Service Management Status
101th ACCU Meeting

www.cern.ch

Wednesday, September 11, 2013
What is Service Management (reminder)

- A Framework of Established good practice, successfully used by thousands of organisations worldwide
- An flexible approach to ‘adopt and adapt’ to ensure services are optimally aligned with the needs of the organization
- 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).
Initial GOALS (reminder)

1. Make life simple for users and supporters by providing:
   1. ONE point of contact (ONE #, ONE url, ONE place)
   2. ONE behavior; Unified processes for all services
   3. ONE tool shared by all service providers (sharing information and knowledge)
   4. ONE service description in a business service catalog (clearly defining what services are provided to whom by whom at what quality levels).

2. Optimize efficiency and effectiveness
   • Alignment with good practice (ITILv3 and ISO20k)
   • High level of automation
   • Framework for continuous improvement

AND DO THIS FOR ALL SERVICES
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%)

Note: Incidents converted in request count only once as a request, excl ca 9000 'spam'
Service Management 2.5 years of operation

- 147,453 Incidents
- 179,405 Requests
- 2,035 Knowledge Articles
- 415 special forms developed
- 282 Services (active)
- 494 Operational Functions (with support groups)
- 1,000 Supporters hooked up
- Email still most popular input channel

Note: Incidents converted in request count only once as a request.
Statistics for last 6 months

002 Incident and Request trend – by caller department

004-b Task resolution trend for PH by type
Statistics for last 6 months

ATLAS
CMS
LHCb
ALICE
Examples of trends we monitor
More trends, but why?

- Measuring allows us to improve
- Enables us to move from reactive to proactive approach \(\rightarrow\) better service
User/Customer Focus

Since March

- Improved follow up on feedback
- Improvements to process and user communication
- Formal complaint process defined
We do actively monitor and follow up on feedback.
User communication: status board

CERN Service Status Board (Finally)
Service Status Board

- Communication channel between service providers, service desk and users
- Contains
  - Interruptions (planned or not)
  - Changes
- Visibility
  - Public or CERN
- Predefined Views plus customizable by user
- Users can subscribe to RSS feeds (also for customizable views!)
- Integration with ‘impact’ (soon) and feed to cern.ch
Communication: email notifications

- Complaints on number and complexity of emails.
- Emails made simpler/shorter (but difficult to make everybody happy)
- Users can ‘tune’ their preferences
Customer/User Survey Results

• 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 ✗
Known problems still being worked on

Long outstanding tickets (causes and symptoms):

- No timely feedback is given → we are and will continue to work on support teams that ‘forget’ requests and incidents, to coach them to provide better and more regular feedback.
- Request ends up in “dialogue de sourds”:
  - We incite users to provide feedback (more visible button and message in email notification) and actively follow up on feedback.
  - We introduced a formal complaints process on top of the feedback process.
Our ‘vision’

- The ‘guichet unique’ *CERN style* draws lot of interest from outside; although its common sense.

- We are on the right track, but have still a lot of work to do.
Plan 2013; health check

- IT and GS will do an internal service health check.
- 12 ‘criteria’ and 58 simple multiple choice questions
- Results will be fed in program of work for 2014
Plan 2014 improve

1. More services (extend scope)
2. Improve usage of existing framework (coach support teams)
3. Focused actions (based on results health check)
Operations

• Waiting list status
• Bicycle wreck collection
• Bicycle paths/site access (Lluis)
• Healthy food (Thierry)
• Gasoline (Thierry)

Hi,

I think that the person perhaps failed to read the form, it says quite clearly:

Swiss and French documents held by User and spouse/children
Please bring all your documents to be renewed (yours and any family members) to the Users' Office. Your contract will not be changed until then.

Also, the user is informed by EDH at the moment the document is waiting with the Users' Office. However, the message in the email does not re-iterate that they should go to the UO, this is something that we will improve.

Best regards,

Derek.
Long-Term Waiting List usage statistics

Since 1 of June 2013 there were 422 waiting list reservations made by the WEB

60% of reservations were fulfilled (half of them were cancelled after fulfilment)

31% of reservations were cancelled (by users or because it was impossible to fulfil it)

9% of reservations is still in the Waiting List
Many thanks for your attention!