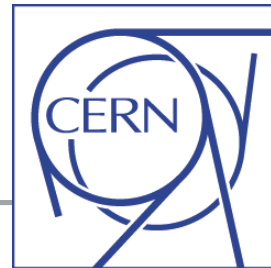# Service Management for CERN

## Project Status Meeting

Results, Plans & Expectations

Geneva, 02.09.2010
Mats Moller & Reinoud Martens
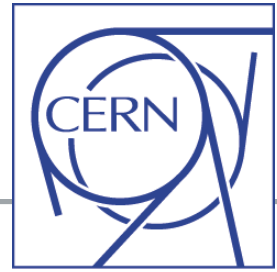
# Service Management for CERN

**Why Service Management and why now?**

**CERN in the LHC era:**

- Global Laboratory – 24/24 presence is required.

- More Users but stable staff numbers .

- The wide range of services offered by CERN **must become easy to** find, without requiring knowledge of CERN internal structures.

- Starting with GS and IT, adding other services from other departments as experience is gained.

# Service Management for CERN

**What are we trying to achieve with Service Management?**

**Our Goals:**

- One Service Desk for CERN (**one number** to ring, **one place** to go, 24/7 coverage)

- **Standard Processes** for all Service Providers at CERN (**one behavior**)

- Services defined from a **User**'s point of view

- Services **easy to find** by everybody, without knowledge of CERN internal structures

- Service and process **quality measurable**

- Improved collaboration over the borders of sections, groups and even departments

- Automation of all known procedures

- Framework for continuous improvement in the fields of efficiency and effectiveness

# Service Management for CERN

**How are we implementing Service Management?**

- Use existing best practice (ITIL V3 (published in May 2007))
  - Service Strategy (373 pages)
  - Service Design (334 pages)
  - Service Transition (270 pages)
  - Service Operation (396 pages)
  - Continual Service Improvement (308 pages)
  - HUGE; but mature, full of practical ideas, widely adopted, supported by tools, and is the "defacto standard"
- We use the ITIL V3 framework, but
  - PRAGMATIC (only take what is useful; leave the rest for later)
  - NO BUREAUCRACY
- Use external expert help (ncc)
- Start with reduced scope
  - IT and GS
  - 2 Processes (out of 24)
  - Then grow and improve (once we have proof it works)
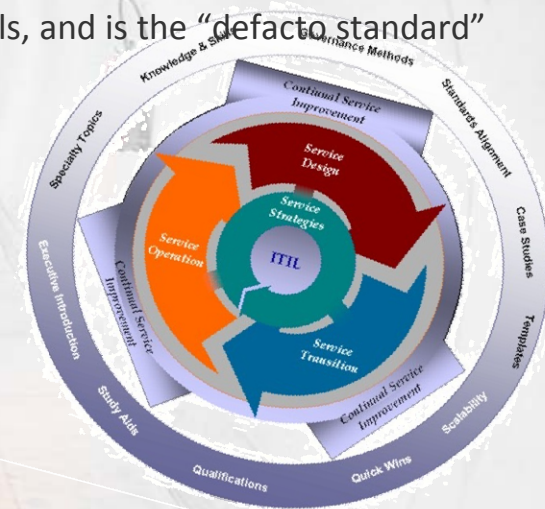
# Service Management for CERN

## Roadmap presented begin 2010

| Activity | 2010 | | | | | | |
|---|---|---|---|---|---|---|---|
| | February | March | April | May | June | July | August |
| ▪ Service Catalogue | ▇ | | | | | | |
| ▪ Service Owner Assignment | | ▇ | | | | | |
| ▪ Process Design Acceptance | ▇ | | | | | | |
| ▪ Awareness & PR | ▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬ | | | | | | |
| ▪ Web Page & Service Presentation | ▇▇▇▇▇▇▇▇ | | | | | | |
| ▪ Service Descriptions | ▇ | | ▇ | | | | |
| ▪ SM Tool Evaluation | | ▇ | | | | | |
| ▪ Tool Implementation | | | ▇▇▇▇ | | | | |
| ▪ Service Desk Planning & Staffing | ▇▇▇▇▇▇▇▇ | | | | | | |
| ▪ Role Assignment | | | | ▇ | | | |
| ▪ Roll Out & Training | | | | | ▇▇▇▇ | | ★ Go Live |

# Service Management for CERN

**The progress made….**

concerning:

