

knowledge13

May 12-16, 2013 • Aria Resort • Las Vegas



Two Years After the Big Bang: Our Service Management Universe Is Still Expanding

REINOUD MARTENS

SERVICE MANAGER – GENERAL SERVICES

CERN

servicenow®

Agenda

- Introduction to CERN
- Vision: Service management beyond IT
- How to support an entire organization
- Two years after go-live
- Next steps
- Conclusion

CERN in 3 Minutes



Exploring the frontiers of knowledge

00:03



Our GOALS

1. Make life simple for users and supporters by providing:
 1. **ONE** point of contact (**ONE** #, **ONE** url, **ONE** place)
 2. **ONE** behavior; Unified processes for all services
 3. **ONE** tool shared by all service providers (sharing information and knowledge)
 4. **ONE** service description in a business service catalog
(clearly defining what services are provided to whom by whom at what quality levels).
2. Optimize efficiency and effectiveness
 - Alignment with good practice (ITILv3 and ISO20k)
 - High level of automation
 - Framework for continuous improvement

AND DO THIS FOR ALL SERVICES
(NOT ONLY IT)

~~ITSM~~

Service Mgmt. Beyond IT: Scope

- Civil engineering services
- General IT infrastructure services
- Material Management & Storage Services
- Medical services & fire protection services
- Registration, access & safety services
- Facility management services
- Physics specific IT services
- Business application services
- Alarm system services



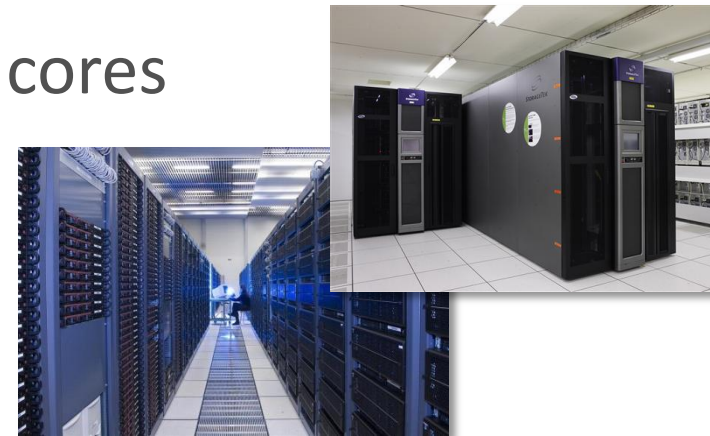
Service Mgmt. Beyond IT: Scope

- Mail, Removal & Distribution of Goods Services
- Person mobility services
- Waste Management Services
- Transport, Shipping & Goods Reception Services
- Library & Archive Services
- Housing & Hotel Services
- Finance & Purchasing Services
- HR Services
- Lost and Found Services



Service Mgmt. @ CERN: Some Numbers

- 495 hotel rooms, 3 restaurants
- 2 Sites, 657 Buildings, 238 Barracks
- > 15000 active access cards
- > 1000 cars
- > 7000 desktops
- 16000 processors with 80000 cores
- 77000 disks 30 PB disk space
- 48 PB tape storage
- 20000 network ports



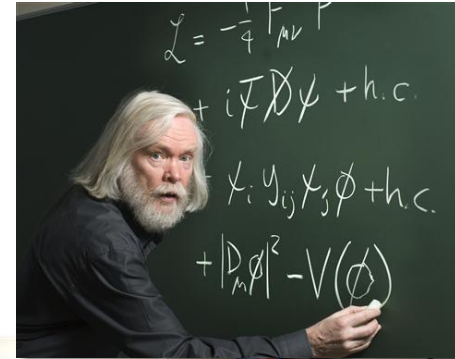
Service Mgmt. Beyond IT

Our users:

- Engineers
- Physicists
- Technicians
- Administrators
- Computer scientists
- Craftspeople
- Mechanics

But also:

- Computer illiterate support staff
- Candidates for job opportunities from around the world
- Suppliers



An even wider variety of users

Service Mgmt. Beyond IT

Supporters can be:

- Engineers
- Technicians
- Administrators
- Physicists

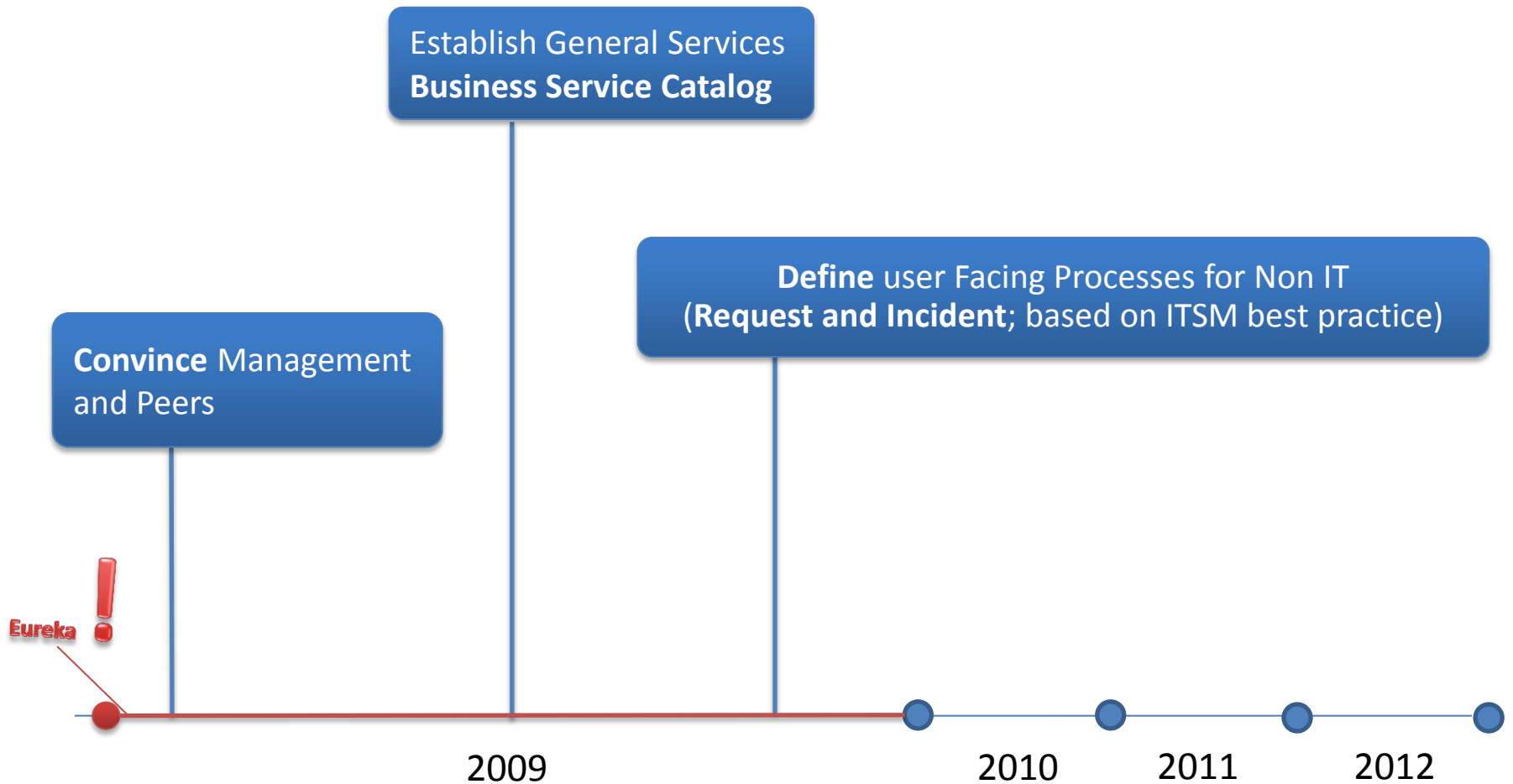
But also:

- Cleaners
- Gardeners
- Bus drivers
- Builders
- Librarians
- Firemen
- Store keepers



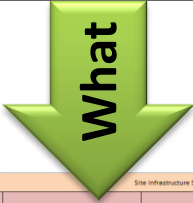
A wider variety of supporters

Phase 1 (First 'Fluctuations')

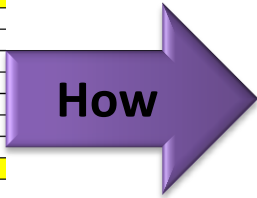


Business Service Catalogue

Service Area	Site Infrastructure Services												
Customer Services	Lost and Found Service	Mail and Shipping Services		Material Lifecycle Service				Passenger Mobility Services			Registration and Access Services		
Services Elements	Lost and Found Service	Mail and Internal Distribution Service	Shipping Service	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



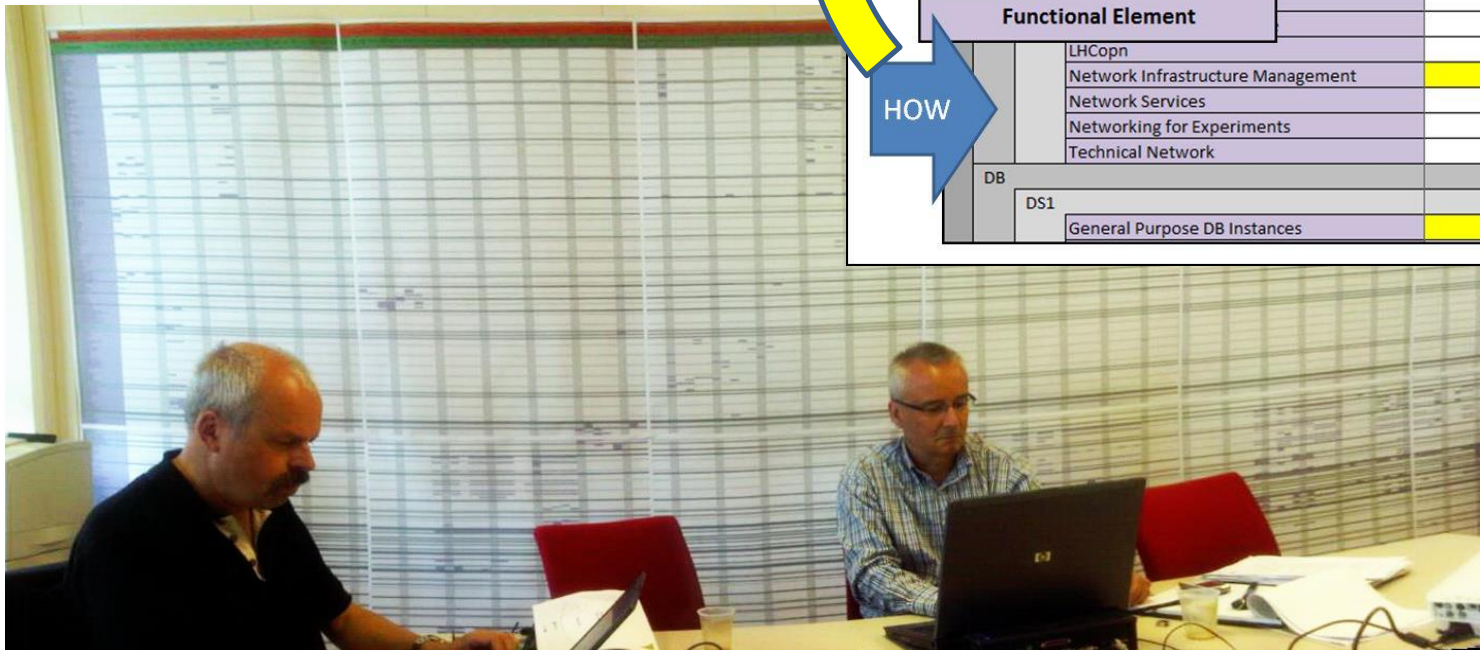
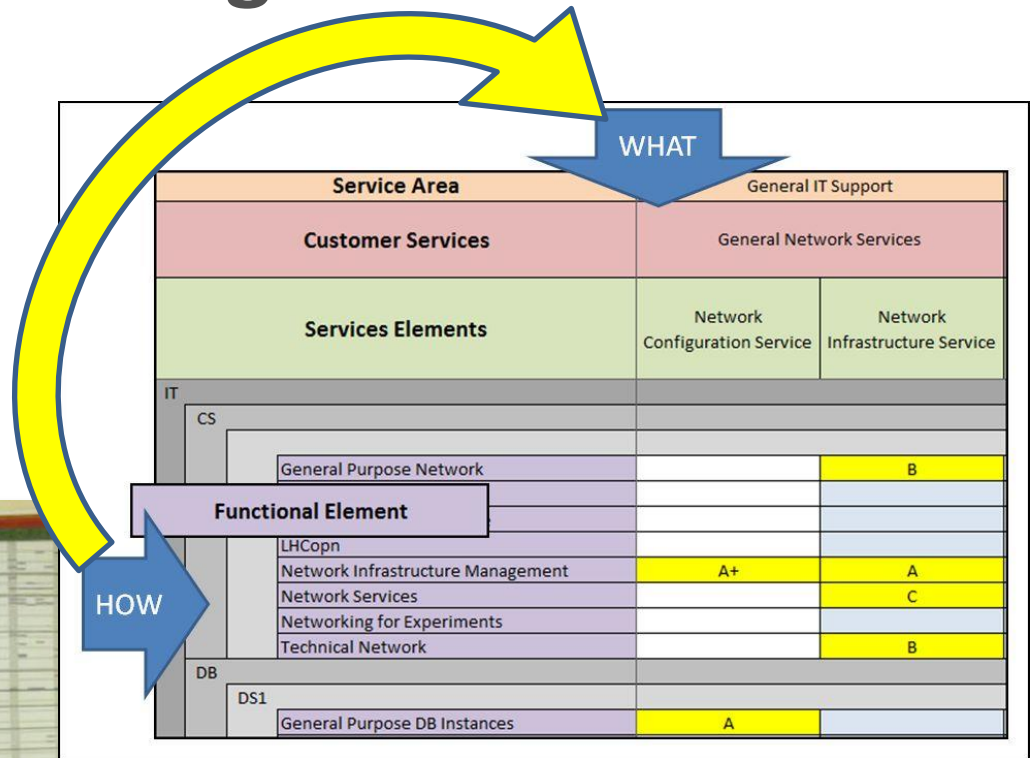
Goods Internal Distribution
Goods Reception
Mail Office
Relocation
Shipping Management
Storage Area Operation
Transvoirie
Car Pool
Car Pool Management
Car Registration
Car Rental
Car Sharing
CERN Apartments
Cleaning Management
Contractors' personnel and Biometrics Registration
DGS-Dosimeters
Entrance 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



