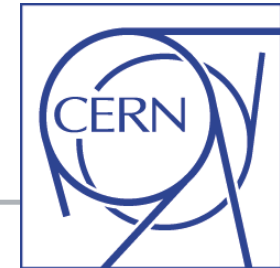




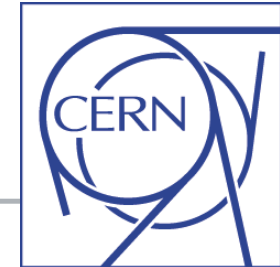
# **Service Management for CERN GS & IT**

# Service Management: **WHAT**



## Our Goals:

- One Service Desk for CERN (**one number** to ring, **one place** to go, 24/7 coverage)
- **Standard Processes** for all Service Providers at CERN (**one behavior**)
- Services defined from a **User's** point of view
- Services **easy to find** by everybody, without knowledge of CERN internal structures
- Service and process **quality measurable**
- Improved collaboration over the borders of sections, groups and even departments
- Automation of all known procedures
- Framework for continuous improvement in the fields of efficiency and effectiveness



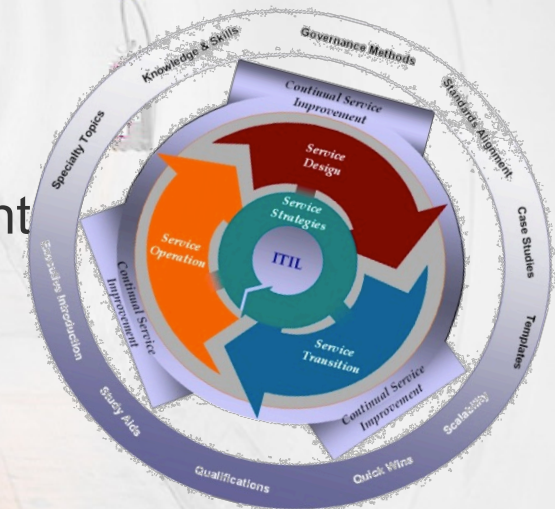
# Service Management: **HOW**

**How** is this project implementing Service Management?

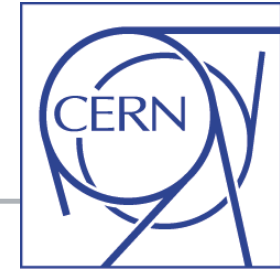


1. Use existing best practice  
We use the ITIL V3 framework, but
  1. **PRAGMATIC** (only take what is useful; leave the rest for later ☺)
  2. **NO BUREAUCRACY**
2. Use external expert help (NCC)
3. Start with reduced scope
  - IT and GS
  - 2 Processes (out of 24). Incident management and Request Fulfilment.

Then grow and improve (once we have proof it works)





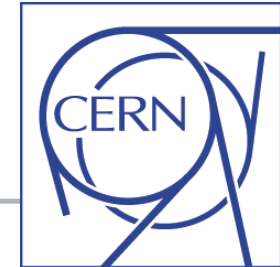


## Service Management: Why, and **Why now**

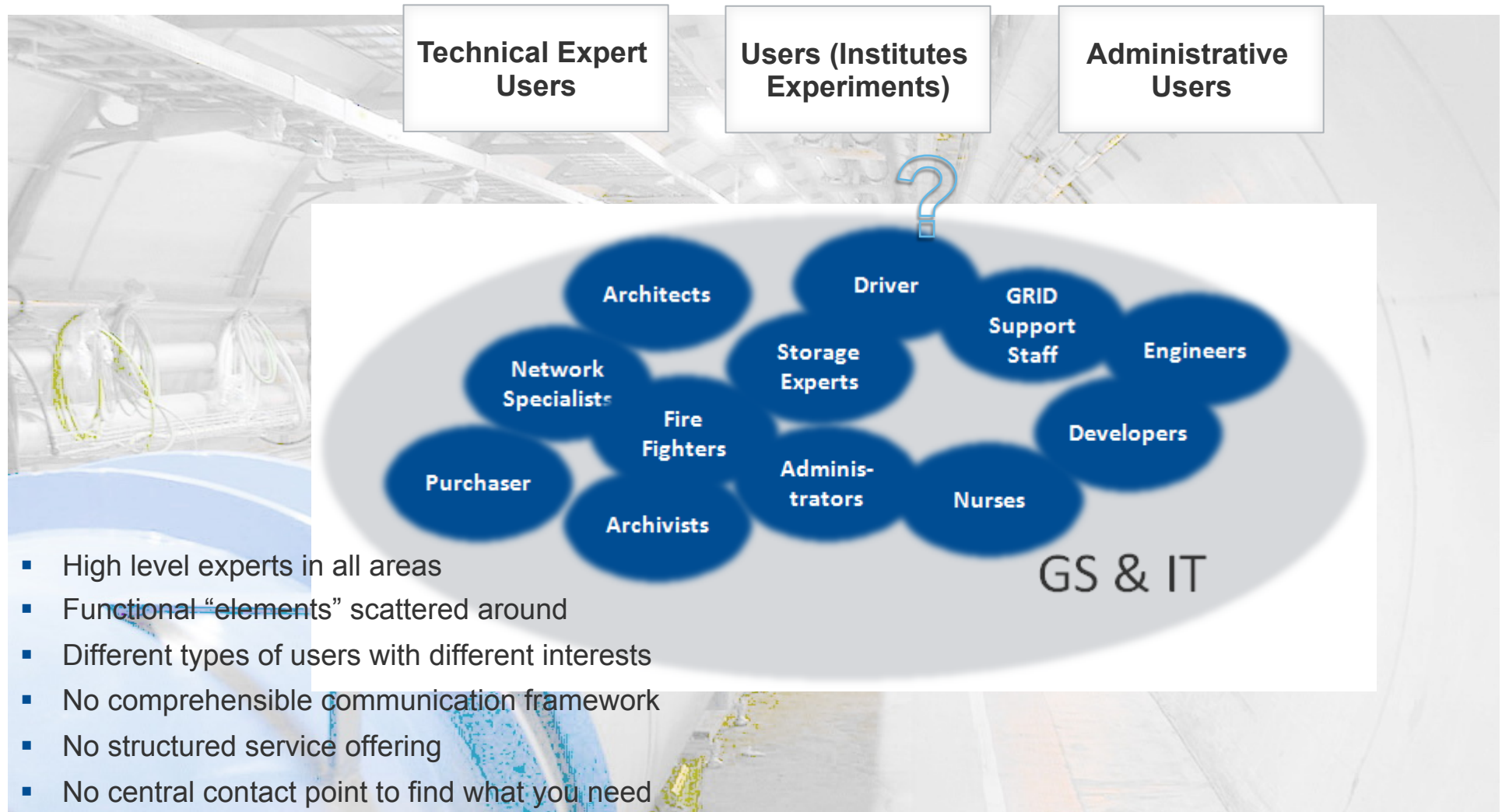
- CERN transition from **construction** to **operation**
- Increasing number of users (practically doubled in last decade)
- Reduced resources (Staff down with 30% in same period)
- New management team arrived 2009 (changes every 5 years)
- Increasing awareness of weaknesses in service structure/culture
- Increasing awareness of best practice (ITIL-V3)