- Service Catalogue

- Service Owner Assignment

- Process Design

- Web Portal & Service Repository

- Service Descriptions

- SM Tool Evaluation

- SM Tool Implementation

- Service Desk Planning & Staffing

- Role Assignment

## The Process Documentation

# Service Management for CERN

## The Process Documentation

- 75 Pages of Graphics and Descriptions

- Accepted by Group and Section Leaders of IT and GS

- Dynamic Document

- Obligatory Guideline for the Tool Implementation & Configuration


- Describes:
  - Service Definitions
  - Processes
  - Roles
  - Tool Requirements
  - Key Performance Indicators

Service Management for CERN GS & IT
Process Documentation

# Service Management for CERN
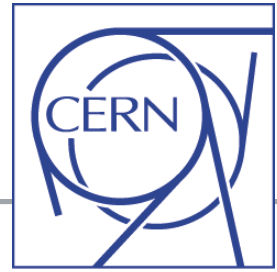
## The Service Catalogue
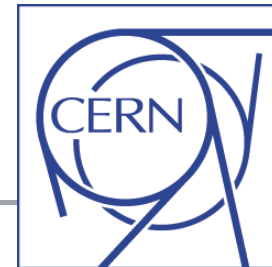
# Service Management for CERN

## The Service Catalogue

- Covers all Services provided by IT, GS, HR & FP

- Lists all Functional Services

- Lists all Customer Services & Service Elements

- Connecting both sides of the catalogue

- Contains classification to shows level of importance

- Elementary Foundation for Process Automation and the Service Portal


- Contains:
  - Services
  - Functions
  - Relations
  - Classifications

# Service Management for CERN

## The Service Repository: CSC

# Service Management for CERN

## The Service Repository: CSC

- Contains all elements of the Service Catalogue

- Standardized templates for the Description of Services

- Interface for Service Owners to maintain the description of their Services

- Foundation for the Service Portal as regards content

- Contains:
  - Services Descriptions
  - Relations
  - Interfaces to Rights & Roles

# Service Management for CERN

## The Web Portal

# Service Management for CERN

## The Web Portal

- Presents all Services to the users

- Displaying relevant Service Information from the CSC

- Direct Interfaces to the SM Tool or other Workflow tools like EDH

- 5 Different Views to enter the Catalogue

- Search functionality as main element

- Offers:
  - Information
  - Actions
  - News
  - Contact Information

# Service Management for CERN
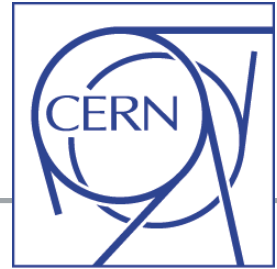
## Service Owner Assignment

⊞ **AIMAR, ALBERTO ( IT-GT-SL )**

⊞ **BARROSO LOPEZ, MARIA ( IT-PES-DI )**

⊞ **BASAGLIA, TULLIO ( GS-SIS-LIB )**

⊞ **BAUD, JEAN-PHILIPPE ( IT-GT-DMS )**

⊞ **BAUDAT, SANDRINE ( FP-FAS-PA )**

⊞ **BELL, TIMOTHY GILES ( IT-DSS-FDO )**

⊞ **BONT, HILLEBRAND ( GS-FB )**

⊟ **BRIARD, FRANCOIS ( GS-AIS-HR )**

   Car Registration Application Support Services

   Insurance Application Support Service

   Training Application Support Service

   HR Reports Application Support Service

   Legal Document Application Support Service

   Recruitment Application Support Service

   Personnel Administration Application Support Services

⊞ **CASS, ANTONY ( IT-DB )**

⊞ **CATHERIN, ANNE-SYLVIE ( HR )**

⊞ **CHIERICO, GIOVANNI ( GS-AIS-HR )**

⊞ **COUTURIER, BENJAMIN ( GS-AIS-EB )**

⊞ **DATTA COCKERILL, SUDESHNA ( HR-DI-LD )**
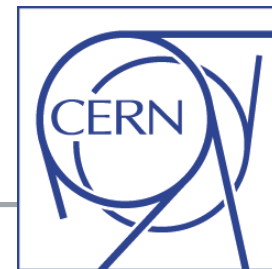
# Service Management for CERN

## Service Owner Assignment

- In IT the role's undertaken mainly by Group Leaders

- In GS Section Leaders and Practitioners are selected

- Responsible for:
    - Creating & Maintaining Services Descriptions
    - Feeding the CSC
    - Coordinating Service Provision