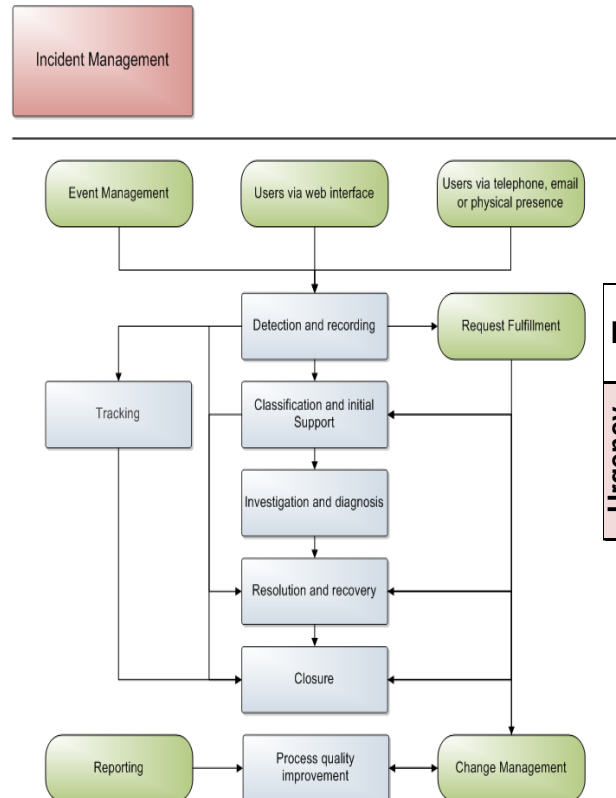
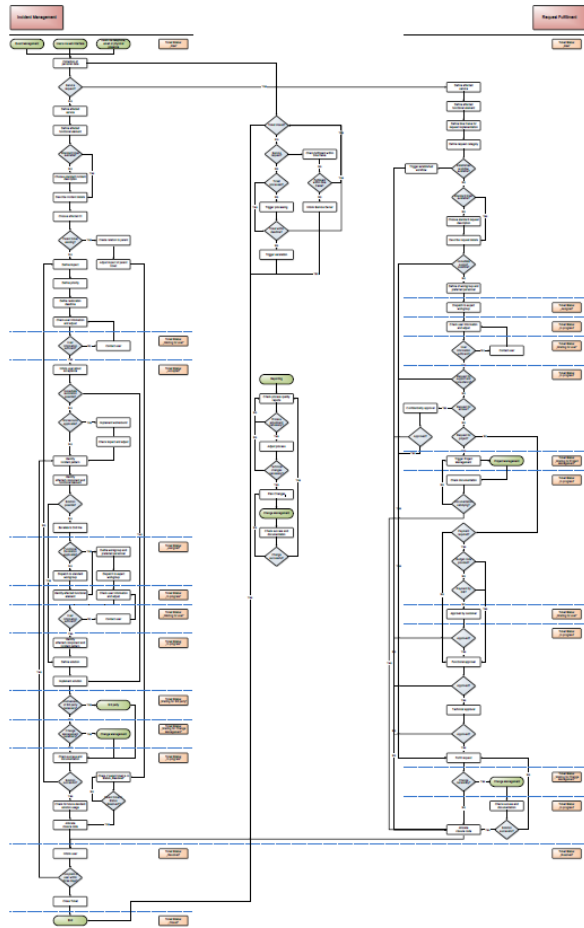
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Outsoms and Fiscal Advice													
IS													
Car Flanes Provision													
Confidential Mail Management		A											
Conventional Waste Collection & Classification							A						
Dangerous Waste Collection and Classification							A						
Goods Internal Distribution		A	B	C									
Goods Reception		A											
Mail Office		A											
Relocation													
Shipping Management			A										
Storage Area Operation						A							
Transvoirie							B						
SIS													
Car Pool									B	A			
Car Pool Management									B	B			
Car Registration	B												
Car Rental													
Car Sharing												A	
CERN Apartments												A	
Cleaning Management													
Contractors' personnel and Biometrics Registration	B												
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Shuttle Rental	B												
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Visitor access card													A