**Window of  
Opportunity**

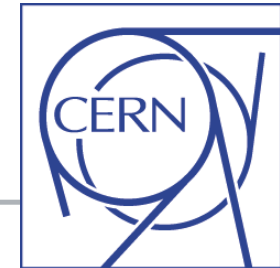


# Service Management: No structure No process

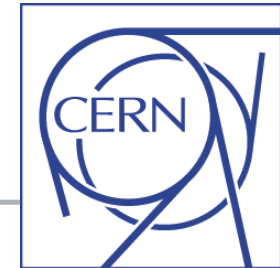


- High level experts in all areas
- Functional “elements” scattered around
- Different types of users with different interests
- No comprehensible communication framework
- No structured service offering
- No central contact point to find what you need

# Service Management: **How to put it all together ?**





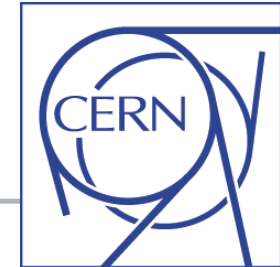


# Service Management: Service Structure

- Customer Services & Service Elements

- From the user's point of view
- Different for different types of users
- Combination of functional elements to provide a complete functionality for users
- New „Service Owner“ Roles representing Services
- Related to users

Desktop & Workplace								
Mail & Web Service		Print Service		Firewall Service	Desktop Service			Certificate Service
<u>Mail Service</u>	<u>Web Service</u>	<u>Printshop</u>	<u>Printing Service</u>	<u>Firewall Configuration Service</u>	<u>Windows Desktop Service</u>	<u>Linux Desktop Service</u>	<u>Mac Desktop Service</u>	<u>Certification Authority Service</u>



# Service Management: Functional Structure

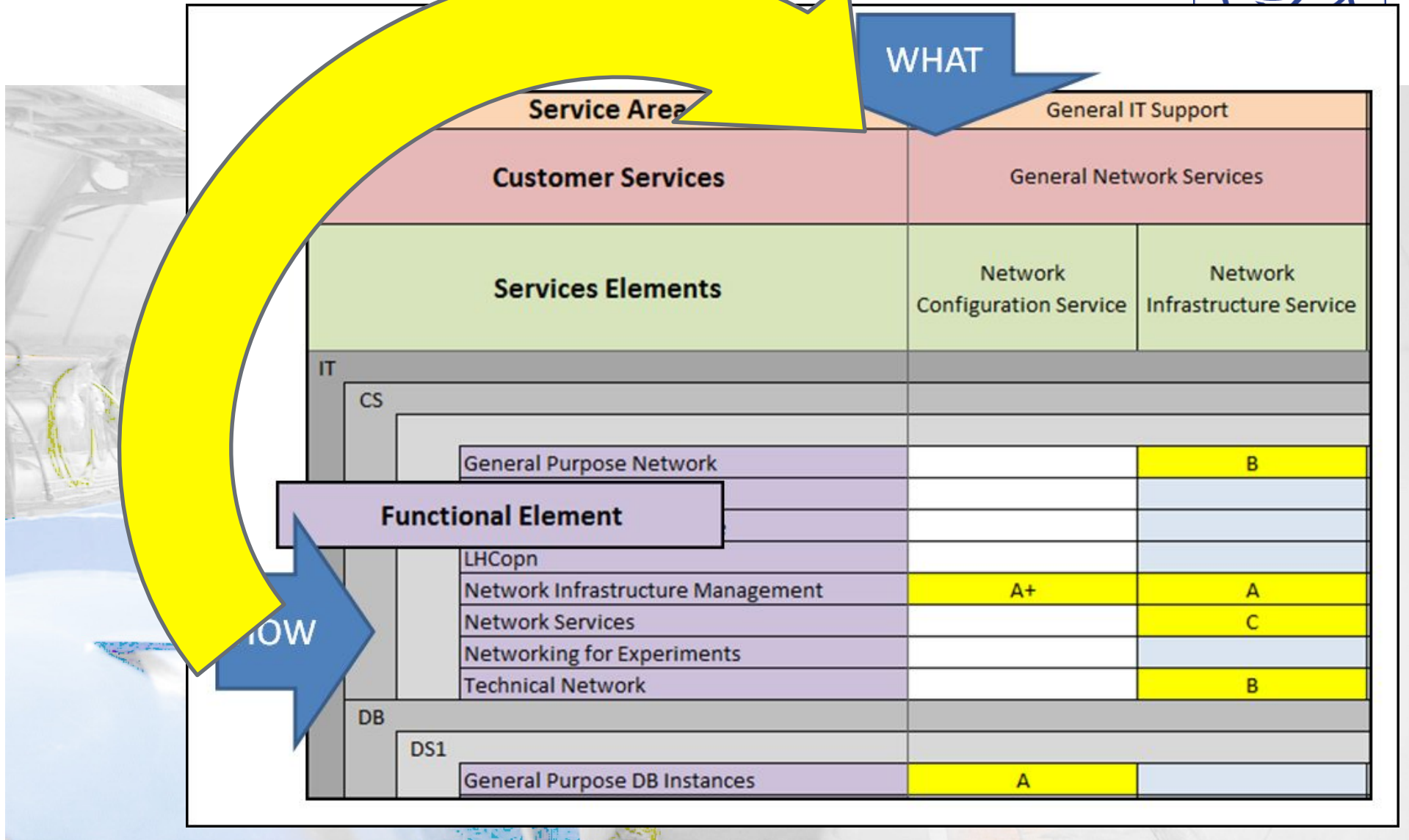
- Functional Services
  - Nothing new
  - Lists all technical services, activities & functions
    - E.g. „Mailing Infrastructure“, „Technical Network“ or „Service Desk 1st Line“
  - Group and Section leaders in charge of all quality and resource related topics
  - Related to „support groups“ – groups of experts that perform 2<sup>nd</sup> and 3<sup>rd</sup> line support

