SMB Service Status
116th ACCU Meeting

Tuesday, 30th of April 2017

www.cern.ch
Agenda

• Service Report
  • Service Desk and Telephone Exchange: New contract
  • Hotel: Tuning of booking rules, Update on B38

• Project Update
  • Place Particules, Prevessin Roundabout, Tram, etc….

• ‘Other’ Pending issues
  • Small Parcels,
  • EU citizens driving Swiss cars
Service Report

Number of Request tickets still growing

INC/RQF Ticket trend by month - with a human 'caller'

- Task Count
- 2015, 2016, 2017
- Incident, Request Fulfillment
Feedback

Feedback on ~10% of all “human” tickets
Only 2.5 % negative evaluations in 2017

Please give more feedback on your tickets, we need your feedback to improve!
Renewal of the Service Desk contract

- On the 1th of April 2017 a new contractors team started
- The Switchboard (76111) was integrated in Service Desk
- Some issues due to the new unexperienced team
- Thanks to the users for their help and patience.
- Steep learning curve in tool usage → improved efficiency
- Ongoing knowledge acquisition of CERN inner workings to improve quality and effectiveness.

![Service Desk 10 minutes SLA achieved % chart](image)
Hotel

- B38 renovation project not going to be implemented in 2019 as planned.
- We will now see what we can do with the little available budget to consolidate the building and keep it in an operational state as long as possible; Priorities are

1. **Safety** (gap analysis between current state, and compliance with regulations)
2. Renovation of **common facilities** (showers, toilets)
3. Cosmetics (paint, carpets, etc…)
4. Shared rooms (see if we can improve the rooms with bunk beds, and see if we can increase capacity a bit)
Hotel service review meeting

- Planned for the 14th of June
- A lot of statistical analysis done
- Many preparative discussions with individual stakeholders

Agenda highlights

- Clarification of simplified rules and Terms and Conditions of Reservation (group bookings, high school groups, cancelation policy, priorities, assuring fair distribution of capacity between stakeholders)
- Reminder of maximum 90 day rule for stay on CERN territory
- Our problems with the number of cancellations; generating frustration and penalizing our possibility to exploit our capacity optimally.
  - Groups reserving large numbers of rooms and using less than 10% of booked capacity
  - Some “patterns” with individuals

Reservations and Cancellations

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of reservations</th>
<th>Number of cancellations</th>
<th>N° of Honoured Reservations</th>
<th>% of Cancelled Reservations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>48,977</td>
<td>20,909</td>
<td>28,068</td>
<td>43%</td>
</tr>
<tr>
<td>2015</td>
<td>49,220</td>
<td>21,743</td>
<td>27,477</td>
<td>44%</td>
</tr>
<tr>
<td>2016</td>
<td>47,151</td>
<td>19,041</td>
<td>28,110</td>
<td>40%</td>
</tr>
</tbody>
</table>
Capacity Usage 2016 Groups/Blocks Individuals

- 315 Groups/Blocks in 2016
- Group/Block requests emanate from 20 main entities
- Accounting for a total of > 34k nights
- 22% of Total Yearly Capacity Meyrin

OR 2016 Meyrin by Groups/Blocks and Individuals

<table>
<thead>
<tr>
<th>Month</th>
<th>Occupation Rate - Groups/Blocks</th>
<th>Occupation Rate - Individuals</th>
<th>Free Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>8%</td>
<td>42%</td>
<td>50%</td>
</tr>
<tr>
<td>Feb</td>
<td>14%</td>
<td>67%</td>
<td>20%</td>
</tr>
<tr>
<td>Mar</td>
<td>28%</td>
<td>59%</td>
<td>13%</td>
</tr>
<tr>
<td>Apr</td>
<td>23%</td>
<td>70%</td>
<td>7%</td>
</tr>
<tr>
<td>May</td>
<td>24%</td>
<td>67%</td>
<td>9%</td>
</tr>
<tr>
<td>Jun</td>
<td>11%</td>
<td>53%</td>
<td>36%</td>
</tr>
<tr>
<td>Jul</td>
<td>5%</td>
<td>51%</td>
<td>44%</td>
</tr>
<tr>
<td>Aug</td>
<td>16%</td>
<td>44%</td>
<td>39%</td>
</tr>
<tr>
<td>Sep</td>
<td>17%</td>
<td>50%</td>
<td>33%</td>
</tr>
<tr>
<td>Oct</td>
<td>10%</td>
<td>74%</td>
<td>16%</td>
</tr>
<tr>
<td>Nov</td>
<td>8%</td>
<td>77%</td>
<td>16%</td>
</tr>
<tr>
<td>Dec</td>
<td>25%</td>
<td>55%</td>
<td>20%</td>
</tr>
</tbody>
</table>