Business Service Catalogue

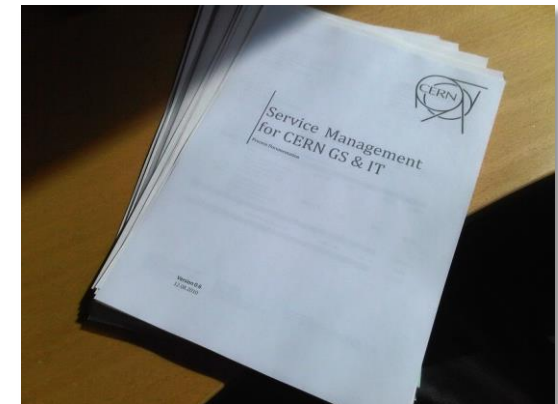
Culture change



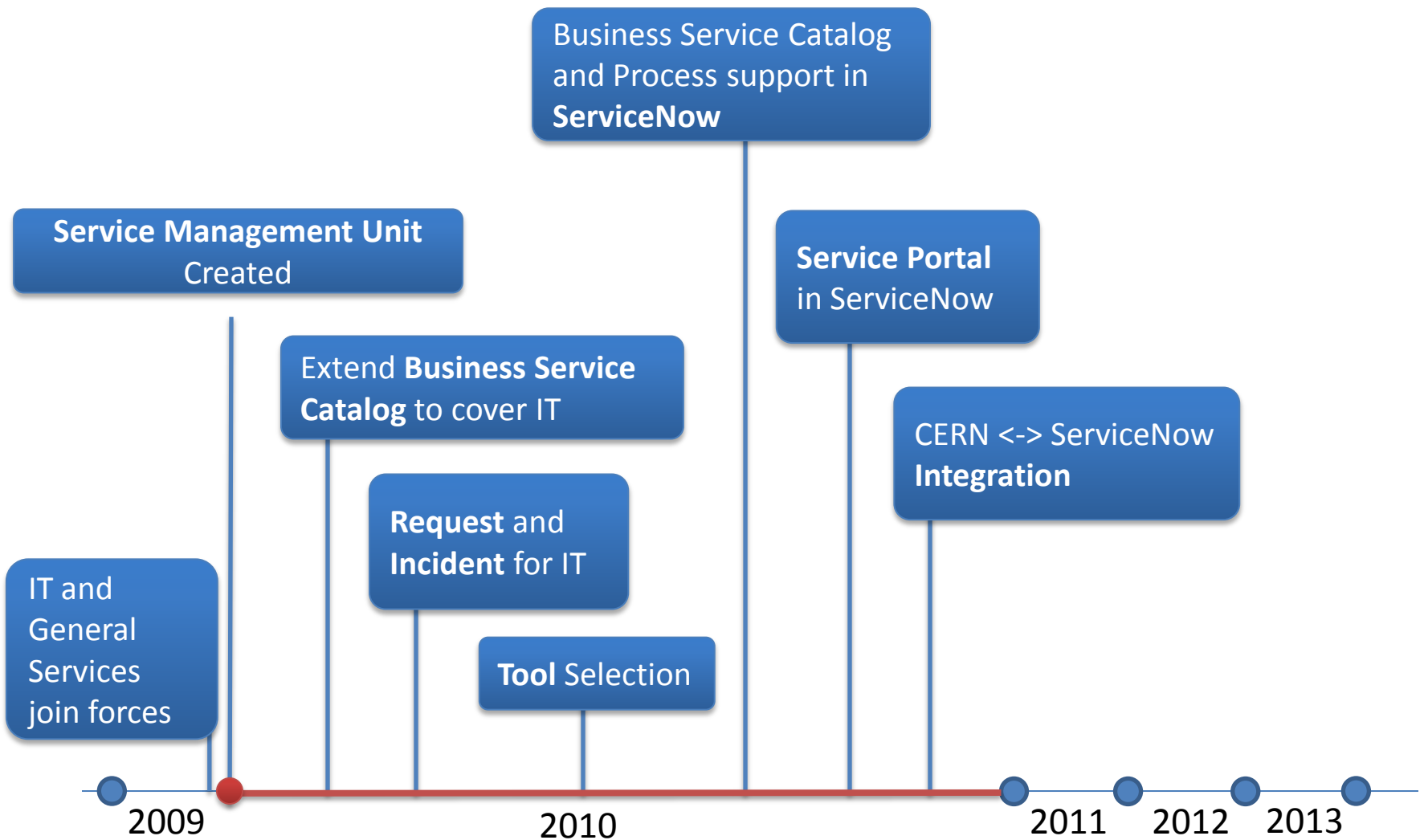
Process Definition: Incident & Request



Priority Matrix		(Business) Impact			
		1 Down <small>critical adverse impact on the service</small>	2 Degraded <small>major adverse impact on the service</small>	3 Affected <small>minor adverse impact on the service</small>	4 Disrupted <small>small number of the population affected</small>
Urgency ↑	1 High: The damage caused by the Incident increases rapidly.	1 Major	2 High	3 Moderate	4 Low
	2 Medium: The damage caused by the Incident increases considerably over time	2 High	3 Moderate	4 Low	5 Planning
	3 Low: The damage caused by the Incident only marginally increases over time	3 Moderate	4 Low	5 Planning	6 Very Low



Phase 2 (Planning for a Bang)



Service Portal

- User access to all services
- Search function
- Browse the catalogue
- Report issues
- Follow-up issues
- Access knowledge base

