SMB Service Status
113th ACCU Meeting

www.cern.ch

Tuesday, 6th of September 2016
Agenda

• Service Report
  (Performance, Availability, Customer Satisfaction, Complaints, Feedback, Suggestions)

• Service Update
  • Cars & Bikes
  • Hotel
  • Point on distribution and logistics

• Project Update
  • Bicycle Path Prevessin, etc….
Number of tickets with a human caller still growing 12 % increased compared to the same period last year.
Feedback

Feedback stable at ~ 1700 per month (~10% of all “human” tickets)
Only 2.6 % negative evaluations

New simpler feedback system

- Allows the user to give feedback much easier on how the issue was handled
- Click the icon in the list or the feedback button in the ticket, select your smiley and give your comments
- Feedback transmitted to supporters and service managers
- Dissatisfied feedback followed-up on a weekly basis by the Service Management team
- 759 tickets’ feedback created during the last 3 months, out of which 169 for the Service Desk (93% Satisfied)
Mobility center – Bikes

- August: New application, new request form
- 609 requests handled during august
- The bikes are returning back home
Mobility center – Bikes

- No significant waiting list problems
- Capacity seems ok with 518 bikes (for current service)
- Usage first stats → Cern users are biggest clients
Mobility center – Car Rental

- 5th of September: New application, new request form
- Announced in bulletin, available from service portal
- Expected benefits
  - Improved pool management
  - EDH based requests

ATTENTION: the new app requires the drivers to be in possession of a “token”.

Distribution of tokens is the responsibility of the departments. CERN management has decided that all drivers of CERN cars need such a token to (among many reasons) assure compliance with OC-4.
Mobility... changes

Public car sharing with mobility on globe car park

Mobility Coordinator

CERN Mobility coordinator mandate:

Ll.Murales (SMB) appoints F. Magnin SMB-SE-CEB as the person responsible for the coordination of the CERN mobility services. The CERN mobility coordinator reports to SMB DH. These responsibilities include:

CERN Mobility working group mandate:

The CERN mobility working group is integrated by SMB DH (ex-officio), CERN mobility coordinator (chairman), departmental mobility representatives, ACCU representative, and SMB-SIS GL. Other participants may be invited in function of the subjects of study. The group will typically meet 4 times/year. The CERN mobility working group reports to SMB DH. The functions of the working group include:

- Communication link with Departments and CERN community. Relay information, present department’s, ACCU, and CERN community point of view on mobility.

MEMORANDUM

A/To: F. Magnin / SMB-CEB
De/From: Ll. Murales / SMB
Cc: CERN DH’s, ACCU Chairman, SMB-SIS
Objet/Subject: CERN Mobility Coordinator. CERN mobility working group

Date: 12/04/2016
Hotel – Summer 2016

- Ca. 300 rooms reserved for summer students
- Few modifications of reservations
- Relatively calm and no incidents in the hotel

### Occupation Rate Meyrin and Saint Genis

<table>
<thead>
<tr>
<th>Year</th>
<th>Month</th>
<th>B38 Occupation rate</th>
<th>B39 Occupation rate</th>
<th>B41 Occupation rate</th>
<th>Saint Genis Occupation rate</th>
<th>Grand Total Occupation rate</th>
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<tbody>
<tr>
<td>2016</td>
<td>6</td>
<td>86.32%</td>
<td>80.73%</td>
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<td>70.82%</td>
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<td>96.31%</td>
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<td>85.70%</td>
<td>77.98%</td>
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<td>Grand Total</td>
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<td>89.48%</td>
<td>81.74%</td>
<td>78.81%</td>
<td>86.32%</td>
<td>85.38%</td>
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- No issues encountered following adjustment of Group Cancellation/Modification Policy
Supply Chain / Logistics Services

Internal Goods and Material Flow

- **Inbound (Supplier/Institute):**
  - 8k import files
  - 65k receptions

- **Goods Reception:**
  - STANDARD material
  - 100k demand lines

- **Quality Control:**
  - 2k direct deliveries + 6k JITs
  - 65k receptions

- **Stores/Warehouses:**
  - 57k/65k receptions
  - 24k putaways
  - 93k picking lines
  - 150k distributions

- **Final User:**
  - 1k movements

- **Outbound:**
  - Non EU -> FR and Non CH -> CH
  - 7k export files
  - FR -> Non EU and CH -> Non CH

- **Shipping (Import):**
  - 8k import files

- **Shipping (Export):**
  - 7k export files

- **Long-term Storage:**
  - 150k distributions

- **E-Catalogue:**
  - 8k import files
  - 8k/65k receptions
  - 57k/65k receptions
Internal distribution, transport and removals

**EN-HE Transport**
- Any CERN address <-> Any CERN address
- >1 t and oversized
- SLAs: 2 days (standard) to 5 days (LHC + heavy)

**SMB Removals**
- CERN Departments (contact org-unit <-> EP)

**EP-AGS Removals**
- Users (contact org-unit = EP)

**SMB-SC Internal Distribution**
- Goods receptions + Stores <-> Any CERN address
- < 1t
- SLAs: ½ day Prevessin/Meyrin, 1 day CERN points
SMB Internal Distribution

- Goods reception + Stores <-> Any CERN address
- < 1t
- 150k / year
- 5.5 FTEs, 6 trucks + 1 reserve

Note: Time calculation = difference between the distribution request and the distribution list validation by the driver at the end of the tour. It could be up to 8 hours after the actual distribution.
**SMB Removals**

- **SMB Services:**
  - **Scope:** CERN Departments furniture only
  - 2k per year
  - 2 FTEs
  - 1 truck
  - Organized together with requestors

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**Removals Per Month**
Supply Chain – Logistics: Planned Improvements

- Complete traceability of goods and material in the flow through an asset tracking system
- Drivers with Proof Of Delivery device/application to replace the paper list and signature
- Integration of electronic advanced ship notice messages from punchout suppliers (external e-catalogue) representing 40% of actual goods reception
- Shipping data in e-procurement system currently under development
- Increase of the contractual support for Stores items. It will speed up stock replenishment for an improved stock availability.
Projects

• Bicycle path Preveissin, delivery as planned. Official opening early October.
• Preveissin entrance. Works to start 1st semester 2017.
• Esplanade des particules. Works to start 2nd trimester 2017.
• Extension of the tramway. Studies ongoing on different St-Genis roundabout options for the final configuration.
Security and site access

• Enforced security at the entrances of the CERN sites:
  • Following recommendations of our host state authorities the enforced security at the CERN entrances will remain in place at least until the end of the year.

• Turnstiles at entrance B for pedestrians and building 33
  • Before end of the year turnstiles, equipped with card readers to check validity of badges, will be installed (2 at entrance B and 1 in building 33).
  • This will result in savings and improved access control.
  • Reduced mobility and group access possible.
Many thanks for your attention!