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Everything as a Service

Enterprise Service Management Architectures

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SERVICE MANAGER GENERAL SERVICES
CERN (Switzerland)



Agenda

CERN: Four Years of Enterprise Service Management Experience

'Islands' vs. 'Continental' Approach

Catch-All Processes vs. Specific Workflows and Apps (Spread Out Before Digging Deep)

Separating the 'How' from the 'What' Through a Two Dimensional Service 'Taxonomy'

Other Lessons Learned and Suggestions



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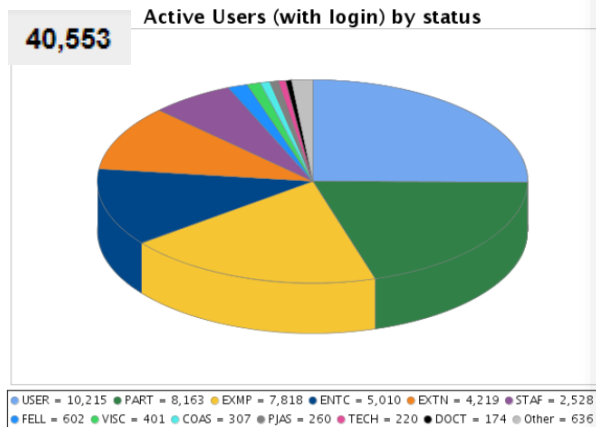
CERN



- World's largest particle physics centre
- World's largest scientific instrument
- 1954 – Europe's first joint ventures
- 2014 – 21 member states

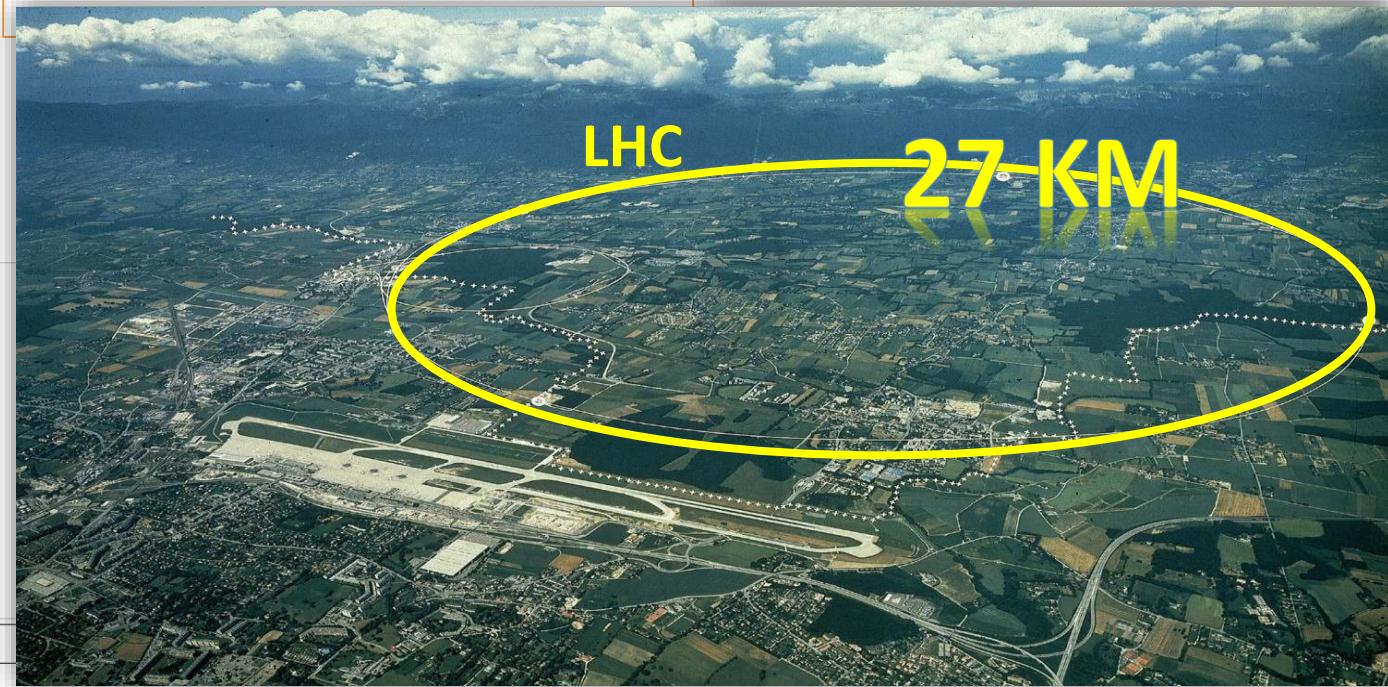
Austria, Belgium, Bulgaria, Czech republic, Denmark, Finland, France, Germany, Greece, Hungary, Italy, Israel, Netherlands, Norway, Poland, Portugal, Slovak republic, Spain, Sweden, Switzerland, United Kingdom

- Annual budget 1246.5 million CHF
- ~ 2,300 Staff BUT >> 10,000 Users



CERN opening the door...

- Membership for all countries independent of geographical location
- Associate Membership possible
- **Israel** welcomed to Membership by Council 12/2013
- **Romania** in accession to Membership since 2010
- **Serbia** Associate Member in the pre-Stage to Membership since 2012
- **Cyprus and Ukraine** Agreement concerning Associate Member (in the pre-Stage to Membership for Cyprus) in ratification process
- **Brazil, Russia, Slovenia, Turkey** Agreements under discussion
- **Pakistan** application received for associate membership



CERN's Mission

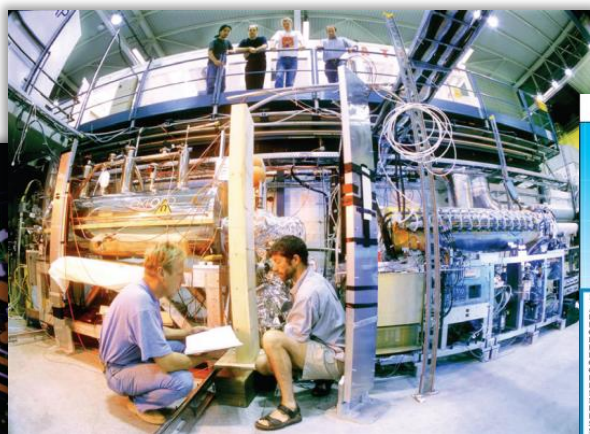
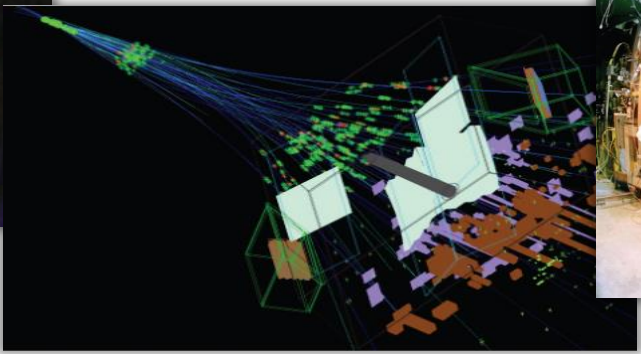


Seeking answers to questions about the Universe.
 What is it made of?
 How did it come to be the way it is?

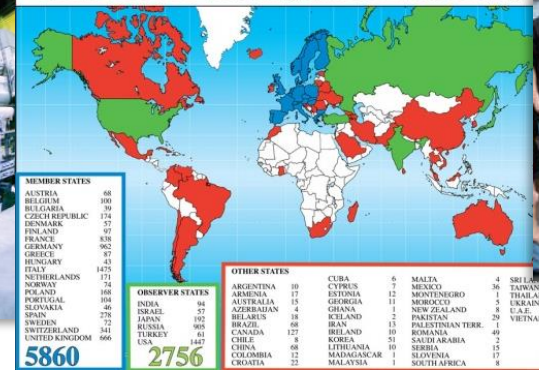
Advancing the frontiers of technology and engineering.

Uniting nations together through science. Today >10,000 visiting scientists from more than 100 countries.

Training young scientists and engineers who will be the experts of tomorrow.



