

The CERN Directory

Search for what you need, or browse CERN websites. Looking for the [Scientists](#) or [CERN people](#) sections, or just curious [about CERN?](#)

Phonebook

Phonebook search

Search 

USEFUL CONTACTS

Emergencies	74444
Computer security	70500
CERN service portal	77777
Switchboard	111

CERN Service Desk



Not logged in [Log in] Français

CERN Service Portal

easy access to services at CERN

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The CERN Service Portal is your one-stop access point for all services provided by the GS and IT departments.

Describe your issue or search for a service:

[Search Examples](#) / [Help](#)

[Report an issue](#) 

My Incidents

You are not logged in.

My Requests

You are not logged in.

Key contacts

Service desk: **77777**

Located in building 55.
Open 07:30 - 18:30 work days, Geneva time.

Emergencies: **74444**

Fire, accidents, medical emergencies.

Service Desk

CERN



General Infrastructure
Services Department

SERVICE DESK



- 6 people
- Working days 7:30→18:30 (11 hrs/day)
- CERN Service desk:
 - acts on ~ 50% of all 'human' tickets
 - acts on ~8000 tickets per month or ~90000 per year.
 - Has a 10 minutes OLA
 - Resolves ~ 20% of tickets

Service Desk (Role)

Service Desk Mandate

Duties & Responsibilities

Provide 1st Line support. Service Desk carries responsibility for establishing the first line of contact between IT/IS and users wishing to register or submit Incidents or Service Requests.

The main responsibility of Service Desk staff is the detection and recording of all requests, ensuring that all information necessary for successful handling and resolution is obtained, recorded and updated throughout the request lifecycle.

Tasks

The following tasks are assigned to the service desk:

- Detecting and recording of user requests (Incidents and Service Requests)
- Classification and initial support (sorting requests according to type, status, impact and urgency, implementing workarounds and, if possible, final solutions)
- Contact and communication with affected users and requesters
- Continuous tracking and monitoring of all open and unresolved tickets to ensure closure within defined and agreed timeframes

Skills, Experience & Knowledge

To be able to fulfil this role the following range of skills, experience & knowledge is required

- General technical understanding and understanding of the service structure
- Understanding of relevant procedures and rules applicable inside the Organization
- Meticulous and thorough working habits, attention to detail
- Ability to multi-task and re-prioritize tasks at short notice, good self-organization skills
- Ability to work under pressure
- Professional and service-oriented attitude towards users and customers
- Excellent communication skills and high level of proficiency in English AND French
- Ability to communicate well in a 3rd language (Russian, Italian, Spanish, German, ...)
- Friendly, competent and confident appearance

Assignment

During normal service hours (e.g. 7:30 à 18:30 during CERN working days) dedicated trained staff will man the service desk. We expect (currently GS services handle ca. 25'000 tickets per year, IT ca 100'000) that we can cover this service with a minimum of 6 FTE's.

During extended service hours (e.g. 18:30 à 7:30 and outside CERN working days) other staff present at CERN should take on some of the Service Desk tasks:

- At least take the task of recording user requests.
- Whenever possible perform classification and initial support tasks.

About the CERN Service Desk

The Service Desk acts as a single point of contact for requests and incidents of users. Requests and incidents can be communicated to the Service Desk by:

- Using the CERN Service Portal website.
- Sending an email to service-desk@cern.ch ✉
- Calling the Service Desk by phone: 77777 (+41 22 76 77777 from outside CERN)
- Fax: +41 22 766 84 89.
- By visiting the service desk in building 55, just outside of entrance B of CERN.

The Service Desk is open from 07:30 - 18:30 work days, Geneva time.



