

# Crowdsourcing and Gamification

Story of how to make a boring task fun

# Situation and Goals

MAGIC – Software for network outlets and starpoints geo-localization

10 years old Java Web Start client

Use modern Web technologies

Integrate with GIS portal

# Situation and Goals

SVG plans with custom coordinates system

MAGIC v 2.5

Actions Floor Layer Options View Objects Tools Help

0031-R

0031  
0031-1  
0031-2  
0031-3  
0031-4  
0031-R  
0031-5  
0032  
0033  
0035  
0036  
0037  
0038  
0039  
0040  
0041  
0042  
0050

CERN Starpoints  
0000-0  
0001-1  
0002-R  
0002-S  
0003-R  
0004-S  
0004-U  
0004-V  
0004-W  
0004-X  
0004-Y  
0004-Z  
0005-3  
0007-R  
0010-1  
0013-2

BUILDING:	0031
FLOOR:	R
DESCRIPTION:	Cable Management
OUTLET COUNT:	111
EUROPEAN LABORATORY FOR PARTICLE PHYSICS 1211 GENEVA 23 - SWITZERLAND	

Room Info

Room Label :

Door Number :

Outlet Count :

Outlets :

Outlet Info

Outlet Label :

Stack Name :

Stack Id :

Device Cable :

Unique Id :

Room Number :

Door Number :

Attached Service :

Outlet Status :

Medium :

LAN Connection :

Outlet Type :

> ZOOM WINDOW: Ctrl + Mouse Left Button <> ZOOM: Shift + Mouse Right Button <> PAN: Shift + Mouse Left Button <

# Situation and Goals

106,579 outlets

651 starpoints

1,242 floors

# Situation and Goals

GPS with standard coordinates system



# Conversion

Search... ☆

CSDBWeb Help Twiki Applications

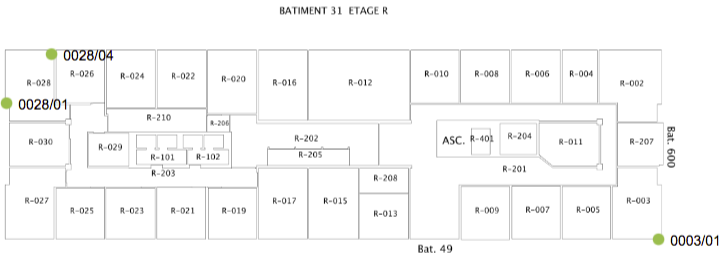
**MATCH** [Report Problem](#) [Ranking](#) [Manual Matching](#) [Switch to GPS](#)

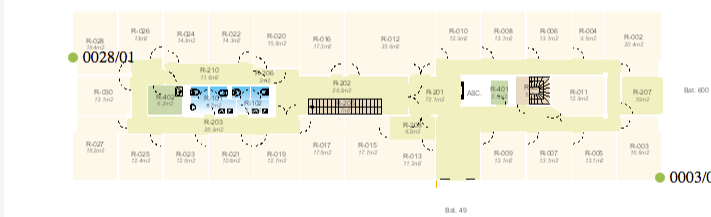
96 / 1242 floors remaining

Building:  Floor:  Building:  Floor:

[Zoom In](#)

[Zoom Out](#)





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- First line
- GIS Outlet Matching
  - Magic floor matching
  - Match unmatched
  - Magic Plans
- HelpDesk
- ManUTP++
- ManUTP++
- Tools
- Admin
- Batch Operations
- ManSPIP
- ManSPIP
- Phone Billing System
- Phone Billing System Administration
- Cables
- Inventory
- Inventory (new)
- Firewall
- Data Export
- JMT
- MTP++
- MTP++
- TELECOM
- SOAP Perm Admin
- Multicast
- Outlet Measurement
- NetLive
- Blocking
- Blocking for Netops

Contact: [csdb-admin@cern.ch](mailto:csdb-admin@cern.ch) | Version: 16.4.0 | Deployed: © 2016 Copyright CERN

# Conversion

Navigation icons: back, forward, refresh, home

Search...

CSDBWeb

Help | Twiki | Applications

MATCH | Report Problem | Ranking | Manual Matching | Switch to GPS

96 / 1242 floors remaining

Building: 31 | Floor: R

Building: 31 | Floor: R

Zoom In | Zoom Out

BATIMENT 31 ETAGE R

0028/01

0028/01

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# Conversion

75% of simple floors  
~5 min

20% of problematic floors  
~20 min

5% of unknown floors  
~1 h

13,351 minutes

222 hours

28 days

6 weeks

1 huge boring task !



# Crowdsourcing?

“ The process of obtaining needed services, ideas, or content by **soliciting** contributions from a large group of people ”

Dictionary

# Gamification?

“ Gamification is the application of game principles in non-game contexts in attempts to improve user engagement ”

Wikipedia

# Gamification

Contest with a mystery prize for the winner

Rank	User	Number of Floors
1		234
2		204
3		201
4		139
5		132
6		85
7		69
8		30
9		21
10		19
11		18
12		15
12		15
13		14
14		13
15		12



# Crowdsourcing and Gamification

25 people participated

Involved operational teams

Convert floors when needed  
or when overtook by someone!

# Result

CSDBWeb

Help Twiik Applications

OUTLETS

+ Create w/o location WO? Update Delete Open MAGIC plan Search netive

Building 0031 Floor R Label 0002/04

186 613 600 49 513

ROCKOPPENMEIER ROSEFELDMAN

CERN | CERN, IT

Outlet information			
Outlet:	0031-R:0002/04	Starpoint:	0031-S
Location:	0031-R:0002	Status:	ASSIGNED
Label:	0002/04	Type:	UTP
Room:	0002	Category:	-----
Rack:		Elevation:	DESK
		Patch Cable:	0
		Device Cable:	0
		<input type="checkbox"/> Reserved for WiFi	<input type="checkbox"/> Virtual

Service information	
Service:	0031-S-PR12
Stack:	PR_12
Medium:	GIGABITETHERNET
Hub:	0031-S:PR_12/SHPYL_2
Port:	0031-S:PR_12/SHPYL_2_19

Service list

- First line
- GIS Outlet Matching
- HelpDesk
- ManUTP++
- ManUTP++
  - Search
  - Device
  - Outlet
  - SLA statistics First-Line
  - Pilot
  - Work order
  - Batch update
  - Schedule intervention
  - Email template
- Tools
- Admin
- Batch Operations
- ManSPIP
- ManSPIP
- Phone Billing System
- Phone Billing System Administration
- Cables - Fibres
- Inventory
- Inventory (new)
- Firewall
- Data Export
- JMT
- MTP++
- MTP++
- Telecom
- SOAP Perm Admin
- Multicast

# Conclusion

Very effective way to get things done

Make tedious tasks fun

Complete integration with GIS portal

[https://gis.cern.ch/gisportal/IT\\_Equipment.htm](https://gis.cern.ch/gisportal/IT_Equipment.htm) (fibres trunks, Wi-Fi & telecom coverage, ...)

What's in the letter?



What's in the box?

Secret

We might need your help in the future!