



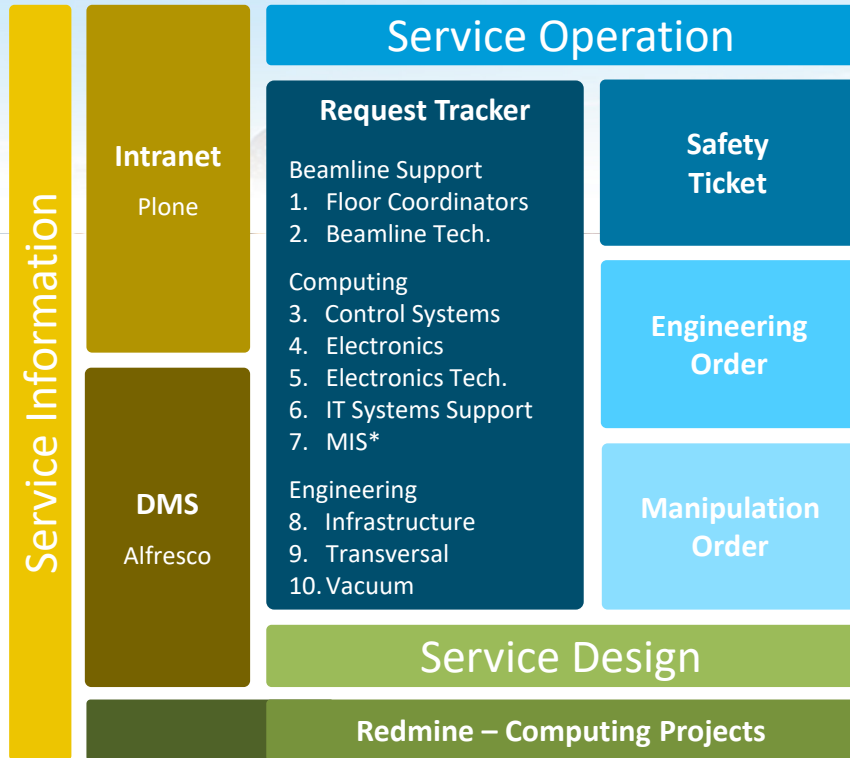
Streamlining Support and Development Activities Across the Distinct Support Groups of the ALBA Synchrotron with the Implementation of a new Service Management System

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ALBA Synchrotron

TUMPL02

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



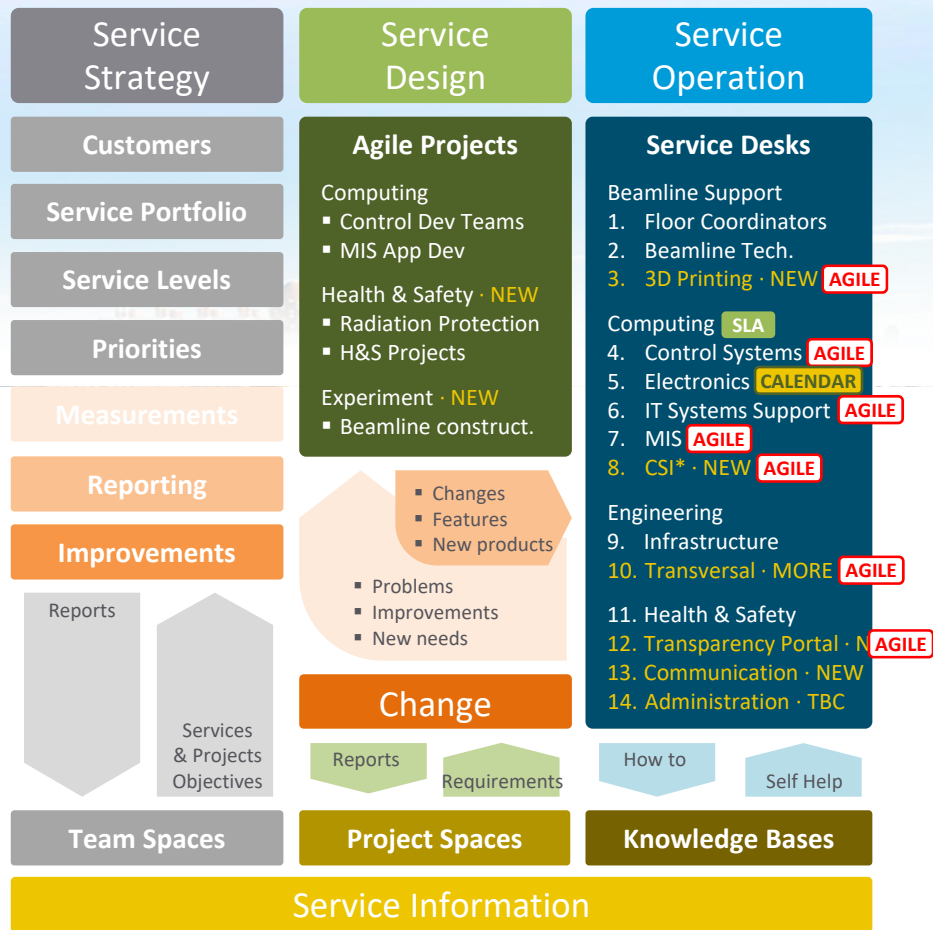
* MIS: Management Information System

Distinct tools for Support & Project

- Lack of integration between processes and teams
- Difficult maintenance

Old Intranet

- Sedimentary information structure
- Outdated technology
- Difficult to search



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

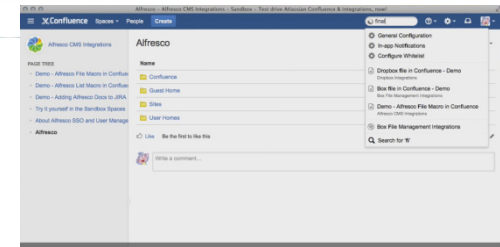
- **Cross-team collaboration**
 - Example: H&S and Infrastructure
- **Agile Service Portfolio Management**
 - Agile Service Operation
 - Agile Service Design
 - Agile Service Strategy
 - **Agile Service Improvement**
 - **Agile Service Reporting**
- Agile used in non IT teams
- **PRINCE2** Project Management

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**



Alfresco in Confluence Plug and Play from AppFusions



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