servicenow

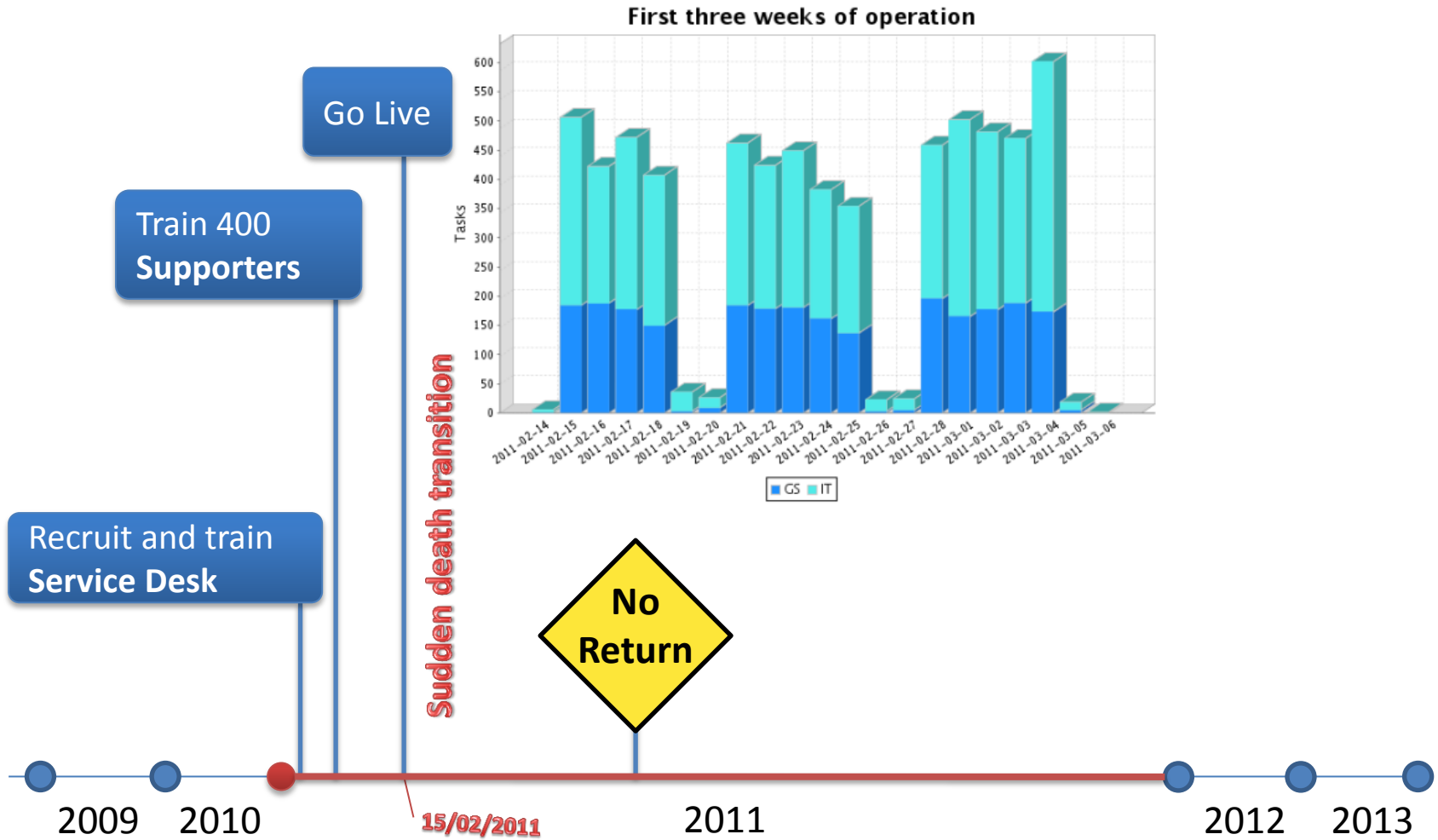
December 08, 2011 12:08 ET

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

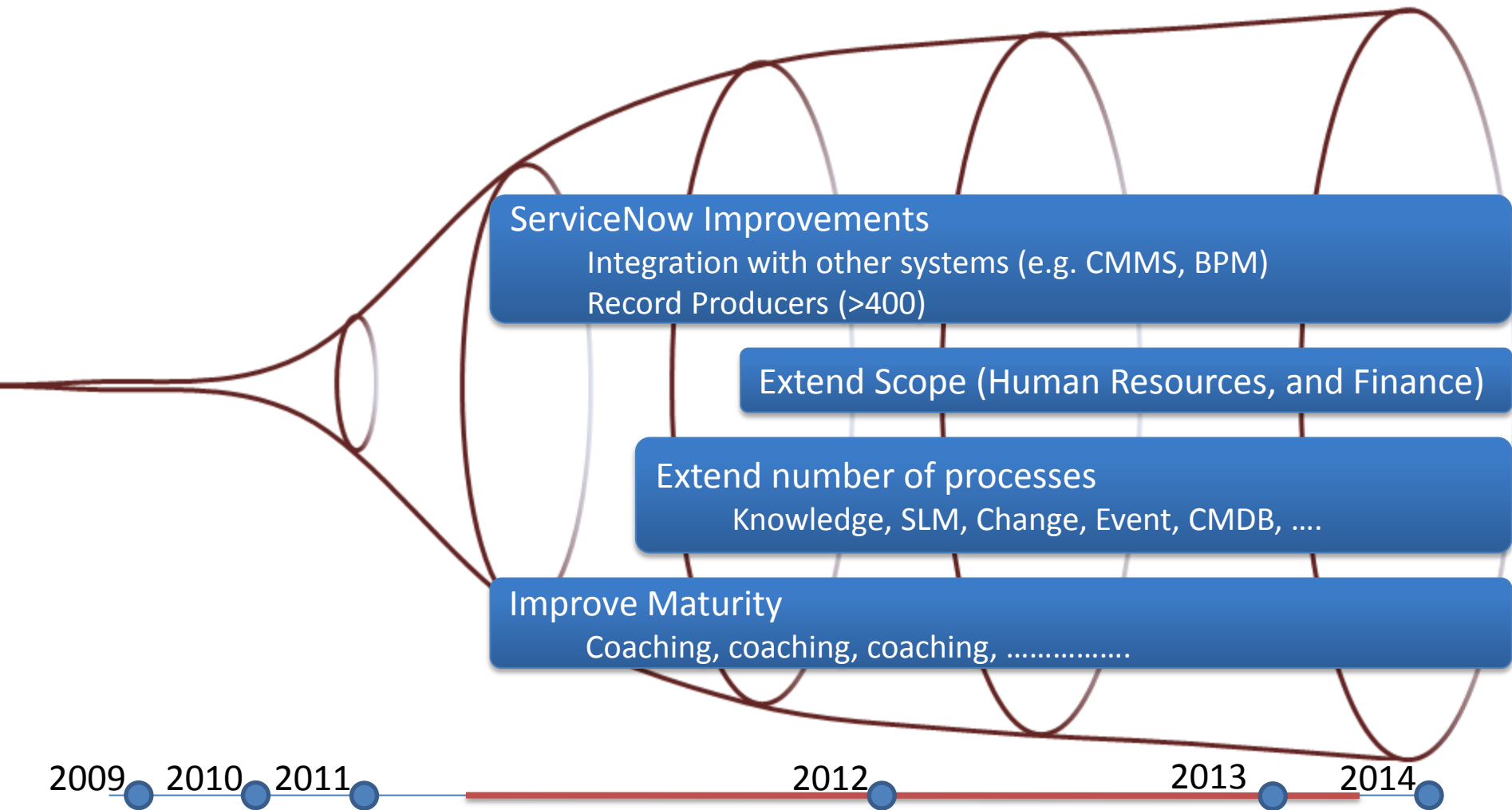
Finalists at ServiceNow's Knowledge11 Europe Event Included Fermilab, Inchcape, Queensland Department of Transport & Main Roads, Swiss Re and VeriSign

The screenshot shows the CERN Service Portal interface. At the top, there is a navigation bar with "CERN Accelerating science" on the left and "Signed in as: Reinoud Martens | Sign out | Directory" on the right. Below this is a "Feedback" button on the left and a "Français" language selector on the right. The main header features the "CERN Service Portal" logo with the tagline "easy access to services at CERN". A navigation menu includes "Home", "News", "Navigate Catalogue", "Contacts", "My Profile", "Site Guide", and "Service Status". A central message states: "The CERN Service Portal is your one-stop access point for all services provided by the GS and IT departments." Below this is a search box with the prompt "Describe your issue or search for a service:", a search bar containing "Search Examples / Help", and a "Report an issue" button. The interface is divided into three columns: "My Incidents" with a list of incident titles and a "See all your incidents" link; "My Requests" with a list of request titles and a "See all your requests" link; and "Key contacts" with details for "Service desk: 77777", "Emergencies (24/7)", and "Computer Security: 70500".