UDS - Tim Smith	
HUS	<a href="#">Service Desk 1st Line</a> <a href="#">Service Desk 2nd Line</a> <a href="#">Print Device Support</a> <a href="#">STP</a> <a href="#">Printshop</a> <a href="#">Computing Newsletter</a>
CDS	<a href="#">INSPIRE</a> <a href="#">CDS</a>
AVC	<a href="#">Video Conferencing</a> <a href="#">Indico</a> <a href="#">Webcast</a> <a href="#">Audiovisual Infrastructure</a> <a href="#">Mobile Film Recording</a>

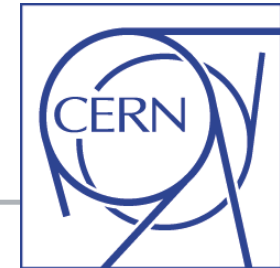




# Service Management: 2 dimensional Service Catalogue



# Service Management: Portal



European Laboratory for Particle Physics

Welcome, Olaf Admin

## CERN Service Portal

easy access to services at CERN

[Home](#) [Navigate Catalog](#) [Standard Tickets](#) [Yellow Pages](#) [My profile](#) [Help](#)

[Catalog Structure](#)

[Services by Name](#)

[Functions by Name](#)

[Functions by Organic Unit](#)

*Service Portal is your one-stop access point for provided by the GS and IT departments.*

### Find a service



#### My Most Used

- Workflow support
- Process Application Support

#### Most Used

- Workflow support
- Process Application Support
- Service Management Service
- Safety Alarm System Service
- Service Desk

#### Key contacts

Service desk: **77777**

Open from 1<sup>st</sup> of February.  
Located in building 55.  
Open 7:30 - 18:30 work days, Geneva time.

Emergencies: **74444**

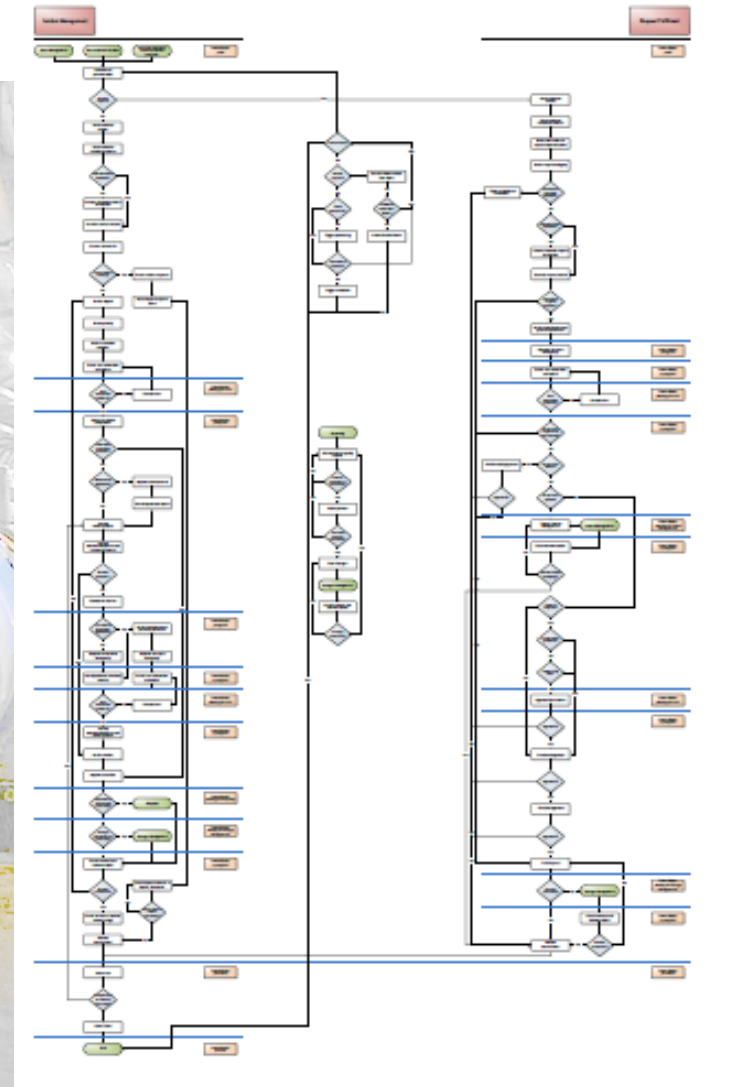
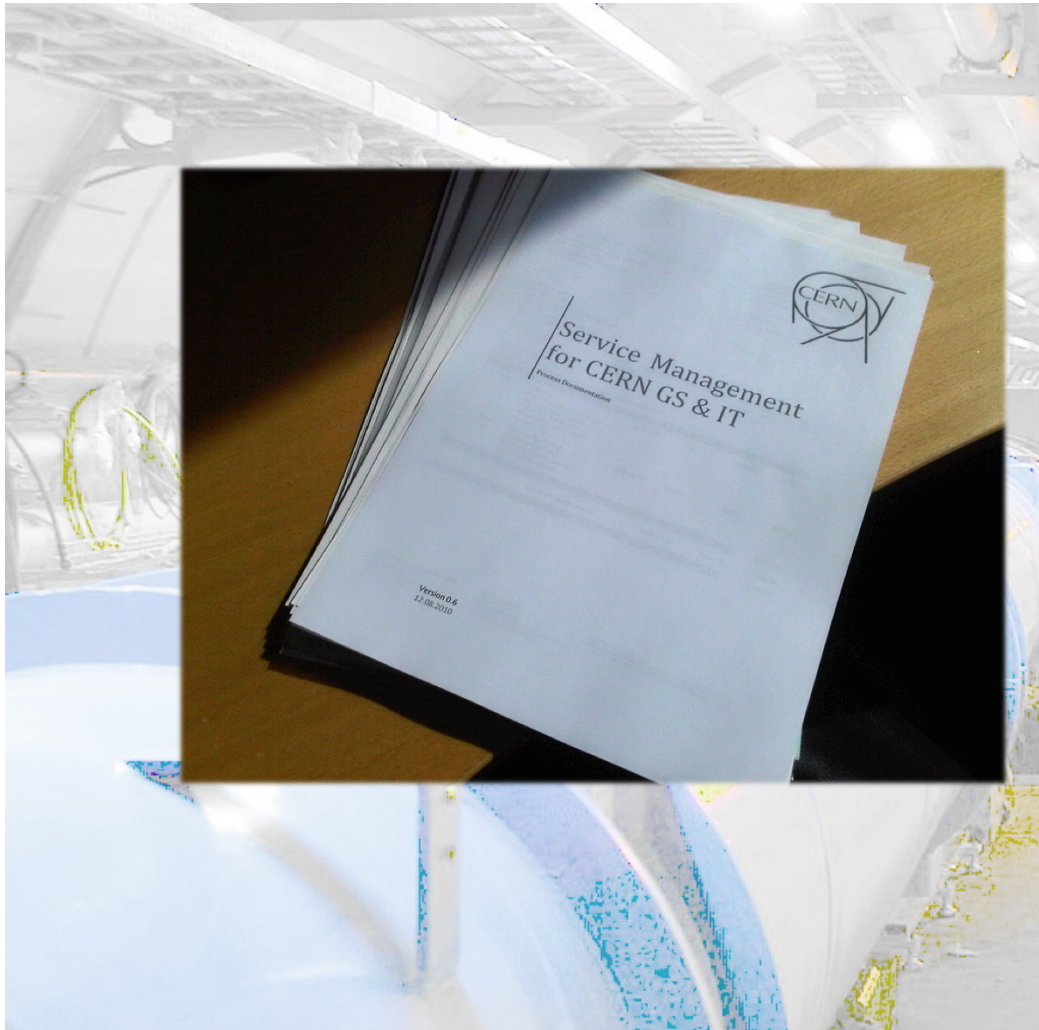
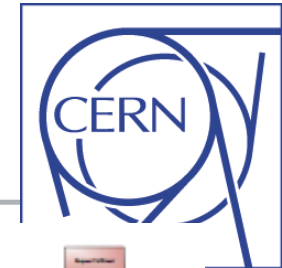
Cannot find what you need here? Call the [service desk](#) number (from 1st Feb.): **77777** (7:30 - 18:30 work days, Geneva time)

