

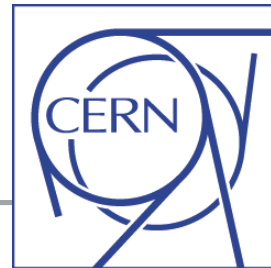


Service Management for CERN

Project Status Meeting

Results, Plans & Expectations

Geneva, 02.09.2010
Mats Moller & Reinoud Martens



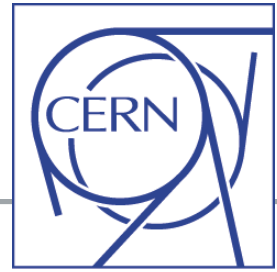
Service Management for CERN

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:

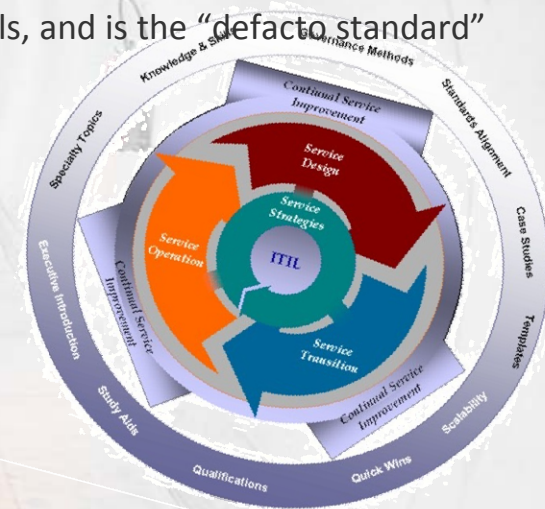
- One Service Desk for CERN (**one number** to ring, **one place** to go, 24/7 coverage)
- **Standard Processes** for all Service Providers at CERN (**one behavior**)
- Services defined from a **User's** point of view
- Services **easy to find** by everybody, without knowledge of CERN internal structures
- 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:

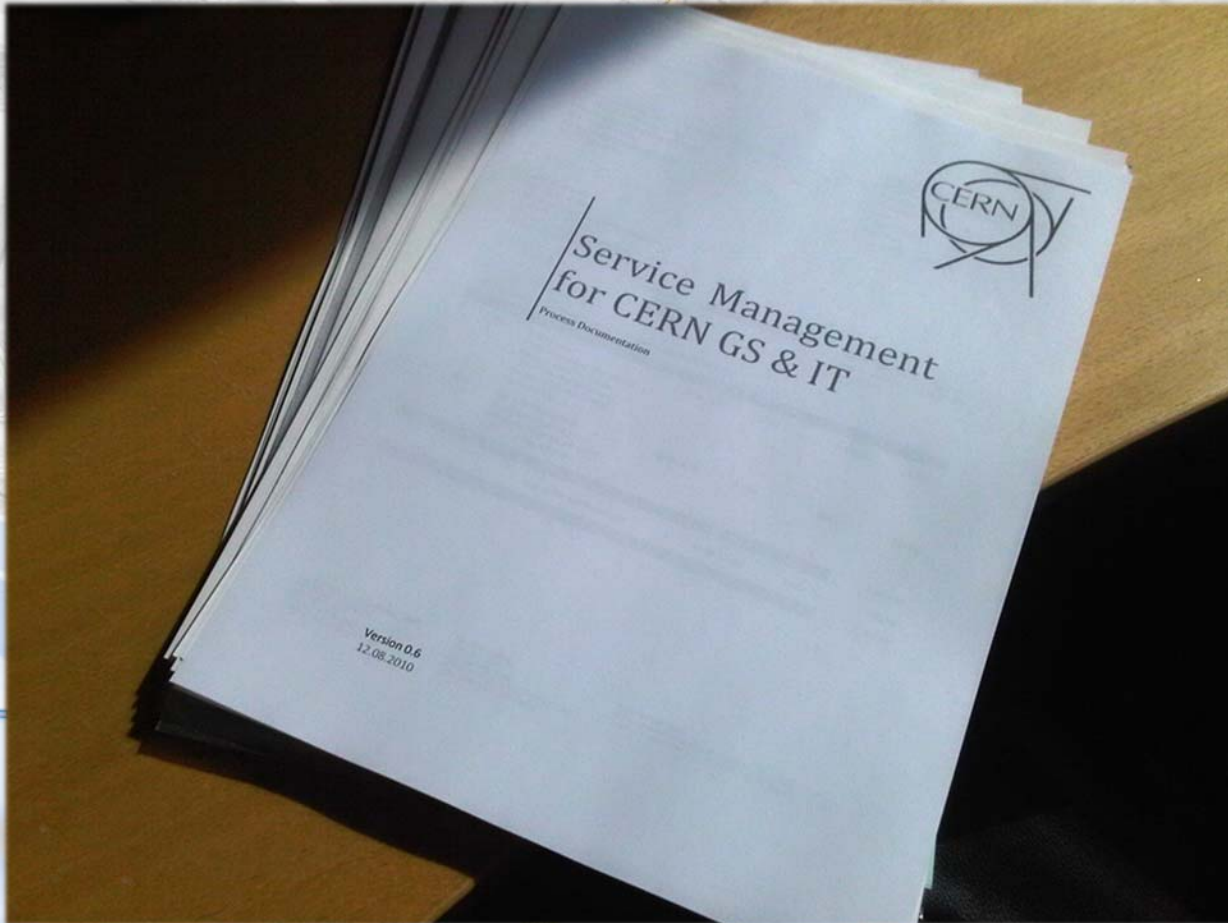
- Service Catalogue
- Service Owner Assignment
- Process Design
- Web Portal & Service Repository
- Service Descriptions
- SM Tool Evaluation
- SM Tool Implementation
- Service Desk Planning & Staffing
- Role Assignment