Service Desk in Perspective

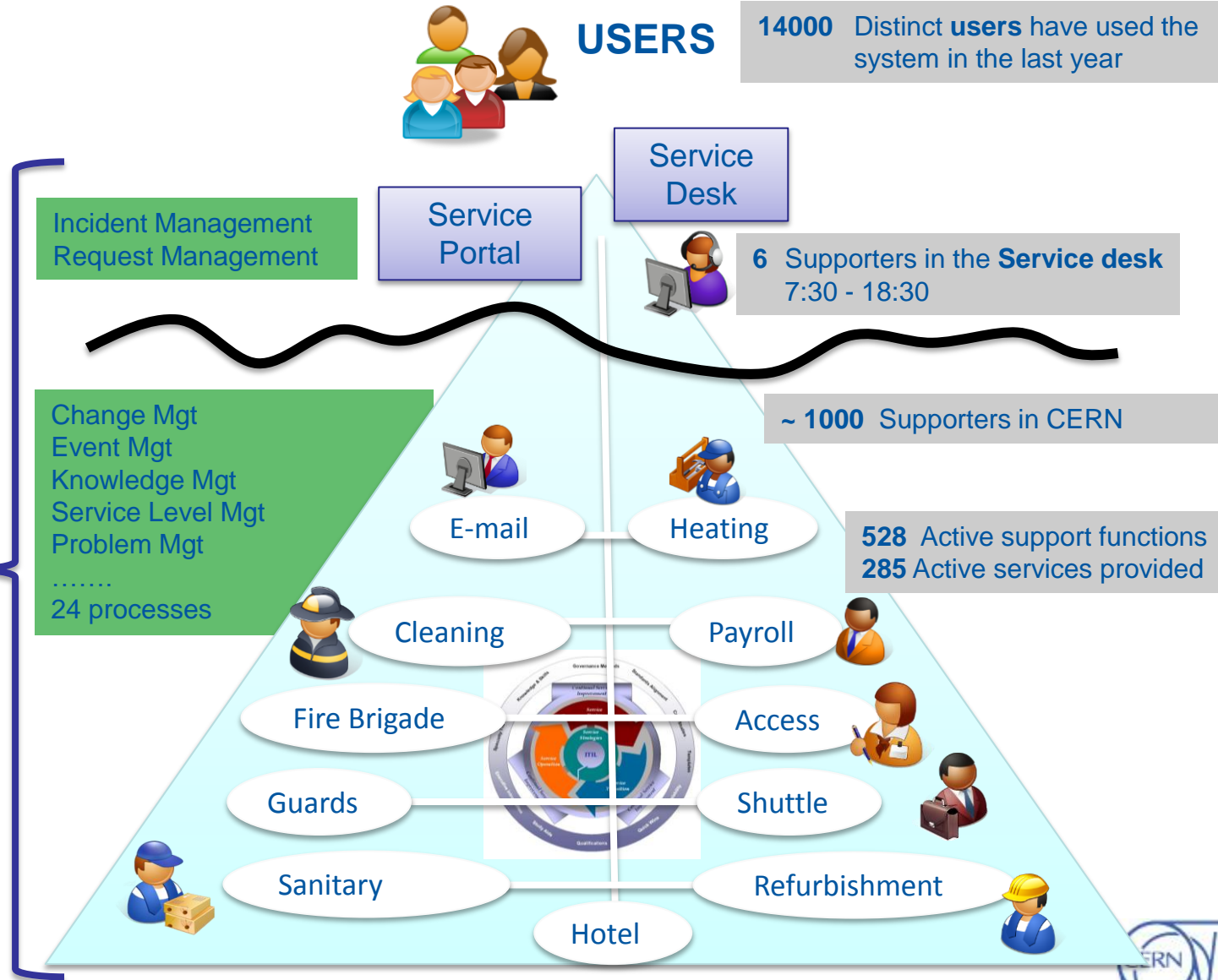
CERN



General Infrastructure
Services Department

SERVICE DESK

Service
Management



Top Challenges:

- 1: Long outstanding tickets (causes and symptoms):
 - a. Infrastructure issues cannot be resolved quickly
 - b. No timely feedback is given: support teams 'forget' requests and incidents or do not provide intermediate feedback.

