SERVICE DEFINITION
MANAGED DESKTOP PC SERVICE

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Version 1.0 10 November 2002

Objectives of the Service

1. Provide CERN end users, particularly staff members, an adequate PC for general desktop work.
2. Minimize the loss of work time for end users due to PC hardware or system software problems, in particular by providing a rapid replacement in case of hardware failure.
3. Simplify the administrative load on end users and their divisional administrations by centralizing inventory, warranty and repair management of PCs with the service provider.
4. Shift the risk created by possible poor quality models from the end user to the service provider.
5. Simplify planning of divisions by providing a predictable financial model for expenditures on PCs for desktop use.

Scope Management

The scope of the service will be managed by the Technical Director using the Desktop Forum committee (DTF) as principal advisor. Following standard DTF procedures, it is expected that, as necessary,

- Divisional DTF representatives will summarize end user needs from their perspectives, and the DTF will elaborate these into a coherent set of requirements.
- Based on these requirements, the service provider will elaborate costed proposals, including personnel, materials and industrial service expenditures.
- The DTF will then make a cost-benefit analysis, may iterate both the requirements and solution proposals, and eventually make appropriate recommendations regarding scope changes to the Technical Director.

Initial Scope

The initial scope will be standard desktops and laptops managed under the NICE 2000 service whose usage pattern is predictable at the level of 6 months and which are located within CERN's premises. The working environment covered in the initial scope will be that of applications deployed through the NICE 2000 service; additional applications installed individually by the end user are explicitly excluded from the initial scope of the service.

Service Provider

The service provider will be IT Division.

Current Scope

The initial scope has been updated as follows:

Date	Updated text of scope
None	No changes

Implementation details of oversight and quality control of the service

Oversight Board

An oversight board to monitor service quality and to advise on the life-cycle management of the PCs will be setup by the Technical Director, to whom it will report via the DTF.

The board will have members representing the interests of each class of users, initially administrative, technical/engineering, accelerators and physics. The service responsible and a representative of the IT Divisional management will also be members of the board.

The following are explicitly considered as part of the advice on life-cycle management:
- Provide advice on proposed changes to the catalogue of PC configurations
- Provide advice on the adequacy of existing PC models to the needs of the different types of usage by end users (text processing, spreadsheet work, etc.)
- Receive information and provide advice on the financial management of the service, particularly on surplus or deficit of the budget for the service.

Implementation details of the service in IT Division

General guidelines used to generate the Service Catalogue

The service will initially offer a limited number of models of wide applicability, as agreed by the DTF. Thereafter, management of the Service Catalogue will be done under the advice of the oversight board.

The initial charging of the service will be based on an equipment lifetime of 48 months for desktops and 36 months for laptops with a 20% margin of safety to cover the risk factors described in the objectives of the service. Therefore, the monthly charge of the service for each model in the Service Catalogue will be set initially to 1/48 (1/36 for laptops) of 120% of the hardware price listed in the CERN Stores catalogue.

In addition, the service will keep track and report all other personnel, materials and industrial services expenditures related to the service, in the spirit of CERN's migration to a P+M resource tracking scheme.

Typical Service Intervention Description

NOTE: Introduction of the Managed PC Service does not modify existing processes of first-level problem determination. Hence, determination of the condition "broken PC" will continue to be done by local computing support, where it exists, or by the end user interacting with the Computer HelpDesk otherwise. The process described in the following starts after the "broken PC" condition is established. The "broken PC" condition will be defined and maintained from the scope of the Managed PC Service, and local support and the Computer HelpDesk will be appropriately informed or trained in order that their services properly inter-operate with the Managed PC Service.

- A broken PC is reported by an end user or local computing support personnel via e-mail or telephone to the Computer HelpDesk.
- The Computer HelpDesk generates a trouble-ticket and dispatches to the Managed PC Service.
- The Managed PC Service assigns the call to a member of its team (referred to as the Troubleshooter).
- The Troubleshooter contacts the end user to setup a rendezvous at the premise where the broken PC is located.
- The Troubleshooter gathers any additional details on the incident from the end user and starts to work with the explicit aim of restoring the ability of the end user to perform her/his PC-based work.
- The Troubleshooter will call on and coordinate the work of additional members of IT Division as needed.
- If the service cannot be restored on the existing hardware or system software, the Troubleshooter will proceed to replace the hardware and system software with another unit in order to restore the service within the response time targets defined below.
- After the hardware and system software are working, the Troubleshooter will ensure that the user can log-in and perform work within the scope specified for the service.
- The Troubleshooter will close the call with agreement by the end user.