Distribution of All CERN Users by Nation of Institute on 15 July



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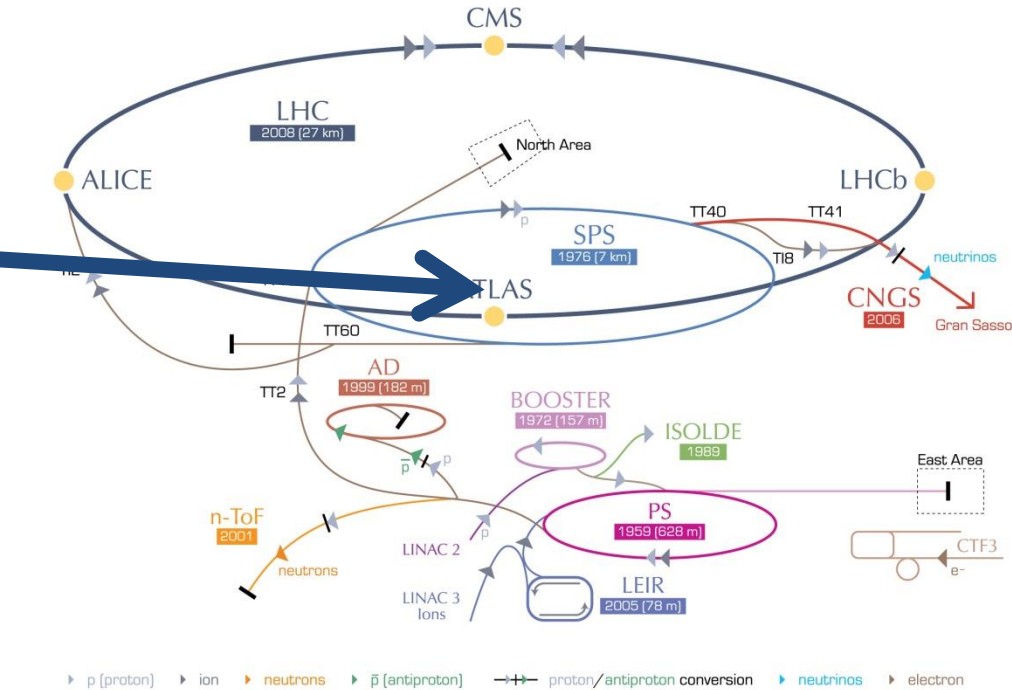
CERN Experiments and Topics

EXPERIMENTS

- ACE
- AEGIS
- ALICE
- ALPHA
- AMS
- ASACUSA
- ATLAS
- ATRAP
- AWAKE
- CAST
- CLOUD
- CMS
- COMPASS
- DIRAC
- ISOLDE
- LHCb
- LHCF
- MOEDAL
- NA61/SHINE
- NA62
- nTOF
- OSQAR
- TOTEM
- UA9

More than 3000 scientists from 174 institutes in 38 countries work on the ATLAS experiment (February 2012).

CERN's accelerator complex

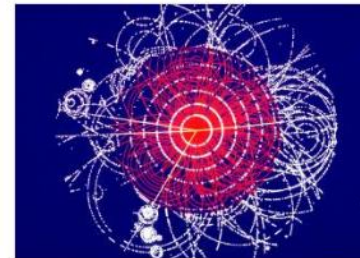


LHC Large Hadron Collider SPS Super Proton Synchrotron PS Proton Synchrotron
 AD Antiproton Decelerator CTF3 Clic Test Facility CNGS Cern Neutrinos to Gran Sasso ISOLDE Isotope Separator OnLine DEvice
 LEIR Low Energy Ion Ring LINAC LINear ACcelerator n-ToF Neutrons Time Of Flight



Antimatter

The big bang should have created equal amounts of matter and antimatter. So why is there far more matter than antimatter in the universe?



The Higgs boson

Elementary particles may have gained their mass from an elusive particle – the Higgs boson



The Large Hadron Collider

The 27-kilometre LHC is the world's largest particle accelerator. It collides protons or lead ions at energies approaching the speed of light



The birth of the web

The World Wide Web, invented at CERN in 1989 by British scientist Tim Berners-Lee, has grown to revolutionize communications worldwide



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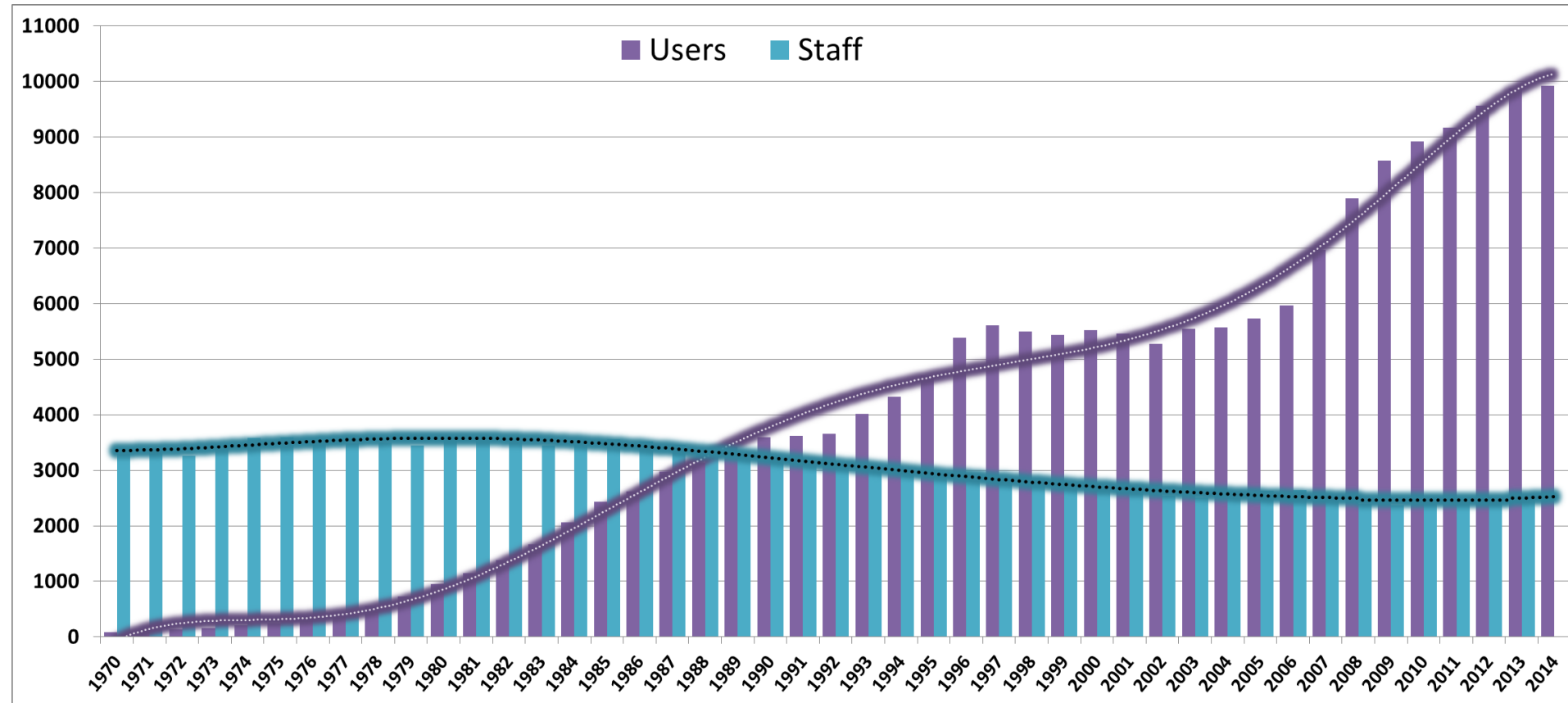
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Service Management @ CERN

Why

1. Do more with less
2. Resources under scrutiny → Demonstrate optimization of efficiency and effectiveness
3. Shift from project (build LHC) to operate (run LHC) → Customer/User Service Orientation (Culture Change)



Service Management @ CERN

Goals

1. For users simplify life by providing a single point of contact for all services.
2. For supporters ease work by providing a single collaborative highly automated tool for all.
3. For management improve monitoring and control (**Dashboards!**).
4. For governance committees demonstrably improve efficiency and effectiveness.
 - Alignment with good practice (ITILv3 and ISO20k)
 - Framework for continuous improvement

AND DO THIS FOR ALL SERVICES (NOT ONLY IT)

~~ITSM~~

Service Mgmt. Beyond IT

Scope

- Civil engineering services
- Material Management & Storage Services
- Fire protection services (Fire Brigade)
- Registration, access & safety services
- Facility management services
- Business application services
- Alarm system services
- Mail, Removal & Distribution of Goods Services
- Transport, Shipping & Goods Reception Services
- Waste Management Services
- Person mobility services (Cars, Bicycles, Shuttles)
- Library & Archive Services
- Housing & Hotel Services
- Finance & Purchasing Services
- Human Resources Services
- ...



300 Services

Service Area	Customer Services	Services Elements	
Finance Services	Finance Service for Teams and Users	Collaboration Accounting and Invoice Payment for Visiting Teams and Colla Team Accounting and Invoice St	
	Financial Reports Service	Financial Reporting Service Collaboration Agreements Ser	
	Procurement Service	Industrial Liaison Services Procurement of Supplies and Ser Temporary Labour Service	
	Remuneration and Claims Services	Claims and Indemnities Servi Remuneration Payment Servi	
HR Services	HR Reports Service	HR Reporting Service Attestation Service	
	Personnel Administration Services	Family Benefits Service Internal Tax Service Registration and Update of Personnel Swiss and French Cards Serv	
		Personnel Insurance Services	Working hours, Pre-retirement and Le CERN Health Insurance Scheme - CERN Unemployment Insurance S Life Insurance Service
			Personnel Support Services
	Recruitment, Jobs and Integration Services	Arrival and Integration Servic Recruitment Outreach Servic Recruitment Service	
		Social Affairs Service	
	Staff Association Services	CERN Nursery School Groupement des Anciens CERN - ESO Penst Staff Association Administrative S	
	Staff Management Services	Competency Model Management Advising Performance Career	
	Batch Services	Batch Service BOINC Service	
		Collaboration Services	Audio Conferencing Service Conference Rooms Service Eduroam Service E-Mail Service Lync Service Sharepoint Service

