Service Management Status
105\textsuperscript{th} ACCU Meeting

www.cern.ch

09 September 2014
Agenda

• Service Report
  (Performance, Availability, Customer Satisfaction, Complaints)
• Early warning impact budget cut for 2015
• Report on ‘projects’
  • Library upgrade
  • Accident prone areas
  • Access control, parking and road safety
• Person Mobility (internal and external)

Jurgen de Jonghe
Service Report

Excluding ‘monitoring’ generated tickets

<table>
<thead>
<tr>
<th>Year</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>77,211</td>
<td></td>
</tr>
<tr>
<td>2012</td>
<td>124,926</td>
<td>+62%</td>
</tr>
<tr>
<td>2013</td>
<td>159,871</td>
<td>+28%</td>
</tr>
</tbody>
</table>

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

- ONE point of contact (ONE #, ONE url, ONE place)
- ONE behavior; Unified processes for all services
- ONE tool shared by all service providers (sharing information and knowledge)
- ONE business service catalog
Service Report, We Listen

Service Management System also allows us to ‘listen’ to users

- Feedback (helps us to improve)
  - 1588 received until now in 2014
  - For Service Desk 87% Positive, 6% neutral, 6% negative
  - Trends are more interesting than absolute values
- Surveys
- HappyOrNot

[Email]

Dear Nicole Connel,
Your ticket [2014/0322] has been resolved.

Comment:
Hi Nina,
This has been fixed with the change that made the patch wider.
Chers,
Roberto

We hope that we have been able to respond satisfactorily to your request.
If this is not the case or should you require any further assistance, please inform us within five working days, either by updating this ticket or by replying to this e-mail. After such time, it will be necessary for you to create a new ticket.

Please help us continue to improve our services by providing feedback on the way in which your request has been handled. Any feedback will be transferred to the coordinator of the particular service.

Kind Regards, CERN Service Desk

Attachments:
Downloads

Feedback Service Desk This Year
Service Report, We Listen

- Feedback
- Surveys
  - Simple and following same ‘logic’.
  - Targeted to users that have recently had an experience with the service.
  - We don’t bother the same user ‘too often’ (a few times per year max).
- General and service specific
  - Ongoing: Cleaning (101), Library (75), …
  - Coming: Service Desk, Electricity
  - Later… many more
- Has proven already very useful in contract review meetings
- HappyOrNot
Recently the floor of your office was reconditioned.

The reconditioning of the floor takes place once a year in addition to the regular cleaning every 2 weeks and the weekly/mostly targeted interventions (more often attack).

Please rate your feedback according to the following scale:

Would you be interested in seeing the reconditioning of the floors?"
Service Report, Surveys

Help us improve by taking our satisfaction survey.

We appreciate your feedback to ensure we address the issues and priorities of our users. With your help, we can focus our effort on where it matters most.

Recently you have used one of our library services.

Please rate your feedback according to the scales relevant to the questions.

<table>
<thead>
<tr>
<th>Library Service</th>
<th>Scale Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>CERN online Library catalogue (CERN Document Server)</td>
<td>0 1 2 3 4</td>
</tr>
<tr>
<td>Loan of Library materials</td>
<td>0 1 2 3 4</td>
</tr>
<tr>
<td>Books/Standards purchase for you</td>
<td>0 1 2 3 4</td>
</tr>
<tr>
<td>Delivery of articles and books from external libraries</td>
<td>0 1 2 3 4</td>
</tr>
<tr>
<td>e-books</td>
<td>0 1 2 3 4</td>
</tr>
<tr>
<td>e-journals</td>
<td>0 1 2 3 4</td>
</tr>
<tr>
<td>Articles and reports</td>
<td>0 1 2 3 4</td>
</tr>
<tr>
<td>Journals</td>
<td>0 1 2 3 4</td>
</tr>
<tr>
<td>Books</td>
<td>0 1 2 3 4</td>
</tr>
<tr>
<td>Conference proceedings</td>
<td></td>
</tr>
</tbody>
</table>