Target Response Times, Escalation and Quality of Service Criteria

Note 1: Stock levels of PC equipment have been maintained deliberately low due to the critical financial situation of the Organization. Therefore, initial delivery of units to users will have to be confirmed on a week by week basis during the first 3 months of operation. Target Response Times for this parameter should be agreed by the oversight board and the DTF after this.

Note 2: All times quoted are counted within standard CERN working hours.

Item	*Average Response Time*	*Maximum Response Time*
Incident Reception and Dispatch	Set by Computing HelpDesk Service	Set by Computing HelpDesk Service
Contact with User and Setup Appointment	15 minutes	1 hour
Visit to Premise and Start of Problem Resolution	2 hours	4 hours
Problem Resolved and User back at work on PC	4 hours	8 hours

Escalation will be via the following chain:

- IT Manager on Duty
- IT/US Group Leader
- IT Deputy Division Leader
- IT Division Leader
- Technical Director

Quality of Service Criteria
- Statistics on Response Times based on trouble-ticket checkpoints
- Statistics from voluntary responses to questionnaire left during visit
- Statistics on number of escalations

Service Catalogue and Prices

Acronym	NICEDESK15LCD		
Description	Standard NICE 2000 Desktop with 15" LCD screen		
Initial Fee	100 CHF	Periodic Fee	45 CHF/month
Minimum contract length	6 months	Minimum cancellation notice	3 months
Comments	Requires PERSKBMS and optionally PERSSPKR Note 15" LCD is equivalent in viewing size to 17" CRT		

Acronym	NICEDESK21CRT		
Description	Standard NICE 2000 Desktop with 21" CRT screen		
Initial Fee	150 CHF	Periodic Fee	58 CHF/month
Minimum contract length	6 months	Minimum cancellation notice	3 months
Comments	Requires PERSKBMS and optionally PERSSPKR		

Acronym	NICEDESK		
Description	Standard NICE 2000 Desktop without screen		
Initial Fee	100 CHF	Periodic Fee	30 CHF/month
Minimum contract length	6 months	Minimum cancellation notice	3 months
Comments	Requires a compatible screen provided by the user and PERSKBMS and optionally PERSSPKR.		

Acronym	NICELAPDS		
Description	Standard NICE 2000 Lightweight Laptop with two power adaptors, one docking station and one 15" LCD screen(conceived as desktop replacement with laptop)		
Initial Fee	100 CHF	Periodic Fee	143 CHF/month
Minimum contract length	1 year	Minimum cancellation notice	3 months
Comments	Requires PERSKBMS and optionally PERSSPKR Support can be given only within CERN's premises		

Acronym	NICELAP		
Description	Standard NICE 2000 Lightweight Laptop with two power adaptors, one docking station		
Initial Fee	100 CHF	Periodic Fee	124 CHF/month
Minimum contract length	1 year	Minimum cancellation notice	3 months
Comments	Support can be given only within CERN's premises		

Acronym	PERSKBMS		
Description	Personal Keyboard and Mouse (CERN stores items)		
Initial Fee	54-143 CHF	Periodic Fee	none
Minimum contract length	not applicable	Minimum cancellation notice	not applicable
Comments	None		

Acronym	PERSSPKR		
Description	Personal set of speakers for PC audio (CERN stores item)		
Initial Fee	24 CHF	Periodic Fee	none
Minimum contract length	not applicable	Minimum cancellation notice	not applicable
Comments	Optional accessory		

Financial Management

The financial management of the service will be through a set of IT Division budget codes specifically setup for this purpose and overseen through the standard procedures of FI Division. A yearly consolidated financial summary will be reported to the oversight board and the DTF.

Charging will be through extensions of existing procedures (i.e. BAAN) in order to minimize administration expenses.