IT Services	Staff Management Services	Management Advising Performance Career		
	Batch Services	Batch Service BOINC Service		
	Collaboration Services	Audio Conferencing Service Conference Rooms Service Eduroam Service E-Mail Service Lync Service Sharepoint Service Video Conferencing Service		
		Computer Security Services	Certificate Authority Service Computer Security Service Firewall Service Single Sign On and Account Management Services	
			Database Services	Accelerator Database Service Administration Database Service Database on Demand Service Database Replication Service Experiment Database Service General Purpose Database Service
				Desktop Services
		Development Services		
	Engineering Software Services			
		GRID Services	File Transfer Service GRID Compute Element Service GRID Development Service GRID Information Service GRID Infrastructure Monitoring Service LFC Service MyProxy Service Tier-0 Support Service VOMS Service WLCG Support Service	
			Interactive Services	LXPLUS Service Windows Terminal Servers ACRON Service Configuration Management Service
IT Infrastructure Services	Load Balancing Services Messaging Service Monitoring Service Server Provisioning Service Campus Network Service CIXP Service Datacenter Network Service Network Database and Registration Service Network Service for Projects and Experiments Technical Network Service			
	Network Services		Network Database and Registration Service Network Service for Projects and Experiments Technical Network Service	



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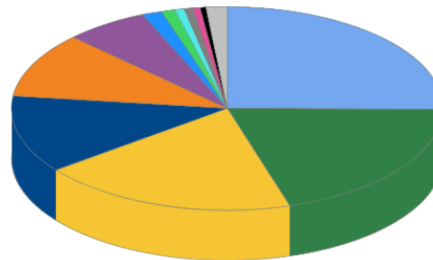
Service Mgmt. @ CERN

Numbers

- 495 hotel rooms, 3 restaurants
- 2 main Sites, 657 Buildings, 238 Barracks
- > 15,000 active access cards
- > 1,000 cars
- > 10,000 desktops & laptops
- 25,000 servers / 150,000 cores
- 95,000 disks 195 PB disk space
- 130 PB tape storage
- 30,000 network ports
- 1 Internet exchange point
- 2 Data Centers



40,553 Active Users (with login) by status



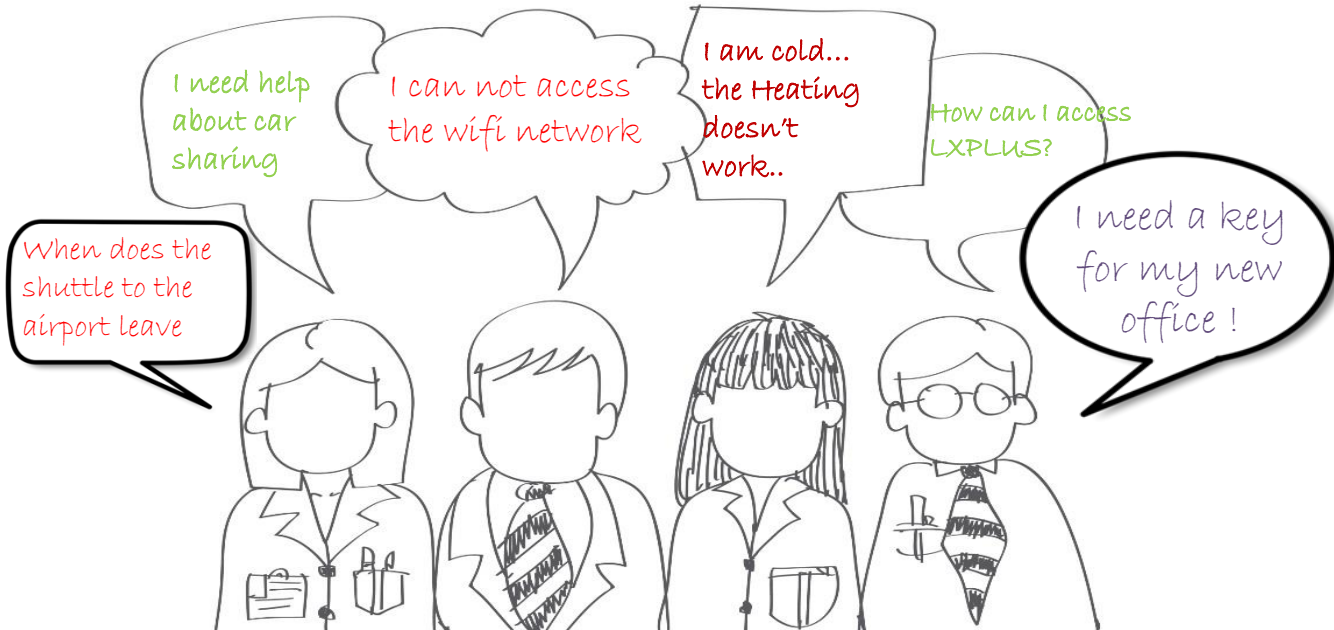
USER = 10,215 PART = 8,163 EXMP = 7,818 ENTC = 5,010 EXTN = 4,219 STAF = 2,528
FELL = 602 VISC = 401 COAS = 307 PJAS = 260 TECH = 220 DOCT = 174 Other = 636



Service Management System for Users

Simplify users and supporters life by providing

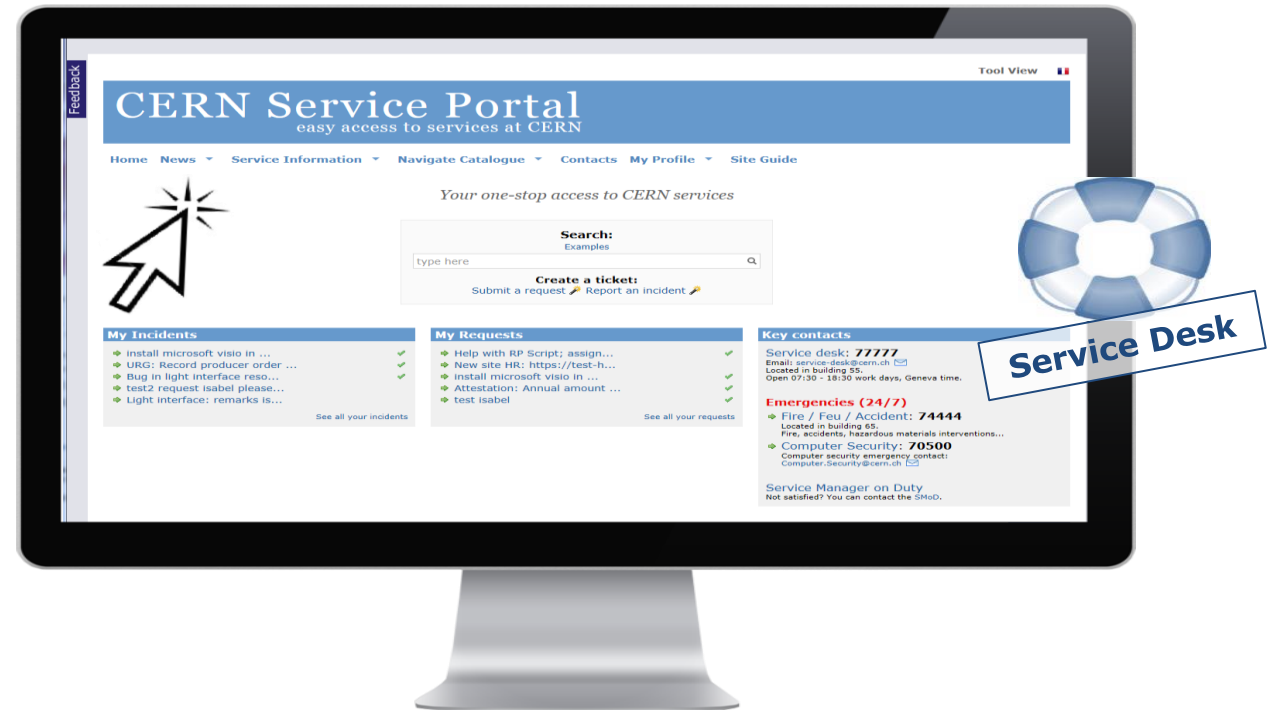
- ➔ ONE point of contact (ONE #, ONE URL, ONE place)
- ➔ ONE behaviour; unified processes for all services
- ➔ ONE tool shared by all service provides
- ➔ ONE definition/description (business service catalogue)



Service Management System SPOC



- ✂ Computer Account is blocked
- ✂ Wifi connexion request
- ✂ LXPLUS batch issue
- ✂ Car sharing vehicle has flat battery
- ✂ Heating makes 'glouglou' noise
- ✂ Need a door key for the office



Service Management Collaboration



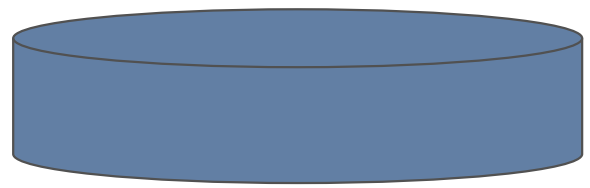
- 🔧 Computer Account is blocked
- 🔧 Wifi connexion request
- 🔧 LXPLUS batch issue
- 🔧 Help with Car sharing
- 🔧 Heating not working
- 🔧 Door key issue

