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


ALBA-CELLS, Barcelona, Spain

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
I follow my own methodology
I implement a standard methodology
Already invented
Benefit from experience acquired by others along many years
No need of unnecessary doc
Wide coverage
Simpler to tailor to my needs
Well documented

Project and service management

ITIL

Computing

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

- CubixDB
- CubixDB is a collection of tools to manage and store all cables, racks, and equipments used in the ALBA-CELLS synchrotron.
- Engineering Internal Order
- Engineering Internal Order is a tool designed to help engineering division to manage engineering orders at ALBA-CELLS synchrotron.
- ePurchasing
- ePurchasing is a purchase application crafted with a web-based that works as a front-end for SAP ERP.
- Icecap CMS
- The aim of this application is to provide a tool that allows managing the hardware settings of the motor drivers in an icecap system.