

Reporting on badly parked cars; a supporter case study for Service management @ CERN

Context

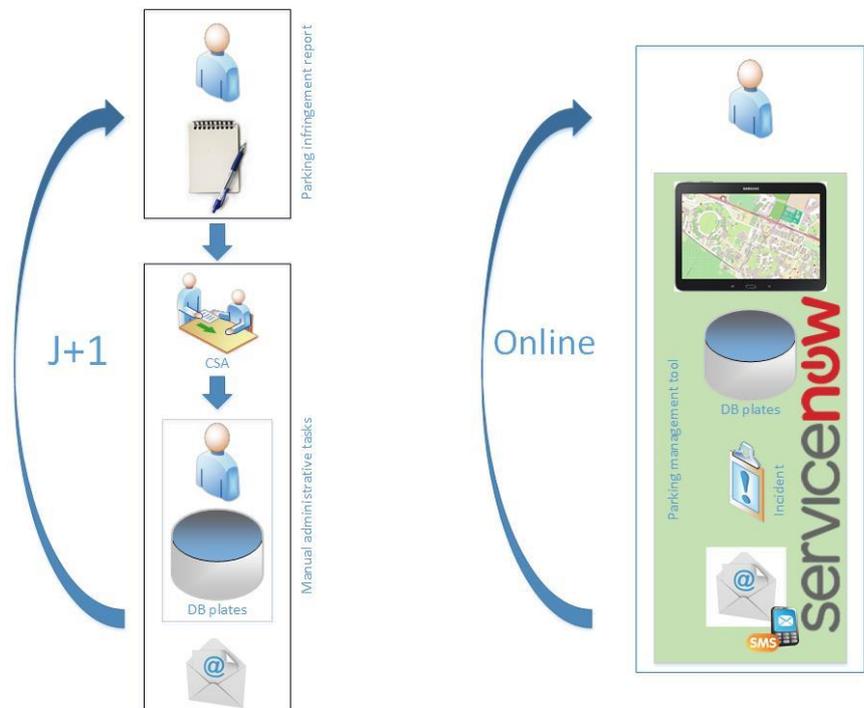
In February 2011, a single point of contact (Service desk & Service portal) potentially covering all services available at CERN was introduced. This constituted the top of the iceberg of a new enterprise service management system that has since shown its value. This short case study shows the benefits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

Case study

Olivier who works for the security team at CERN (CSA) explains “In the past when an agent was requested to go onsite to report on badly parked cars, he had to write all relevant information on a piece of paper before returning to his office, in order to search for the cars owner and write him an email. It could take a few days to get the relevant information.

Furthermore, he had to remember to create an entry into the CSA logbook to ensure the follow-up.

Olivier explains: “Now, through the geo-located mobile application, the agent retrieves the relevant data in real time on his tablet using the car plate, and adds a picture. A ticket is directly created and the car’s owner receives a preformatted email and SMS report within minutes. Efficiency has dramatically improved.” concludes Olivier.



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.