**DONE**

DATI ... BOCKERILL ... ESHN
DAUDIN, BENOIT ( GS-AIS-P...
DE JONGHE, JURGEN ( GS-AIS-P...
DELAMARE, CHRISTOPHE ( GS-AIS...
DETHURENS FAVEZ, SYLVIE ( GS...
DOBROVICOVA, IVICA ( GS...
DUCASTEL, CLAUDE ( GS-A...
DUMEAUX, NATHALIE ( GS-SEM...
FOSTER, DAVID ( HR-D...
GIRONE, MARIA ( IT-DI )
GDICOECHEA, BERNARD ( IT-ES-VOS...
GRANCHER, ERIC ( IT-DB-DS...
GRANGE-LAVIGNE, YAEL ( HR...
GRANIER, CECILE ( HR-SMC )
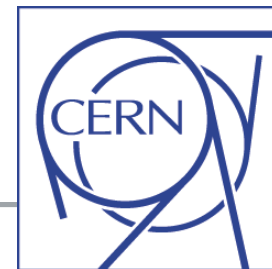
# Service Management for CERN
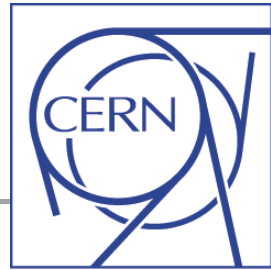
## The Service Descriptions

**CERN Service Catalogue Data Sheet**

### Customer Service Description

| | |
|---|---|
| Element Name | Housing Service |
| General Description | The CERN Housing service offers various types of accommodation for rent to cater for a wide variety of needs. |
| Lifecycle Phase | Operation |
| Comments | |
| Display Order | |
| Short English Description | Housing Service |
| Long English Description | Housing Service |
| Short French Description | |
| Long French Description | |
| Element Type | Customer Service |
| English Keywords | |
| French Keyboards | |

# Service Management for CERN

## The Service Descriptions

- Created by the Service Owners & Functional Managers

- Created and Maintained in the CSC

- Manual "How to use the CSC" now available

- Results displayed on the Service portal

- Standardized to ensure completeness

- Description contains:
  - Service Offers
  - Functionality
  - Quality Parameter

**Roles Assignment**



Is there anybody doing that job?

# Service Management for CERN

## Roles Assignment

- The Service Manager, Process Owner and Service Catalogue Manager roles are assigned to the members of GS-SMS and IT-DI-SM
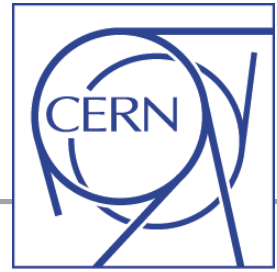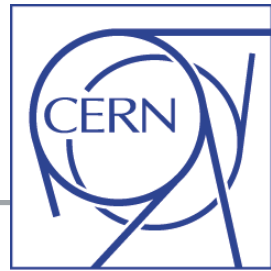
- Currently we are assigning the role of the SMoD and the Service Desk Manager

- The 1st Line Support will be assigned to the new Service Desk

- 2nd & 3rd Line Support Groups will be assigned per function by the Group & Section Leaders

- The combination of function and role will be essential for the automatic dispatching functionality of the new tool.



Users

Service Desk Manager (SDM)

Service Desk 1st line support

Service Counter 1st line support

Service Manager On Duty (SMOD)

Support Contract Manager (SCM)

IT 2nd line support func 1..n

IT 2nd line support function m..z

GS 2nd line support function A

... GS 2nd line support function Z

Dept X 2nd line support functions

Dept Y 2nd line support functions

**Future**

SERCO:

CERN:

IT 3rd line support func 1..n
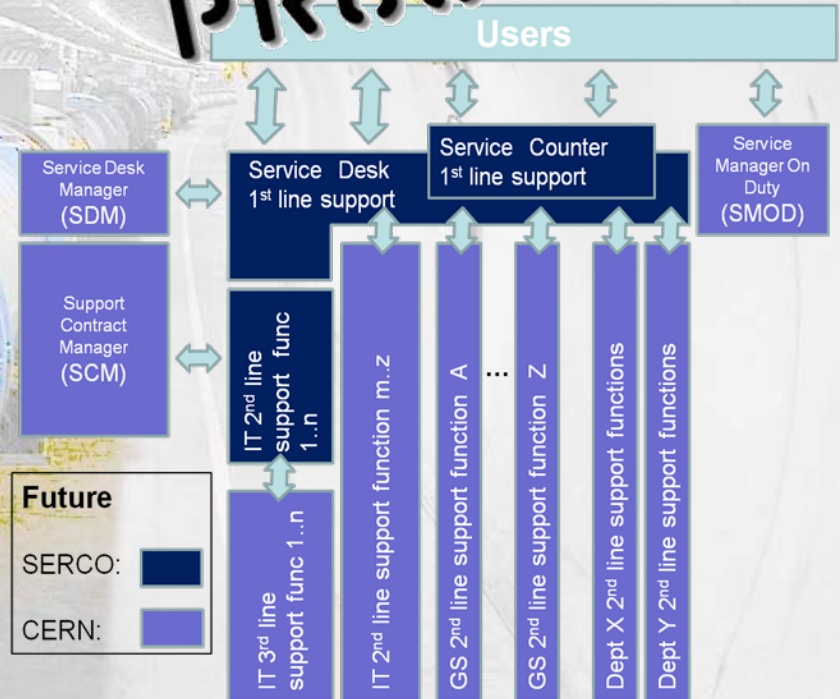
# Service Management for CERN

## The CERN Service Desk
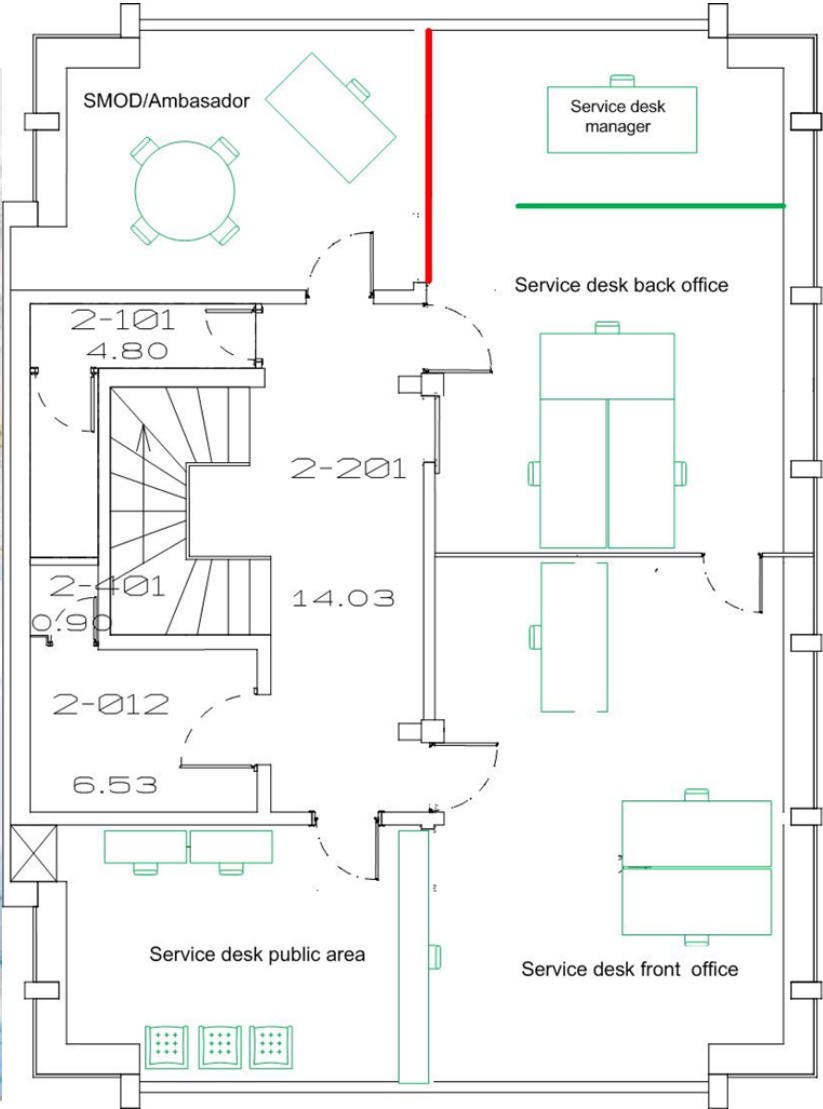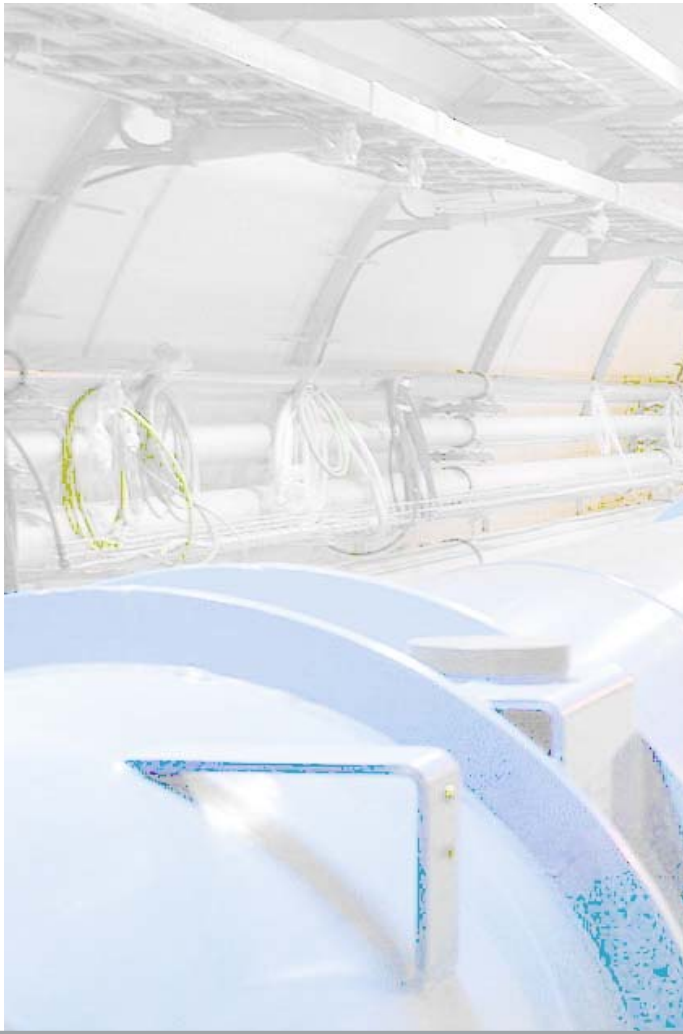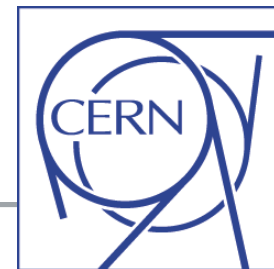
# Service Management for CERN