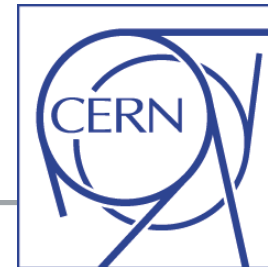


Service Management for CERN



The Process Documentation





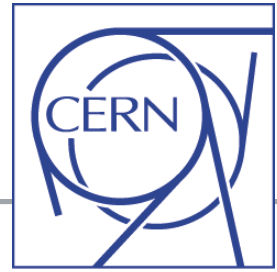
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The Process Documentation

- 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

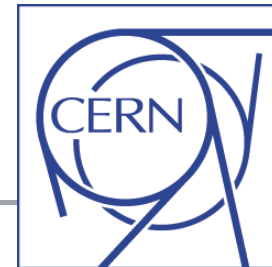


Service Management for CERN



The Service Catalogue





Service Management for CERN

The Service Catalogue

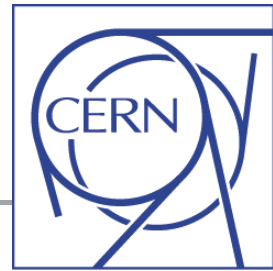
- Covers all Services provided by IT, GS, HR & FP
- Lists all Functional Services
- Lists all Customer Services & Service Elements
- Connecting both sides of the catalogue
- Contains classification to shows level of importance
- Elementary Foundation for Process Automation and the Service Portal

- Contains:
 - Services
 - Functions
 - Relations
 - Classifications



	Mail & Web Service	Mail Service	Web Service
Service Desk 1st Line			
Service Desk 2nd Line			
Print Device Support			
RMS Configuration			
SIP			
Printshop			
Computing Newsletter			
Mailbox Infrastructure			
Distribution Lists			
Web Authn Lists			
Sharepoint			
IIS			
Apache			
Active Directory			
Certificates			
Alerts			
Windows Server Hosts			
DFS			
Hyper-V			
Printing Server Infrastructure			
Public Terminal Server			
Linux			
Windows			
MAC OS			
Technical PC Specification			

Service Management for CERN



The Service Repository: CSC

CSC - CERN Service Catalogue

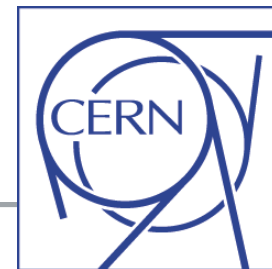
Element search

Element search | Element details | Admin

Rows: 100

- Row text contains 'application'
- Row text contains 'management'
- Row text contains 'support'