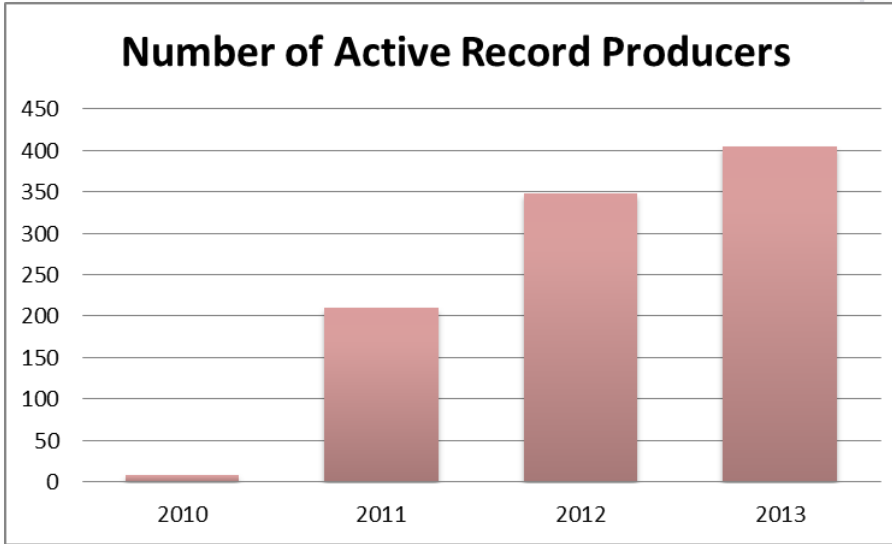
Phase 3 (Bang)



Phase 4 (Expansion)



Record Producers



1 to 50 of 406

Name	Short description	Template	Created by	Used by
Request for external training course	Request for external training course	basic_external_training_..._technical...	isabel admin	isabel a
Request for access to FP related software	Request for access to FP related software	request_access_to_fp...	isabel admin	isabel a
Add a SLS service to a particular view o...	Add a SLS service to a particular view o...	requeste_SLS	patricia admin	patricia
Air filter inspection request	Air filter inspection request	HVAC_OEM_Air_Filter_Inspection	reinoud martens	david s
Apartment Reservation Request	Apartment Reservation Request	Apartment_Requests	reinoud martens	reinoud
Apartment Termination Request	Apartment Termination Request	Apartment_Requests	reinoud martens	reinoud
Application for CERN Business Cards prin...	Application for CERN Business Cards prin...	business_card_template	patricia admin	reinoud

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](#)).
- m (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 automatique: Volvo C30, Ford Focus, Peugeot 307, Toyota Corolla...
 CDMR: Volvo C30, Ford Focus, Peugeot 307, Toyota Corolla, Renault Megane, ...
 CWMR: Ford Focus STW, Toyota Corolla STW, Renault Mégane Grandtour;
 ECMR: Ford Fiesta, Peugeot 207, Renault Clio, Fiat Grande Punto, Toyota Yaris
 FDAR boite automatique: Mercedes-Benz - Classe C (GPS) & C-Klass STW, Audi A4
 FVMR (9 seats): Mercedes Vito
 IDAR boite automatique: Toyota Corolla Verso, Renault Scénic, Alfa Romeo 159...
 IDMR: Toyota Corolla Verso, Renault Scénic, Alfa Romeo 159, Ford Focus C-Max
 IWMR: Toyota Avensis STW, New Fiat Croma, Renault Grand Scénic, Ford S-Max...
 SDAR boite automatique: Mercedes-Benz - Classe B (GPS), Volvo V50 (GPS)
 SVMR (7 seats): Ford NewGalaxy, Fiat Ulysse, Kia Carnival, Renault Traffic passenge
 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

Main Driver (he/she will be considered as the requester and responsible of the vehicle)

Requested by

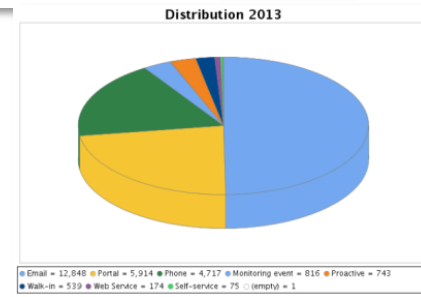
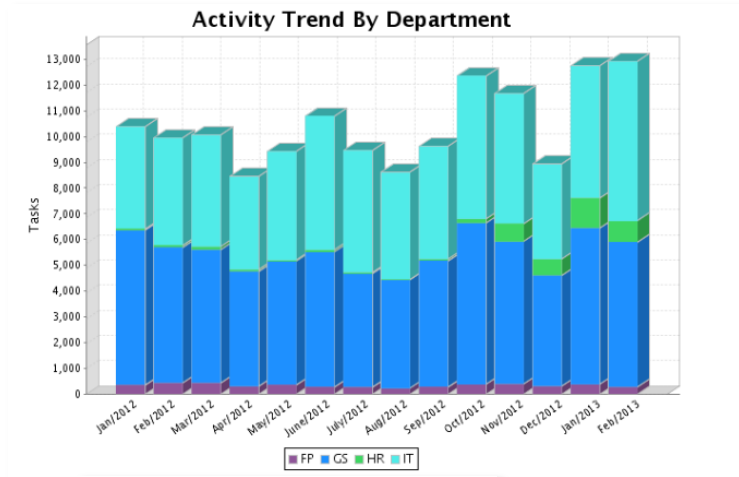
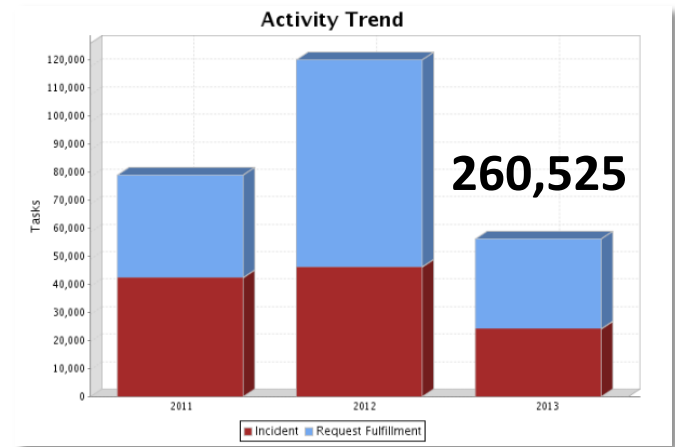
Reinoud Martens