## The CERN Service Desk
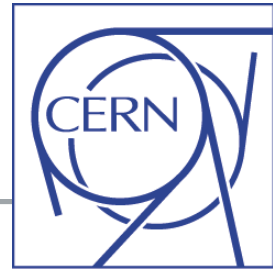
- The Service Desk will be placed at the 2nd floor of Building 55

- It will cover all Services mentioned in the Service Catalogue

- A Service Counter for users and a SMoD for special treatment of special users will be installed

- A 24-hours telephone and ticket availability will be in place supported by the Fire Brigade and the Hostel

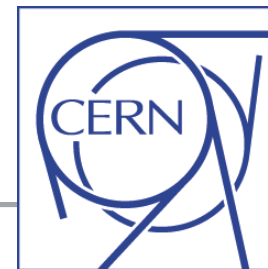## Service Management Tool Evaluation

| | Tool | Service Now | | | Remedy | |
|---|---|---|---|---|---|---|
| **Legend:**<br>**"Score"**: Rating from 0 (feature not available, not programmable) to 5 (full functionality provided out of the box, no extra effort required).<br>**"Configuration/programming effort"**: Optional field for defining customization/programming effort. Values entered here will be used mainly for detailed distinction in case of undecision.<br>**"Additional comments"**: Optional field for additional helpful comments aimed at progressing tool selection. Overall score is determined by multiplying Weight and out-of-the-box rating; a 0 rating for a "Must-have" feature leads to automatic failure.<br>Definition of Weight values : 5=must have, 3=should have, 1=nice to have<br>Score values: **5 = Out of the box, 4 = customisation/configuration, 3= scripting, 2=minor programming, 1=application programming 0=not possible,** Effort in mandays | Manufacturer | service-now.com | | | BMC | |
| | Provider | Aspediens | | | IT Concepts | |
| Ma<br>Su<br>High-level Criteria<br>Individual elements | Weight | Score | Configuration/ programming effort | Additional comments | Score | Configuration/ programming effort |
| Technical Requirements (requirements that are not applicable can be ignored)  - Score (10% of overall score) | 10 | 0 | - | | 0 | - |
| Measurement Requirements | | | | | | |
| Measurement Requirements  - Score (5% of overall score) | 5 | 0 | - | | 0 | - |
| Reporting Requirements | | | | | | |
| Reporting Requirements  - Score (5% of overall score) | 5 | 0 | - | | 0 | - |
| Hosting schemes (no impact final score, as one or more of these schemes are always present) | | | | | | |
| Hosting schemes (no impact final score, as one or more of these schemes are always present)  - Score (0% of overall score | 0 | 0 | - | | 0 | - |
| Licence Model and costs (Info to be provided in cost and comments column) | | | | | | |
| Licence Model and costs (Info to be provided in cost and comments column)  - Score (10% of overall score) | 10 | 0 | - | | 0 | - |
| General Quality Factors | | | | | | |
| General Quality Factors  - Score (10% of overall score) | 10 | 0 | - | | 0 | - |
| **TOTAL SCORE** | 100 | 0 | - | | 0 | - |