- 🟢 Identity management Service
- 🟢 Networking Service
- 🟢 Batch Service
- 🟢 Car pool and Rental Service
- 🟢 Heating, ventilation, Air Conditioning and Compressed Air Service
- 🟢 Locks and Keys Service

Service Performance Management



- Identity management Service
- Networking Service
- Batch Service
- Car pool and Rental Service
- Heating, ventilation, Air Conditioning and Compressed Air Service
- Locks and Keys Service

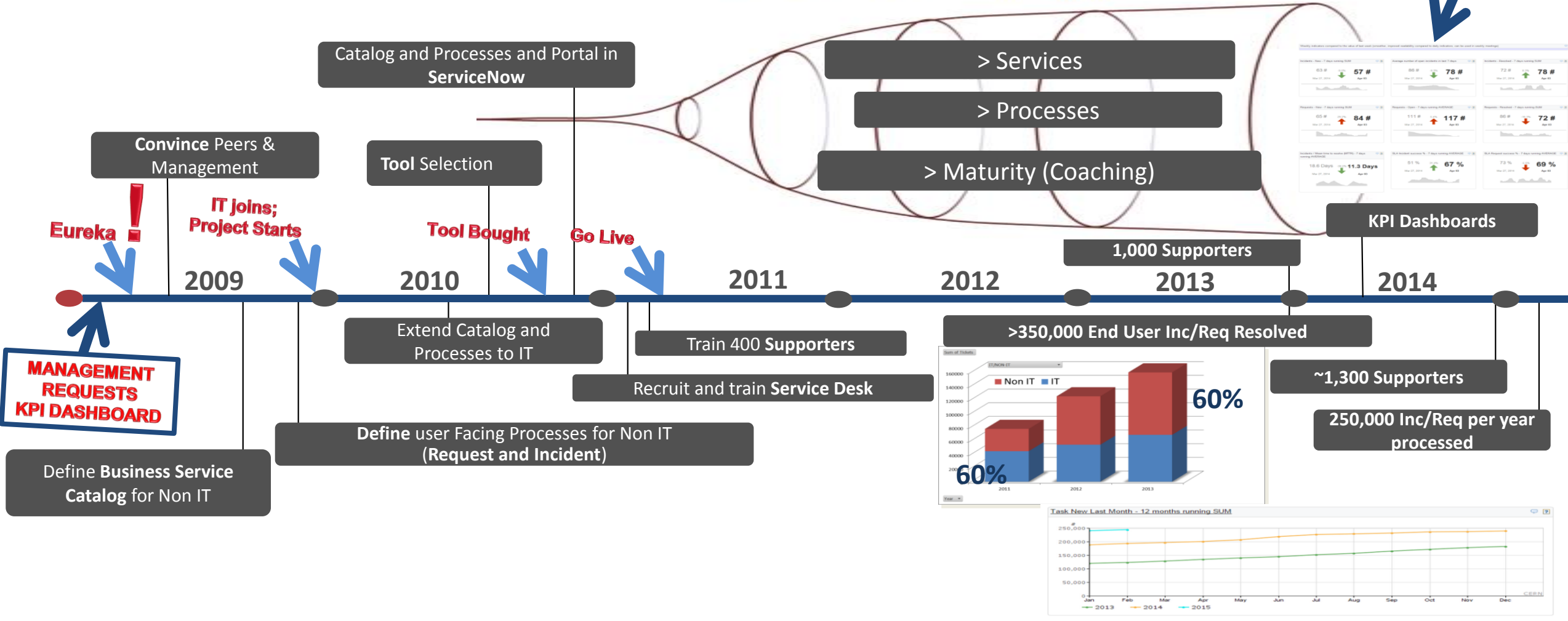


- SE Trend information
- SE Operational information

Enterprise Service Management Timeline

The expanding Service Management Universe

KPI's & DASHBOARDS !



Islands or Continent



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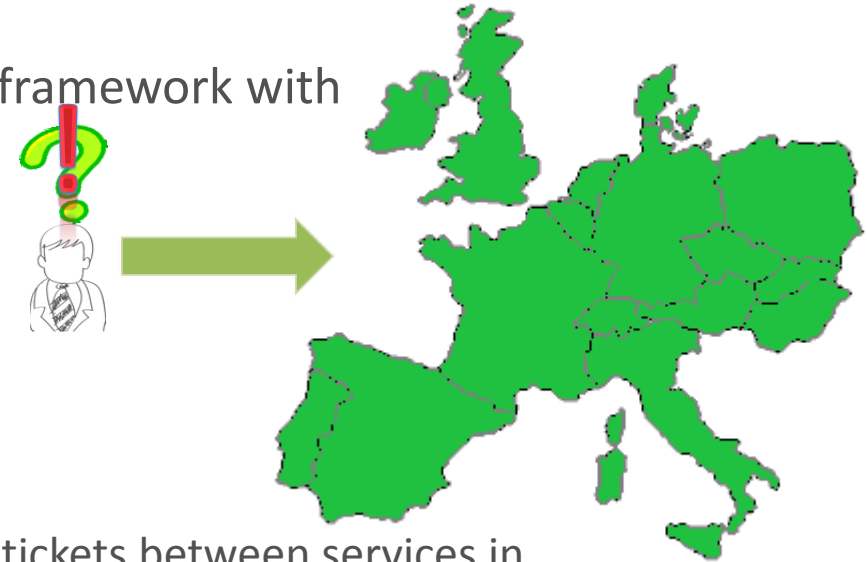
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How: Customer Focus ... Architectural Choices

From a user/customer perspective it is easier to do business with a 'partner' that has one currency, one set of laws, and no internal borders to cross – a dream?

- So skip the internal fighting and build a united service management framework with
 - One common set of processes (1 for request, 1 for incident, etc..)
 - One common tool
 - One business service catalog
 - One service portal
- This will also bring
 - Cost savings in operations with easy “border crossing” (reassignment) of tickets between services in different domains
 - Reduced maintenance cost (few workflows)
 - Scalability, as marginal cost to get another ‘country’ on board is very low
- HOW?



How: Customer Focus ... Architectural Choices

From a supporters & managers perspective benefits are less clear

- Countries (service domains) loose their autonomy
- Inhabitants (supporters) all have to follow same rules
- Absence of borders results in much more transparency

Is building a united service continent feasible for you or does your ‘political’ and ‘historical’ situation force you have to adopt a ‘country’ approach and maybe converge to a continental solution in a second phase?
(In this case carefully architect your ‘national laws’ to facilitate a future merge, or at least ‘interoperability’)

Note: Your favorite provider may find an interest in selling you domain specific solutions.



How: Continent vs. Country

Continent

- ✔ Easy for users:
 - ✔ Focus on **What** (customer view)
 - ✔ Single point of contact
 - ✔ Single shared processes
 - ✔ One service catalog
- ✔ Facilitates 'collaboration' across borders
- ✔ Cheap to maintain and extend (scalable)
- ✘ Difficult to sell to supporters (single solution suits all)
- ✘ Managers have to give up autonomy

Country

- ✔ Tailor made workflows for supporters
- ✔ Service Managers maintain full control
- ✘ Less user friendly
 - ✘ More exposure on **How** services are organized
 - ✘ Risk of confusing user experience in portal
- ✘ More complex and costly to maintain
- ✘ Scalability; adding 'countries' is expensive
- ✘ 'Border crossing' can be a pain

Go Fast (Flood the Continent)



