Experience with the Service Desk

15/06/2012

Service Management for ACCU
Service Desk in perspective

Service Management
Service management – What is it?

- An approach to ‘adopt and adapt’ to ensure services are optimally aligned with specific and changing requirements of the organization.

- A Framework of Established good practice, successfully used by thousands of organisations worldwide.

- Customer/user focussed 😊

- A strategic approach, covering all services (not only IT).

- A set of processes covering the complete service lifecycle.

It is not only a “service desk” (service desk is just one of the most visible manifestations).
What we are trying to achieve

Our Goals:

1. **SPOC** (Single Point Of Contact): One **Service Desk**; one number to ring, **one place** to go
2. Standard Processes for all (**one behavior**)
3. Services defined from a **User’s point of view**
4. Services **easy to find** by everybody, without knowledge of CERN internal structures
5. Improved collaboration over the borders of sections, groups and departments (break down silo’s)
6. Very high level of automation (**one tool**)
7. Service and process quality **measurable**
8. Framework for **continuous improvement** in the fields of efficiency and effectiveness
Challenges

- The extensive scope of services
  Facilities management, IT infrastructure, Desktop Support, Library, Hostel, Shuttle, Car pool, Stores, Cleaning, Waste, Application support, Etc.. Etc..

- The wide variety of users (different cultures, backgrounds and level of expertise)
  Scientists, physicists, engineers, technicians, office and administrative workers, IT professionals, craftspeople, support personnel, students ...
CERN Service Catalogue; the core

- A catalogue with all provided Services from a user’s point of view
- Users not exposed to How things are done nor to Who is responsible
- Change of culture; Shift from
  1. Function -> Service
  2. How -> What
Incident Process

- Incident: Something is broken

**Priority Matrix**

<table>
<thead>
<tr>
<th>Urgency</th>
<th>1 - High</th>
<th>2 - Medium</th>
<th>3 - Low</th>
</tr>
</thead>
<tbody>
<tr>
<td>Impact</td>
<td>1 Major</td>
<td>2 High</td>
<td>3 Moderate</td>
</tr>
<tr>
<td></td>
<td>2 - Medium</td>
<td>3 Moderate</td>
<td>4 Low</td>
</tr>
<tr>
<td></td>
<td>3 Moderate</td>
<td>4 Low</td>
<td>5 Planning</td>
</tr>
<tr>
<td></td>
<td>4 Low</td>
<td>5 Planning</td>
<td>6 Very Low</td>
</tr>
</tbody>
</table>

>5 users affected | 2-5 users affected | 1 user affected, service down | 1 user affected, service degraded
Request Process

- Request for information/change/service/..
Service Desk (SPOC: Single Point Of Contact)
Service Portal (Hide complexity)

- Google like search
- >280 Context aware ‘forms’ → Automated ticket assignment
Service Portal: Access
Service Portal: Details

Shuttle Service

This service is responsible for providing free regular passenger transport inside CERN sites and to/from the Geneva airport. The service also coordinates the rental of coaches for ad hoc transportation of VIPs and groups of visitors.

Actions

- Request for bus rental quote / Demande de devis pour la location d’un bus
- Request for the transport of VIPs and Officials
- Submit a general request
- Report an incident

Information

This service offers:
- Bus rental
- Regular shuttle service inside CERN (Mayrin and Prévessin) and between the two sites
- A dedicated shuttle service CERN-Geneva Airport
- On demand transportation to/from LHC Pits 2, 5 and 8 (see Shuttle pages)
- Provides coordination of ad hoc transportation for special occasions (VIP visits, group visits, …)

Service limitations:
- CERN shuttle maximum capacity 28 pieces
- Bus reservation must be made at least 24 hours in advance.
- Children are not authorized, even if accompanied by an adult.

Mac Desktop Service

This service provides support for Apple Macintosh systems including laptops and desktops used at CERN, including centralized deployment and support.

