

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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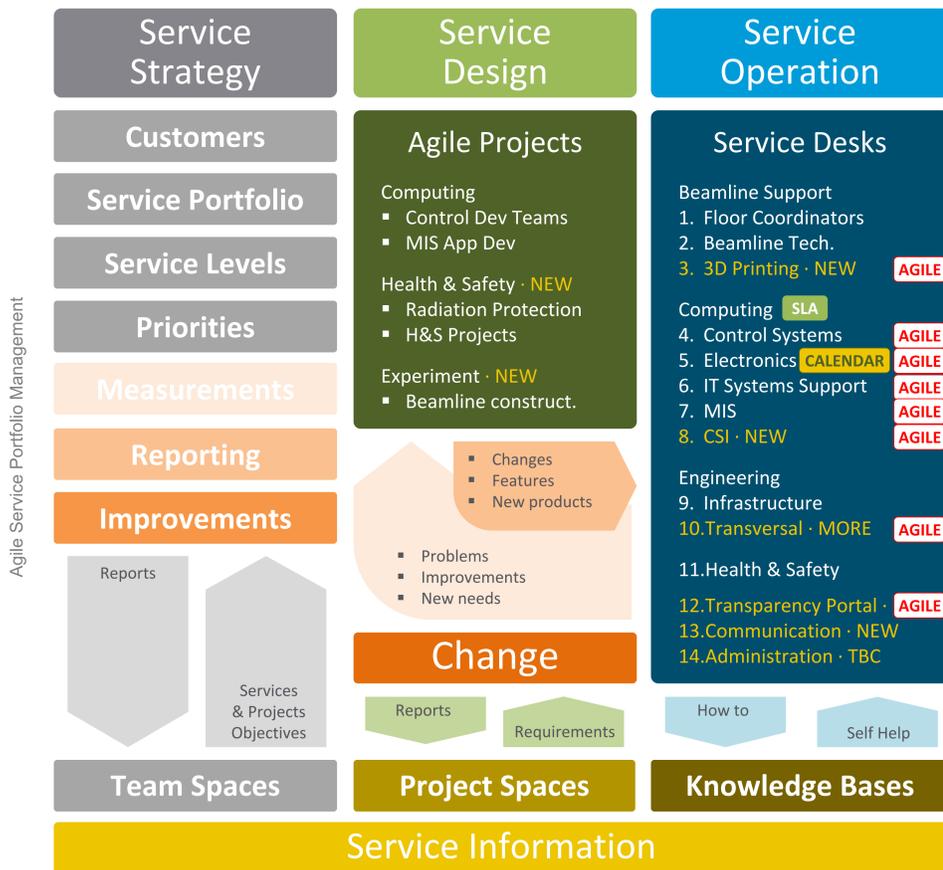
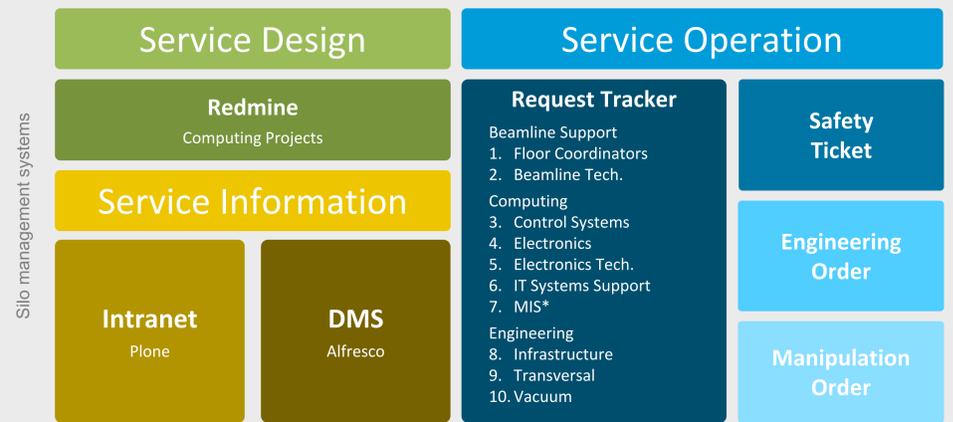
PROBLEM

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- Outdated technology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

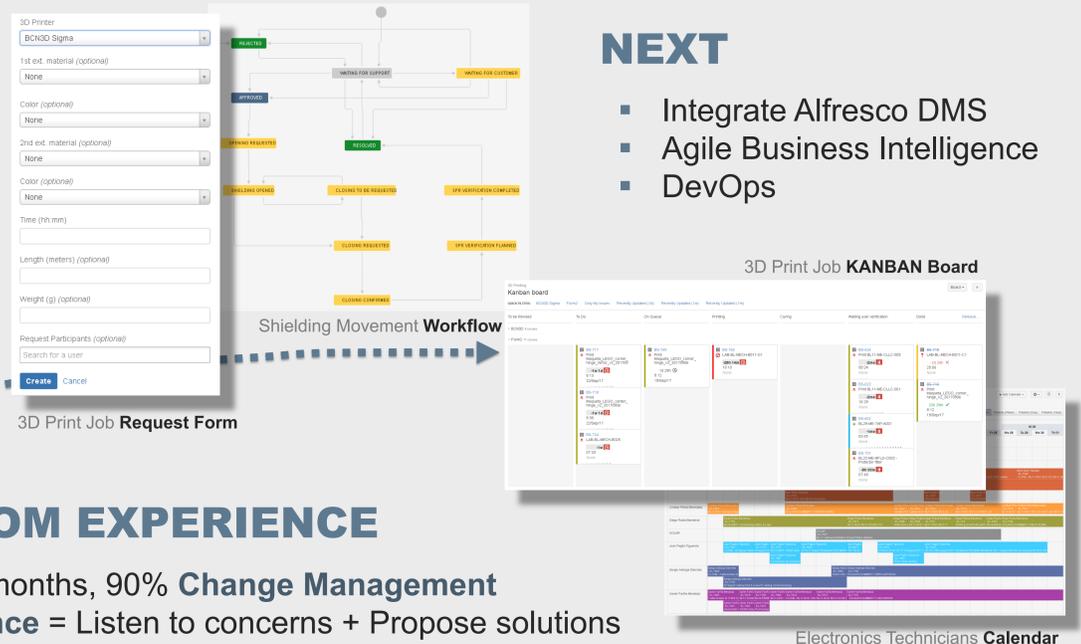
Powerful search engine

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**

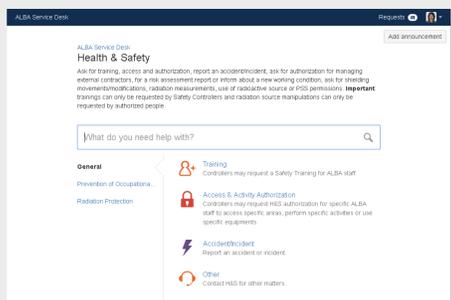
NEXT

- Integrate Alfresco DMS
- Agile Business Intelligence
- DevOps



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)



Health & Safety Customer Portal in ALBA Service Desk