Element Name	Etype	Short English Description	Catalogue Name	Description	Display Order
<input checked="" type="checkbox"/> Management Application Support	Service Area	Management Application Support	-	This Service Area covers all Services offering specific IT- or application based functionalities to be used by people working in the administrative or management areas.	-
<input checked="" type="checkbox"/> Service, Organization and Process Management Application Support	Service Area	Service, Org, and Proc Ap Sup	-	Service, Organization and Process Management Application Support	-
<input checked="" type="checkbox"/> Civil Engineering and Facility Management Application Support	Service Area	Civil En and Facility Man Ap Sup	-	Civil Engineering and Facility Management Application Support	-
<input checked="" type="checkbox"/> Safety Management Application Support Services	Customer Service	Safety Management Application Supp	-		190
<input checked="" type="checkbox"/> Management Application Support Services	Customer Service	Management Application Support	-	Provides IT services to support the CERN management with the preparation and execution of several essential key processes (annual merit and promotion exercise, reorganisations, material and personnel short/medium/long term planning, project planning). Furthermore, apart from providing support for internal audit, the service supplies data for business activity/performance monitoring.	400
<input checked="" type="checkbox"/> Conference Management Application Support Service	Customer Service	Conference Management Application S	-	Conference Management Application Support Service	-
<input checked="" type="checkbox"/> Job Management Application Support Service	Customer Service	Job Management Application Support	-	Job Management Application Support Service	-
<input checked="" type="checkbox"/> Application Support for Service Management	Customer Service	Application Support for Service Man	-	Application Support for Service Management	-
<input checked="" type="checkbox"/> Business Intelligence Application Support Service	Customer Service	Business Intelligence Application S	-	Provides access to a Business Intelligence platform (based on SAP's Business Objects software) which can be used for various reporting purposes (e.g. statistics, management dashboards, pixel perfect documents/forms generation and analytics in general).	-
<input checked="" type="checkbox"/> Project Lifecycle Data Management Application Support	Service Element	Project Lifecycle Data Management	-		1100



Service Management for CERN

The Service Repository: CSC

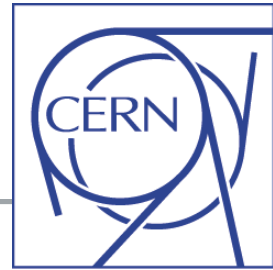
- Contains all elements of the Service Catalogue
- Standardized templates for the Description of Services
- Interface for Service Owners to maintain the description of their Services
- Foundation for the Service Portal as regards content

- Contains:

- Services Descriptions
- Relations
- Interfaces to Rights & Roles

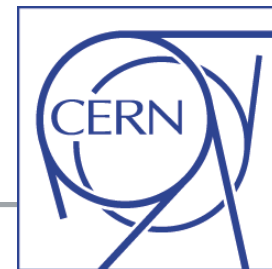


Service Management for CERN



The Web Portal

The screenshot shows a web browser window displaying the CERN Service Portal. The browser's address bar shows the URL <http://macituds02.cern.ch/services/hostel/>. The page header includes the text "European Organization for Nuclear Research". The main content area features a green banner with the text "CERN Service Portal" and "easy access to services at CERN". Below the banner, the breadcrumb "Service portal > Housing > Hostel Service" is visible. The main heading is "Hostel service". The text below the heading states: "The hostel service offers a wide variety of short-term and long-term accommodation options both on the CERN site and in nearby St-Genis. The hostel service is provided by the CERN housing service, which also offers apartments for rent, and can provide information on local hotels and private rentals." To the right of the text is a "FIND A SERVICE" search box with a "Go!" button. Below the text are four columns: "INFORMATION" (listing links like "Hostel service website", "Locations", "Reception opening hours", "Eligibility", "Pricing", "Availability", and "Where to pick up keys"), "ACTIONS" (listing links like "Make a booking", "Get a quote", "Check availability", "Report a problem with this service", and "Launch the service wizard"), "NEWS" (listing news items like "Hostel service iPhone app now available", "Shuttle bus service extended to include St Genis hostel", and "New upgrade policy"), and "CONTACT" (listing contact information like "+41 (0)22 767 44 81", "cern.hostel@cern.ch", and "Reception in building 39"). At the bottom right of the content area is the CERN logo and a link "All news >". The footer of the page reads "CERN - European Laboratory for Particle Physics, CH-1211, Genève 23, Switzerland".