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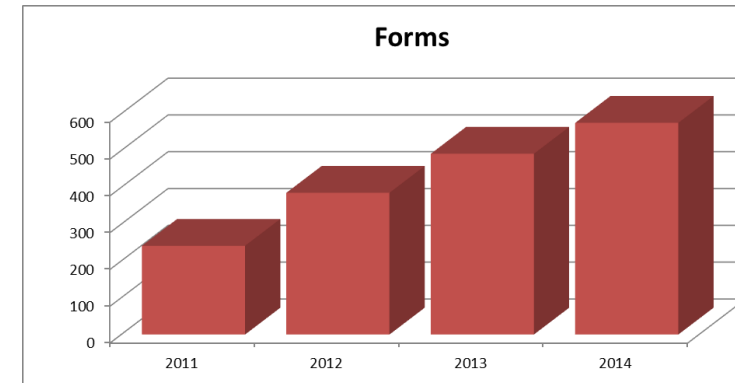
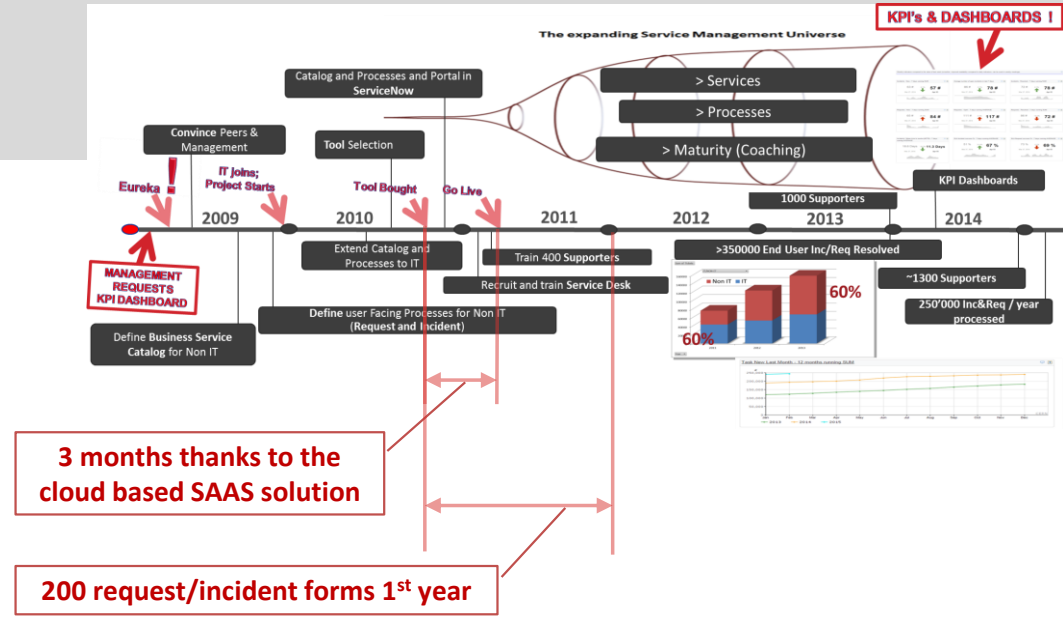
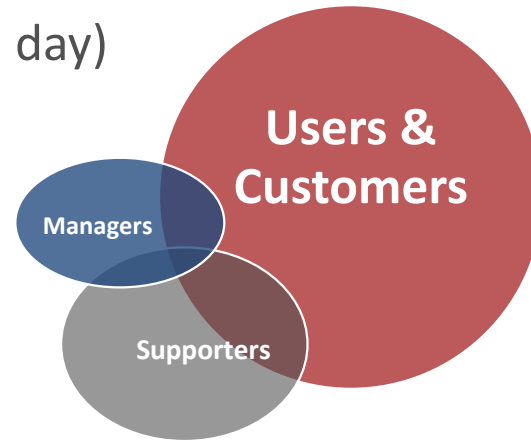
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How: Less Obvious Success Factors



- Be Quick and Agile, there are lots of “sceptics”, be faster than the ‘hunters’

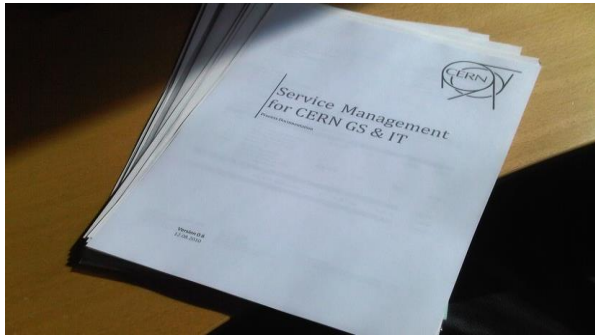
1. Focus on customer experience 1st (“itil” supporters experience 2nd)
2. Cloud based SAAS solution for Fast initial rollout & Low investment
3. Lean and fast, scalability is key (new service < 1 day)
 - Unified processes
 - Generic service management framework
 - Tool that allows rapid forms development
4. Low profile at initial rollout



How: 1st Extend Wide, 2nd Drill Deep

- Phase 1: Cover a wide area fast with a simple unified 'horizontal' standard solution
- Phase 2: Add more sophistication and 'vertical' customizations

300 services



One single Req and Inc process



Phase 1: Add a Service in a Few Hours

1. Define the service in the business catalog – link to existing mail feeds, existing legacy forms if existing outside, existing legacy info, etc.
2. Assign support roles to supporters and management roles to managers

Now the service is advertised; end users can find it; create requests and incidents that will be automatically assigned to the correct support teams.
(as the ticket is created from this specific portal page)

The screenshot shows the CERN Service Portal interface. At the top, it says "CERN Accelerating science" and "Signed in as Reinoud Martens | Sign out | Directory". The breadcrumb trail is "Home > Service Elements > Remuneration Payment Service". The main header is "CERN Service Portal" with the tagline "easy access to services at CERN". There is a search bar with the placeholder "type here". Below the header is a navigation menu with links: Home, News, Service Information, Navigate Catalogue, Contacts, My Profile, and Site Guide. The main content area is divided into several sections: "Contacts" for the Bureau des salaires / Salary Office; "Catalog navigation" showing a tree view with "Remuneration Payment Service" selected; "Dependencies" listing the "Salary Office"; "Remuneration Payment Service" description: "This service is in charge of the payroll for employed members of the personnel, associates and students."; "Actions" with "Report an incident" and "Submit a request"; and "Information" with "This service offers:" (Payment of remuneration, Payment of recurrent subsistence allowances) and "Additional information:" (links to e-guides for payment, advance payments, and bank account details).

Phase 2 Improve and Tune

1. Add forms, knowledge and support for more mail-feeds
2. Setup notifications, signatures, reporting, homepages, dashboards, etc.
3. Develop specific features (if justified and feasible)
 - Specific data (like car plates, lost items, other “CI’s”)
 - Specific task and workflows

[Home](#) [News](#) [Service Information](#) [Navigate Catalogue](#) [Contacts](#) [My Profile](#) [Site Guide](#)

Contacts

Car Pool
Phone: +41 22 767 7039, +41 22 767 2228
Fax: +41 22 767 8800
Location: 130/R-013
Working days 8:00 to 12:00 and from 13:00 to 17:00

Car Pool (PH members)
Phone: +41 22 767 20 70
Location: 124/R-001
Working days from 8h30 to 11h30 and from 13h30 to 16h30

Catalog navigation

- Site Infrastructure Services (Soft)
 - Passenger Mobility Services
 - Bicycle Rental Service
 - Bike Sharing Service
 - Car Pool and Rental Service
 - Shuttle Service
- Go to catalog structure page

Dependencies

- Essential:**
- Car Sharing (A+)
 - Car Pool
 - Car Rental
- Important:**
- Car Pool Management
 - PH Car Rental

Car Pool and Rental Service

This service is responsible for all activities related to long and short term car rental.

Actions

- Request for a car rental
- Request for a CERN car
- Request for a CERN car (PH members)
- Report the failure of a CERN car
- Report an incident
- Submit a request
- Car Sharing: Online Reservation system
- EDH: Car Driving Authorisation
- EDH: Mission order

Information

- Knowledge Base Articles**
- Car Pool and Rental Service KB Articles

This service offers:

- Cars or utility vehicles rental for official trip
- Short-period car rental to the Departments from one day up to 3 months
- Annual car rental to the Departments comprising the purchase of the vehicle, maintenance, fuel, insurance, writing off and the trade-in of the vehicle after 4 years
- Coordinate troubleshooting in case of accident
- Car Sharing provides to the authorised person with CERN cars on a self-service basis.

Service limitations:

- Conditions governing the use of a vehicle are submitted to [Operational Circular no 4](#) . Further details at [CERN Admin e-guide: Official vehicles](#)
- Only for official use
- Transport of passengers and/or goods in CERN vehicles is forbidden, except as part of CERN official activities
- A driving authorization (EDH: Car Driving Authorisation) issued by CERN is required
- A mission order (EDH document : Mission order) is required for trips outside of the CERN perimeter

Additional information:

- CERN Admin e-guide: Official vehicles (belonging to or rented by CERN)
- Transport and Mobility on the CERN site: Getting around - Official transport possibilities
- CERN Car Sharing - User Guide
- CERN Car Sharing - Conditions of use

Submit a ticket

Please fill in the form below.
Your ticket will be handled by the [Service Desk](#) or the appropriate support group.
After submitting your ticket, you will receive a confirmation email.

Request for a car rental

Request for a car rental

In case of unavailability of other means of transport or in case of long official journeys, the Car pool service can arrange rental of cars or utility vehicles.

This form must be completed and submitted at least 48 hours in advance.

Procedure: You will find detailed explanation at [Rental Car pages](#)

Invoicing: Rental requests may be cancelled up to 24 hours before the scheduled start of the rental period. Any cancellation beyond this limit will incur charges.

Restrictions (see [Operational Circular No 4](#), further details at [Admin e-guide: Official vehicles \(belonging to or rented by CERN\)](#))

- These vehicles are restricted to official use only.
- An authorization to drive a CERN vehicle is required (in EDH [Access request](#) selecting the option "CERN vehicle driving license (V)" from the list of the different types of access available).
- A mission order is required for trips outside the CERN perimeter (in EDH [Mission Order](#)).

ZONE 1:
Germany, Austria, Switzerland, Liechtenstein, Italy, France.

RULES:

- No vehicle is allowed to enter ZONE 3.
- All vehicles Brand Audi, BMW, Jaguar, Mercedes-Benz, Porsche, Volkswagen, Aston Martin can only enter ZONE 1.
- Vehicles of other brands can enter into ZONE 1 and 2.
- All-terrain vehicles, SUV can run exclusively in the ZONE 1.
- Trucks, minivans and minibuses can circulate only in zones 1 and 2.

Form [\[pdf format\]](#) to be used when you collect and return your vehicle.

