



USING PRINCE2 AND ITIL PRACTICES FOR COMPUTING PROJECT AND SERVICE MANAGEMENT IN A SCIENTIFIC INSTALLATION



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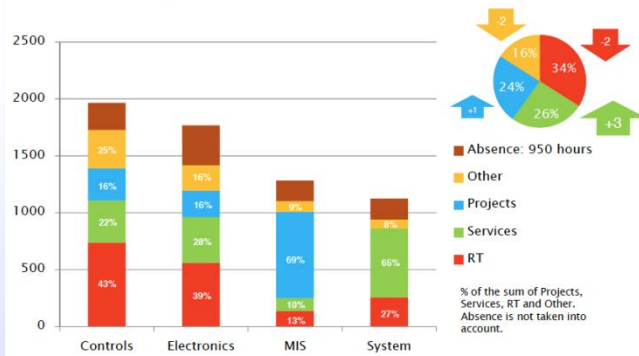
Tuesday, Oct, 8, 2013



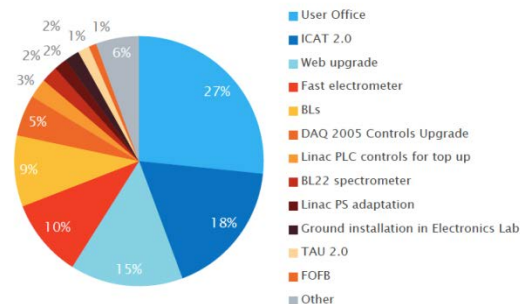


Benefits: ... Quality Management

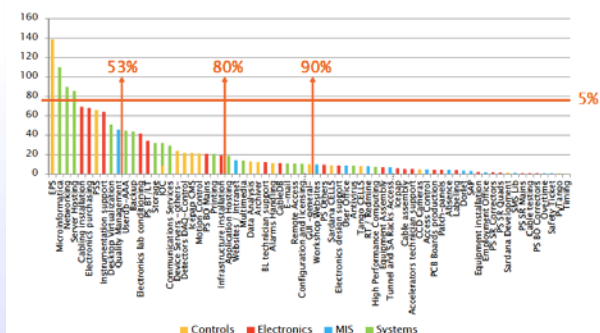
Computing Overview - 6138 hours



Projects Hours: 1270 hours, 24% (+1)

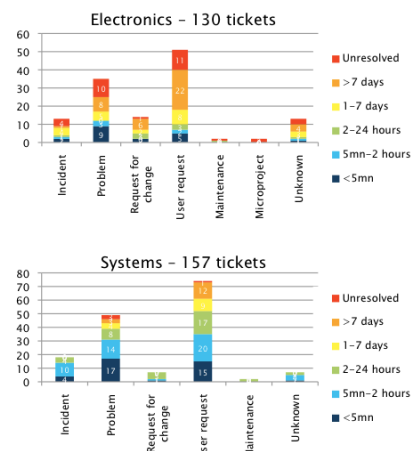
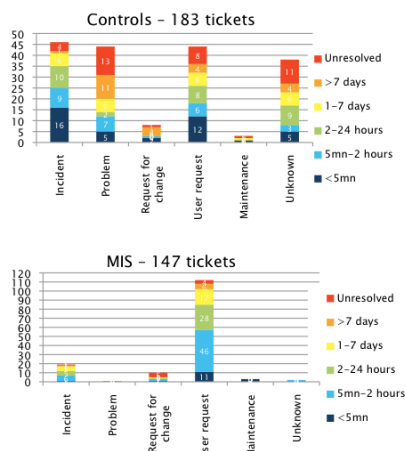


Services Hours: 1495 hours, 29% (+3)

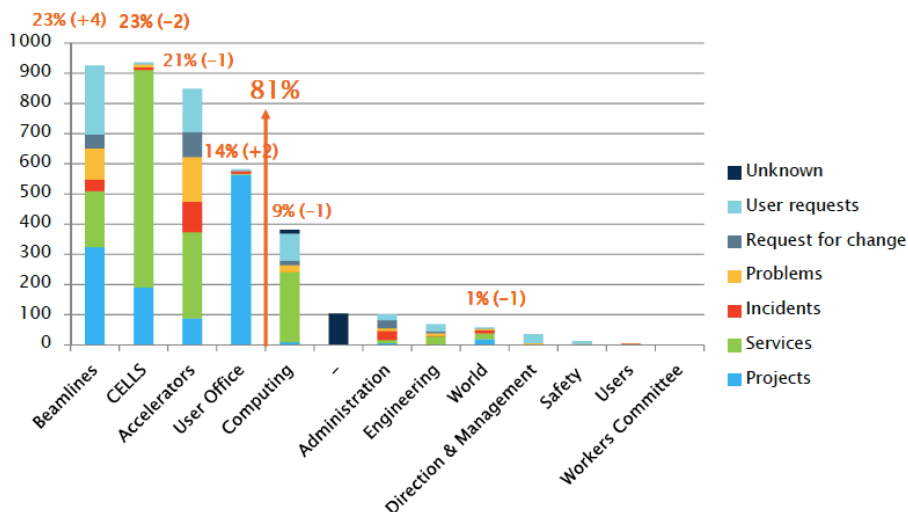


Helpdesk Service Level

Time to Resolve INCIDENTS
72% less than 24hrs
88% less than 7 days
Resolution rate: 91%