[About](#) [Contact](#)

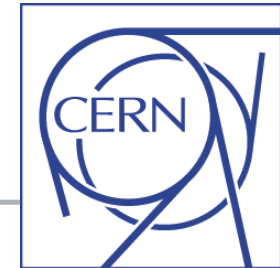
CERN - European Laboratory for Particle Physics, CH-1211, Genève 23, Switzerland



# Service Management: Incident and Request process



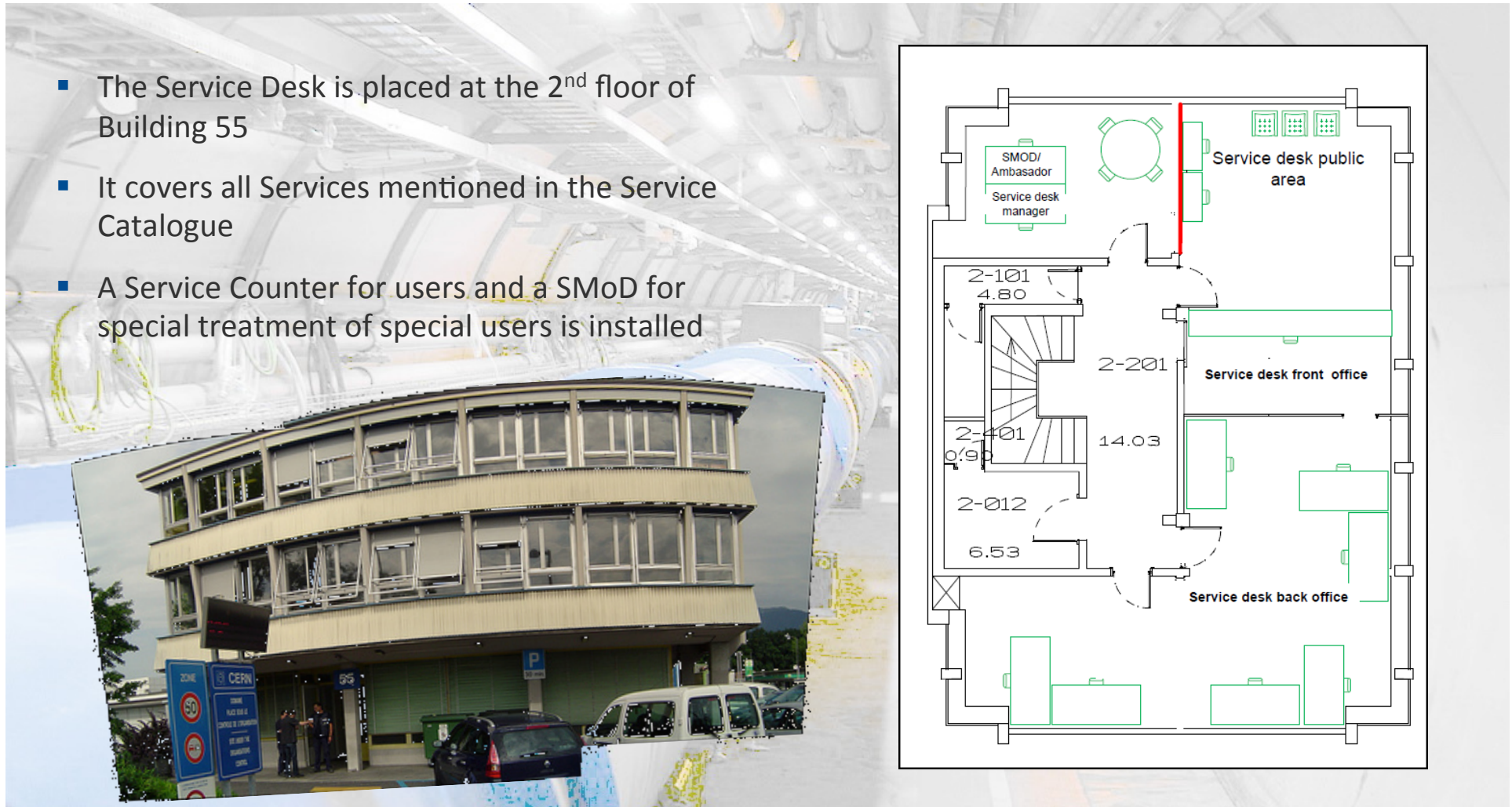




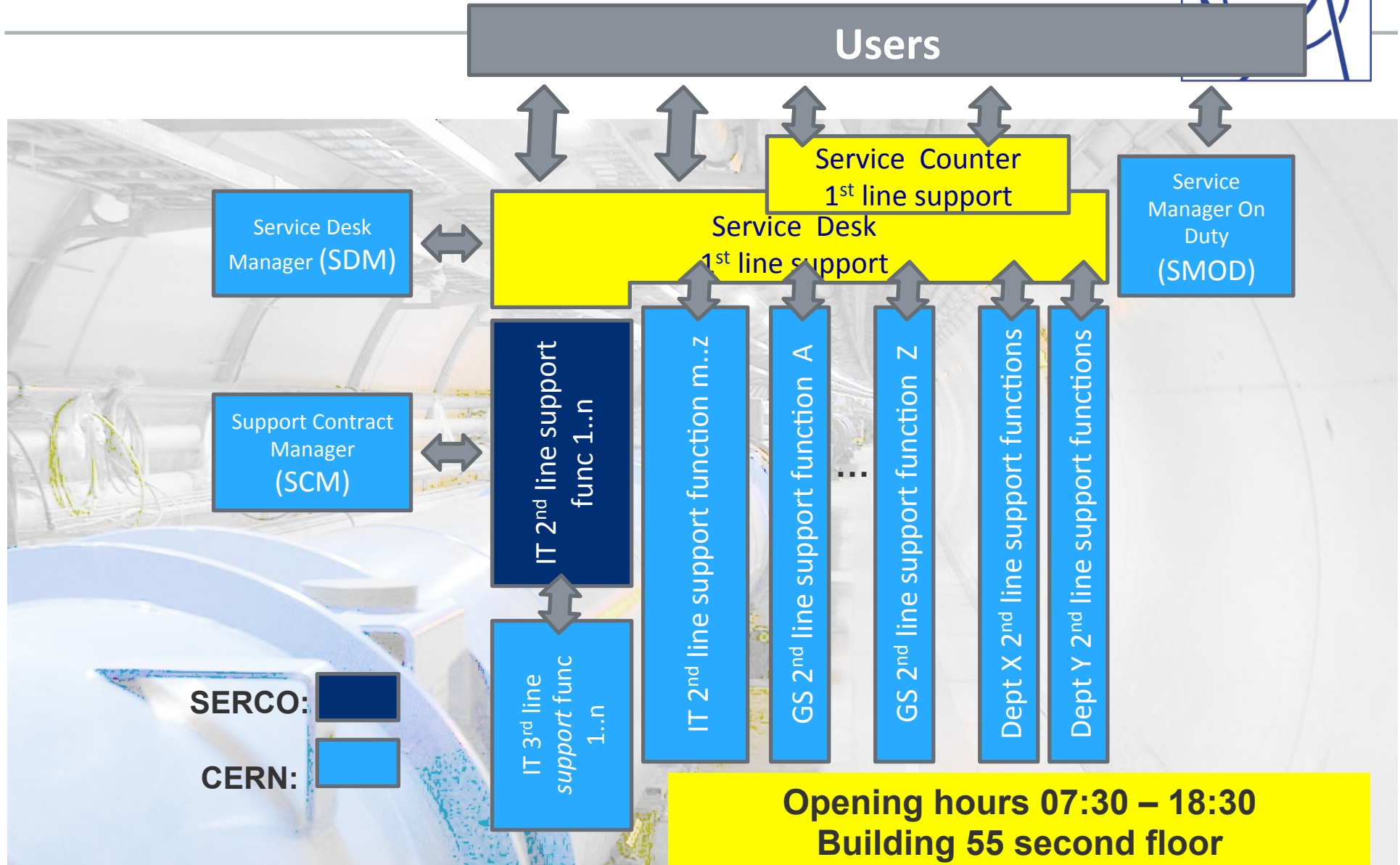
# Service Management: Service Desk

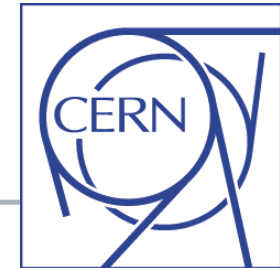
## The CERN Service Desk

- The Service Desk is placed at the 2<sup>nd</sup> floor of Building 55
- It covers all Services mentioned in the Service Catalogue
- A Service Counter for users and a SMoD for special treatment of special users is installed