Survey Results Quality Library

<table>
<thead>
<tr>
<th>Library Service</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bibliographic information provided by the Library enquiry desk staff</td>
<td>DC 0 DG 0 GS 3 EN 3 IT 3.74 PII 3.2 TC 4.47</td>
</tr>
<tr>
<td>Books/Standards purchase for you</td>
<td>DC 3.56 DG 4 GS 4 EN 3 IT 3.79 PII 3.57 PII 3.33 TC 3.63</td>
</tr>
<tr>
<td>CERN online Library catalogue (CERN Document Server)</td>
<td>DC 3 DG 3 GS 2.64 EN 3 IT 3.87 PII 3.29 PII 3.33 TC 3.01</td>
</tr>
<tr>
<td>Delivery of articles and books from external libraries</td>
<td>DC 3.06 DG 4 GS 4 EN 3 IT 3.79 PII 3.76 PII 3.36 TC 3.75</td>
</tr>
<tr>
<td>Library website organisation and content</td>
<td>DC 2.9 DG 5 GS 2.64 EN 2.55 PII 2.64 TC 3.67 TC 2.77</td>
</tr>
<tr>
<td>Loan of Library materials</td>
<td>DC 3.67 DG 3 GS 4.35 EN 4 IT 3.62 PII 2.64 TC 3.62</td>
</tr>
<tr>
<td>Average</td>
<td>DC 3.37 DG 3 GS 3.64 EN 3.32 IT 3.67 PII 3.35 PII 3.31 TC 3.6 TC 3.35</td>
</tr>
</tbody>
</table>

Observations, suggestions or additional feedback

What should we undertake to increase your level of satisfaction?

Submit
Service Report, We Listen

- We listen
  - Feedback
  - Surveys
  - HappyOrNot
    - 2 Devices since July
    - > 4000 ‘feedbacks’
    - Devices will move around
    - Generated interest from others at CERN (HR.. )
HappyOrNot for Library

1. Choose area
   - CERN
   - Hotel
   - Library
   - Reception

2. Choose survey
   - Please rate your visit to the library today

3. Choose time period
   - All results
   - From: Jul 9, 2014 To: Sep 5, 2014

Results

- Distribution:
  - wk 28: 82%
  - wk 29: 81%
  - wk 30: 81%
  - wk 31: 81%
  - wk 32: 82%
  - wk 33: 83%
  - wk 34: 88%
  - wk 35: 88%
  - wk 36: 90%

- Response counts:
  - wk 28: 280
  - wk 29: 333
  - wk 30: 242
  - wk 31: 366
  - wk 32: 352
  - wk 33: 138
  - wk 34: 132

- Total responses: 2330

Comparison:
- CERN: 12%
- Library: 12%
- Hotel: 42%
- Reception: 2.3%
- Other: 12.3%

Index: 92
HappyOrNot for Hotel

1. Choose area
   - CERN
   - Shortcuts: Hotel, Library, Reception

2. Choose survey
   - Please rate our hotel service today
   - All results
   - From: June 26, 2014 To: Sept 5, 2014

3. Choose time period

Results:
- Jun: 81%
- Jul: 88%
- Aug: 77%
- Sept: 78%

By hour:
- Graph showing responses by hour of the day.

By weekday:
- Graph showing responses by day of the week.

Total:
- Pie chart showing distribution of responses
  - Index 50: 5%
  - Index 60: 12%
  - Index 70: 81%

Comparison:
- Graph comparing responses across different categories:
  - CERN: 12%
  - Hotel: 12%
  - Library: 81%
  - Reception: 61%
Hotel

• 4 new single rooms in 39 as of Oct
• New ‘bagagerie’
• 38 Renovation plan

**WARNING:** as of **October** the 2 top floors will be “dehumidified”; this will take place between 09h00 and 17h00 to minimise noise problems.
Entrances

• **Bike + pedestrian entrance Prévessin**
  
  Route du Maroc, close to 864, also easily accessible from the bus stop (line ‘O’)
  
  July ➔ September 3000 passages
  
  ~70 per day with high (110) and low (30) (weather dependent?)
  