Service Management for CERN

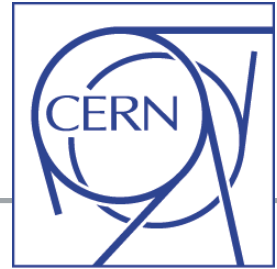
The Web Portal

- 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

WORK IN
PROGRESS



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

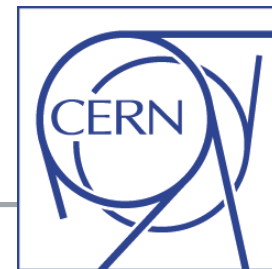
⊕ **CASS, ANTONY (IT-DB)**

⊕ **CATHERIN, ANNE-SYLVIE (HR)**

⊕ **CHIERICO, GIOVANNI (GS-AIS-HR)**

⊕ **COUTURIER, BENJAMIN (GS-AIS-EB)**

⊕ **DATTA COCKERILL, SUDESHNA (HR-DI-LD)**



Service Management for CERN

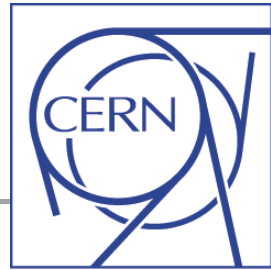
Service Owner Assignment

- 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



- DATI, ROBERTO (GS-SEM)
- DAUDIN, BENOT (GS-AIS-PI)
- DE JONGHE, JURGEN (GS-AIS)
- DELAMARE, CHRISTOPHE (GS-SEM)
- DETHURENS FAVEZ, SYLVIE (GS-SEM)
- DOBROVICOVA, IVICA (GS-SEM)
- DUCASTEL, CLAUDE (GS-SEM)
- DUMEAUX, NATHALIE (HR-DI)
- FOSTER, DAVID (IT-DI)
- GIRONE, MARIA (IT-ES-VOS)
- GOICOECHEA, BERNARD (GS-SEM)
- GRANCHER, ERIC (IT-DB-DSI)
- GRANGE-LAVIGNE, YAEL (HR-SEM)
- GRANIER, CECILE (HR-SMC)

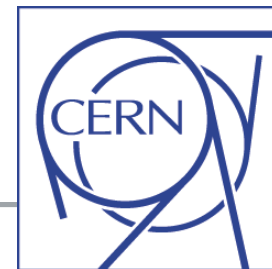
Service Management for CERN



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 Keywords	



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

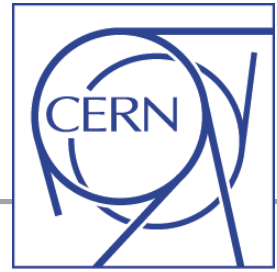
**WORK IN
PROGRESS**

CSC for Service Owners
How to use the CERN Service Catalogue
maintenance tool

CS



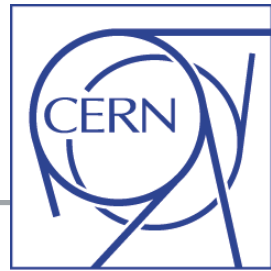
Service Management for CERN



Roles Assignment

Is there anybody doing that job?