Actions

- Submit a general request
- Report an incident

Information

This service offers:
- Installation service over the network
- Problem reporting and resolution
- Standard configuration documentation for applications

Service Limitations:
- Users are responsible to ensure their machines are updated.
- Machine purchase is not included in this service

Additional information:
- To purchase Mac equipment from Apple (…)
Ticket Follow up

By clicking on the requested ticket, you can update it.
How to give Feedback
General Services Status Board

http://cern.ch/gssb

CERN Service Portal
easy access to services at CERN

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

General Infrastructure Services Department

Welcome to the GS Department

How to access to the General Services Status Board
### General Services Status Board

**News & Announcements**

- Shuttle Service - Circuit 3 - New shift SPS/LHC | Posted on 07-12-2011
- Registration Service - Annual end of year closure | Posted on 01-12-2011
- Mail office | Posted on 30-11-2011

**Major incidents**

There are no outages to report.

**Interventions happening today**

<table>
<thead>
<tr>
<th>Summary</th>
<th>From</th>
<th>To</th>
<th>Location</th>
<th>Service Affected</th>
<th>Domain</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coupure de chauffage</td>
<td>Mon, Dec 5, 13:45</td>
<td>Tue, Dec 6, 08:00</td>
<td>20-168</td>
<td>Heating, Ventilation And Air Conditioning Service</td>
<td>Infrastructure</td>
<td>Service will be unavailable during the intervention</td>
</tr>
<tr>
<td>Coupure de chauffage</td>
<td>Mon, Dec 5, 13:41</td>
<td>Tue, Dec 6, 08:00</td>
<td>102</td>
<td>Heating, Ventilation And Air Conditioning Service</td>
<td>Infrastructure</td>
<td>Service will be available but degraded</td>
</tr>
<tr>
<td>Coupure Electrique</td>
<td>Fri, Dec 8, 07:00</td>
<td>Fri, Dec 9, 08:00</td>
<td>804</td>
<td>Electrical Installations Service</td>
<td>Infrastructure</td>
<td>Service will be unavailable during the intervention</td>
</tr>
</tbody>
</table>

**Planned interventions**

**Future changes**

There are no changes to report.
The maturity model

A fool with a tool is still a fool

Work in progress
Experience with the service desk

- > 130’000 tickets processed in system
- > 80’000 via service-desk
- Transparency → we discovered ‘issues’
- Discrepancies in maturity among groups
- Opportunity to learn and improve
- Service-Desk is in front line, not always easy
Change Effort

We had to face a ‘peak of effort’ (inherent to introducing new process and tools)
We had to cope with a ‘through of satisfaction’ (also inherent to change)
Where do we stand?

- We believe we are out of the danger zone

- But we know we still have work on our hands
Service Management roadmap

2009
- Concepts
  - Service Catalogue & Matrix
  - Service Role (e.g. Service Owner) Definitions
  - Process Design

2010
- Data and Tools
  - Web Portal & Service Repository
  - Service Descriptions
  - Service Management Tool Evaluation

- Implementation
  - SM Tool Implementation (Oct 2010 .. Feb 2011)
  - Service Desk Planning & Staffing
  - Role Assignments

2011
- Rollout
  - Training
  - Transition
  - Consolidation

2012
- Operation
  - Improve (Service Level Management)
  - More Processes (Change, Event & Problem Management)
  - Extended Scope (HR, FP, ....)
Conclusions

1. Our vision is shift of focus on YOU (the users), and less on the technology.

2. From the positive side we do have a working service portal, service desk, a service catalog, a single tool and process, a knowledge base, over 200 standard forms, etc..

3. This is a cultural change for CERN → can not be done overnight.

4. We have made the first steps, next steps:
   - Extend the scope (Human Resources, Finance, .... )
   - Raise the ‘maturity’ of the service providers → continuous improvement

5. A service-desk and more structured processes can be felt as a regression of the service to some that were used to directly contact the supporters... but we are convinced that the changes will enable CERN to improve the overall service quality.

6. The new process and tool enable us to closely monitor service quality and therefor start the continuous improvement cycle; we are just at the beginning of this.

7. Considering the volume of tickets and the scope of the project, we hope you appreciate that not everything is running perfectly smooth in all areas yet.

THANK YOU FOR YOUR PATIENCE AND UNDERSTANDING 😊
Questions/Suggestions/Reactions/Ideas?