Since the processes and roles have been clearly defined, agreed and communicated:  
- the traceability has increased,  
- the communication between teams is now seamless  
- All technical teams are now more engaged around the operation  
- Incident resolution time has decreased drastically

The chosen tool suite is:  
- Jira to implement all operational processes workflows  
- Confluence as a knowledge database  
- Integration with Maintmedia (CMMS) and Blog that were already in place

Accelerators operation

Shared operational processes are routinely used by all teams implied in the Accelerators operation since beginning 2018

Each technical teams follow their issues in Jira dashboards

Vision

- “The strength of a chain is the strength of the weakest link”  
- All technical groups must share the same methods and tools to deliver high level of service to end users

Methodology

- ITIL methodology as been chosen because it is focused on operational processes rather than norms  
- ITIL terminology or processes have been sometimes adapted to cope with existing SOLEIL processes or vocabulary

Beamlines operation

A web interface developed upon Jira for statistics

13 beamlines and floor coordinators have been trained to use the incident management system

Knowledge database is connected to incident creation form

A dynamic dashboard for incidents

Key success factors

- People first: listen to their concerns, explain the strategy, and train them.  
- Journey was a bottom-up initiative driven by a team that is deeply involved in everyday operation  
- Support of the top management is mandatory

Change management is very time consuming (and was totally underestimated)

Base your approach on others experiences/tools/methologies

Promote a Continuous Improvement & Experimental Culture

Simplified incident creation form with Jira service desk

SOLEIL is a research center located near Paris, France. It is a particle (electron) accelerator that produces the synchrotron radiation, an extremely powerful light that permits exploration of inert or living matter. SOLEIL covers fundamental research needs in physics, chemistry, material sciences, life sciences (notably in the crystallography of biological macromolecules), earth sciences, and atmospheric sciences.

It offers the use of a wide range of spectroscopic methods from infrared to X-rays, and structural methods such as X-ray diffraction and diffusion with 29 beamlines.

It delivers 6500 hours of beam time included 5000 hours for 2000 users per year since 2008.

https://www.synchrotron-soleil.fr