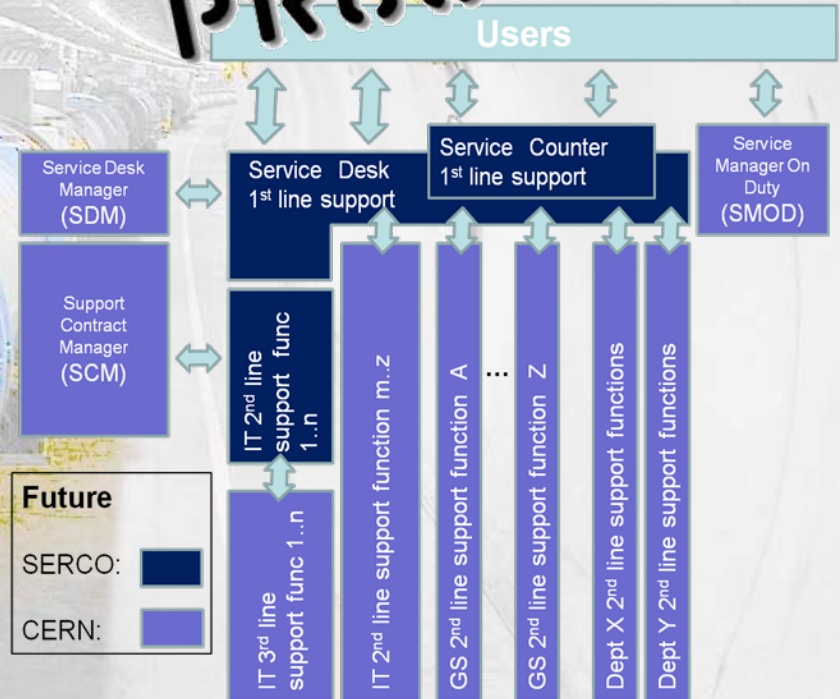


Service Management for CERN

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.

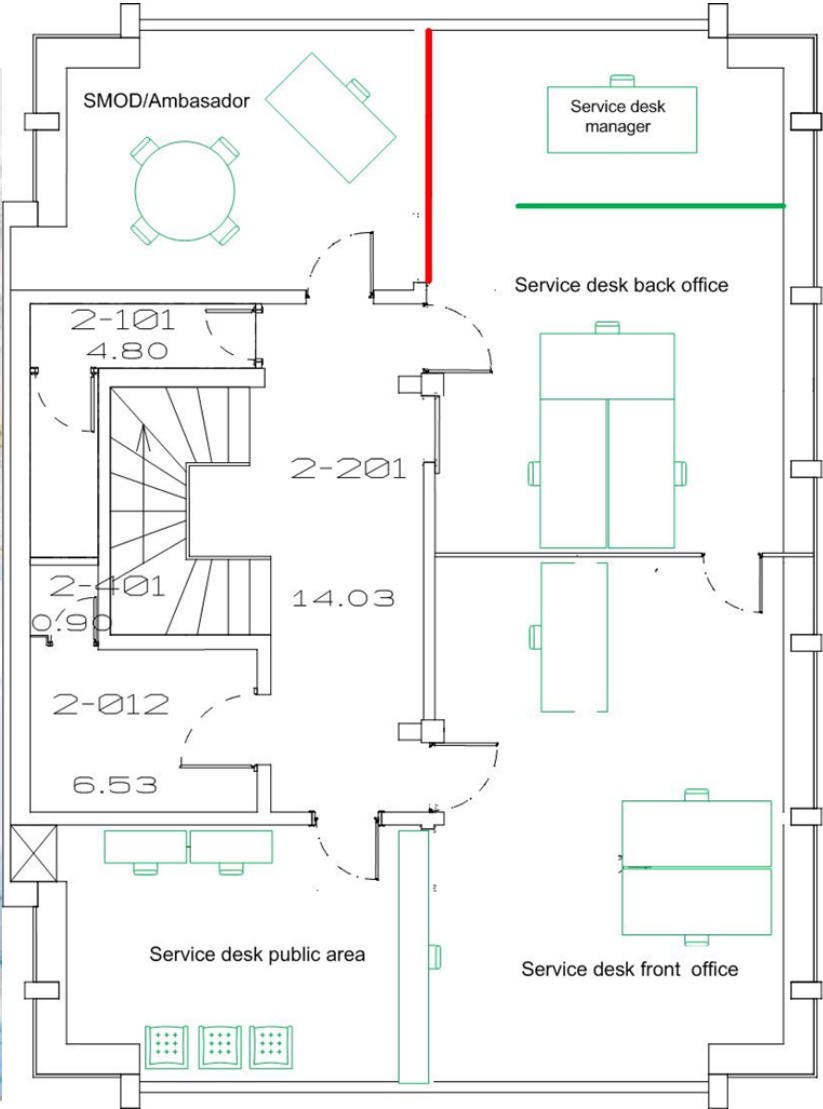
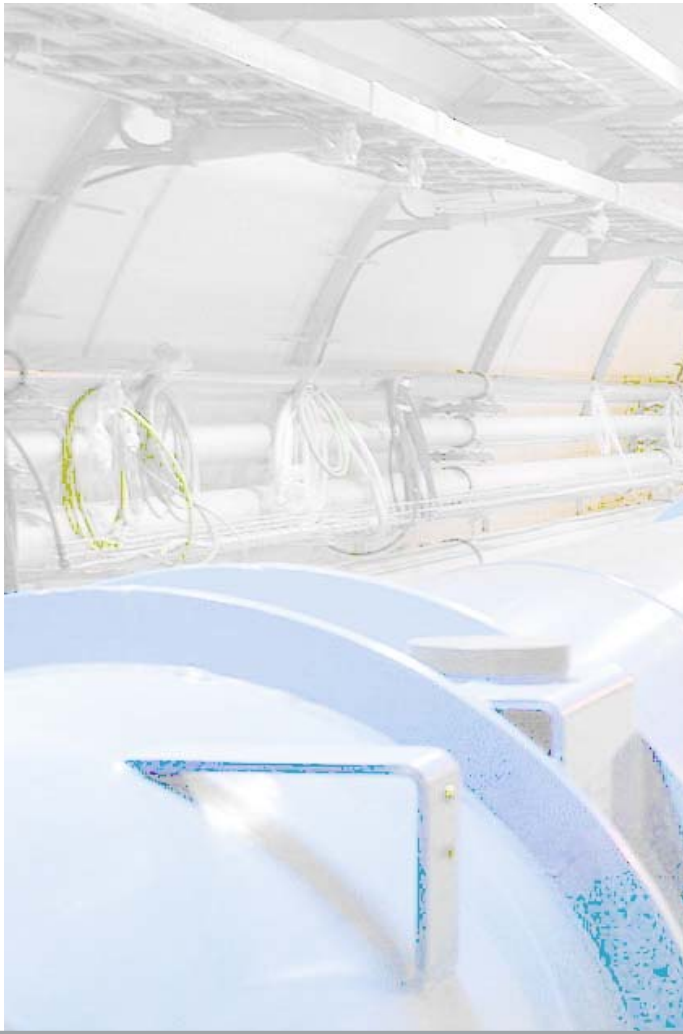
WORK IN PROGRESS