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

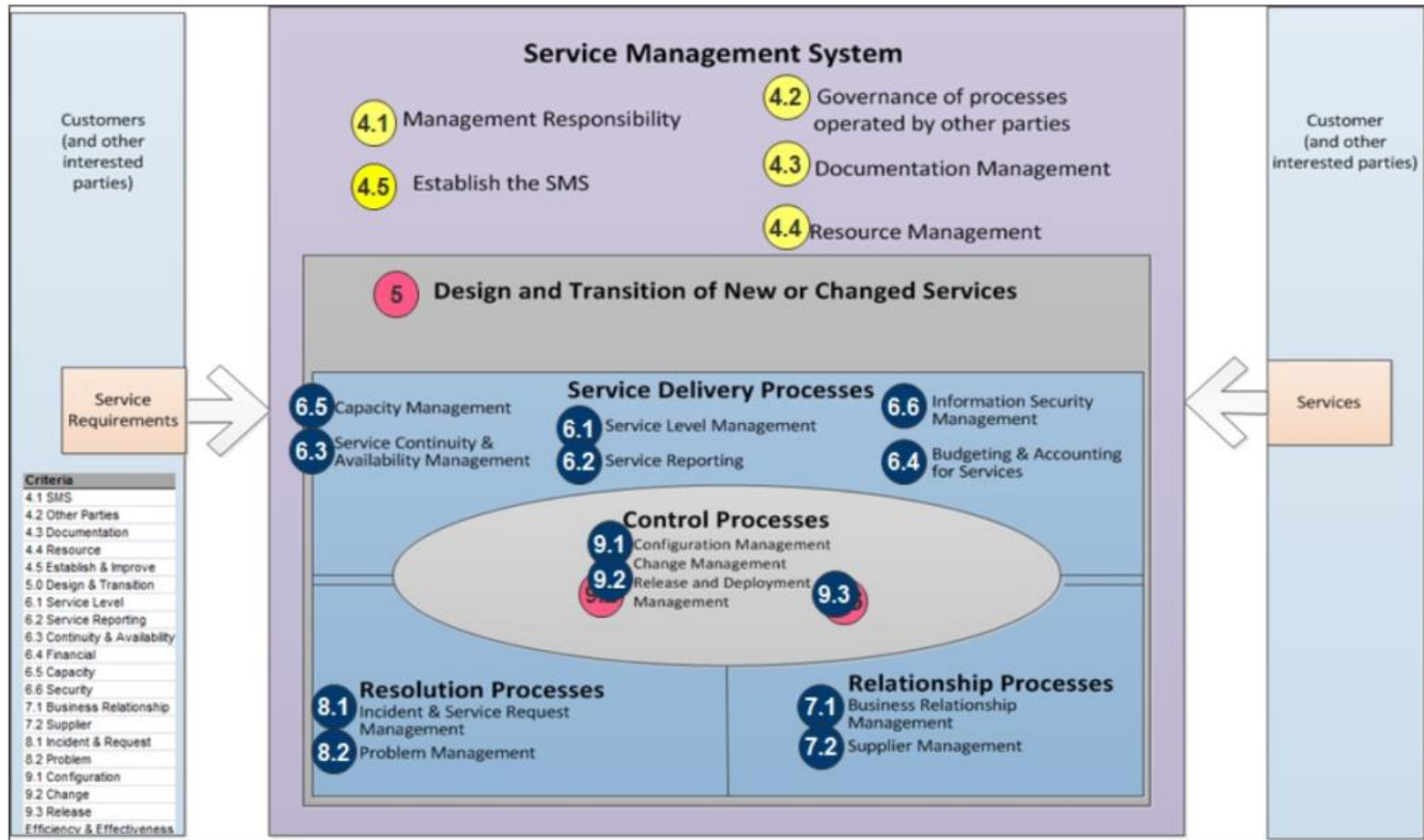
Less than 100 km

Where do we stand

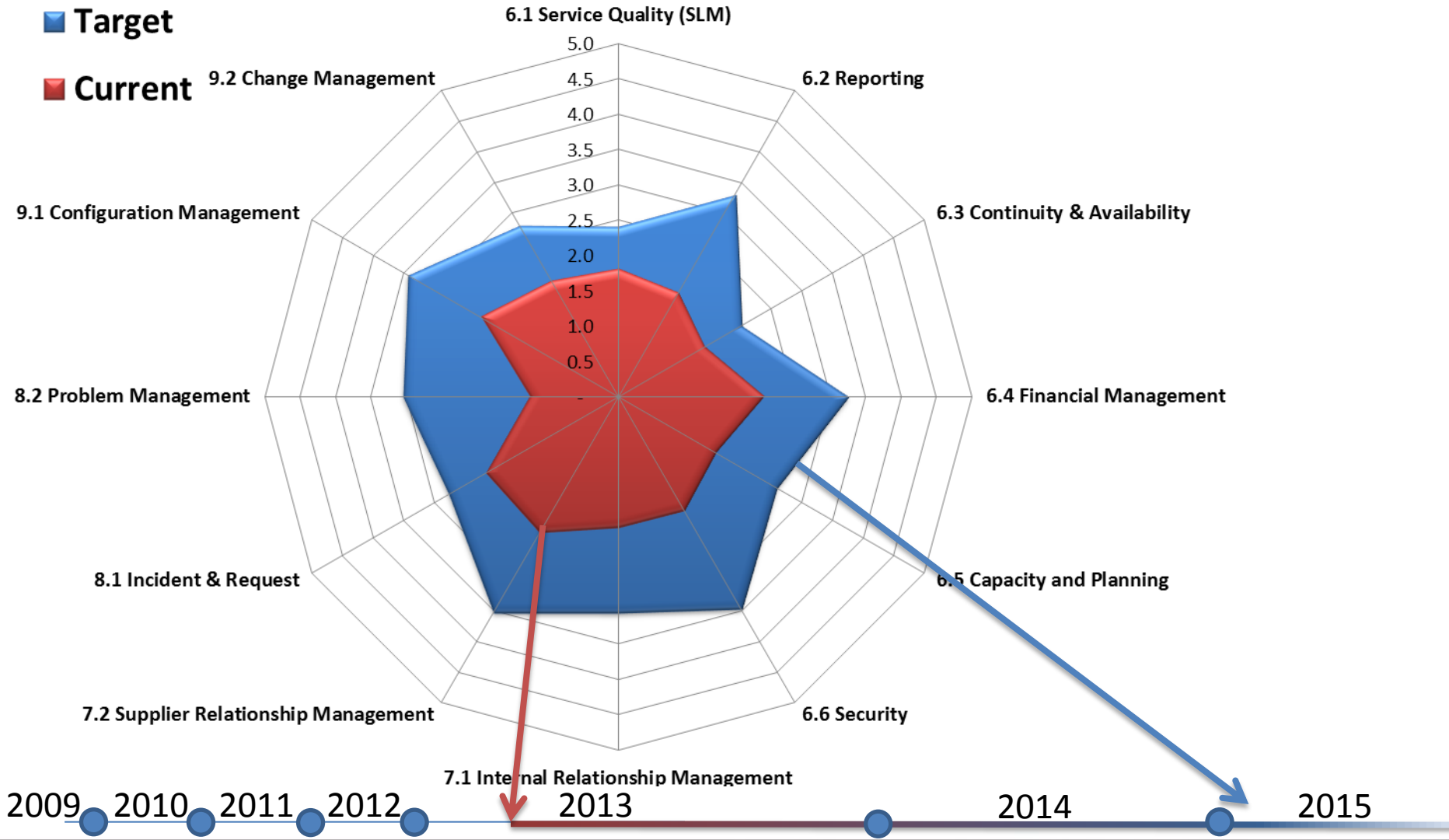
- 95000 incidents
- 125000 requests
- 1500 KB articles
- 400 record producers
- 300 services
- 450 operational functions
- >950 supporters hooked up
- >900 concurrent sessions
- Portal popularity grows



