



# Challenges, solutions and lessons learnt in 7 years of Service Management at CERN

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Service Management section



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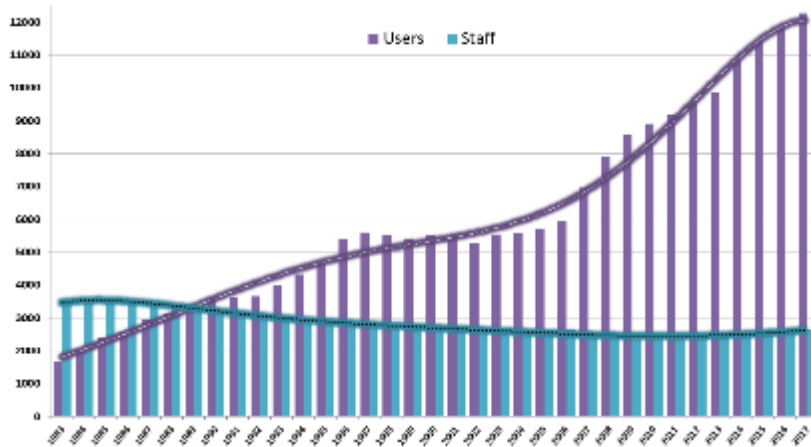
# Agenda



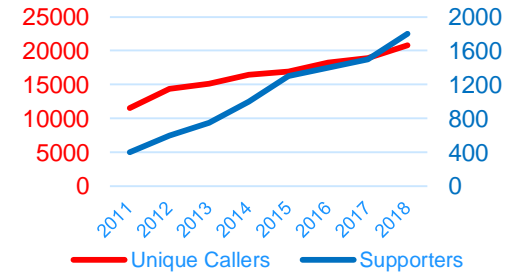
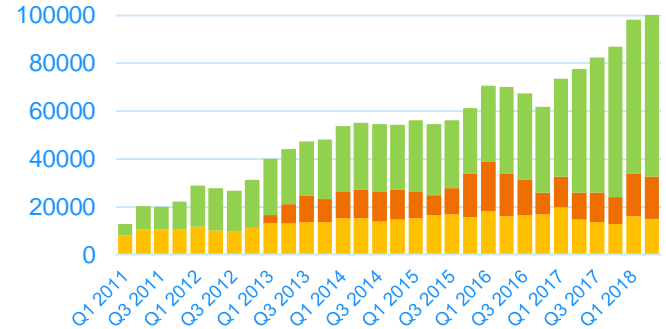
- Introduction
- Bringing services on board
- User experience
- Tool configuration
- Conclusion and Future

# 1. Introduction

LHC Operation phase:  
more users, less staff



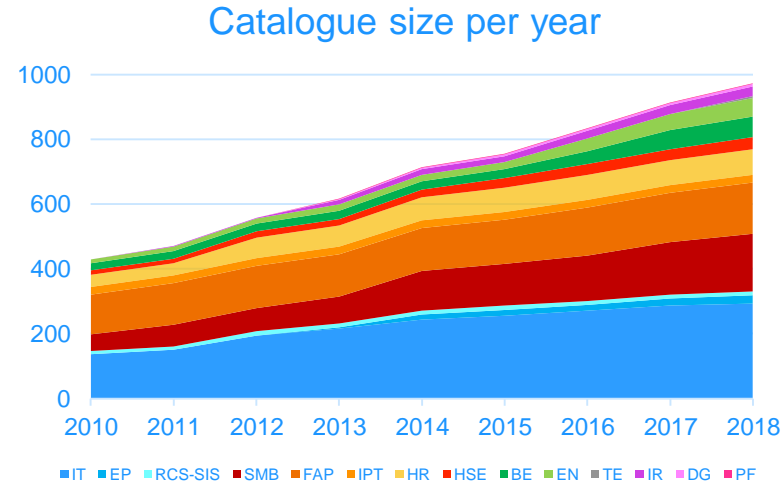
## Service Management growth



# 2. Bringing services on board

## Service Catalogue

- **Two dimensional** catalogue splits the *what* from the *how*
- Original challenge: convince service owners of value
- Solution:
  - Initial big bang + review
  - Now: step-by-step, handholding
- **Continuous improvement** and maintenance of the catalogue are critical