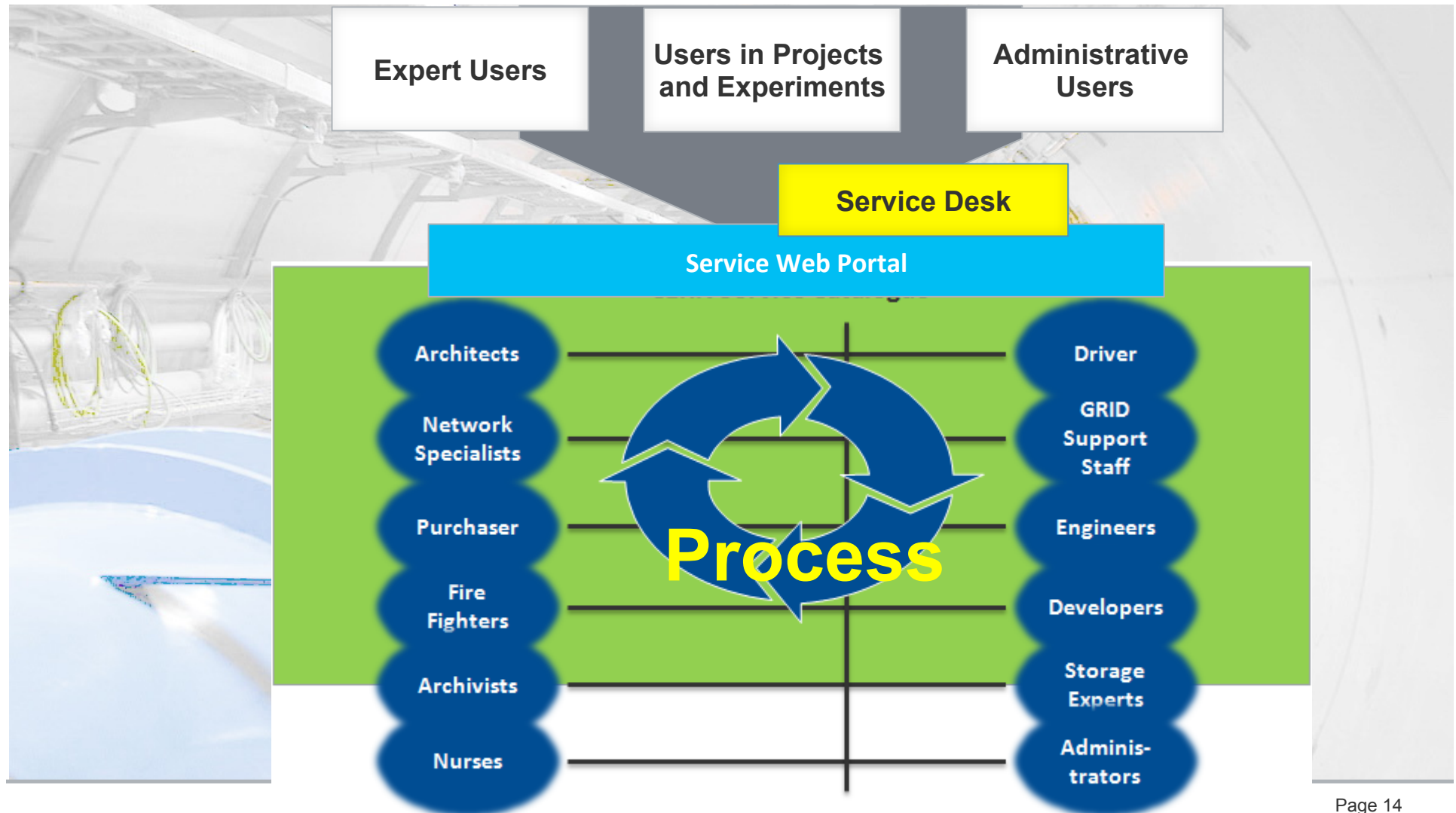
# Service Management: Service Desk



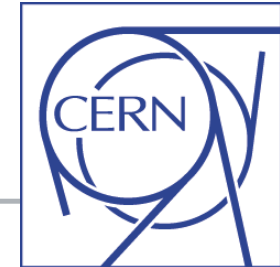


# Service Management: Structure & Process

Introduction of a customer service desk



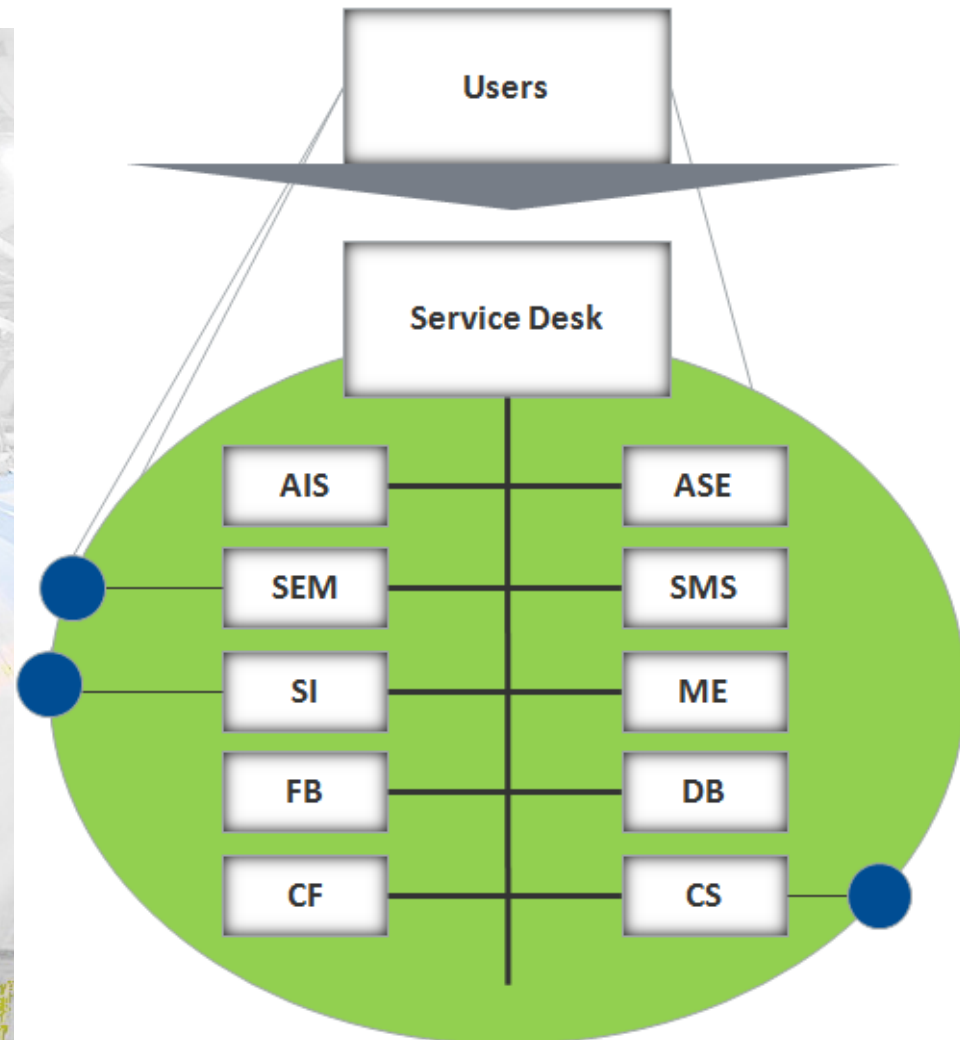




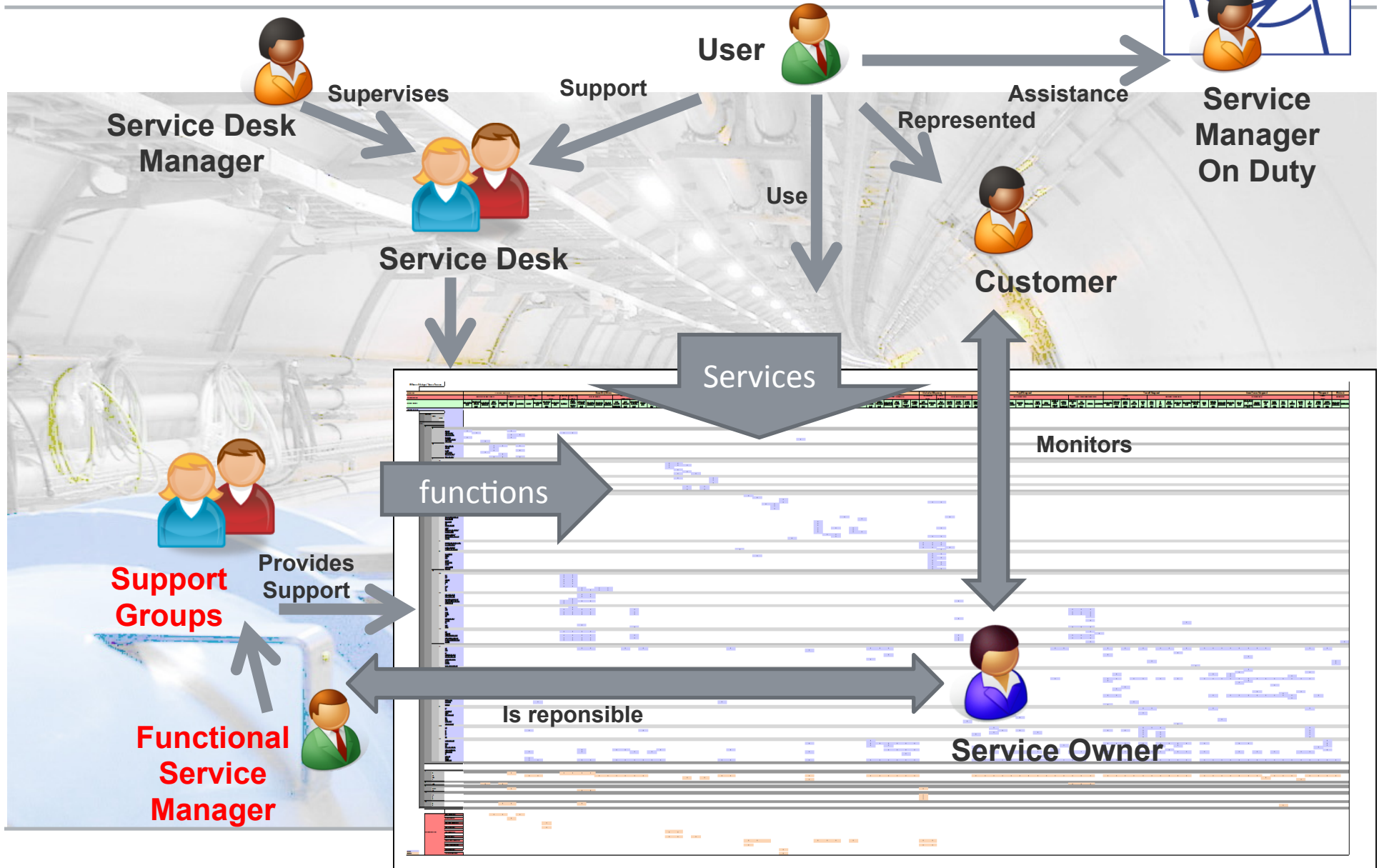
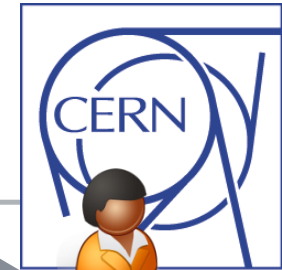
## Service Management: Service Desk ↔ Local Support

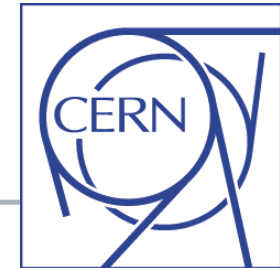
**Does not have to replace local 1<sup>st</sup> line support**

- Offers Support for every User
- Measured Quality Control
- Solution, Answer or Dispatching
- Integration in new Processes
- Supported by new configured Tool



# Service Management: Roles





# Service Management: Tool Selection



- 40 Tools evaluated in the pre-selection phase
- 6 Tools evaluated in detail
- 2 Tools in the final competition
- Tool bought
- Considered:
  - Process Requirements
  - Measurement Requirements
  - Technical Requirements
  - Interface Requirements
  - Future Use Requirements

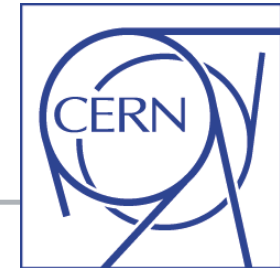
Tool Evaluation Sheet	Tool 1	Tool 2	Tool 3	Tool 4	Tool 5
Process Requirements					
Measurement Requirements					
Technical Requirements					