| Preselection criteria | % of score | Service Now | Remedy |
|---|---|---|---|
| Customer experience | 20 | 4 | 3 |
| Implementation effort (feasible roll out within 4 months) | 15 | 5 | 1 |
| Provider's viability and completeness of vision | 15 | 5 | 5 |
| Native relevant  ITIL best-practice content | 10 | 5 | 3 |
| Fully Web 2.0 based (Back office & Portal) | 10 | 5 | 2 |
| Technology Stack Compatability | 10 | | 4 |

# Service Management for CERN

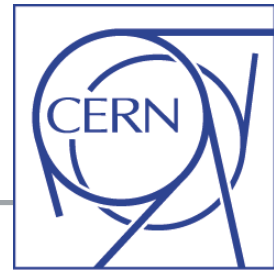## Service Management Tool Evaluation

- 40 Tools evaluated in the pre-selection phase

- 6 Tools evaluated in detail

- 2 Tools in the final competition

- Agreed contract is circulating now for official approval

- Considered:
  - Process Requirements
  - Measurement Requirements
  - Technical Requirements
  - Interface Requirements
  - Future Use Requirements

## Service Management Tool Configuration

# Service Management for CERN

## Service Management Tool Configuration

- Service-now will be provided as a Service

- A Sub-Project has been initiated, where people from IT and GS are involved

- Sub-Project covers:
  - Rights & Roles Configuration
  - System Integration
  - Forms Creation
  - Workflow Creation
  - Rules Configuration
  - Data Preparation, Import & Consolidation
  - Views Creation
  - Templates Creation
  - Tests
  - Documentation

# Service Management for CERN IT

## Roadmap today

| Activity | 2010 | | | | | | |
|---|---|---|---|---|---|---|---|
| | **June** | **July** | **Aug.** | **Sept.** | **Oct.** | **Nov.** | **Dec.** |
| ▪ Service Catalogue | ███████████████ | | | | | | |
| ▪ Service Owner Assignment | █████████ | | | | | | |
| ▪ Process Design Acceptance | ▌ | | | | | | |
| ▪ Awareness & PR | ░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░ | | | | | | |
| ▪ Web Portal & Service Repository | ████████████████████████ | | | | | | |
| ▪ Service Descriptions | █████████████████ | | | | | | |
| ▪ SM Tool Evaluation | █████████ | | | | | | |
| ▪ SM Tool Implementation | | | | ████████████████ | | | |
| ▪ Service Desk Planning & Staffing | █████████████████████████████████████ | | | | | | |
| ▪ Roles Assignment | | | ████████████████ | | | | |
| ▪ Roll Out & Training | | | | | | ★ Go Live | |

# Service Management for CERN

## Concluding remarks

**CERN in the LHC era:**

- Service Management project is well underway with the basic infrastructure soon in place.

- Good interdepartmental collaboration GS-IT with HR and FP coming on-line.

- Users expect solutions – not to be confronted with possible internal conflicts.

- Project is a major objective of the management of CERN to ensure that the different communities at CERN get the best service possible within the resource constraints of today and tomorrow.
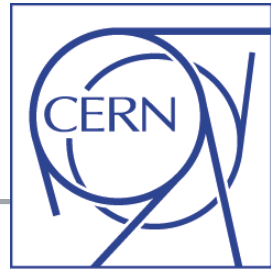
Reinoud Martens

Mats Moller

Olaf van der Vossen

Isabel Fernandez Gonzalez

Jochen Beuttel