Service Management Status
104th ACCU Meeting

03 June 2014
Agenda

- **Service Report**
  (Performance, Availability, Customer Satisfaction, Complaints)
  - Hotel capacity over summer
- Hotel policy for school children
- Report on ‘projects’
  - Library upgrade
  - Accident prone areas
  - Soft mobility (entrance precessin, and path to precessin)
  - Parking reception area
- Information security (password reset campaign)
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 Surveys) (is actively followed up)
- Complaints process
Service Management Trends

2011 Total 77,211
2012 Total 124,926 +62%
2013 Total 159,871 +28%
2014 ‘Forecast’ 176,616 +10%

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

Excluding ‘monitoring’ generated tickets
~4000 tickets resolved per week (stable)

Backlog ~5500 tickets up 10%
(Backlog = snapshot of work that remains to be done)
Service Reporting

- Negative feedback systematically followed up on
- We are determined to get more feedback (by simplifying the process) to generate more meaningful metrics, to enable improving the services

Ticket feedback 2014

- Satisfied = 749 (83.22%)
- Dissatisfied = 81 (9.00%)
- Neutral = 70 (7.78%)
Service Reporting (New)

Service Level Status (SLS)

NOW
Service Reporting (New)

New Service Level Status (SLS) indicators available shortly (for IT services at first)
Service Reporting (New)

- Integrated with service catalog
- Can be used by all services that wish/can use it
Hotel capacity

2014 difficult year because

- Capacity down:
  70 rooms (80 beds) not usable due to bad state of top floors building 38 renovation planned Sept 2014 → Sept 2015 (25 rooms are can be used if really urgent until September)

- Trend in number of students (rising)

- LS1 still ongoing

### Capacity Assignment

<table>
<thead>
<tr>
<th>Year</th>
<th>Capacity CERN</th>
<th>Capacity Foyer Schumann</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>237</td>
<td>339</td>
</tr>
<tr>
<td>2011</td>
<td>257</td>
<td>319</td>
</tr>
<tr>
<td>2012</td>
<td>289</td>
<td>357</td>
</tr>
<tr>
<td>2013</td>
<td>296</td>
<td>350</td>
</tr>
<tr>
<td>2014</td>
<td>307</td>
<td>259</td>
</tr>
</tbody>
</table>

### Status 27/05/2014

<table>
<thead>
<tr>
<th>Month</th>
<th>Hotel CERN</th>
<th>Foyer Schumann</th>
</tr>
</thead>
<tbody>
<tr>
<td>Juin</td>
<td>88%</td>
<td>87%</td>
</tr>
<tr>
<td>Juillet</td>
<td>98%</td>
<td>99%</td>
</tr>
<tr>
<td>Aout</td>
<td>86%</td>
<td>84%</td>
</tr>
<tr>
<td>Septembre</td>
<td>79%</td>
<td>63%</td>
</tr>
</tbody>
</table>
School Children @ CERN Hotel