Legend:
- Occupation Rate - Groups/Blocks
- Occupation Rate - Individuals
- Free Capacity

Note: The diagram shows the occupancy rates and free capacity for each month of 2016.
Place des Particules & Preveslin crossing

- All up-to-date info on service portal under ‘news’
Place des Particules

- Planning 16 months; Phase 1 started 8th of May
Prevessin Crossing

- Phase 1 started early May, stopped last week awaiting clarifications on plans, and resolution interference with CERN networks
- Likely 1 month delay (maybe more)
- Initial plans
  - Changes in networks 05→06 2017
  - Civil engineering road works 07→09 2017
  - Installation traffic lights 10 2017
- Impact: planned closure of Prevessin entry for 2 or 3 nights (19:00→5:00); Deviation ‘dechetterie’
- Follow developments on service portal / news
Tram to St Genis

- Officially the DETA-DGGC confirmed the case is suspended without providing any additional information.
- It seems the problem is the design and financing of the reviewed St Genis roundabout (bridge or tunnel?).
Others: Small Parcels

• At 2016 December ACCU it was requested to investigate possibilities to receive small private parcels at CERN without using the CERN mail office (which can not process private parcels).
• At 2017 March ACCU we reported this free service exists at the CERN post office already.
• Problem solved, but new questions appeared concerning people not living in Switzerland.
"Pickpost Service" : Free
The User has to create an account using this website Post.ch (the user can live either in France or in Switzerland).

No need to specify an address, to profit from the pickpost service.
(for certain other services an address in Switzerland is necessary)
Find your user ID in ‘parametres’ / ‘Pickpost et My Post 24’

The USER has to notify the delivery address as follows on his “amazon” order
Name of the USER
Pickpost + his account reference number / User ID
1211 Geneve 23

Do not use the 1217 postal code otherwise the parcel will be delivered at Meyrin's Post Office.

The USER will be informed by Text message and by e-mail of the arrival of his parcel at CERN's post office.
The delay to pick it up is 7 days.

"Poste Restante" : Free (if the USER proceeds as follow)
The USER can request this service if he has no fixed distribution address of his parcel or letter.
The Sender has to notify the delivery address of the receiver as follows:
Name of the USER
"Poste Restante" - CERN
1211 Genève 23

The Post Office will keep the letters and/or small parcels during a month maximum.
The Post Office will not inform the USER about the arrival of his letter or/and parcel at CERN's Post Office ; he will have to check with the Post Office.
Others: Pickpost

- **Pickpost**
- **Solution tested and worked for me.**

Dear Mr. Martens,

Many thanks, you have successfully activated your user account at swisspost.ch.

Please keep your user information in a safe place. You can change this under "User profile" at any time.

Your personal user information:

- User account number: 5641527
- E-mail: renoard.martens@cern.ch
- Last name: Martens
- First name: Reinoard

We will be happy to help if you have any questions.

Kind regards

Post CH Ltd
Customer Service

- Certain postal services cannot be used without an address in Switzerland, but Pickpost is available for ‘foreigners’
EU citizens and Swiss car plates

- Driving a CERN vehicle in the European Union: “new” customs regulations: The Direction régionale des douanes du Léman (Léman regional customs directorate) has informed the Organization that members of the CERN personnel and contractors’ personnel may present their CERN access card instead of the contract of employment specified in the European regulation in the event of inspection by the customs authorities”

- SIXT cars rented via CERN portal, are rented by CERN, and thus a priori same rules apply.

- People not living in Switzerland, renting a car in Switzerland and wanting to cross the border must announce this to the rental company who will allocate an appropriate car with appropriate papers if available (SIXT has such cars).

EU citizens and Swiss car plates

- For professional trips only.
- Valid CERN access card necessary.
- It must be a CERN car or a car rented by CERN (SIXT car rented via mobility centre).
Many thanks for your attention!