Service Management Status
103\textsuperscript{th} ACCU Meeting

www.cern.ch

11 March 2014
Agenda

• Outstanding Issues
  • Snow cleaning “tram slope”
  • Wifi & Eduroam

• Service Report
  (Performance, Availability, Customer Satisfaction, Complaints)
  • Complaint: Schools groups at hostel
    (treated in AOB)

• Planned Service Changes (Improvements)
  • CERN conference rooms infrastructure
  • VIDYO and Indico (collaboration tools)
Outstanding Issues

CERN Service Portal
easy access to services at CERN

Knowledge Base Article: KB0002493  View in tool

This page shows the contents of a Knowledge Base Article. These articles might help you when trying to find a solution to your issue.

Who is in charge of removing snow and black-ice from the Tram’s access pathway?

ANSWER:

The Tram’s access pathway in front of building 33 (Reception) belongs to the fenced parts of the CERN site (just to the limit). The Green Spaces Service within GS Department will conduct the snow removal/salting of this pathway whenever necessary.

Please provide feedback about this article:

Was this helpful?
- Yes
- No

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Wi-Fi for Visitors and

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Network Access Control

There is a single network at CERN. Anyone connecting

• has access to all network resources at CERN
• can damage CERN’s reputation through inappropriate connections to external sites.

⇒ Registration is required for traceability.
Visitor Registration

- Easy on-site process, access granted rapidly after approval by CERN contact person.
- Registration possible prior to visit—by either visitor or CERN contact person at https://network.cern.ch/sc/fcgi/sc.fcgi?Action=VisitorRegistration
is the secure, world-wide roaming access service developed for the international research and education community.

- Wi-Fi access is linked to a user's identity at their home institution so there is no need for approval by a CERN contact.
- eduroam is available almost everywhere at CERN since January.

- Announced as an "extended pilot service" but the "pilot" aspect of the service is the use of certificates for CERN users travelling elsewhere.
- As far as visitors are concerned, eduroam is a proper service, not a pilot.

1382 unique eduroam devices in January
2158 unique eduroam devices in February
3157 unique eduroam devices since January 1st

https://www.eduroam.org/
Eduroam — Some technical points

• Eduroam is provided with the same access points (and frequencies) as the CERN ssid.
• Once registered for connection to eduroam, users can connect to the CERN ssid.
• Useful for Wi-Fi access in the hostels where there is only partial eduroam coverage: connect to eduroam in R1 first, then connect in the hostel.
Service Report

- Reminder: we have
  - Service Portal & Service Desk (single point of contact, 77777)
  - Service Manager On Duty (SMOD)
  - Service Status Board (news and information on service changes and interruptions planned and unplanned)
- Feedback (and soon Surveys) (is actively followed up)
- Complaints process (one complaint received during last period)
Service Desk & SMOD

- Working days 7:30 → 18:30 (11 hrs/day)
- Service Desk will escalate if no solution within 10 minutes
- ~50% of all ‘human’ tickets go through their hands → ~8000 per month or ~90000 per year.
- SMOD
Service Management Trends

**Service Desk acts on ~8k tickets/month ~ 50%**

2011 Total 77,211  
2012 Total 124,926 +62%  
2013 Total 159,871 +28%

Excluding ‘monitoring’ generated tickets

IT ~ 38%

GS ~ 58%

FP ~ 4%
Service Reporting

- Backlog ~5000 tickets (snapshot of work that remains to be done)
- ~4800 tickets resolved per week
Planned changes GS

- Hotel reduction of capacity:
  The top floors of building 38 need urgent renovation,
  Intervention planned Sept 2014 – End 2015.
  This affects roughly 55 rooms (~70 beds).
- No other services changes are planned by GS
Conference Rooms

• Service created in 2012
  • Simplifying users’ life, optimising time spent on meetings
• Conference rooms service activities
  • Equipment standardisation
  • Meeting room A/V design
  • Meeting room installation coordination
  • Equipment monitoring (networked equipment)
  • Preventive maintenance (lamp change, filter cleanup)
  • Corrective maintenance and technical support (through 77777; fast interventions)
• IT manages 123 rooms (47% of all CERN meeting rooms registered in Gesloc)
• Why using the service?
  • Simplicity: uniform room equipment everywhere
  • Reliability: monitoring of equipment and regular maintenance
  • Support: Remote and local support, technical contact
  • Cost-efficiency: Global contract for A/V equipment
• http://cern.ch/rooms
INDICO

- V1.2 released in February
- Latest features
  - Simplified registration form
  - Event ticketing
  - LaTeX/Markdown support
  - New compact/weeks view
- http://indico.cern.ch
Global Indico/Vidyo Services

• Extend the CERN Indico and Vidyo services to the wider research and academic world
  • Built upon experience of operating worldwide services for CERN, and the scalability provided by the IT Agile Infrastructure
  • Community support
• First operation in the course of 2014
• Interest from institutes can be expressed to gcs-managers@cern.ch

• Pilot for a worldwide conference directory
  • http://indic8r.cern.ch
Many thanks for your attention!