- Reduce impact on capacity for other users

<table>
<thead>
<tr>
<th>Reservation type / category</th>
<th>Maximum reservation single stay¹</th>
<th>Maximum duration for one single stay</th>
<th>Maximum duration of stay, within calendar year</th>
<th>Maximum number of beds per visitor</th>
<th>Acceptance criteria</th>
<th>Building</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual reservations</td>
<td>12 Months</td>
<td>60 days</td>
<td>60 days</td>
<td>1 or 2</td>
<td>--</td>
<td>38, 39, 41</td>
</tr>
<tr>
<td>Summer students</td>
<td>60 days</td>
<td>90 days</td>
<td>90 days</td>
<td>1</td>
<td>List from HR Department</td>
<td>Preferably 38 Exceptionally 39, 41</td>
</tr>
<tr>
<td>Employed members² and associates²</td>
<td>6 Months</td>
<td>60 days</td>
<td>--</td>
<td>1 or 2</td>
<td>Concerned Department</td>
<td>38, 39, 41</td>
</tr>
<tr>
<td>Students (other than summer students)</td>
<td>60 days</td>
<td>60 days</td>
<td>60 days</td>
<td>1</td>
<td>Request from CERN University's responsible</td>
<td>38, 39, 41</td>
</tr>
<tr>
<td>Selection board candidates</td>
<td>60 days</td>
<td>1 to 2 days</td>
<td>--</td>
<td>1</td>
<td>List from HR Department</td>
<td>38, 39, 41</td>
</tr>
<tr>
<td>Delegates/Members of CERN governing bodies</td>
<td>12 months</td>
<td>60 days</td>
<td>60 days</td>
<td>1 or 2</td>
<td>Via the Council Secretariat</td>
<td>39</td>
</tr>
<tr>
<td>Visitors</td>
<td>60 days</td>
<td>From the day before to the day after the visit</td>
<td>--</td>
<td>1 or 2</td>
<td>Nominative list provided by the organiser</td>
<td>38, 39, 41</td>
</tr>
<tr>
<td>School groups (official visits)</td>
<td>90 days</td>
<td>--</td>
<td>3 days</td>
<td>65-25%</td>
<td>Registered by the Visits Service</td>
<td>Preferably 38 Exceptionally 39, 41</td>
</tr>
<tr>
<td></td>
<td>No bookings accepted on June, July, August and September</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Experiment weeks¹ / workshops¹ / conferences¹ / VIP visits</td>
<td>12 months</td>
<td>From the day before to the day after the conference</td>
<td>60 days</td>
<td>25%</td>
<td>Nominative list to be provided by the secretariat one month before Budget code needed as guarantee</td>
<td>38, 39, 41</td>
</tr>
</tbody>
</table>

¹ before arrival date

² a second group can be accepted on the condition that at the moment of the booking the remaining free capacity of the hotel, for the period, is higher than 25% after considering the booking.
School Children @ CERN Hotel

- Rules clearly specified in Booking Form

Please use this form to request a booking at the CERN Hotel for a school group.

You will receive an answer within 1 working day.

Please read the [CERN hotel booking rules](#). Only school groups visiting CERN (minimum age 15 years) whose visit is confirmed by Visit service will be accepted.

The teachers are responsible of the group and have to stay at CERN Hotel.

One teacher is required per 10 students. Teachers must be present at any time the students are present on the CERN site.

Teachers and the head of the school/institute have to agree and sign the code of conduct of the hotel, which can be consulted [here](#).

Please attach the signed code of conduct (that can be downloaded [here](#)) to this request using the ‘paperclip’ attachment icon on the top right hand corner.

<table>
<thead>
<tr>
<th>Group name (the same provided to Visit Service)</th>
<th>Teacher or group responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>More information</td>
<td>Teacher or group responsible (Full name)</td>
</tr>
<tr>
<td></td>
<td>Teacher or group responsible Email</td>
</tr>
<tr>
<td></td>
<td>Teacher or group responsible Phone number</td>
</tr>
<tr>
<td></td>
<td>Other teacher names, phones, emails</td>
</tr>
<tr>
<td></td>
<td>More information</td>
</tr>
</tbody>
</table>
School Children @ CERN Hotel

- Reduce risk of disturbance

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1 In case of violation of the code of conduct by a school group, the booking will be cancelled and the group will be asked to leave the hostel. In addition, a letter will be sent to the Director of the school.

Hotel Rules - Code of Conduct

1. Guests shall acquaint themselves with the fire safety procedures and comply immediately with fire or other safety drills, alarms and instructions.
2. Guests shall behave appropriately and with discretion at all times, respectful of the Hotel environment as well as of other guests.
3. During the quiet hours from 11pm to 7am, guests shall be particularly considerate and refrain from any conduct that could disturb others in the vicinity.
4. Only registered guests are permitted in the Hotel, other than for brief visits in common areas. No overnight visitors are permitted.
5. Parties or gatherings of more than 10 people are not permitted in the Hotel. Group meetings under the authority of a leader or teacher are tolerated provided that they do not disrupt the environment for other guests.
6. Food must be consumed only in common areas and food waste must be properly disposed of.
7. Smoking, alcohol and recreational drugs are strictly prohibited.
8. The facilities of the Hotel are for the enjoyment of all guests. To this end, care shall be taken to respect the infrastructure. In particular, furniture shall not be moved and nothing may be fixed to furniture or walls.
9. Guests are expected to keep their rooms and the common areas clean and tidy at all times.
10. Proper care should be taken of personal valuables. The CERN Hotel is not responsible in the event of their theft, loss or damage.