  Not BAD!

• **Building 33**
  
  >68’000 passages (in/out) 24/24 – low traffic only between 1am and 5am
  
  Working days: between 910 and 1’430 passages/day
  
  Week-end: between 420 and 710 per day
  
  Peaks of 12 persons/min. Peaks are (not surprisingly) linked to the Tram arrivals (~ every 10min)
  
  Improved control & security, improved metrics to improve assessment of capacity needs
  
  Capacity below what was announced/expected (30/min)
  
  Investigations ongoing to improve handling of ‘tram batches’ (>20)
  
  Work in progress…..
5% Cut on operational budget 2015 (and beyond)

We’ll do all we can to minimize immediate impact on users

Priority on

- LHC associated services & maintenance
- Safety systems

Areas that will be most likely impacted (more in December)

- No new equipment (site access, surveillance, etc.. etc..)
- Maintenance and replacement of equipment and facilities
  - Fire extinguishers within legal framework, green space, buildings…
  - Stop support on ‘imported equipment’ (e.g. air-conditioning systems not bought/installed by HVAC team).
- Reduction of Services
  - General services: Cleaning (frequency of certain activities), Shuttle (idem), Water fountain bottle replenishment (review strategy), Sub-rental of apartments (stop?),
  - Library: Cancellation of certain subscriptions (Techniques de l’ingénieur, Web of Science); Reduction of acquisitions (Springer)
  - Facility management: further delays on incident resolution, reduction in small work requests.
  - ??????
Report on ‘projects’

- Library upgrade
  - Progress ‘as planned’ (Implementation Autumn 2015)

- Accident prone areas
  - 1st feedback from provisional reconfiguration
    - Need to improve bicycle safety (dedicated passage)
    - Roundabout ok…(lower speed and no probs)
    - Further reflection on ‘ralentisseurs’ necessary

- Access control, parking and road safety
  - Prevention not repression
  - Interventions for heavy ‘offences’ only
  - Radar data collection
Miscellaneous

- Proposal for a change of Hostel booking rules
  - Thanks for the suggestions to make the booking ‘more fair’; The service owner (GS-IS) will organize a (regular, >=yearly) ‘Hostel Service Review Meeting’ (similar to ex Accommodation Facilities working group) where these matters can be discussed with all stakeholders represented (ACCU, HR, Visits Service, ..).
  - Next slide contains some specific answers if necessary.

- Noisy parties in Satigny
  - If Swiss authorities have given an authorization we can only check compliance and report to police in case of a violation of the given authorization. The limitation of such authorizations to midnight will be raised with the local authorities through the formal channels.

- ‘Portable permit’ for rental cars
  - CERN wants to know which cars on the site below to whom which is why stickers are for a given car, BUT once all gates are equipped with automatic car plate readers some scheme could be possible with preregistration of rental car plates….
  - So there is hope, but not right now…..

- Products used for cleaning Microcosm toilets.
  - The cleaning service has been informed and will look into possible changes in products used.

- Email reminders for people that have reserved hotel.
  - IF the hotel management software can do this ‘out of the box’ we’ll consider it
  - We want to limit costly customizations to the standard product (common practice in hotel management)
Medical certificates for users

- CERN Medical Service (ME) has in the past accepted to provide medical certificates for MPA with radiation badges (under certain conditions).
- In 2014 CERN Medical Service was confronted with a capacity problem (Due to increase in # visits for users the fulfillment of legal obligations towards MPE was compromised)
- In agreement with RP, Users Office and CERN management, the decision was taken to **temporarily** suspend the delivery of certificates for MPA by CERN Medical Service
- Affected users and team leaders were informed in June via email
- **Communication could have been better** (e.g. ACCU in June)
- The relevant processes are currently being reviewed (also in view of clarifying responsibilities between CERN and home institutes)
- A Pilot with a new procedure is ongoing for ISOLDE
- The new process possibly does not require a medical certificate (in most cases)
- Communication in future via multiple channels (Bulletin/ACCU/Email to team leaders by Users Office..)
- **More in December ACCU from the people in charge (RP & ME).**
Hotel booking difficulties

