

Visitors' access cards in case of event; 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

Alexia who works at the CLIC Office explains “I regularly organise workshop with ~ 300 participants. In the past when I needed visitors' cards for a significant number of participants, I had to extract the list of participants from Indico, send these details as well as the layout of the badges to the Head of Security at CERN for his approval, hoping that he would not be on holidays. It happened once that I had to find out who was replacing him myself”.

Alexia explains: “Currently, I still have to extract the list of participants however, using the web form at my disposal helps me providing the required information to the service in charge.

This automatism not only accelerated the treatment of my requests but also clarified the process. Indeed, when a new colleague starts at CERN, I do not have to explain the internal procedure, he/she just has to fill-in the appropriate form in the CERN Service Portal. This is a precious help in assuring the knowledge transfer!” she continues.

“Furthermore, the simplified form and reactivity of the service allow more anticipation”, Alexia concludes.

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 a CERN visitors cards for participants in an event on the CERN site". The form is divided into several sections:

- Participants data:** Includes a text field for "Surname, first name, nationality of the visitor(s) concerned. Vehicle registration number, if visitor comes by car." and a link "Click Here To Attach Excell file with Visitors data". A dropdown menu asks "Are they more than 30 participants? Do you need more than 30 visitors cards?" with a "None" option. There are also date pickers for "Arrival date / time of the participants" and "Departure date / time of the participants", each with a "More information" link.
- Conference data:** Includes a text field for "Conference name", a search field for "The location where the conference is taking place", and date pickers for "Start date / time of the conference" and "End date / time of the conference".
- CERN conference organiser:** A text field with "Alexia Augier" and a search icon.
- The means of transport (how the participants are to get to the CERN site):** A section with "Options" and checkboxes for "Coach", "Taxi", and "Car".
- Security:** A dropdown menu asks "Do you need security crew (service d'ordre)?" with a "None" option, and a search field for "Budget code".
- Conference badge:** A dropdown menu asks "Has the conference badge been validated? Please, do not forget it." with a "None" option.
- Visitor Cards distribution mode:** A text field for "Indicate your preference for the distribution of the visitor cards".