Actions already taken:

- ✓ Coaching support teams,
- ✓ Formal **complaints process** introduced,
- ✓ Incite users to provide **feedback**.

Top Challenges:

2: Ensuring business continuity:

a) Tricky “Out of scope tickets”

- INC: Weasels eating optical fibre cables
- RQF: Breast milk pumping room
- INC: Price of ketchup too high

b) Service Desk is outsourced

- Team did not know anything about CERN before
- Assignments can be tricky



Ensure business continuity thanks to the Catalogue & Knowledge base

CERN Service Portal

CERN

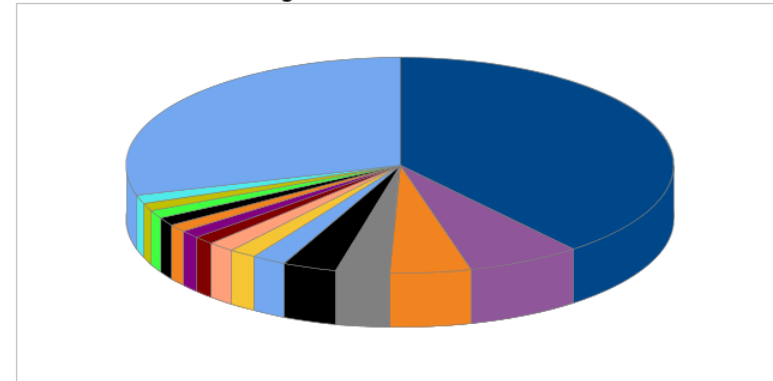


General Infrastructure Services Department

SERVICE DESK

- ~ 500 special forms developed
- 2020 active Knowledge Articles out of which ~ 250 internal to SD
- Email still most popular input channel

Knowledge Articles For Service desk



- Service Desk = 98
- Product and Store Management = 17
- TI Operations = 12
- EDH = 8
- Windows Desktops = 8
- Identity and Account Management = 5
- Conventional Waste Collection & Classification = 4
- Security Management = 4
- Car Sharing = 3
- Entrance Control & Guards = 3
- Goods Internal Distribution = 3
- HVAC = 3
- Interior Refurbishment = 3
- Network Operations = 3
- Shipping Management = 3
- Other = 74

Service Catalog > Report a water leaks / water-floods problem (fuite d'eau / Inondation) Attach file

Report a water leak problem (fuite d'eau)

If you've seen a leak or a burst in a CERN building, please let us know immediately so that we can send somebody out to inspect the problem as soon as possible.

We are grateful that you have taken the time to report a leak. Use the sections below to provide as much information on the leak as possible. You can attach an image, by uploading it.

Caller

[More information](#)

Location (building/floor-office)
73/2-013

Please, indicate where abouts the leak is

[More information](#)

How long has it been leaking?
Hours

How bad is it?

Options

- Drip / goutte
- Trickle / fillet
- Steady flow / constant
- Burst flow / en rafale
- I do not know

Where is the water running? / How much water is there?

Options

- Causing a puddle / flaque
- Causing a puddle / flaque that need to be mopped
- Causing a flood / inondation
- Causing a flood / inondation more than 2 cm high of water on the floor

Other details:

Where does the leak come from?