Interface Requirements					
Future Use Requirements					

**Rating Matrix:**  
Functionality  
Configuration Effort  
Programming Effort  
Total Cost of Ownership

**Comparable Result**



# Service Management: Tool = SERVICE-NOW.COM



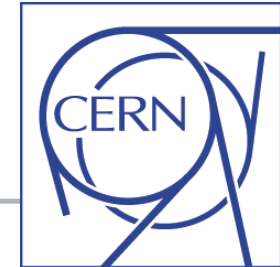
European Organization for Nuclear Research

Welcome: Olaf Van Der Vossen

Incidents

Number	Priority	Short description	Functional Element	Incident state	Assignment group	Assigned to
INC010682	4 - Low	dsdsdsds	General Purpose DB Instances	Assigned	Service Desk	
INC010685	4 - Low	dhsjdshjdshjdshd	Accelerator Application Servers	Assigned	Service Desk	
INC010687	4 - Low	joder que caca	General Purpose DB Instances	Assigned	Service Desk	
INC010694	4 - Low	test to delete	CSAM	Assigned	CSAM 2nd Line Support	
INC010695	4 - Low	test for silvia	Red Telephones	Assigned	Service Desk	
INC010696	4 - Low	test to be deleted	Susi Operation	Assigned	Susi Operation 2nd Line Support	
INC010697	4 - Low	to be deleted	Combined fire and gaz air sampling detec...	Assigned	Combined fire and gaz air sampling detec...	
INC010698	4 - Low	to be deleted	Civil Engineering Design	Assigned	Service Desk	
