

Cleaning Service; a user 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 user community through one “before and after” example.

Case study

Audrey who works in PH Department explains “I am in charge of organizing conferences / collaboration weeks, in the past when I needed the cleaning of a conference room before the event, I used to contact the SEM Support for the cleaning intervention. My budget code was requested but I never knew if the cleaning I was requesting was part cleaning service contract (Forfait) or if it was exceptional. I thus did not know if my budget code would be charged or not. “

Furthermore, I was from time to time facing animal nuisance, and I did not know who to contact to take care of this.

Audrey explains: Now, I connect to the Service Portal, search on animal nuisance or cleaning intervention and I reach easily the service in charge, the cleaning service. I just have to fill-in the web form that corresponds to my request and go back to my work. The cleaning service is taking care of my request. This is fast and efficient. “

“The response time is much faster and I can follow-up easily on the status of my request.” She continues.

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.

The screenshot shows a web form titled "Request for cleaning intervention". The form is divided into several sections:

- Caller:** A section with a red asterisk icon, containing a "More information" link and a search input field.
- Report Type:** A dropdown menu with "Self-service" selected.
- Kind of cleaning (type de nettoyage):** A section with a blue header and a list of options: Vacuum (aspirer), Clean-off (décaper), Stripping (décapage mécanisé des sols), Wax (mettre en cire), Dust (faire les poussières), Clean windows, and other cleaning.
- Reason for the intervention:** A section with a red asterisk icon and radio button options: Following works (Après des travaux) (selected), Removals, Event, Reception, Visit, and Other (provide further details).
- Location (building/floor-office):** A section with a red asterisk icon, a dropdown menu showing "No", and a search input field containing "73/2-013".
- Budget Code:** A section with a red asterisk icon and a search input field.