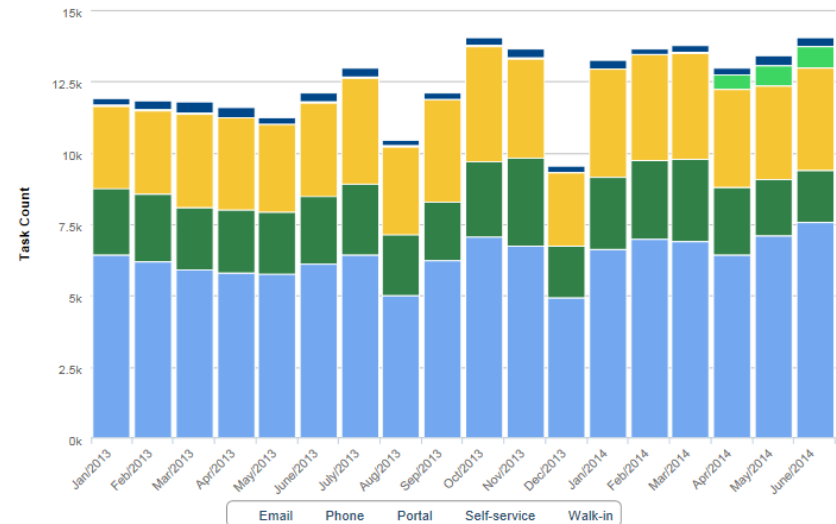
Options

- Flowing from a Waschbasin
- Flowing from a toilet (wc, clogged toilets/wc bouchés)
- Flowing from a RED pipe
- Flowing from a drain or pipe (canalisation d'évacuation / descente d'eau)
- Flowing from a radiator
- Water infiltration (rain)
- I do not know

Any safety considerations involved (electrical panels, computers, experiments, people, etc.)

Is personal safety compromised? No

Is infrastructure safety compromised? No



CERN Service Status Board

CERN

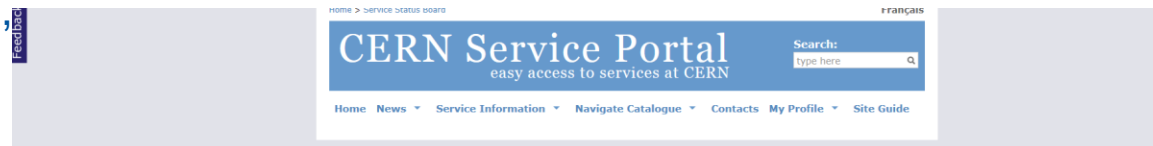


General Infrastructure
Services Department

SERVICE DESK

- Communication channel between:

- ✓ Service providers,
- ✓ Service desk
- ✓ Users



- Contains

- ✓ Interruptions
- ✓ Changes

Service Status for CERN - 17 Mar, 2014 10:49

Refresh this page

Summary Service Incidents Interventions Long-lasting Interventions Service Changes Ongoing Interventions How to filter Information? +

Service Incidents (past 24 working hours)

Short Description	Service Element	Services	Impact	Location	Begin	End	Last Update
One of the read-only replica for adcr (ADCR_ADG) is down	Experiment Database Service	Database Replication Service, Experiment Database Service	Degraded		Sat, Mar 15, 2014 22:00		Mon, Mar 17, 2014 09:37
Entrust *.cern.ch Certificate problems on central sites	Windows Desktop Service	Windows Desktop Service	Affected		Wed, Mar 12, 2014 14:00		Fri, Mar 14, 2014 13:18

Interventions (started today or in the past 2 working days)

Short Description	Service Element	Services	Impact	Location	Begin	End	Last Update
Monthly Patching of Terminal Servers - Group 2	Windows Terminal Service	Windows Terminal Service	Degraded		Mon, Mar 17, 2014 06:30	Mon, Mar 17, 2014 08:30	Thu, Mar 13, 2014 16:23
Fisheye upgrade to v3.3.1	JIRA Service	JIRA Service	Down		Mon, Mar 17, 2014 10:00	Mon, Mar 17, 2014 11:00	Thu, Mar 13, 2014 14:08
Deployment of a new version of Jens	Configuration Management Service	Configuration Management Service, IT Operations Support Service	Affected		Mon, Mar 17, 2014 18:00	Mon, Mar 17, 2014 19:00	Thu, Mar 13, 2014 13:20

- Predefined Views

- User customizable views

- Users can subscribe to RSS feeds





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Many thanks for your attention!