## 2. Bringing services on board

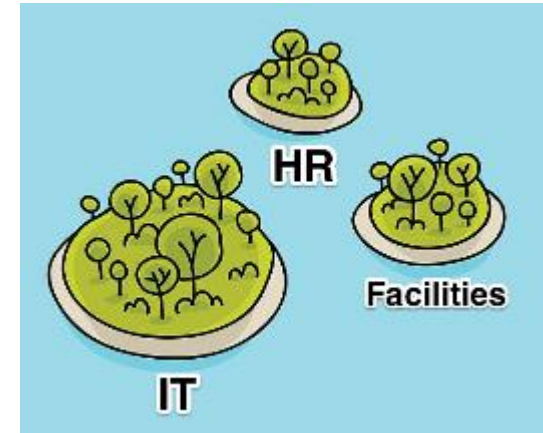
### Single process set

- A single and simple set of processes enables **scalability**
  - Services typically added in ½ day

## 2. Bringing services on board

### Single process set

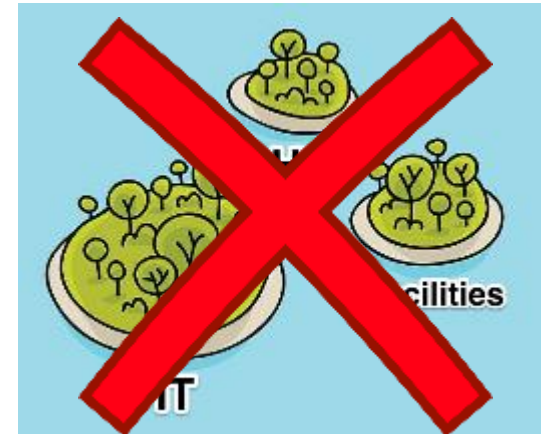
- A single and simple set of processes enables **scalability**
  - Services typically added in ½ day
- Opposite: “island” organization
  - Increased overhead
  - Different workflows
  - Ticket conversions



## 2. Bringing services on board

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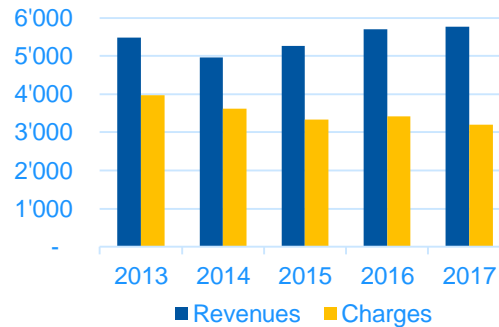
# 2. Bringing services on board

## Positive outcome examples

### CERN Hotel



Hotel Operation (kCHF)



### Data Centre Hardware repairs





# 3. User experience

## Same process set for all tickets:

- No matter the interface: Service Portal, Service Desk, E-mail... the resulting ticket is the same
- Simple process: easier to **scale**
- Single process, catalogue, point of contact for users



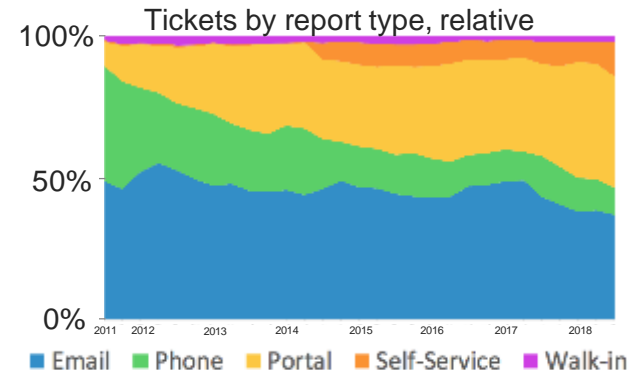
# 3. User experience

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Challenge: usage of mail still important, though decreasing



# 3. User experience

## Incident vs Request

- Different processes are **needed**
- But should have been **hidden** better from end users
  - Would have been possible to fix after 2-3 years (with significant work), but impossible now due to integrations
  - Ideal: unique identifier, no conversion between INC and RQF, field to differentiate and drive processes

Number	INC1692914
Number	RQF1059338

Number	T2548710	Type	<div>✓ Incident</div> <div>Request</div>
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# 3. User experience

## Ticket Feedback

Before

Incident Required field Update Save Cancel Incident

Caller: Nicole Van Der Vossen Number: INC188936

Please give feedback on the ticket process. For other details please use additional comments.

Feedback by: Nicole Van Der Vossen Number: TF001215

Feedback for functional element: GS Service Management Parent Task: INC188936

Feedback for assignment group: GS Service Management

Feedback text:

Rating: -- None --

Save

05-11-2012 10:36:42 - Olaf Van Der Vossen

After

RQI D/14122 "Visitor card. Arrival:24-02-2017 11:00:00 Garant: David Martin Clavo" SEARCH LISTEN

CRUI Service Desk To do it, nothing is impossible

5/8/2017 10:00

User Jane  
There is a problem with the form.