The CERN Hotel reserves the right to charge guests cleaning or damage fees, or to evict guests without refund and/or inform their CERN hierarchy and/or home institution, should they fail to comply with these Rules.

Group Name: ___________________ Date: ___________________

Name of the Director & Signature: ____________________________

Name of the professor & Signature: ____________________________

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School Children @ CERN Hotel

- AND it works!

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Bonjour Reinoud
Actuellement nous procédons comme convenu pour tous les groupes, selon la procédure, que tu mentionnes ci-dessous. Depuis que ce système a été mis en place, il faut reconnaître que les nuisances provoquées par certains groupes ont quasiment disparues : peut-être la peur de savoir quand cas de problème, une lettre va être envoyée au directeur de leur institut pour qu’il soit au courant des problèmes occasionnés (boissons, cigarettes, bruits nocturnes etc.) dans les hôtels du CERN. A chaque fois qu’un groupe vient pour un séjour au Cern, nous briffons les encadrants en leurs expliquant le contenu du règlement des hôtel du CERN, ainsi que les conséquences en cas de mauvais comportement pouvant être appliquées à leur groupe (réservation annulée et le groupe sera prié de quitter l’hôtel du Cern et obligé de séjourner ailleurs jusqu’à la fin de leur séjour). Ceci recadre beaucoup les dirigeants et les étudiants qui pourraient penser que tout est permis dans les hôtels du Cern. J’espère avoir répondu à ton attente.
Bonne journée.
Bernard
Library project

- Planning of the removal/reorganization of work places has started to free up the space for the library extension. This will take about one year to be carried out.
- Once the people have been moved, the project will take about an additional 3 months
Accident prone areas

- First action in June: provisional reconfiguration roundabout restaurant 2.

*Not yet validated, unapproved DRAFT under discussion*
Accident prone areas

- Traffic lights exit Prevessin:
  Long term not in our control, short term ..
- Cycle path → Prevessin
  Contact between CERN new mayor Prevessin planned. The recent elections and change of team in Prevessin will likely result in some delay.

See ACCU meeting 11/09/2013
Bike + pedestrian entrance Prévessin

- Route du Maroc, close to 864, also easily accessible from the bus stop (line ‘O’)

- The installation is progressing well

- Available in June.
Parking Globe/Reception area

- Parking opened 2\textsuperscript{nd} of May
- Until the end of September 2014 (60\textsuperscript{th} anniversary), both the new parking and the “old” parking des drapeaux are opened
- The Parking du Globe will be dedicated to the 60\textsuperscript{th} anniversary during the 60\textsuperscript{th} anniversary event and won’t be accessible to users during this period (this implies that only the parking des drapeaux will be opened)
- After the 60\textsuperscript{th} anniversary (October), definitive closure of the parking des drapeaux in order to start the works of the “Esplanade des Particules”. Only the globe parking will be accessible. This corresponds to ~200 more places compared to the situation of April 2014.
- Access rules are the same as for the Parking des Drapeaux, with automatic plate recognition. Cars registered at CERN can enter without restriction (as well as P+R cars – list provided by the “Fondation des Parkings”). CERN Visitors have to declare their car at the reception. Otherwise, they will be blacklisted.
Entrance in B33

- Sorry for not announcing this change
- Triggered by incidents and safety issues (observation of large number of people entering outside working hours without badging)
- Decided in extended directorate
- New solution requires badging
  No ‘tourniquet’
  Capacity 30 people/min
  Operational ‘TODAY!’
- Concerning flow control,
  Various preliminary ideas being considered
  Maybe something for a future ACCU
Many thanks for your attention!