Vehicle

Select the type(s) of vehicle that suits the best your needs

More information

- CDAR Boite auto: Ford Focus, Opel Astra, Nissan Note, Mini, Mazda 3, Peugeot 308
- CDMR: Ford Focus, Opel Astra, Nissan Note, Mini, Mazda 3, Peugeot 308
- CWMR: Opel Astra Sports Tourer, Renault Mégane SW, Peugeot 308 SW
- ECOMR: Opel Corsa, Clio, Fiat 500, Punto, VW Polo, Ford Fiesta, Peugeot 208
- FDAR boite auto: Mercedes-Benz C-Klasse, BMW 3er, Audi A4
- FVMR (9 seats): Ford Transit Bus, Renault Traffic, Fiat Scudo
- IDAR boite auto: Ford Mondeo, Mitsubishi Lancer, Mazda 6
- IDMR: Ford Mondeo, Mitsubishi Lancer, Mazda 6
- IWMR: Skoda Octavia Combi, Mazda 6 Sport Kombi, Ford Mondeo Turnier
- SDAR boite auto: Opel Insignia, Citroen C5, Peugeot 407
- SVMR (7 seats): Ford Galaxy, S-MAX, Renault Espace, Seat Alhambra, Mitsubishi Grandis
- utility 6 m3 : Ford Transit 2.2 D, Fiat Ducato 2.3 D
- utility 8 m3 : Ford Transit 350 M TD, Fiat Ducato15Q 2.3 D, Fiat Ducato15 2.3LON
- utility 10 m3 : Ford Transit 350L D, Fiat Ducato 2.3D long, Fiat Ducato15 2.8JTD
- utility 16 m3 : Mercedes Spinter 311C

Justification: explain why you need it

More information

The collection and return date/time and place

About vehicle collection/return

Departure date and time

Departure place

- CERN car pool
- Geneva airport

Return date and time

Return place

- CERN car pool
- Geneva airport

Range details

Will you going out of CERN perimeter?

How many kilometers per day (average) will you drive?

- Less than 100 km
- More than 100 km
- I am not sure

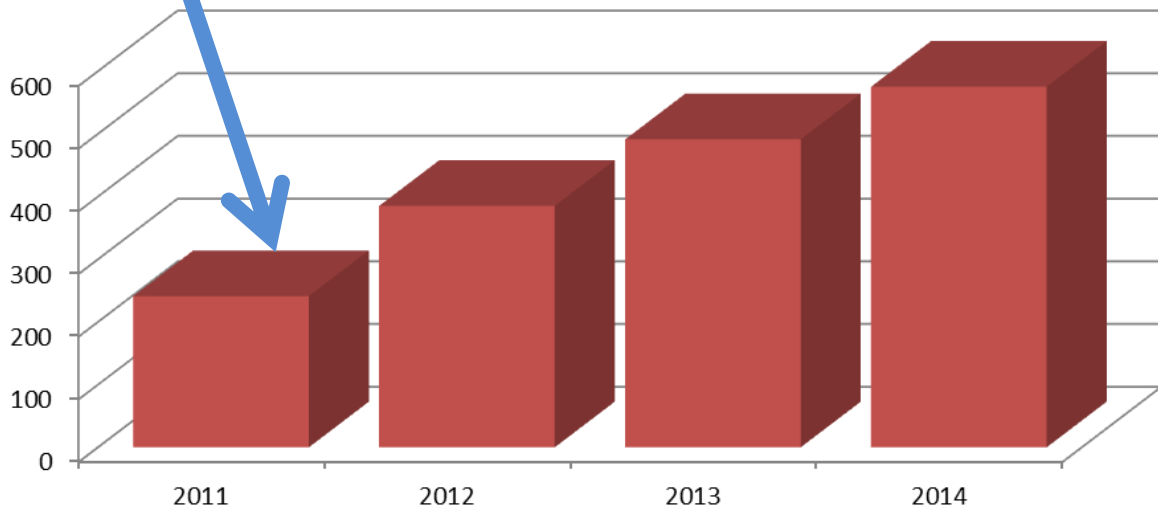
GPS needed (8CHF/day)

Snow chains needed? (mandatory from the Nov. 15 until Mar 15 for Alps)

500 Forms

200 forms in first 8 months
(~2 person team who also did the coaching and handholding)

Forms



Request for a car rental Attach file

In case of unavailability of other means of transport or in case of long official journeys, the Car pool service can arrange rental of cars or utility vehicles. This form must be completed and submitted **at least 48 hours in advance**.

Procedure: You will find detailed explanation at [Rental car pages](#)

Invoicing: Rental requests may be cancelled up to 24 hours before the scheduled start of the rental period. Any cancellation beyond this limit will incur charges.

Restrictions (see [Operational Circular No 4](#), further details at [Admin e-guide: Official vehicles \(belonging to or rented by CERN\)](#)):

- These vehicles are restricted to **official use only**;
- An **authorization to drive a CERN vehicle** is required (in EDH [Access request](#) selecting the option "CERN vehicle driving license (V)" from the list of the different types of access available.);
- A mission order is required for trips outside the CERN perimeter (in EDH [Mission Order](#)).

Service Catalog > Report a problem with network access Attach file

Report a problem with network access

Use this form when you experience some problem with your network connection.
Depending where this form is selected inside the service portal the ticket will be automatically filled with the correct Functional Element and Service Element.

Caller
▶ [More information](#)
Reinoud Martens Admin

Short description
▶ [More information](#)

Affected device (if applicable)
▶ [More information](#)

I have a physical connection (e.g. the network card is blinking, no broken link is reported by the operating system)
n/a

I sent a connection or change request for this device recently
▶ [More information](#)
n/a

I can access CERN.ch (if applicable)
▶ [More information](#)
n/a

I can access the Internet (if applicable)
▶ [More information](#)
n/a

Please precise when the incident has occurred the first time (date/time)
01-10-2013 15:53:43

How can we reach you?
 I have access to my emails
 I do not have access to my emails, please contact me by phone

Further details

Impact
▶ [More information](#)
Disruption
 Less than 100 km



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Service 'Taxonomy' to Manage a Wider Scope



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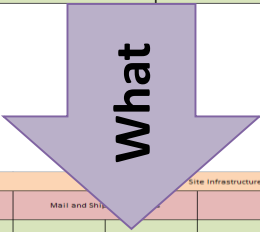
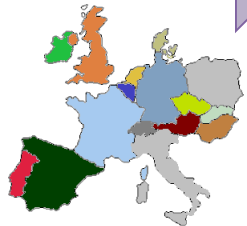
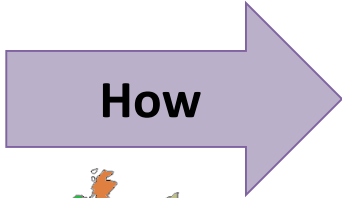
Business Service Catalogue

Matrix structure with 2 dimensions:

- Columns: Services (What, User View) (today 297 operational)
- Rows: Functions (How, Supporters View) (today 567 active)



Service Area	Customs and Fiscal Advice	Site Infrastructure Services									
Customer Services	Car Plates Provision	Material Lifecycle Service				Passenger Mobility Services			Registration and Access Services		
Services Elements	Confidential Mail Management Conventional Waste Collection and Classification Dangerous Waste Collection and Classification Goods Internal Distribution Goods Reception Mail Office Relocation Shipping Management Storage Area Operation Transvoirie	Material Request Service	Sales and Recuperation Service	Storage Service	Waste Management Service	Bike Sharing Service	Car Pool and Rental Service	Shuttle Service	Dosimeter Distribution Service	Guards Service	Locks and Keys Service
Car Pool											
Car Pool Management											
Car Registration											
Car Rental											
Car Sharing											
CERN Apartments											
Cleaning Management											
Contractors' personnel and Biometrics Registration											
DGS-Dosimeters											
Entrance Control & Guards											
Exhibitions at CERN											
Green Space management											
Hotel Management											
Hotel Operation											
Housing Operation											
Locks and Keys											
ONET Cleaning											
Shuttle Management											
Shuttle Rental											
Topnet Cleaning											
Visitor access card											



Service Area	Site Infrastructure Services									
Customer Services	Lost and Found Service	Mail and Shipping								
Services Elements	Lost and Found Service	Mail and Internal Distribution Service	Shipping Service	Material Request Service	Rec					
LS										
Car Plates Provision		A								
Confidential Mail Management									A+	
Conventional Waste Collection & Classification									A	
Dangerous Waste Collection and Classification		A	B	C						
Goods Internal Distribution										
Goods Reception										
Mail Office		A								
Relocation										
Shipping Management			A+							
Storage Area Operation								A	B	
Transvoirie										
SIS										
Car Pool									A	A
Car Pool Management									A	A
Car Registration		B							B	B
Car Rental										
Car Sharing										A+
CERN Apartments										
Cleaning Management										
Contractors personnel and Biometrics Registration		B								
DGS-Dosimeters										
Entrance Control & Guards										
Exhibitions at CERN										
Green Space management										
Hotel Management										
Hotel Operation										
Housing Operation										
Locks and Keys		B								
ONET Cleaning										
Shuttle Management										
Shuttle Rental										A+
Topnet Cleaning										A
Visitor access card										



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One Business Service Catalog

- Drives automation
- Enables service desk to cover unlimited scope
- The two dimensions allow support teams to keep some of their 'culture'

Service Area	Customer Service				Business Management Applications Services						Operational Applications Services						Process Applications Services						Reporting Services
	Service Element	Service Area	Service Area	Service Area	Service Area	Service Area	Service Area	Service Area	Service Area	Service Area	Service Area	Service Area	Service Area	Service Area	Service Area	Service Area	Service Area	Service Area	Service Area	Service Area	Service Area		
100	Application Support																						
101	Application Support																						
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Service Portal

- Easy access to all services
- Search function
- Browse the catalogue
- Report issues
- Follow-up issues
- Access knowledge base
- Access to service status info

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December 08, 2011 12:08 ET

CERN Wins ServiceNow 2011 Innovation of the Year Award for Development of the CERN Service Portal That Provides More Than 650 Services to 10,000 Users

Finalists at ServiceNow's Knowledge11 Europe Event Included Fermilab, Inchcape, Queensland Department of Transport & Main Roads, Swiss Re and VeriSign

CERN Accelerating science

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Français

CERN Service Portal

easy access to services at CERN

Home News Service Information Navigate Catalogue Contacts My Profile Site Guide

Your one-stop access to CERN services

Describe your issue or search for a service:
Search Examples / Help

Report an issue 🚩

My Incidents

- activate Yubikey ✓
- broken links on images in I...