Ticket No: RQI07-4122  
Short description: Visitor card. Arrival:24-02-2017 11:00:00 Garant: David Martin Clavo  
Message from Hedra Vlasara  
Dear Sir,  
The visitor card for use till at the reception of the building 38.  
Your demand was well received.  
We hope to have a successful knowledge your satisfaction.  
Very cordially.

Should you require any further assistance, please inform us within  
it will be necessary to create a new ticket.

Simply change with the way that your ticket has been resolved?  
Each time we offer a service, please rate the quality of the service we provide.

Rating: 1 2 3 4

Kind regards,  
CL 14 Visitor card/Service Vlasara

Please rate us in terms of service by providing feedback on the way in which your problem was solved.  
How good was the response?

1 2 3 4

ANALYTICS: TICKETS - 2017 - Feedback survey?

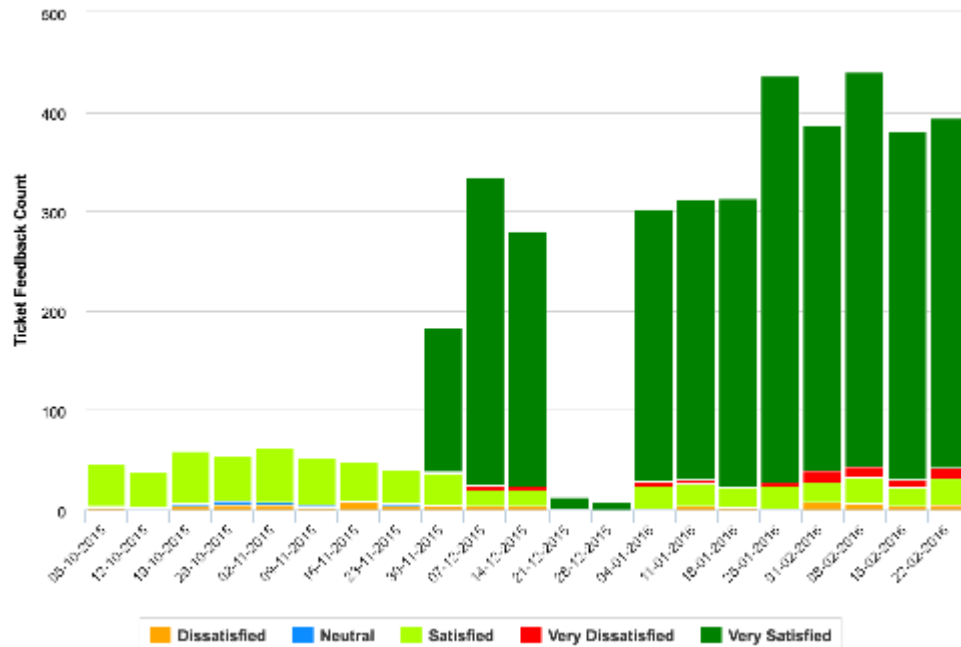
OK Cancel

# 3. User experience

## Ticket Feedback

- 10x more user feedbacks
- 12% of users now give feedback on tickets

Challenge: [service quality](#) evaluation, not only ticket handling evaluation.



# 4. Tool configuration

## Customise vs Extend vs Out of the box

Customise	Extend	Out of the box
<ul style="list-style-type: none"><li>• Modify what is provided out of the box</li><li>• Some headstart, but upgrade trouble!</li></ul>	<ul style="list-style-type: none"><li>• Build new functionality. Do not modify existing</li><li>• Easier upgrades</li></ul>	<ul style="list-style-type: none"><li>• Do not modify or build functionality</li><li>• No upgrade trouble, but unsatisfied users and supporters!</li></ul>

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Lesson learnt: if you need to modify,  
[extend instead of customise!](#)

# More topics:

Will be covered in the paper:

- Change
- Problem
- SLAs
- Quality and Contract management
- Knowledge Base
- Data Privacy Protection / GDPR
- User Interface evolution: new Service Portal
- Work Management
- CMDB
- Integrations

Data Centre and Service monitoring and status: **poster #175**



# 5. Conclusions

1

Common  
process and  
catalogue  
enables  
scalability

2

Hide  
complexity  
from users

3

Extend  
instead of  
customise  
your platform

# Current and future challenges

## Current challenges:

- Data Privacy Protection / GDPR
- New Service Portal: UI improvement for end users

## Future challenges:

- Service Status Board enhancements (subscriptions)
- AI for automatic classification, agent assist

# Thank you!

## Any questions?



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