Streamlining Support and Development Activities Across the Distinct Support Groups of the ALBA Synchrotron with the Implementation of a new Service Management System

Project Manager: Malysa Martin  Executive: David Fernández  MIS: Daniel Salvat, Alfonso Burgos
Service Managers: David Carles, Carles Collodelram, Guillem Cuni, Edmundo Fraga, Gastón García, Oscar Matilla, Toni Pérez

PROBLEM
Distinct tools for Support and Development
- Lack of integration between processes and teams
- Difficult maintenance

Old Intranet
- Sedimentary information structure
- Outdated technology
- Difficult to search

SOLUTION
Use JIRA Service Desk & Agile from Atlassian
- ITIL Service Management
- Agile Project Management
- Ease of configuration
  - Service Desk Customer Portals
  - Request Forms & Custom Fields
  - Workflows
  - Project Roles, Permissions, Notifications
  - Service Level Management

Use Confluence from Atlassian
- Collaborative Spaces
- Usage Based Information Structure
- Integration with JIRA

Powerful search engine

BENEFITS
A unique Customer Portal for all Support Teams
Integration between Support & Development
Collaboration between teams
Service Level Management
Agile Service Portfolio Management
Agile used in non IT teams
PRINCE2 project management support
Ease of Maintenance + Change

LEARNING FROM EXPERIENCE
- ~ 2000 hours / 18 months, 90% Change Management
- Handling Resistance = Listen to concerns + Propose solutions
- User Experience Design techniques boost Adoption
- Controlled failures in User Training → Smooth introduction
- Timeline = function (team's availability, attitude toward change, operational constraints)

NEXT
- Integrate Alfresco DMS
- Agile Business Intelligence
- DevOps

www.albasynchrotron.es