Service Desk in Perspective

- **Change Management**
- **Event Management**
- **Knowledge Management**
- **Service Level Management**
- **Problem Management**
- **Configuration Management**
- **Risk Management**

**24 processes**

**Service Desk**

**Service Portal**

**Users**
- 14000 Distinct users have used the system in the last year

**Supporters in the service desk**
- 6 Supporters in the service desk 7:30 - 18:30
- 930 Supporters in CERN

**Active support functions**
- 431 Active support functions

**Active services provided**
- 272 Active services provided

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**Service Desk Module**

**Service Portal**

**Incident Management**
- Request Management

**Change Management**
- Event Management
- Knowledge Management
- Service Level Management
- Problem Management
- Configuration Management
- Risk Management

- 24 processes
What is Service Management

- 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 are we trying to achieve

Our Goals:

1. One **Service Desk**; one **number** to ring (77777/78888); one **place** to go
2. Standard Processes for all services (**one behavior**)
3. Services **easy to find** by everybody, without knowledge of CERN internal structures and defined from a **user’s perspective**
4. Very high level of automation (**one tool**)
Why are we doing this

Many reasons, but main reason is drive to make optimal use of scarce resources.

1983: 2000 Users and Staff ‘down’ to 3452
2013: 24269 Active People ‘at CERN’ of which 10000 USER’s and ~2300 Staff

largely working with the ISOLDE isotope separator. All
told, therefore, our laboratory serves a community of
over 2000 physicists, some of whom are among the
1000 or so people now actively preparing the four
experiments approved for our future LEP collider. That
Service Management 2 years of operation

- 95000 Incidents
- 125000 Requests
- 1500 Knowledge Articles
- 395 special forms developed
- 272 Services
- 431 Operational Functions (with support groups)
- >930 Supporters hooked up
- >900 Concurrent sessions
- Portal popularity grows (from 9% in 2011 to 23%)
GS Service Management Trends

(No double counting)

Tickets Created By Supporting Group 2012 2013

GS request backlog 2012 2013

GS incident backlog 2012 2013
Customer/User Satisfaction Survey

After 2 years:
Simple and short addressing 3 main topics

- General satisfaction
- Trend (do people feel things are moving in the right direction)
- Suggestions for improvement

Selection of 320 users contacted based on

- Use of the system (>30 tickets)
- Representation
  - Departments
  - Experiments (e.g. all experiment secretariats represented)

No ‘guests’ where contacted (although they represent 25% of all tickets)
Customer/User Satisfaction Survey

Service Management System Satisfaction Survey (Closed)

Help us improve by taking our short satisfaction survey.

In 2019 GS and IT joined forces to introduce a service management system at CERN. This resulted early 2011 in the introduction of

- a single point of contact: the service desk (single number to call, single webpage that provides access to all services, and single place to go),
- unified processes for all services (same behavior),
- a single tool used by all service providers (sharing information and knowledge),
- a single service catalog clearly defining what services are provided to whom at what service quality levels.

We are now two years later and would appreciate your feedback; we know things are not perfect yet and more work will be necessary. With your help we can focus our effort on where it matters most.

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Customer/User Survey Results

- Some extreme’s
  - All negative with general comment: “over all... VERY BAD !” (without any suggestions for improvement, systematically ‘1’). (IT guy with grunge)
  - All positive (5) with comment: “all was perfect”

- Overall serious answers:

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Customer/User Survey Results

1. General satisfaction good (with infrastructure support scoring lower than IT).
2. The trend is positive (positive evolution)
3. Interaction with system overall ok, with some concerns around email notifications.
4. Improvements
   1. High Priority for Service Quality and tool features
   2. Opening hours, scope and service portal upgrade seem less important.

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Customer/User Survey Results

- Lots of interesting verbose feedback
- Many points we’ll be able to address shortly
- Clone feature
- Notifications less and simplified
- Closing unsolved tickets
- Hide Incident → Request
- User interface simplified
- Improved communication
- Others not easy
- French version
- Senior staff in service desk
Comments and feedback

- **Survey:** We’ll post a list of answers to all the verbose suggestions.
- **Long outstanding tickets (causes and symptoms):**

  1. No timely feedback is given → we’ll continue to work on GS-SE to coach them to provide better feedback.
  2. Request ends up in “dialogue de sourds”: we propose to introduce a formal complaints process on top of the feedback process.
     1. Feedback on a ticket goes to service provider
     2. Complaint get escalated and is between the ‘customer’ or representative of the user and the supervisor of the service provider (can be reviewed in ACCU in future)
Other Findings

• The agreed processes are not always applied
  →
  • Unreliable statistics on service quality
  • Priorities not well managed
  • Service quality suboptimal
  • A single tool for 930 supporters can’t please all
Plan short term

- Now: campaign to improve usage of the system by support teams and managers.
- Soon (before the summer):
  - A CERN service status board
  - Work on improving relationships
    - User Feedback, User Surveys, Complaints Process, Service Level Management
  - A simplified user interface for supporters
  - Additional services added to the scope (FP, HR, etc…)
  - ...

Plan longer term

- Service management is a framework.
- We will continuously develop relevant branches.
Many thanks for your attention!