

# Cleaning Service; a Management case study for Service management @ CERN

## Context

In February 2011, a single point of contact (Service desk & Service portal) potentially covering all services available at CERN was introduced. This constituted the top of the iceberg of a new enterprise service management system that has since shown its value. This short case study shows the benefits the system has brought to the Shuttle Management through one “before and after” example.

## Case study

David who manages the Cleaning Service explains *“In the past people were sending emails directly to the support team but the management had almost no visibility on the requests and no control on the billing (if the intervention was part of the contract or should be considered an additional service that should be invoiced separately).”*

Now, explains David *“with the new workflow and the new process that has been put in place, the Cleaning service contract can be followed-up even more efficiently. Indeed I can make sure the service proposed is in line with agreed Service levels. I have thus complete control, transparency and a leaner invoice matching process”*

*“As far as quality of service is concerned, I can now monitor the quality of service provided through users’ feedbacks and satisfaction surveys in ServiceNow, following which I can not only identify areas of improvement, take corrective actions with the contractor when necessary but I can also work in closer collaboration with the users to identify their specific needs and requirements”*, concludes David.

Survey Results Matrix Cleaning FR Average Last 30 Days

### Question

How would you rate the level of cleaning of the offices? / Quel est votre degré de satisfaction par rapport à la propreté des bureaux?
How would you rate the level of cleaning of the sanitarities? / Quel est votre degré de satisfaction par rapport à la propreté des sanitaires?
How would you rate the preparation for the intervention? / Quel est votre degré de satisfaction par rapport à la préparation de l'intervention?
How would you rate the reconditioning of the floors intervention? / Quel est votre degré de satisfaction par rapport à l'intervention de remise en état
Average

## Conclusion

If you are interested and would like to have more background information please consult our website (<http://cern.ch/service>) and/or our service portal (<http://cern.ch/service-portal>).

The Service Management team.