SMB Service Status
114th ACCU Meeting

Tuesday, 6th of December 2016
Agenda

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

• Service Update
  • Mobility : reminder on insurance liability
  • Hotel : early warning on B38 project

• Project Update
  • Place Particules, Prevessin Roundabout, Site Security, etc….

• Early warning on possible service reductions due to budget constraints
Service Report

Number of tickets with a human caller still growing 14.5% increased compared to the same period last year.
Feedback

Feedback average 1770 per month (~10% of all “human” tickets)
Only 2.7 % negative evaluations
Renewal of the Service Desk contract

- On the 1th of April 2017 a new contract will come into operation for the CERN service desk.
- In the new organization the Switchboard (76111) activity will be integrated with the Service Desk.
- The same team will manage both service related issues (tickets) and the phone calls between CERN and the outside.
- The new service will improve efficiency due to the synergies between the two activities and realize a cost reduction for the organization.
New applications for car rental and bike rental operational and working pretty well. (few teething problems)

74 cars in pool (well used)
- added a bigger car (cat C at 40CHF), which although not yet officially supported in EDH, is already very popular
- new options (GPS, and snow chains)

Many hundreds of rentals processed successfully since mid September, the capacity is well used (last weeks we are between 80 and 95% occupation rate); we are looking into how to evolve the offering to better match user needs; (e.g. automatic gearbox, more cat C cars, etc..).
Mobility center – Car Insurances

- Review by the “General Insurances Service” ongoing
- A new policy shall come into force as from mid 2017 and harmonize practices across CERN
- Current situation

1. Logo cars: RC cover. ALL Damages paid by the user.
2. Non logo cars & Car Sharing: CASCO cover, in case of damage a franchise will be charged (500 CHF). Users are strongly encouraged to declare accidents **immediately**, otherwise they may end up having to pay for all damages.
Hotels

- Running well, at full capacity used during weeks
- New reception since 1\textsuperscript{st} of December.
Hotels renovation B38

- Scenario’s for renovation of 4 lower floors being evaluated taking in close consideration
  - Cost 😊
  - Schedule (staged approach):
    - Minimizing impact on capacity.
    - Finishing works before LS2.
  - Adjusting offering to needs in terms of capacity & quality
    - Increasing capacity during ‘high season’.
    - Improving common facilities (kitchens).
- We hope to be ready soon to submit proposals to the stakeholders at a special service review meeting (with ACCU represented).
Projects

• Bicycle path Prevesin, delivery as planned. Official opening early October.
• Prevesin 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 until the middle of next year

• Turnstiles at entrance B for pedestrians and building 33
  • Turnstiles, equipped with card readers to check validity of badges, are being 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.
End of year closure

- Restricted access to CERN during end of year shutdown like last year
  - Access to the CERN sites limited to essential personnel only.
  - Access is only granted after a [Access Request in ADaMS](https://www.cern.ch) has been approved.
  - Existing IMPACT activities, etc. **will not be sufficient.**
  - **Procedure is documented on CERN service portal.**
  - Unplanned access can be granted during end of year break on case by case basis by departmental responsible.

![Access Request Form](image-url)
**Miscellaneous**

- Comments and requests from delegates
  - Private parcels processed by mail office;
    - >>50% of the parcels received by the mail office are of private nature.
    - Many of these parcels are of considerable size (car parts, food, etc..)
    - CERN resources should be used for professional purposes only.
    - In reaction we now systematically warn people who receive private parcels at CERN, that such ‘abuse’ is monitored and that next time their parcel will be returned to sender.
  - A request was made to ACCU by a delegate to tolerate the processing of ‘small’ private parcels (fitting in an internal mail distribution envelope, like an Amazon CD) as users find this ‘service’ ‘convenient’.
  - If ACCU requests us to investigate if and under which conditions such a service can be provided we will report back at next ACCU what we can do.
Miscellaneous

• The application on the CVI (of -7.27%) applied to the budget for materials and services, will require certain adjustments of the services.
• Discussions are ongoing on how to limit the impact, but certain corrections in terms of service levels will most likely be necessary.
Many thanks for your attention!