See all your incidents

My Requests

- request for JMT data access
- other question concerning a...

See all your requests

Key contacts

Service desk: 7777
Located in building 55.
Open 07:30 - 18:30 work days, Geneva time.

Emergencies (24/7)

- Fire / Feu / Accident: 74444**
Located in building 65.
Fire, accidents, hazardous materials interventions...
- Computer Security: 70500**
Computer security emergency contact:
Computer.Security@cern.ch

Service Manager on Duty
Not satisfied? You can contact the SMOd.

Cannot find what you need here? Do you simply need advice or assistance? The **Service Desk** is here to help.
Call the Service Desk on: **77777** (07:30 - 18:30 work days, Geneva time)

Contact Service Desk SMOd Disclaimer About

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



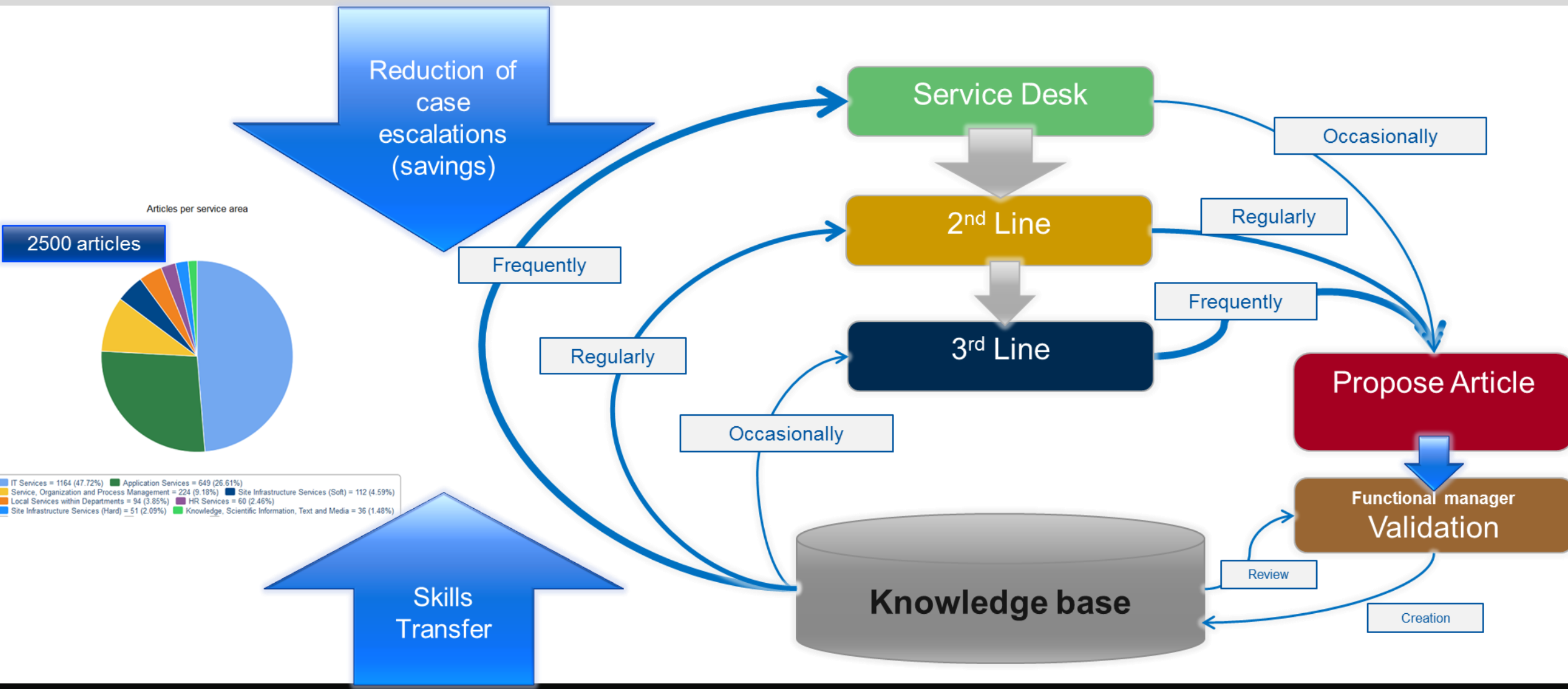
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Knowledge (for Self Help and Business Continuity)



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Other Lessons Learned



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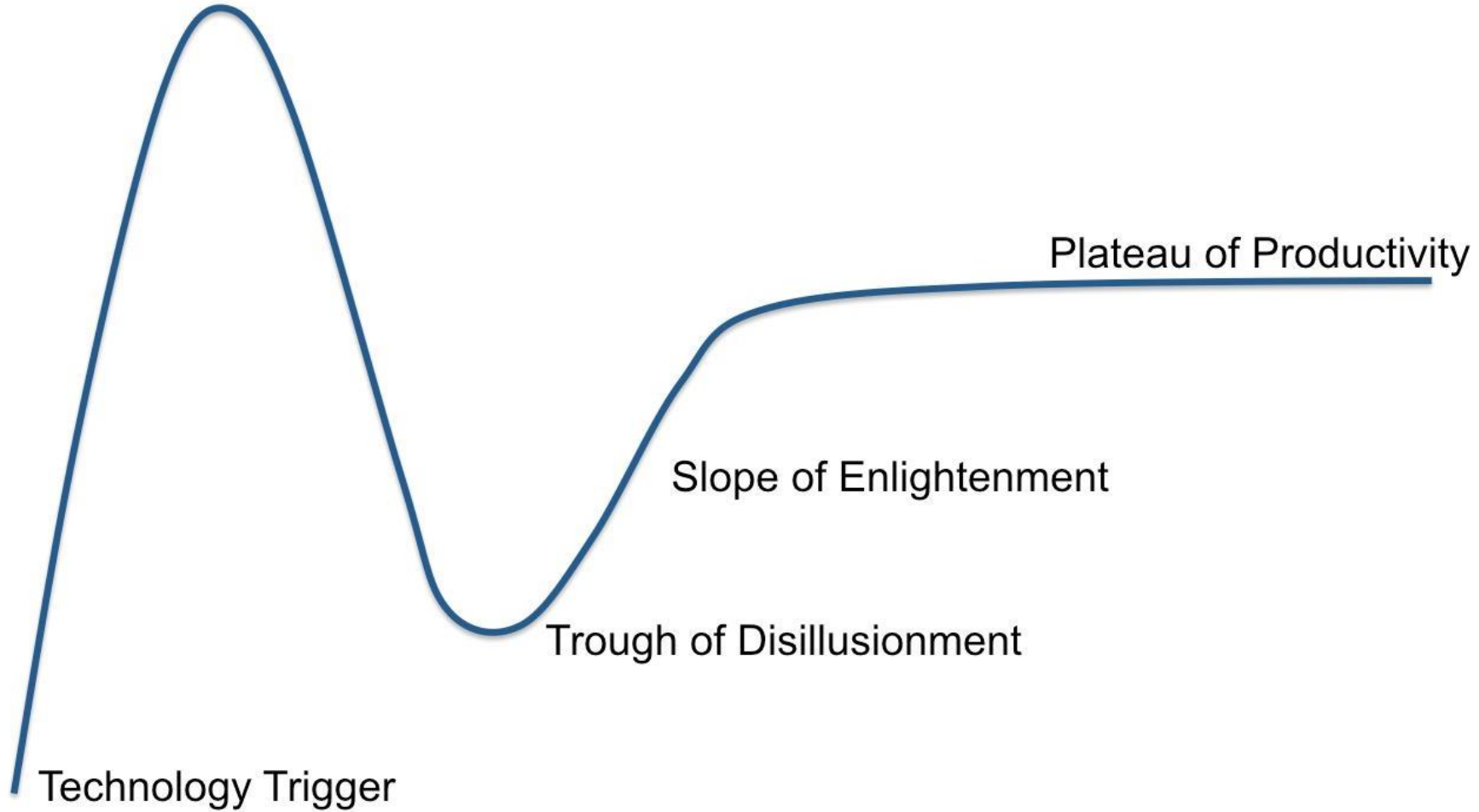
ITIL Beyond IT: Lessons Learned