INC010596	4 - Low	First ticket to test the SNOW bug reports	Workflow support	Assigned	Workflow support 2nd Line Support	
INC010601	4 - Low	Privileges given to Organic Unit Heads	Workflow support	Assigned	Service Desk	
INC010607	4 - Low	record producer / request fulfillment : fill the u_requested_date from the form	Workflow support	Assigned	Workflow support 2nd Line Support	Omar Pera Mi
INC010631	4 - Low	selecting a record producer from the incident form->field Questions:	Workflow support	Assigned	Workflow support 2nd Line Support	Omar Pera Mi
INC010632	4 - Low	Incident -> questions should select the record producers associated to the incid	Workflow support	Assigned	Workflow support 2nd Line Support	
INC010606	4 - Low	reor producer and requested item [sc_req_item] variables are not transferred	Workflow support	Waiting for 3rd party	Workflow support 2nd Line Support	Omar Pera Mi
INC010576	1 - Major Incident	"Delete" button in request fulfillment	Workflow support	Resolved	Workflow support 2nd Line Support	Omar Pera Mi
INC010590	4 - Low	Create categories for workflow support	Workflow support	Closed	Service Desk	
INC010625	4 - Low	caller location has been the	Workflow support	Closed	Workflow support 2nd Line Support	Omar Pera Mi

