management project is well underway with the basic infrastructure soon in place.
- Good interdepartmental collaboration GS-IT with HR and FP coming on-line.
- Users expect solutions – not to be confronted with possible internal conflicts.
- Project is a major objective of the management of CERN to ensure that the different communities at CERN get the best service possible within the resource constraints of today and tomorrow.



Reinoud Martens

Mats Moller

Olaf van der Vossen

Isabel Fernandez Gonzalez

Jochen Beuttel