As announced this year we had a capacity problem
( LS1, 2 floors building 38 uninhabitable)

Actions taken in the past to prevent abuse and improve occupancy rate:
  • NoShow rule  
  • Waiting List management

Reserved contingents for Experiment and CERN events still exists

Changes in rules should be discussed with all stakeholders (New HSRM)
(reduction of max # days for students to 30 per year, reduction of reservation window, no ‘visitors’ at certain periods..etc…)

Local Hotels with shuttle on request;
  • Presence of shuttle to airport with stop at CERN is taken into account, but
  • Extension of CERN shuttle service to cover local hotels unlikely (budget cuts)
Mobility

Jurgen De Jonghe
Group Leader GS-IS

with help from Rui Nunes and Pedro Martel (GS-ASE)
Data: Shuttle Service

<table>
<thead>
<tr>
<th>Circuit</th>
<th>Places 2014</th>
<th>Occupancy Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circuit 1 (Meyrin)</td>
<td>13</td>
<td>2012: 19% 2013: 30% 2014: 31%</td>
</tr>
<tr>
<td>Circuit 2 (Prevessin)</td>
<td>13</td>
<td>2011: 71% 2012: 64% 2013: 59%</td>
</tr>
<tr>
<td>Circuit 3 (shifter)</td>
<td>21</td>
<td>2011: 36% 2012: 33% 2013: 25%</td>
</tr>
<tr>
<td>Circuit 4 (airport)</td>
<td>27</td>
<td>2011: 36% 2012: 34% 2013: 40%</td>
</tr>
<tr>
<td>Circuit 6 (Tram/Prevessin)</td>
<td>13</td>
<td>2011: 36% 2012: 34% 2013: 40%</td>
</tr>
</tbody>
</table>

Circuit 1 (Meyrin) 13 places
Circuit 2 (Prevessin) 13 places / 21 places en 2014
Circuit 4 (airport) 21 places / 27 places en 2014
Circuit 6 (Tram/Prevessin) 13 places

Forecast 2014 occupation rates:
- Circuit 1 (Meyrin): 31%
- Circuit 2 (Prevessin): 59%
- Circuit 4 (airport): 25%
- Circuit 6 (Tram/Prevessin): 40%
Data: Bike Flow

Bike Entry: Route du Maroc (Prevessin Site)

Bike Entry: C (Meyrin Site)
Data: Car Flow
Data: Parking Globe

Occupancy Count Parking Globe
1-15 June 2014 per hour
Survey on commute to work: 15th Sep

- Initiated by Canton of Geneva (Direction Général de la Mobilité) and Swiss Permanent Mission to United Nations (ILO, WHO, UNAIDS, Global Fund, IFRC, CERN, UNOG…)

- To better understand:
  - Your commuting habits
  - Your willingness to explore alternative commuting options
  - Your expectations and your needs

- Users will be invited to participate

- All data gathered with the strictest confidentiality
## Recognition

<table>
<thead>
<tr>
<th>Entrance</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meyrin A</td>
<td>Not equipped</td>
</tr>
<tr>
<td>Meyrin B</td>
<td>Under test</td>
</tr>
<tr>
<td>Meyrin C</td>
<td>Equipped</td>
</tr>
<tr>
<td>Meyrin D</td>
<td>Not equipped</td>
</tr>
<tr>
<td>Meyrin E</td>
<td>Not equipped</td>
</tr>
<tr>
<td>Meyrin Inter-site tunnel</td>
<td>Equipped</td>
</tr>
<tr>
<td>Prevesin</td>
<td>Equipped</td>
</tr>
<tr>
<td>P+R Drapeaux</td>
<td>Equipped</td>
</tr>
<tr>
<td>P+R Globe</td>
<td>Equipped</td>
</tr>
<tr>
<td>Other sites LHC, SPS</td>
<td>Not equipped</td>
</tr>
</tbody>
</table>
Many thanks for your attention!