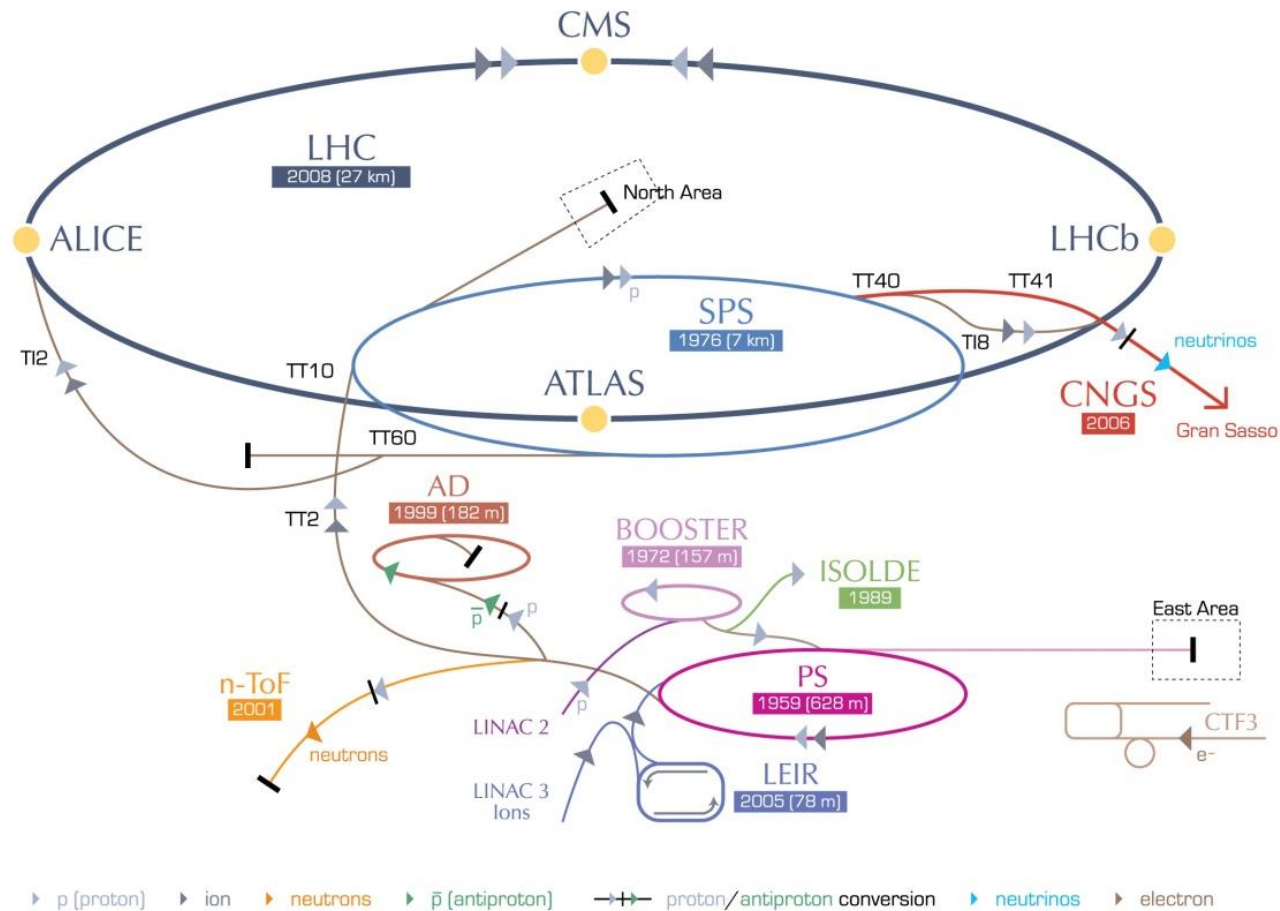
Where do we go (Expand in multiple dimensions)



Expand in multiple dimensions



Our ~~X~~TSM universe will continue to expand



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

Top Three Takeaways

1. ~~X~~SM is RELEVANT beyond IT and **it WORKS**
2. Essential for success are:
 - A comprehensive **Business Service Catalog**
 - To know **what** you are supposed to be doing
 - To understand **how** these services are provided (by whom)
 - To **drive automation** and smooth assignment & escalation
 - A **Service Portal** to hide the complexity of all of this
 - A good **tool** 😊 (that lets you be ‘agile’)
 - Extra **coaching** for non IT supporters
3. You can do this in your own organization

So...What Did You Think?

*Please complete your survey form
and hand it in as you leave the room*

This is how we will transform this
amazing Knowledge13 event into
a **spectacular** Knowledge14 event



Thank You

Reinoud Martens



Service Manager – General Services

CERN

Reinoud.martens@cern.ch