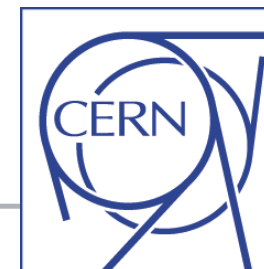
- Functional Coverage
- Architecture
- Flexibility
- 100% Web Based
- SAAS



## Service Management: Integration

- Service-Now is a **Service Management** toolset
- It is **NOT** a replacement for:
  - EDH, D7i , EDMS, GGUS, LANDB, or any other CERN used tool that is there for an other specific need.
- Interfacing will be provided with those tools, for examples:
  - EDH will be used to manage all that is already in there
  - AIS-Roles to manage privileges in the tool
  - Interfaces to GGUS and D7i to create tickets in/from these
- Existing EMAIL feeds that now go to Remedy will be routed to Service-Now
  - Remedy PRMS will be phased out

## Service Management: Concluding remarks

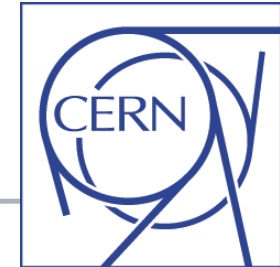


### CERN in the LHC era:

- Service Management project is well underway with the basic infrastructure soon in place.
- Good interdepartmental collaboration GS and IT with HR and FP coming on-line.
- Users expect solutions – not to be confronted with possible internal details.
- Project is a major objective of the management of CERN to ensure that the different communities at CERN get the best service possible within the resource constraints of today and tomorrow.

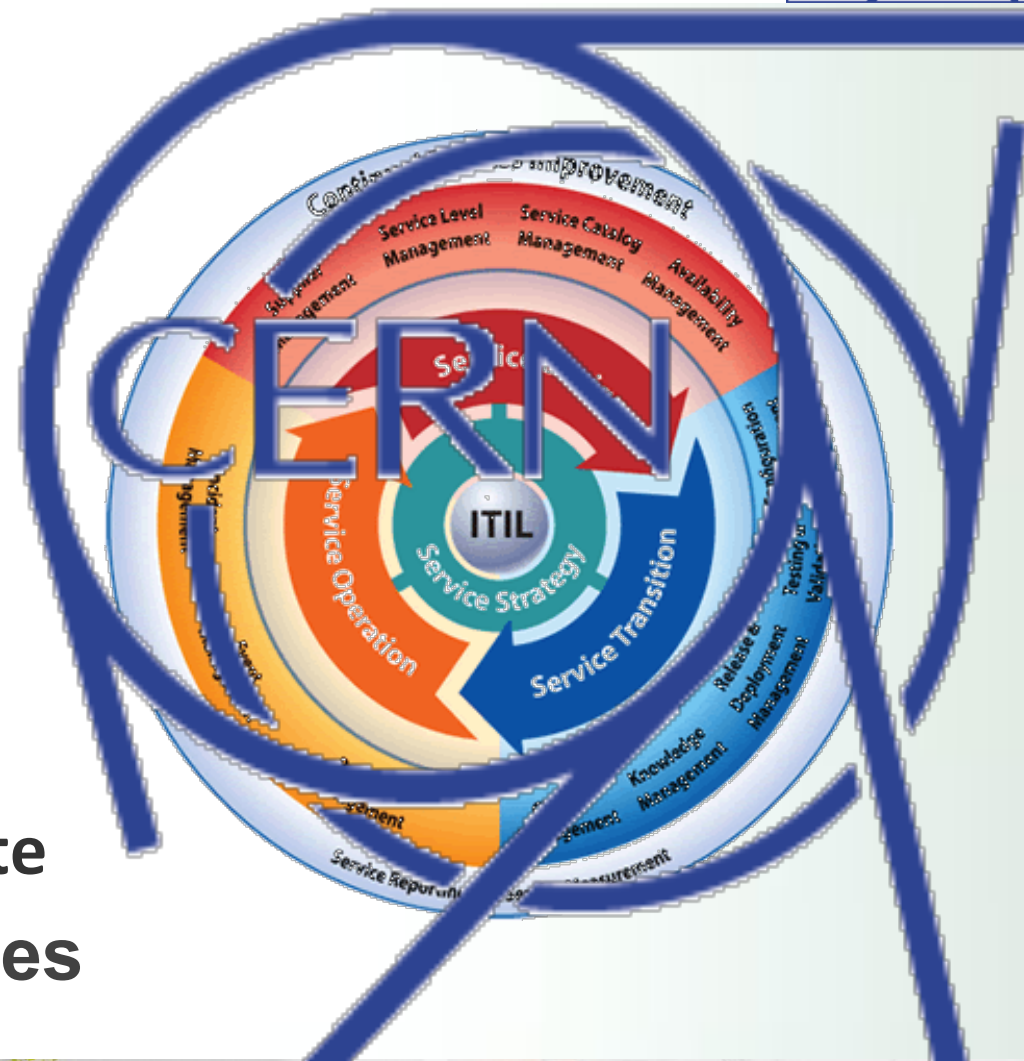
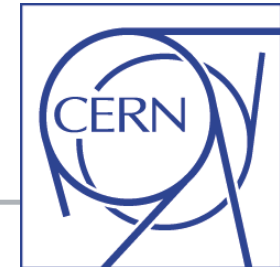


# LIVE DEMO



- Live instance of the CERN Service-Now system
  - Running in Geneva accessed over the web.
  - Demo on the TRAINING version of the tool / production version 1th of February
- Configuration allows to impersonate users
- Will show examples of:
  - Service catalogue
  - Incident management
  - Request fulfillment
- Will show the new public Service portal
  - Navigation
  - Create an incident from here

# Questions?



Mats Moller  
Reinoud Martens  
Olaf van der Vossen

Please visit our website  
<https://cern.ch/services>