Hours Spent per Customer: 4060 hours





Project and service management

I follow my own methodology

I implement a standard methodology

Already invented

Benefit from experience acquired by others along many years

Wide coverage

Well documented

No need of unnecessary doc

Simpler to tailor to my needs

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Installation development and commissioning of the control system infrastructure of BL04

Prinze2 View | Manpower | Extra Documents | Documentation | Mail Report

	Pre-Project	Initiation Stage	Prototype1
Directing	<ul style="list-style-type: none"> Appoint Executive Appoint Project Manager 	<ul style="list-style-type: none"> Authorize Initiation 	<ul style="list-style-type: none"> Authorize Stage View Exception Reports View Highlight Reports Authorize Premature Closure
Managing	<ul style="list-style-type: none"> Create Daily Log Create Lessons Log Appoint the Project Management team Create Outline Business Case Create Project Product Description Select Project Approach Request to Initiate Project 	<ul style="list-style-type: none"> Prepare the Risk Management Strategy Prepare the Quality Mngt Strategy Prepare the Configuration Mngt Strategy Prepare the Communication Mngt Strategy Set up project controls Create the Project Plan Request to Deliver Project 	<ul style="list-style-type: none"> Authorize Work Packages Highlight Report Exception Report Prepare Premature Closure Stage End Report
Delivering			<ul style="list-style-type: none"> Manage Work Packages

Status: Final Stage

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Projects Management Tool

Project Initiation Documentation (Baseline)

ALBA Computing Division

Created by: jperale Version: 10 Created: 29-03-2013

PROJECT INITIATION DOCUMENT (PID)

Project code: CTBL04
Project name: Installation development and commissioning of the control system infrastructure of BL04

Dear Stakeholder:

Purpose
This document has been prepared to capture and record the basic information needed to correctly direct and manage the project. The information is intended to be used by the project team and other stakeholders.

Table of contents

1. Business Case
2. Project Description
3. Project Approach
4. Organization
5. Risk Management Strategy
6. Quality Management Strategy
7. Communication Management Strategy
8. Configuration Management Strategy
9. Project Plan

1. Business Case

Users and interested parties

This project has been created by the project team.

Interested parties:

- Business Case
- Project Description
- Project Approach
- Organization
- Risk Management Strategy
- Quality Management Strategy
- Communication Management Strategy
- Configuration Management Strategy
- Project Plan

Notes

Control system infrastructure products needs to be ready to perform functions on BL04 commissioning and allow first users to perform experiments.



Computing ALBA CELLS

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Products

Below you can find a list of products offered by Computing Division at ALBA-CELLS:

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Show All

CableDB

CableDB is a collection of tools to manage and store all cables, racks and equipments used in the ALBA-CELLS synchrotron.

[Product Page](#)

Engineering Internal Order

Engineering Internal Order is a tool designed to help engineering division to manage engineering orders at ALBA-CELLS synchrotron.

[Product Page](#)

ePurchasing

ePurchasing is a purchase application crafted with a web-based that works as a front-end for SAP ERP.

[Product Page](#)

Icepap CMS

The aim of this application is to provide a tool that allows managing the hardware settings of the motor drivers in an Icepap system.

[Product Page](#)

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Time DB (Week 1 / 2013: Dec 31-Jan 06)

Week Entries | Reports | Help

User: Nardella, Alberto

Year: 2013

Support

You can update RT tickets time spent addressing incidents, problems, users request or requests for changes.

View Details Time: 2:11'

Services

You can input time spent attending any task needed for a service operation, for instance, maintenance, configuration, upgrade, etc. Any task someone asked you is Support.

Service	Unit	Time
RT / Redmine	CELLS	0:0'
Safety Ticket	CELLS	0:0'
TANGO website	World	0:0'
TimeDB	Computing	0:0'
Tunnel and SA Racks Access Request	CELLS	0:0'
Tunnel and SA Racks Access Request	Accelerators	0:0'
User Office	User Office	13:49'
Websites / Intranet	CELLS	0:0'
Websites / Intranet	Computing	0:0'

Projects

You can input time spent on projects tasks, including project meetings and project management tasks. This data is also used to compute the real time spent on a project in CELLS Project Management application.

Project	Work Package	Redmine	Time
ALBA User Office Phase 3 - Experiments	User Tracking	0:0'	8:0'
ISPyB	-	-	0:0'

Summary

Category	Time
Support	2:11'
Services	13:49'
Projects	8:0'
Others	0:0'
Total	24:0'
Days Worked	3.0

Week 36 Sep 02 - Sep 08
Week 35 Aug 26 - Sep 01
Week 34 Aug 19 - Aug 25
Week 33 Aug 12 - Aug 18
Week 32 Aug 05 - Aug 11
Week 31 Jul 29 - Aug 04
Week 30 Jul 22 - Jul 28
Week 29 Jul 15 - Jul 21
Week 28 Jul 08 - Jul 14
Week 27 Jul 01 - Jul 07