- Hide the notion of ‘incident’ and ‘request’ under the notion of ‘case’ is a good idea
 - Incident and request are notions grounded in ITIL V3 and ISO20k and need to be treated differently; however outside the technical domain they lead to ‘misunderstandings’
 - Transition between incident and request must be hidden (in particular in the admin domain)
- Offer the equivalent of an ITIL foundation training to non IT support staff (shorter and no references to ‘IT’; a ‘service management awareness’ event)
- Set resources aside for handholding and coaching; non IT is less ‘ticket literate’



Rollout

Peak of Inflated Expectations



Source: Gartner Hype Cycle



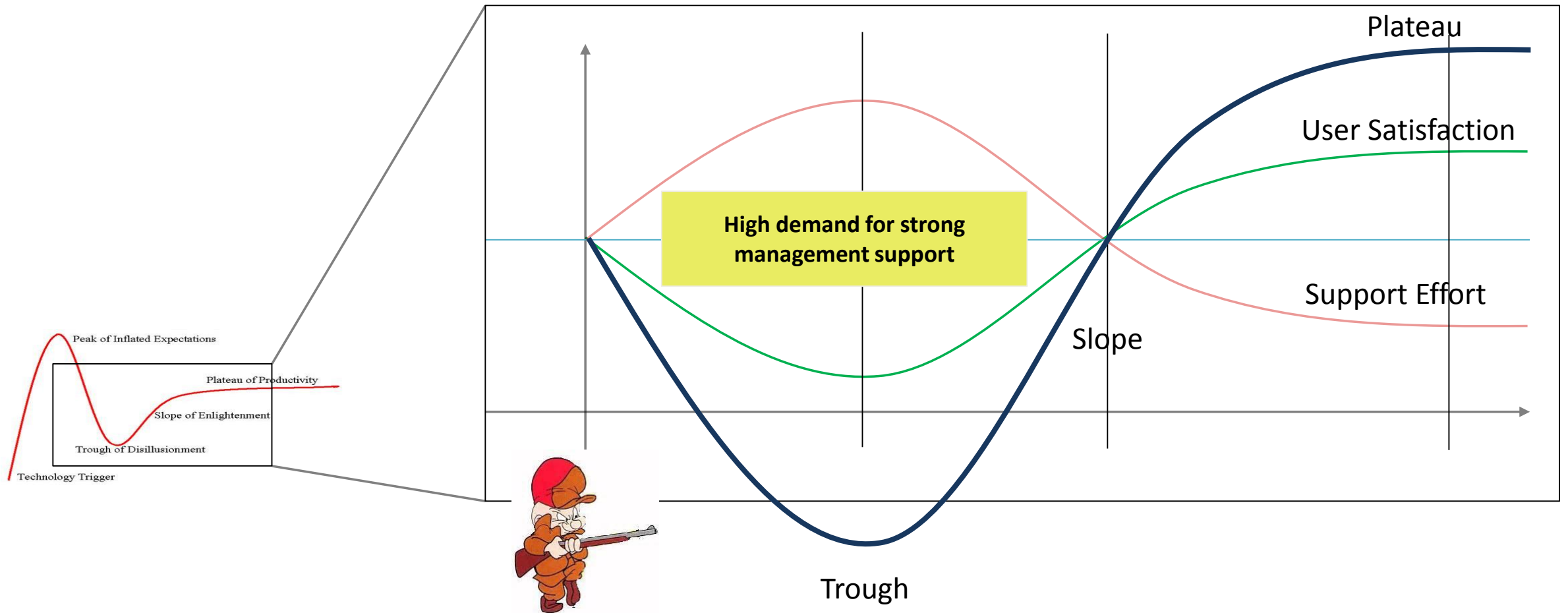
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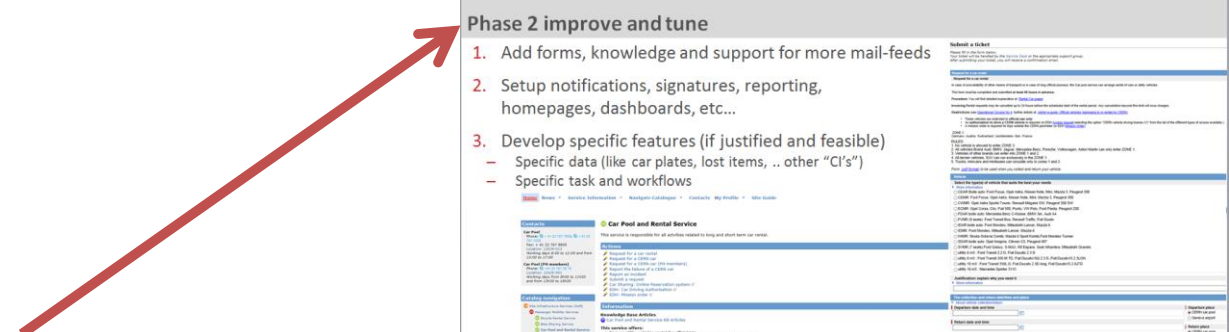
When Strong Support Is Critical



Smoothen the Hype Curve

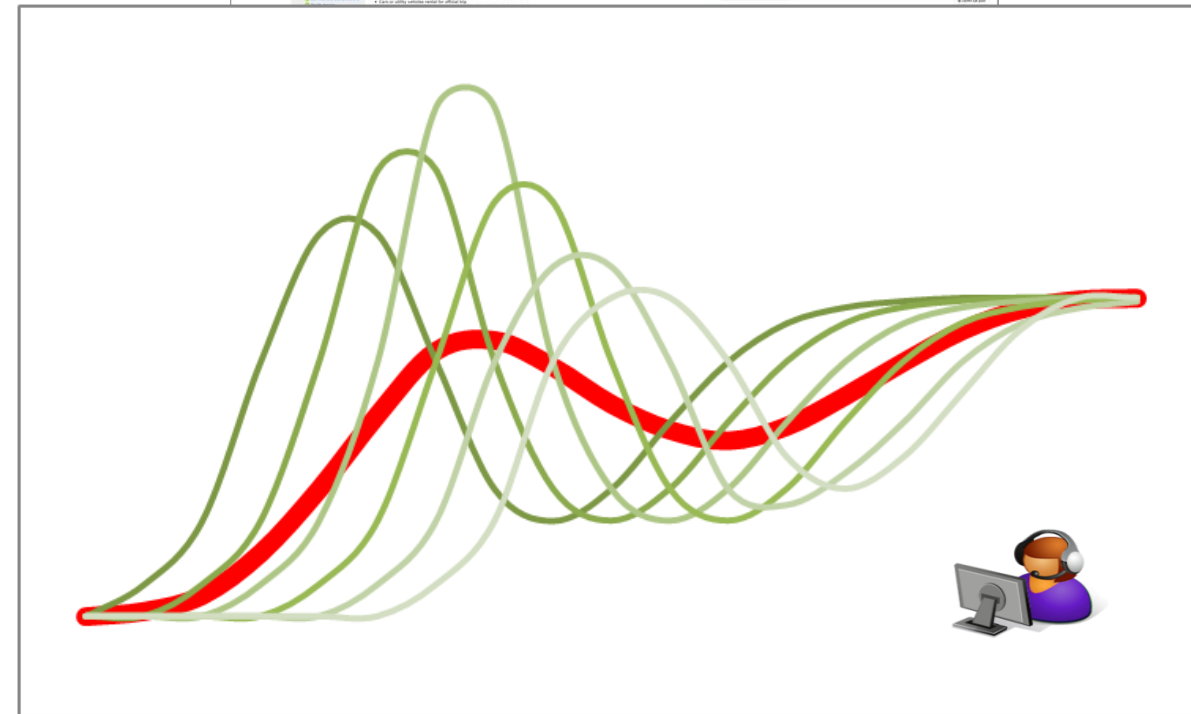
What we tried to do

- Reduce expectations (no publicity)
- Staggered implementation (mainly of “phase two” objectives)
- No compromises on the vision



Phase 2 improve and tune

1. Add forms, knowledge and support for more mail-feeds
2. Setup notifications, signatures, reporting, homepages, dashboards, etc...
3. Develop specific features (if justified and feasible)
 - Specific data (like car plates, lost items, .. other "CI's")
 - Specific task and workflows



Top Takeaways

1

Push for a 'continental approach' (tear down silos, aim for a united continent)

2

Business service catalog and service portal are key (and not necessarily a big investment)

3

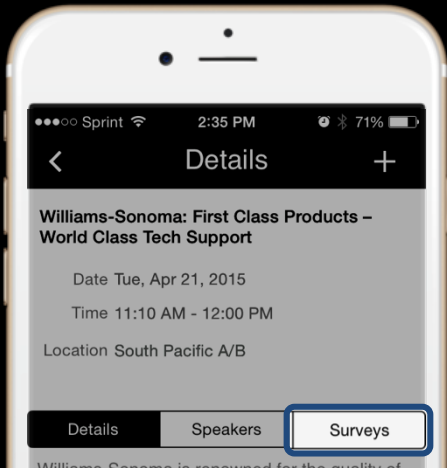
Be fast and 'agile' to reduce risk of being shot down at takeoff



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Service Manager General Services

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