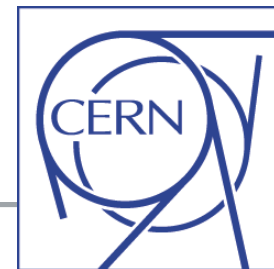




Service Management for CERN

The CERN Service Desk





Service Management for CERN

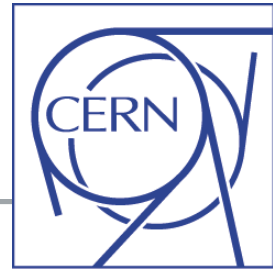
The CERN Service Desk

- 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

WORK IN PROGRESS

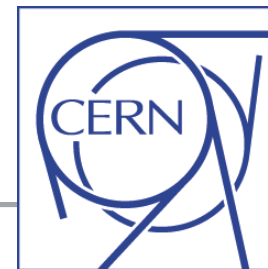


Service Management for CERN



Service Management Tool Evaluation

M: Su High-level Criteria Individual elements	Tool	Service Now			Remedy	
	Manufacturer	service-now.com			BMC	
		Provider	Aspediens			IT Concepts
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 Compatibility	10			4		



Service Management for CERN

Service Management Tool Evaluation

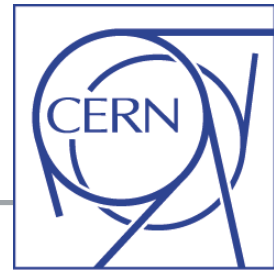
- 40 Tools evaluated in the pre-selection phase
- 6 Tools evaluated in detail
- 2 Tools in the final competition
- Agreed contract is circulating now for official approval
- Considered:
 - Process Requirements
 - Measurement Requirements
 - Technical Requirements
 - Interface Requirements
 - Future Use Requirements

Tool Evaluation Sheet	Tool 1	Tool 2	Tool 3	Tool 4	Tool 5
Process Requirements					
Measurement Requirements					
Technical Requirements					
Interface Requirements					
Future Use Requirements					

Rating Matrix:
Functionality
Configuration Effort
Programming Effort
Total Cost of Ownership

Comparable Result

Service Management for CERN



Service Management Tool Configuration

Service-now.com - IT Service Management Suite

Welcome: ITIL User Logout

My ITIL Homepage Refresh: Off Switch to page...

