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

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ALBA Synchrotron

TUMPL02
Problem: **Silo** Service Support & Dev Management Systems

- Lack of integration between processes and teams
- Difficult maintenance

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- Outdated technology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

**Distinct tools for Support & Project**

- MIS: Management Information System

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**Service Operation**

- **Request Tracker**
  - Beamline Support
  - Floor Coordinators
  - Beamline Tech.
  - Computing
  - Control Systems
  - Electronics
  - Electronics Tech.
  - IT Systems Support
  - MIS*
- **Safety Ticket**
- **Engineering Order**
- **Manipulation Order**

**Service Design**

- **Redmine – Computing Projects**

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* MIS: Management Information System

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**Intranet**
- Plone

**DMS**
- Alfresco
Solution: A Unique Service Management Toolset

JIRA Software & Service Desk

- **Agile** Project Management
- **ITIL** Service Management
- Ease of configuration
  - Service Desk Customer Portals
  - Request Forms & Custom fields
  - Workflows
  - Project Roles, Permissions, Notifications
  - Service Level Management

+ Confluence

- Collaborative Spaces
- Usage Based Information Structure
- Integration with JIRA

**Powerful search engine**
### Benefits

**Planned**
- ITIL Service Management + Agile Project
- Integration between Support & Development
- Service Level Management
  - Time to First Response
  - Time to Resolve
- A unique Service Portal for all support teams
- Easier maintenance

**Additional Benefits**
- Cross-team collaboration
  - Example: H&S and Infrastructure
- Agile Service Portfolio Management
  - Agile Service Operation
  - Agile Service Design
  - Agile Service Strategy
  - Agile Service Improvement
  - Agile Service Reporting
- Agile used in non IT teams
- PRINCE2 Project Management

**Project Learnings**
- **Staged effort ~ 2000 hours / 18 months**
  - 90% change management
  - 5% project configuration
  - 5% system configuration
- **Handling Resistance**
  - Listen concerns
  - Propose life/time saving solutions
- **User Experience Design ➔ Adoption**
  - Observation
  - Interviews
  - Prototype reviews
  - Pilot periods
- **User Training**
  - Controlled failures ➔ Smooth introduction
- **Low control on each Service Desk timeline**
  - Teams availability
  - Attitude toward change
  - Operational constraints

### Next Steps
- Alfresco DMS integration
- Implement Agile Business Intelligence
- Investigate DevOps