Service Management for CERN GS & IT
Service Management: **WHAT**

**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: HOW

How is this project implementing Service Management?

1. Use existing best practice
   We use the ITIL V3 framework, but
   1. PRAGMATIC (only take what is useful; leave the rest for later ©)
   2. NO BUREAUCRACY

2. Use external expert help (NCC)

3. Start with reduced scope
   • IT and GS
   • 2 Processes (out of 24). Incident management and Request Fulfilment.

Then grow and improve (once we have proof it works)
Service Management: Why, and **Why now**

- CERN transition from *construction* to *operation*
- Increasing number of users (practically doubled in last decade)
- Reduced resources (Staff down with 30% in same period)
- New management team arrived 2009 (changes every 5 years)
- Increasing awareness of weaknesses in service structure/culture
- Increasing awareness of best practice (ITIL-V3)
Service Management: No structure No process

- High level experts in all areas
- Functional “elements” scattered around
- Different types of users with different interests
- No comprehensible communication framework
- No structured service offering
- No central contact point to find what you need
Service Management: How to put it all together?
Service Management: Service Structure

- Customer Services & Service Elements
  - From the user’s point of view
  - Different for different types of users
  - Combination of functional elements to provide a complete functionality for users
  - New “Service Owner” Roles representing Services
  - Related to users

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<th>Desktop &amp; Workplace</th>
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Service Management: Functional Structure

- Functional Services:
  - Nothing new
  - Lists all technical services, activities & functions
    E.g. „Mailing Infrastructure“, „Technical Network“ or „Service Desk 1st Line“
  - Group and Section leaders in charge of all quality and resource related topics
  - Related to „support groups“ – groups of experts that perform 2nd and 3rd line support
Service Management: 2 dimensional Service Catalogue

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<th>Service Area</th>
<th>General IT Support</th>
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<td>Customer Services</td>
<td>General Network Services</td>
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<td>Services Elements</td>
<td>Network Configuration Service</td>
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<td>General Purpose DB Instances</td>
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Service Management: Portal

CERN Service Portal
easy access to services at CERN

Find a service

My Most Used
- Workflow support
- Process Application Support

Most Used
- Workflow support
- Process Application Support
- Service Management Service
- Safety Alarm System Service
- Service Desk

Key contacts
- Service desk: 77777
  Open from 1st of February.
  Located in Building 55.
  Open 7:30 - 18:30 work days. Geneva time.
- Emergencies: 74444

Cannot find what you need here? Call the service desk number (From 1st Feb): 77777 (7:30 - 18:30 work days, Geneva time)

About  Contact

European Laboratory for Particle Physics
Service Management: Incident and Request process
Service Management: Service Desk

The CERN Service Desk

- The Service Desk is placed at the 2nd floor of Building 55
- It covers all Services mentioned in the Service Catalogue
- A Service Counter for users and a SMoD for special treatment of special users is installed
Service Management: Service Desk

Service Desk Manager (SDM)

Support Contract Manager (SCM)

Service Counter 1st line support

Service Desk 1st line support

IT 2nd line support func 1..n

IT 2nd line support function m..z

GS 2nd line support function A

GS 2nd line support function Z

Dept X 2nd line support functions

Dept Y 2nd line support functions

Opening hours 07:30 – 18:30
Building 55 second floor
Service Management: Structure & Process

Introduction of a customer service desk
Service Management: Service Desk ↔ Local Support

Does not have to replace local 1st line support

- Offers Support for every User
- Measured Quality Control
- Solution, Answer or Dispatching
- Integration in new Processes
- Supported by new configured Tool
Service Management: Tool Selection

- 40 Tools evaluated in the pre-selection phase
- 6 Tools evaluated in detail
- 2 Tools in the final competition
- Tool bought

Considered:
- Process Requirements
- Measurement Requirements
- Technical Requirements
- Interface Requirements
- Future Use Requirements
Service Management: Tool = SERVICE-NOW.COM

- Functional Coverage
- Architecture
- Flexibility
- 100% Web Based
- SAAS
Service Management: Integration

- Service-Now is a Service Management toolset
- It is NOT a replacement for:
  - EDH, D7i, EDMS, GGUS, LANDB, or any other CERN used tool that is there for an other specific need.
- Interfacing will be provided with those tools, for examples:
  - EDH will be used to manage all that is already in there
  - AIS-Roles to manage privileges in the tool
  - Interfaces to GGUS and D7i to create tickets in/from these
  - Existing EMAIL feeds that now go to Remedy will be routed to Service-Now
  - Remedy PRMS will be phased out
Service Management: Concluding remarks

CERN in the LHC era:

- Service Management project is well underway with the basic infrastructure soon in place.
- Good interdepartmental collaboration GS and IT with HR and FP coming on-line.
- Users expect solutions – not to be confronted with possible internal details.
- 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.
LIVE DEMO

- Live instance of the CERN Service-Now system
  - Running in Geneva accessed over the web.
  - Demo on the TRAINING version of the tool / production version 1th of February
- Configuration allows to impersonate users
- Will show examples of:
  - Service catalogue
  - Incident management
  - Request fulfillment
- Will show the new public Service portal
  - Navigation
  - Create an incident from here
Questions?

Mats Moller
Reinoud Martens
Olaf van der Vossen

Please visit our website
https://cern.ch/service