Self-Service

- Homepage
- Service Catalog
- Knowledge
- Help the Help Desk

Incidents

- My Requests
- Requested Items

My Profile

- Take Survey

Service Desk

- Callers
- Incidents
- Knowledge
- My Work
- My Groups Work
- My Approvals

Incident

- Create New
- Assigned to me
- Open
- Open - Unassigned
- Closed
- All
- Overview
- Critical incidents

Problem

- Create New
- Assigned to me
- Known Errors
- Open
- Pending
- All
- Overview

Change

- Release
- Configuration
- Service Catalog
- Reports
- BSM Map

News

- Windows XP How-To: Manage Your Computer's Security Settings in One Place
- Service-now.com Ar
- Service-now.com Cl
- Service-now.com to
- Service-now.com an
- Reminder: Email Int

ITIL Summary Counts

- Critical Items**
Open Items that have C
- Overdue Items**
Open items that have a
- Items Opened > 1 Wee**
Items that have stayed

My Groups Work

Number
INC00039
INC00046
INC00049
INC00050

My Work

Number	Description
CHG00001	
CHG00002	
CHG00003	
CHG00004	
CHG00006	
CHG00007	
CHG00008	
INC00014	missing my home directory
INC00016	Rain is leaking on main DNS Server
INC00018	Sales forcast spreadsheet is READ ONLY
INC00020	Request for a Blackberry
INC00025	I need more memory
INC00027	please remove this hotfix

Example Workflow - Checked out by me

```
graph TD; Begin[Begin] --> LogMsg1[Log Message  
Start message]; LogMsg1 --> Timer[Timer  
Wait 15 seconds]; Timer --> LogMsg2[Log Message  
End message]; LogMsg2 --> End[End];
```

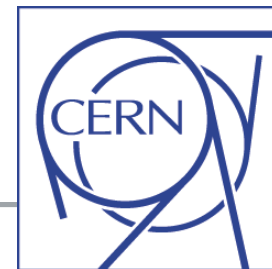
Activities

- Approval - Group
- Approval - User
- Branch
- Create Catalog Task
- Create Event
- Create Task
- Create Task Event
- If
- Join
- Log Message
- Log Trace Message
- Lookup field matcher
- Lookup matcher
- Run Script
- Subflow
- Subflow by ID
- Timer
- Wait for condition
- Wait for WF Event

Stages

All Incidents By Category

Category	Count	Percentage
Request	1	2%
Database	2	4%
Network	3	7%
Hardware	8	17%
Inquiry / Help	21	46%



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

WORK IN PROGRESS

The screenshot displays a web-based interface for a Service Management Tool. The top section is a 'Change Request' form with the following fields:

- Number: []
- Assigned to: []
- Configuration item: []
- Requested by: []
- Priority: []
- Short description: []
- Description: []
- Work note: []

Buttons for 'Update', 'Close Change', and 'Delete' are visible. Below the form is a 'Schedule' section with fields for 'Requested by date', 'Planned Start Date' (2008-04-30 17:00:00), and 'Planned End Date'. Further down, there are 'Change Tasks' and 'Change Tasks' sections with buttons for 'New', 'Approvers', 'Problems', and 'Affected Cls'. A table at the bottom shows columns for 'Number', 'Short description', 'State', 'Assigned to', 'Work start', and 'Work end'. The text 'WORK IN PROGRESS' is overlaid on the right side of the image.

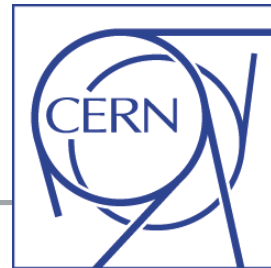


Service Management for CERN IT

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



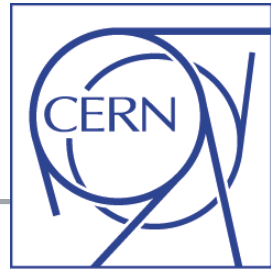
Service Management for CERN

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

