

Visitors' access cards in case of event; 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

Nathalie who works in the Visitors' access card Service explains “*In the past when a visitor access card was requested by email, I had to remind the users to provide me with all relevant information prior to treatment of the request. It could take a few days to get the appropriate information.*

Furthermore, I had to remind the Visitor access card procedure to the user to avoid the misuse of visitors' access cards” she continues.

Nathalie explains:
“*Now, since most users are filling-in the web-form, the information I need to fulfill the request is now within the ticket, this is much more efficient that way and I do not loose precious time anymore” concludes Nathalie.*

Any other details, remarks about visitor
See attached list of participants (registration on Indico will be closed today 19.01.2015). I will send you an updated Excel file if necessary. Some people are already in the CERN database (see column "comments"). Some participants will stay at the CERN Hostel (see columns "accommodation", "check-in" and "check-out").

Conference name
CLIC Workshop 2015

The location where the conference is taking place
5031-001

Start date / time of the conference
29-01-2015 14:00:00

End date / time of the conference
30-01-2015 17:00:00

Arrival date / time of the participants
24-01-2015 16:33:18

Departure date / time of the participants
31-01-2015 16:33:25

CERN conference organiser
Alexis Augier

Options
 Coach
 Taxi
 Car

Do you need to reserve parking space for the coach?
Yes

Do you need "visitor's parking" tickets the cars?
No

List of vehicle registration numbers

Do you need security crew (service d'ordre)?
No

Budget code

Description

The workshop will be in several rooms depending on the timetable available here:
<https://indico.cern.ch/event/326325/>
I will prepare the usual badges and will send you the templates tomorrow. As usual these badges should be used as CERN access cards.

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.